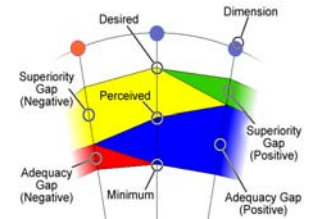


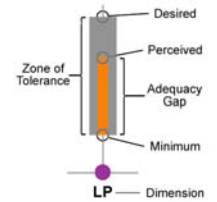
LibQUAL+® is a survey that measures user perceptions and expectations of library service quality in three dimensions: Affect of Service, Information Control, and Library as Place. Participating institutions included college and university libraries, health sciences libraries, community college libraries, 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
<b>Total</b>	165	218,064	202,406
<b>Institution Type:</b>			
Academic Health Sciences	4	4,210	3,714
College or University	154	207,829	193,134
Community College	6	5,189	4,797
European Business	1	836	761
<b>Country:</b>			
Bahrain	1	231	198
Canada	49	74,235	69,347
China	1	623	606
France	6	11,890	10,980
Ireland	2	2,606	2,417
Israel	1	220	209
Japan	2	2,763	2,440
Mexico	1	1,228	1,187
Netherlands	1	358	320
Norway	1	836	761
Saudi Arabia	1	1,320	1,073
Singapore	1	2,038	1,994
South Africa	4	9,298	8,748
Sweden	2	1,398	1,182
Switzerland	4	4,127	3,694
United Kingdom	14	21,949	20,826
United States of America	74	82,944	76,424
<b>ARL</b>			
ARL	29	51,912	48,239
<b>Non-ARL</b>			
Non-ARL	136	166,152	154,167

### Key to Radar Charts



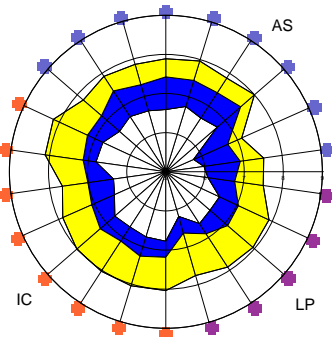
### Key to Bar Charts



### Key to Dimensions

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

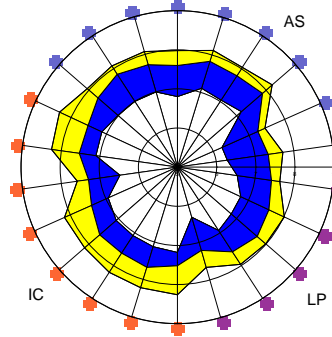
### Colleges and Universities American English



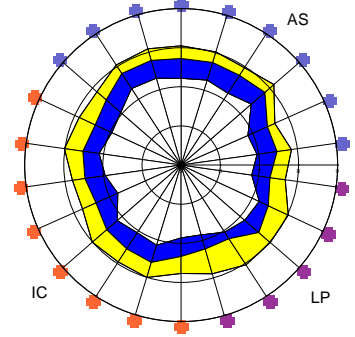
### Academic Law Institutions American English

No Academic Law Institutions

### Academic Health Sciences American English

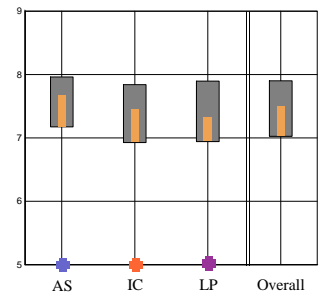
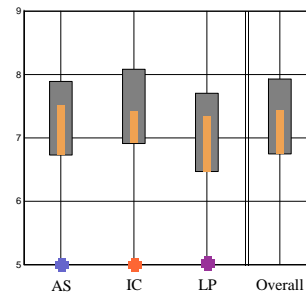
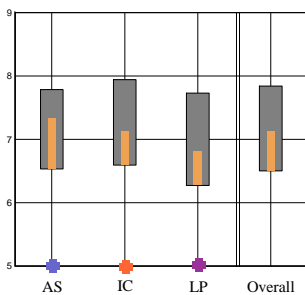


### Community Colleges American English



22 Core Questions Summary

Dimensions Summary



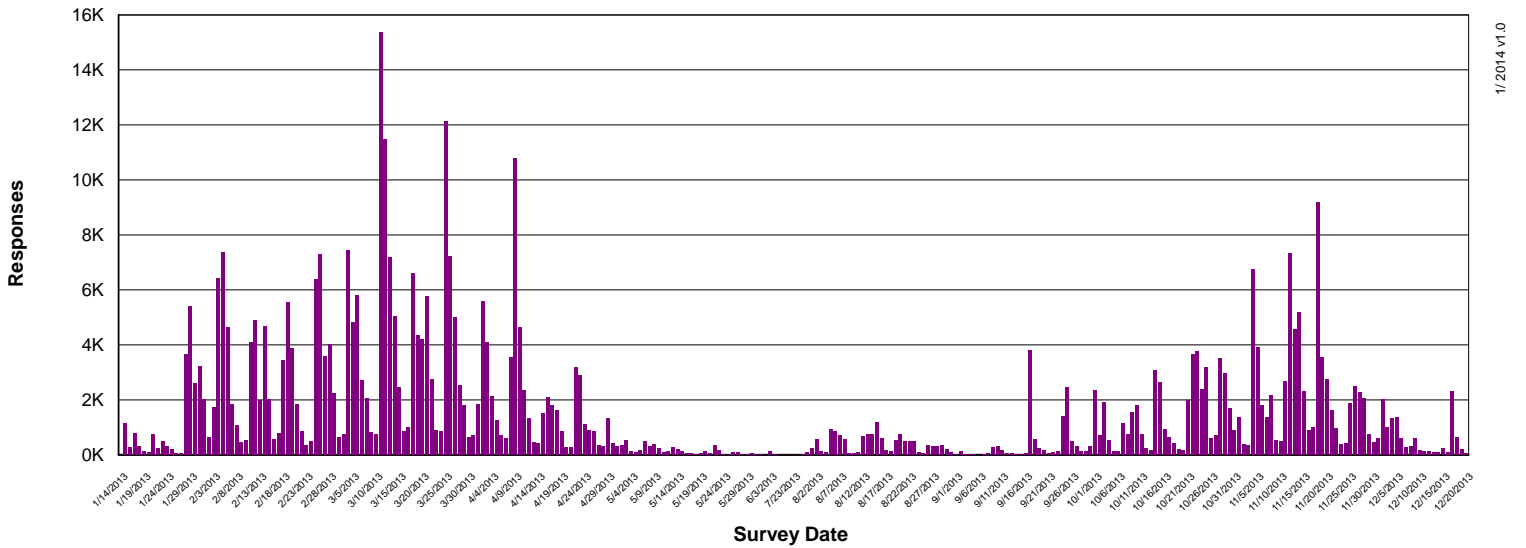
Dimension Mean Values

Desired	n = 114,108			
7.79	7.94	7.73	7.84	
Perceived	7.32	7.12	6.80	7.12
Minimum	6.53	6.59	6.27	6.50
	AS	IC	LP	Overall

Desired	n = 3,691			
7.89	8.08	7.70	7.93	
Perceived	7.51	7.40	7.34	7.43
Minimum	6.73	6.91	6.47	6.75
	AS	IC	LP	Overall

Desired	n = 4,736			
7.96	7.84	7.90	7.90	
Perceived	7.66	7.44	7.31	7.49
Minimum	7.17	6.93	6.94	7.02
	AS	IC	LP	Overall

## Survey Activity by Day



## College and University User Groups (American English)

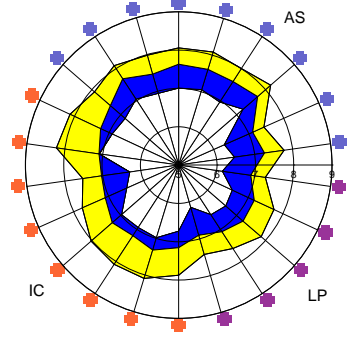
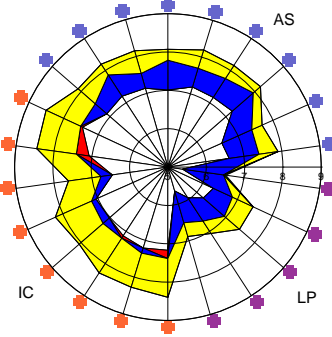
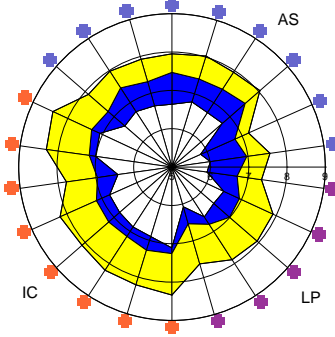
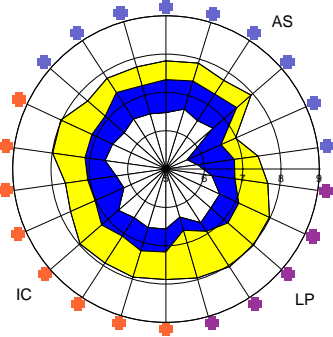
**Undergraduates**  
(n = 72,147)

**Graduates**  
(n = 23,765)

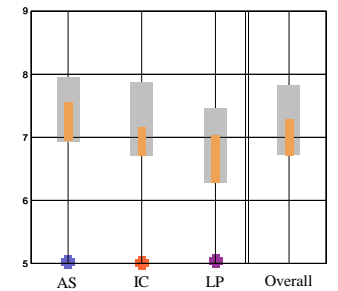
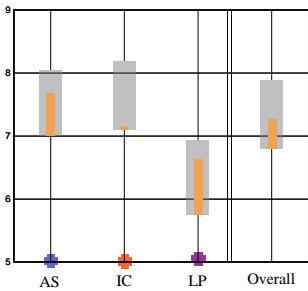
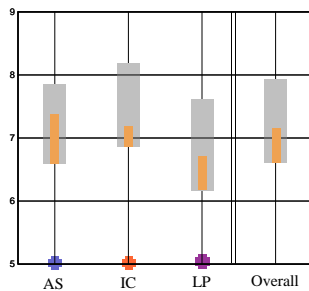
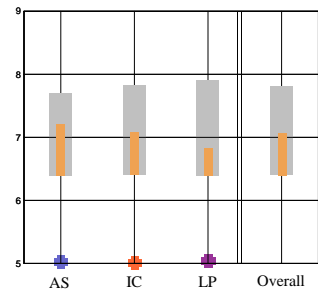
**Faculty**  
(n = 13,343)

**Staff**  
(n = 4,853)

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](http://www.libqual.org/Information/Tools)

### Register for LibQUAL+®

To register for the 2014 LibQUAL+® survey, go to:

[www.libqual.org](http://www.libqual.org)



**Association of Research Libraries**  
21 Dupont Circle, Suite 800  
Washington, DC 20036  
[www.libqual.org](http://www.libqual.org)  
Phone 202-296-2296  
Fax 202-872-0884



Copyright ©2014 Association of Research Libraries