



LibQUAL+® Update

Charting Library Service Quality...

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2008 LibQUAL+® Registration

Registration for the 2008 LibQUAL+® survey is now available at <http://www.libqual.org/Register/index.cfm>. Registration takes place via the LibQUAL+® Web site only and will be available until **August 31, 2008**. As we recommend a survey run of at least three (3) weeks, we have set the following guidelines for registration:

- ✂ Session I (January 15, 2008 - May 31, 2008) - register by May 1, 2008
- ✂ Session II (July 1, 2008 - December 10, 2008) - register by August 31, 2008.

The price for the 2008 survey is \$3,000 (USD).

In preparation for the survey, please be sure to read the LibQUAL+® Procedures Manual available for download at <http://www.libqual.org/Manual/index.cfm>. The manual has been designed to assist participants through the survey process from registration to analyzing survey results. Additionally, we have a rich set of resources, articles and conference papers, presentations, marketing materials, etc. authored by members of the LibQUAL+® team, project researchers, and participants available at <http://www.libqual.org/Publications/index.cfm> that will prove useful during the survey process.

Canadian Results Meeting

LibQUAL+® Canada will be hosting a results meeting on October 24-25, 2007 in Ottawa, Ontario, covering topics such as preparing to work effectively with LibQUAL+® survey results, evidence-based library practice, and performance measures in academic libraries. Several presentations will be given by LibQUAL+® Canada participants, as well as a host of other special guest speakers. The workshop is open to past, present, and potential LibQUAL+® participants and anyone interested or engaged in library service assessment. The Canadian Association of Research Libraries (CARL) and the Association of Research Libraries (ARL) are co-sponsoring the event. For more information about or to register for the workshop, see <http://www.libqual.org/Events/index.cfm>.



Spot Light On: The JULAC Consortium

Our first ever Chinese consortium, the Joint University Librarians Advisory Committee (JULAC), is participating in the 2007 Session II survey. Seven Hong Kong-based institutions have registered, many of whom will be implementing bilingual surveys in British English and Chinese. To find out more about the JULAC consortium and its participants, see <http://www.julac.org/>.

SPSS Data Files

The 2007 Session I SPSS data files have been distributed. It is important that you read the README.doc before you begin to work with your data file. If you requested an SPSS data file and have not received it, please contact us at libqual@arl.org.

LibQUAL+® is now offering training sessions on how to analyze your survey data. We are offering a one-week Service Quality Evaluation Academy on March 10-14, 2008 in New Orleans, LA, that will focus on basic concepts and skills in measurement and data analysis, and will cover relevant software skills such as

ATLAS.ti used to analyze content from interviews or responses to open-ended surveys and the use of SPSS for qualitative data analysis. The deadline for submitting applications is January 14, 2008. For more information, see http://www.arl.org/news/pr/serv_qual_eval_acad_apps_30july07.shtml.

LibQUAL+® In-Kind Grant Winners

LibQUAL+® has awarded in-kind grants to four (4) libraries to facilitate their participation in the 2008 LibQUAL+® survey. The selection of LibQUAL+® grantees was based on financial need, contribution of the growth of LibQUAL+®, and potential for surfacing best practices in the area of library service improvements. The 2008 grantees are:

- ✦ Arkansas State University Mountain Home, Norma Wood Library (Mountain Home, AK)
- ✦ The College of the Bahamas Library System (Nassau, Bahamas)
- ✦ University of Dallas, William A. Blakely Library (Irving, TX)
- ✦ Meharry Medical College Information Center Library (Nashville, TN)

Information about applying for a 2009 LibQUAL+® In-Kind grant will be available in January 2008. The deadline for submitting applications will be June 15, 2008.



LibQUAL+® at ALA Midwinter

Join us in Philadelphia, PA on January 11-14, 2008 for the American Libraries Association (ALA) Midwinter Meeting. We will hold our biannual introductory and results meetings, and a hands-on workshop focused on strategies for using your LibQUAL+® results effectively. Also, stop by our booth, #1753, for short one-on-one training sessions.

Library Assessment Corner: Dr. John B. Harer

Dr. John B. Harer, Assistant Professor in the Department of Library Science and Instructional Technology at East Carolina University (ECU) was elected a Highly Commended Winner and was awarded the 2007 Emerald Literati Network Award for Excellence in April for his paper on “LibQUAL+™ in Lilliput: Assessment Benefits for Small Academic Libraries.” The paper, published in the *Performance Measurement and Metrics*, focused on the benefit of employing LibQUAL+® as an assessment tool in small, academic libraries to measure users’ needs and expectations. The ECU press release is available at <http://www.ecu.edu/cs-educ/news/index.cfm>.

On the LibQUAL+® Calendar:



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

Date	Event	For more information
October 24-25, 2007	LibQUAL+® Canada Results Meeting, Ottawa, Ontario	http://library.queensu.ca/webir/canlibqual/carl-workshop-2007.htm
January 11-14, 2008	LibQUAL+® Training, American Library Association (ALA) Midwinter Meeting, Philadelphia, PA	Information forthcoming
March 10-14, 2008	Service Quality Evaluation Academy, New Orleans, LA	http://www.arl.org/news/pr/serv_qual_eval_acad_apps_30july07.shtml
August 4-6, 2008	Library Assessment Conference, Seattle, WA	Information forthcoming



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>.