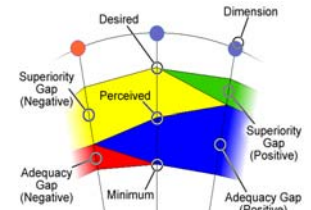


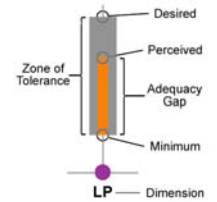
LibQUAL+® is a survey that measures user perceptions and expectations of library service quality in three dimensions: Affect of Service, Information Control, and Library as Place. Participating institutions included college and university libraries, health sciences libraries, community college libraries, 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	174	156,324	146,775
Institution Type:			
Academic Health Sciences	5	2,444	2,219
Academic Law	1	116	111
College or University	162	149,309	140,341
Community College	3	2,468	2,289
National Health Service England	2	746	649
University/TAFE (Australia only)	1	1,241	1,166
Country:			
Australia	1	1,241	1,166
Belgium	3	7,112	6,797
Canada	8	5,250	4,908
France	9	10,884	10,502
French Polynesia	1	277	266
Ireland	3	4,075	3,873
Japan	2	209	202
Mexico	2	4,163	3,932
Netherlands	2	1,762	1,673
Norway	10	10,065	9,435
Singapore	1	5,622	5,415
South Africa	3	6,369	6,128
United Kingdom	20	18,799	17,910
USA	109	80,496	74,568
ARL	25	18,213	16,942

Key to Radar Charts



Key to Bar Charts

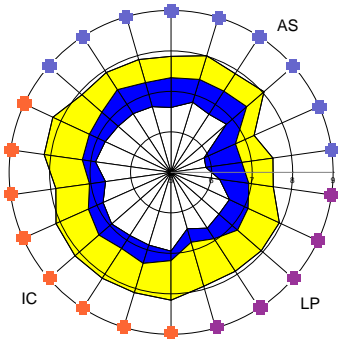


Key to Dimensions

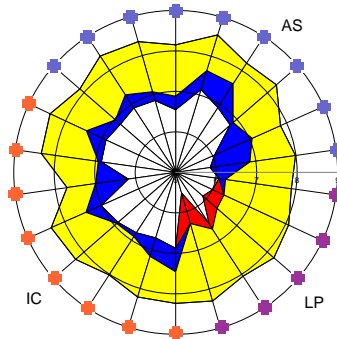
- Affect of Service (AS)
- Information Control (IC)
- Library as Place (LP)

22 Core Questions Summary

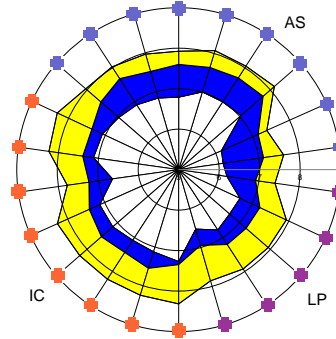
Colleges and Universities



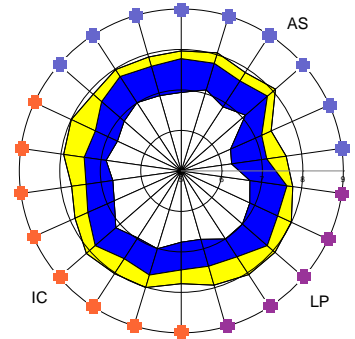
Academic Law Institutions



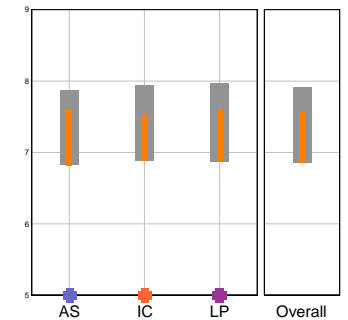
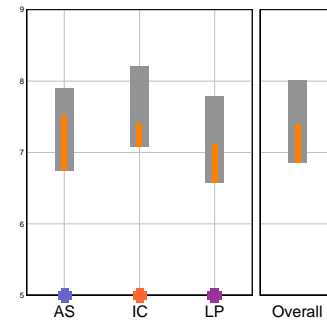
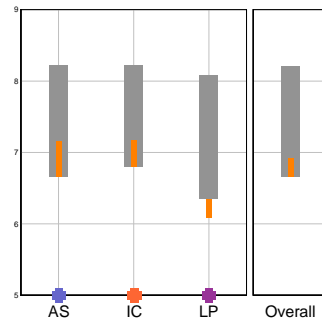
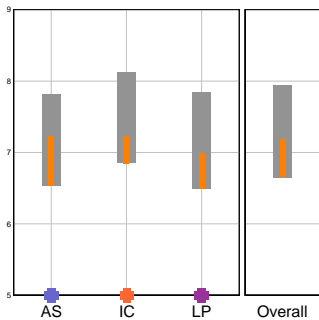
Academic Health Sciences



Community Colleges



Dimensions Summary



Dimension Mean Values

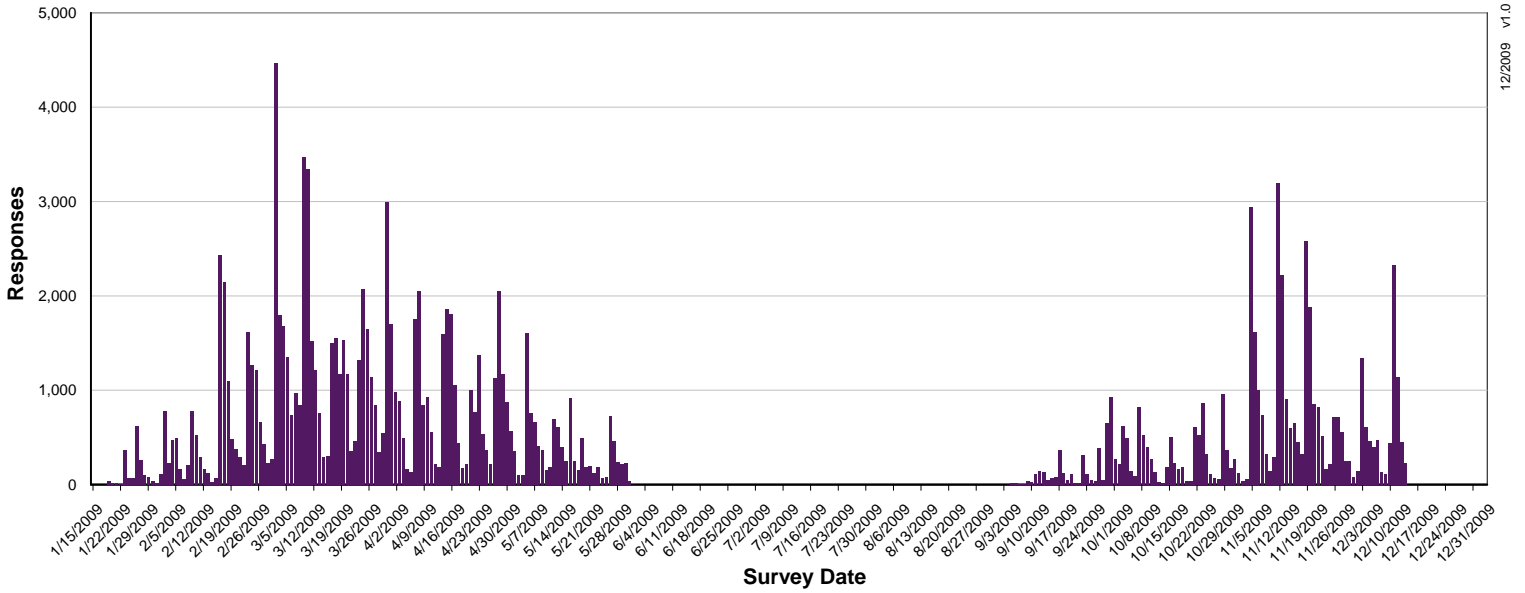
Desired	n = 73,780			
7.81	8.11	7.85	7.94	
Perceived	7.22	7.23	7.00	7.18
Minimum	6.53	6.85	6.49	6.65
	AS	IC	LP	Overall

Desired	n = 107			
8.22	8.21	8.08	8.20	
Perceived	7.16	7.17	6.09	6.92
Minimum	6.66	6.80	6.35	6.66
	AS	IC	LP	Overall

Desired	n = 2,187			
7.90	8.21	7.79	8.01	
Perceived	7.52	7.40	7.11	7.40
Minimum	6.75	7.08	6.57	6.85
	AS	IC	LP	Overall

Desired	n = 2,265			
7.86	7.94	7.96	7.92	
Perceived	7.59	7.53	7.61	7.57
Minimum	6.82	6.88	6.87	6.86
	AS	IC	LP	Overall

Survey Activity by Day



College and University User Groups (American English)

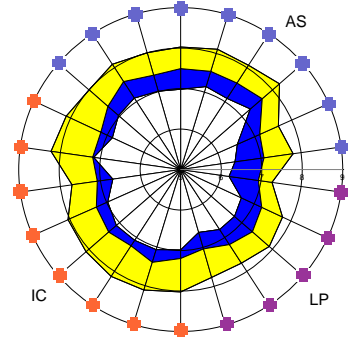
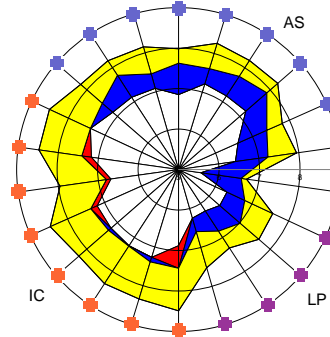
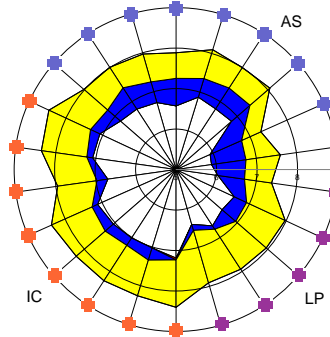
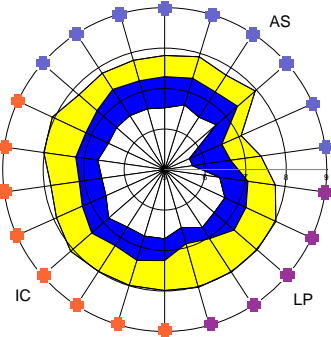
Undergraduates
(n = 43,106)

Graduates
(n = 17,269)

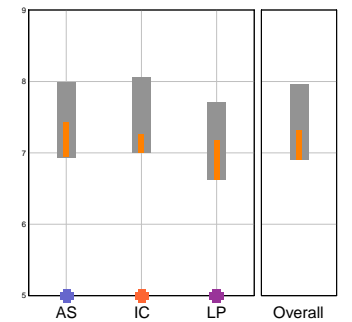
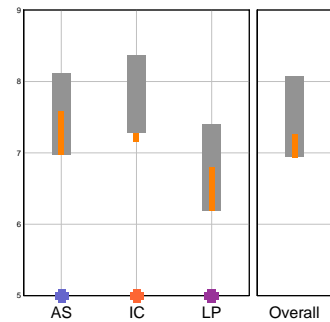
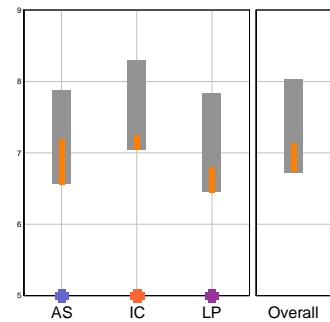
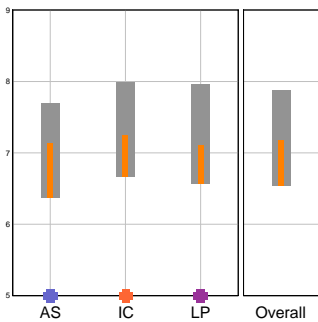
Faculty
(n = 9,600)

Staff
(n = 3,805)

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:

http://libqual.org/about/about_survey/tools

Register for LibQUAL+®

To register for the 2010 LibQUAL+® survey, go to:

<https://www.libqual.org/RegisterForSurvey.aspx>



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