



### 2010 Participation Update

To date, 147 institutions have collected over 165,000 complete surveys. Survey results— individual and group notebooks, raw data files, and user comments—are available online at <http://libqual.org/SurveyInstruments/LibQual/DataRepository.aspx>.

*Survey Highlights* for the 2009 LibQUAL+® survey are available online at [http://libqual.org/documents/admin/LibQUALHighlights2009\\_Full.pdf](http://libqual.org/documents/admin/LibQUALHighlights2009_Full.pdf). Also, be sure to download the supplementary document that contains standard deviations for the LibQUAL+® dimensions charts featured in the survey highlights at [http://libqual.org/documents/admin/LibQUALHighlights2009\\_Full\\_Supplement.pdf](http://libqual.org/documents/admin/LibQUALHighlights2009_Full_Supplement.pdf).

*LibQUAL+® Lite a popular choice.* Participating institutions in 2010 have jumped at the opportunity to run the LibQUAL+® Lite protocol, which is making its debut this year. LibQUAL+® Lite is a survey methodology in which (a) all users answer a few, selected survey questions (i.e., 3 core items), but (b) the remaining survey questions are answered ONLY by a randomly-selected subsample of the users. Thus, (a) data are collected on all questions, but (b) each user answers fewer questions, thus shortening the required response time. The LibQUAL+® Lite protocol is being implemented in such a manner that individual libraries will determine what percentage of their users will randomly be assigned the traditional LibQUAL+® protocol, and what percentage will randomly be assigned the LibQUAL+® Lite protocol.

The statistics to date indicate that LibQUAL+® Lite does indeed shorten the required response time. Median survey time for surveys in 2010 is about 9 minutes and 40 seconds for the long version and only about 5:10 for the Lite version. Also of note, about 68% of all surveys presented to users have been of the Lite version, while 73% of completed surveys have been of the Lite version. Forty-two percent of long surveys presented garner complete responses, while 53% of Lite surveys presented garner complete responses. So, in addition to LibQUAL+® Lite proving to decrease response time, these numbers show that the Lite protocol yields greater returns in terms of completed surveys.

### Post-Survey Actions

*Want to drill down into your results?* Our experimental LibQUAL+® Analytics service allows you to analyze results at an institutional level and across survey years. Data can be manipulated to create downloadable, dynamic charts and tables to be used in reports, presentations, and other methods for communicating results to stakeholders. The LibQUAL+® Analytics is available online at <http://libqual.org/SurveyInstruments/LibQual/Analytics.aspx>.

*Custom Analyses.* For an additional fee, we offer two types of customized analyses to help you drill down into your survey results: (1) a customized discipline analysis, a breakdown by your localized discipline categories and (2) a library branch analysis, a breakdown by the options you input for the question, “The library you use most often.” For a complete list of services and fees, please visit: [http://libqual.org/about/about\\_lq/fee\\_schedule](http://libqual.org/about/about_lq/fee_schedule). To order a customized analysis, send an e-mail to [libqual@arl.org](mailto:libqual@arl.org).

### TechQual+ Webinar

The TechQual+ core survey is designed to measure the performance of three core commitments for IT organizations in higher education: Connectivity and Access, Technology and Technology Services, and The End User Experience. Principle Investigator Timothy M. Chester recently presented a webinar entitled “Assessing what faculty, students, and staff expect from IT organizations in higher education.” We encourage you to view the recording available at <http://techqual.org/docs/find.aspx?key=0020>

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*Maximizing Your Survey Results.* You did the survey, downloaded your results, now what do you do? Have you asked yourself this question? If so, take a look at some of these practical suggestions to help you maximize your survey results:

- Review the “Learn to Read LibQUAL+® Radar Charts” Tutorial
- Analyze your results using LibQUAL+® Analytics
- Become familiar with SPSS (a colleague/friend that knows SPSS)
- Plan a library summit
- Analyze user comments
- Communicate your results to your stakeholders through focus groups
- Consult the norms table provided by ARL
- Perform peer comparisons
- Publish findings

Source: Amy Hoseth. (2008). We did LibQUAL+® - now what? Practical suggestions for maximizing your survey results. *College & Undergraduate Libraries*, 14(3): 75-84.

### Booth Consultations

Visit us at booth #3853 during ALA Annual 2010 in Washington, DC!

## Events

### METS Workshop: The Basics and Beyond

June 28-July 22, 2010 in Washington, DC

The Association of Research Libraries is offering a second five-day workshop entitled METS: The Basics and Beyond, to be held in partnership with Nancy J. Hoebelheinrich and Rick Beaubien of the METS Editorial Board. This workshop is aimed at people who work in digital and physical libraries and would like to gain knowledge and skills for organizing the many and disparate component parts of individual digital resources.

Although continuous, this hands-on workshop consists of three modules, any of which may be taken independently:

- The first module (Monday) offers a thorough introduction to METS including an overview of all of its high level features.
- The second module (Tuesday and Wednesday) delves deeply into the heart of METS: the flexible mechanisms it provides for encoding, organizing and representing digital content of various kinds and for different purposes.



- The third and final module (Thursday and Friday) explores strategies for implementing METS in a production environment, and reviews existing tools that can facilitate implementation.

For further details, including expanded module descriptions, instructor bios, and information on lodging, please visit: <http://www.arl.org/stats/statsevents/METS-workshop>

### We Value Your Feedback!

Please fill out your Post Hoc & Evaluation Questionnaires once you close your survey. We use this information to gain insight on how to better serve you. The questionnaires are available **AFTER** you close your survey in the Survey Management Area at <http://libqual.org/MemberHome.aspx>.



### Conference: Evidence, Value and Impact: the LIS Research Landscape in 2010

The Library and Information Science Research Coalition has announced that registration is now open for their upcoming conference. The conference will be held on Monday June 28th 2010, 10:30-16:15 at the British Library Conference Centre in London, UK. For more information on the conference and details on registration, please visit <http://lisresearch.org/conference-2010/>.

### LibQUAL+® In-Kind Grant Program

Since 2005, LibQUAL+® has offered an in-kind grant for participation in the LibQUAL+® survey. With a goal to offer one grant for every 50 registered libraries, a total of up to five institutions are awarded grants each year. The selection criteria is based on financial need, contribution to the growth of LibQUAL+®, and improvements in local service and quality. We are inviting applications and intend to offer In-Kind Grants for 2011. Please visit <http://www.arl.org/news/pr/LibQUAL-Grants-30mar10.shtml> to review our original press release. There are more details on the program and past winners on the LibQUAL+® site at [http://libqual.org/about/about\\_lq/in-kind\\_grant](http://libqual.org/about/about_lq/in-kind_grant).



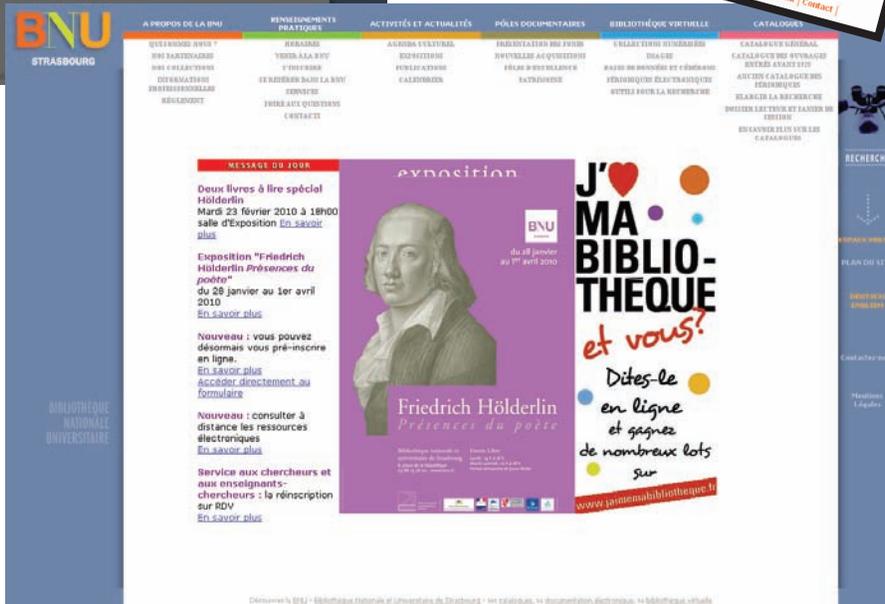
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## Bibliothèque Nationale et Universitaire de Strasbourg

Below are screen shots from the Bibliothèque Nationale et Universitaire de Strasbourg website earlier this year marketing their three LibQUAL+® surveys for 2010. The BNU had surveys for itself and two of the universities it services: Université de Strasbourg and Université de Haute Alsace. The first image portrays staff, with whom their users may regularly interact, introducing the LibQUAL+® survey. From left to right: Nadia Caspar, Elisabeth Rusch, Jacky Dietrich, Dimitry Kudriashov, Albert Poirot (head of the library), and Marie-Annick Fix. In the background is the BNU main building.

The BNU printed and posted posters of the group photo, posters of photos with a single person and printed badges for the staff and bookmarks.

Thanks in part to this magnificent marketing campaign, the BNU gathered an impressive number of valid surveys: more than 7,000 for all three of their surveys! Congratulations to them and thanks to Catherine Donnadiou, primary contact for the Bibliothèque Nationale et Universitaire de Strasbourg, for sharing their efforts with the community.



## Calendar of Upcoming Events

October 12-15, 2010 - Washington, D.C. - XML Development: From Markup to Application

October 24-27, 2010 - Baltimore, MD - 2010 Library Assessment Conference and workshops

January 10, 2011 - San Diego, CA - LibQUAL+® Training Sessions

March 14-18, 2011 - New Orleans, LA - Service Quality Evaluation Academy

# 2010 Library Assessment Conference

## Building Effective, Sustainable, Practical Assessment

**Baltimore, Maryland | October 25-27, 2010**

The Association of Research Libraries, the University of Virginia Library, and the University of Washington Libraries are pleased to announce the 2010 Library Assessment Conference: Building Effective, Sustainable, Practical Assessment, to be held in Baltimore, Maryland from October 25-27, 2010.

### Five Themes

Library Service Quality  
Performance Measures & Balanced Scorecard  
Assessment of Library Spaces  
Learning Outcomes & the Library  
Value and Impact

### Keynote Speakers

Fred Heath, University of Texas at Austin  
Joe Matthews, San Jose State University  
Danuta A. Nitecki, Yale University Library  
Megan Oakleaf, Syracuse University  
Stephen Town, The University of York (UK)

A LibQUAL+® Share Fair will be part of the conference poster session and a preconference workshop on Using LibQUAL+® Results is being planned for the Sunday before the main conference.

Conference registration is now open. Further details can be found at <http://libraryassessment.org/>. Join the fun in Baltimore and in between for ongoing discussion on library assessment issues, visit the library assessment blog at <http://libraryassessment.info> or subscribe to [arl-assess@arl.org](mailto:arl-assess@arl.org).



Thank you for your participation in LibQUAL+®. We welcome your feedback; if you have questions or comments about this publication or the LibQUAL+® service in general, please send them to [libqual@arl.org](mailto:libqual@arl.org). Previous issues of the LibQUAL+® Update can be found at <http://libqual.org/publications.aspx>.