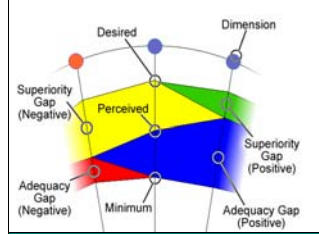


LibQUAL+® is a survey that measures user perceptions and expectations of library service quality in three dimensions: Affect of Service, Information Control, and Library as Place. Participating institutions included college and university libraries, health sciences libraries, community college libraries,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

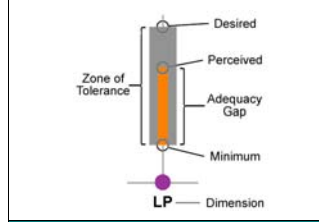
LibQUAL+® 2008 by the Numbers

	Institutions	Completed Surveys	Valid Surveys
Total	153	108,262	102,204
Institution Type:			
Academic Health Sciences	1	222	202
Academic Law	1	223	218
College or University	120	95,231	89,967
Community College	9	5,491	5,034
European Business	19	6,315	6,026
European Parliament	2	447	426
Family History	1	333	331
Country:			
Australia	1	558	531
Bahamas	1	137	123
Belgium	2	447	426
Canada	8	5,661	5,374
Denmark	4	2,464	2,372
Finland	8	4,018	3,813
France	4	6,506	6,163
Ireland	1	1,115	1,074
Mexico	1	1,072	1,025
New Zealand	1	574	541
Norway	4	541	500
South Africa	9	6,879	6,503
Sweden	3	1,093	1,024
United Arab Emirates	1	655	614
United Kingdom	12	9,956	9,539
USA	93	66,586	62,582
ARL	18	18,299	17,129

Key to Radar Charts



Key to Bar Charts

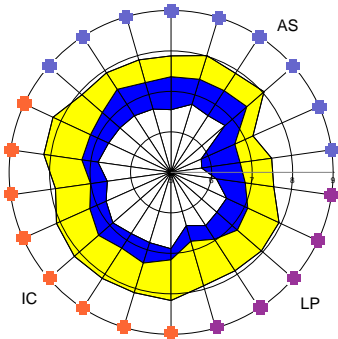


Key to Dimensions

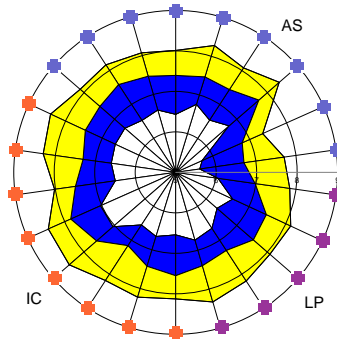
- Affect of Service (AS)
- Information Control (IC)
- Library as Place (LP)

22 Core Questions Summary

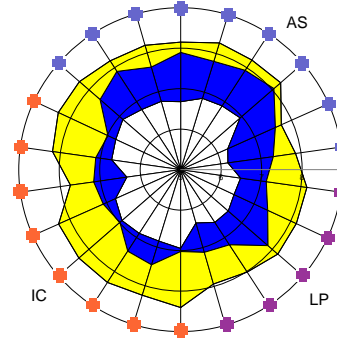
Colleges and Universities



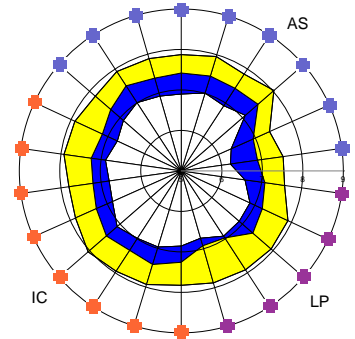
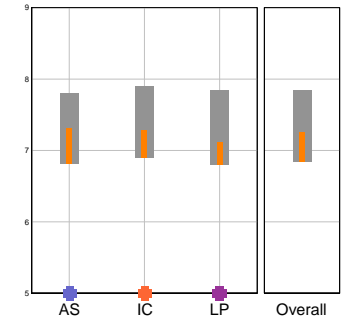
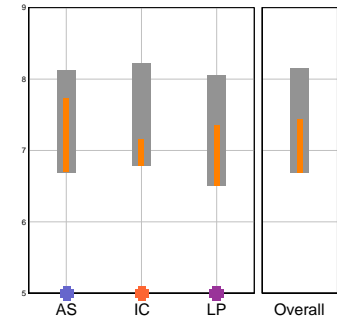
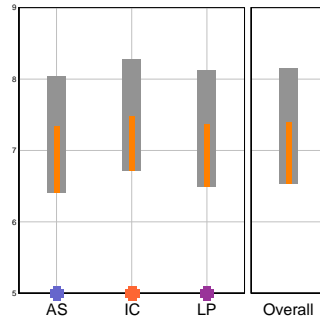
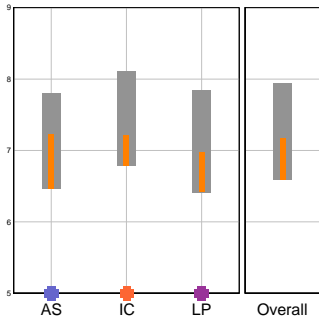
Academic Law Institutions



Academic Health Sciences



Community Colleges


Dimensions Summary

Dimension Mean Values

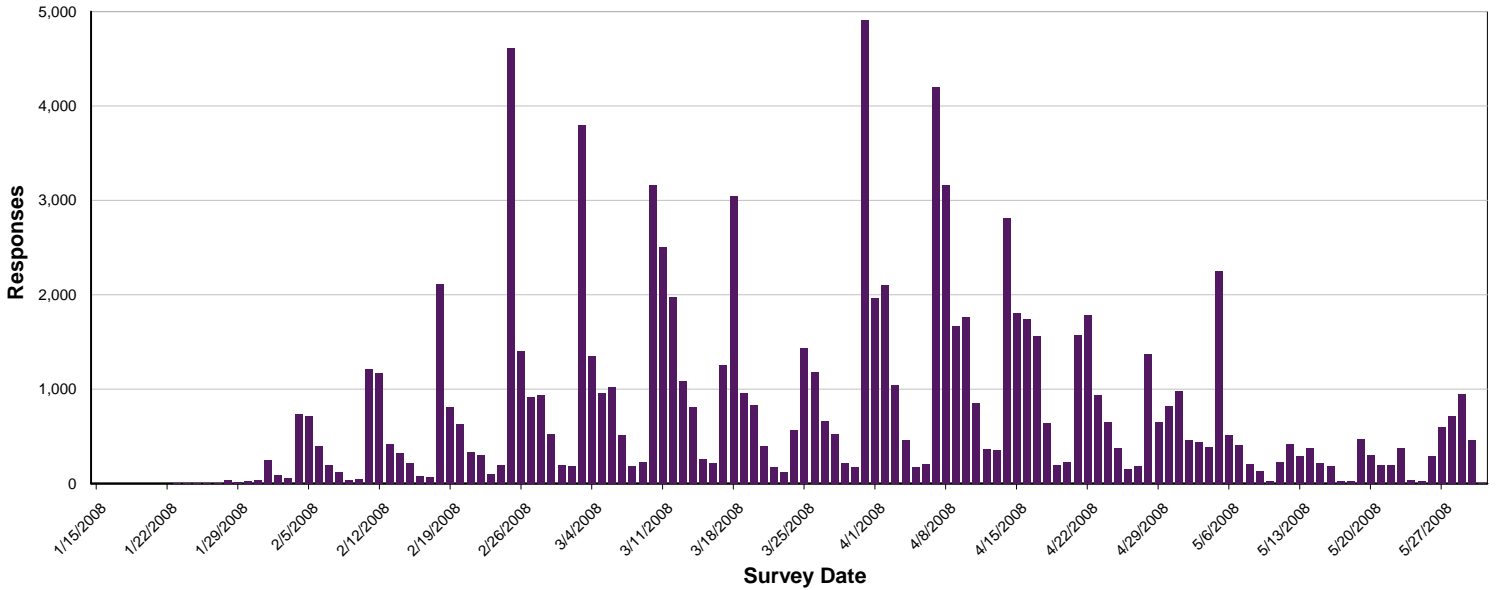
Desired	n = 61,397		
7.80	8.12	7.84	7.94
Perceived			
7.22	7.22	6.97	7.17
Minimum			
6.46	6.79	6.41	6.58
AS	IC	LP	Overall

Desired	n = 218		
8.03	8.28	8.13	8.15
Perceived			
7.34	7.48	7.36	7.39
Minimum			
6.40	6.71	6.49	6.54
AS	IC	LP	Overall

Desired	n = 202		
8.13	8.23	8.05	8.16
Perceived			
7.73	7.16	7.36	7.44
Minimum			
6.70	6.79	6.50	6.69
AS	IC	LP	Overall

Desired	n = 4,942		
7.80	7.91	7.84	7.85
Perceived			
7.31	7.29	7.11	7.26
Minimum			
6.81	6.90	6.79	6.84
AS	IC	LP	Overall

Survey Activity by Day



College and University User Groups (American English)

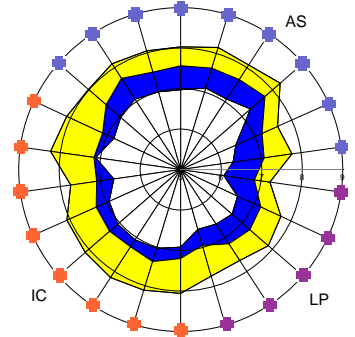
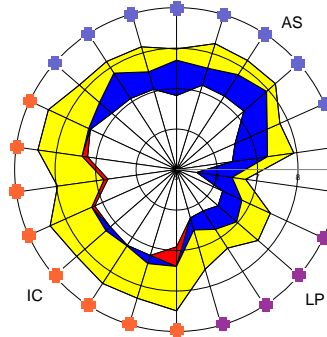
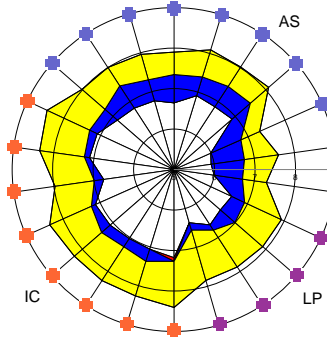
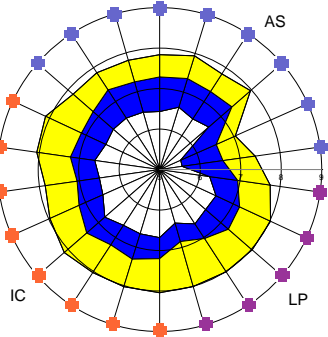
Undergraduates
(n = 39,756)

Graduates
(n = 11,018)

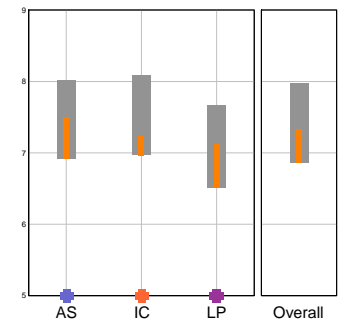
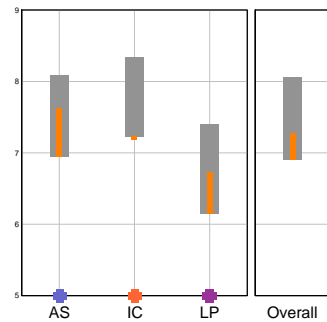
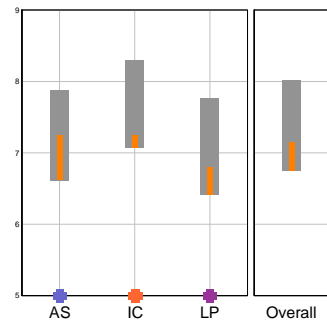
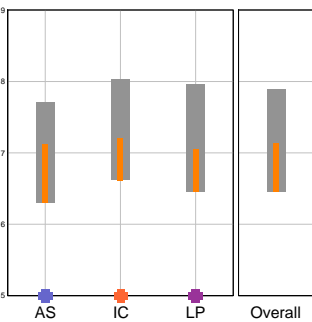
Faculty
(n = 7,410)

Staff
(n = 3,213)

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 2008 LibQUAL+® Session II survey is open until August 31, 2008. Registration for 2009 begins on September 1, 2008.

Register 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
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