# The LibQUAL+™ Update
## Volume 1, Issue 5
## May 5, 2004

**Update: LibQUAL+™ survey period extended to Friday, May 28**
The 2004 LibQUAL+™ survey period has been extended an additional week, to Friday, May 28, in order to give those institutions that have recently launched their surveys additional time to complete them. All surveys will be closed at the end of the day on May 28. Participants are reminded to complete the Representativeness section of the web site and enter any paper surveys before their survey closes. The Representativeness page is available online at:
http://www.libqual.org/Manage/Survey/Representativeness/index.cfm

To manually close your survey, go to:
http://www.libqual.org/Manage/Survey/Progress/index.cfm

**Post hoc survey open for 2004 survey participants**
Each participating institution is required to complete a post hoc survey after they close the LibQUAL+™ survey on their campus. The post hoc survey provides participants with the opportunity to provide information about their local survey process, including sample size, number of e-mails sent, incentives offered, etc. The deadline for completing the post hoc survey is Friday, June 18.

The post hoc survey is now open for those institutions that have closed their LibQUAL+™ survey. It is available online at:
http://www.libqual.org/Manage/Survey/index.cfm (Step 7)

**2004 results notebooks and Excel data files available online**
Data analysis of the 2004 survey results has begun, and results for those institutions that have already closed their LibQUAL+™ survey are now available online. Each Friday, results notebooks and Excel data files will be posted for those institutions that closed their survey by noon EST the day before (Thursday).

2004 results notebooks and Excel data files are available online at:
http://www.libqual.org/Manage/Results/index.cfm

**Register now to attend the results meeting in Orlando on Saturday, June 26**
This year's Spring 2004 LibQUAL+™ Results Meeting will be held on June 26 from 9:00 a.m. to 4:00 p.m. in Orlando, Florida. This event is for 2004 LibQUAL+™ participants only, and libraries are encouraged to send more than one person. Afternoon activities include a Share Fair featuring more than a dozen current and past participants who will be on hand to display and discuss information about how they have analyzed, used, and built upon their LibQUAL+™ survey results. There is **no fee** to attend this workshop; specific location information will be announced when it is available.

To register for the 2004 LibQUAL+™ results meeting and view an agenda, go to:
http://db.arl.org/action/

**Two Process Management workshops will be held June 28**
The LibQUAL+™ team will offer two sessions of the popular "LibQUAL+™: Process Management" workshop at ALA Annual. Both sessions will be offered on Monday, June 28 – one will run from 9:00 a.m. to 12:00 pm, and the second from 1:00 to 4:00 p.m. These workshops are intended for libraries that have not previously participated in the survey and are considering participation in 2005. There is a $50 per person registration fee. To register for these workshops, go to:

Morning session (9:00 a.m. - 12:00 p.m.)
http://db.arl.org/procesAM/

Afternoon session (1:00 p.m. - 4:00 p.m.)
http://db.arl.org/procesPM/

**Registration open for the International Results Meeting in Brighton, England**
The results workshop for international participants will be held on Wednesday, July 7 at the Old Ship Hotel in Brighton, England. This workshop will provide libraries with the opportunity to learn more about survey results, talk to LibQUAL+™ staff, and provide feedback about their survey experience. A Share Fair featuring presentations and displays by international participants will be included as part of the meeting, which will run from 9:30 a.m. to 5:30 p.m.

To register for the 2004 LibQUAL+™ International Results Meeting, go to:
http://db.arl.org/uk

If you are interested in participating in the International Share Fair, contact Amy Hoseth at amyh@arl.org More information about the Share Fair is available online at http://www.arl.org/stats/libqual/sharefair.html.

**Outcomes based assessment of LibQUAL+™ underway**
The LibQUAL+™ team is currently conducting an outcomes based evaluation of the project. The purpose of the evaluation is (1) to determine the extent to which the survey is impacting service quality in academic libraries, and (2) to ascertain how the project's education efforts have impacted participants' understanding of library service quality. Selected participants are being asked to participate in surveys and focus groups; a general summary of the results will be sent to

the list after the data analysis is complete. If you have questions about this evaluation, or would like more information, please contact Consuella Askew at consuella@arl.org.

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

As you begin to work with your LibQUAL+™ MS Excel data files, the following document by Jeff Stark of Texas A&M University will be particularly helpful. Stark's document includes guidelines for creating charts and graphs in Excel, creating descriptive and demographic data, and more.

- "Charting LibQUAL+™ Data" by Jeff Stark, Training and Development Services, Texas A&M University Libraries (March 2004)
  http://www.libqual.org/documents/admin/ChartingLibQUAL.pdf

Thank you for choosing to participate in the 2004 survey. We welcome your feedback; if you have questions or comments about this publication or the LibQUAL+™ survey in general, please send them to libqual@arl.org.