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.

### Key to Radar Charts
- **Desired**: Upper boundary of the zone of tolerance
- **Minimum**: Lower boundary of the zone of tolerance
- **Superiority Gap (Positive)**: Positivity in perception
- **Superiority Gap (Negative)**: Perceptions are lower than desired expectations
- **Adequacy Gap (Positive)**: Higher than minimum expectations
- **Adequacy Gap (Negative)**: Perceptions are lower than minimum expectations

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

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

### Dimensions Summary

#### College or University
- **Desired**: 7.80
- **Perceived**: 7.21
- **Minimum**: 6.52

#### Academic Law Institutions
- **Desired**: 8.22
- **Perceived**: 7.16
- **Minimum**: 6.66

#### Academic Health Sciences
- **Desired**: 7.79
- **Perceived**: 7.42
- **Minimum**: 6.56

#### Community Colleges
- **Desired**: 7.97
- **Perceived**: 7.84
- **Minimum**: 6.82

### Dimensions Mean Values

#### College or University
- **AS**: 8.13
- **IC**: 7.83
- **LP**: 7.95

#### Academic Law Institutions
- **AS**: 8.21
- **IC**: 8.08
- **LP**: 8.20

#### Academic Health Sciences
- **AS**: 8.14
- **IC**: 7.72
- **LP**: 7.92

#### Community Colleges
- **AS**: 8.03
- **IC**: 7.98
- **LP**: 8.00

### Institutions Completed Valid Surveys
- **Total**: 126
- **Completed**: 108,241
- **Valid**: 99,661

### Institution Type
- **Academic Health Sciences**: 3
- **Academic Law**: 1
- **College or University**: 120
- **Community College**: 1
- **National Health Service England**: 1

### Country
- **Belgium**: 3
- **Canada**: 7
- **France**: 5
- **French Polynesia**: 1
- **Ireland**: 2
- **Japan**: 2
- **Netherlands**: 2
- **Norway**: 10
- **Singapore**: 1
- **South Africa**: 2
- **United Kingdom**: 12
- **USA**: 79
- **ARL**: 21

### Website
- [www.libqual.org](http://www.libqual.org)
Survey Activity by Day

Undergraduates (n = 29,058)
Graduates (n = 13,969)
Faculty (n = 7,410)
Staff (n = 3,010)

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 Session II LibQUAL+® survey, go to:

www.libqual.org/Register

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