LibQUAL+® Update
Charting Library Service Quality...

2008 LibQUAL+® Survey now open

The 2008 survey opened on January 15. Session I participants can complete all survey set-up sections (Preferences, Customization, and Preview) and officially launch their surveys. At this time, Session II participants may only complete survey set-up. The Session II survey will officially open on July 1. If you wish to register for the 2008 survey, go to http://www.libqual.org/Register/index.cfm. In preparation for the survey, download and read the Procedures Manual at http://www.libqual.org/Manual/index.cfm; this manual will guide you throughout the survey process from registration to identifying methods for analyzing your results.

We're expanding…

This year, we are introducing three new languages: Japanese, Spanish, and Welsh and welcoming libraries from Belgium, France, Japan, and Mexico to participate in the survey using the new translations.

LibQUAL+® at ALA in Anaheim, CA in June 2008

LibQUAL+® will exhibit at ALA Annual in Anaheim. We are encouraging Booth consultations if you are interested in discussing LibQUAL+® applications with other participants. We do not plan to hold our Monday training sessions in Anaheim. We will have a one day training event scheduled to take place in Washington, DC in early June (details will be announced in the coming weeks) and are planning a webcast offering. We hope many of you will also take the opportunity to attend the Library Assessment Conference in Seattle (see details below).

LibQUAL+® Update Annual Schedule

We are standardizing the issuing of the LibQUAL+® Update into 5 issues per year. You should expect to receive issues of the Update for the months of: January, April, May/June (ALA edition), August, and October.

LibQUAL+® Events in January 2008:

Several workshops were held in January focusing on LibQUAL+®: the LibQUAL+® training sessions—Survey Introduction, Survey Administration, and Survey Results—were held at the ALA Midwinter Meeting in Philadelphia, PA; and Selena Killick (Cranfield University, UK) led two training sessions in Europe, one in London, and one session in Paris, in addition to a presentation at the ASLIB Engineering Group Annual General Meeting. The presentations from these events are available for download at http://www.libqual.org/Publications/index.cfm.

Special Thank You to West Virginia University!

The LibQUAL+® team would like to extend a special thanks to West Virginia University Libraries (WVU) for their wonderful presentation at the LibQUAL+® Results meeting held in conjunction with the ALA Midwinter Meeting in Philadelphia, PA this past January. Frances O'Brien, Dean of WVU Libraries, worked with WVU Marketing professor Paula Bone, a recipient of the WVU Foundation Outstanding Teachers award, and a group of undergraduate Marketing students (Amanda Darby, Ryan D'Souza, Dave Hughes, and Angela Julien) to follow-up on their LibQUAL+® results. The presentation examined the qualitative and quantitative data collected from the 2003, 2005, and 2007 WVU Libraries LibQUAL+® surveys, as well as identified trends and top priorities using gap analysis and performance matrices. This presentation is available for download at http://www.libqual.org/Publications/index.cfm.

2008 Library Assessment Conference: Building Effective, Sustainable, Practical Assessment

ARL, the University of Virginia, and the University of Washington are pleased to announce the second Library Assessment Conference to be held at the University of Washington in Seattle on Aug 4-6, 2008. The conference is geared toward all information professionals and researchers with an interest and/or responsibility in the broad field of library assessment. To this day we have received more than 120 proposals!

Deadline for submission of posters has been extended to March 1. Please consider submitting your LibQUAL+® or assessment related poster at http://www.libraryassessment.org, and come and join the assessment community in August by registering for this event! Registration will open by April.

If you plan to attend the conference, RSVP on Facebook at Stephanie Wright's invitation: http://www.facebook.com/event.php?eid=8724220793. Please note that in order to access this link, you must have a Facebook login and you can get one from www.facebook.com.

Library Assessment Corner:

ARL and the University of Pennsylvania hosted an event for Library Assessment Coordinators on Jan 11 and discussed what role could ARL play to help libraries address measurement challenges, tie assessment to organizational priorities, and communicate results effectively by engaging libraries into a continuous cycle of improvement. The same afternoon during the Library Assessment Forum, Joe Zucca (U. of Pennsylvania) and Xin Li (Cornell) presented on organizational strategies for building effective assessment frameworks. Both presentations and additional details on these events are posted on the Library Assessment Blog: http://www.libraryassessment.info/?p=107.

Greek Proceedings

The proceedings of the June 2005 Library Assessment Conference held in Thessaloniki, Greece are now available for FREE on the Web and for purchase in print. The conference, co-sponsored by ARL and the Alexander Technological Educational Institution of Thessaloniki Library, and partially funded by the European Community Social Fund, focused on the need for library assessment and discussed international developments and implications as they have evolved primarily in the Anglo-American tradition. It also examined more closely two methodologies that have widespread appeal and applicability: LibQUAL+® and MINES for Libraries™ (Measuring the Impact of Networked Electronic Services). An electronic copy of the proceedings is available at http://www.arl.org/bm~doc/lac-greece-2005.pdf (approximately 1 MB). Order print copies via snail mail, e-mail, or online at: ARL Publications Distribution Center, P.O. Box 531, Annapolis Junction, MD 20701-0531 or E-mail: pubs@arl.org or Online: http://www.arl.org/resources/pubs/pubsorderform.shtml.

Ordering Information for Greek Proceedings:

Library Assessment Conference: Thessaloniki 13-15 June 2005: Conference Papers
Mersini Moreleli-Cacouris, ed. 007
ISBN 1-59407-767-3 ▪ EAN 978-1-59407-767-8 ▪ 120 pages ▪ $45, plus shipping and handling

On the **LibQUAL+®** Calendar:

Information about LibQUAL+® events is available online at http://www.libqual.org/Events/index.cfm.

Date	Event	For more information
February 27, 2008	Tokyo: International Workshop on LibQUAL+®: Knowing Your Users – Assessment of Library Service Quality, Tokyo, JAPAN	http://project.lib.keio.ac.jp/assess-wg/LQ_workshop.html
February 28, 2008	Osaka: International Symposium on LibQUAL+®: Knowing Your Users – Assessment of Library Service Quality, Osaka, JAPAN	http://www.library.osaka-u.ac.jp/sympo/sympo_LibQUAL.html
May 14-16, 2008	LibQUAL+® Panel at Joint ASTED/CBPQ Conference: Positioned for Knowledge, Montreal, Quebec, CANADA	http://www.cbpq.qc.ca/congres/congres2008/Colloque_conjoint08_Programme.htm
May 31, 2008	2008 LibQUAL+® Session I Survey Closes	
June 13, 2008	LibQUAL+® In-Kind Grant Application Deadline	http://www.libqual.org/documents/admin/Grant_2009%20Program%20info8.pdf
July 1, 2008	2008 LibQUAL+® Session II Survey Opens	
August 4-6, 2008	Library Assessment Conference, Seattle, WA	http://libraryassessment.org/
December 15, 2008	LibQUAL+® In-Kind Grant Application Deadline	http://www.libqual.org/documents/admin/Grant_2009%20Program%20info8.pdf

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. Previous issues of the LibQUAL+® Update can be found at http://www.libqual.org/Publications/index.cfm.

www.libqual.org