LibQUAL+

LibQUAL+™ is a survey that measures user perceptions and expectations of library service quality in four dimensions: Access to Information, Affect of Service, Library as Place, and Personal Control. In spring 2003, the survey was completed by almost 130,000 users from 308 institutions in the U.S., Canada, the U.K., and the Netherlands. Participating institutions included college and university libraries, community college libraries, health sciences libraries, military libraries, public libraries, and state 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.
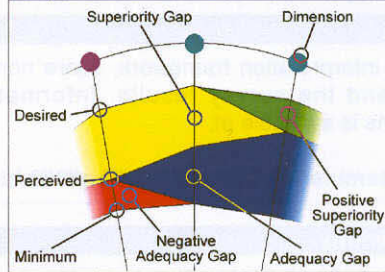
LibQUAL+™ 2003 by the Numbers

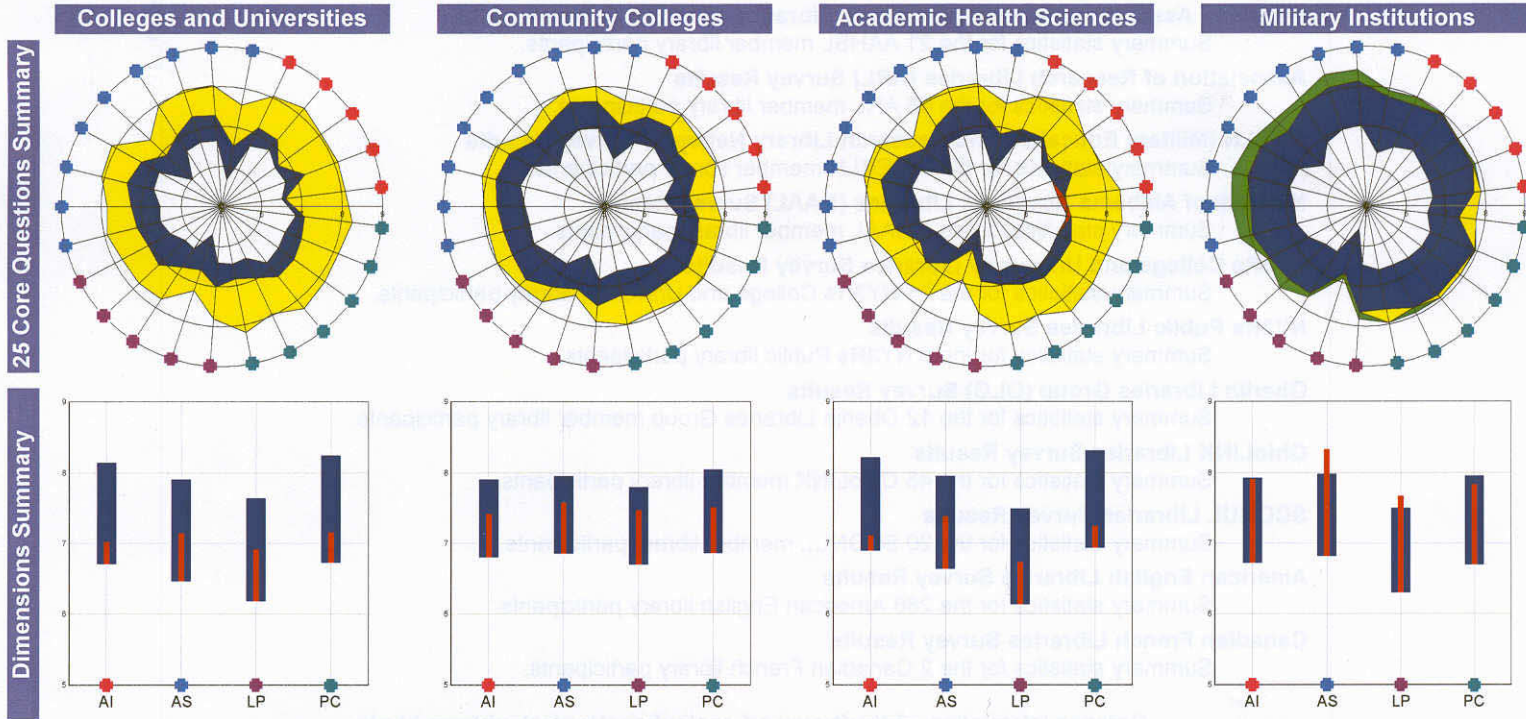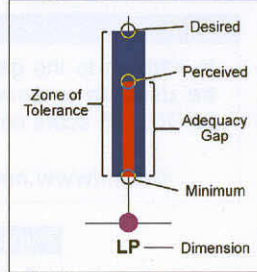|	Institutions	Surveys
Total	308	128,958
American English	285	115,852
Colleges and Universities	221	98,206
Community Colleges	30	7,354
Academic Health Sciences	22	7,388
Military Institutions	6	1,697
Public and State Institutions	5	741
Academic Law Institutions	1	466
British English	20	11,919
French Canadian	2	416
Dutch English	1	771
ARL	66	31,479

Key to Dimensions

- Access to Information (AI)
- Affect of Service (AS)
- Library as Place (LP)
- Personal Control (PC)

Key to Radar Charts

Key to Bar Charts

25 Core Questions Summary

Colleges and Universities

Community Colleges

Academic Health Sciences

Military Institutions

Dimensions Summary

Mean Values by Dimension and Institution Type

	Minimum				Desired				Perceived				Adequacy Gap				
	AI	AS	LP	PC	AI	AS	LP	PC	AI	AS	LP	PC	AI	AS	LP	PC	
Colleges and Universities	6.70	6.46	6.18	6.73	8.14	7.90	7.63	8.24	7.02	7.14	6.91	7.16	0.32	0.68	0.73	0.44	Colleges and Universities
Community Colleges	6.81	6.85	6.70	6.86	7.91	7.95	7.79	8.04	7.41	7.57	7.47	7.51	0.61	0.71	0.76	0.65	Community Colleges
Academic Health Sciences	6.89	6.64	6.14	6.93	8.21	7.95	7.49	8.31	7.11	7.38	6.73	7.24	0.21	0.75	0.59	0.31	Academic Health Sciences
Military	6.72	6.82	6.30	6.69	7.92	7.98	7.50	7.95	7.90	8.32	7.66	7.83	1.19	1.48	1.37	1.16	Military