



The LibQUAL+™ Update

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Print notebooks from Spring 2004 survey now available for sale

All Spring 2004 survey participants have access to their results notebooks online in PDF format, and you have probably printed your own hard copy. However, if you would like to order a copy from ARL, print copies of the notebooks are also available for sale. Individual notebooks are \$50.00 each; group notebooks are available for \$150.00 each. Information about the notebooks and how to order them can be found online at:

<http://www.arl.org/arl/pr/libqual_notebooks04.htm>

Guide to selected participant web sites now available online

A list of selected web sites created by past survey participants is now available on the project web site. These participant sites may provide ideas for developing your own LibQUAL+™-related web sites, which can be a useful way of disseminating survey information. Many of these sites feature creative ways to keep users informed about the survey process, answer questions, and report survey data. For more information and links to these web sites, go to:

http://www.libqual.org/documents/admin/LibQUAL_Websites.pdf

Calling all participants! Articles wanted for special publication about the survey

The LibQUAL+™ team plans to publish a collection of articles describing the experience of 2003 and 2004 survey participants. We are particularly interested in knowing whether LibQUAL+™ has been a major driver for improving services on campus using **comparative data** from **peer institutions**. If you are interested in writing an article about your library's experience with the survey and how you are using your results, with a special focus on benchmarking and identifying best practices, please contact Martha Kyrillidou at martha@arl.org. In addition, if you are publishing an article or report in another publication, please send us a reference so that we can include it on the LibQUAL+™ web site.

Northern exposure: Consider sharing your LibQUAL+™ experience at ACRL

For participants and Share Fair presenters who may be looking for an opportunity to present information about your LibQUAL+™ experience and/or research, consider the upcoming 12th annual ACRL National Conference in Minneapolis, Minnesota. The conference will be held from April 7-10, 2005; poster session proposals are being accepted between now and November 8, 2004. More information is available online at:

<http://www.ala.org/ala/acrl/acrlvents/12thnatconf/callparticipation.htm>

LibQUAL+™ consulting services, a new way to look at your results

Based on feedback from the 2004 results meeting evaluation forms, the LibQUAL+™ team is considering developing a personalized consulting/training service for past survey participants. Participants could choose between either a phone consultation or a full-day, in-person consultation. We are interested in identifying your needs in more detail as we think about this new service. If your library would be interested in this kind of service, or if you would like to discuss other consulting arrangements with ARL, please contact Amy Hoseth at amyh@arl.org.

New York Times article discusses concept of “Library as Place”

An article by Patricia Cohen in the August 1 issue of *The New York Times* headlined, “Spaces for Social Study,” discussed the ways in which architects are rethinking libraries as places to “see and be seen.” Elements in Cohen’s article mirrored the importance of the Library as Place dimension as measured by the LibQUAL+™ survey; results from the 2004 survey indicated that the concept of Library as Place is still very important to library users, and is one dimension in which libraries generally meet user expectations.

The article is available for a fee from the *New York Times* online archive, at <http://query.nytimes.com/search/advanced?srchst=nyt>, and via online databases.

The Reader’s Guide to LibQUAL+™ Literature

Now that you are working with your LibQUAL+™ MS Excel data files, the following document by Jeff Stark of Texas A&M University will be particularly helpful. Stark’s document includes guidelines for creating charts and graphs in Excel, creating descriptive and demographic data, and more.

- “Charting LibQUAL+™ Data” by Jeff Stark, Training and Development Services, Texas A&M University Libraries (March 2004)
<http://www.libqual.org/documents/admin/ChartingLibQUAL.pdf>

Upcoming events

- Registration for the Spring 2005 LibQUAL+™ survey opens September 7
- “New Ways of Listening to Library Users: Tools for Measuring Service Quality” workshop, Washington, D.C., October 1-2, to register: <http://db.arl.org/listen/>
- “Analyzing and Interpreting Your LibQUAL+™ Data with SPSS” workshop, Washington, D.C., October 18-19, to register: <http://db.arl.org/spss/>

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.