



LibQUAL+® Update

Charting Library Service Quality...

Vol. 4, No. 6 May 2007

2007 LibQUAL+® Session I Deadline

The 2007 LibQUAL+® Session I survey period concludes on **Thursday, May 31 at 12 a.m. (CDT)**. To date, over 148,000 responses have been collected from 220 institutions participating in the Session I survey period. If you distributed paper surveys, please be sure to enter them **BEFORE** the session closes on May 31. Registration for the Session II survey period (July 1 – December 10) will close **August 31, 2007 at 12 a.m. (CDT)**. If you plan to participate in Session II and have not registered, please be sure to do so by August 31.



Post Hoc and Evaluation Questionnaires

Session I participants please be sure to complete your Post Hoc and Evaluation Questionnaires for your institution no later than August 31, 2007. The questionnaires are available **AFTER** the close of your survey at <http://www.libqual.org/Manage/Survey/index.cfm>.



Session I Survey Results Reposted

Please note that we have reposted all of the 2007 LibQUAL+® notebooks produced prior to May 1, 2007 to correct a typo in the year for the Library Statistics. Instead of "Volumes held June 30, 2005" it now reads "Volumes held June 30, 2006" which is the correct date also used on the Web form collecting these figures.

SPSS Data Files

All 2006 SPSS data files have been distributed at this point. If you have requested an SPSS data file and have not received it, please send an e-mail to libqual@arl.org. SPSS data files for Session I, 2007 participants will be distributed within 2-3 months after the session closes.



LibQUAL+® on the Move:

LibQUAL+® in South Africa, Stellenbosch, South Africa

Twenty-one colleges and universities from South Africa have participated in LibQUAL+® since 2005, collecting data from a total of 14,252 users. Five of these institutions implemented surveys in both Afrikaans and British English. Some of the most innovative marketing approaches have been developed by librarians in these libraries, such as radio jingles and helium balloons. We invite all libraries in South Africa, and beyond, who are interested in learning more about one another and how LibQUAL+® has been used in these settings, to join us on August 13 prior to the 7th Northumbria Conference on Performance Measurement in Libraries and Information Services. If you plan to attend our meeting in South Africa, please register at: <http://www.libqual.org/events/lqsouthafrica.cfm>. This is a free event and you do not need to register for the Northumbria conference to attend the LibQUAL+® in South Africa event.

ALA Annual Conference, Washington, DC

LibQUAL+® will host the following events in conjunction with the ALA Annual Conference in Washington, DC in June:

➤ LibQUAL+® Forum

Need an expert opinion about measuring service quality? A. "Parsu" Parasuraman, Professor and Holder of the James W. McLamore Chair, University of Miami, and Editor, Journal of Service Research, speaks about measuring in-person and online library service quality!

➤ LibQUAL+®: An Introduction

Curious about LibQUAL+®? Learn about the project's origin and development, and obtain practical information on the survey process.

➤ **LibQUAL+® Share Fair**

Feel like sharing your LibQUAL+® experience? Join us at the 5th annual Share Fair for informal presentations and poster sessions by past and current participants.

➤ **Your LibQUAL+® Community: A Results Meeting**

Need help with your survey results? In this workshop you gain pertinent information on how to take action on your LibQUAL+® results, such as interpreting radar charts, analyzing user comments, planning library summits, etc.

➤ **Preparing to Work Effectively with LibQUAL+® Survey Results**

Need help taking results to the next level? This workshop will provide you with useful strategies for organizing colleagues and committees to work with LibQUAL+®, perform simple analyses of results data, present results effectively to stakeholders, etc.



For more information about these and other LibQUAL+® events, go to <http://www.libqual.org/Events/index.cfm>.

Invitation to Participate in the 2007 Share Fair at the ALA Annual Conference

LibQUAL+® will host the 2007 Share Fair at the ALA Annual Conference on Monday, June 25, 2007 from 12:00 p.m. to 1:00 p.m. We are seeking contributors who will provide poster sessions, displays, or materials related to their administration and use of LibQUAL+®. This event will be open to all past, current, and potential LibQUAL+® participants. If you are interested in sharing your experience with colleagues from the LibQUAL+® community, please go to <http://www.libqual.org/News/index.cfm> to fill out the participants' form.

Call for LibQUAL+® Booth Volunteers!

Are you interested in volunteering at the LibQUAL+® booth at the ALA Annual Conference in Washington, DC this June? LibQUAL+® encourages past and present participants to volunteer at the booth during the conference to share their survey experience and/or research. If you are interested in volunteering at **Booth #2252**, 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 application is **June 15, 2007**. For more information, please see http://www.libqual.org/documents/admin/LibQUAL_2008_Grant_Program.pdf.

On the LibQUAL+® Calendar:



Information about LibQUAL+® events are available at <http://www.libqual.org/Events/index.cfm>.

Date	Event	For more information
January 15 – May 31, 2007	2007 LibQUAL+® Session I survey period	
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/esassessment/index.shtml
June 24, 2007	LibQUAL+® Forum, ALA Annual Conference, Washington, DC	8:00 AM – 12:00 PM http://www.libqual.org/events/lqforum.cfm
June 25, 2007	LibQUAL+®: An Introduction, ALA Annual Conference, Washington, DC	9:00 AM – 12:00 PM http://www.libqual.org/events/lqintro.cfm
June 25, 2007	Your LibQUAL+® Community: A Results Meeting, ALA Annual Conference, Washington, DC	1:00 PM – 4:00 PM http://www.libqual.org/events/lqresults.cfm
June 26, 2007	Preparing to Work Effectively with LibQUAL+® Survey Results	8:00 AM – 12:00 PM http://www.libqual.org/events/lqeffective.cfm
July 5-6, 2007	LibQUAL+® International Workshop, University of Westminster, London, UK	http://www.libqual.org/events/lqinternational.cfm
August 13-16, 2007	LibQUAL+® in South Africa, 7 th Northumbria International Conference, Stellenbosch, South Africa	http://www.libqual.org/events/lqsouthafrica.cfm
August 4-6, 2008	2 nd 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>.