



2006 LibQUAL+™ Survey Highlights

Session I: January - June

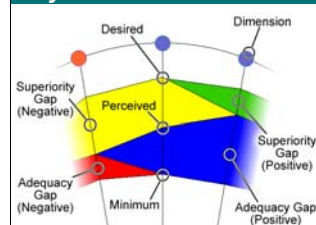
www.libqual.org

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.

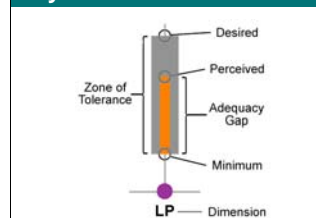
LibQUAL+™ 2006 by the Numbers

	Institutions	Completed Surveys	Valid Surveys
Total	212	122,231	116,150
Institution Type:			
Academic Health Sciences	7	2,285	2,139
Academic Law	6	1,420	1,392
College or University	149	104,320	99,155
Community College	17	5,207	4,893
European Business	16	5,888	5,655
Family History	1	528	478
Hospital	1	180	172
National Health Service England	9	723	697
Public	3	875	808
Research Centers (FFRDC) Libraries	1	493	456
State	2	312	305
Country:			
Australia	1	148	139
Canada	9	7,483	7,157
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	2	1,461	1,315
Sweden	2	2,466	2,376
Switzerland	2	895	872
United Kingdom	26	15,997	15,490
United States of America	153	86,739	82,055
ARL	38	27,584	25,980

Key to Radar Charts



Key to Bar Charts



Key to Dimensions

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

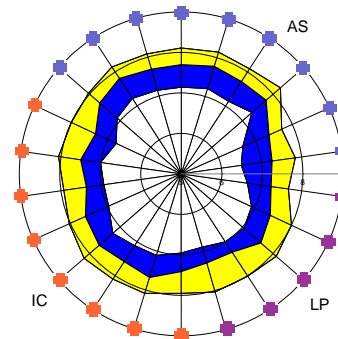
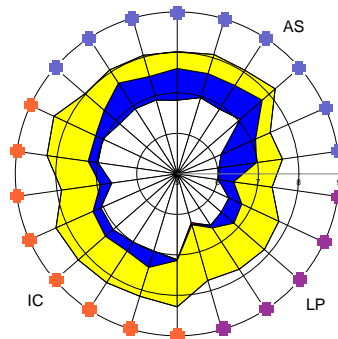
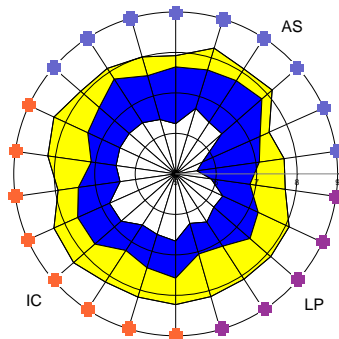
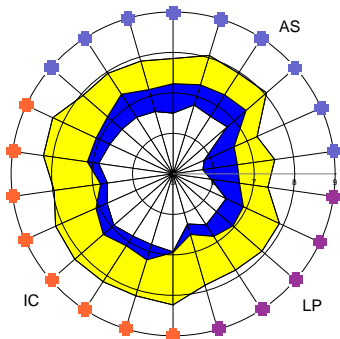
Colleges and Universities

Academic Law Institutions

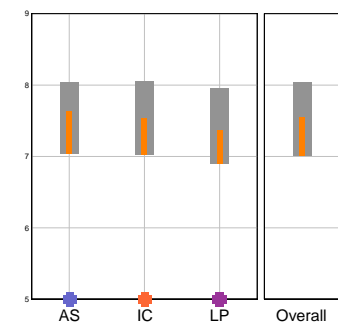
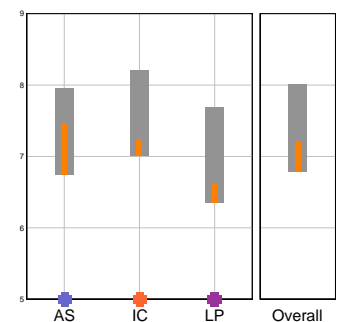
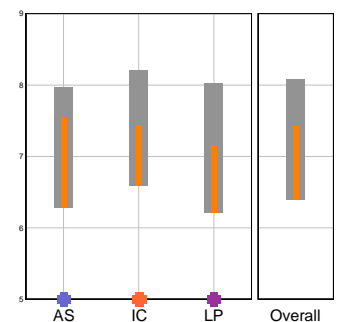
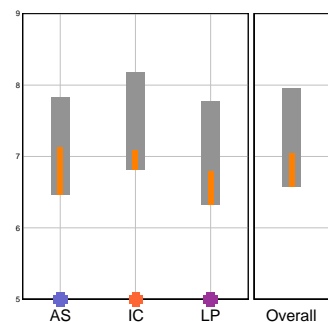
Academic Health Sciences

Community Colleges

22 Core Questions Summary



Dimensions Summary



Dimension Mean Values

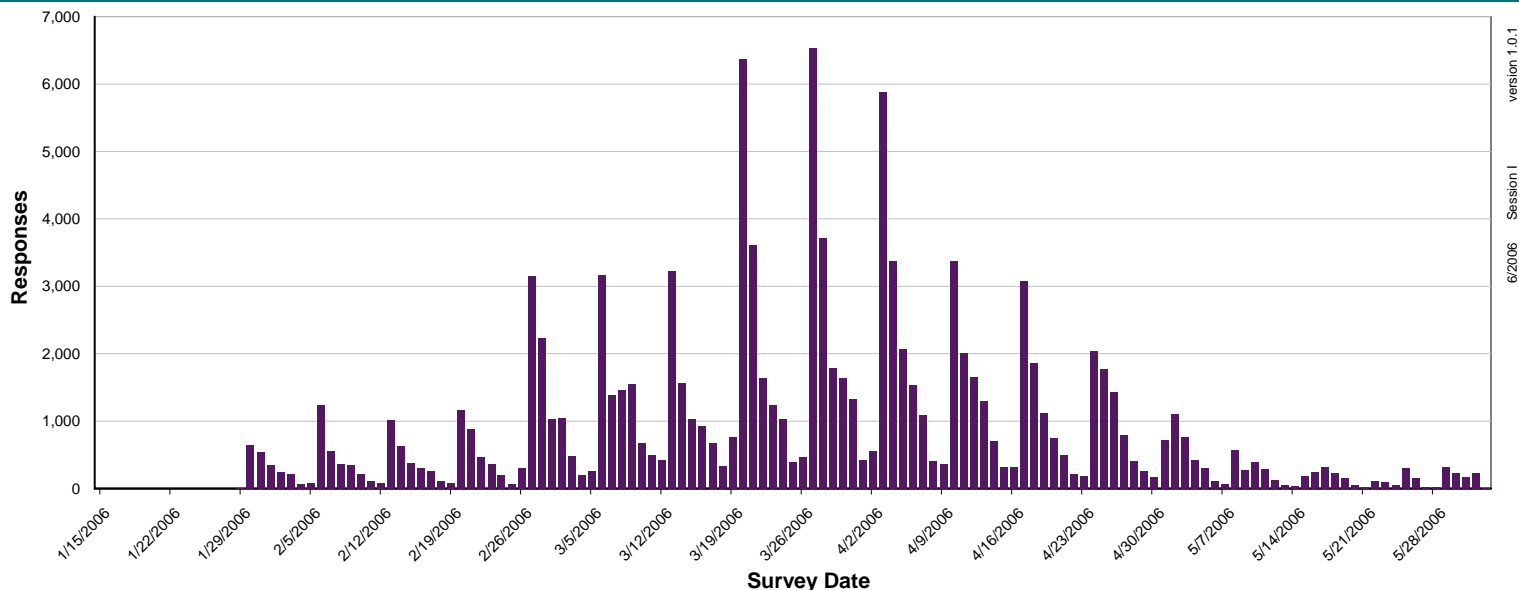
Desired	n = 77,265			
7.83	8.18	7.77	7.96	
Perceived	7.12	7.09	6.79	7.04
Minimum	6.46	6.81	6.32	6.57
AS	IC	LP	Overall	

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 = 2,118			
7.95	8.21	7.68	8.01	
Perceived	7.46	7.23	6.62	7.21
Minimum	6.74	7.01	6.35	6.78
AS	IC	LP	Overall	

Desired	n = 4,782			
8.04	8.05	7.97	8.03	
Perceived	7.64	7.53	7.38	7.54
Minimum	7.05	7.02	6.90	7.01
AS	IC	LP	Overall	

Survey Activity by Day



College and University User Groups (American English)

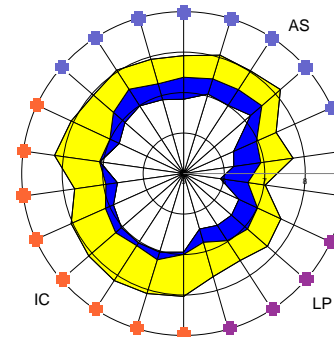
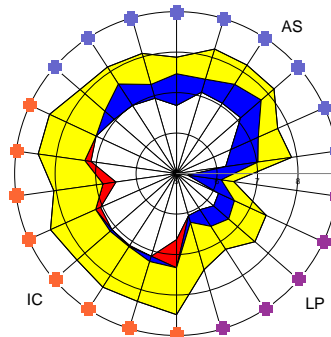
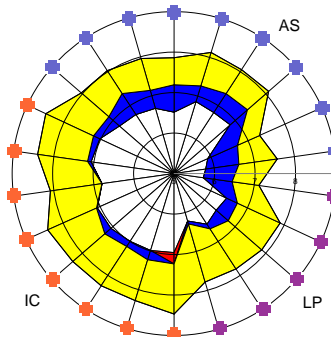
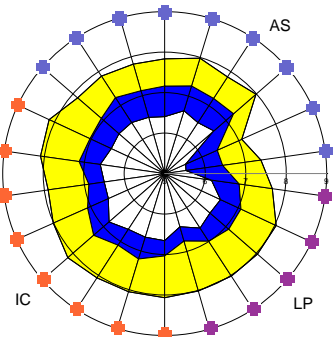
Undergraduates
(n = 42,450)

Graduates
(n = 18,058)

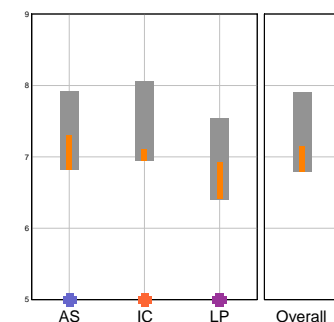
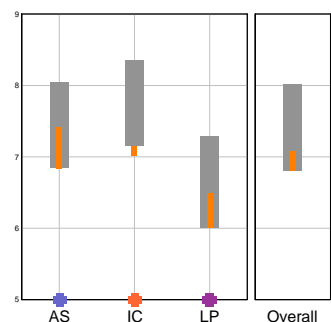
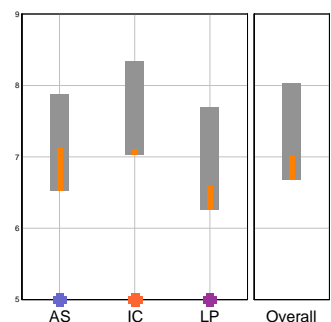
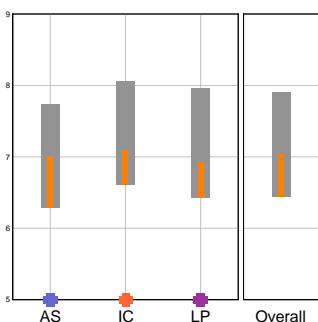
Faculty
(n = 12,918)

Staff
(n = 3,839)

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+™

Registration for the second session of the 2006 LibQUAL+™ survey is open until August 31, 2006. Registration for 2007 will begin on September 5, 2006.

Registration for both at: www.libqual.org/Register



Association of Research Libraries
21 Dupont Circle NW, Suite 800
Washington, DC 20036
www.libqual.org
Phone 202-296-2296
Fax 202-872-0884



Copyright © 2006 Association of Research Libraries