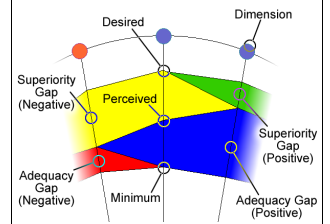


LibQUAL+® is a survey that measures user perceptions and expectations of library service quality in three dimensions: Affect of Service, Information Control, and Library as Place. Participating institutions included college and university libraries, health sciences libraries, community college libraries, 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.

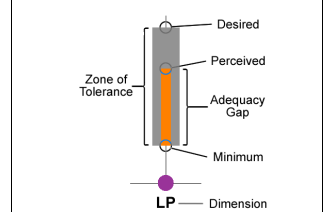
### LibQUAL+® 2007 by the Numbers

	Institutions	Completed Surveys	Valid Surveys
<b>Total</b>	<b>218</b>	<b>152,111</b>	<b>143,738</b>
<b>Institution Type:</b>			
Academic Health Sciences	8	2,937	2,682
Academic Law	2	216	215
Academic Military	1	316	304
Canadian Government	6	765	740
College or University	177	134,370	126,958
Community College	18	10,024	9,515
Public	2	1,056	1,036
Research Centers (FFRDC) Libraries	1	61	57
State	2	629	567
University/TAFE	1	1,737	1,664
<b>Country</b>			
Australia	1	1,737	1,664
Canada	63	50,253	48,085
Egypt	1	382	368
France	1	612	581
Ireland	1	1,166	1,119
Mexico	1	1,314	1,250
New Zealand	1	3,002	2,928
South Africa	2	1,152	997
Sweden	2	1,420	1,214
United Kingdom	14	10,544	10,145
USA	131	80,529	75,387
<b>ARL</b>	<b>41</b>	<b>26,877</b>	<b>25,350</b>

### Key to Radar Charts



### Key to Bar Charts



### Key to Dimensions

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

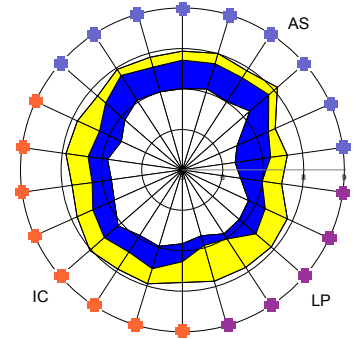
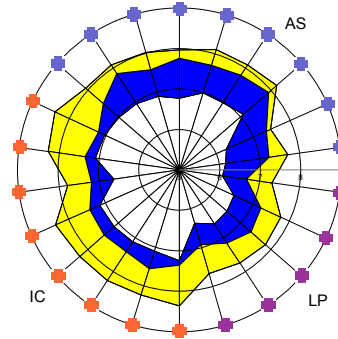
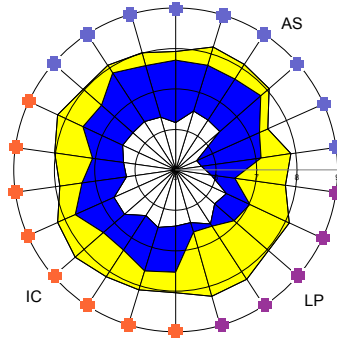
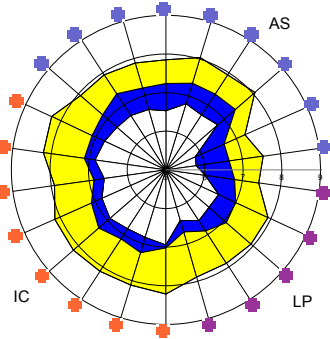
#### Colleges and Universities

#### Academic Law Institutions

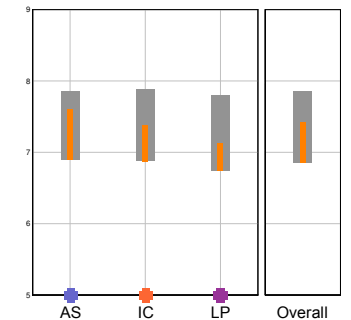
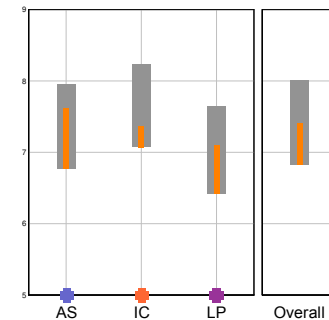
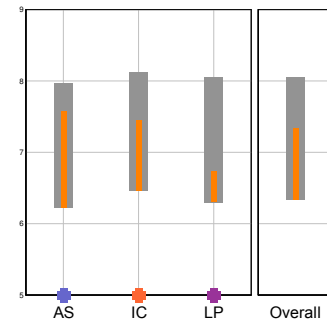
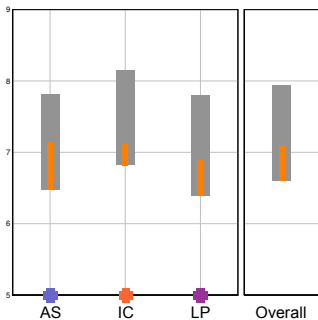
#### Academic Health Sciences

#### Community Colleges

22 Core Questions Summary



Dimensions Summary



Dimension Mean Values

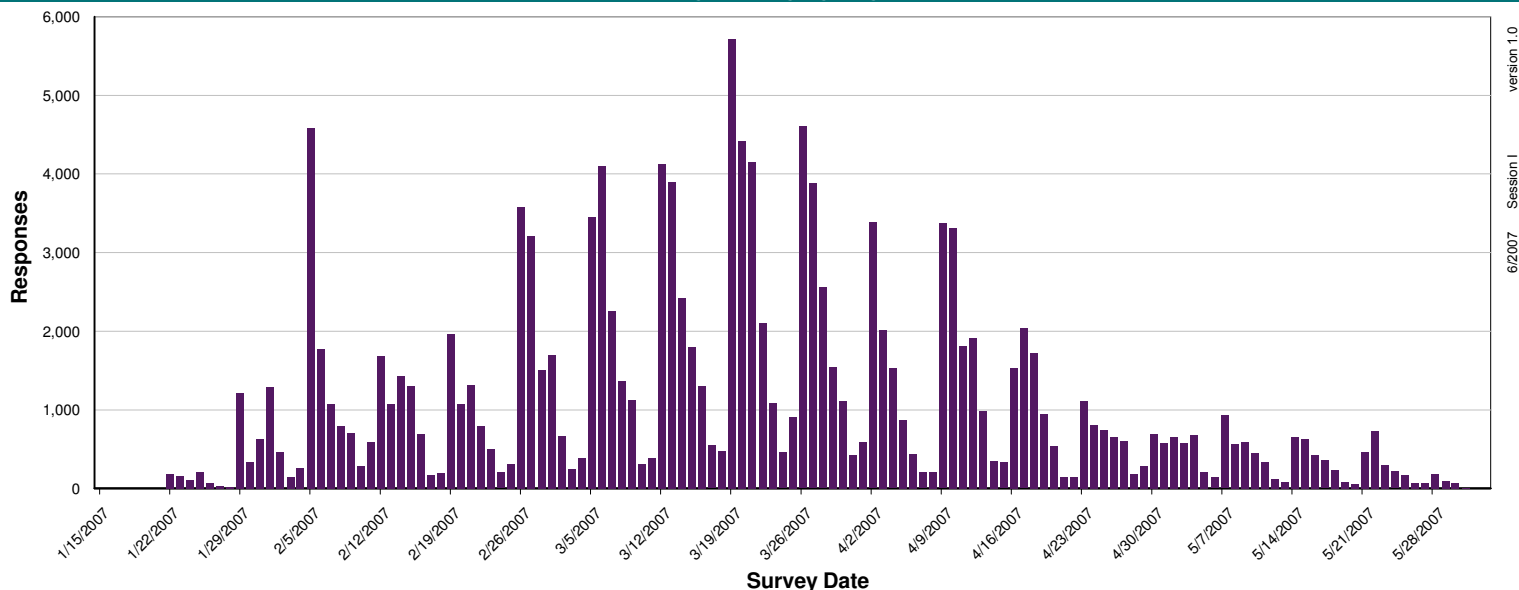
Desired	n = 97,718			
7.81	8.14	7.80	7.94	
Perceived	7.14	7.12	6.89	7.08
Minimum	6.48	6.82	6.39	6.59
	<b>AS</b>	<b>IC</b>	<b>LP</b>	<b>Overall</b>

Desired	n = 215			
7.97	8.11	8.05	8.05	
Perceived	7.58	7.44	6.73	7.34
Minimum	6.22	6.46	6.30	6.34
	<b>AS</b>	<b>IC</b>	<b>LP</b>	<b>Overall</b>

Desired	n = 2,613			
7.95	8.23	7.64	8.01	
Perceived	7.62	7.37	7.10	7.41
Minimum	6.77	7.07	6.42	6.82
	<b>AS</b>	<b>IC</b>	<b>LP</b>	<b>Overall</b>

Desired	n = 9,334			
7.85	7.88	7.80	7.86	
Perceived	7.60	7.39	7.13	7.42
Minimum	6.89	6.87	6.74	6.86
	<b>AS</b>	<b>IC</b>	<b>LP</b>	<b>Overall</b>

## Survey Activity by Day



## College and University User Groups (American English)

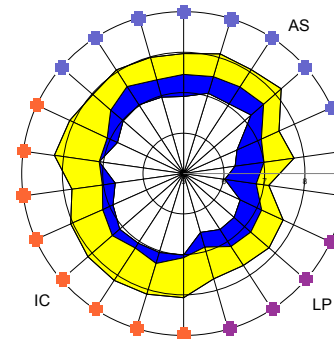
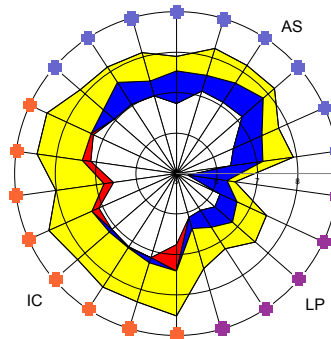
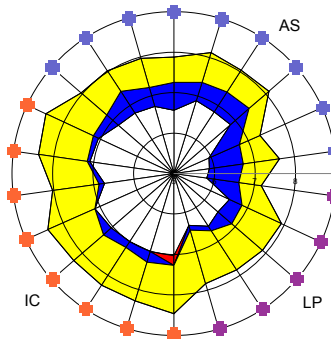
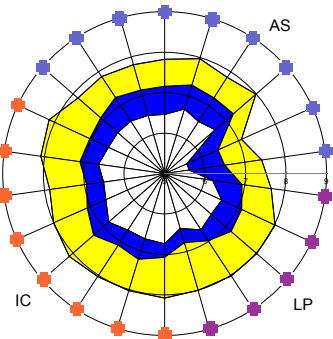
**Undergraduates**  
(n = 61,080)

**Graduates**  
(n = 19,670)

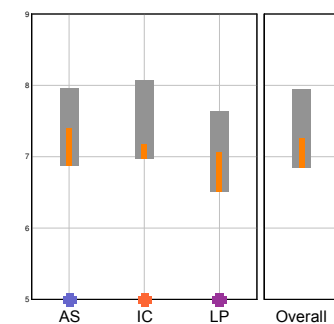
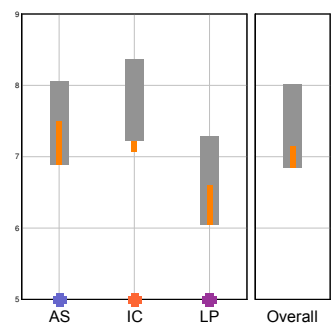
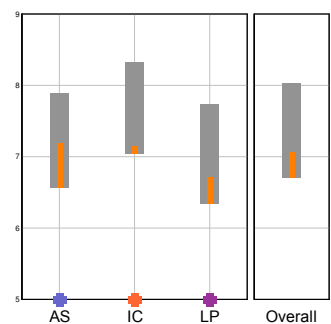
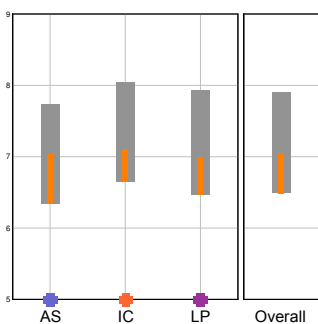
**Faculty**  
(n = 13,046)

**Staff**  
(n = 3,922)

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](http://www.libqual.org/Information/Tools)

### Register for LibQUAL+®

Registration for the 2007 LibQUAL+® Session II survey is open until August 31, 2007. Registration for 2008 begins on September 4, 2007.

Registration for both at: [www.libqual.org/Register](http://www.libqual.org/Register)



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