



The LibQUAL+™ Update

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On your marks, get set, survey! Registration now open for LibQUAL+™ 2005

Registration for the Spring 2005 LibQUAL+™ survey is now open, and interested participants are encouraged to register for the survey no later than December 10, 2004. In 2004, more than 200 institutions participated and more than 125,000 responses were collected from users in the U.S. and around the globe. To register for the Spring 2005 survey, go to:

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

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

The LibQUAL+™ Procedures Manual has been completely revamped and expanded for 2005. The Procedures Manual contains a wealth of information about the survey, and is particularly helpful for first-time participants who want an overview of the process. The 2005 Procedures Manual includes an updated timeline, a step-by-step explanation of the survey process, and more. To download the Procedures Manual in PDF format, go to:

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

Play the numbers with the new interactive statistics tool for 2004 participants

Just can't get enough of that data? Here's more: the LibQUAL+™ team has posted an interactive statistics tool on the project web site, for use by 2004 survey participants. With the interactive statistics tool, participants can create and view tables and charts using data from the 2004 survey. For example, you can identify libraries based on institutional characteristics (such as volumes held, number of staff, etc.) and compare yourself with those that appear to have similar institutional characteristics to your own. The 2004 interactive statistics tool is online at:

<http://www.libqual.org/Manage/Results/Interactive2004/index.cfm>

Note to Spring 2004 participants: If you have not yet provided institutional data for your library, please send it (number of volumes held, volumes added gross, current serials, total expenditures, plus support staff figures as of June 30, 2003) to libqual@arl.org, and we will add it to the system.

Spring 2004 participants: Norms tables are here!

Norms tables for the spring 2004 LibQUAL+™ survey are now available online. Norms tables provide another comparative perspective on your survey results by helping you describe your scores within the context of peer groups. To access the norms online, go to:

<http://www.coe.tamu.edu/~bthompson/libq2004.htm>

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 those who are interested. 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, use the following URL:

<http://131.230.28.130/arlvideo/>

Guide to selected participant web sites available online

A list of selected web sites, created by past participants, is now available on the project web site. These sites may give you some ideas that you can implement on your own web pages; many feature creative ways to inform users about the survey, report survey data, answer questions, and more. To view the listing online, go to:

http://www.libqual.org/Information/Related_Sites/index.cfm

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 are requesting and your mailing address.

Upcoming events

- “Analyzing and Interpreting Your LibQUAL+™ Data with SPSS” workshop, Washington, D.C., October 18-19. To register: <http://db.arl.org/spss/>.
- “Measuring Library Service Quality,” an ARL Online Lyceum, October 12-November 19. For more information and to register: <http://www.arl.org/training/quality.html>.

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.