



The LibQUAL+™ Update

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Registration is now open for LibQUAL+™ 2006

If you've been eagerly awaiting your chance to register for the 2006 LibQUAL+™ survey, now's the time! Registration is now open for both Session I and Session II in 2006, and has closed for the 2005 survey. Already, more than a dozen libraries have registered for 2006. A total of 256 libraries participated in 2005, with 55 of them conducting their surveys this fall. To register for an upcoming LibQUAL+™ survey, go to <http://www.libqual.org/Register/index.cfm>.

Got data? Distribution of SPSS files for Session I 2005 is complete

SPSS data files were distributed to Session I participants prior to the Labor Day holiday weekend (September 5). If you have additional questions regarding your SPSS files, please contact the LibQUAL+™ team at libqual@arl.org.

Everything you've always wanted to know about normative data

Normative data for LibQUAL+™ are available to participants in several ways. First, norms for 2005 are available in the 2005 Survey Highlights document (online at <http://www.libqual.org/documents/admin/LibQUALHighlights2005.pdf>). This document presents norms for different library types as well as more detailed information for colleges and universities. Consortia notebooks with normative data, such as means statistics, are also available through the LibQUAL+™ web site.

Users can also generate normative information using the LibQUAL+™ interactive statistics tool for earlier years. A greatly expanded version of the tool will be launched after the 2005 survey cycle, which will produce normative tables using benchmarking peers identified by the user.

Finally, users can consult norms tables from prior years, available online:

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

<http://www.coe.tamu.edu/~bthompson/libq2003.htm>

<http://www.coe.tamu.edu/~bthompson/libq2002.htm>

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

In widely applicable standardized instruments, norms are typically calculated only once every 5-10 years. Norms can be useful in library service quality benchmarking, as explained by Cook, Heath and Thompson in their 2002 *portal* article (vol. 2, pp. 13-26), available on the web at: <http://www.libqual.org/documents/admin/ScoreNorms.pdf>.

South African institutions launch LibQUAL+™

This year a group of seven South African academic libraries are participating in the first implementation of LibQUAL+™ in that country. Most of these institutions are offering the survey in two languages, English and Afrikaans, and all are seeing strong results. One institution, Rhodes University, even created a radio

jingle that ran hourly on the campus radio station to promote their survey! Welcome to these new participants, and we're looking forward to seeing the overall results from South Africa.

Spotlight on: Australia's RMIT University

RMIT University, participating for just their second year, easily surpassed all previous participants in terms of the number of responses collected from users with more than 3,500 completed surveys submitted. RMIT is located in Bundoora, Victoria, Australia. Lynn Murdoch, the liaison from RMIT, credits their success to several factors, including an increased sample size, incentive prizes (including an iPod), and the fact that they launched their survey at a "premium time" on campus. In addition to their survey data, RMIT received more than 1,700 comments from survey takers.

LibQUAL+™ makes an impression at summer conferences

The LibQUAL+™ team held its international results meeting in Durham, UK, just prior to the 6th Northumbria conference. A number of presentations from that meeting are now available online:

- ["LibQUAL+™ Around and About,"](#) by Martha Kyrillidou
- ["International Results Meeting: LibQUAL+™"](#), by Colleen Cook
- ["LibQUAL+™ 2005 at London South Bank and a Lincolnshire man in Chicago,"](#) by Peter Godwin
- ["LibQUAL+™ Management Information,"](#) by Brinley Franklin
- ["Living & Learning with LibQUAL+™,"](#) by Jacqui Dowd
- ["After the Academy,"](#) by Selena Lock

In addition, several LibQUAL+(TM) and assessment presentations were made during the Northumbria conference itself:

- ["Making Library Assessment Work: Progress Report of an ARL Project,"](#) Steve Hiller, University of Washington; Jim Self, the University of Virginia; and Martha Kyrillidou, ARL
- ["The New Library User in Sweden: A LibQUAL+™ Study,"](#) Martha Kyrillidou, ARL; and Ann-Christin Persson, Lund Institute of Technology
- ["LibQUAL+™ in the local context: results, action and evaluation,"](#) by Selena A. Lock and J. Stephen Town, Cranfield University
- ["LibQUAL+™ in the UK and Ireland: Three Years Findings and Experience,"](#) by J. Stephen Town and Selena A. Lock, Cranfield University
- ["Using Localized Survey Items to Augment Standardized Benchmarking Measures: A LibQUAL+™ Study,"](#) by Bruce Thompson and C. Colleen Cook, Texas A&M University
- ["The Story Behind the Numbers: Measuring the Impact of Networked Electronic Services \(MINES\) and the Assessment of the Ontario Council of University Libraries' Scholars Portal,"](#) by Martha Kyrillidou, ARL; Toni Olshen, York University; Brinley Franklin, University of Connecticut; and Terry Plum, Simmons Graduate School of Library and Information Science

A summer migration: LibQUAL+™ servers move to a new home

Thanks to the hard work of Jonathan Sousa during the month of July, the LibQUAL+™ project servers were relocated from their former home at Texas A&M University Libraries to a commercial vendor, Rackspace, located in Dallas/Ft. Worth. We are already seeing the benefits of using a dedicated professional facility, such as faster processing times for notebooks and other data-driven products; better uptime for the survey and web site; and additional services such as a just-completed security scan of our servers (which we passed with flying colors) and server log statistics that provide us with valuable information for improving services.

Evaluation and post hoc surveys

If you're participating in the Session II 2005 LibQUAL+™ survey, please remember to complete your post hoc questionnaire and evaluation survey. These two forms, which provide the LibQUAL+™ team with

valuable information about your survey experience, are carefully reviewed each year. We appreciate your taking a moment to provide us with this information.

On the LibQUAL+™ calendar:

| Date | Event | For more information |
|--------------------------------|---|---|
| September, 2005 | Registration opens for the 2006 LibQUAL+™ survey | http://www.libqual.org/Register/index.cfm |
| November 4-5, 2005 | “New Ways of Listening to Library Users: New Tools for Measuring Library Service Quality” | https://db.arl.org/listen/ |
| October 11 - November 18, 2005 | “Measuring Library Service Quality”: an ARL online lyceum course | http://www.arl.org/training/quality.html |
| December 10, 2005 | Closing date for LibQUAL+™ Session II 2005 | |
| January 16 – June 2, 2006 | LibQUAL+™ Session I 2006 survey period | |
| July 2 – December 8, 2006 | LibQUAL+™ Session II 2006 survey period | |

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.