



LibQUAL+® Update

Charting Library Service Quality...

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2007 LibQUAL+® Survey Information

Registration for the 2007 LibQUAL+® survey is available on our Web site at <http://www.libqual.org/Register/index.cfm>. Please be sure to thoroughly read the LibQUAL+® Procedures Manual available online at <http://www.libqual.org/Manual/index.cfm> while planning for your survey. The procedures manual has been completely revamped and expanded for 2007 to provide you with a more usable guide that will aid you in your journey through LibQUAL+®.

REMINDER! 2006 Post Hoc and Evaluation Questionnaires

All Session II participants please be sure to fill out the Post Hoc and Evaluation questionnaires for your institution. The questionnaires are available at <http://www.libqual.org/Manage/Survey/index.cfm>.

Library Assessment Corner:

- **Library Assessment Conference**

The Association of Research Libraries, the University of Virginia, and the University of Washington are cosponsoring the first Library Assessment Conference in Charlottesville, Virginia on September 25-27, 2006. The conference has over 200 registrants and more than 50 papers scheduled to be presented. Plenary speakers include John Lombardi, Chancellor, University of Massachusetts Amherst, who will address what a university administrator needs to know from the library; Cathy De Rosa, Vice President of Marketing & Library Services, Online Computer Library Center, Inc., who will address the future(s) of research libraries and the role of assessment and market research in helping us shape that future; and Paul Hanges, Professor of Industrial and Organizational Psychology, University of Maryland, who will address leadership, cross-cultural issues, organizational culture, and diversity assessment. For more detail, please see the conference program online at <http://www.arl.org/stats/laconf/>.

- **Library Assessment with Steve Hiller and Jim Self**

Steve Hiller and Jim Self in collaboration with Martha Kyrillidou, ARL Director of Statistics and Service Quality Programs will continue their quest to help libraries develop sustainable assessment efforts that demonstrate the library's contributions to teaching, learning, and research through the "Effective, Sustainable and Practical Library Assessment" project (formerly known as the "Making Library Assessment Work: Practical Approaches for Developing and Sustaining Effective Assessment"). Libraries have benefited from this program range from those interested in starting assessment programs and activities to those interested in using assessment data more effectively in improving services. This program has been extended to non-ARL libraries. Libraries who interested in a 2007 contract should contact Martha Kyrillidou at martha@arl.org by November 30, 2006. A detailed description of the project is available at <http://www.libqual.org/documents/admin/VPOHillerSelf.pdf>.

• **Library Assessment Blog**

Librarians interested in academic library service assessment, evaluation, and improvement now have a blog called <http://libraryassessment.info/>. The definition of academic library assessment used for this blog is very broad, in that, this group is interested in discussing any activities that seek to measure the library's impact on teaching, learning, and research, as well as initiatives that seek to identify user needs or gauge user perceptions or satisfaction. The overall goal is data-based and user-centered continuous improvement of library collections and services. Subscribers also share information about local research and good practice, post notices about assessment and evaluation-related research, presentations, publications, conferences, and other professional learning opportunities. To join the blog, please contact Stephanie Wright at swright@u.washington.edu.

From the **LibQUAL+®** Stacks:

- Bruce Thompson, Martha Kyrillidou, and Colleen Cook, "How you can evaluate the integrity of your library service quality assessment data: Intercontinental LibQUAL+® analyses used a concrete heuristic example." (Paper will be presented at the Library Assessment Conference: Building Effective, Sustainable, Practical Assessment, Charlottesville, VA, September 25, 2006).



This paper may be interesting to:

- People creating their own assessment tools or surveys.
- People who have done LibQUAL+® and wish to evaluate their local data by following the models in the paper using their own data.
- People who are interested in how LibQUAL+® holds up across diverse languages.
- Presentations from the 2006 ALA Annual Conference in New Orleans, the 2007 LibQUAL+® Canada Workshop, and the 2006 International Results Meeting in the United Kingdom are available online at <http://www.libqual.org/Publications/index.cfm>.

On the **LibQUAL+®** Calendar:

Date	Event	For more information
July 2 – December 8, 2006	2006 LibQUAL+® Session II survey period	
September 25-27, 2006	Library Assessment Conference, Charlottesville, VA	http://www.arl.org/stats/laconf.html
November 1, 2006	LibQUAL+® LSTA Training in Boston, MA	
December 1, 2006	2007 LibQUAL+® Session I Survey Preferences Open	
January 15, 2007	2007 LibQUAL+® Survey Open, along with Customization, Preview, Representativeness, and Post Hoc and Evaluation Questionnaires	
January 22, 2007	2007 LibQUAL+® Introductory Workshop at the ALA Midwinter Meeting, Seattle, WA	Agenda forthcoming
January 22, 2007	2007 LibQUAL+® Results Meeting at the ALA Midwinter Meeting, Seattle, WA	Agenda forthcoming
March 12-16, 2007	Service Quality Evaluation Academy	http://www.arl.org/stats/academy07.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. Previous issues of the LibQUAL+® Update can be found at <http://www.libqual.org/Publications/index.cfm>.