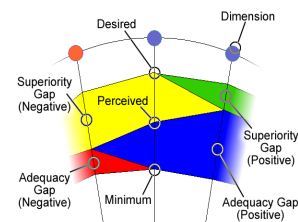


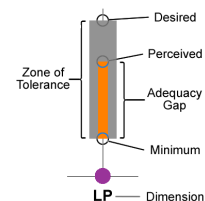
LibQUAL+® is a survey that measures user perceptions and expectations of library service quality in three dimensions: Affect of Service, Information Control, and Library as Place. Participating institutions included college and university libraries, health sciences libraries, community college libraries, 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>	195	217,002	202,560
<b>Institution Type:</b>			
Academic Health Sciences	3	2,036	1,811
Academic Law	1	153	146
College or University	174	198,077	185,103
Community College	14	11,538	10,538
European Parliament	1	464	415
Public	1	273	227
University/TAFE (Australia only)	1	4,461	4,320
<b>Country:</b>			
Australia	2	6,340	6,137
Belgium	1	464	415
Canada	53	61,922	57,945
Cyprus	1	689	656
Egypt	1	808	750
Finland	2	10,211	9,829
France	8	13,806	13,032
Ireland	6	9,767	9,190
Japan	1	1,048	955
Mexico	1	2,276	2,211
Netherlands	1	134	125
South Africa	2	1,202	1,091
Sweden	3	8,642	7,960
Switzerland	3	3,607	3,277
United Kingdom	11	16,561	15,717
USA	99	79,525	73,270
<b>ARL</b>	25	33,282	31,177
<b>Non-ARL</b>	170	183,720	171,383

### Key to Radar Charts



### Key to Bar Charts

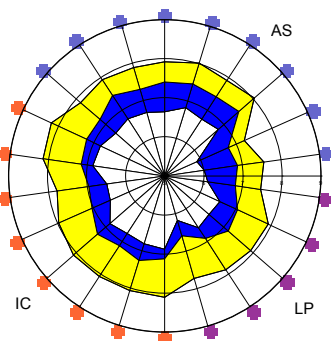


### Key to Dimensions

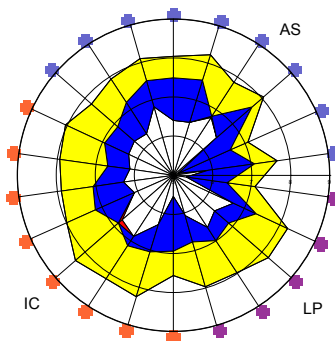
- Affect of Service (AS)
- Information Control (IC)
- Library as Place (LP)

22 Core Questions Summary

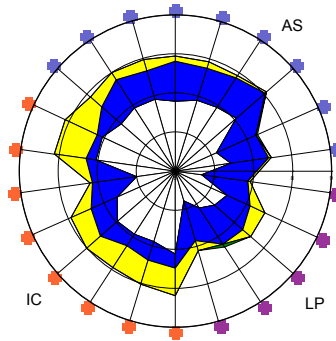
### Colleges and Universities American English



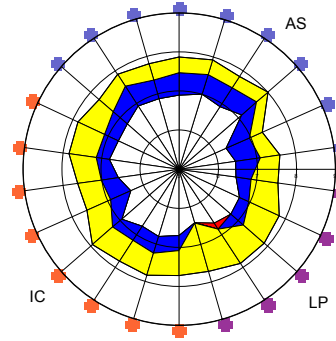
### Academic Law Institutions American English



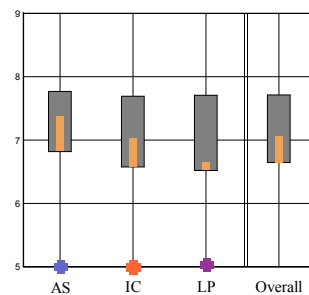
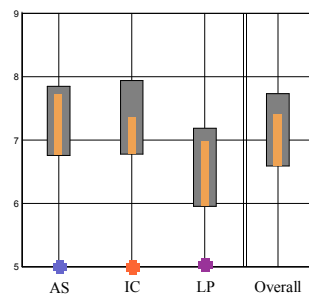
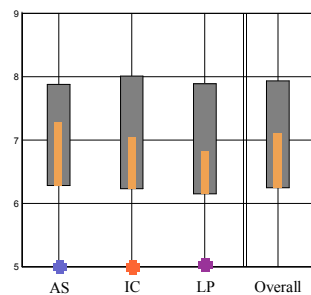
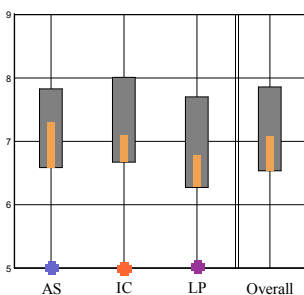
### Academic Health Sciences American English



### Community Colleges American English



Dimensions Summary



Dimension Mean Values

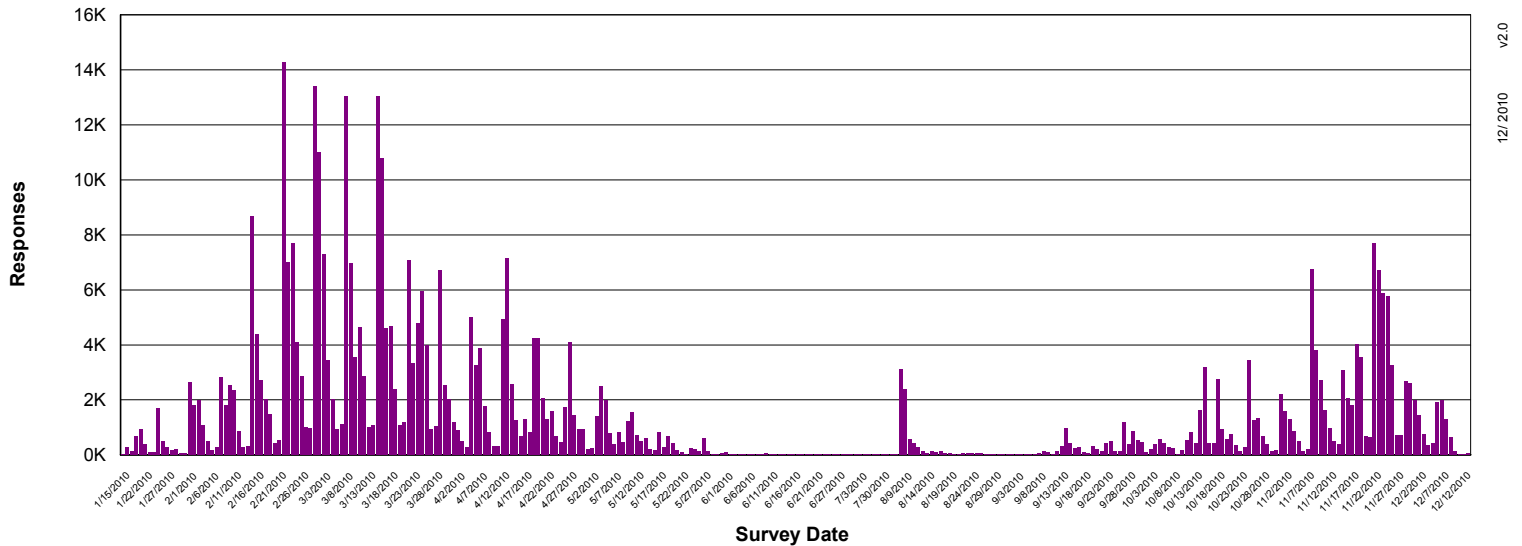
Desired	n = 102,902			
7.83	8.01	7.70	7.86	
Perceived	7.30	7.09	6.77	7.08
Minimum	6.58	6.67	6.27	6.54
	AS	IC	LP	Overall

Desired	n = 144			
7.88	8.01	7.89	7.93	
Perceived	7.27	7.04	6.82	7.09
Minimum	6.28	6.23	6.15	6.25
	AS	IC	LP	Overall

Desired	n = 1,775			
7.85	7.94	7.18	7.73	
Perceived	7.71	7.34	6.97	7.40
Minimum	6.76	6.78	5.95	6.59
	AS	IC	LP	Overall

Desired	n = 10,378			
7.77	7.69	7.71	7.71	
Perceived	7.37	7.02	6.64	7.06
Minimum	6.82	6.58	6.52	6.64
	AS	IC	LP	Overall

## Survey Activity by Day



v2.0  
12/2010

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

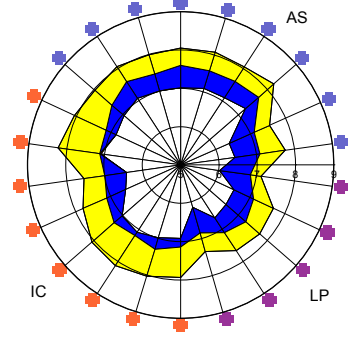
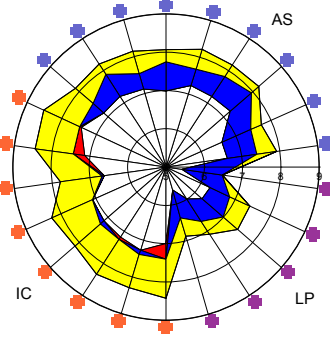
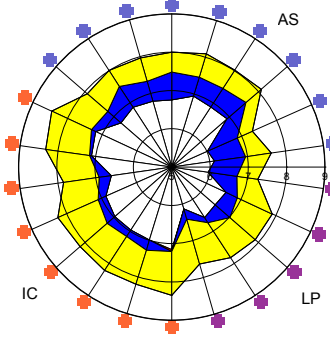
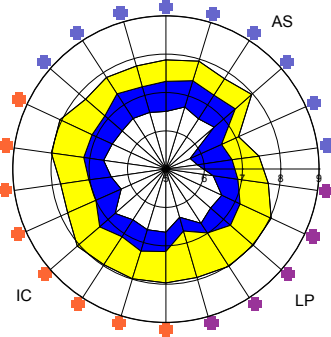
**Undergraduates**  
(n = 62,225)

**Graduates**  
(n = 22,757)

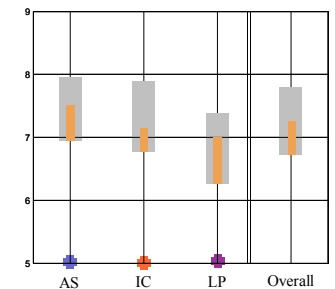
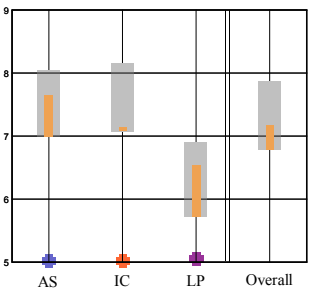
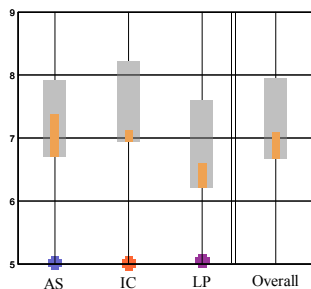
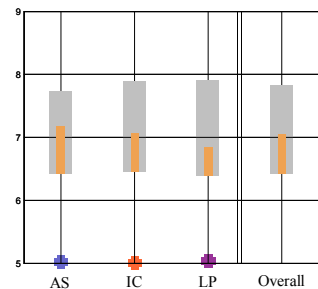
**Faculty**  
(n = 13,381)

**Staff**  
(n = 4,539)

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)

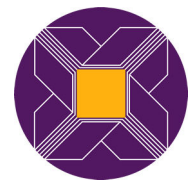
### Register for LibQUAL+®

To register for the 2011 LibQUAL+® survey, go to:

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



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