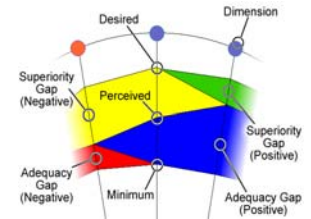


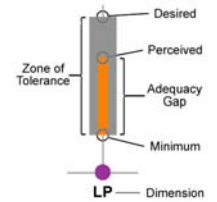
LibQUAL+® is a survey that measures user perceptions and expectations of library service quality in three dimensions: Affect of Service, Information Control, and Library as Place. Participating institutions included college and university libraries, health sciences libraries, community college libraries,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

	Institutions	Completed Surveys	Valid Surveys
Total	206	167,986	158,794
Institution Type:			
Academic Health Sciences	3	1,099	968
Academic Law	3	639	614
College or University	166	152,359	144,161
Community College	11	6,689	6,166
European Business	19	6,315	6,026
European Parliament	2	447	426
Family History	1	333	331
Research Centers (FFRDC) Libraries	1	105	102
Country:			
Australia	4	5,013	4,752
Bahamas	1	137	123
Belgium	4	4,908	4,751
Canada	9	6,031	5,726
China	1	2,703	2,654
Denmark	4	2,464	2,372
Finland	8	4,018	3,813
France	5	9,473	8,997
Ireland	1	1,115	1,074
Japan	3	9,999	9,504
Mexico	1	1,072	1,025
Netherlands	2	406	368
New Zealand	1	574	541
Norway	4	541	500
Singapore	1	4,631	4,453
South Africa	11	7,174	6,789
Sweden	3	1,093	1,024
United Arab Emirates	1	655	614
United Kingdom	18	17,286	16,528
USA	124	88,693	83,186
ARL	22	22,198	20,821

Key to Radar Charts



Key to Bar Charts

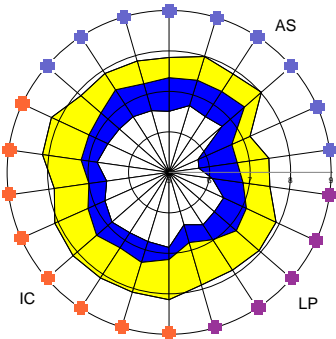


Key to Dimensions

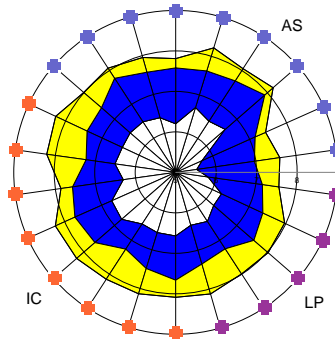
- Affect of Service (AS)
- Information Control (IC)
- Library as Place (LP)

22 Core Questions Summary

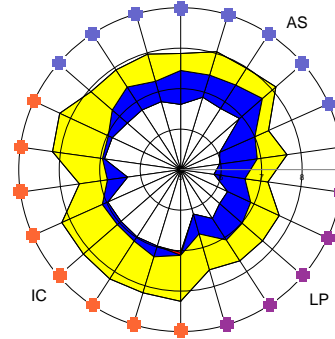
Colleges and Universities



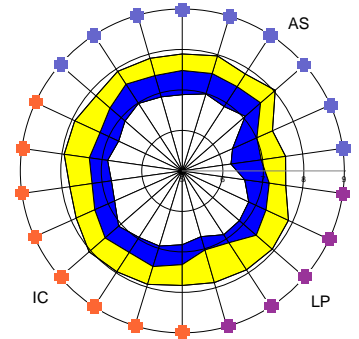
Academic Law Institutions



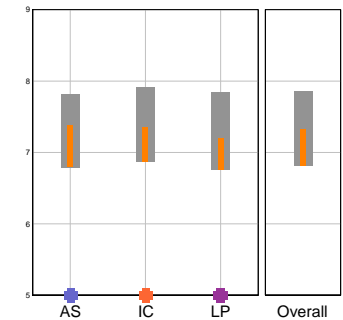
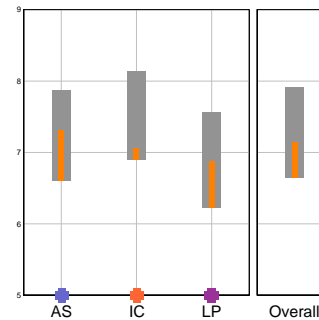
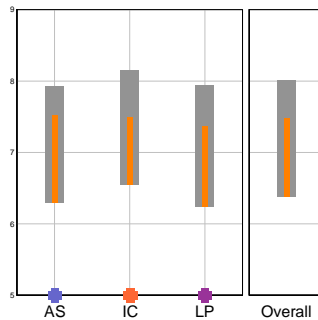
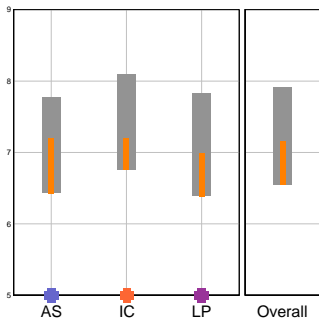
Academic Health Sciences



Community Colleges



Dimensions Summary



Dimension Mean Values

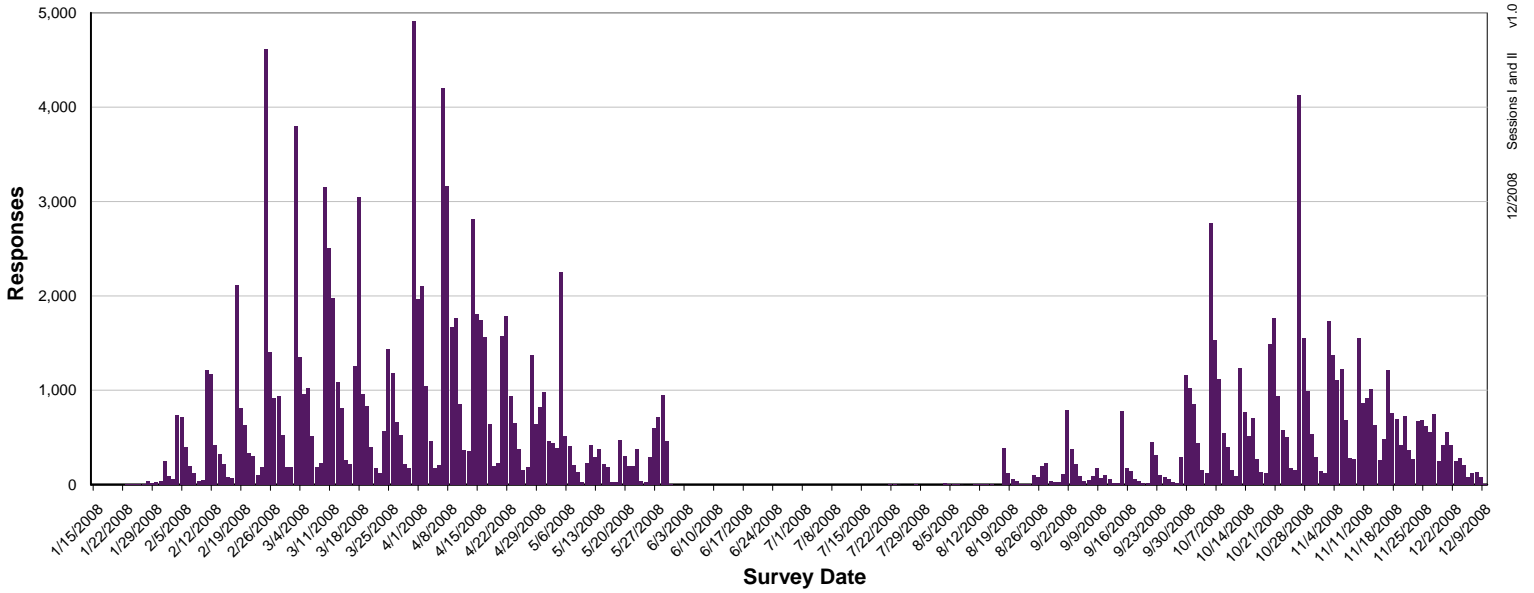
Desired	n = 84,284			
7.78	8.10	7.82	7.92	
Perceived	7.20	7.21	6.99	7.16
Minimum	6.43	6.76	6.39	6.55
	AS	IC	LP	Overall

Desired	n = 600			
7.93	8.15	7.94	8.01	
Perceived	7.52	7.49	7.36	7.47
Minimum	6.29	6.55	6.23	6.38
	AS	IC	LP	Overall

Desired	n = 959			
7.87	8.14	7.57	7.92	
Perceived	7.32	7.06	6.88	7.13
Minimum	6.61	6.90	6.22	6.64
	AS	IC	LP	Overall

Desired	n = 6,066			
7.82	7.92	7.84	7.86	
Perceived	7.37	7.36	7.20	7.33
Minimum	6.79	6.88	6.76	6.82
	AS	IC	LP	Overall

Survey Activity by Day



College and University User Groups (American English)

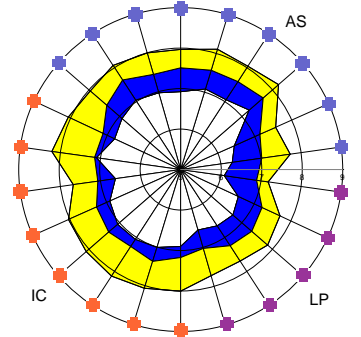
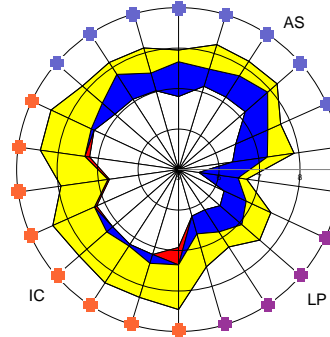
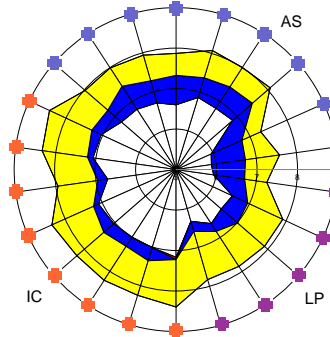
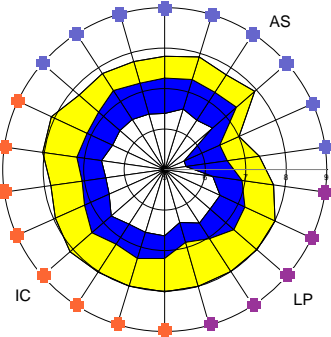
Undergraduates
(n = 53,177)

Graduates
(n = 15,893)

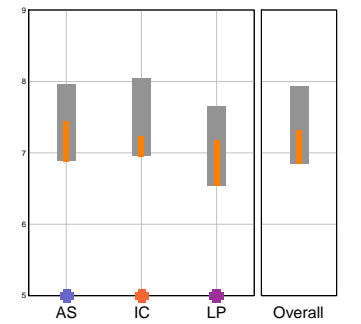
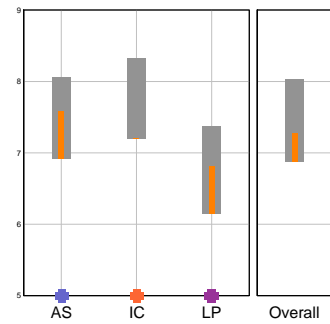
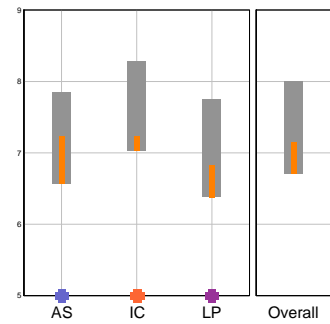
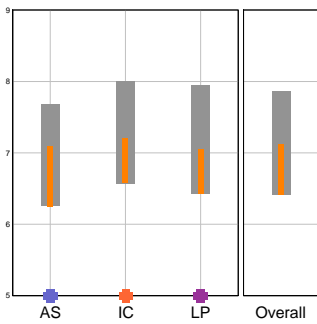
Faculty
(n = 10,454)

Staff
(n = 4,760)

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+®

To register for the 2009 LibQUAL+® survey, go to:

www.libqual.org/Register



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