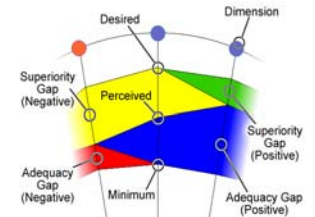


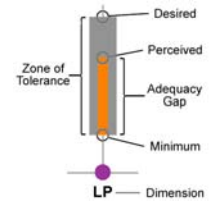
LibQUAL+® is a survey that measures user perceptions and expectations of library service quality in three dimensions: Affect of Service, Information Control, and Library as Place. Participating institutions included college and university libraries, health sciences libraries, community college libraries, 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>                     | <b>125</b>        | <b>171,671</b> | <b>159,329</b> |
| <b>Institution Type:</b>         |                   |                |                |
| Academic Health Sciences         | 2                 | 2,371          | 2,093          |
| Academic Military                | 1                 | 63             | 59             |
| College or University            | 113               | 164,013        | 152,380        |
| Community College                | 6                 | 3,767          | 3,472          |
| Public                           | 1                 | 401            | 373            |
| Public Law                       | 1                 | 65             | 66             |
| University/TAFE (Australia only) | 1                 | 991            | 886            |
| <b>Country:</b>                  |                   |                |                |
| Australia                        | 1                 | 991            | 886            |
| Bahrain                          | 1                 | 171            | 152            |
| Belgium                          | 5                 | 9,873          | 9,081          |
| Canada                           | 4                 | 6,720          | 6,283          |
| China                            | 7                 | 14,221         | 13,740         |
| France                           | 6                 | 22,404         | 20,925         |
| Ireland                          | 3                 | 5,073          | 4,699          |
| Japan                            | 1                 | 377            | 348            |
| Mexico                           | 1                 | 826            | 753            |
| Netherlands                      | 2                 | 6,712          | 6,270          |
| Pakistan                         | 1                 | 1,295          | 1,151          |
| Singapore                        | 2                 | 5,486          | 5,254          |
| United Kingdom                   | 9                 | 14,662         | 13,811         |
| United States of America         | 82                | 82,880         | 75,976         |
| <b>Protocol:</b>                 |                   |                |                |
| Full                             | 31                | 43,933         | 41,442         |
| Lite                             | 79                | 118,641        | 109,565        |
| Partial Lite                     | 15                | 9,097          | 8,322          |
| <b>ARL</b>                       |                   |                |                |
|                                  | 9                 | 16,036         | 14,722         |
| <b>Non-ARL</b>                   |                   |                |                |
|                                  | 116               | 155,635        | 144,607        |

### Key to Radar Charts



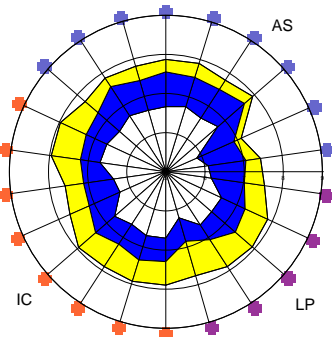
### Key to Bar Charts



### Key to Dimensions

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

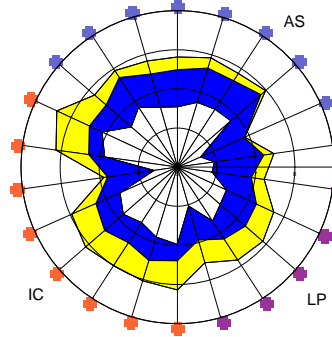
### Colleges and Universities American English



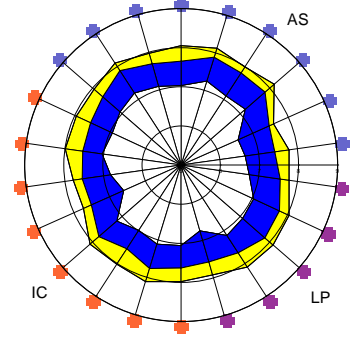
### Academic Law Institutions American English

**No Academic Law Institutions This Year**

### Academic Health Sciences American English

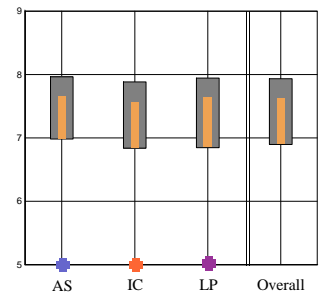
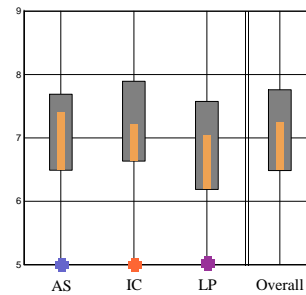
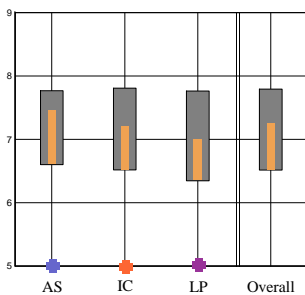


### Community Colleges American English



22 Core Questions Summary

Dimensions Summary



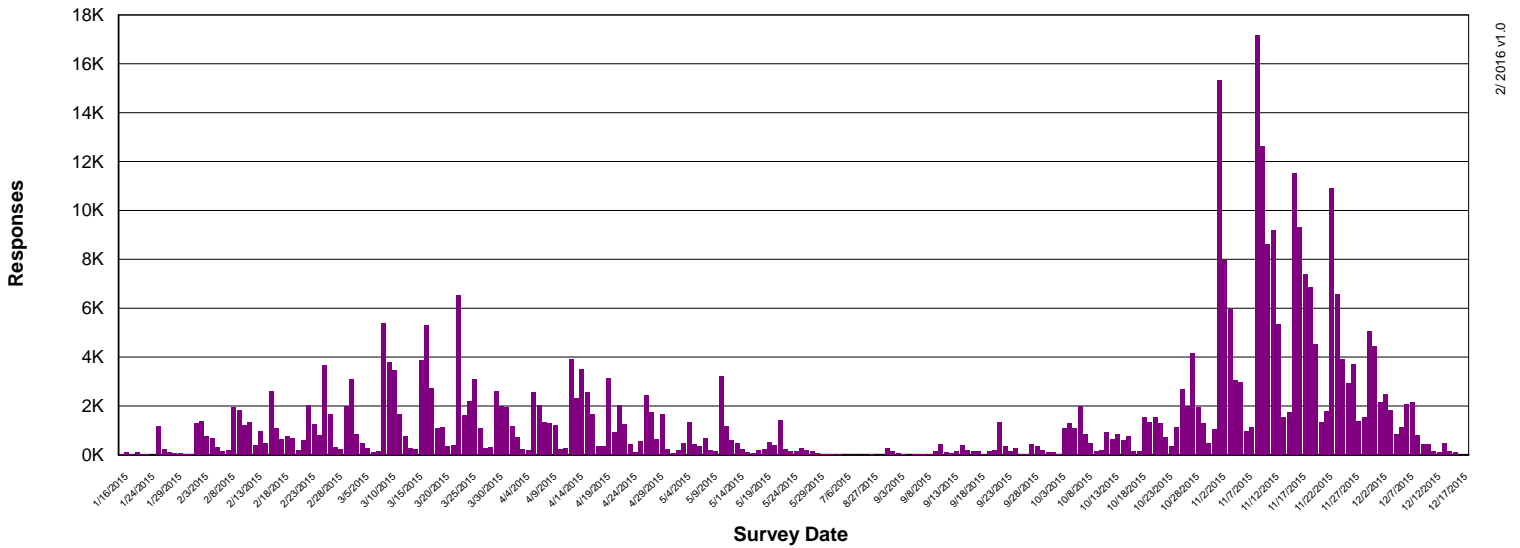
Dimension Mean Values

| Desired   | n = 80,598 |      |      |         |
|-----------|------------|------|------|---------|
|           | 7.77       | 7.81 | 7.76 | 7.79    |
| Perceived |            |      |      |         |
|           | 7.44       | 7.20 | 6.99 | 7.24    |
| Minimum   |            |      |      |         |
|           | 6.60       | 6.52 | 6.34 | 6.51    |
|           | AS         | IC   | LP   | Overall |

| Desired   | n = 2,082 |      |      |         |
|-----------|-----------|------|------|---------|
|           | 7.69      | 7.89 | 7.58 | 7.76    |
| Perceived |           |      |      |         |
|           | 7.39      | 7.20 | 7.03 | 7.24    |
| Minimum   |           |      |      |         |
|           | 6.49      | 6.63 | 6.19 | 6.49    |
|           | AS        | IC   | LP   | Overall |

| Desired   | n = 3,421 |      |      |         |
|-----------|-----------|------|------|---------|
|           | 7.97      | 7.88 | 7.94 | 7.93    |
| Perceived |           |      |      |         |
|           | 7.65      | 7.56 | 7.63 | 7.61    |
| Minimum   |           |      |      |         |
|           | 6.98      | 6.84 | 6.85 | 6.90    |
|           | AS        | IC   | LP   | Overall |

## Survey Activity by Day



### College and University User Groups (American English)

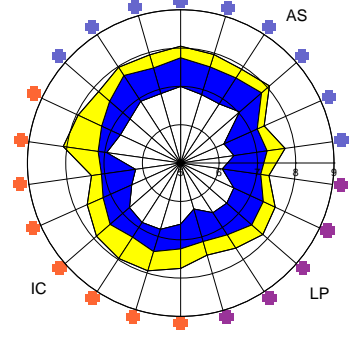
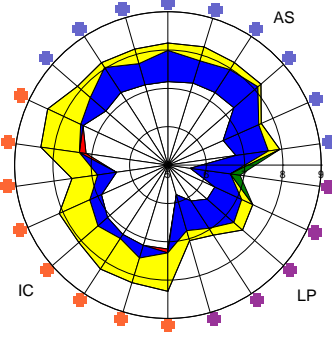
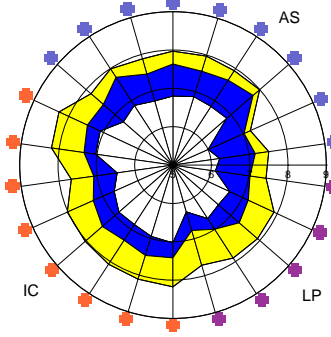
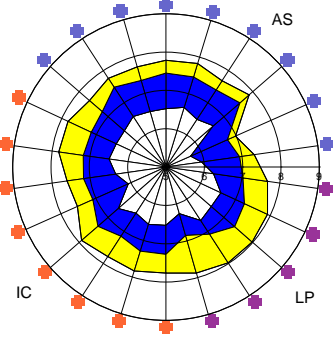
**Undergraduates**  
(n = 54,262)

**Graduates**  
(n = 14,684)

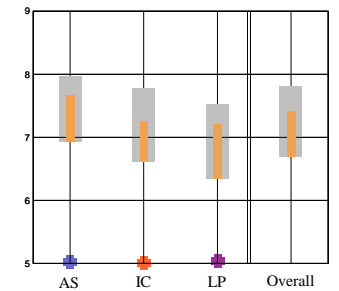
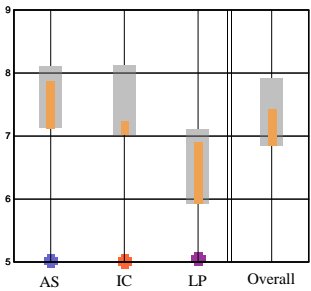
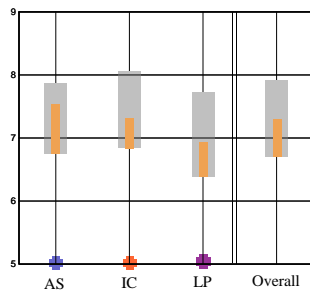
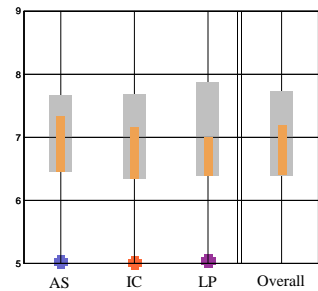
**Faculty**  
(n = 8,008)

**Staff**  
(n = 3,643)

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 2016 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 ©2016 Association of Research Libraries