



The LibQUAL+™ Update

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LibQUAL+™ and MINES preconference workshop to be held at ACRL

“Outcome Assessment Tools for the Library of the Future: Measuring Service Quality (LibQUAL+™) and the Impact of Networked Electronic Services (MINES),” an ACRL preconference workshop, will be held Thursday, April 7 in Minneapolis. Attendees will hear about LibQUAL+™ and MINES and will learn how these tools can be used to gather information about library users’ perceptions, use of library services, purpose of use, and demographics. To register, go to: <https://db.arl.org/acrl05/>.

2005 Service Quality Academy now accepting nominations

Are you seeking intensive training in quantitative and qualitative methods? Then the 2005 Service Quality Evaluation Academy is for you. The Academy is an intensive five-day program that focuses on both qualitative and quantitative methods for collecting and analyzing library service quality data. This year’s Academy will be held May 29-June 2 at the University of Texas in Austin. More information is available online at: <https://db.arl.org/academy/>.

We’re coming to the Windy City: Events planned for ALA Annual in Chicago

- For 2005 survey participants: **“LibQUAL+™ 2005 Results: Moving from Assessment to Action,” Tuesday, June 28, 9:00 am – 5:00 pm.** This free workshop includes a discussion of the survey results from Session I, group discussion, and a Share Fair with presentations from past survey participants. To register: <https://db.arl.org/action/>.
- For interested participants: **“Validity and Reliability of LibQUAL+™ scores,” Monday, June 27, 9:00 am – 12:00 pm, Chicago.** This half-day workshop will help you learn how to perform validity and reliability analysis on your LibQUAL+™ data. Attendees should bring a laptop computer with SPSS software. Fee: \$50.00. To register, go to: <http://db.arl.org/qualquan>.
- For interested participants: **“Qualitative Analysis of LibQUAL+™ data using Atlas.ti,” Monday, June 27, 1:00 pm – 4:00 pm, Chicago.** Come to this half-day workshop to learn how to analyze your LibQUAL+™ comments with Atlas.ti. Participants should bring a laptop computer with Atlas.ti software. Fee: \$50.00. To register, go to <http://db.arl.org/qualquan>.

Do you like to share? The third annual Share Fair needs you!

The participants’ meeting in Chicago on June 28 will include our third annual Share Fair, a poster-session-style event that provides a forum for past participants to share examples of how they are using their LibQUAL+™ survey data to implement local change, make comparisons with peer institutions, inspire additional assessment efforts, and more. We want *you* to participate in the Share Fair! For more information contact Amy Hoseth at amyh@arl.org.

Law library Share Fair scheduled for AALL conference, July 18th

Law library participants who will attend the AALL conference in San Antonio in July should mark their calendars for a LibQUAL+™ Share Fair that will be held on Tuesday, July 18 from 11:45 am – 1:00 pm.

Like the Share Fair at ALA Annual in Chicago, this event will include poster-session-style presentations from past law library participants. If you are interested in participating, or would like more information, contact Amy Hoseth at amyh@arl.org.

Spotlight on: Radford University

To date, Radford University in Virginia has collected more surveys than any other participant: more than 1,500! Eric Ackermann, Reference/Instruction and Assessment Librarian and LibQUAL+™ liaison at Radford, attributes their success to several factors including an early semester start; an iPod incentive prize (“Behold the power of the iPod!” said one Radford librarian); and an opportunistic staff. When a snowstorm cancelled classes early in February, they sent an e-mail encouraging students to spend the day in the library and – while they were there – to take a moment to complete the LibQUAL+™ survey. Their strategy seems to be paying off.

LibQUAL+™ booth to debut at ACRL, ALA conferences

The LibQUAL+™ team will sponsor a booth at the ACRL Conference in Minneapolis and the ALA Annual Conference in Chicago this year. Survey participants are encouraged to participate by volunteering in the booth during scheduled times, in order to share your survey experiences with others. To volunteer, or for more information, send an e-mail to libqual@arl.org.

On the LibQUAL+™ calendar:

Date	Event	For more information
April 7	“Outcome Assessment Tools for the Library of the Future” preconference workshop at ACRL, Minneapolis	https://db.arl.org/acrl05/
May 30	Closing day of LibQUAL+™ Session I	
May 29-June 2	Service Quality Academy, Austin, Texas	https://db.arl.org/academy/
June 27	“Validity and Reliability of LibQUAL+™ scores” half-day workshop at ALA Annual, Chicago	http://db.arl.org/qualquan
June 27	“Qualitative Analysis of LibQUAL+™ data using Atlas.ti,” half-day workshop at ALA Annual, Chicago	http://db.arl.org/qualquan
June 28	“LibQUAL+™ 2005 Results: Moving from Assessment to Action” workshop for 2005 survey participants, Chicago	https://db.arl.org/action/
July 18	AALL Annual Conference: LibQUAL+™ Share Fair	libqual@arl.org
July 1	LibQUAL+™ Session II survey period opens	

The Reader’s Guide to LibQUAL+™ Literature

“Libraries Act on Their LibQUAL+™ Findings: From Data to Action” is the latest LibQUAL+™ publication, containing articles written by staff at 14 participating libraries. Complimentary copies of the book (originally published as the *Journal of Library Administration*, volume 40, no. 3/4, 2004) are available upon request; send your request to libqual@arl.org. Additional copies may be purchased through ARL; to purchase copies, go to <http://www.arl.org/pubscat/order/pubform.html>.

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.