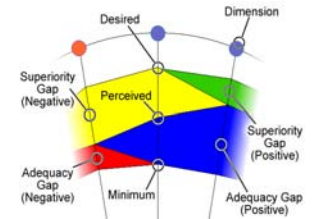


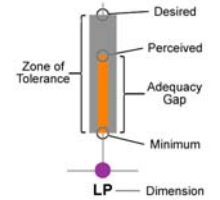
LibQUAL+® is a survey that measures user perceptions and expectations of library service quality in three dimensions: Affect of Service, Information Control, and Library as Place. Participating institutions included college and university libraries, health sciences libraries, community college libraries, 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	130,373	121,058
Institution Type:			
Academic Health Sciences	1	345	326
Academic Law	2	309	299
College or University	100	125,387	116,504
Community College	3	2,411	2,199
European Business	1	1,488	1,345
University/TAFE (Australia only)	1	433	385
Country:			
Australia	2	1,262	1,164
Bahrain	3	1,058	987
Belgium	1	5,043	4,734
Canada	12	12,960	12,045
Cyprus	1	1,067	971
Denmark	6	7,880	7,155
Estonia	2	1,535	1,484
Finland	5	5,376	5,191
France	7	20,572	19,090
Ireland	4	9,260	8,646
Netherlands	1	4,491	4,194
Slovenia	1	479	451
South Africa	2	3,270	3,098
Spain	1	260	224
United Arab Emirates	1	960	865
United Kingdom	9	10,398	9,780
United States of America	50	44,502	40,979
Protocol:			
Full	26	23,027	21,301
Lite	71	101,559	94,418
Partial Lite	11	5,787	5,339
ARL			
	13	22,340	20,511
Non-ARL			
	95	108,033	100,547

Key to Radar Charts



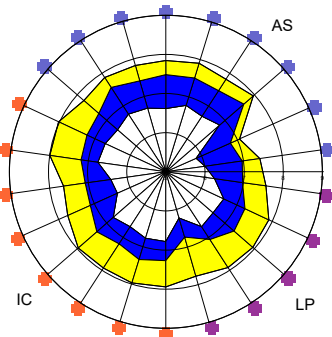
Key to Bar Charts



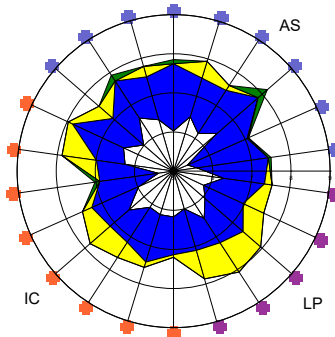
Key to Dimensions

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

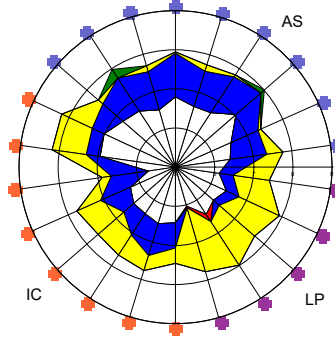
Colleges and Universities American English



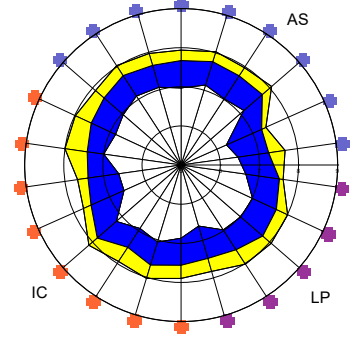
Academic Law Institutions American English



Academic Health Sciences American English

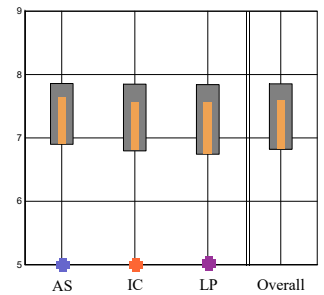
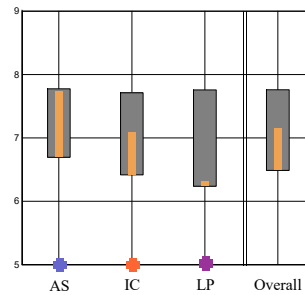
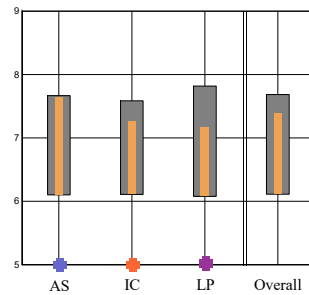
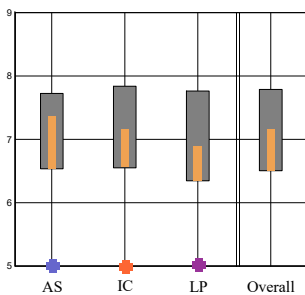


Community Colleges American English



22 Core Questions Summary

Dimensions Summary



Dimension Mean Values

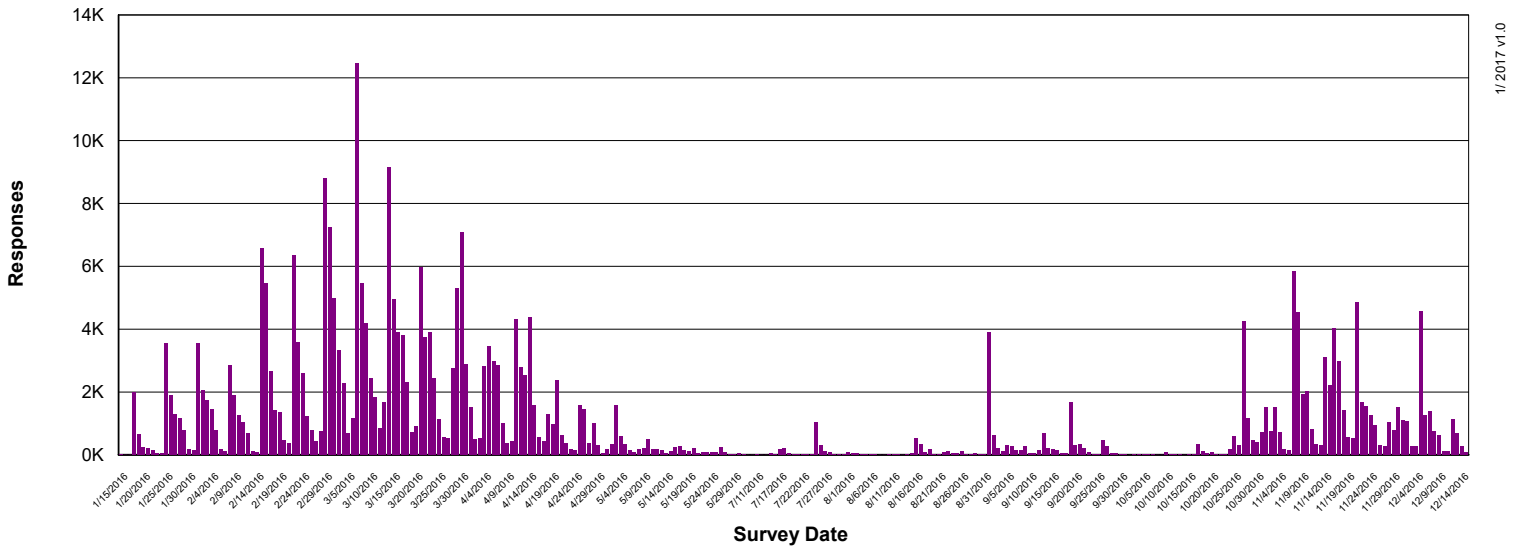
Desired		n = 49,663	
7.72	7.84	7.76	7.79
Perceived			
7.36	7.15	6.88	7.16
Minimum			
6.53	6.55	6.35	6.50
AS	IC	LP	Overall

Desired		n = 298	
7.67	7.59	7.82	7.68
Perceived			
7.64	7.25	7.16	7.37
Minimum			
6.10	6.11	6.08	6.11
AS	IC	LP	Overall

Desired		n = 325	
7.77	7.71	7.76	7.76
Perceived			
7.72	7.08	6.31	7.14
Minimum			
6.69	6.42	6.24	6.49
AS	IC	LP	Overall

Desired		n = 2,183	
7.86	7.85	7.84	7.85
Perceived			
7.63	7.55	7.56	7.58
Minimum			
6.90	6.80	6.74	6.82
AS	IC	LP	Overall

Survey Activity by Day



College and University User Groups (American English)

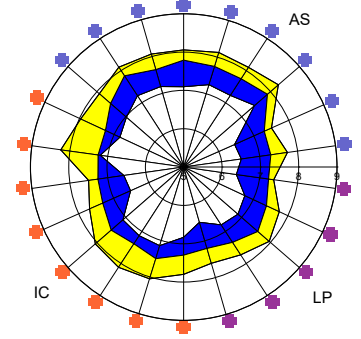
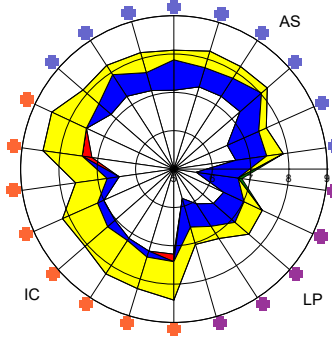
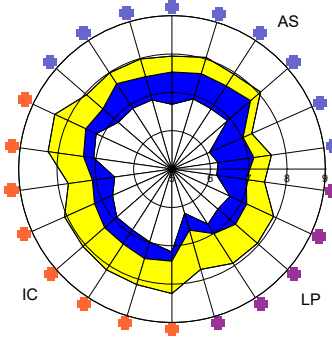
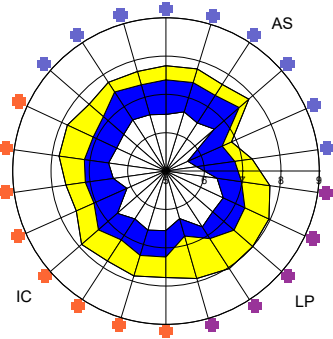
Undergraduates
(n = 31,982)

Graduates
(n = 9,842)

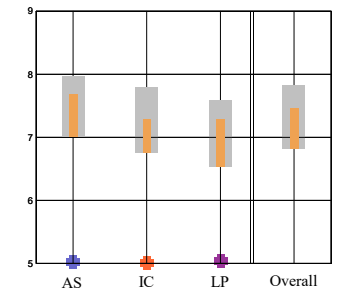
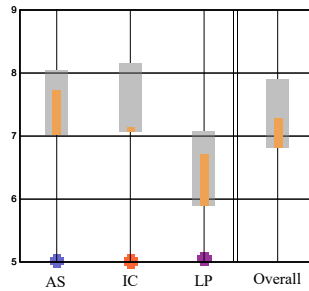
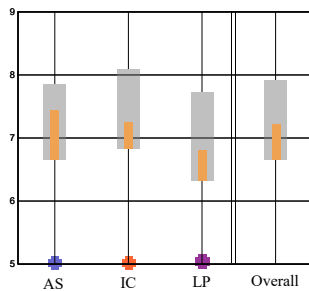
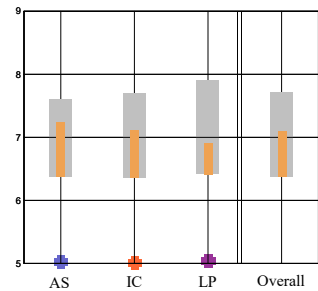
Faculty
(n = 6,065)

Staff
(n = 1,774)

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 2017 LibQUAL+® survey, go to:

www.libqual.org



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