



LibQUAL+® Update

Charting Library Service Quality...

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Six weeks to go!: 2006 LibQUAL+® Survey Period Enters Home Stretch

The 2006 LibQUAL+® survey concludes on Friday, December 8, which leaves just six weeks remaining in the 2006 survey period. To date, 52 of the 95 institutions participating in the 2006 Session II survey have launched their survey, and over 19,000 responses have been collected from library users. Please be sure to fill out the Post Hoc and Evaluation questionnaires for your institution available at <http://www.libqual.org/Manage/Survey/index.cfm>.

Next Steps: Taking Action on LibQUAL+® Survey Results

With six weeks remaining in the 2006 LibQUAL+® survey period, we encourage participants to prepare for the next steps in the LibQUAL+® survey process: analyzing results and taking action. We have a variety of resources to aid you in planning for this subsequent phase which a list has been provided below:

- **Planning a Library Summit**

A Library Summit gathers people together who have a stake in the library's future. These individuals spend a full or half day together in facilitated small-group discussions about the LibQUAL+® results, adding depth and context to the survey numbers, and generate fresh solutions and suggestions for service improvements. Clemson University, University of Texas at Austin, and ARL have put together a flier that describes the concept. For more information on planning a library summit, see http://www.libqual.org/documents/admin/LibQUAL_Summit.pdf.

- **Publishing Your LibQUAL+® Results**

You may share your data within your institution in any way you see fit to promote and improve library services. Many LibQUAL+® participants have created Web sites as a means of sharing their results with their library community. We encourage you to review those sites we have available on our Web site at http://www.libqual.org/Information/Related_Sites/index.cfm. Additionally many participants have published their survey results in articles in their institutional newspaper or magazine.

- **LibQUAL+® Articles**

LibQUAL+® has made available to participants, **free of charge**, a collection of journal articles presenting various methods for putting survey findings into action. A special issue of *Performance Measurement and Metrics* titled, "The maturation of assessment in academic libraries: The role of LibQUAL+™," and the "Libraries act on their LibQUAL+™ findings: From data to action," both provide you with examples of how libraries have used their data to identify opportunities to improve library services and programs, initiate further data exploration; and to highlight needed change.

Mark your calendars: LibQUAL+® in Seattle, WA in 2007!

Join the LibQUAL+® team in Seattle for the ALA Midwinter Meeting in January 2007. LibQUAL+® will host an Introductory Workshop and Results Meeting on Monday, January 22nd during the conference. The events are open to past, current, and potential participants. There is **no registration fee**, and libraries are encouraged to send more than one person to the events. Preliminary agendas and registration information are available online at <http://www.libqual.org/Events/index.cfm>. Also visit us at the LibQUAL+® booth #1849 in the exhibit hall!

Library Assessment Corner:

- ### 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 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 are interested in a 2007 consultation 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 library service assessment, evaluation, and improvement now have a blog called <http://libraryassessment.info/>. The definition of 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.

- ### Library Assessment Conference: Many Thanks!

We would like to extend our thanks to all conference participants for your part in making the 2006 Library Assessment Conference a memorable, enjoyable and informative event. Conference presentations are available online at <http://www.arl.org/stats/laconf/presentations.html> and the Conference Proceedings will be published in 2007 by ARL and distributed to all registrants. Once again, we offer our sincere appreciation for your efforts in furthering effective, sustainable and practical library assessment. We are planning the 2008 Library Assessment Conference for August 4-6 in Seattle, WA.

On the LibQUAL+® Calendar:

Date	Event	For more information
July 2 - December 8, 2006	2006 LibQUAL+® Session II survey period	
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 and Results Meeting at the ALA Midwinter Meeting, Seattle, WA	https://db.arl.org/lqintro/ https://db.arl.org/lqresults/
March 12-16, 2007	Service Quality Evaluation Academy	http://www.arl.org/stats/academy07.html
August 4-6, 2008	Library Assessment Conference, Seattle, WA	



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>.