



2006 LibQUAL+™ Survey Highlights

Session I & II: January - December

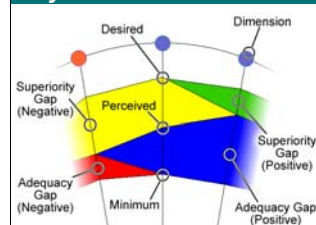
www.libqual.org

LibQUAL+™ is a survey that measures user perceptions and expectations of library service quality in three dimensions: Affect of Service, Information Control, and Library as Place. Participating institutions included college and university libraries, health sciences libraries, community college libraries, and law libraries. Users were asked for their judgments on three scales for each survey question: the *desired* level of service they would like to receive, the *minimum* they are willing to accept, and the actual level of service they *perceive* to have been provided. The desired and minimum scores establish the upper and lower boundaries of a *zone of tolerance* within which the perceived scores should float if respondents view service as adequate (see "Key to Bar Charts"). This framework allows the use of gap analysis to interpret results. If scores are within the zone of tolerance, the service *adequacy gap* is positive because users' perceptions are higher than their minimum expectations, although lower than their desired expectations. Positive service adequacy gaps are shown in blue on the radar charts below (see "Key to Radar Charts"). Conversely, a negative service adequacy gap occurs when perceptions fall below minimum expectations; this is represented on the radar charts in red. A positive *superiority gap* occurs when perceptions exceed desires; this is represented on the radar charts in green.

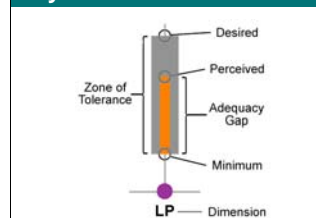
LibQUAL+™ 2006 by the Numbers

| | Institutions | Completed Surveys | Valid Surveys |
|------------------------------------|--------------|-------------------|----------------|
| Total | 298 | 176,360 | 166,820 |
| Institution Type: | | | |
| Academic Health Sciences | 10 | 2,573 | 2,401 |
| Academic Law | 6 | 1,420 | 1,392 |
| College or University | 216 | 150,519 | 142,497 |
| Community College | 29 | 9,005 | 8,404 |
| European Business | 16 | 5,888 | 5,655 |
| Family History | 1 | 528 | 478 |
| Hospital | 1 | 180 | 172 |
| National Health Service England | 10 | 770 | 743 |
| Public | 4 | 966 | 896 |
| Research Centers (FFRDC) Libraries | 1 | 493 | 456 |
| State | 3 | 929 | 803 |
| University/TAFE | 1 | 3,089 | 2,923 |
| Country: | | | |
| Australia | 2 | 3,237 | 3,062 |
| Canada | 11 | 9,104 | 8,682 |
| Denmark | 2 | 1,054 | 1,005 |
| Finland | 4 | 2,222 | 2,146 |
| France | 2 | 347 | 338 |
| Ireland | 2 | 762 | 715 |
| Netherlands | 5 | 2,048 | 1,971 |
| Norway | 2 | 609 | 571 |
| South Africa | 8 | 3,845 | 3,575 |
| Sweden | 2 | 2,466 | 2,376 |
| Switzerland | 2 | 895 | 872 |
| United Kingdom | 33 | 20,729 | 19,915 |
| United States of America | 222 | 128,715 | 121,278 |
| ARL | 45 | 33,912 | 31,862 |

Key to Radar Charts



Key to Bar Charts



Key to Dimensions

- AS: Affect of Service
- IC: Information Control
- LP: Library as Place

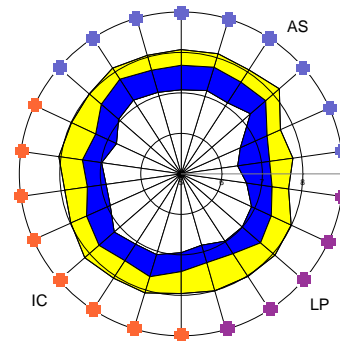
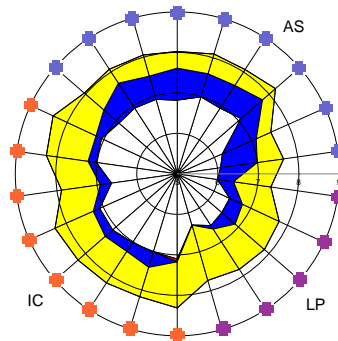
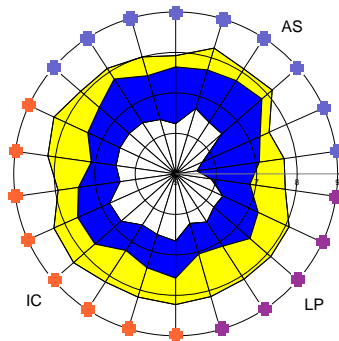
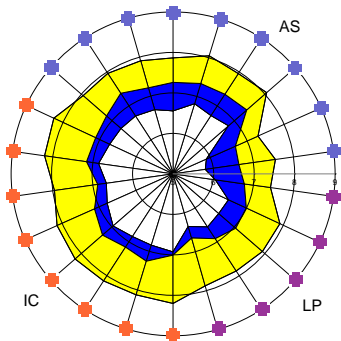
Colleges and Universities

Academic Law Institutions

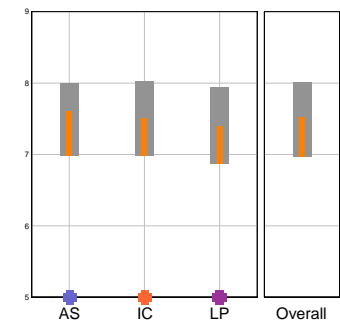
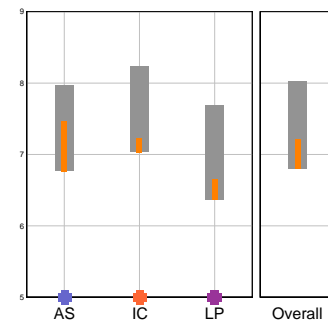
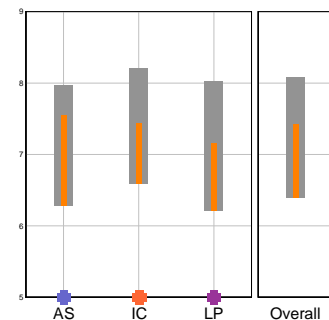
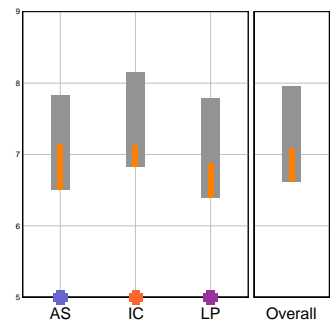
Academic Health Sciences

Community Colleges

22 Core Questions Summary



Dimensions Summary



Dimension Mean Values

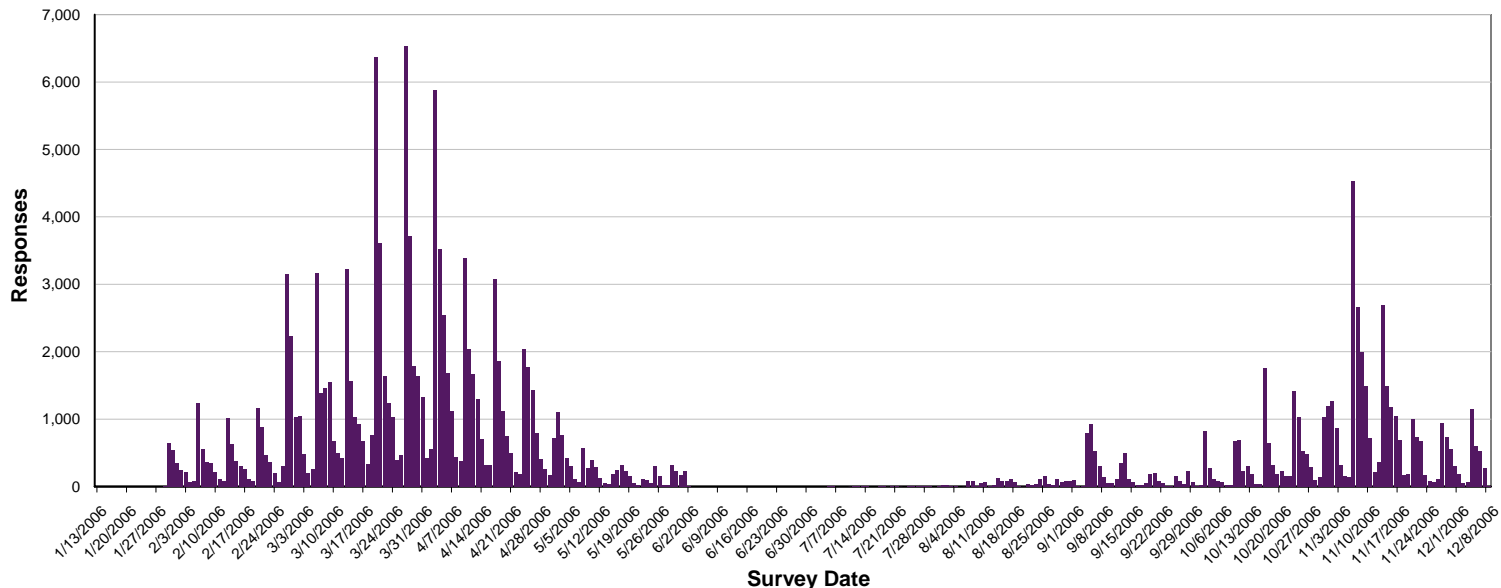
| Desired | n = 113,122 | | | |
|-----------|-------------|------|------|---------|
| 7.83 | 8.15 | 7.79 | 7.95 | |
| Perceived | 7.15 | 7.13 | 6.87 | 7.08 |
| Minimum | 6.51 | 6.83 | 6.39 | 6.61 |
| | AS | IC | LP | Overall |

| Desired | n = 1,369 | | | |
|-----------|-----------|------|------|---------|
| 7.97 | 8.21 | 8.03 | 8.08 | |
| Perceived | 7.55 | 7.43 | 7.16 | 7.42 |
| Minimum | 6.28 | 6.59 | 6.22 | 6.39 |
| | AS | IC | LP | Overall |

| Desired | n = 2,369 | | | |
|-----------|-----------|------|------|---------|
| 7.96 | 8.23 | 7.69 | 8.02 | |
| Perceived | 7.47 | 7.23 | 6.66 | 7.21 |
| Minimum | 6.76 | 7.03 | 6.37 | 6.80 |
| | AS | IC | LP | Overall |

| Desired | n = 8,231 | | | |
|-----------|-----------|------|------|---------|
| 8.00 | 8.03 | 7.95 | 8.00 | |
| Perceived | 7.60 | 7.51 | 7.39 | 7.52 |
| Minimum | 6.99 | 6.98 | 6.87 | 6.96 |
| | AS | IC | LP | Overall |

Survey Activity by Day



12/2006 Session &II version 1.0.2

College and University User Groups (American English)

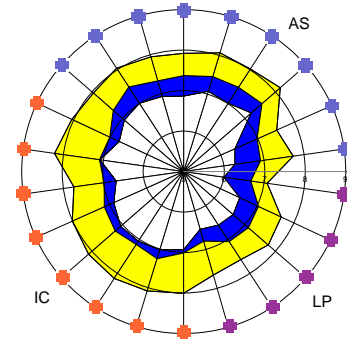
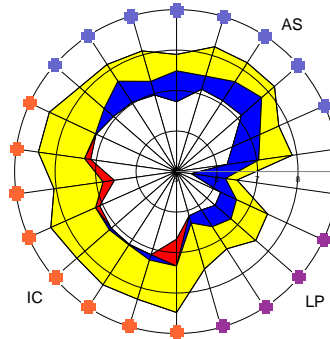
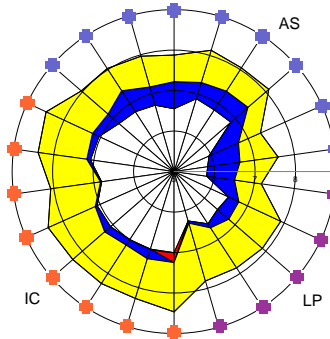
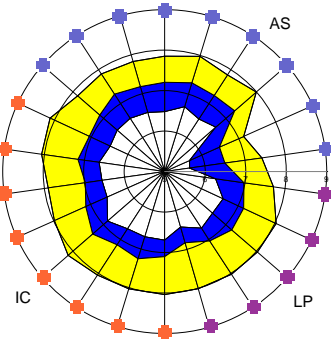
Undergraduates
(n = 65,726)

Graduates
(n = 23,426)

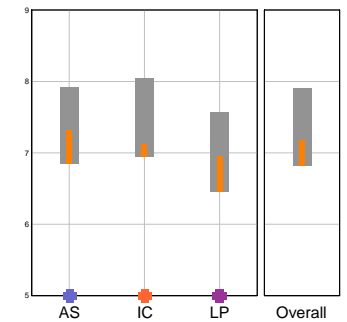
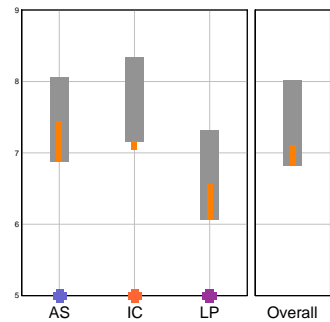
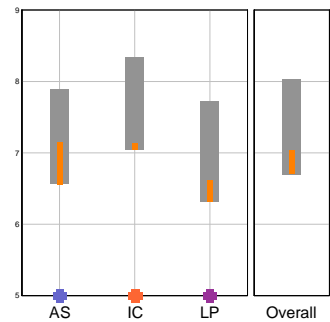
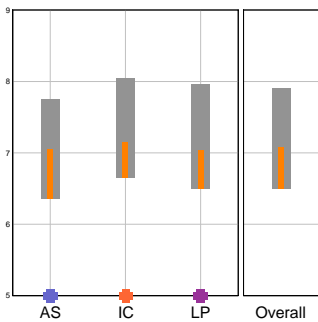
Faculty
(n = 17,861)

Staff
(n = 6,109)

22 Core Questions Summary



Dimensions Summary



LibQUAL+™ Tutorial

To learn more about the three dimensions and view an animated guide to reading LibQUAL+™ charts, view the LibQUAL+™ Interactive Tutorial at:

www.libqual.org/Information/Tools

Register for LibQUAL+™

Please register for 2007 at:

www.libqual.org/Register



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