

## LibQUAL+® Booth #549 at ALA Annual Conference in Anaheim, CA

Need help understanding your survey results? Are you confused about customizing your disciplines? Want to know more about our services? The LibQUAL+® team will be available for individual consultations at the ALA Annual Conference in Anaheim, CA in June. Visit us in the Anaheim Convention Center at Booth #549 at the following times:

- Saturday, June 28: 10am-4pm;
- Sunday, June 29: 10am-4pm;
- Monday, June 30: 10am-4pm; and
- Tuesday, July 1: 9am-11am.

To reserve a time slot, please send an e-mail to [libqual@arl.org](mailto:libqual@arl.org), and indicate your date and time preference.

**Note:** Introduction and Survey Results workshops will not be held at the ALA Annual Conference in Anaheim, CA. These workshops will be held during the 2009 ALA Midwinter Meeting on in Denver, CO on January 26. Register online at <http://www.libqual.org/Events/>.



The 2008 Session I survey closed on May 31. Session II will open on July 1. If you plan to participate, register online at <http://www.libqual.org/Register/>

## In This Issue

- 1 2008 ALA Annual Conference Events
- 1 News from ARL
- 2 LibQUAL+® Events
- 2 Turning Results into Action
- 3 Library Assessment Corner
- 4 Calendar

## News from ARL

The Association of Research Libraries (ARL) Board of Directors has appointed Charles B. Lowry as Executive Director of the Association, effective July 1, 2008. Since 1996, Dr. Lowry has been the Dean of Libraries at the University of Maryland, (<http://www.lib.umd.edu/>), leading a library system that serves over 35,000 students, faculty, and staff. Within ARL he has served on numerous committees, and he was elected by the membership to serve on the ARL Board of Directors for 2005-08. He has led the development of ClimateQUAL™-Organizational Climate and Diversity Survey (<http://www.lib.umd.edu/ocda/>) that is a new offering from the Statistics and Measurement program of the Association. To see the full announcement, go to <http://www.arl.org/news/pr/lowry-executive-director-23apr08.shtml>.



The University of Maryland was one of the libraries that participated during the early years of the development of LibQUAL+® (2001, 2002 and 2003). Since then, the University has incorporated LibQUAL+® into a regular cycle of assessment every two years. Dr. Lowry was the keynote presenter at a LibQUAL+® webcast event held on January 11, 2005, relating to how the University is using LibQUAL+® results in an effective manner. To order a copy of the webcast, send an e-mail to [libqual@arl.org](mailto:libqual@arl.org).

Additional LibQUAL+® educational materials are available at: <http://www.formspring.com/forms/?53482-2whxHpKO9N>.

## Events

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

On August 4-6, 2008, the 2nd Library Assessment Conference will be held at the University of Washington in Seattle, WA. The conference goal is to support and nurture the library assessment community through a mix of invited speakers, contributed papers and posters, workshops, and engaging discussion. The conference is geared toward library and information professionals and researchers with responsibility for or an interest in the broad field of library assessment with an emphasis on (but not limited to) North American academic libraries.

#### Keynote Speakers:

- Susan Gibbons, Vice Provost and Dean, River Campus Libraries, University of Rochester
- Rick Luce, Vice Provost and Director of Libraries, Emory University
- Betsy Wilson, Dean of University Libraries, University of Washington

A detailed program for this event is available at <http://www.libraryassessment.org/>.

**Note:** Registration for this event reached maximum capacity of 350 people and closed on May 22, 2008.

### Using LibQUAL+® Effectively

On October 27, 2008, the Using LibQUAL+® Effectively workshop will be held at the ARL offices in Washington, DC. This workshop will enable staff responsible for administering the LibQUAL+® survey to develop work plans that they can apply in their libraries after they receive the survey results, including how to analyze and present results visually, identify actionable items, and much more.

**Key Speakers:** Raynna Bowlby, Consultant, and Martha Kyrillidou, Director, Statistics and Service Quality Programs, ARL.

**Registration & Payment Deadline:** September 29, 2008. For more information about this event, see LibQUAL+® Training Programs.

### 2009 Service Quality Evaluation Academy

Join us in March 2009 in New Orleans for the Service Quality Evaluation Academy, an intensive five-day program focusing on qualitative and quantitative methods for collecting and analyzing library service quality data. The program emphasizes basic concepts and skills in measurement and data analysis that will be applicable to service quality evaluations. The Academy is designed for librarians across library types and organizational structures, with a strong commitment to service quality assessment efforts.

For more information, see <http://www.arl.org/stats/statsevents/sqacademy/index.shtml>.

If you are interested in attending the Academy, please submit an application before **October 27, 2008** at [libqual@arl.org](mailto:libqual@arl.org).



### Turning Your Results into Action

Wondering what you should do with your survey results? Below are some resources to set you along the path to improved service quality:

**“Learn to Read LibQUAL+® Radar Charts.”** An online tutorial that will help you understand the LibQUAL+® survey, radar charts, and other survey data. The tutorial is available online at <http://www.libqual.org/Information/Tools/index.cfm>.

**Customized Analyses.** We offer two types of customized analyses to help you drill down into your 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.” To order a customized analysis, send an e-mail to [libqual@arl.org](mailto:libqual@arl.org).

**LibQUAL+® Analytics.** A tool that will allow you to drill down into your survey data, compare your results to your peers, analyze survey data across survey years, etc. The data available in the Analytics contains valid cases only and survey data from

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2004 to the current survey year for all institutions. The Analytics is available online at <http://www.libqual.org/Interactive/index.cfm>.

**Plan a Library Summit.** You can plan your very own Library Summit, a half or full day gathering where stakeholders invested in the library's future meet to discuss survey results, adding depth and context to the survey data, and generate fresh ideas and suggestions for service improvements. Download the Library Summit brochure online at <http://www.libqual.org/documents/admin/Library%20Summit%20brochure.pdf>.

## Library Assessment Corner

### Addressing Journal Issues at Academic Research Libraries:

#### University of Virginia (UVA)

In the April edition of the ARL Bimonthly Report, Jim Self, Director of Management Information Services at the University of Virginia addresses faculty disappointment with journals at large research libraries. The article titled, "Bound for Disappointment: Faculty and Journals at Research Institutions," quantifies the pervasiveness of faculty disappointment across research libraries with very large journal collections and highlights the alignment of this assessment with faculty overall feelings about the library.

In addition, the author describes how UVA conducted follow-up interviews with their faculty to identify specific shortfalls in their journal collections and the steps the University has taken to better understand how to address real or perceived collection gaps.

The analysis presented in this article is based on data from all ARL libraries that participated in LibQUAL+® in 2006.

To read this article in the ARL Bimonthly Report 257, see: <http://www.arl.org/bm~doc/arl-br-257-bound.pdf>.

#### Morehead University (MSU)

In 2006, Morehead State University (MSU) participated in the LibQUAL+® survey. Survey results revealed that graduate students and faculty members were diss-

atisfied with the Library's journal collections. As a result, MSU conducted several follow-up focus groups with graduate students and faculty members to gather additional information and to begin to develop solutions to address the problem.

Elise Pritchard, Dean of Library Services at MSU, released a letter to the faculty revealing the results of the focus group sessions. To view the letter, see <http://www.morehead-st.edu/files/library/library-info/Focus%20group%20results.pdf>.

#### We Value Your Feedback!

Please remember to 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://www.libqual.org/Manage/Survey/index.cfm>.



### Library Assessment in Academic Libraries

SPEC Kit 303 Library Assessment explores the current state of library assessment in academic and research libraries. The survey was distributed to the 123 ARL member libraries in May 2007. Seventy-three libraries completed the survey for a 60% response rate. Eighty-five percent were from U.S. academic libraries, 12% were from Canadian academic institutions, and 3% were from public institutions. A full text version of SPEC Kit 303 is available online at <http://www.arl.org/stats/initiatives/esp/espresources.shtml>.

### Latest LibQUAL+® Research

(1) Thompson, Bruce, Martha Kyriallidou and Colleen Cook. Library users' service desires: A LibQUAL+® Study. *The Library Quarterly*, 78(1) (2008): 1-18.

This study explores similarities and differences in users' desired library service levels across user groups, geographical locations, and time. The authors concluded that the rank orders of the twenty-two core items ranked highest and lowest in desirability were remarkably stable across years within the user groups; differences across user groups were

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stable over time; the importance of Library as Place still exist for undergraduates; differences across role groups emerged with respect to least-desired elements of service quality; and the twenty-two core items were selected from the original item pool partly because they were highly rated in desirability in the initial years of the project.

(2) Thompson, Bruce, Martha Kyrillidou, and Colleen Cook. User library service expectations in health science vs. other settings: A LibQUAL+® study. *Health Information and Libraries Journal*, 24(Supplement 1) (2007): 38-45.

This study explores how users' library service expectations and perceptions might differ across health-related libraries, and attempts to determine whether users of medical libraries demand better library service quality because the inability of users to promptly access relevant literature may lead to a misdiagnosis or improper treatment of a diagnosis. The authors concluded that the expectations and perceptions are similar across different types of health science library settings, hospital and academic, and across other general research libraries.



Information about these and other LibQUAL+® Events, see <http://www.libqual.org/Events/index.cfm>.

Date	Event	Additional Information
May 31, 2008	2008 LibQUAL+® Session I Survey Closes	
June 13, 2008	LibQUAL+® In-Kind Grant Application Deadline	<a href="http://www.libqual.org/documents/admin/Grant_2009%20Program%20info8.pdf">http://www.libqual.org/documents/admin/Grant_2009%20Program%20info8.pdf</a>
June 23, 2008	LibQUAL+® and Beyond: Using Results Effectively, Heslington, York, UK	<a href="http://www.libqual.org/Events/uktraining.cfm">http://www.libqual.org/Events/uktraining.cfm</a>
June 25-27, 2008	LibQUAL+® Basic, and An Introduction to LibQUAL+® Lite, Lodz, POLAND	<a href="http://212.51.210.133/osc/error/index_en.php">http://212.51.210.133/osc/error/index_en.php</a>
June 28-July 1, 2008	LibQUAL+® Booth Consultations, ALA Annual Conference, Anaheim Convention Center, Anaheim, CA  <b>Consultation Schedule:</b> Saturday-Monday, June 28-30: 10am-4pm Tuesday, July 1: 9am-4pm	<b>Visit us at Booth #549</b>  To reserve a time slot, send an e-mail to <a href="mailto:libqual@arl.org">libqual@arl.org</a> , and indicate your date and time preference.
July 1, 2008	2008 LibQUAL+® Session II Survey Opens	
August 4-6, 2008	Library Assessment Conference, Seattle, WA	<a href="http://libraryassessment.org/">http://libraryassessment.org/</a>
October 27, 2008	Using LibQUAL+® Effectively Workshop, ARL Office, Washington, DC	<a href="http://www.libqual.org/Events/lqeffective2.cfm">http://www.libqual.org/Events/lqeffective2.cfm</a>
December 15, 2008	LibQUAL+® In-Kind Grant Application Deadline	<a href="http://www.libqual.org/documents/admin/Grant_2009%20Program%20info8.pdf">http://www.libqual.org/documents/admin/Grant_2009%20Program%20info8.pdf</a>
January 23-28, 2009	LibQUAL+® Booth, ALA Midwinter Meeting, Denver, CO	information forthcoming...
January 26, 2009	<b>LibQUAL+® Training Sessions:</b> Survey Introduction, Survey Administration, and Survey Results, ALA Midwinter Meeting, Denver, CO	<a href="http://www.libqual.org/Events/index.cfm">http://www.libqual.org/Events/index.cfm</a>
March 12-15, 2009	LibQUAL+® Booth, ACRL 14th National Conference, Seattle, WA	<a href="http://www.ala.org/ala/acrl/acrlvents/seattle/seattle.cfm">http://www.ala.org/ala/acrl/acrlvents/seattle/seattle.cfm</a>
March 16-20, 2009	2009 Service Quality Evaluation Academy, New Orleans, LA	<a href="http://www.arl.org/stats/statsevents/sqacademy/index.shtml">http://www.arl.org/stats/statsevents/sqacademy/index.shtml</a>



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://www.libqual.org/Publications/index.cfm>.