



Registration for LibQUAL+® 2011 and 2012 Open!

Registration is available online at <http://www.libqual.org/SurveyRegistration.aspx>. To see LibQUAL+® Services and Fees, http://www.libqual.org/about/about_lq/fee_schedule.

2011 Participation Update

In the first half of the year, 130 institutions registered for LibQUAL+® survey runs and library users have completed over 107,000 surveys.

Survey results—individual and group notebooks, and your own raw data files and user comments—are available online at <http://www.libqual.org/DataRepository.aspx>.

LibQUAL+® Lite yields higher returns. Participating institutions in 2010 and 2011 have jumped at the opportunity to run the LibQUAL+® Lite protocol. The statistics to date indicate that LibQUAL+® Lite does indeed shorten the response time. Median survey time for surveys in 2010 was 9 minutes and 28 seconds for the long version and only 5:16 for the Lite version. In 2011, median survey times thus far are 9:19 and 4:48, respectively.

LibQUAL+® Lite is proving to garner higher response rates, as shown in the table below*.

| Surveys | % Completed | % Valid |
|---------------------|-------------|---------|
| Lite -412,202 views | 55.0% | 51.1% |
| long -214,603 views | 45.4% | 42.5% |

* Statistics from 2010 and 2011, through June 7, 2011

LibQUAL+® Lite is a survey methodology in which (a) all users answer a few, selected survey questions (i.e., 3 core items), but (b) the remaining survey questions are answered ONLY by a randomly-selected subsample of the users. Thus, (a) data are collected on all questions, but (b) each user answers fewer questions, thus shortening the required response time. The LibQUAL+® Lite protocol is being implemented in such a manner that individual libraries determine what percentage of their users will randomly be assigned the traditional and the Lite LibQUAL+® protocol.

Want to drill down into your results? Our experimental LibQUAL+® Analytics service allows you to analyze results at an institutional level and across survey years. Data can be manipulated to create downloadable, dynamic charts and tables to be used in reports, presentations, and other methods for communicating results to stakeholders. The LibQUAL+® Analytics is available online at <http://www.libqual.org/analytics>.

We completed the migration of all the LibQUAL+® data since 2003, available in the Data Repository and Analytics. The LibQUAL+® Membership Subscription is now available, with the intention to continue the enhancement of the analysis capability of LibQUAL+® data. Our goal is to further the capacity of libraries to act on sound data for improving their services and contributing meaningfully to institutional learning and research outcomes. Please let us know if you have more questions on this service.

The Diverse LibQUAL+® Community

- 1,228 participating institutions
- 2,073 surveys implemented
- 1,441,772 surveys completed by respondents
- 27 participating countries
- 16 languages
- 18 institution types

Contribute to Resources

If you have recently submitted LibQUAL+® for IRB approval at your institution and are willing to share the document with the community, within the password-protected Survey Management Center, please email us at libqual@arl.org. Thank you for your contribution!

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New Resources Page

In the Survey Management Center, there is a section called LibQUAL+® Member Resources (“Resources” on the left toolbar: <http://www.libqual.org/Resources>). We use this page as a place to provide you with helpful information that is not publicly available. We recently added a page on data security, informed consent, confidentiality of data, and obtaining IRB approval, including a sample IRB approval request. Please check the Resources page for other exclusive information, including norms tables, official LibQUAL+® logos, chart templates, and more.



2012 In-Kind Grant

Deadline: June 17 and December 16, 2011

We are inviting applications for In-Kind Grants for 2012. Please visit <http://www.arl.org/news/pr/LibQUALgrant7april11.shtml> to review our original press release. There are more details on the program and past winners on the LibQUAL+® site at http://www.libqual.org/about/about_lq/in_kind_grant.

Custom Analyses

New Analyses Coming this September!

We are proud to offer a new service: User Subgroup Custom Analysis notebooks. For the same fee as the other custom analysis notebooks (\$3,200), this new analysis can be performed for each of three different user groups: Undergraduate, Graduate, and Faculty. For example, if a North American College/University ordered an Undergraduate User Subgroup Custom Analysis notebook, we would drill down into undergraduates and provide analysis for First year, Second year, Third year, Fourth year, Fifth year and above, and Non-degree students.

We continue to offer two other types of customized analyses to help you drill down into your survey results: (1) a customized discipline analysis, a breakdown by your localized discipline categories and (2) a library branch analysis, a breakdown by the options you input for the question, “The library you use most often.” For a complete list of services and fees, please visit: http://www.libqual.org/about/about_lq/fee_schedule. To order a customized analysis post-registration, send an e-mail to libqual@arl.org.



Booth #2162 at ALA Annual in New Orleans, LA

From June 24-27, we will have the LibQUAL+® booth open at the New Orleans Convention Center. Current and past participants are encouraged to tend the booth alongside the LibQUAL+® Team! For more details, see

<http://www.libqual.org/events/1261>

We Value Your Feedback!

Please remember to fill out your Post Hoc & Evaluation Questionnaires once you close your survey. We use this information to gain insight on how to better serve you. The questionnaires are available after you close your survey in the Manage Surveys area of the Management Center at

<http://www.libqual.org/MemberHome.aspx>

See how institutions share their findings

United States Military Academy Library notice:

<https://www.fbo.gov/index?s=opportunity&mode=form&tab=core&id=c1e1410bc4d7bce02757492f36ea7486>



University of Glasgow incentive prize winners announced on Twitter:

<https://twitter.com/#!/uofglibrary/status/70398587367985152>

University of Texas at Arlington LibQUAL+® Web page:

<http://www.uta.edu/library/libqual/results.php>

Events in 2011

Basic Skills for Analyzing Library Service Quality Assessment Data

June 27

<http://www.libqual.org/events/1219>

LibQUAL+® Share Fair

June 27

<http://www.libqual.org/events/1257>

LibQUAL+® Exchange of Experience

August 22 at Northumbria

<http://www.libqual.org/events/1259>

9th Northumbria International Conference on Performance Measurement in Libraries and Information Service

August 22-25

University of York, UK

<http://www.york.ac.uk/conferences/northumbria>

Service Quality Evaluation Academy

March 12–16, 2012
New Orleans, LA

The Service Quality Evaluation Academy addresses this community-wide need for new strategies and methods of library assessment by pursuing the following goals:

- enhance the pool of librarians with advanced assessment skills by teaching quantitative and qualitative methods for assessing and improving outcomes and service quality;
- create an infrastructure for libraries to design and develop outcomes-based library assessment programs; and
- build capacity for assessment through advocating its use and providing model programs and projects to the broader library and museum communities.

www.arl.org/stats/statsevents/sqacademy

Spotlight on...

Université de Montréal

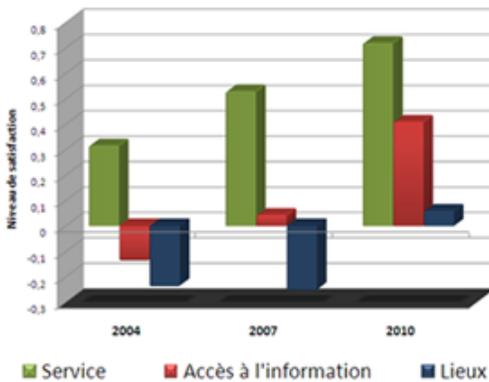
<http://www.bib.umontreal.ca/LibQUAL/default.htm>



Université de Montréal features a robust Web site discussing their 2010 administration of LibQUAL+®. It is an excellent resource for stakeholders to learn about the tool, ingest the results in stunning graphics and clear language, see action plans itemized, and follow along with the library’s improvements. For non-French speakers, we suggest viewing the site in Google Chrome and let Google Translate work its magic. Here is a screen shot from the “Résultats” page:

La tendance

En comparant les résultats des enquêtes 2004, 2007 et 2010, nous pouvons constater une **amélioration continue**.
[Nos actions ont porté fruit!](#)



Les suggestions

Vous proposez de :

Faire entrer plus de lumière naturelle

Rénover

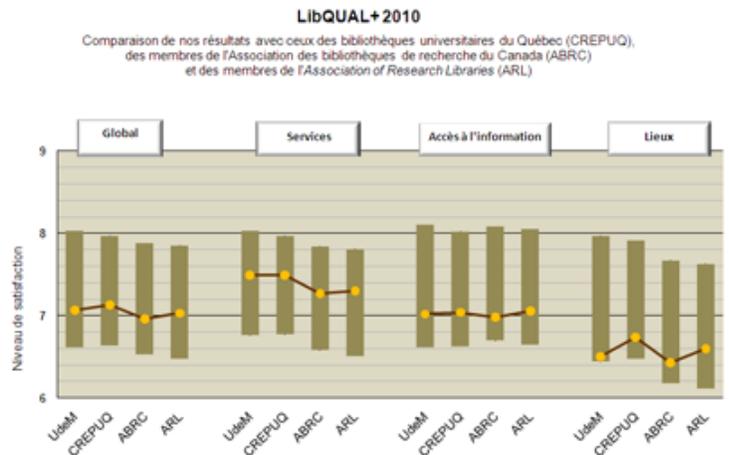
Ajouter des fauteuils

Moderniser

Rafraîchir

Réaménager

Notre positionnement



À souligner

- » Le niveau perçu pour les **services offerts** par le personnel est équivalent à celui du réseau québécois mais devance celui observé dans les bibliothèques de l’ABRC et de l’ARL.
- » Notre performance, en ce qui a trait à l’**accès à l’information**, se compare aux bibliothèques moyennes québécoises et canadiennes mais elle est nettement en deçà des bibliothèques de l’ARL.
- » Si les bibliothèques du Québec montrent le plus haut niveau perçu pour **les lieux**, notre résultat contribue malheureusement à diminuer la moyenne provinciale.

Source:



LIBRARY ASSESSMENT CONFERENCE

BUILDING EFFECTIVE, SUSTAINABLE, PRACTICAL ASSESSMENT

CHARLOTTESVILLE, VIRGINIA

OCTOBER 29-31, 2012



9th Northumbria International Conference on Performance Measurement in Libraries and Information Service

August 22-25
University of York, UK

The latest conference in this series of highly successful biennial events moves to the University of York, a world class University within a world class tourist destination, and the ancient capital of Northumbria.

The Conference venue will be the University of York Exhibition Centre.

The main Conference will take place between Monday 22nd and Thursday 25th August 2011. There will also be an optional full day workshop on Friday 26th August.

<http://www.york.ac.uk/conferences/northumbria>



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>.