



The **LibQUAL+™** Update

Volume 2, Number 6

July 28, 2005

2005 Session II survey now open!

On July 1, the 2005 Session II survey opened. So far, 48 libraries have registered to participate in the second session of the 2005 LibQUAL+™ survey between July and December. Registration for Session II will remain open until September 1.

2005 Session I survey closed with over 108,000 responses collected

The 2005 Session I LibQUAL+™ survey closed on Tuesday, May 31. During the survey period (January-May), more than 108,000 responses were collected from users at 199 participating libraries. 2005 Session I results notebooks and Excel data files are available to participants online at:

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

LibQUAL+™ 2005 Session I (January-May) Survey Highlights available

This document, available for downloading in PDF format, includes summary results by institution type for College and University, Community College, Academic Health, and Academic Law libraries. Detailed results by user group for the nearly 70,000 surveys completed at American English colleges and universities are included on page two.

<http://www.libqual.org/documents/admin/LibQUALHighlights2005.pdf>

Reminder: Post hoc and evaluation questionnaires

Each institution that participated in the 2005 Session I LibQUAL+™ survey is reminded to complete a post hoc questionnaire (one per institution); meanwhile, each library's contacts (survey liaisons, directors, assistants, etc.) are each asked to complete an evaluation questionnaire. These questionnaires are extremely helpful to the LibQUAL+™ team and provide you with an opportunity to give us feedback on your survey experience.

To complete a post hoc questionnaire, go to:

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

The evaluation questionnaire is available online at:

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

New Ways of Listening to Library Users: New Tools for Measuring Service Quality

This two-day workshop will provide participants with the opportunity to discuss user-focused approaches to measuring library service quality with experts in the field. Day One will feature A. Parasuraman ("Parsu"), Professor and Holder of the James W. McLamore Chair in Marketing at the University of Miami. Parsu will talk about the application of user-centered models for assessing service quality, such as SERVQUAL, TRI (Technology Readiness Index), and e-SQ (Electronic Service Quality). The conversation on Day Two will focus on the LibQUAL+™ survey, including the project's development and how LibQUAL+™ can be used in your library. Session presenters will review the process for running the survey and will discuss recent results. They will also provide examples of how libraries have applied LibQUAL+™ results in the local setting. For more information and to register today go to: <https://db.arl.org/listen/>

New Presentations and papers available on the LibQUAL+™ website

These and other presentations and papers are available on the LibQUAL+™ publications page: <http://www.libqual.org/Publications/index.cfm>

Moving From Assessment to Action: LibQUAL+™ Results Meeting, held at the 2005 ALA Annual Conference, Chicago, IL.

The UK and London South Bank experience, Peter Godwin
<http://www.libqual.org/documents/admin/LibQUALchicago.ppt>

Using LibQUAL+™ Results Observations from ARL Program "Making Library Assessment Work"
Steve Hiller
<http://www.libqual.org/documents/admin/ARL%20VPO%20Using%20LibQUAL+T%20Results.ppt>

LRRT session held in conjunction with the 2005 ALA Annual Conference,

Reliability and Validity of 2004 LibQUAL+™ Scores for Different Language Translations,
Martha Kyrillidou, Colleen Cook, and Bruce Thompson
http://www.libqual.org/documents/admin/lrrt_june05_final.ppt

ARL Survey Coordinators meeting

ARL Task Force on New Ways of Measuring Collections: Preliminary Report,
Brinley Franklin
http://www.arl.org/arl/proceedings/146/franklin_files/franklin.ppt

Making Library Assessment Work: Practical Approaches for Developing and Sustaining Effective
Assessment Phase I Update, Steve Hiller
<http://www.libqual.org/documents/admin/HillerSCJune05.ppt>

Project Counter in brief, Jim Self
<http://www.libqual.org/documents/admin/SelfSCJune05.ppt>

ARL Web Analytics Workshop (Webmetrics)

Webmetrics, Martha Kyrillidou

<http://www.libqual.org/documents/admin/webmetrics.ppt>

An Introduction to Web Metrics, Paul Strupp

http://www.libqual.org/documents/admin/arl_ometrics_workshop_june05.pdf

Library Assessment Conference held at Thessaloniki, Greece, 13-15 June 2005

Library Assessment: Why Today and Not Tomorrow?, Martha Kyrillidou and Colleen Cook

http://www.libqual.org/documents/admin/Martha_Why_Today.ppt

ARL Statistics and Measurement, Martha Kyrillidou and Brinley Franklin

http://www.libqual.org/documents/admin/Martha_Statsmeas.ppt

LibQUAL+(TM) Introduction, Bruce Thompson

http://www.libqual.org/documents/admin/BruceGR_lq_intro.ppt

LibQUAL+(TM) Around and About, Martha Kyrillidou

<http://www.libqual.org/documents/admin/Martha2005-Highlights.ppt>

Background on the SCONUL LibQUAL+ implementation, Stephen Town

http://www.libqual.org/documents/admin/Stephen_LibQUAL%20for%20Greece%202005-06-13.ppt

Evaluating the Usage of Networked Electronic Resources, Terry Plum

http://www.libqual.org/documents/admin/Terry_Greece.ppt

Measuring the Impact of Networked Electronic Services (MINES): The North American Experience, Brinley Franklin

http://www.libqual.org/documents/admin/Brinley_MINES%20Greece%20Final.ppt

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.