



The LibQUAL+™ Update

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Upcoming LibQUAL+™ training events: Coming to a city (Boston) or a computer near you!

- **“A Webcast Introduction to LibQUAL+™,” Tuesday, January 11, 1:30-3:00 pm (ET).** A general orientation to LibQUAL+™ to help interested libraries and current participants learn more about the survey instrument and its implementation. There is no fee to participate. For more information and to register, go to: <http://www.arl.org/training/webcast/libqualintro/>.
- **“LibQUAL+™: A Total Market Survey with 22 Items and a Box,” Monday, January 17, 9:00 am – 4:00 pm, Boston, MA.** This workshop for 2005 survey participants includes presentations by past LibQUAL+™ participants and a discussion of the project’s development and history. There is no fee for this workshop. To register, go to: <http://db.arl.org/lqala05/>.
- **“LibQUAL+™ dimensions and total scores: How do they relate?” Tuesday, January 18, 9:00 am – 12:00 pm, Boston, MA** This morning workshop will focus on conducting correlation and regression analysis of LibQUAL+™ data. Fee: \$50.00 (or attend both this workshop and the afternoon workshop below for a discounted fee of \$75). To register, go to: <http://db.arl.org/qualquan/>.
- **“Following up on LibQUAL+™: Focus groups.” Tuesday, January 18, 1:00 pm – 4:00 pm, Boston, MA.** This workshop will teach attendees how to conduct focus groups as a follow-up to LibQUAL+™ participation. Fee: \$50.00 (or attend both this workshop and the morning workshop above for a discounted fee of \$75). To register, go to <http://db.arl.org/qualquan/>.

Additional steps in the survey Management Center will open by December 15

Those of you who have already completed the preferences page in the LibQUAL+™ Management Center may wonder when you can complete the next steps. By December 15 the customization page will be available online; other steps, including the survey preview and representativeness sections, will open in turn as you complete earlier, required steps.

To access the online survey Management Center, go to:

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

Newly updated LibQUAL+™ Procedures Manual is now available on the web

The LibQUAL+™ Procedures Manual has been completely revised and expanded for 2005. The manual contains a wealth of information about the survey, and is particularly helpful for first-time participants who want an overview of the process. To download the manual in PDF format, go to: <http://www.libqual.org/Information/Manual/index.cfm>

Registration for 2005 LibQUAL+™ survey is going strong

More than 130 libraries have signed up to participate in the 2005 LibQUAL+™ survey so far. Registration is ongoing, and new participants are encouraged to register by December 10, 2005. A list of everyone who has registered to date is online at:

<http://www.libqual.org/Information/Participants/index.cfm>

To register, go to:

<http://www.libqual.org/Register/index.cfm>

Parsu video presentation available online

The research and development work behind the LibQUAL+™ survey is based on decades of work on service quality conducted by the research team of A. Parasuraman (“Parsu”), Valarie Zeithaml, and Leonard Berry. A video presentation by Parsu, given at a LibQUAL+™ workshop held in New Orleans in January of 2002, is available online for your review. Access to the video requires a password; to obtain a password, send an e-mail to libqual@arl.org.

To view the Parsu video online, go to:

<http://131.230.28.130/arlvideo/>

Looking for a handout? LibQUAL+™ resources available for participants

LibQUAL+™ materials are helpful handouts to use when making presentations or sharing survey information with library staff. A one-page, color summary of highlights from the Spring 2004 survey is available online at:

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

In addition, LibQUAL+™ brochures are available at no charge to survey participants. To request copies of the brochure, send an e-mail to libqual@arl.org indicating the number that you would like and your mailing address.

The Reader’s Guide to LibQUAL+™ Literature

A special edition of the *Journal of Library Administration* about LibQUAL+™ has just been published by Haworth Press and will be available as a monograph later this year. This issue contains articles from past participants, discussing their experiences with the LibQUAL+™ survey and explaining how they are putting their results to work at their libraries.

- “Libraries Act on Their LibQUAL+™ Findings: From Data to Action.” *Journal of Library Administration*, Volume 40, Issue 3/4, 2004.

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.