



LibQUAL+ Update

Charting Library Service Quality...

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The Results are in!

The first batch of results notebooks and Excel data files for Session I participants are now available online at <http://www.libqual.org/Manage/Results/index.cfm>. Results will be made available one week after the close of your survey. Primary contacts will receive an e-mail once the results have been made available online. Consortium notebooks will be available 1-2 weeks after the final survey in the group has been closed. SPSS data files will be available 2-3 months after the Session I survey has closed and will be delivered to the primary contact of the libraries that requested to receive the files. Print versions of the LibQUAL+® survey results are available for a fee of \$150 per copy.  Payment must be received prior to notebook production.

REMINDER! 2007 Post Hoc, Evaluation, and Representativeness Questionnaires

Please be sure to fill out the Post Hoc, Evaluation, and Representativeness questionnaires for your institution. The questionnaires are available at <http://www.libqual.org/Manage/Survey/index.cfm>. Post Hoc and Evaluation data are useful to us for understanding your survey process and how we can enhance our services to better meet your needs. Your feedback is invaluable to us. The Representativeness questionnaires should be completed **BEFORE** closing your survey. Failure to do this will result in two options: 1) having your notebook run without the Representativeness data, thus impacting the comprehensiveness of the data analysis or 2) being charged a \$500 fee for LibQUAL+® staff to add this data manually. If you have any questions, please contact the LibQUAL+® team at libqual@arl.org.

LibQUAL+® on the Move:

- **Association of College and Research Libraries (ACRL)**

LibQUAL+® will be exhibiting at the ACRL 13th National Conference in Baltimore, MD on March 29-31, 2007. We encourage past and present participants to volunteer at the booth during ACRL to share their survey experiences and/or research. If you are interested in volunteering for **Booth #720**, please send an e-mail to the LibQUAL+® team with your available hours at libqual@arl.org.

- **Evidence Based Library & Information Practice (EBLIP)**

The Association of Research Libraries (ARL) and the organizers of the 4th International Evidence Based Library & Information Practice Conference (EBLIP4) are offering a one-day post conference workshop on "Performance Measurement in Academic Libraries" in Chapel Hill-Durham, NC on May 11, 2007. The full-day workshop will focus on developments in assessment in academic libraries. Presenters will include Martha Kyrillidou (ARL), Steve Hiller (University of Washington Libraries), and Jim Self (University of Virginia Library). For more information, please see <http://www.arl.org/news/pr/ebli4reg.shtml>.

Contribute to the 2007 LibQUAL+® Share Fair

LibQUAL+® will host the 2007 Share Fair at the ALA Annual Conference on Monday, June 25, 2007, from 12:00 p.m. to 1:00 p.m. We are seeking contributors who will provide poster sessions, displays or materials related to their administration and use of LibQUAL+®. This event will be open to all current, past, or potential LibQUAL+® participants. If you are interested in sharing information with colleagues from the LibQUAL+® community, please contact the LibQUAL+® team at libqual@arl.org to receive a "Participant Information Sheet."

New Team Members

Kristina Justh joined the team on March 7, 2007, as the new Customer Relations Coordinator, replacing Richard Groves who resigned effective March 3, 2007. Kristina joins us from the law library sector, bringing experience in reference and patron education. In her new role, Kristina will be responsible for the designing and providing instruction, advice, and guidance to participating and interested parties on how to effectively use survey instruments, assessment tools, and other methods for library service quality improvements.

Khyati Nayak joined the team on February 28, 2007, as the new Senior Applications Developer. In her new role, Khyati will be responsible for managing the technological development of the LibQUAL+® service and other custom

Web applications by recommending, planning, and implementing effective and efficient uses of technology to help the Association accomplish its goals.

LibQUAL+® In-Kind Grant Applications are now available!

For the third year, LibQUAL+® is sponsoring the In-Kind Grant program for participants in the 2008 LibQUAL+® survey. Our goal is to award up to five institutions grants to participate in the 2008 survey. Applications should be mailed to the LibQUAL+® Grant Award, Association of Research Libraries 21 Dupont Circle, NW, Ste. 800, Washington, DC 20036 or faxed to (202) 872-0884. The deadline for the applications is **June 15, 2007**. For more information, please send an e-mail to libqual@arl.org or contact Martha Kyrillidou at martha@arl.org.

The Reader's Guide to LibQUAL+® Literature

Presentations by Colleen Cook, Texas A&M University, from the 2007 Service Quality Evaluation Academy are available online at <http://www.libqual.org/Publications/index.cfm>.

Library Assessment Corner:

Library Assessment Blog

We're interested in discussions about activities that seek to measure the library's impact on teaching, learning and research as well as initiatives that seek to identify user needs and gauge user perceptions or user satisfaction. We're also looking for librarians wanting to share information about:

- Local research
- Best practices
- Assessment and evaluation-related research
- Presentations and publications
- Announcements of conferences and other professional learning opportunities

The goal of the library assessment blog is to foster continuous improvement of our collections and services through data-based and user-centered assessment. Visit <http://libraryassessment.info/> to join the discussion.

On the LibQUAL+® Calendar:

 Information about LibQUAL+® events is available online at <http://www.libqual.org/Events/index.cfm>.

Date	Event	For more information
January 15 – May 31, 2007	2007 LibQUAL+® Session I survey period	
March 29-31, 2007	ACRL 13 th National Conference, Baltimore, MD	Visit us at Booth #720
May 11, 2007	4 th International Evidence-Based Library & Information Practice (EBLIP4) Conference, Chapel Hill-Durham, NC	http://www.arl.org/news/pr/eblip4reg.shtml
June 15, 2007	Deadline for 2008 LibQUAL+® In-Kind Grant Applications	http://www.libqual.org/documents/admin/LibQUAL_2008_Grant_Program.pdf
June 22-26, 2007	ALA Annual Conference, Washington, DC	Visit us at Booth #2252
June 22, 2007	Effective, Sustainable, and Practicable Assessment ALA Annual Conference, Washington, DC 1:30 PM – 3:00 PM	http://www.arl.org/stats/initiatives/espassessment/index.shtml
June 24, 2007	LibQUAL+® Forum ALA Annual Conference, Washington, DC 8:00 AM – 12:00 PM	http://db.arl.org/lqforum/
June 25, 2007	LibQUAL+®: An Introduction ALA Annual Conference, Washington, DC 9:00 AM – 12:00 PM	http://db.arl.org/lqintro/
June 25, 2007	LibQUAL+® Share Fair ALA Annual Conference, Washington, DC 12:00 PM – 1:00 PM	
June 25, 2007	Your LibQUAL+® Community: Results Meeting ALA Annual Conference, Washington, DC 1:00 PM – 4:00 PM	http://db.arl.org/lqresults/
June 26, 2007	Preparing to Work Effectively with LibQUAL+® Survey Results 8:30 AM – 12:00 PM	http://db.arl.org/lqeffective/
August 4-6, 2008	2 nd Library Assessment Conference, Seattle, WA	



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