



# The LibQUAL+™ Update

## Volume 3, Number 5

### April 27, 2006

#### **2006 Session I survey period deadline**

On June 2, the 2006 Session I survey period will close. To date, over 112,000 responses have been collected from some 220 libraries participating in the Session I survey period. If your institution is registered for Session I, please be sure to complete your survey before the indicated deadline. Additionally, registration for the Session II survey period (July - December) will close August 31, 2006. If you plan to participate in this session and have not registered, please be sure to do so by the end of August.

#### **\*\*\*Reminder\*\*\*: Post Hoc and Evaluation Questionnaires**

Session I participants please be sure to fill out the Post Hoc and Evaluation Questionnaires for your institution by no later than June 2, 2006. The Post Hoc questionnaire provides the LibQUAL+™ team with helpful information, such as the number of e-mails you sent out, your survey dates, and what incentive prizes you offered. The Evaluation questionnaire is an opportunity for you to provide feedback to the LibQUAL+™ team about your experience with the survey process.

The Post Hoc Questionnaire is available online at:

<http://www.libqual.org/Manage/Survey/PostHoc/index.cfm>

The Evaluation Questionnaire is available online at:

<http://www.libqual.org/Manage/Survey/Evaluation/index.cfm>.

#### **LibQUAL+™ Canadian Association of Research Libraries (CARL) Workshop**

All Canadian libraries interested in implementing LibQUAL+™ as part of the CARL LibQUAL+™ consortium are encouraged to attend the pre-CLA conference workshop on June 14, 2006 in Ottawa, Ontario, Canada. Colleen Cook, Dean, Texas A&M University Libraries, and Martha Kyrillidou, Director, ARL Statistics and Measurement Program, will provide an overview of LibQUAL+™ and discuss the LibQUAL+™ Canada Consortium Survey Plan. Past Canadian participants will share experiences of their service assessment programs and how they have used the LibQUAL+™ results. For more information, please see

<http://library.queensu.ca/webir/canlibqual/carl-workshop.htm>.

#### **European Business School Librarians' Group (EBSLG) Conference**

LibQUAL+™ will exhibit at the Vendor's Day of the European Business School Librarians' Group (EBSLG) conference in Oslo, Norway. Visit the LibQUAL+™ exhibit to learn about their experiences and other results of library users' perceptions of library services. For more information, please see <http://www.ebslg.org/public/Events/norway.htm>.

### Call for LibQUAL+™ Booth Volunteers at the ALA Annual Conference!

Are you interested in volunteering at the LibQUAL+™ booth at the ALA Annual Conference in New Orleans this June? LibQUAL+™ encourages past and present participants to volunteer at the LibQUAL+™ booth during ALA. If you are interested in volunteering for Booth #539, please send an email to the LibQUAL+™ team at [libqual@arl.org](mailto:libqual@arl.org).

### Invitation to Participate in the 2006 Share Fair at the ALA Annual Conference

LibQUAL+™ will host the 2006 Share Fair at the ALA Annual Conference. The Share Fair will feature displays and materials from participating libraries. The Share Fair will be held on Monday, June 26, 2006 from 12:00 p.m. to 1:00 p.m. This event is open to all current, past, or potential LibQUAL+™ participants. If you are interested in participating, please send an email to Richard Groves at [richard@arl.org](mailto:richard@arl.org).

### New LibQUAL+™ Team Member

Benny Yu joined ARL on April 10, 2006 as the new Technical Applications Development Manager. His technical expertise and over ten years of consulting experience with Web technologies and IT are key assets he is bringing to LibQUAL+™ and to the wider library community. He holds a B.S. in Information Systems Management from the University of Maryland Baltimore County.

### On the LibQUAL+™ Calendar:

Date	Event	For more information
May 19, 2006	European Business School Librarians' Group 2006 Conference, Oslo, Norway	<a href="http://www.ebslg.org/public/Events/norway.htm">http://www.ebslg.org/public/Events/norway.htm</a>
June 2, 2006	<b>CLOSING DAY: LibQUAL+™ Session I</b>	
June 14, 2006	LibQUAL+™ CARL 2007 Workshop, Canadian Library Association Annual Conference, Ottawa, Ontario, Canada	<a href="http://library.queensu.ca/webir/canlibqual/carl-workshop.htm">http://library.queensu.ca/webir/canlibqual/carl-workshop.htm</a>
June 19-23, 2006	Service Quality Evaluation Academy, New Orleans, LA	<a href="http://www.arl.org/stats/academy06.html">http://www.arl.org/stats/academy06.html</a>
June 26, 2006 9:00 a.m. – 12:00 p.m.	LibQUAL+™ 2006 Results Meeting at ALA Annual Conference, New Orleans, LA	<a href="https://db.arl.org/lqresults/">https://db.arl.org/lqresults/</a>
June 26, 2006 12:00 p.m. – 1:00 p.m.	LibQUAL+™ Share Fair	<a href="http://www.libqual.org/documents/admin/Booklet.doc">http://www.libqual.org/documents/admin/Booklet.doc</a>
June 26, 2006 1:00 p.m. – 3:30 p.m.	LibQUAL+™ 2006 Introductory Workshop at ALA Annual Conference, New Orleans, LA	<a href="https://db.arl.org/lqintro/">https://db.arl.org/lqintro/</a>
July 2 – December 8, 2006	<b>LibQUAL+™ Session II 2006 survey period</b>	
September 25-27, 2006	Library Assessment Conference, Charlottesville, Virginia	<a href="http://www.arl.org/stats/laconf.html">http://www.arl.org/stats/laconf.html</a>

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