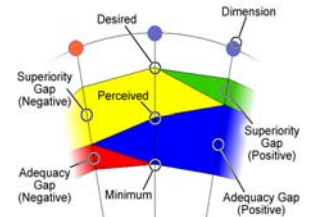


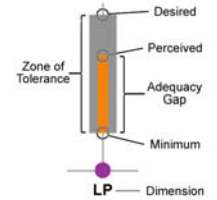
LibQUAL+® is a survey that measures user perceptions and expectations of library service quality in three dimensions: Affect of Service, Information Control, and Library as Place. Participating institutions included college and university libraries, health sciences libraries, community college libraries, 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	108	136,320	126,604
Institution Type:			
Academic Health Sciences	2	546	461
College or University	101	131,938	122,633
Community College	5	3,836	3,510
Country:			
Australia	1	913	850
Bahrain	3	1,008	881
Canada	2	972	906
China	1	6,874	6,649
France	9	20,897	19,379
Ireland	5	10,991	10,271
Japan	1	2,040	1,887
Mexico	1	3,311	3,174
Namibia	1	2,617	2,368
Netherlands	1	4,030	3,761
Qatar	1	731	692
South Africa	3	2,626	2,427
Sweden	1	3,873	3,487
United Kingdom	14	23,284	21,538
United States of America	64	52,153	48,334
Protocol:			
Full	23	21,108	19,655
Lite	76	107,593	99,838
Partial Lite	9	7,619	7,111
ARL			
ARL	10	10,006	9,331
Non-ARL	98	126,314	117,273

Key to Radar Charts



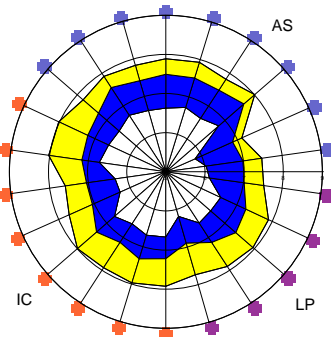
Key to Bar Charts



Key to Dimensions

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

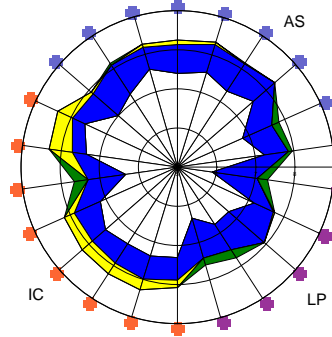
Colleges and Universities American English



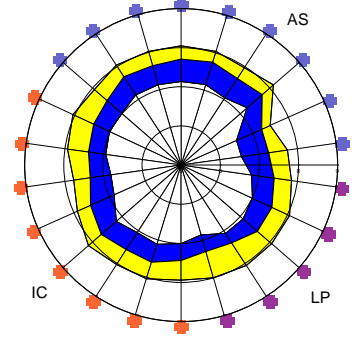
Academic Law Institutions American English

No Academic Law Institutions This Year

Academic Health Sciences American English

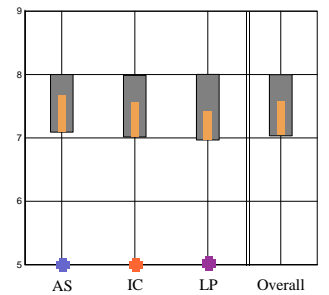
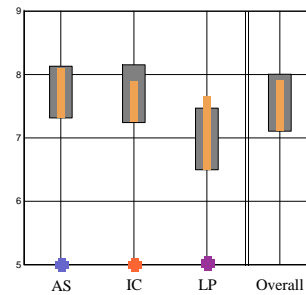
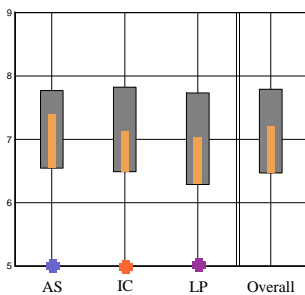


Community Colleges American English



22 Core Questions Summary

Dimensions Summary



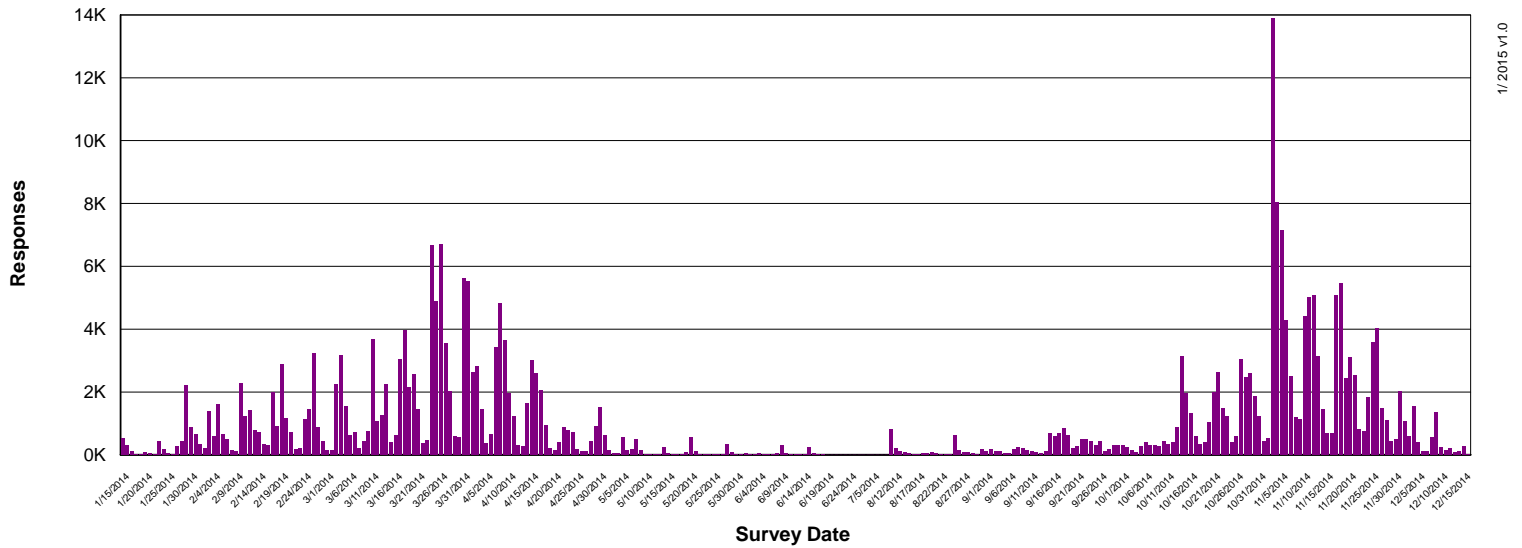
Dimension Mean Values

Desired	n = 44,715			
	7.77	7.82	7.73	7.79
Perceived				
	7.38	7.12	7.02	7.20
Minimum				
	6.54	6.49	6.29	6.47
	AS	IC	LP	Overall

Desired	n = 455			
	8.13	8.15	7.47	8.00
Perceived				
	8.09	7.87	7.66	7.91
Minimum				
	7.31	7.24	6.50	7.11
	AS	IC	LP	Overall

Desired	n = 3,434			
	8.00	7.99	8.00	8.00
Perceived				
	7.66	7.56	7.42	7.56
Minimum				
	7.09	7.01	6.97	7.03
	AS	IC	LP	Overall

Survey Activity by Day



College and University User Groups (American English)

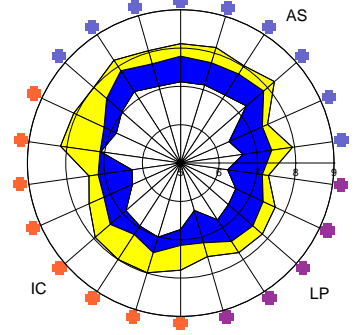
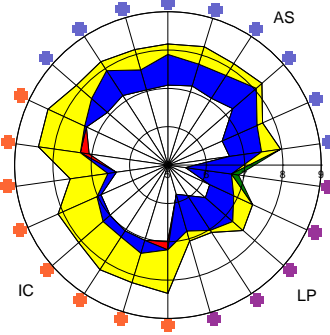
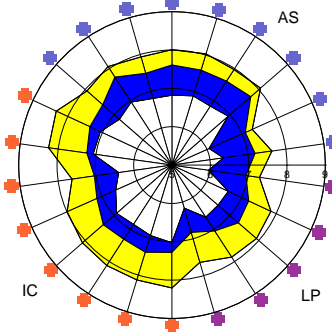
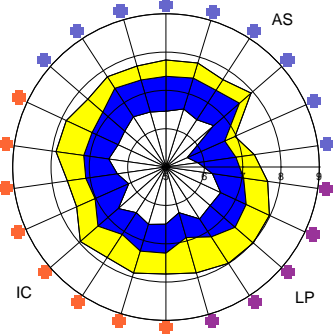
Undergraduates
(n = 29,190)

Graduates
(n = 8,583)

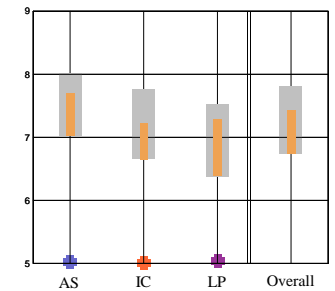
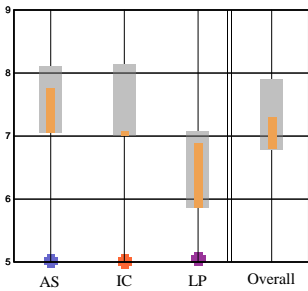
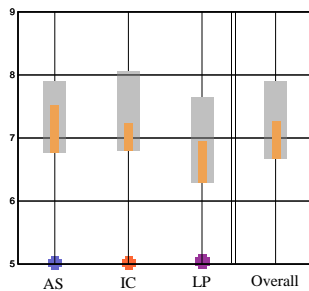
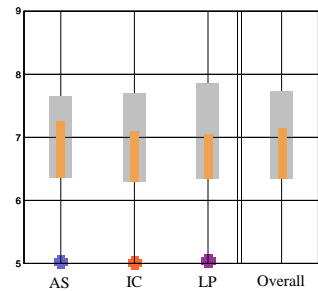
Faculty
(n = 4,834)

Staff
(n = 2,108)

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 2015 LibQUAL+® survey, go to:

www.libqual.org



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