



The LibQUAL+™ Update

Volume 2, Number 4

April 12, 2005

R.S.V.P.: You're invited to be a presenter at the LibQUAL+™ Share Fair!

The participant meeting in Chicago on June 28 will include our third annual Share Fair, a poster-session-style event that provides a forum for participants to share examples of how they are using their LibQUAL+™ survey data to implement local change, make comparisons with peer institutions, inspire additional assessment efforts, and more. To sign up as a presenter, or for more information, contact Amy Hoseth at amyh@arl.org.

LibQUAL+™ events scheduled for ALA Annual in Chicago

- For 2005 survey participants: **“LibQUAL+™ 2005 Results: Moving from Assessment to Action,” Tuesday, June 28, 9:00 am – 3:00 pm.** This free workshop kicks off with breakfast and a Share Fair featuring presentations from past survey participants, and also includes a discussion of the survey results from Session I and a facilitated group discussion. To register: <https://db.arl.org/action/>.
- For interested participants: **“Validity and Reliability of LibQUAL+™ scores,” Monday, June 27, 9:00 am – 12:00 pm, Chicago.** This half-day workshop will help you learn how to perform validity and reliability analysis on your LibQUAL+™ data. Attendees should bring a laptop computer with SPSS software. Fee: \$50.00. To register, go to: <http://db.arl.org/qualquan>.
- For interested participants: **“Qualitative Analysis of LibQUAL+™ data using ATLAS.ti,” Monday, June 27, 1:00 pm – 4:00 pm, Chicago.** Come to this half-day workshop to learn how to analyze your LibQUAL+™ comments with ATLAS.ti. Participants should bring a laptop computer with Atlas.ti software. Fee: \$50.00. To register, go to <http://db.arl.org/qualquan>.

Come and get 'em: First results from Session I are now available online

The first batch of results notebooks and Excel data files for Session I participants are now available online. Results will be processed on a weekly basis throughout the rest of the survey period, with new results posted each Friday. SPSS data files and group/consortium notebooks will be available after the Session I survey period is over.

Access survey results online at: <http://www.libqual.org/Manage/Results/index.cfm>

Cool new tool on the LibQUAL+™ web site: How to read your LibQUAL+™ charts

Sure, all those colors in your LibQUAL+™ results notebook are pretty, but there's a lot of solid data to be found there if you just know how to interpret them correctly. A new self-paced tutorial is now available online to help you do just that.

To access the new tutorial, go to: <http://www.libqual.org/Information/Tools/index.cfm>

Get your LibQUAL+™ promotional materials here!

Now when you need brochures, bookmarks, posters, or other materials to support your local LibQUAL+™ survey, you can order them using our simple online form. Just enter the quantities of the items you need and your mailing address, and we'll send them to you. It's that easy! The order form also includes links to a number of free materials available online.

The order form is available at: <https://db.arl.org/lqmaterials/>

Law library Share Fair scheduled for AALL conference, July 18th

Law library participants who will attend the AALL conference in San Antonio in July should mark their calendars for a LibQUAL+™ Share Fair that will be held on Tuesday, July 18 from 11:45 am – 1:00 pm. Like the Share Fair at ALA Annual in Chicago, this event will include poster-session-style presentations from law library participants. To sign up to present, or for more information, contact Amy Hoseth at amyh@arl.org.

Spotlight on: Virginia Tech

Virginia Tech, a six-time participant in LibQUAL+™ (2000-2005) has created an excellent web site to help disseminate information about their 2004 survey results. The site includes an analysis of selected results; summary information; and user comments paired with library staff responses. As current participants begin to receive their 2005 LibQUAL+™ results, web sites such as this one may provide helpful ideas on how to share the findings with your users. Virginia Tech's LibQUAL+™ web site can be found online at: <http://www.lib.vt.edu/libqual/>. A collection of other worthwhile participant web sites is available on the LibQUAL+™ web site at http://www.libqual.org/Information/Related_Sites/index.cfm.

On the LibQUAL+™ calendar:

Date	Event	For more information
May 30	Closing day of LibQUAL+™ Session I	
May 29-June 2	Service Quality Academy, Austin, Texas	https://db.arl.org/academy/
June 27	"Validity and Reliability of LibQUAL+™ scores" half-day workshop at ALA Annual, Chicago	http://db.arl.org/qualquan
June 27	"Qualitative Analysis of LibQUAL+™ data using Atlas.ti," half-day workshop at ALA Annual, Chicago	http://db.arl.org/qualquan
June 28	"LibQUAL+™ 2005 Results: Moving from Assessment to Action," workshop for 2005 survey participants, Chicago	https://db.arl.org/action/
July 18	AALL Annual Conference: LibQUAL+™ Share Fair	libqual@arl.org
July 1	LibQUAL+™ Session II survey period opens	

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.