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.

### 2006 LibQUAL+™ Survey Highlights

**Session I & II: January - December 2006**

- **Institutions:** 298
- **Completed Surveys:** 176,360
- **Valid Surveys:** 166,820

#### Key to Radar Charts
- **Desired**
- **Minimum**
- **Perceived**
- **Adequacy Gap (Positive)**
- **Adequacy Gap (Negative)**

#### Key to Dimensions
- **Affect of Service (AS)**
- **Information Control (IC)**
- **Library as Place (LP)**

#### Key to Bar Charts
- **Zone of Tolerance**

#### Dimensions Summary

<table>
<thead>
<tr>
<th>Institution Type</th>
<th>Institutions</th>
<th>Completed Surveys</th>
<th>Valid Surveys</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total</strong></td>
<td>298</td>
<td>176,360</td>
<td>166,820</td>
</tr>
<tr>
<td>Academic Health Sciences</td>
<td>10</td>
<td>2,573</td>
<td>2,401</td>
</tr>
<tr>
<td>Academic Law</td>
<td>6</td>
<td>1,420</td>
<td>1,392</td>
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<tr>
<td>College or University</td>
<td>216</td>
<td>150,519</td>
<td>142,497</td>
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<tr>
<td>Community College</td>
<td>29</td>
<td>8,005</td>
<td>8,404</td>
</tr>
<tr>
<td>European Business</td>
<td>16</td>
<td>5,888</td>
<td>5,655</td>
</tr>
<tr>
<td>Family History</td>
<td>1</td>
<td>528</td>
<td>478</td>
</tr>
<tr>
<td>Hospital</td>
<td>1</td>
<td>180</td>
<td>172</td>
</tr>
<tr>
<td>National Health Service England</td>
<td>10</td>
<td>779</td>
<td>743</td>
</tr>
<tr>
<td>Public</td>
<td>4</td>
<td>966</td>
<td>896</td>
</tr>
<tr>
<td>Research Centers (FFRDC) Libraries</td>
<td>1</td>
<td>493</td>
<td>456</td>
</tr>
<tr>
<td>State</td>
<td>3</td>
<td>929</td>
<td>803</td>
</tr>
<tr>
<td>University/TAFE</td>
<td>1</td>
<td>3,089</td>
<td>2,923</td>
</tr>
</tbody>
</table>

#### Country
- **Australia:** 2,327
- **Canada:** 9,104
- **Denmark:** 1,054
- **Finland:** 2,222
- **France:** 2,347
- **Ireland:** 2,048
- **United Kingdom:** 20,729
- **United States of America:** 128,715

#### Key to Bar Charts
- **Affect of Service (AS)**
- **Information Control (IC)**
- **Library as Place (LP)**

### Perceived vs. Desired Scores

#### Dimension Mean Values

<table>
<thead>
<tr>
<th>Dimension</th>
<th>Perceived</th>
<th>Minimum</th>
<th>Desired</th>
<th>Overall</th>
</tr>
</thead>
<tbody>
<tr>
<td>AS</td>
<td>7.15</td>
<td>6.51</td>
<td>7.83</td>
<td>7.79</td>
</tr>
<tr>
<td>IC</td>
<td>7.13</td>
<td>6.83</td>
<td>8.15</td>
<td>8.08</td>
</tr>
<tr>
<td>LP</td>
<td>6.87</td>
<td>6.39</td>
<td>7.95</td>
<td>7.95</td>
</tr>
</tbody>
</table>

#### College or University

- **Perceived:** 7.96
- **Minimum:** 7.69
- **Desired:** 8.02

#### Community Colleges

- **Perceived:** 7.60
- **Minimum:** 7.39
- **Desired:** 7.52

#### United States of America

- **Perceived:** 8.00
- **Minimum:** 7.95
- **Desired:** 8.00

#### Overall

- **Perceived:** 7.97
- **Minimum:** 7.42
- **Desired:** 8.02

### Session of the Year

- **2006 LibQUAL+™ by the Numbers**
- **Institution Type:**
  - **Academic Health Sciences:** 10
  - **Academic Law:** 6
  - **College or University:** 216
  - **Community College:** 29
  - **European Business:** 16
  - **Family History:** 1
  - **Hospital:** 1
  - **National Health Service England:** 10
  - **Public:** 4
  - **Research Centers (FFRDC) Libraries:** 1
  - **State:** 3
  - **University/TAFE:** 1

### Key to Radar Charts

- **AS (Affect of Service)**
- **IC (Information Control)**
- **LP (Library as Place)**

### Session of the Year

- **2006 LibQUAL+™ Survey Highlights**
- **Institution Type:**
  - **Academic Health Sciences:** 10
  - **Academic Law:** 6
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  - **National Health Service England:** 10
  - **Public:** 4
  - **Research Centers (FFRDC) Libraries:** 1
  - **State:** 3
  - **University/TAFE:** 1

### Key to Radar Charts

- **AS (Affect of Service)**
- **IC (Information Control)**
- **LP (Library as Place)**
- **Overall**