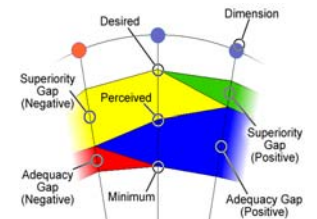


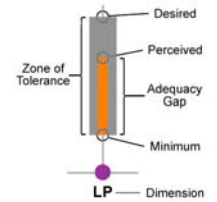
LibQUAL+® is a survey that measures user perceptions and expectations of library service quality in three dimensions: Affect of Service, Information Control, and Library as Place. Participating institutions included college and university libraries, health sciences libraries, community college libraries, 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	59	72,618	67,556
Institution Type:			
Academic Health Sciences	2	1,450	1,303
College or University	51	69,483	64,711
Community College	4	745	691
National Resources Library	1	348	312
University/TAFE (Australia only)	1	592	539
Country:			
Australia	1	592	539
Bahrain	1	112	101
Belgium	2	2,947	2,771
Canada	4	5,626	5,240
China	6	14,185	13,620
Finland	1	693	649
France	5	8,971	8,360
Ireland	1	589	539
Mexico	1	870	791
Netherlands	2	7,349	6,852
United States of America	35	30,684	28,094
Protocol:			
Full	13	14,147	13,306
Lite	40	54,906	51,020
Partial Lite	6	3,565	3,230
ARL			
ARL	6	11,594	10,707
Non-ARL	53	61,024	56,849

Key to Radar Charts



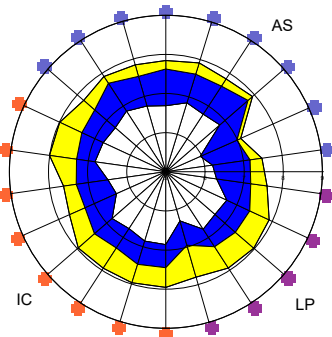
Key to Bar Charts



Key to Dimensions

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

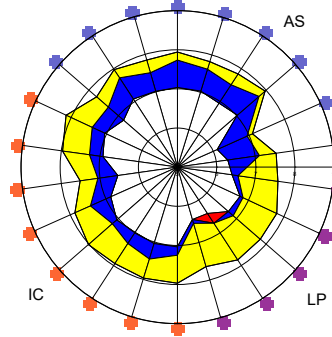
Colleges and Universities American English



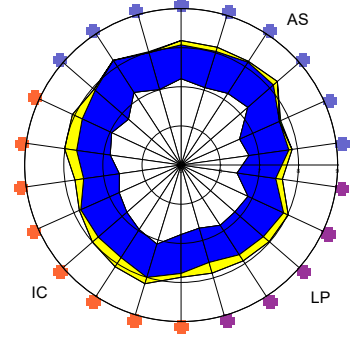
Academic Law Institutions American English

No Academic Law Institutions This Year

Academic Health Sciences American English

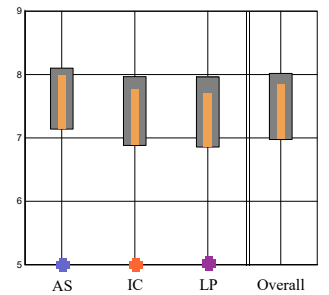
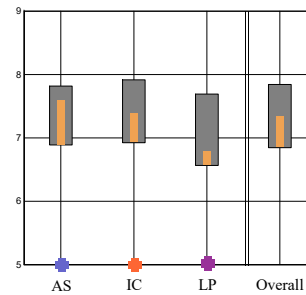
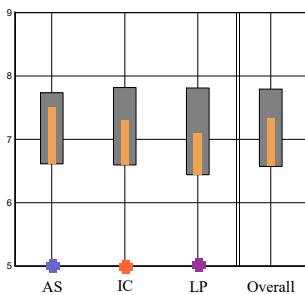


Community Colleges American English



22 Core Questions Summary

Dimensions Summary



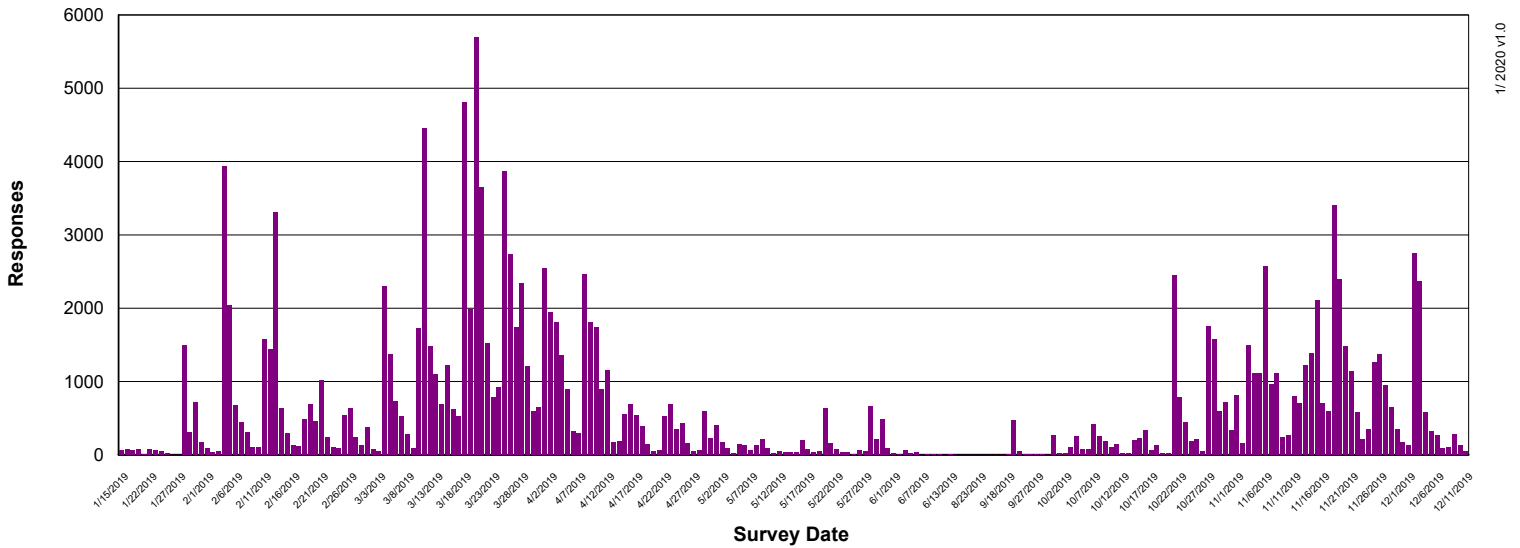
Dimension Mean Values

Desired	n = 30,902			
7.74	7.82	7.81	7.79	
Perceived	7.50	7.30	7.09	7.32
Minimum	6.61	6.60	6.44	6.57
	AS	IC	LP	Overall

Desired	n = 1,299			
7.82	7.92	7.69	7.84	
Perceived	7.58	7.38	6.77	7.33
Minimum	6.89	6.92	6.56	6.85
	AS	IC	LP	Overall

Desired	n = 679			
8.10	7.97	7.96	8.02	
Perceived	7.98	7.75	7.69	7.83
Minimum	7.14	6.88	6.86	6.97
	AS	IC	LP	Overall

Survey Activity by Day



College and University User Groups (American English)

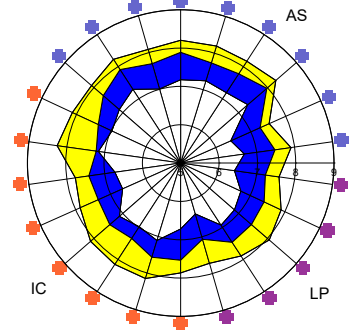
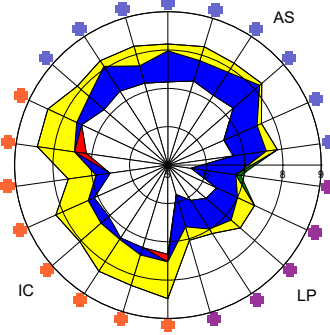
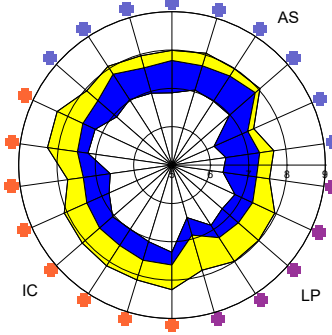
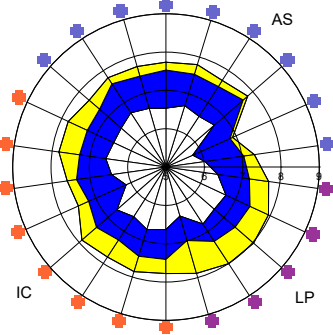
Undergraduates
(n = 20,767)

Graduates
(n = 5,826)

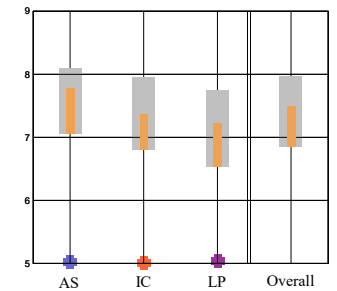
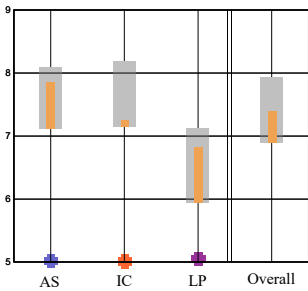
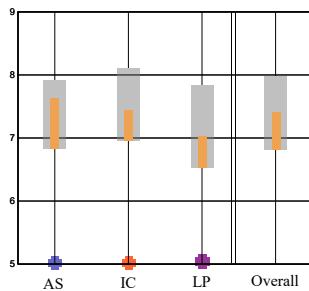
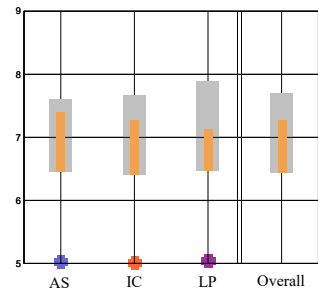
Faculty
(n = 3,065)

Staff
(n = 1,244)

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 2020 LibQUAL+® survey, go to:

www.libqual.org



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