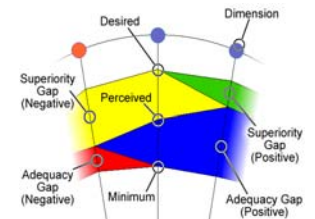


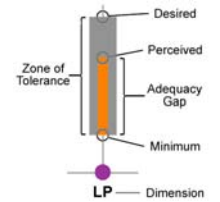
LibQUAL+® is a survey that measures user perceptions and expectations of library service quality in three dimensions: Affect of Service, Information Control, and Library as Place. Participating institutions included college and university libraries, health sciences libraries, community college libraries, 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	80	112,098	103,349
Institution Type:			
Academic Health Sciences	5	1,925	1,770
College or University	69	103,989	96,007
Community College	4	4,748	4,251
University/TAFE (Australia only)	2	1,436	1,321
Country:			
Australia	2	1,436	1,321
Canada	3	8,627	7,978
Finland	1	1,355	1,260
France	5	14,655	13,641
Ireland	2	3,431	3,195
Japan	1	7,377	6,696
Lebanon	1	569	478
Mexico	2	3,826	3,608
South Africa	2	6,707	6,135
Switzerland	1	354	304
United Kingdom	5	5,434	5,118
United States of America	55	58,327	53,615
Protocol:			
Full	14	12,302	11,183
Lite	57	92,456	85,472
Partial Lite	9	7,340	6,694
ARL			
ARL	7	20,840	19,215
Non-ARL	73	91,258	84,134

Key to Radar Charts



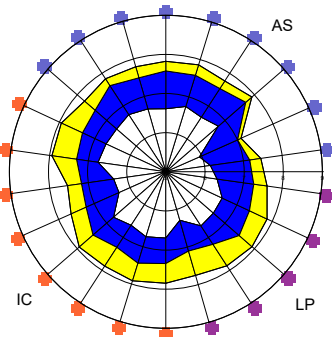
Key to Bar Charts



Key to Dimensions

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

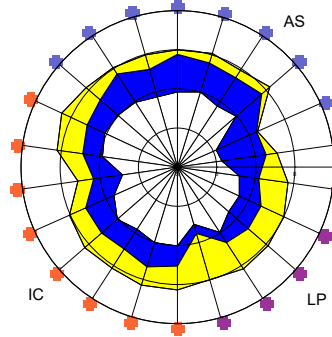
Colleges and Universities American English



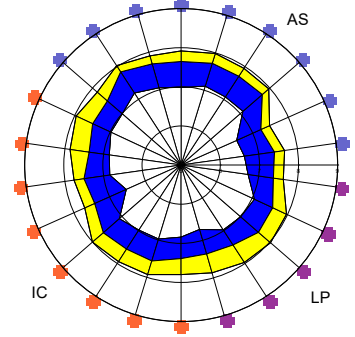
Academic Law Institutions American English

No Academic Law Institutions This Year

Academic Health Sciences American English

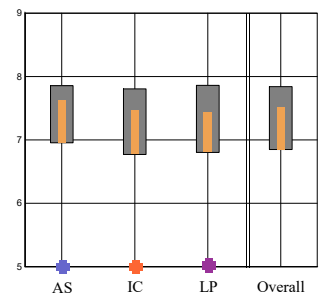
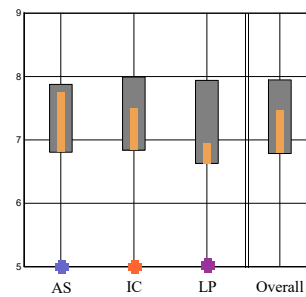
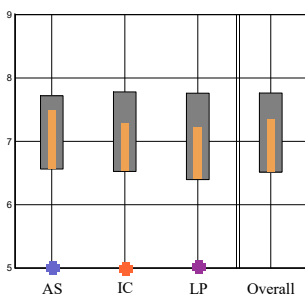


Community Colleges American English



22 Core Questions Summary

Dimensions Summary



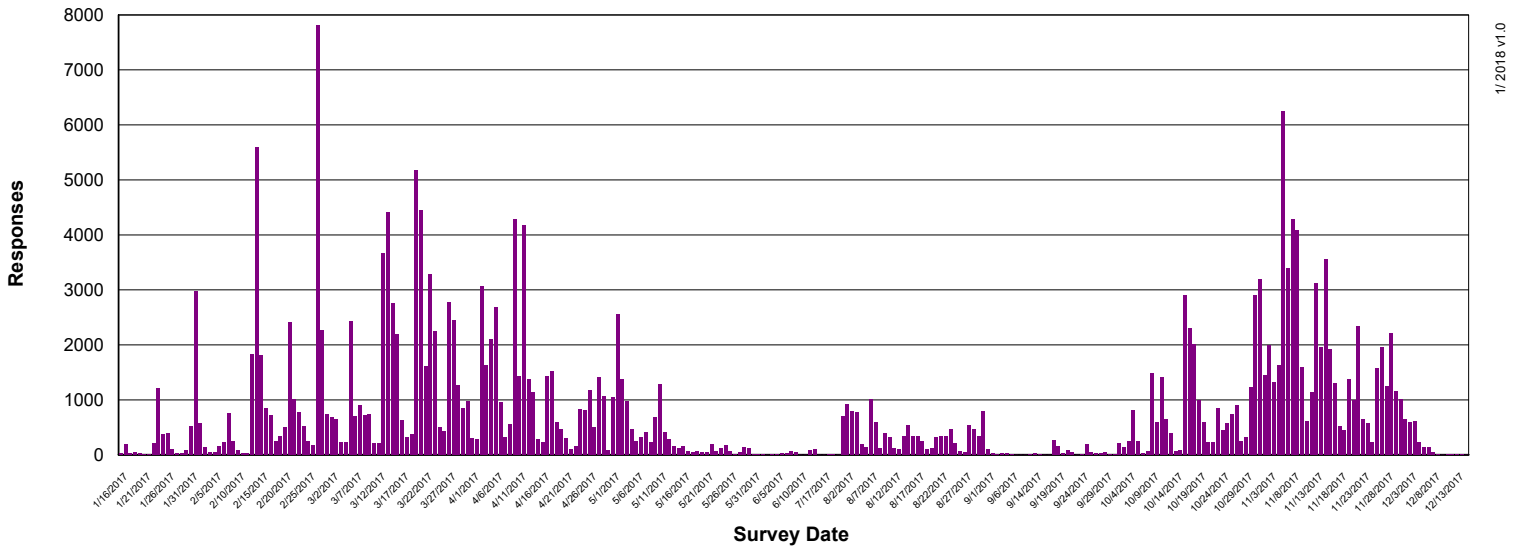
Dimension Mean Values

Dimension	AS	IC	LP	Overall
Desired	7.72	7.78	7.76	7.76
Perceived	7.48	7.28	7.21	7.34
Minimum	6.56	6.52	6.40	6.52

Dimension	AS	IC	LP	Overall
Desired	7.88	7.99	7.94	7.95
Perceived	7.73	7.48	6.94	7.45
Minimum	6.80	6.84	6.63	6.79

Dimension	AS	IC	LP	Overall
Desired	7.85	7.81	7.86	7.84
Perceived	7.62	7.46	7.42	7.51
Minimum	6.96	6.77	6.80	6.85

Survey Activity by Day



College and University User Groups (American English)

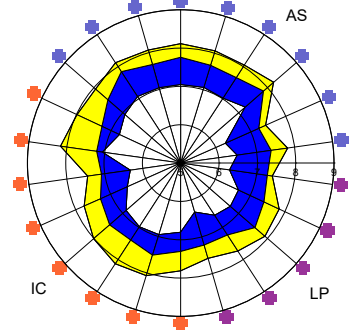
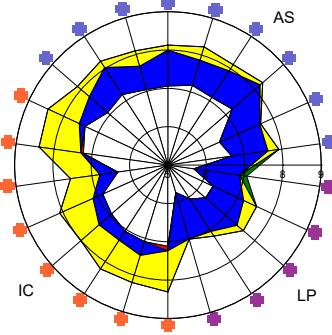
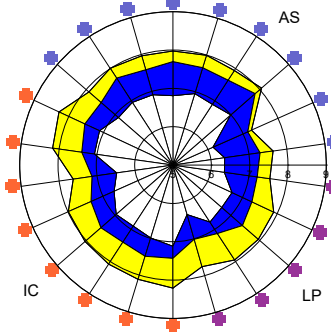
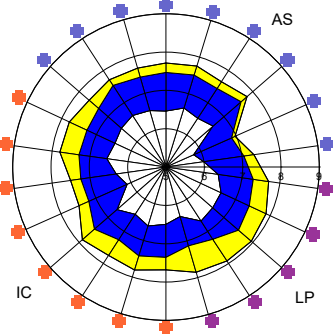
Undergraduates
(n = 32,359)

Graduates
(n = 9,530)

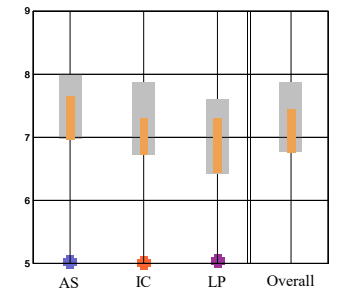
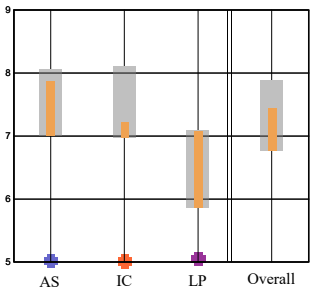
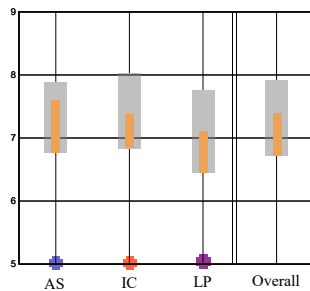
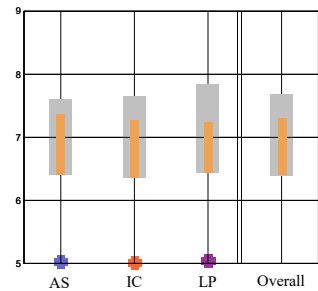
Faculty
(n = 4,711)

Staff
(n = 2,022)

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 2018 LibQUAL+® survey, go to:

www.libqual.org



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