



LibQUAL+® Update

Charting Library Service Quality...

Vol. 5, No. 3 December 2007

2007 Survey concludes with over 205,000 responses!

The 2007 closed on December 10, 2007, collecting over 205,000 responses from 283 institutions. Survey results are available online at <http://www.libqual.org/Manage/Results/index.cfm>. Results notebooks for the consortia that participated in Session II will be available in early January. SPSS data files will be distributed within 2-3 months after the close of the survey.

We would like to extend a special thank you to all of the 2007 institutions for their participation in the survey!

2008 LibQUAL+® Survey – Survey Preferences are now open!

The Survey Preferences form for the 2008 LibQUAL+® survey is now available at <http://www.libqual.org/Manage/Survey/index.cfm>. This form allows you to designate the language for your survey, set survey start and end dates, indicate whether your institution will offer local incentives and receive data in SPSS format, identify a support e-mail address that will appear on your survey form, and upload your institution's logo.



LibQUAL+® in the City of Brotherly Love!

The following events will be held in conjunction with the ALA Midwinter Meeting on January 11-15, 2008 in Philadelphia, PA. For more information about or to register for any of these events, see <http://www.libqual.org/Events/index.cfm>.

■ LibQUAL+® Booth Consultations

Saturday & Sunday, 10:00am - 3:30pm

Interested in finding out about survey? Need a better understanding of LibQUAL+® results, particularly those pesky radar charts? The LibQUAL+® team will hold booth consultations in the Exhibit Hall at the ALA Midwinter Meeting on January 12-13, 2008. The consultations will be a 15-minute one-on-one tailored to your needs, held at the **booth #1753**.

■ LibQUAL+® Training Sessions:

- ✂ Survey Introduction, 8:30am – 10:00am
- ✂ Survey Administration, 10:30am – 1:30pm
- ✂ Survey Results, 2:00pm – 4:30pm

Monday, January 14, 2008 at 8:30am – 4:30pm

This is a set workshops are designed to provide potential and current participants with vital information to aid in the survey process. Each workshop covers a variety of topics including the history of LibQUAL+®, developing objectives and goals for administering the survey, marketing your survey, survey process via the LibQUAL+® Web site, analyzing survey results, and much more!

■ Using LibQUAL+® Effectively

Tuesday, January 15, 2008 at 8:30am - 2:00pm

\$100 fee

This workshop will enable staff responsible for administering the LibQUAL+® survey to develop work plans that they can apply in their libraries after they receive the survey results, including how to analyze and present results visually, identify actionable items, and much more! **Speakers:** Raynna Bowlby, Consultant, and Martha Kyrillidou, Director, Statistics and Service Quality Programs, ARL. For information about the instructors, see [Instructor biographies](http://www.libqual.org/documents/admin/InstructorBios.doc) at <http://www.libqual.org/documents/admin/InstructorBios.doc>.

LibQUAL+® History Updated

Check out the revised history of LibQUAL+® at <http://www.libqual.org/About/History/index.cfm>.

Library Assessment Corner: LibQUAL+® in South Africa

Sherrie Schmidt (Arizona State and ARL President) opened the LibQUAL+® meeting in South Africa. Presentations were also made by Vicki Coleman, Associate Dean at Arizona State, on how Arizona State experienced this evaluation tool and Jim Self, Director of the University Library's Management Information Services, on how to determine which LibQUAL+® scores to use. Presentations are available at:

✧ [LibQUAL+® in South Africa](#)

Sherrie Schmidt, Dean of University Libraries, Arizona State University
Martha Kyrillidou, Director, Statistics and Service Quality Programs, ARL

✧ [LibQUAL+®: The Arizona State University Libraries' Experience](#)

Vicki Coleman, Associate University Librarian, Arizona State University

✧ [LibQUAL+®: Finding the Right Numbers](#)

Jim Self, Director, Management Information Services, University of Virginia

This event was organized as part of the 7th International Northumbria Conference on Performance Measurement in Libraries and Information Services.

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 11-14, 2008 | LibQUAL+® Training, ALA Midwinter Meeting, Philadelphia, PA | Visit us at Booth #1753 |
| January 12-13, 2008 | LibQUAL+® Consultations, ALA Midwinter Meeting, Philadelphia, PA | http://www.libqual.org/Events/lqbooth.cfm |
| January 14, 2008 | LibQUAL+® Training Sessions, ALA Midwinter Meeting, Philadelphia, PA: <ul style="list-style-type: none"> ■ LibQUAL+® Survey Introduction 8:30am – 10:00am ■ LibQUAL+® Survey Administration 10:30am – 1:30pm ■ LibQUAL+® Survey Results 2:00pm – 4:30pm | http://www.libqual.org/Events/lqtraining.cfm |
| January 15, 2008 | Using LibQUAL+® Effectively, ALA Midwinter Meeting, Philadelphia, PA | http://www.libqual.org/Events/lqeffective2.cfm |
| January 21, 2008 | London: Introduction to LibQUAL+®, University of Westminster, London, UK | http://www.libqual.org/documents/admin/Agenda_UK.doc |
| March 10-14, 2008 | Service Quality Evaluation Academy, New Orleans, LA | http://www.arl.org/news/pr/serv_qual_eval_acad_apps_30july07.shtml |
| August 4-6, 2008 | Library Assessment Conference, Seattle, WA | http://libraryassessment.org/ |



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>.