



# The LibQUAL+™ Update

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## Results meetings cap off survey period; presentations available online

The LibQUAL+™ team held results meetings with 2004 survey participants in Orlando, Florida on June 26 (during the ALA Annual Conference); in Brighton, UK on July 7 (with the SCOUNL and EBSLG consortia); and in Boston, Massachusetts on July 13 (in conjunction with AALL). Presentations from those events have now been posted on the project web site. To see the list of available presentations, go to:

<http://www.libqual.org/Publications/all.cfm?PubType=2>

## Reminder: Post hoc and evaluation questionnaires due by July 30

Each institution that participated in the 2004 LibQUAL+™ survey is reminded to complete a post hoc questionnaire (one per institution); meanwhile, each library's contact people (survey liaisons, directors, assistants, etc.) are each asked to complete an evaluation questionnaire. These questionnaires are extremely helpful to the LibQUAL+™ team and provide you with an opportunity to give us feedback on your survey experience. After July 30 we will follow up with those institutions that have not turned in their questionnaires.

To complete a post hoc questionnaire, go to:

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

The evaluation questionnaire is available online at:

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

## Looking for results? Check out the LibQUAL+™ web site

Hopefully all participants have found their **results notebooks**, **Excel data**, and **comments** by now; if you have not, these materials are accessible online at:

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

Bruce Thompson, Professor and Distinguished Research Scholar, Department of Educational Psychology, Texas A&M University, has distributed **SPSS data files** via e-mail to primary liaisons at requesting institutions.

**2004 Norms tables and interactive statistics** will be available later in the year. We will make an announcement to the list when they are available.

**“2004 Survey Highlights”: Wow your friends and colleagues**

Last year, for the first time, we created a one-page “executive summary” containing information about the 2003 survey. It was such a hit that we’ve made it an annual feature. (Hint: it makes a great handout at your institution’s LibQUAL+™-related meetings!) This year’s full-color, one-page “2004 Survey Highlights” document is available online at:

<http://www.libqual.org/documents/admin/ExecSummary%201.3.pdf>

If you’d like to review the survey highlights from 2003, you can access that document at:

[http://www.libqual.org/documents/admin/ExecSummary1.1\\_locked.pdf](http://www.libqual.org/documents/admin/ExecSummary1.1_locked.pdf)

**Not sure what to do with that SPSS data file? This workshop can help**

ARL will host a two-day workshop on “Analyzing and Interpreting Your LibQUAL+™ Data with SPSS” in Washington, D.C. on October 18-19. This workshop is designed for survey participants who want to learn how to analyze their data with SPSS, and will include a basic introduction to data analysis with a focus on LibQUAL+™ SPSS data files. For more information or to register, go to:

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

**Popular “New Ways of Listening to Library Users” workshop to be held Oct. 1-2**

A two-day workshop, “New Ways of Listening to Library Users: Tools for Measuring Service Quality,” will be held in Washington, D.C. on October 1-2. Participants will have the opportunity to discuss user-focused approaches to measuring library service quality including SERVQUAL, TRI, e-QUAL, and LibQUAL+™. For more information or to register, go to:

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

**SERA annual meeting offers opportunities for additional statistical training**

LibQUAL+™ participants who are interested in further sharpening their data analysis skills should consider attending the Southwest Educational Research Association annual meeting, held February 9-12, 2005 in New Orleans. Bruce Thompson will hold a workshop on explanatory and confirmatory factor analysis on February 11-12; participants will receive a complimentary copy of his latest book, *Exploratory and Confirmatory Factor Analysis: Understanding Concepts and Applications*, which includes analysis of some LibQUAL+™ data.

Bruce Thompson’s workshop on factor analysis:

<http://www.coe.tamu.edu/~bthompson/training.htm>

In addition, survey participants are encouraged to submit papers for presentation at the meeting. For more information, see the following web page:

SERA 2005 Annual Meeting, call for proposals (deadline is September 15, 2004):  
<http://www.sera-edresearch.org/Conf/2005Program.pdf>

### **Do you have a great local LibQUAL+™ web site you'd like to share?**

The LibQUAL+™ team plans to add a section on the project web site to share and promote the best survey-related participant web sites. If you have a web site that you're particularly proud of, send the URL to [libqual@arl.org](mailto:libqual@arl.org) and we'll check it out. We're particularly interested in sites that focus on promoting your results and illustrate how those results are being incorporated into your library's renewal activities.

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

- The LibQUAL+™ team hosted its second annual Share Fair in Orlando, Florida on June 26. Nineteen participants presented information about how they have analyzed their survey data and put it to use in their libraries. The booklet from the Share Fair, containing contact information and abstracts for each presentation, is available online at:

<http://www.libqual.org/documents/admin/Booklet.pdf>

- A Share Fair for international participants was held in conjunction with the results meeting in Brighton, UK on July 7; the booklet from that event is available online at:

<http://www.libqual.org/documents/admin/Int%20Booklet.pdf>

- J. Gail Nicula, Joint Forces Staff College, and Shirley Brooks Laseter, Air University, who participated in the 2003 military libraries cohort, have written an account of their results, including an explanation of their positive superiority scores:

“LibQUAL+™ and the Professional Military Library,” by J. Gail Nicula and Shirley Brooks Laseter. Paper presented at the Special Library Association annual conference, “Putting Knowledge to Work®,” Nashville, TN, June 5-10, 2004.

The article is available online at:

<http://www.sla.org/documents/libqual.doc>

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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).