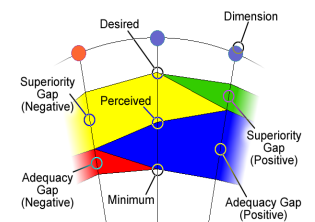


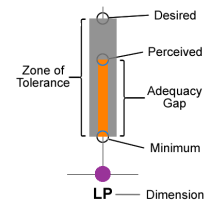
LibQUAL+® is a survey that measures user perceptions and expectations of library service quality in three dimensions: Affect of Service, Information Control, and Library as Place. Participating institutions included college and university libraries, health sciences libraries, community college libraries, 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	44	33,085	30,132
Institution Type:			
Academic Health Sciences	1	339	316
College or University	41	32,569	29,661
Community College	2	177	155
Country:			
Canada	1	1,465	1,314
France	4	6,658	6,201
Ireland	4	6,520	6,145
Japan	2	509	476
Lithuania	2	618	589
Netherlands	2	2,465	2,209
South Africa	2	711	602
United States of America	27	14,139	12,596
Protocol:			
Full	14	4,046	3,587
Lite	27	25,363	23,247
Partial Lite	3	3,676	3,298
ARL			
	3	3,803	3,422
Non-ARL			
	41	29,282	26,710

Key to Radar Charts



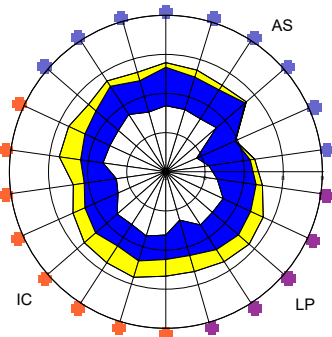
Key to Bar Charts



Key to Dimensions

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

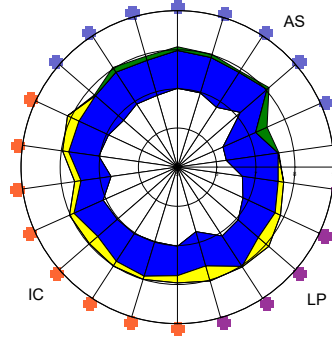
Colleges and Universities American English



Academic Law Institutions American English

No Academic Law Institutions This Year

Academic Health Sciences American English



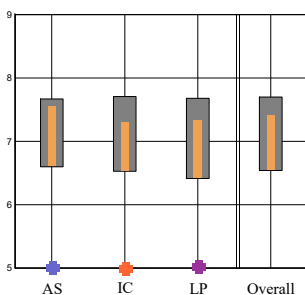
Community Colleges American English

No Community College Institutions This Year

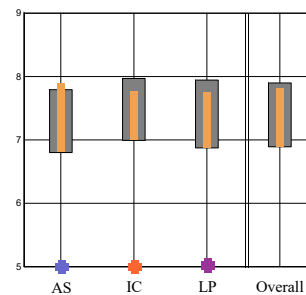
22 Core Questions Summary

Dimensions Summary

Dimension Mean Values

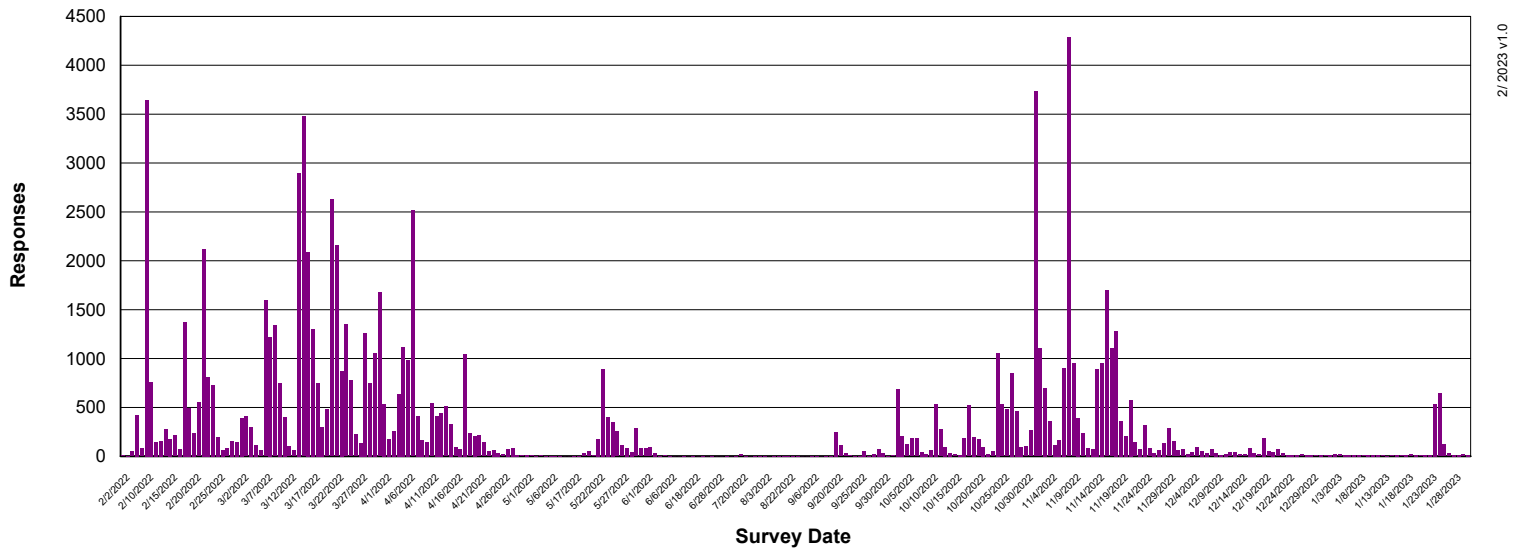


Desired	n = 13,244			
7.67	7.71	7.68	7.70	
Perceived	7.54	7.29	7.33	7.40
Minimum	6.60	6.53	6.41	6.54
	AS	IC	LP	Overall



Desired	n = 316			
7.79	7.97	7.94	7.90	
Perceived	7.88	7.76	7.75	7.81
Minimum	6.80	6.99	6.87	6.89
	AS	IC	LP	Overall

Survey Activity by Day



College and University User Groups (American English)

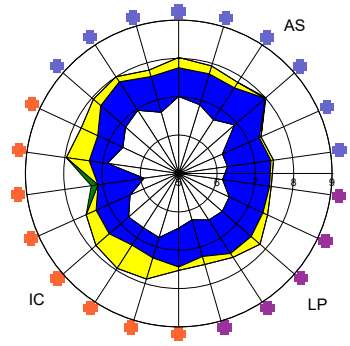
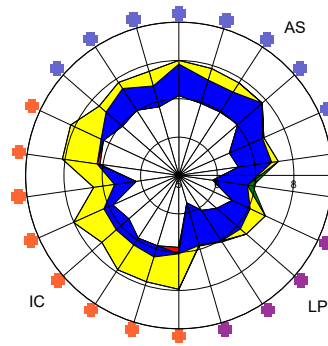
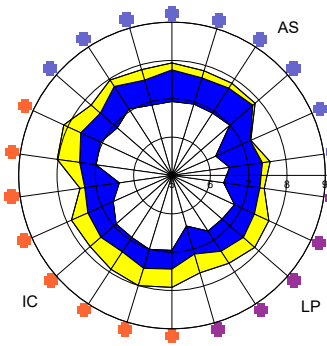
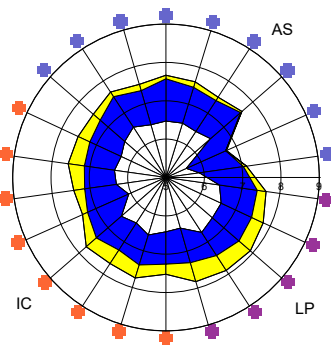
Undergraduates
(n = 7,799)

Graduates
(n = 2,777)

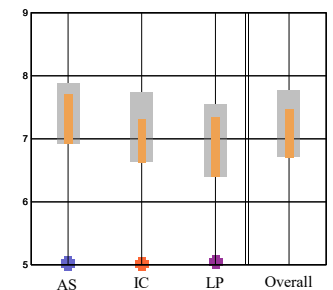
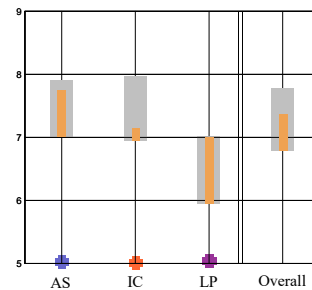
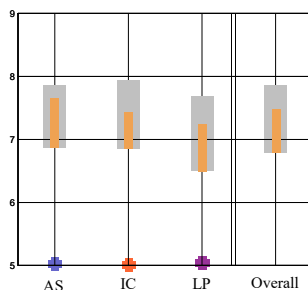
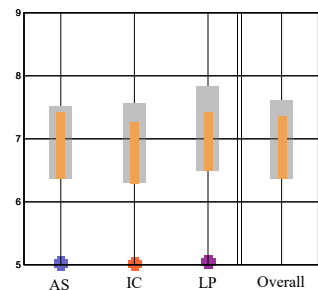
Faculty
(n = 2,016)

Staff
(n = 652)

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 2023 LibQUAL+® survey, go to:

www.libqual.org



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