



The LibQUAL+™ Update

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That's all, folks! 2004 survey closes with over 112,000 responses collected

The Spring 2004 LibQUAL+™ survey closed on Friday, May 28. During this year's survey period (February-May), more than 112,000 responses were collected from users at 202 participating libraries. 2004 results notebooks and Excel data files are available to participants online at:

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

Group notebooks now available online

Group notebooks from the 2005 LibQUAL+™ survey run are now available online. To access these notebooks, go to:

http://www.libqual.org/Manage/Results/Results_2004/index.cfm

Calling all participants: Please complete your post hoc questionnaire!

Each institution that participated in the 2004 LibQUAL+™ survey is reminded to complete a post hoc questionnaire. The post hoc provides the survey team with helpful information, such as the number of e-mails you sent out, your survey dates, and what incentive prizes you offered. All participants should complete their post hoc questionnaire no later than July 30. To complete the post hoc for your library, go to:

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

Will we see you in Orlando? Last chance to register for 2004 Results Meeting

The Spring 2004 LibQUAL+™ Results Meeting will be held Saturday, June 26 from 9:00 a.m. to 4:00 p.m. at the Doubletree Castle Hotel in Orlando, Florida. This event, for 2004

LibQUAL+™ participants, is free, and libraries are encouraged to send more than one person.

Please note: Attendees are reminded to bring a copy of your results notebook with you to the meeting. No results notebooks will be distributed on-site! If you plan to attend the meeting and have not registered yet, you must do so **no later than Wednesday, June 16**. To register, go to:

<http://db.arl.org/action/>

International Results Meeting will be held July 7 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 run from 9:30 a.m. to 5:30 p.m. ***Please note: Attendees are reminded to bring a copy of your results notebook with you to the meeting. No results notebooks will be distributed on-site!*** If you plan to attend the meeting and have not registered yet, you must do so **no later than Wednesday, June 23**. To register, go to:

<http://db.arl.org/uk>

Australia participates in the 2004 survey in a big way

A first-time participating institution from Australia, the University of Technology in Sydney, gathered more survey responses than any other LibQUAL+™ participant in 2004: over 3,200! Three other institutions collected more than 2,000 responses each, and another 28 institutions collected more than a thousand responses from their users. The LibQUAL+™ team hopes to follow up with these institutions to see if there are “best practices” to be shared with future participants.

LibQUAL+™ on the web: Check out these great participant web sites

Many LibQUAL+™ participants have used the web as a way to answer frequently asked questions about the survey, provide information to users, and disseminate results to the campus community. Below are just a few of the interesting LibQUAL+™-related web sites we've seen that might spark some ideas for your next survey:

- **University of Puget Sound**
http://library.ups.edu/Libqual/libqual_intro.htm
- **McGill University**
<http://www.library.mcgill.ca/LibQUAL/>
- **Louisiana State**
<http://www.lib.lsu.edu/libqual/results>

Two Process Management workshops will be held June 28 in Orlando

Two sessions of the popular “LibQUAL+™: Process Management” workshop will be offered on Monday, June 28 at the Sheraton World Resort Hotel in Orlando. 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/>

The Reader's Guide to LibQUAL+™ Literature

Bruce Thompson, Professor and Distinguished Research Scholar, Department of Educational Psychology, Texas A&M University, and Adjunct Professor of Community Medicine, Baylor College of Medicine, has just published a new book on factor analysis that may be of interest:

- *Exploratory and Confirmatory Factor Analysis: Understanding Concepts and Applications*, by Bruce Thompson. American Psychological Association, Washington, D.C. (2004).

To order, go to:

<http://www.apa.org/books/>

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.