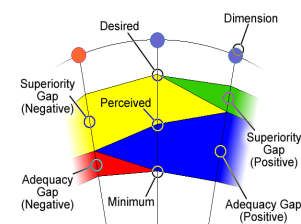


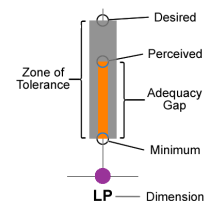
LibQUAL+® is a survey that measures user perceptions and expectations of library service quality in three dimensions: Affect of Service, Information Control, and Library as Place. Participating institutions included college and university libraries, health sciences libraries, community college libraries, 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	68	51,581	47,913
Institution Type:			
Academic Health Sciences	1	272	242
College or University	67	51,309	47,671
Country:			
Canada	2	4,531	4,104
China	16	16,323	15,422
France	5	10,268	9,629
Ireland	6	2,093	1,947
Lithuania	2	523	503
Mexico	2	679	632
Netherlands	4	3,559	3,203
United Arab Emirates	2	347	363
United States of America	29	13,258	12,110
Protocol:			
Full	20	10,978	10,430
Lite	43	37,291	34,492
Partial Lite	5	3,312	2,991
ARL			
ARL	4	8,260	7,524
Non-ARL			
Non-ARL	64	43,321	40,389

Key to Radar Charts



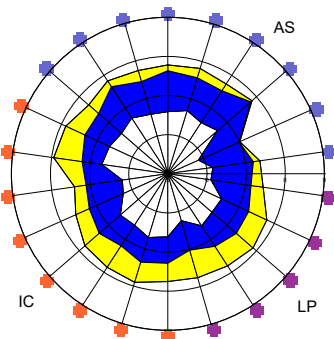
Key to Bar Charts



Key to Dimensions

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

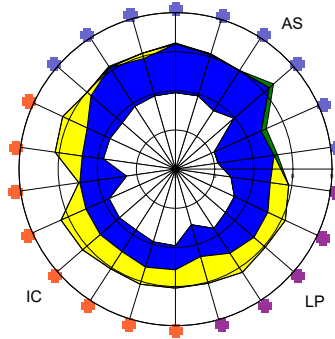
Colleges and Universities American English



Academic Law Institutions American English

No Academic Law Institutions This Year

Academic Health Sciences American English



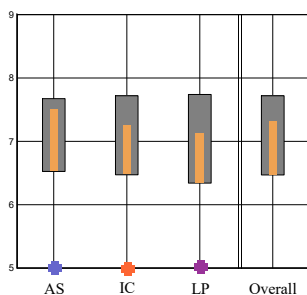
Community Colleges American English

No Community College Institutions This Year

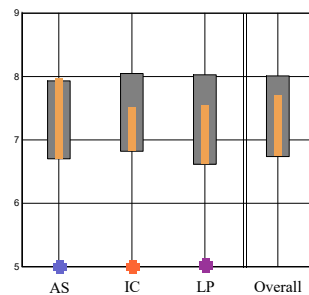
22 Core Questions Summary

Dimensions Summary

Dimension Mean Values

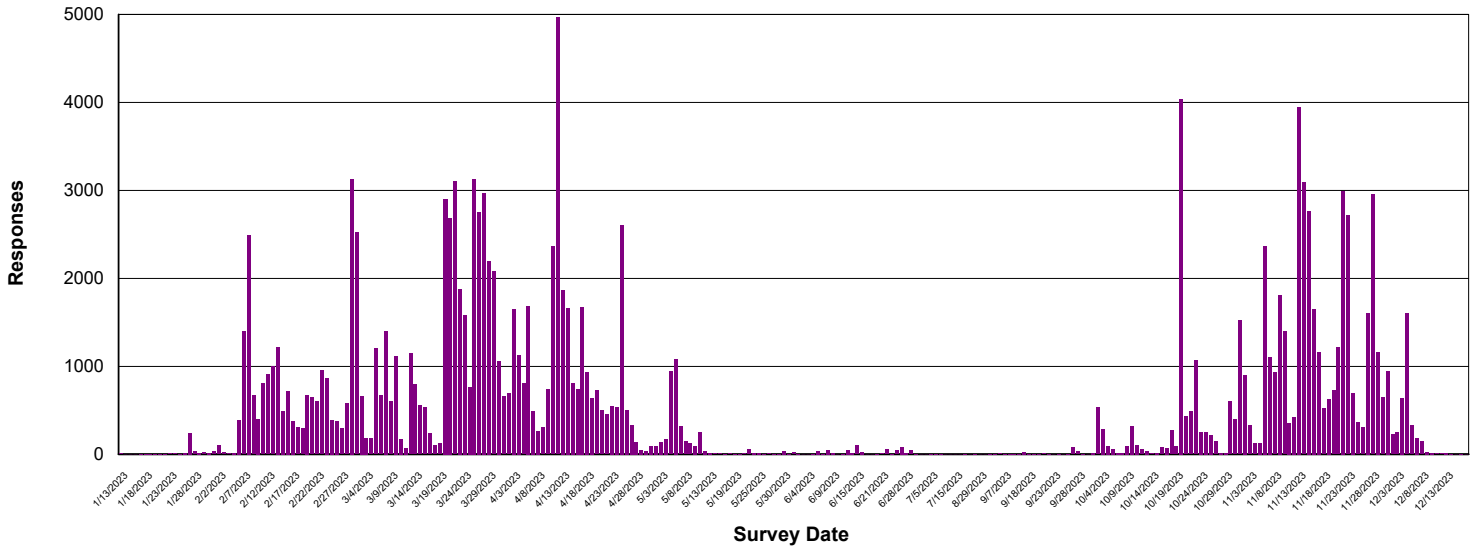


Desired	n = 15,668			
7.67	7.72	7.74	7.72	
Perceived				
7.49	7.24	7.12	7.31	
Minimum				
6.52	6.47	6.34	6.47	
	AS	IC	LP	Overall



Desired	n = 239			
7.93	8.05	8.03	8.01	
Perceived				
7.96	7.51	7.53	7.69	
Minimum				
6.70	6.82	6.61	6.74	
	AS	IC	LP	Overall

Survey Activity by Day



1/2024-v1.0

College and University User Groups (American English)

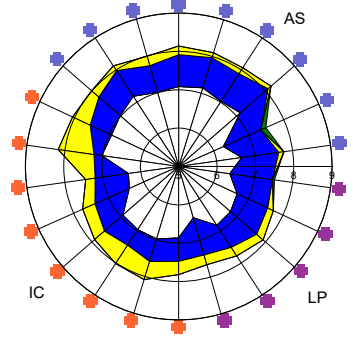
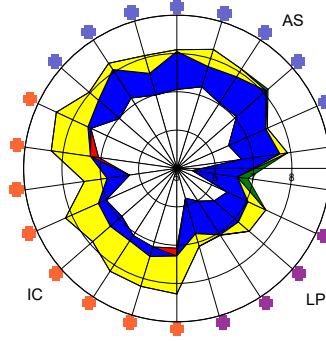
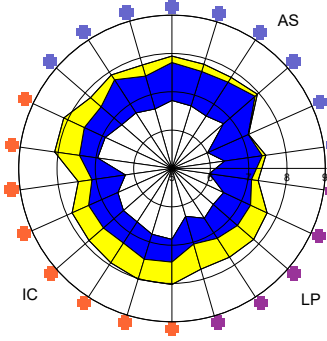
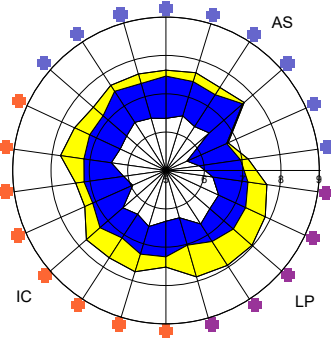
Undergraduates
(n = 9,132)

Graduates
(n = 3,545)

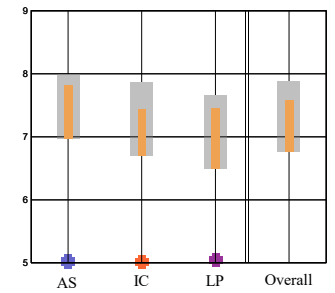
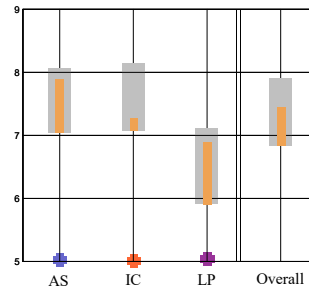
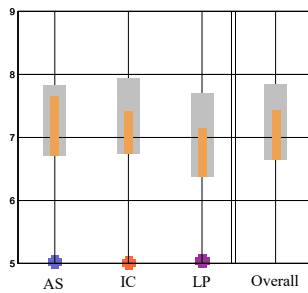
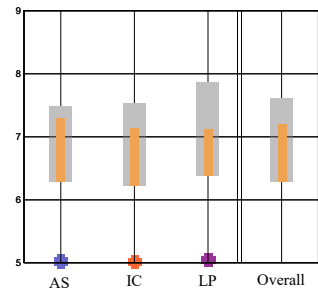
Faculty
(n = 1,828)

Staff
(n = 1,163)

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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