



2009 Session I Survey: Deadline Approaching

To date, over 97,000 surveys have been collected from 124 surveys. Session I will close on May 30, 2009 at 11:59PM CST. If you are interested in participating in Session II, please register at http://www.libqual.org/Register/index.cfm by August 31, 2009.

Session I results are available online at http://www.libqual.org/Manage/Results/index.cfm. This includes: individual results notebooks, group notebooks (coming soon), raw data files, user comments, and norms (2001-05). SPSS data files will be distributed 2-3 months after the close of the session.

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. The tool contains data from 2004 to present and 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/Interactive/index.cfm.

For an additional fee, we offer a customized discipline analysis, a breakdown by your localized discipline categories and a library branch analysis, a breakdown by the options you input for the question, "The library you use most often." To order a customized analysis, send an e-mail to libqual@arl.org.



The 2009 Session II survey is scheduled to open on July 8, 2009.

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2008 Library Assessment Conference Proceedings Now Available

The proceedings for the 2008 Library Assessment Conference, "Building Effective, Sustainable, Practical Assessment," held August 4-7 in Seattle, WA, are freely available on the Web at http://libraryassessment.org/archive/index.shtml and for purchase in print or CD-ROM.

This second Library Assessment Conference—following the successful 2006 conference in Charlottesville, VA—brought together over 375 participants from libraries, information schools, associations, library systems, and vendors for four days of assessment presentations, poster sessions, discussions, and workshops. The proceedings contain more than 60 papers spanning assessment activities in libraries, information literacy, library as place, organizational assessment methods, reference evaluation, LibQUAL+® statistical data, program impact/evaluation, usability, e-metrics, and more.

Order Information:

Proceedings of the 2008 Library Assessment Conference: Building Effective, Sustainable, Practical Assessment Steve Hiller, et al., eds. 2009 | ISBN 1-59407-814-9 | EAN 9781594078149 | 552 pages \$150, plus shipping and handling (print or CD-ROM)

Also available:

Proceedings of the 2006 Library Assessment Conference: Building Effective, Sustainable, Practical Assessment Francine DeFranco, et al., eds. 2007 | ISBN 1-59407-768-5 | EAN 9781594077685 | 452 pages \$150, plus shipping and handling (print or CD-ROM)

Seeking Your Input!!!

During the next couple of months we plan to contact you to get a better understanding of how the LibQUAL+® service can better meet your needs. As the service has matured over the years it is important for us to know that we are offering services that are meeting your needs. Currently, we are in the process of migrating all historical data into a new platform that will support features like LibQUAL+® Lite and other enhancements. We look forward to continuing our work with you and providing evidence that supports your library improvements.



Events

Summer plans? Be sure to mark your calendars for the following upcoming LibQUAL+® events:

- Raynna Bowlby, Martha Kyrillidou, Brinley Franklin, Colleen Cook, Bruce Thompson, and Stephen Town will hold three sessions on LibQUAL+® research and applications and other ARL initiatives at the International Conference on Qualitative and Quantitative Research Methods in Libraries in Chania, Greece on **May 29, 2009**.
- Martha Kyrillidou will present a keynote on “Library Quality Assessment through LibQUAL+®” at the IATUL 30th Annual Conference: Just for You, Quality through Innovation in Brussels, Belgium on **June 2, 2009**.
- The LibQUAL+® Share Fair will be held on **July 13, 2009** at 8:30 a.m. to 10:30 a.m. in Chicago, IL. This informal gathering will feature brief presentations/poster sessions by past and current LibQUAL+® participants.
- Martha Kyrillidou and Raynna Bowlby will hold the Working Effectively with LibQUAL+® workshop on **July 13, 2009** at 11:00 a.m. to 5:00 p.m. in Chicago, IL. The workshop enables staff responsible for administering the LibQUAL+® survey to develop work plans that they can apply in their libraries after they receive the survey results, including how to analyze and present results visually, identify actionable items, and much more!
- Participating libraries will share their experiences with the survey and results, as well as discussions on the LibQUAL+® Lite protocol and recent international initiatives will be featured at the 8th Northumbria International Conference on Performance Measurement in Libraries and Information Services, in a session called Service Quality Measurement in Libraries: A LibQUAL+® Exchange on **August 17, 2009**.

For more information or to register for these events, see <http://www.libqual.org/Events/index.cfm>.



2009 LibQUAL+® Share Fair

Chicago, IL

July 13, 2009, 8:30 a.m. - 10:30 a.m.

The LibQUAL+® Team invites you to attend and contribute to the 2009 LibQUAL+® Share Fair.

The Share Fair is seeking entries that will provide poster sessions, displays, or materials related to marketing, administration, and use of LibQUAL+®. Stories about what your library did after administering the survey are encouraged. The Share Fair is a venue for learning and sharing practices.

This event is open to all past, current, and potential LibQUAL+® participants.

To submit an entry:

<http://www.libqual.org/documents/admin/sharefair09form.pdf>

To register:

<http://www.libqual.org/Events/sharefair.cfm>

Library Assessment Corner

University of Toronto Libraries Engaged in Creating a World-Class Infrastructure Using Benchmarks Like the ARL index and LibQUAL+® Data

The University of Toronto incorporated the ARL index and LibQUAL+® data into one of three performance indicators for measuring their ability to create a world-class infrastructure in support of teaching and scholarly activities at the University.

These data are used to perform comparisons of library resources and services against peer institutions in the ARL cohort and other Canadian libraries. In addition, these data are used to identify library usages patterns, quality of experience, and library service quality across the three LibQUAL+® dimensions. Performance assessment and goals are also identified.

The full report is available on the Web at: <http://www.provost.utoronto.ca/public/reports/performanceindicators/2007pi/2007pi-partc3.html>.

Improving Library Service Quality through LibQUAL+®

Performance Measurement and Metrics featured “LibQUAL+® and beyond: library assessment with a focus on library improvement,” a compilation of articles that demonstrates how LibQUAL+® data can be used for strategic planning and priority setting to inform meaningful actions. The collection places LibQUAL+® as one method that libraries use to improve services across the globe, thus, complementing other methods for “listening to users.”

The first article, “Drilling the LibQUAL+® Data for Strategic Planning” by Stewart Saunders from Purdue University details how the University integrated LibQUAL+® with their strategic planning process and describes both the challenges and the opportunities staff encountered during this process.

In “Getting Our Priorities in Order: Are Our Service Values in Line with the Communities We Serve?, Duffy et al. define ‘priority scores’ for each of the 22 core LibQUAL+® items to examine how well the service priorities of library staff are aligned with the priorities of undergraduates, graduate students, and faculty. [The goal is to promote discussion among library staff about users’ needs and how closely staff service priorities align with those needs.]

In “Library Assessment on a Budget: Using Effect Size Meta-Analysis to Get the Most Out of the Library-Related Survey Data Available across Campus,” Eric Ackermann details the use of effect meta-analysis in comparing results from disparate library assessment tools. Ackermann used this method

to compared LibQUAL+® survey results to the University’s Undergraduate exit surveys.

In “How you can Evaluate the Integrity of Your Library Service Quality Assessment Data: Intercontinental LibQUAL+® Analyses Used as Concrete Heuristic Examples,” Bruce Thompson et al accomplishes two purposes: (a) provide practical examples of conducting validity and reliability analysis; and (b) explore the validity and reliability of the LibQUAL+® survey scores in British English, Dutch, Swedish, Continental French, German, Norwegian, Finnish and Danish. LibQUAL+® translations are remarkably valid and reliable across all these languages.

In “LibQUAL+® (Library Quality), ProSeBiCA (Development of New Library Services by Means of Conjoint Analysis), and CAPM (Comprehensive Access to Printed Materials),” Choudhury et al place LibQUAL+® in the context of other assessment efforts that attempt to improve library services.

The concluding article, presented at the Evidence-Based Library and Information Science Conference at Durham in North Carolina in 2007, takes a broader look at library assessment and summarizes the work of site visits to different library settings over a period of years by identifying key organizational factors that strengthen library services and assessment. LibQUAL+® and usability studies are the two methods that have had the greatest impact in the library assessment scene over the recent past.

The present collection of articles complements and provides an updated perspective on the special issues of Performance Measurement and Metrics published in 2002 and edited by Colleen Cook on “The maturation of assessment in academic libraries: the role of LibQUAL+®,” and the follow up volume edited by Fred Heath et al “Libraries Act on Their LibQUAL+® Findings” in 2004. The collection of articles demonstrates that the field has shifted over the fast-paced recent years, and library cultures themselves have changed to acknowledge the importance of assessment and understanding users’ perceptions and needs.

To read the compilation of articles, see: “LibQUAL+® and beyond: Library assessment with a focus on library improvement (2008). Performance Measurement and Metrics, 9(3). Guest Editor: Martha Kyrillidou.

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 Survey Management Area at <http://www.libqual.org/Manage/Survey/index.cfm>.



Information about these and other LibQUAL+® Events, see <http://www.libqual.org/Events/index.cfm>.

Date	Event	Additional Information
May 26-29, 2009	Qualitative and Quantitative Methods in Libraries, Chania, GREECE	http://www.isast.org/home.html
June 1, 2009	NISO Assessment and Performance Measurement Forum, Baltimore, MD	http://www.niso.org/news/events/2009/assess09
June 1-4, 2009	LibQUAL+® Presentation, Martha Kyrillidou, 2009 IATUL Conference: Quality through Innovation, Leuven, BELGIUM	http://wbib.kuleuven.be/iatul2009/index.php
June 29-July 3, 2009	5th International Evidence Based Library and Information Practice (EBLIP5), Stockholm, SWEDEN	http://blogs.kib.ki.se/eblip5/
July 10, 2009	Google Analytics Workshop, ALA Annual Conference, Chicago, IL, [9:30am-4:30pm] Library Assessment Forum: Effective, Sustainable, Practical Assessment, ALA Annual Conference, Chicago, IL, [1:30pm-3:00pm]	http://www.arl.org/news/pr/google-analytics-6may09.shtml Open Forum http://libraryassessment.info/?p=193
July 13, 2009	LibQUAL+® Share Fair, ALA Annual Conference, Chicago, IL, [8:30am-10:30am] Working Effectively with LibQUAL+®, ALA Annual Conference, Chicago, IL, [11:00am-5:00pm]	Interested in participating? Send an e-mail to libqual@arl.org . http://www.libqual.org/Events/lqeffective2.cfm
August 17-19, 2009	LibQUAL+® at Northumbria International Conference on Performance Measurement in Libraries and Information Services	http://www.libqual.org/Events/northumbria.cfm
January 18, 2010	LibQUAL+® Training Sessions: Introduction, Administration, and Results, ALA Midwinter Meeting, Boston, MA	Information Forthcoming
October 25-27, 2010	2010 Library Assessment Conference: Effective, Sustainable, Practical Assessment, Baltimore, MD	Information Forthcoming

Diane Wahl
presented "LibQUAL+® Lite at the University of North Texas (UNT) - 2008" at the Texas Library Association, April 2, 2009
(Click to view:)

Fred Heath
presented "LibQUAL+®: Library Assessment and ARL" at the XV FORO Transborder Library Forum, March 4-5, 2009
(Click to view:)



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>.