



# The LibQUAL+™ Update

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## Six weeks to go! 2004 LibQUAL+™ survey period enters home stretch

The 2004 LibQUAL+™ survey will conclude on Friday, May 21, which leaves just six weeks remaining in the 2004 survey period. To date, more than 170 of the 209 institutions participating in 2004 have launched the survey, and over 75,000 responses have been collected from library users. Remember that once you launch your survey, you can track your survey progress and view respondent comments online at:

<http://www.libqual.org/Manage/Survey/Progress/index.cfm>

## So you think you're ready to close your survey?

Although the final date for the 2004 survey is May 21, participants can choose to close their survey manually at an earlier date. Before you do so, remember to complete these important steps:

1. **Complete the Representativeness section**, available online at:  
<http://www.libqual.org/Manage/Survey/Representativeness/index.cfm>  
This section will close when you close your survey, so you must complete it before then.
2. **Enter any paper surveys.** If you have gathered any papers surveys from users, you must manually enter those into the online survey form before you close your survey.
3. **Now you're ready to close your survey.** All LibQUAL+™ surveys will close on May 21. You can choose to close your survey earlier via the online survey Management Center. To manually close your survey, go to:  
<http://www.libqual.org/Manage/Survey/Progress/index.cfm>

## You have a winner! Local incentive prize information available online

If you are offering a local incentive prize, you will automatically receive a randomly generated list of 50 respondent e-mail addresses when your library's survey closes. (Remember, there is no project prize this year, only local incentive prizes at those institutions that chose to offer them.) You can access the e-mail addresses via the online Survey Management Area at:

<http://www.libqual.org/Manage/Survey/index.cfm> (See step 6, "Incentive Winners")

### **Register now for the 2004 LibQUAL+™ results meeting in Orlando**

This year's Spring 2004 LibQUAL+™ Results Meeting will be held on Saturday, June 26 from 9:00 a.m. to 4:00 p.m. in Orlando, Florida. This event is for 2004 LibQUAL+™ participants only; libraries are encouraged to send more than one person. There is **no fee** to attend. Additional information, including an agenda and details about the specific location, will be provided closer to the event date. (Note: You do *not* need to register for ALA to attend this event.)

To register for the 2004 LibQUAL+™ results meeting, go to:

<http://db.arl.org/action/>

### **It's nice to share: Share Fair will be held during Orlando results meeting**

Thanks to the success of the first-ever Share Fair, held in San Diego last January, we're hosting a second Share Fair in conjunction with the 2004 results meeting. More than a dozen current and past participants will be on hand the afternoon of June 26<sup>th</sup> to display and discuss information about how they have analyzed, used, and built upon their LibQUAL+™ survey results. Libraries interested in exhibiting materials at the Share Fair should contact Amy Hoseth at [amyh@arl.org](mailto:amyh@arl.org).

### **Two Process Management workshops will be held June 28**

The LibQUAL+™ team will offer two sessions of the popular "LibQUAL+™: Process Management" workshop at ALA Annual. Both sessions will be offered on Monday, June 28 – one will run from 9:00 a.m. to 12:00 pm, and the second from 1:00 to 4:00 p.m. These workshops are intended for libraries that have not previously participated in the survey and are considering participation in 2005. There is a \$50 per person registration fee. To register for these workshops, go to:

Morning session (9:00 a.m. - 12:00 p.m.)

<http://db.arl.org/procesAM/>

Afternoon session (1:00 p.m. - 4:00 p.m.)

<http://db.arl.org/procesPM/>

### **Register now for the 2004 LibQUAL+™ International Results Meeting in Brighton, England**

The results workshop for international participants will be held on Wednesday, July 7 at the Old Ship Hotel in Brighton, England. This workshop will provide libraries with the opportunity to learn more about survey results, talk to LibQUAL+™ staff, and provide feedback about their survey experience. A Share Fair featuring presentations and displays by international participants will be included as part of the meeting, which will run from 9:30 a.m. to 5:30 p.m.

To register for the 2004 LibQUAL+™ International Results Meeting, go to:

<http://db.arl.org/uk>

If you are interested in participating in the International Share Fair, contact Amy Hoseth at

<[amyh@arl.org](mailto:amyh@arl.org)> More information about the Share Fair is available online at

<<http://www.arl.org/stats/libqual/sharefair.html>>.

### **The Reader's Guide to LibQUAL+™ Literature**

Are you interested in learning about how other libraries have used their LibQUAL+™ data? You can find nine articles contributed by participants in the 2001 survey cycle, as well as introductory remarks by Colleen Cook and A. Parasuraman, in a special volume of *Performance Measurement and Metrics*:

- Colleen Cook. (Guest ed.) "The Maturation of Assessment in Academic Libraries: The Role of LibQUAL+™." *Performance Measurement and Metrics* 3, no. 2 (2002): 34-112. Available online at:  
<http://www.arl.org/stats/libqual/pmm2002.html>

ARL plans to publish a collection of articles describing libraries' experiences with LibQUAL+™ during the Spring 2003 and Spring 2004 implementations. If you are interested in contributing an article about your experience, please send a proposed article title and a 200-250 word abstract to Martha Kyrillidou at <[martha@arl.org](mailto:martha@arl.org)>.

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Thank you for choosing to participate in the 2004 survey. We welcome your feedback; if you have questions or comments about this publication or the LibQUAL+™ survey in general, please send them to [libqual@arl.org](mailto:libqual@arl.org).