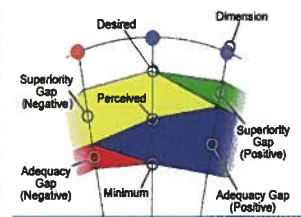


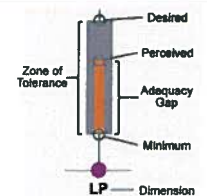
LibQUAL+® is a survey that measures user perceptions and expectations of library service quality in three dimensions: Affect of Service, Information Control, and Library as Place. Participating institutions included college and university libraries, health sciences libraries, community college libraries, 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	171	215,599	199,980
Institution Type:			
Academic Health Sciences	5	3,147	2,922
Academic Law	1	103	100
College or University	157	206,461	191,487
Community College	4	2,690	2,455
European Business	2	1,266	1,184
Oxford	1	843	828
University/TAFE (Australia only)	1	1,089	1,004
Country:			
Australia	2	3,782	3,492
Belgium	2	9,270	8,806
Canada	4	4,078	3,836
Cyprus	1	1,386	1,270
Denmark	1	1,119	1,049
Finland	2	6,244	5,999
France	12	27,957	26,327
Ireland	4	6,589	6,145
Jamaica	1	1,693	1,576
Japan	1	1,162	1,096
Mexico	3	7,451	7,169
Namibia	1	1,109	1,017
Netherlands	3	6,115	5,758
New Zealand	1	911	848
Norway	1	147	135
Republic of Korea	1	2,406	2,206
Singapore	1	3,473	3,328
South Africa	4	4,868	4,642
Switzerland	1	169	164
United Arab Emirates	1	870	778
United Kingdom	15	23,708	22,487
USA	109	101,092	91,852
ARL	18	20,253	18,670
Non-ARL	153	195,346	181,310

Key to Radar Charts



Key to Bar Charts



Key to Dimensions

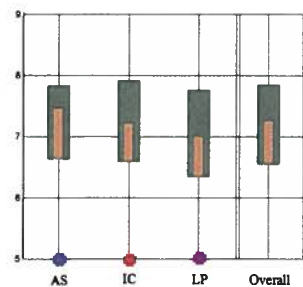
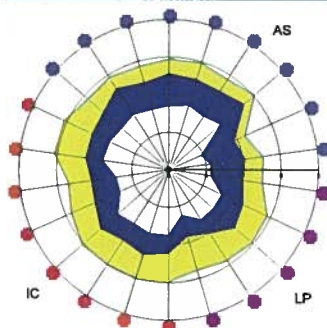
- Affect of Service (AS)
- Information Control (IC)
- Library as Place (LP)

22 Core Questions Summary

Dimensions Summary

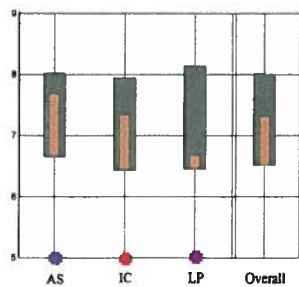
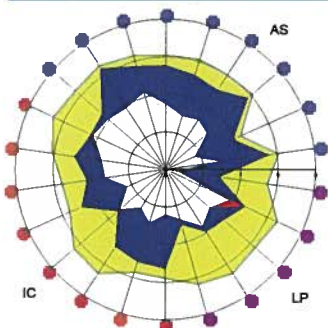
Dimension Mean Values

Colleges and Universities
American English



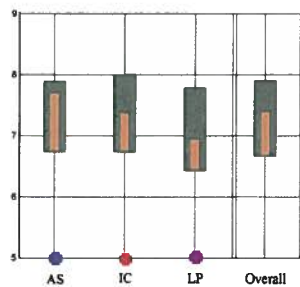
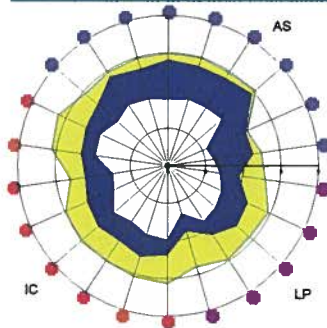
	AS	IC	LP	Overall
Desired (n = 93,196)	7.83	7.91	7.76	7.84
Perceived	7.44	7.20	6.98	7.24
Minimum	6.64	6.60	6.35	6.56

Academic Law Institutions
American English



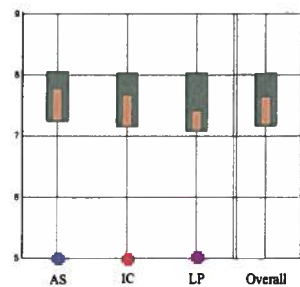
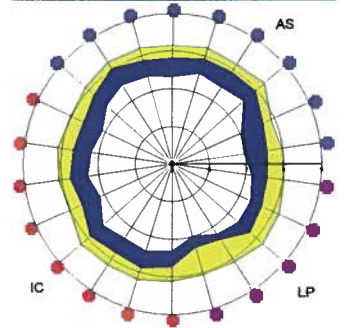
	AS	IC	LP	Overall
Desired (n = 99)	8.02	7.95	8.14	8.02
Perceived	7.65	7.31	6.66	7.29
Minimum	6.66	6.44	6.45	6.51

Academic Health Sciences
American English



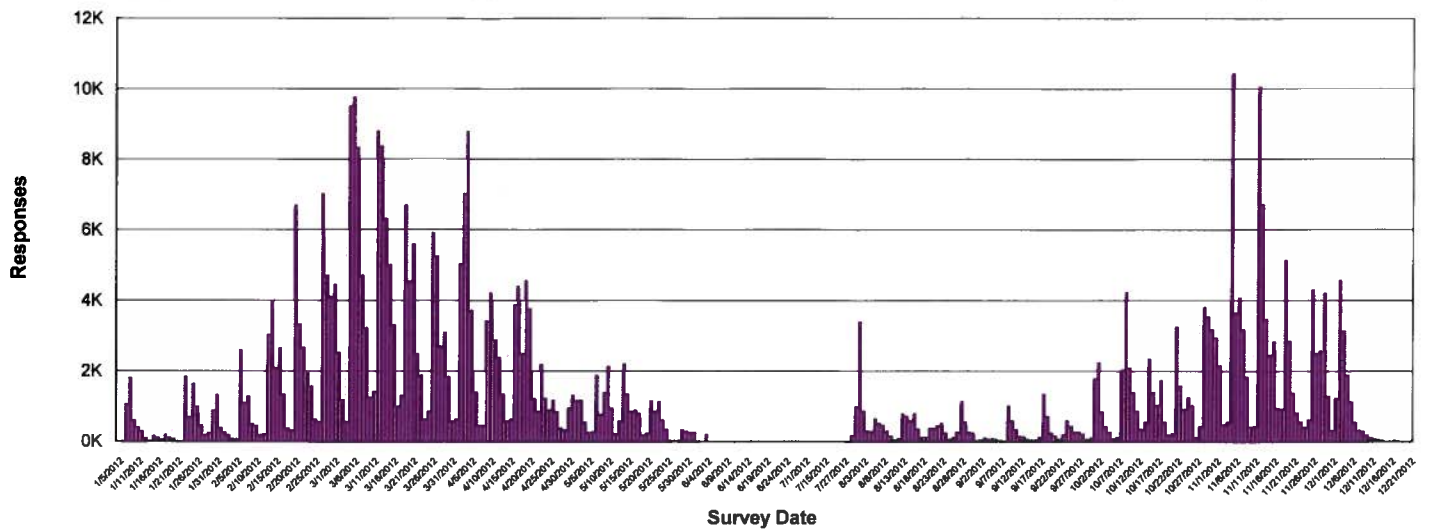
	AS	IC	LP	Overall
Desired (n = 2,905)	7.89	8.00	7.79	7.90
Perceived	7.67	7.35	6.92	7.37
Minimum	6.74	6.74	6.43	6.67

Community Colleges
American English



	AS	IC	LP	Overall
Desired (n = 2,383)	8.05	8.03	8.04	8.03
Perceived	7.75	7.64	7.38	7.61
Minimum	7.24	7.15	7.09	7.17

Survey Activity by Day



1/2013 v1.0

College and University User Groups (American English)

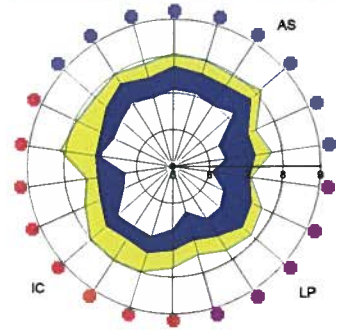
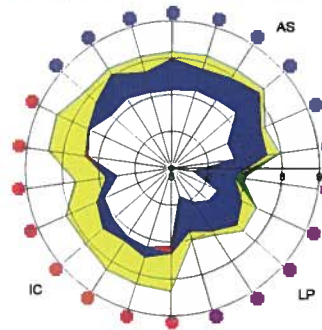
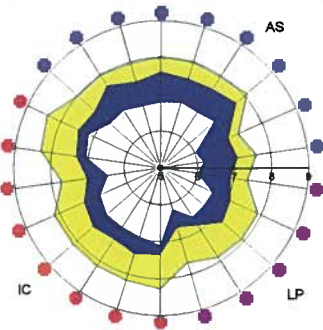
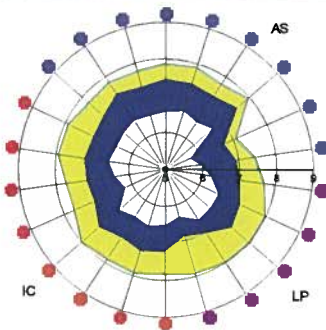
Undergraduates
(n = 61,251)

Graduates
(n = 17,154)

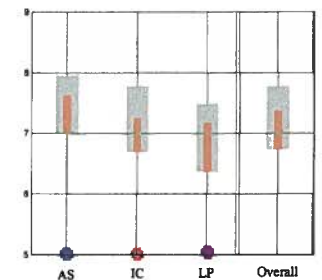
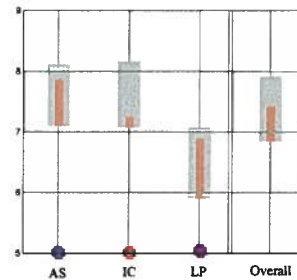
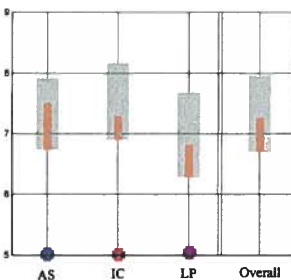
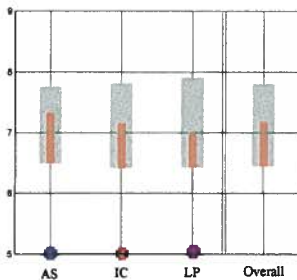
Faculty
(n = 10,034)

Staff
(n = 4,757)

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 2013 LibQUAL+® survey, go to:

www.libqual.org



Association of Research Libraries
21 Dupont Circle, Suite 800
Washington, DC 20036
www.libqual.org
Phone 202-296-2296
Fax 202-872-0884



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