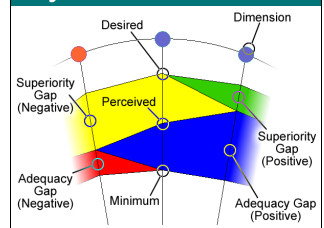


LibQUAL+™ is a survey that measures user perceptions and expectations of library service quality in three dimensions: Affect of Service, Information Control, and Library as Place. From January to May 2005 the survey was completed by more than 108,000 users from 199 institutions, including participants in the U.S., Canada, the U.K., Ireland, Australia, and Sweden. 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.

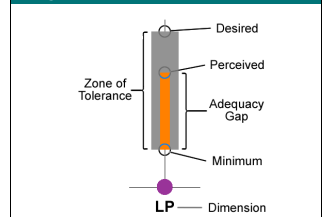
LibQUAL+™ 2005 by the Numbers

	Institutions	Completed Surveys	Valid Surveys
Total	199	108,504	103,244
American English	177	85,760	81,373
Colleges and Universities	140	73,109	69,635
Community Colleges	13	5,518	5,106
Academic Law Institutions	9	1,294	1,249
Academic Health Sciences	7	3,203	2,938
Research Centers (FFRDC)	5	1,496	1,368
Natural Resources	1	527	496
Military	1	487	459
Public	1	126	122
British English	19	21,201	20,401
Colleges and Universities	18	18,680	18,014
TAFE	1	2,521	2,387
French Canadian	2	437	419
Colleges and Universities	1	329	318
Natural Resources	1	108	101
Swedish Colleges and Universities	1	1,106	1,051
ARL	34	18,395	17,432

Key to Radar Charts



Key to Bar Charts

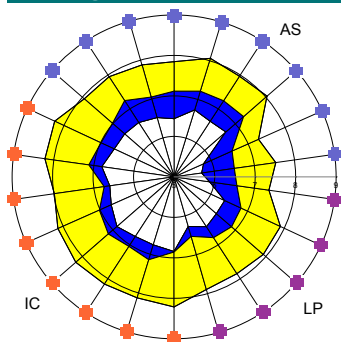


Key to Dimensions

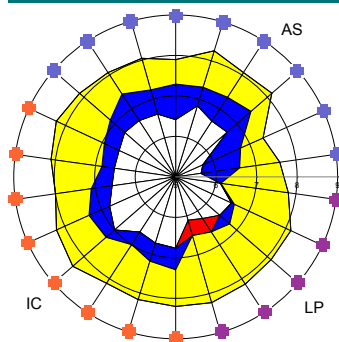
- Affect of Service (AS)
- Information Control (IC)
- Library as Place (LP)

22 Core Questions Summary
Dimensions Summary
Dimension Mean Values

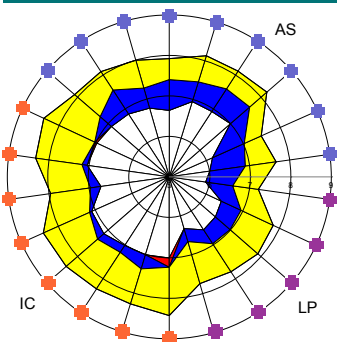
Colleges and Universities



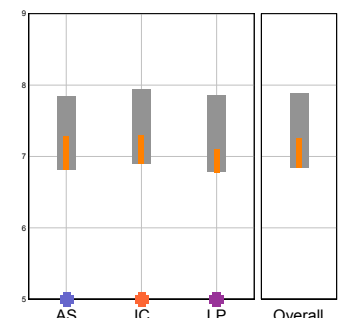
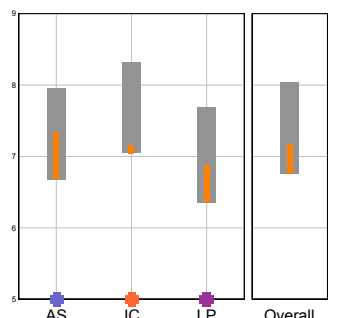
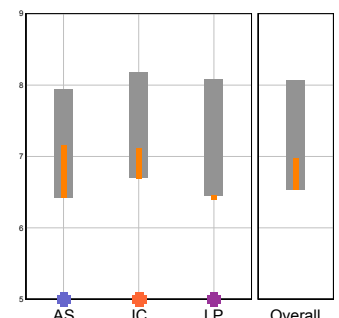
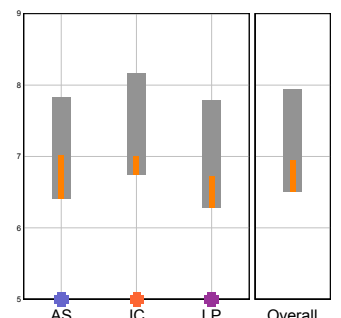
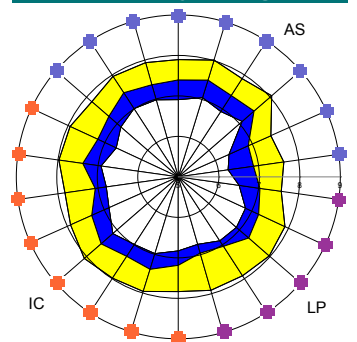
Academic Law Institutions



Academic Health Sciences



Community Colleges



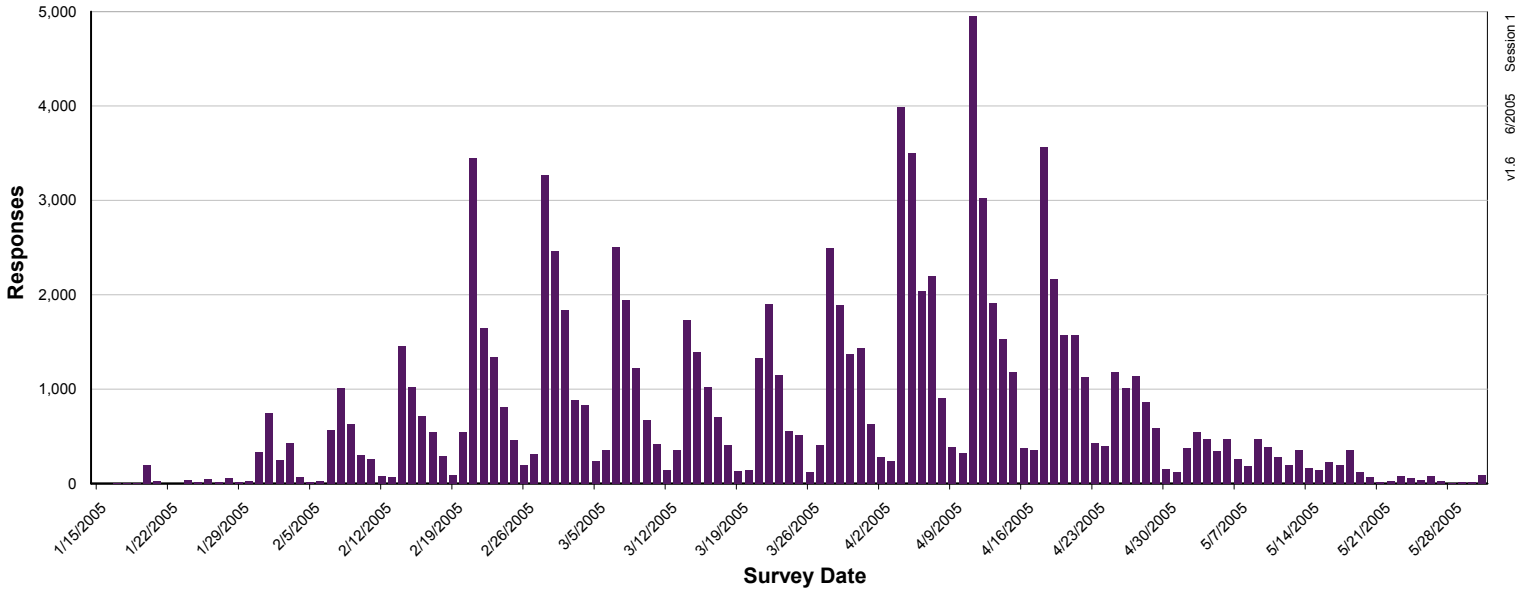
Desired	n = 69,004		
7.82	8.16	7.78	7.95
Perceived			
7.02	7.01	6.72	6.95
Minimum			
6.40	6.75	6.28	6.51
AS	IC	LP	Overall

Desired	n = 1,232		
7.94	8.17	8.09	8.07
Perceived			
7.16	7.12	6.39	6.97
Minimum			
6.42	6.69	6.45	6.53
AS	IC	LP	Overall

Desired	n = 2,912		
7.96	8.31	7.70	8.05
Perceived			
7.34	7.16	6.87	7.17
Minimum			
6.68	7.04	6.36	6.76
AS	IC	LP	Overall

Desired	n = 5,051		
7.85	7.94	7.86	7.89
Perceived			
7.28	7.30	7.11	7.25
Minimum			
6.82	6.90	6.78	6.84
AS	IC	LP	Overall

Survey Activity by Day



College and University User Groups (American English)

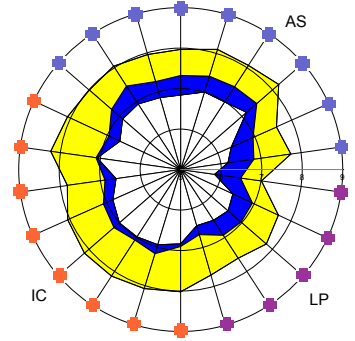
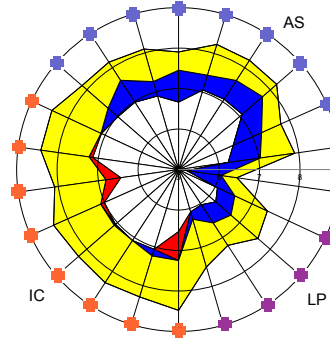
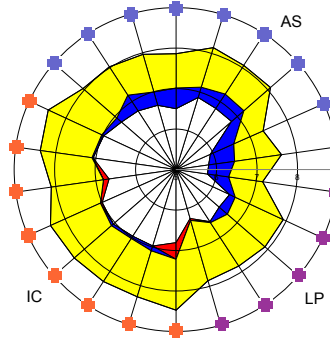
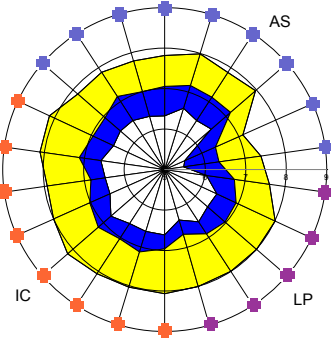
Undergraduates
(n = 42,029)

Graduates
(n = 13,450)

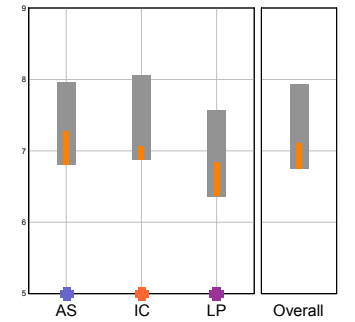
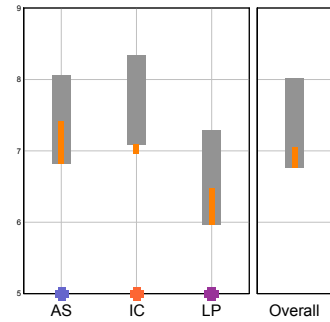
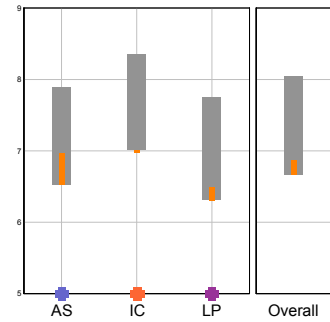
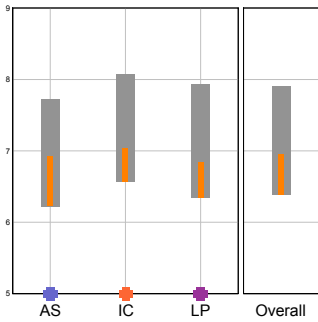
Faculty
(n = 10,773)

Staff
(n = 2,752)

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+™

Registration for the second session of the 2005 LibQUAL+™ survey run is open until September 2005. Registration for 2006 will begin in September 2005 at:

www.libqual.org/Register



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