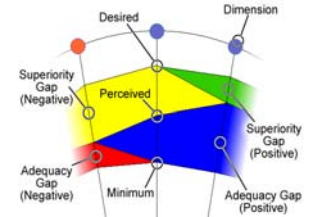


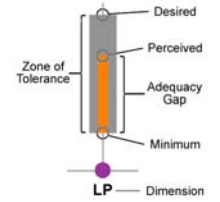
LibQUAL+® is a survey that measures user perceptions and expectations of library service quality in three dimensions: Affect of Service, Information Control, and Library as Place. Participating institutions included college and university libraries, health sciences libraries, community college libraries, 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	126	106,241	99,661
Institution Type:			
Academic Health Sciences	3	1,042	951
Academic Law	1	116	111
College or University	120	104,215	97,843
Community College	1	435	412
National Health Service England	1	433	344
Country:			
Belgium	3	7,112	6,797
Canada	7	4,576	4,294
France	5	4,941	4,768
French Polynesia	1	277	266
Ireland	2	2,239	2,097
Japan	2	209	202
Netherlands	2	1,762	1,673
Norway	10	10,065	9,435
Singapore	1	5,622	5,415
South Africa	2	3,621	3,488
United Kingdom	12	10,231	9,699
USA	79	55,586	51,527
ARL	21	15,174	14,128

Key to Radar Charts



Key to Bar Charts

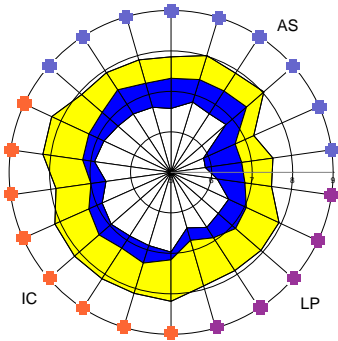


Key to Dimensions

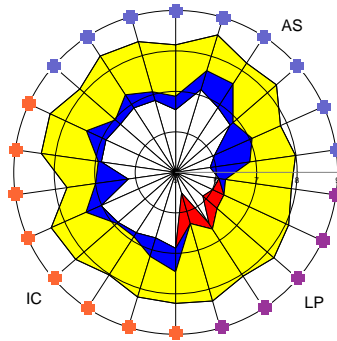
- Affect of Service (AS)
- Information Control (IC)
- Library as Place (LP)

22 Core Questions Summary

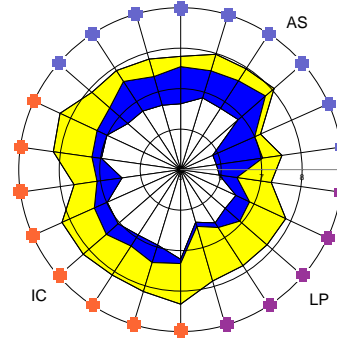
Colleges and Universities



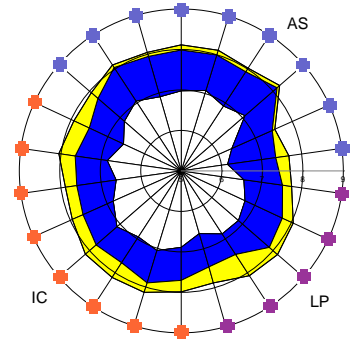
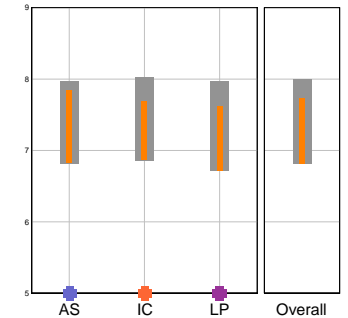
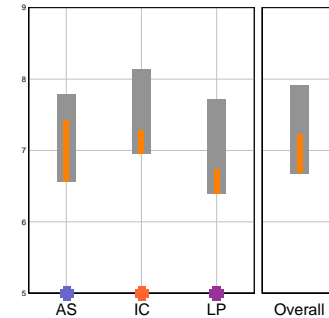
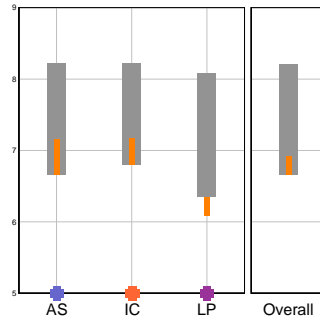
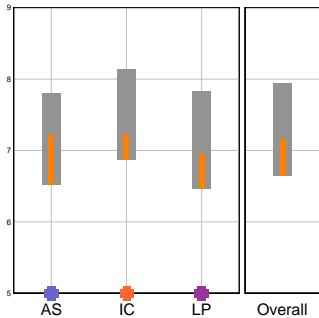
Academic Law Institutions



Academic Health Sciences



Community Colleges


Dimensions Summary

Dimension Mean Values

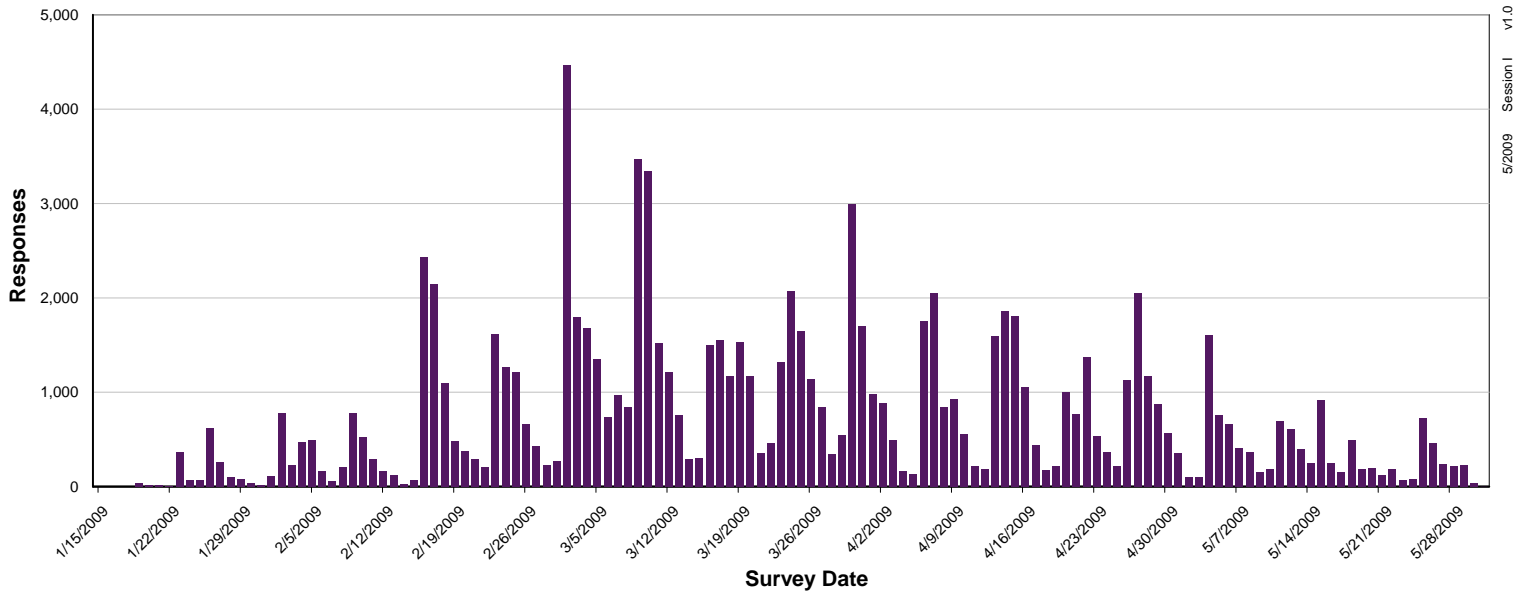
Desired	n = 53,447			
7.80	8.13	7.83	7.95	
Perceived	7.21	7.22	6.94	7.16
Minimum	6.52	6.87	6.47	6.65
	AS	IC	LP	Overall

Desired	n = 107			
8.22	8.21	8.08	8.20	
Perceived	7.16	7.17	6.09	6.92
Minimum	6.66	6.80	6.35	6.66
	AS	IC	LP	Overall

Desired	n = 939			
7.79	8.14	7.72	7.92	
Perceived	7.42	7.28	6.73	7.22
Minimum	6.56	6.95	6.39	6.68
	AS	IC	LP	Overall

Desired	n = 394			
7.97	8.03	7.98	8.00	
Perceived	7.84	7.68	7.62	7.73
Minimum	6.82	6.86	6.72	6.82
	AS	IC	LP	Overall

Survey Activity by Day



College and University User Groups (American English)

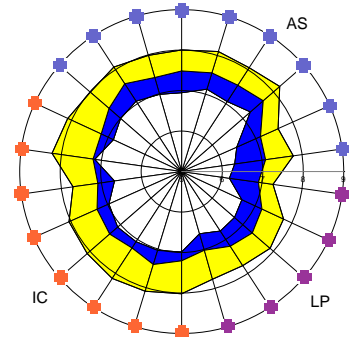
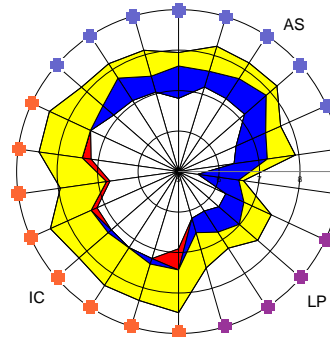
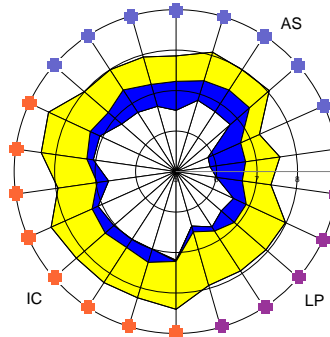
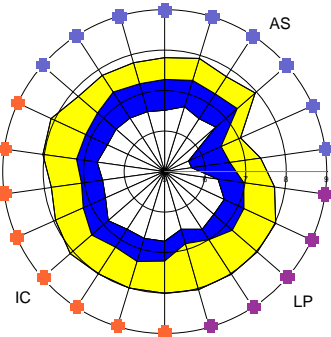
Undergraduates
(n = 29,058)

Graduates
(n = 13,969)

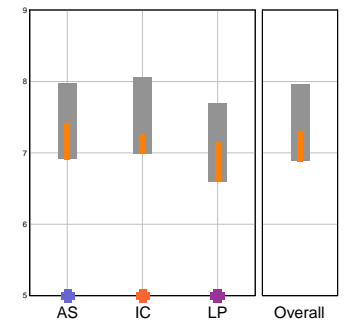
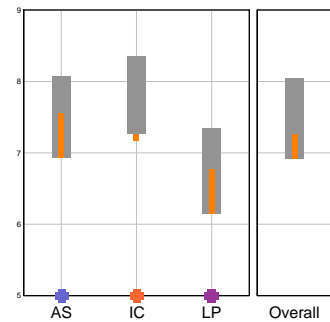
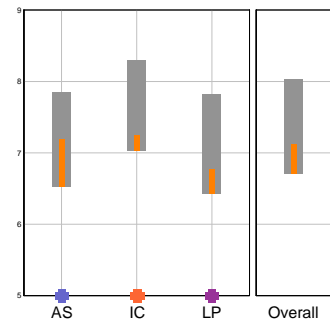
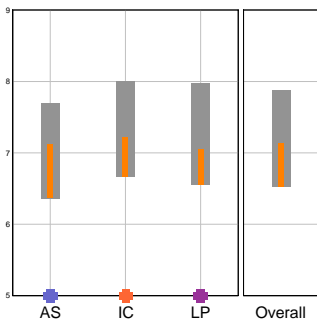
Faculty
(n = 7,410)

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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