LibQUAL+® Update
Charting Library Service Quality...

2007 LibQUAL+® Survey Underway!

The 2007 survey period has begun, with 242 libraries registered to participate to date. As of the second week of February, more than 30 libraries have launched their surveys, collecting over 13,300 responses. Late March and early April are typically peak times for the survey, so this is just the tip of the iceberg. Don't forget that once you launch your survey, you can track your survey progress and view respondent comments in the online Management Center at http://www.libqual.org/Manage/Survey/Progress/index.cfm.

Spotlight On: LibQUAL Canada Consortium

Our first ever Canadian consortium, LibQUAL Canada, is participating in 2007 on behalf of the Canadian Association of Research Libraries (CARL). LibQUAL Canada has brought a dynamic group of libraries to the LibQUAL+® roster with 65 participating libraries, most of whom are running bilingual surveys in American English and Canadian French. LibQUAL Canada has created a Web site as a means of sharing their survey experience which is available at http://library.queensu.ca/webir/canlibqual/carl-libqual.htm.

Call for LibQUAL+® Booth Volunteers!

Are you interested in volunteering at the LibQUAL+® booth at the 13th National ACRL Conference in Baltimore, MD this March? LibQUAL+® encourages past and present participants to volunteer at the booth during ACRL to share their survey experience and/or research. If you are interested in volunteering **Booth #720**, please send an email to the LibQUAL+® team with your available hours at libqual@arl.org.

LibQUAL+® In-Kind Grant Applications are now available!

For the third year, LibQUAL+® is sponsoring an in-kind grant program for participants in the 2008 LibQUAL+® survey. Our goal is to award up to five institutions grants to participate in the 2008 survey. Applications should be mailed to the LibQUAL+® Grant Award, Association of Research Libraries 21 Dupont Circle, NW, Ste. 800, Washington, DC 20036 or faxed to (202) 872-0884. The deadline for the applications is **June 15, 2007**. For more information, please send an e-mail to libqual@arl.org or contact Martha Kyrillidou at (202) 296-2296.

New Team Member: Gary Roebuck

Gary Roebuck joined the team on February 5, 2007 as our new Technical Operations Manager. Gary's experience in managing the operations of an expanding institution, in working with technical tools for fundraising and in web development, technology planning and administration add great value to the team. In his new role, Gary is responsible for overseeing the implementation of several assessment tools provided to the library community, recommending, planning, and implementing effective and efficient uses of technology to help the program and the Association meet its goals.

2006 Survey Information

The 2006 LibQUAL+® survey concluded on December 8, 2006. During this survey period, over 176,000 responses were collected from 298 participating libraries. Survey results and raw data files are available online at http://www.libqual.org/Manage/Results/index.cfm. Also, the 2006 Survey highlights are available online at http://www.libqual.org/documents/admin/LibQUALHighlights2006.pdf.

Customized Analyses

As a LibQUAL+® participant, you have the opportunity to order custom LibQUAL+® results notebooks. The custom notebooks provide additional analysis of results by customized discipline categories and library branches, including full-color charts and graphs such as those included in the standard results notebooks. These customized analyses are available for an additional cost. Prices are available online at http://www.libqual.org/About/FeeSchedule/index.cfm. To order a customized analysis, send an e-mail to libqual@arl.org.

Library Assessment Corner:

Effective, Sustainable, and Practical Assessment: Are You Asking the Ultimate Question?
The cover story of the latest edition of the OCLC newsletter, *NextSpace*, highlights *The Ultimate Question* a new book by Fred Reichheld, a consultant with Bain & Company. In his book, Reichheld, states that one simple question can determine an organization's future: ***Would you recommend us to a friend?*** In this article, Steve Hiller provides readers with a definition of library assessment and offers readers a view into site visits to 24 libraries during the Making Library Assessment Work: Practical Approaches to Developing and Sustaining Effective Assessment project. The full-text article is available online at
http://www.oclc.org/nextspace/005/1.htm.

Library Assessment Blog
We're interested in discussions about activities that seek to measure the library's impact on teaching, learning and research as well as initiatives that seek to identify user needs and gauge user perceptions or user satisfaction. We're also looking for librarians wanting to share information about:

- Local research
- Best practices
- Assessment and evaluation-related research
- Presentations and publications
- Announcements of conferences and other professional learning opportunities

The goal of the library assessment blog is to foster continuous improvement of our collections and services through data-based and user-centered assessment. Visit http://libraryassessment.info/ to join the discussion.

The Reader's Guide to **LibQUAL+**® Literature
LibQUAL+® hosted well-attend workshops in January for survey participants. Over 120 people were in attendance at the Introductory Workshop and Results Meeting held in conjunction with the ALA Midwinter Meeting in Seattle, WA. The international workshop, hosted by the University of Westminster, Marylebone Campus in London, attracted more than 35 people. LibQUAL+® also hosted a local training session with the Network of Alabama Academic Libraries (NAAL) on January 17. The presentations from these workshops are available online at
http://www.libqual.org/Publications/index.cfm.

On the **LibQUAL+**® Calendar:
Information about LibQUAL+® events are available online at http://www.libqual.org/Events/index.cfm.

Date	Event	For more information
January 15 – May 31, 2007	**2007 LibQUAL+® Session I survey period**	
March 12-16, 2007	Service Quality Evaluation Academy	http://www.arl.org/stats/statsevents/sqacademy/index.shtml
March 29-April 1, 2007	ACRL 13th National Conference, Baltimore, MD	Visit us at Booth #720
June 15, 2007	Deadline for 2008 LibQUAL+® In-Kind Grant Applications	http://www.libqual.org/documents/admin/LibQUAL_2008_Grant_Program.pdf
June 22 – 26, 2007	ALA Annual Conference, Washington, DC	Visit us at Booth #2252
June 22, 2007	Effective, Sustainable, and Practicable Assessment, ALA Annual Conference, Washington, DC *1:30 PM – 3:00 PM*	http://www.arl.org/stats/initiatives/espassessment/index.shtml
June 24, 2007	LibQUAL+® Forum, ALA Annual Conference, Washington, DC *8:00 AM – 12:00 PM*	Registration to be announced
June 25, 2007	LibQUAL+® Results Meeting, ALA Annual Conference, Washington, DC	Registration to be announced
June 25, 2007	LibQUAL+® Introductory Workshop and Results Meeting, ALA Annual Conference, Washington, DC	Registration to be announced
August 4-6, 2008	2nd Library Assessment Conference, Seattle, WA	