



The LibQUAL+™ Update

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Welcome to LibQUAL+™ 2004! This is the first in a series of messages for 2004 participants. Each note will update you on the latest information about the survey, remind you of upcoming deadlines and tasks to complete, and provide information about workshops, presentations, new publications, and more. Future issues of “The LibQUAL+™ Update” will be distributed on a regular basis; issues will also be archived on the project Web site.

On your marks, get set... Go! Survey Preferences page is now open

The LibQUAL+™ Survey Preferences page, the first step in the survey Management Center, is now open. In this section you will set your preferences for the survey run, such as your survey start and end dates, indicate whether your institution will offer an incentive, upload your logo, and more. To complete your Survey Preferences page, go to:

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

Registration wraps up for 2004 survey

More than 200 libraries – 203, to be exact – have registered to participate in the 2004 LibQUAL+™ survey. Registration closed on Monday, December 15. To see a list of all the 2004 participants, go to:

<<http://www.libqual.org/Information/Participants/index.cfm>>

Get to know the online Management Center

We encourage all participants to familiarize themselves with the project Web site, particularly the survey Management Center. The Management Center is an invaluable tool for helping guide your LibQUAL+™ survey. As additional steps in the survey process become available for your completion, we will announce them via the list.

Link to the online Management Center:

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

New consortia on board

In addition to several returning consortia, we would like to welcome a number of new groups that will be participating in 2004: the Hospital/Medical Library Association (MLA), the American Jesuit Colleges and Universities (AJCU), the CES Library

Consortium (CES), the European Business Schools Librarians' Group (EBSLG), the State University Libraries of Florida, and the University of Wisconsin System.

Spanning the globe... survey expands international reach

In 2003, the survey was offered in French at two Canadian institutions – the first full translation of the survey instrument into another language. In 2004, the team will offer the survey in several new languages, including Swedish, Dutch, and “Continental” French (which is slightly different from French Canadian). The American Universities in Cairo, Egypt and Sharjah, United Arab Emirates are also participating in 2004, and will offer the survey in American English.

See you in San Diego: LibQUAL+™ 2004 participants' workshop at ALA Midwinter

The LibQUAL+™ team will host a two-day workshop for 2004 participants in San Diego on Sunday, January 11 and Monday, January 12, during the ALA Midwinter Conference. The workshop runs from 8:30 am – 4:00 pm each day. There is **no registration fee** for current participants, and libraries are encouraged to send more than one person to the event. If you have not already registered for this workshop, but plan to attend, please register as soon as possible at:

<<http://db.arl.org/lqala04/>>

Who are the people in your (LibQUAL+™) neighborhood?

Desperately seeking information about another survey participant? This spring we rolled out a new directory on the project Web site. You can use the directory to find contact information for other participating institutions and their survey liaisons.

Access the online directory at:

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

The Reader's Guide to LibQUAL+™ Literature

This regular feature will direct your attention to new or notable articles about LibQUAL+™. You can find these articles, along with many more, on the LibQUAL+™ Publications page at:

<<http://www.libqual.org/Publications/index.cfm>>

This issue, take a look at the following readings:

- “Cross-cultural implementation of LibQUAL+™: The French language experience.” Martha Kyrillidou, Toni Olshen, Fred Heath, Claude Bonnelly, Jean-Pierre Cote, Paper presented at the 5th Northumbria International Conference, Durham, UK, July 29, 2003.

<<http://www.libqual.org/documents/admin/Northumbria%20final6.pdf>>

- “LibQUAL+™ from the U.K. Perspective.” Colleen Cook, Fred Heath, Bruce Thompson, Paper presented at the 5th Northumbria International Conference, Durham, UK, July 28, 2003.

<http://www.libqual.org/documents/admin/northumb_CC.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.

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