



# LibQUAL+® Update

Charting Library Service Quality...

Vol. 5, No. 1 June 2007

## Special thanks to Session I participants!

LibQUAL+® would like to extend a special thanks to the 2007 Session I institutions for their participation in the survey. Session I officially closed on May 31, 2007, collecting over 152,000 responses from 218 institutions. Forty percent of the total number of registrants were international institutions, and they collected 47% of the total responses! Of the international participants, Canada had the largest number of participating institutions (63), and these institutions collected over 50,000 responses.



Please be sure to complete your Post Hoc and Evaluation Questionnaires for your institution no later than August 31. The questionnaires are available at <http://www.libqual.org/Manage/Survey/index.cfm>.

## LibQUAL+® in the Nation's Capital: ALA Annual Conference Events

The 2007 ALA Annual Conference will be held in our hometown, Washington, DC, this June and we are excited to present a host of events to conference participants. Additional information and registration for these events are available at <http://www.libqual.org/Events/index.cfm>.

### **Visit Us at Booth # 2252 in the Washington Convention Center**

- **LibQUAL+® Forum**, June 24, 2007, 8:00 am – 12:00 pm, Hotel Monaco  
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**, June 25, 2007, 9:00 am – 12:00 pm, Madison Hotel  
Learn about the project's origin and development, and obtain practical information on the survey process. Featuring: Colleen Cook (TAMU), MaShana Davis (ARL), and Martha Kyrillidou (ARL).
- **LibQUAL+® Share Fair**, June 25, 2007, 12:00 pm – 1:00 pm, Madison Hotel  
Join us at the 5th annual Share Fair for informal presentations/poster sessions by past and current participants.
- **Your LibQUAL+® Community: A Results Meeting**, June 25, 2007, 1:00 pm – 4:00 pm, Madison Hotel  
Gain valuable information on how to understand and take action on your LibQUAL+® results. Featuring: Jim Self (University of Virginia), Brian Matthews (Georgia Tech), and Dawn Thistle (Assumption College).
- **Preparing to Work Effectively with LibQUAL+® Survey Results**, June 26, 2007, 8:00 am – 12:00 pm, Renaissance Washington  
Obtain useful strategies for organizing colleagues and committees to work with LibQUAL+®, perform simple analyses of results data, present results effectively to stakeholders, etc. Featuring: Martha Kyrillidou (ARL) and Rayna Bowlby.

## Call for LibQUAL+® Booth Volunteers!

Are you interested in volunteering at the LibQUAL+® booth at the ALA Annual Conference in Washington, DC this June? We encourage 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 **Booth #2252**, please send an email to the LibQUAL+® team with your available hours at [libqual@arl.org](mailto:libqual@arl.org).



## LibQUAL+® In-Kind Grant Applications deadline!

The deadline for the In-Kind grant application is approaching. Please be sure to mail your applications to us no later than **June 15, 2007**. Send your applications to the LibQUAL+® Grant Award, Association of Research Libraries 21 Dupont Circle, NW, Ste. 800, Washington, DC 20036 or faxed to (202) 872-0884. For more information, please send an e-mail to [libqual@arl.org](mailto:libqual@arl.org) or contact Martha Kyrillidou at (202) 296-2296.

## Turning Your Results into Action

2007 Session I survey results are available online at <http://www.libqual.org/Manage/Results/index.cfm>. We encourage participants to prepare for the next steps in the LibQUAL+® process: analyzing results and taking action. The following is a list of useful resources to help in understanding your results and creative ways for taking action on your results:

- Gain a better understanding of your results and help with explaining results to stakeholders through viewing the online tutorial “**Learn To Read Radar Charts**”  
<http://www.libqual.org/Information/Tools>
- Attend a **LibQUAL+® Results Meeting**  
<http://www.libqual.org/Events/index.cfm>
- Compare results across time and with peer institution using the **LibQUAL+® Analytics**  
<http://www.libqual.org/Interactive/index.cfm>
- Explore and analyze raw data and comments files using Excel, SPSS, ATLAS.ti, etc.
- Read **LibQUAL+® Articles**. 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 examples of how libraries have used their data to identify opportunities to improve library services and programs
- **Produce Your Own Radar Charts**  
<http://www.libqual.org/Manage/Resources/SampleRadarChart/index.cfm>
- **Plan a Library Summit** to discuss findings and develop potential solutions  
[http://www.libqual.org/documents/admin/LibQUAL\\_Summit.pdf](http://www.libqual.org/documents/admin/LibQUAL_Summit.pdf)
- **Publish your LibQUAL+® results** in articles or on your local library Web Site



## 2008 Survey Information

Registration for the 2008 LibQUAL+® survey will open **September 1, 2007**. The price for the 2008 survey will be \$3,000 USD. Registration for the Session II survey period (July 1 – December 10, 2007) will remain open until August 31, 2007. If you plan to participate in Session II and have not registered, please be sure to do so by August 31.

## On the LibQUAL+® Calendar:



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

Date	Event	For more information
June 15, 2007	Deadline for 2008 LibQUAL+® In-Kind Grant Applications	<a href="http://www.libqual.org/documents/admin/LibQUAL_2008_Grant_Program.pdf">http://www.libqual.org/documents/admin/LibQUAL_2008_Grant_Program.pdf</a>
June 22 – 26, 2007	ALA Annual Conference, Washington, DC	Visit us at <b>Booth #2252</b>
June 22, 2007	Effective, Sustainable, and Practicable Assessment, ALA Annual Conference, Washington, DC	1:30 PM – 3:00 PM <a href="http://www.arl.org/stats/initiatives/espassessment/index.shtml">http://www.arl.org/stats/initiatives/espassessment/index.shtml</a>
June 24, 2007	LibQUAL+® Forum, ALA Annual Conference, Washington, DC	8:00 AM – 12:00 PM <a href="http://www.libqual.org/events/lqforum.cfm">http://www.libqual.org/events/lqforum.cfm</a>
June 25, 2007	LibQUAL+®: An Introduction, ALA Annual Conference, Washington, DC	9:00 AM – 12:00 PM <a href="http://www.libqual.org/events/lqintro.cfm">http://www.libqual.org/events/lqintro.cfm</a>
June 25, 2007	Your LibQUAL+® Community: A Results Meeting, ALA Annual Conference, Washington, DC	1:00 PM – 4:00 PM <a href="http://www.libqual.org/events/lqresults.cfm">http://www.libqual.org/events/lqresults.cfm</a>
June 26, 2007	Preparing to Work Effectively with LibQUAL+® Survey Results	8:00 AM – 12:00 PM <a href="http://www.libqual.org/events/lqeffective.cfm">http://www.libqual.org/events/lqeffective.cfm</a>
July 5-6, 2007	LibQUAL+® International Results Meeting, University of Westminster, London, UK	<a href="http://www.libqual.org/events/lqinternational.cfm">http://www.libqual.org/events/lqinternational.cfm</a>
July 9, 2007	LibQUAL+® in Switzerland, Swiss National Library, Bern, Switzerland	
August 13-16, 2007	LibQUAL+® in South Africa, 7 <sup>th</sup> Northumbria International Conference, Stellenbosch, South Africa	<a href="http://www.libqual.org/events/lqsouthafrica.cfm">http://www.libqual.org/events/lqsouthafrica.cfm</a>
October 24-25, 2007	LibQUAL+® Canada Results Meeting, Ottawa, Ontario	<a href="http://library.queensu.ca/webir/canlibqual/carl-workshop-2007.htm">http://library.queensu.ca/webir/canlibqual/carl-workshop-2007.htm</a>
March 10-14, 2008	Service Quality Evaluation Academy, New Orleans, LA	Information forthcoming
August 4-6, 2008	Library Assessment Conference, Seattle, WA	Information forthcoming



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](mailto:libqual@arl.org). Previous issues of the LibQUAL+® Update can be found at <http://www.libqual.org/Publications/index.cfm>.