



# The LibQUAL+™ Update

## Volume 3, Number 2

### November 17, 2005

#### **What's next? Next steps in 2006 survey process to open soon**

We know that a number of you have already registered to participate in 2006 and are eager to get to work on your survey. However, we can't open the steps in the "Manage Your Survey" area for 2006 until the Session II 2005 survey period has closed. We expect to open the Preferences page by December 19<sup>th</sup>. The Customization and Survey Preview areas will open in January. While you are waiting, you may want to review pages 29-34 of the Procedures Manual, which outline the information you'll be asked to provide in those steps. The manual is available online at <http://www.libqual.org/Manual/index.cfm>. An updated Procedures Manual will be available on the web in January.

#### **Fall survey session is well underway; registration continues for 2006**

Fifty-five libraries are conducting LibQUAL+™ surveys this fall. This is the first year that we are offering a full-scale implementation of Session II, and we are excited to have so many participants on board. Session II concludes on December 10. In the meanwhile, registration continues for both Session I and Session II, 2006. To register for an upcoming LibQUAL+™ survey, go to <http://www.libqual.org/Register/index.cfm>.

#### **Additional survey analysis is now available**

We are now taking orders for custom LibQUAL+™ results notebooks. These notebooks provide additional analysis of results by customized discipline categories in addition to the LibQUAL+™ default categories, and include full-color charts and graphs such as those included in the standard notebooks. These custom discipline notebooks may be particularly useful for accreditation purposes if you want results broken down by different subjects or departments. The cost is \$550 per notebook. To order your custom discipline notebook, send an e-mail to [libqual@arl.org](mailto:libqual@arl.org).

#### **Looking for a handout? Free LibQUAL+™ resources available to participants**

LibQUAL+™ materials are helpful handouts to use when making presentations or sharing survey information with library staff. A number of free materials are yours for the asking on the LibQUAL+™ web site – just go to <https://db.arl.org/lqmaterials/>. Resources include a one-page, color summary of highlights from the Session I 2005 survey; LibQUAL+™ brochures and bookmarks; posters; publications; and more.

#### **Spotlight on: Medical College of Georgia**

Following a year's worth of assessment and development, including participation in the 2005 LibQUAL+™ survey, the Medical College of Georgia recently launched a newly designed and engineered web site. The library's updates are based on what staff learned through LibQUAL+™, web usability studies, and student focus groups. You can check out the new site at <http://www.lib.mcg.edu/index.php>. In addition to revamping their web site, the Medical College of Georgia also included information about their LibQUAL+™ survey results in the most recent library newsletter – just one more way that participants can share results with the library community. To see what MCG had to say about their survey, go to <http://www.lib.mcg.edu/about/access/julysept05.pdf>.

## The Reader's Guide to LibQUAL+™ Literature

If you have not already read some of the key literature in the LibQUAL+™ canon, now's the time. In particular, we recommend these three publications:

- *Library Trends*, special issue on Measuring Service Quality (2001). Martha Kyrillidou and Fred M. Heath, editors. 49(4): 541-799. This special issue includes several articles from the LibQUAL+™ research team about the research and development of the survey instrument, as well as a selection of articles on the importance of service quality assessment in research libraries.  
<http://www.libqual.org/documents/admin/Library%20Trends.pdf>
- *Performance Measurement and Metrics*, "The maturation of assessment in academic libraries: the role of LibQUAL+™" (2002). Colleen Cook, editor. 3(2): 34-112. A call for papers from participants in the 2001 LibQUAL+™ survey resulted in this special publication, which includes articles from participants at Virginia Tech, Washington State, Clemson, Texas A&M, and a number of other institutions.  
<http://www.arl.org/stats/libqual/pmm2002.html>
- *Libraries Act on Their LibQUAL+™ Findings: From Data to Action*. Fred M. Heath, Martha Kyrillidou, Consuella A. Askew, editors. Haworth, 2004. Another call for papers resulted in this monograph, which includes articles about participation by members of the OhioLINK and AAHSL consortia and institutions such as Duke, the University of Washington, the University of Arizona, Bowling Green, and Vanderbilt.  
<http://www.libqual.org/documents/admin/JLA.pdf>

You can order copies of these publications online at <https://db.arl.org/lqmaterials/>.

## On the LibQUAL+™ calendar:

Date	Event	For more information
December 10, 2005	Closing date for LibQUAL+™ Session II 2005	
December 20, 2005	Final date to apply for a LibQUAL+™ grant	<a href="http://www.libqual.org/documents/admin/Criteria_final2.doc">http://www.libqual.org/documents/admin/Criteria_final2.doc</a>
January 23, 2006	"LibQUAL+™ Introductory Workshop," San Antonio, TX	<a href="https://db.arl.org/lqintro/">https://db.arl.org/lqintro/</a>
January 23, 2006	"LibQUAL+™ 2005 Results Meeting," San Antonio, TX	<a href="https://db.arl.org/lqresults/">https://db.arl.org/lqresults/</a>
January 24, 2006	"Understanding mean comparisons and relations with your LibQUAL+™ data," San Antonio, TX	<a href="https://db.arl.org/qualquan/">https://db.arl.org/qualquan/</a>
January 16 – June 2, 2006	LibQUAL+™ Session I 2006 survey period	
June 19-23, 2006	Service Quality Evaluation Academy, New Orleans, LA	TBA
June 26, 2006	LibQUAL+™ Workshops at ALA Annual, New Orleans, LA	TBA
July 2 – December 8, 2006	LibQUAL+™ Session II 2006 survey period	

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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).