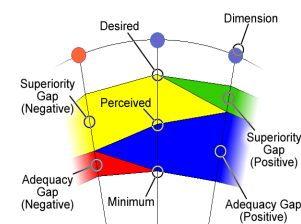


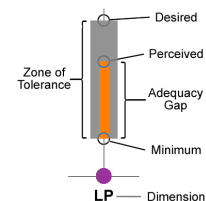
LibQUAL+® is a survey that measures user perceptions and expectations of library service quality in three dimensions: Affect of Service, Information Control, and Library as Place. Participating institutions included college and university libraries, health sciences libraries, community college libraries, 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	47,452	43,299
Institution Type:			
Academic Health Sciences	6	496	437
College or University	62	46,956	42,862
Country:			
Canada	1	1,384	1,187
France	11	17,084	15,827
Ireland	4	2,222	2,050
Lithuania	2	862	820
Luxembourg	2	690	643
Mexico	3	3,720	3,330
Netherlands	2	1,553	1,435
South Africa	5	2,170	1,971
United States of America	38	17,767	16,036
Protocol:			
Full	18	5,803	5,437
Lite	36	36,530	33,322
Partial Lite	14	5,119	4,540
ARL			
Non-ARL	66	45,304	41,415

Key to Radar Charts



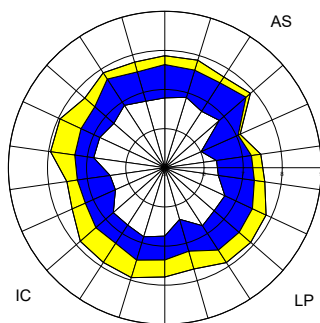
Key to Bar Charts



Key to Dimensions

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

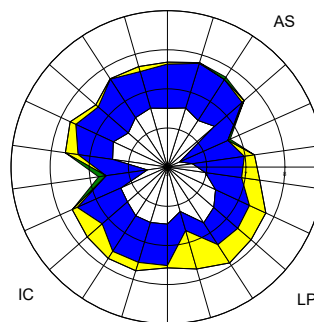
Colleges and Universities American English



Academic Law Institutions American English

No Academic Law Institutions This Year

Academic Health Sciences American English



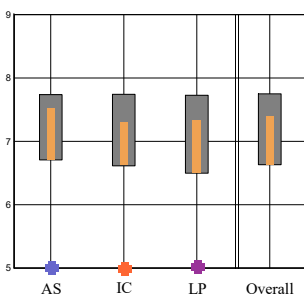
Community Colleges American English

No Community College Institutions This Year

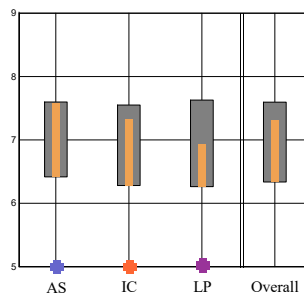
22 Core Questions Summary

Dimensions Summary

Dimension Mean Values

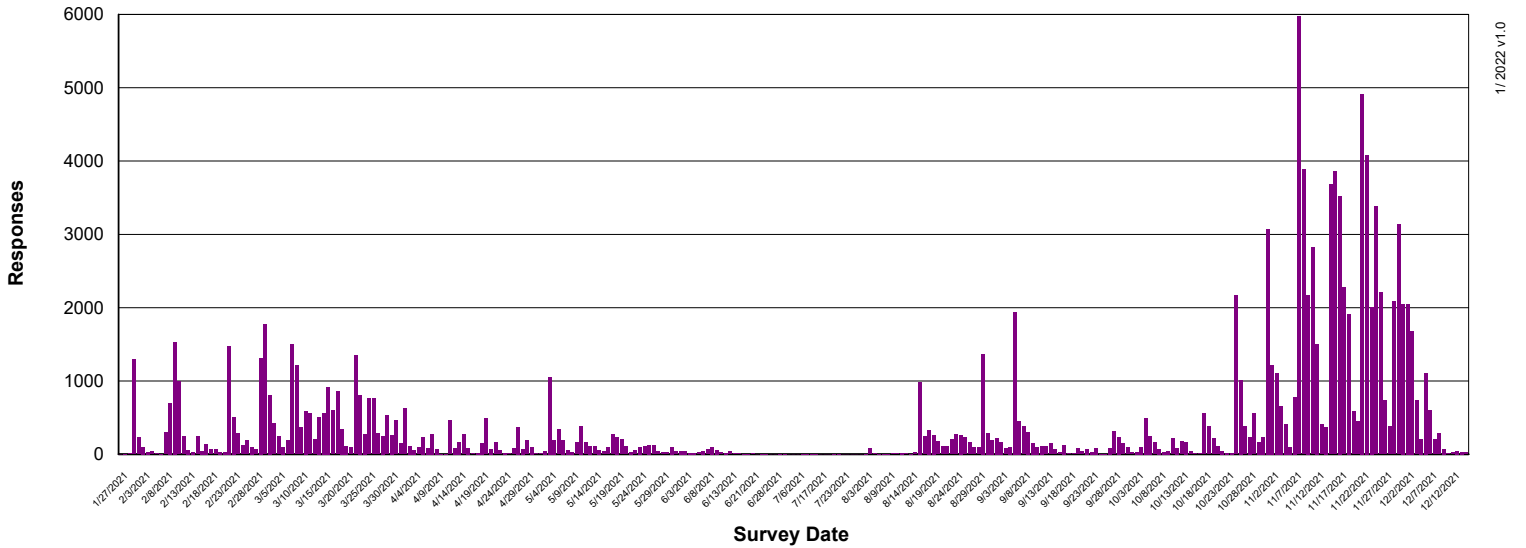


Desired	n = 16,495			
7.74	7.74	7.73	7.75	
Perceived	7.52	7.29	7.32	7.39
Minimum	6.71	6.61	6.50	6.63
	AS	IC	LP	Overall



Desired	n = 225			
7.60	7.55	7.63	7.59	
Perceived	7.57	7.32	6.92	7.31
Minimum	6.42	6.28	6.26	6.34
	AS	IC	LP	Overall

Survey Activity by Day



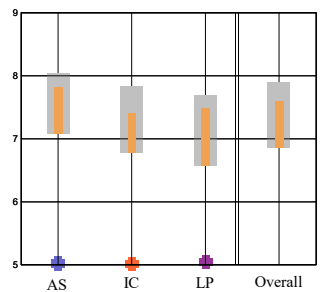
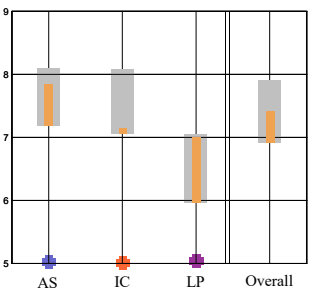
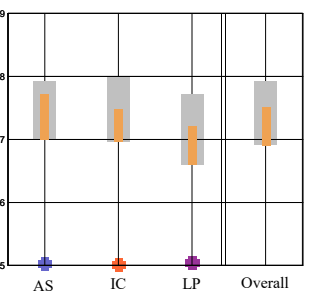
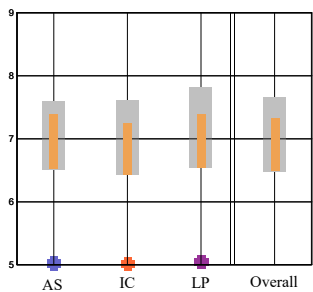
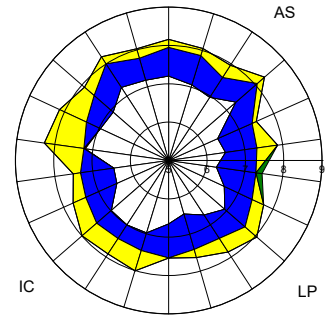
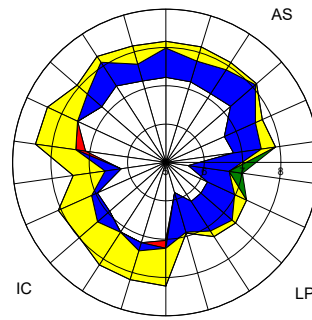
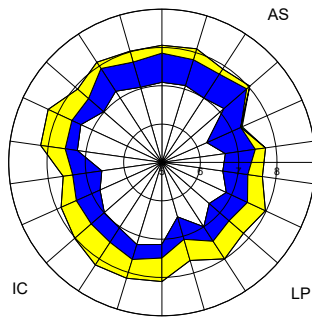
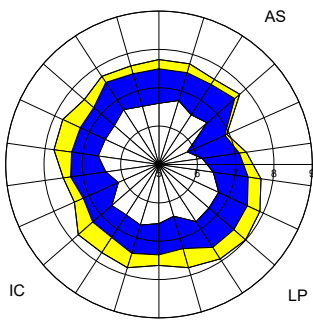
College and University User Groups (American English)

Undergraduates
(n = 10,741)

Graduates
(n = 3,276)

Faculty
(n = 1,745)

Staff
(n = 733)



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 2022 LibQUAL+® survey, go to:

www.libqual.org



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