



Thank you to 2009 Participants!

Thank you for another successful and exciting year. The 2009 survey closed on December 10, 2009, collecting over 156,300 responses from 174 surveys. Survey results—individual and group notebooks, raw data files, and user comments—are available online at http://libqual.org/SurveyInstruments/LibQual/DataRepository.aspx.

Survey Highlights for the 2009 LibQUAL+® survey are available online at http://libqual.org/documents/admin/LibQUALHighlights2009_Full.pdf. Also, be sure to download the supplementary document that contains standard deviations for the LibQUAL+® dimensions charts featured in the survey highlights at http://libqual.org/documents/admin/LibQUALHighlights2009_Full_Supplement.pdf.

Want to drill down into your results? Our experimental LibQUAL+® Analytics service allows you to analyze results at an institutional level and across survey years. Data can be manipulated to create downloadable, dynamic charts and tables to be used in reports, presentations, and other methods for communicating results to stakeholders. The LibQUAL+® Analytics is available online at http://libqual.org/SurveyInstruments/LibQual/Analytics.aspx.

Custom Analyses. For an additional fee, we offer two types of customized analyses to help you drill down into your survey results: (1) a customized discipline analysis, a breakdown by your localized discipline categories and (2) a library branch analysis, a breakdown by the options you input for the question, “The library you use most often.” For a complete list of services and fees, please visit: http://libqual.org/about/about_lq/fee_schedule. To order a customized analysis, send an e-mail to libqual@arl.org.

Maximizing Your Survey Results. You did the survey, downloaded your results, now what do you do? Have you asked yourself this question? If so, take a look at some of these practical suggestions to help you maximize your survey results:

- Review the “Learn to Read LibQUAL+® Radar Charts” Tutorial

- Analyze your results using LibQUAL+® Analytics
- Become familiar with SPSS (a colleague/friend that knows SPSS)
- Plan a library summit
- Analyze user comments
- Communicate your results to your stakeholders through focus groups
- Consult the norms table provided by ARL
- Perform peer comparisons
- Publish findings

Source: Amy Hoseth. (2008). We did LibQUAL+® - now what? Practical suggestions for maximizing your survey results. College & Undergraduate Libraries, 14(3): 75-84.

The LibQUAL+® 2010 Survey is Underway

The 2010 survey opened on January 15th. To date, over 50,000 surveys have been collected from over 50 surveys. We recommend a survey run of at least three weeks. To implement your survey between:

Jan 15 and May 31, 2010 - register no later than May 1, 2010
July 1 and December 9, 2010 - register no later than August 31, 2010.

Registration is available online at https://www.libqual.org/RegisterForSurvey.aspx. To see LibQUAL+® Services and Fees, see http://libqual.org/about/about_lq/fee_schedule.

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Presentations now available online from the 2010 ALA Midwinter Meeting

In January, LibQUAL+® offered training sessions: (1) Survey Introduction, (2) Survey Administration, and (3) Survey Results in conjunction with the ALA Midwinter Meeting in Boston, MA. Colleen Cook and Bruce Thompson (Texas A&M) discussed the qualitative and quantitative evidence. Brinley Franklin (University of Connecticut) talked about getting library staff involved in assessment. Presentations from the above mentioned sessions and other workshops are available online at <http://libqual.org/publications.aspx>; search under “Publication Type: Presentation”. Also, presentations from Selena Killick, Jacqui Dowd, and Stephen Town are available at the same Web site from a similar event held in London in January.

We Value Your Feedback!

Please fill out your Post Hoc & Evaluation Questionnaires once you close your survey. We use this information to gain insight on how to better serve you. The questionnaires are available **AFTER** you close your survey in the Survey Management Area at <http://libqual.org/MemberHome.aspx>.



Events

Google Analytics Workshop

June 24, 2010 in Washington, DC

The Association of Research Libraries (ARL) Statistics and Measurement Program is offering a third full-day workshop of Google Analytics training, to be held in partnership with LunaMetrics, a Google Analytics Authorized Consultant. Google Analytics is a tool that can help you learn where your Web site visitors are coming from and how they interact with your Web pages. Use this knowledge to improve your site and overall user experience.

For further details, please visit:
<http://www.arl.org/stats/statsevents/google-analytics-workshop>

Value and Impact Workshop

June 28, 2010 in Washington, DC

The Association of Research Libraries (ARL) Statistics and Assessment Program is offering a full-day workshop on “Value and Impact” with Stephen Town, Director of the University Library & Archives, University of York (UK). This workshop will explain, illustrate, and engage with potential methods of value and impact measurement, draw-

ing on UK and other international academic library experience. Workshop participants will develop a broad personal and institutional perspective of this area of library performance measurement, and will be in a position to make choices on approaches relevant to their local context.

For further details, please visit:
<http://www.arl.org/stats/statsevents/value-and-impact-workshop>

Booth Consultations

Visit us at booth #3853 during ALA Annual 2010 in Washington, DC!

METS Workshop: The Basics and Beyond

June 28-July 22, 2010 in Washington, DC

The Association of Research Libraries is offering a second five-day workshop entitled METS: The Basics and Beyond, to be held in partnership with Nancy J. Hoebelheinrich and Rick Beaubien of the METS Editorial Board. This workshop is aimed at people who work in digital and physical libraries and would like to gain knowledge and skills for organizing the many and disparate component parts of individual digital resources.

Although continuous, this hands-on workshop consists of three modules, any of which may be taken independently:

- The first module (Monday) offers a thorough introduction to METS including an overview of all of its high level features.
- The second module (Tuesday and Wednesday) delves deeply into the heart of METS: the flexible mechanisms it provides for encoding, organizing and representing digital content of various kinds and for different purposes.
- The third and final module (Thursday and Friday) explores strategies for implementing METS in a production environment, and reviews existing tools that can facilitate implementation.

For further details, including expanded module descriptions, instructor bios, and information on lodging, please visit:
<http://www.arl.org/stats/statsevents/METS-workshop>

In-Kind Grant Winners for 2010 Survey

We are pleased to announce that three libraries have been selected to receive in-kind grants to facilitate their participation in the 2010 LibQUAL+® survey. The selection of grantees was based on financial need, contribution to the growth of LibQUAL+®, and potential for surfacing best practices in the area of library service improvements. The 2010 LibQUAL+® grant recipients are:

- Elizabeth City State University, G.R. Little Library
- Castleton State College Library
- Capital Community College Library

Congratulations to the winners and thank you to all who submitted applications. We will be making a call for 2011 applications in the spring.

For further details on the award winners, please visit: <http://www.arl.org/news/pr/LibQUAL-Grants-15feb10.shtml>.

Design the new LibQUAL+® Bookmark!

LibQUAL+® is running on a new system, lives on a new Web site, includes a new customizing feature in LibQUAL+® Lite, and is represented by a new logo. Why mess with a good thing - let's make a new bookmark! Institutions use LibQUAL+® bookmarks to help market upcoming surveys to their users. LibQUAL+® Share Fairs have shown us your amazing creative abilities and we would like to offer you the chance to design a new bookmark. The top entry will be produced and we will share the resulting bookmarks with the rest of the community for free. Please visit <http://libqual.org/SurveyInstruments/LibQual/Resources.aspx> to review guidelines for the contest.



McGill University

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Effective February 2010, Diane Koen is the Interim Director of Libraries at McGill University. A long-time McGill LibQUAL+® team member, Ms. Koen is serving her new role following the departure of Tenholme Director of Libraries Janine Schmidt, another LibQUAL+® community member. In a message from Provost Anthony C. Masi, Director Schmidt's was congratulated:

“Under her leadership and vision, clear strategic directions have been set. The range and quality of collections and services has been extended, particularly in relation to e-collections and services. The facilities have been effectively updated. The results in the LibQUAL® survey have shown significant improvement and the Globe and Mail surveys have resulted in A grades. There has been renewal of the library staff with new knowledge and skills. The Library's strategic directions and priorities have been aligned with the mission of the university improving scholarship, research and teaching and learning outcomes. The focus in the last five years has always been on the client.”

We are proud to have LibQUAL+® mentioned in the discussion of a library's progress and improvements. We wish the best of luck to Janine Schmidt and to Diane Koen. The LibQUAL+® community supports both of you in your future endeavors.

2010 Library Assessment Conference

Building Effective, Sustainable, Practical Assessment

Baltimore, Maryland | October 25-27, 2010

The Association of Research Libraries, the University of Virginia Library, and the University of Washington Libraries are pleased to announce the 2010 Library Assessment Conference: Building Effective, Sustainable, Practical Assessment, to be held in Baltimore, Maryland from October 25-27, 2010.

Five Themes

Library Service Quality
Performance Measures & Balanced Scorecard
Assessment of Library Spaces
Learning Outcomes & the Library
Value and Impact

Keynote Speakers

Fred Heath, University of Texas at Austin
Joe Matthews, San Jose State University
Danuta A. Nitecki, Yale University Library
Megan Oakleaf, Syracuse University
Stephen Town, The University of York (UK)

A LibQUAL+® Share Fair will be part of the conference poster session and a preconference workshop on Using LibQUAL+® Results is being planned for the Sunday before the main conference.

Conference registration will open Spring 2010. Further details can be found at <http://libraryassessment.org/>. Join the fun in Baltimore and in between for ongoing discussion on library assessment issues, visit the library assessment blog or subscribe to arl-assess@arl.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://libqual.org/publications.aspx>.