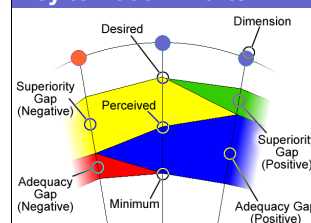


The LibQUAL+™ survey measures user perceptions and expectations of library service quality in three dimensions: Affect of Service, Information Control, and Library as Place. In spring 2004 the survey was completed by more than 112,000 users from 202 institutions, including participants in the U.S., Canada, the U.K., Australia, France, Sweden, and the Netherlands. Participating institutions included college and university, community college, health sciences, hospital, 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. 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. 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.

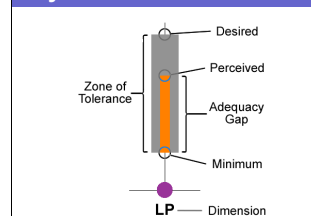
LibQUAL+™ 2004 by the Numbers

	Institutions	Completed Surveys	Valid Surveys
Total	202	112,551	107,069
American English	169	86,195	81,852
Colleges and Universities	121	74,660	70,839
Academic Law Institutions	23	4,244	4,160
Academic Health Sciences	12	4,077	3,761
Hospital	7	1,113	1,024
Community College	3	771	725
Family History	1	784	796
Smithsonian Institution	1	459	461
Public	1	87	86
British English	22	22,039	21,530
Colleges and Universities	18	20,517	20,056
European Business	4	1,522	1,474
Swedish	5	3,034	2,430
Swedish English	2	92	86
French Canadian	1	458	442
Continental French	1	335	334
Dutch	1	328	329
Dutch English	1	70	66
ARL	57	33,035	31,494

Key to Radar Charts



Key to Bar Charts

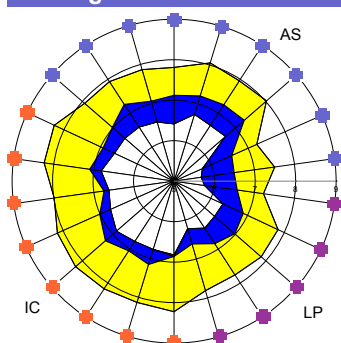


Key to Dimensions

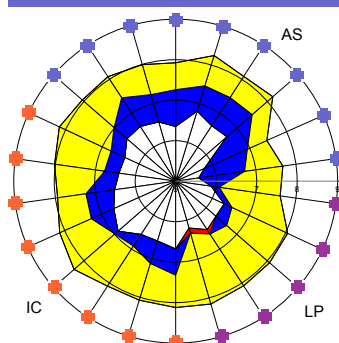
- Affect of Service (AS)
- Information Control (IC)
- Library as Place (LP)

22 Core Questions Summary

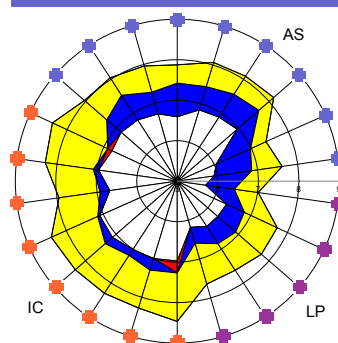
Colleges and Universities



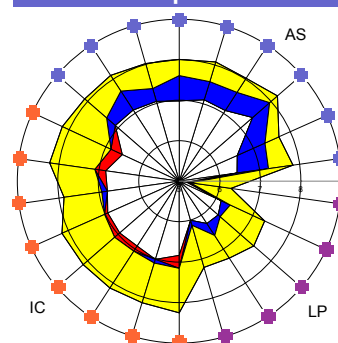
Academic Law Institutions



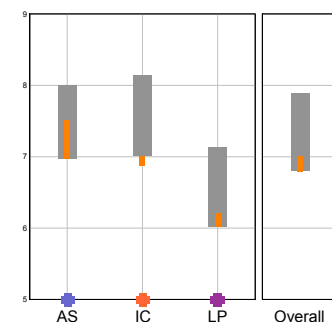
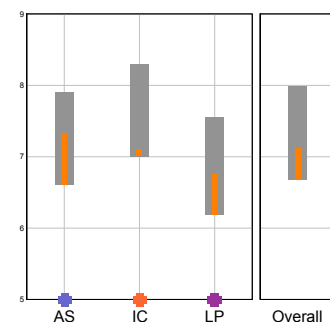
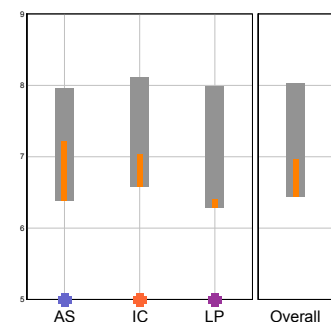
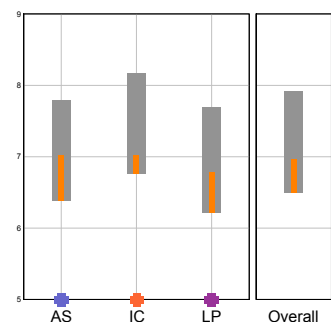
Academic Health Sciences



Hospitals



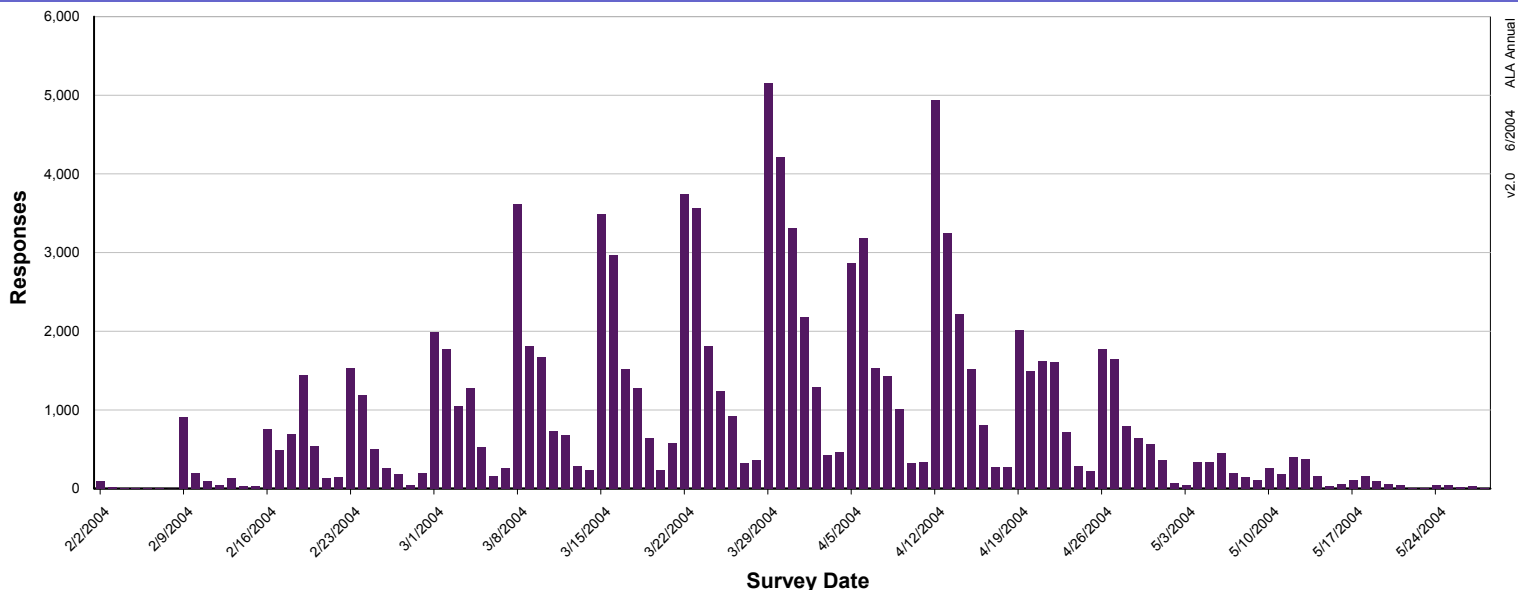
Dimensions Summary



Mean Values by Dimension and Institution Type

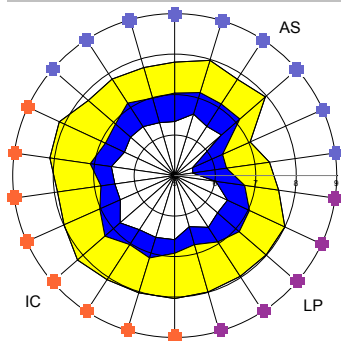
	Minimum			Desired			Perceived			Adequacy Gap			
	AS	IC	LP	AS	IC	LP	AS	IC	LP	AS	IC	LP	
Colleges and Universities	6.38	6.75	6.20	7.79	8.17	7.69	7.02	7.01	6.78	0.64	0.26	0.58	Colleges and Universities
Academic Law Institutions	6.38	6.59	6.28	7.96	8.11	7.99	7.22	7.04	6.40	0.84	0.46	0.12	Academic Law Institutions
Academic Health Sciences	6.61	7.01	6.19	7.90	8.30	7.55	7.33	7.10	6.76	0.72	0.10	0.57	Academic Health Sciences
Hospitals	6.98	7.01	6.02	8.01	8.14	7.13	7.51	6.88	6.21	0.54	-0.13	0.19	Hospitals

Survey Activity by Day

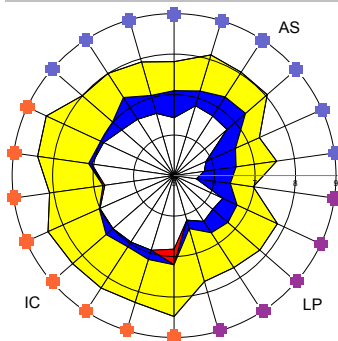


College and University User Groups (American English)

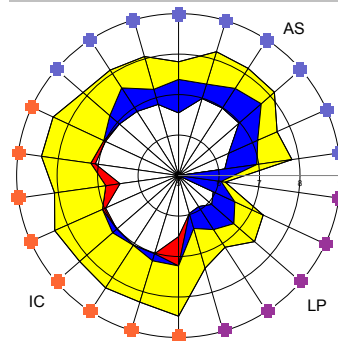
Undergraduates (n = 37,661)



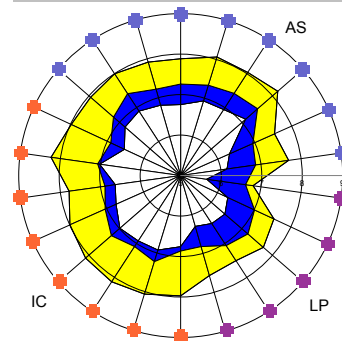
Graduates (n = 16,750)



Faculty (n = 11,755)

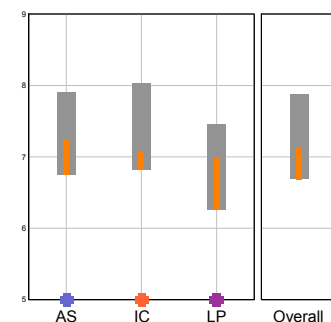
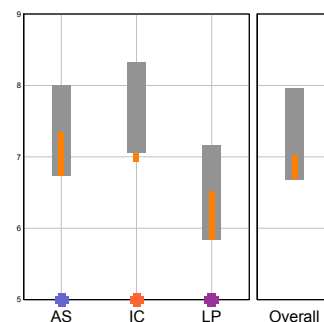
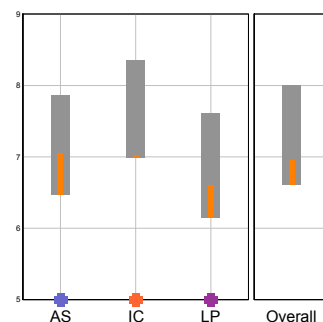
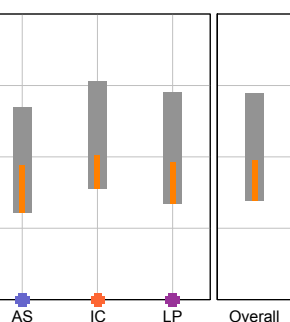


Staff (n = 3,283)



22 Core Questions Summary

Dimensions Summary



Norms

In addition to the gap interpretation framework, score norms can be used to understand the survey results. Information on LibQUAL™ score norms is available at:

<<http://www.coe.tamu.edu/~bthompson/libq2004.htm>>

LibQUAL+™ Survey 2005

Registration for the 2005 LibQUAL™ survey run will open in the fall of 2004 at:

<<http://www.libqual.org>>



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