The LibQUAL+® assessment service for libraries

Knowing Your Users: Assessment of Library Service Quality
International Workshop & Symposium on LibQUAL+TM

Japan
February 2008

www.libqual.org
<table>
<thead>
<tr>
<th><strong>Mission:</strong></th>
<th>Shaping the future of research libraries in the changing environment of public policy and scholarly communication.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Members:</strong></td>
<td>123 major research libraries in North America.</td>
</tr>
<tr>
<td><strong>Ratios:</strong></td>
<td>4 percent of the higher education institutions providing 40 percent of the information resources.</td>
</tr>
<tr>
<td><strong>Users:</strong></td>
<td>Three million students and faculty served.</td>
</tr>
<tr>
<td><strong>Expenditures:</strong></td>
<td>$3.4 billion annually, $1.1 billion for acquisitions of which 41 percent is invested in access to electronic resources.</td>
</tr>
</tbody>
</table>
ARL Statistics

In the beginning…

**ARL Statistics** is a series of annual publications that describe the *collections*, *expenditures*, *staffing*, and *service activities* for ARL member libraries. These data have been collected since 1907-08, initially by James Gerould. Since 1961-62 ARL has collected and published these data annually. The whole data series represents the oldest and most comprehensive continuing library statistical series in North America.
The need for LibQUAL+®

- Underlying need to demonstrate our worth
- The reallocation of resources from traditional services and functions
- Rapid shifts in information-seeking behavior
- Increasing user demands
Recognizing Key People and Institutions

Joint effort between ARL and Texas A&M University Libraries within the context of New Measures Initiatives

Texas A&M: Colleen Cook, Fred Heath, Bruce Thompson, Yvonna Lincoln

ARL member libraries and leaders
“The Birth/Origins of LibQUAL+®”
By Bruce Thompson
www.libqual.org
"….only customers judge quality; all other judgments are essentially irrelevant"

<table>
<thead>
<tr>
<th>PURPOSE</th>
<th>DATA</th>
<th>ANALYSIS</th>
<th>PRODUCT/RESULT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Describe library environment; build theory of library service quality from user perspective</td>
<td>Unstructured interviews at 8 ARL institutions</td>
<td>Content analysis: (cards &amp; Atlas TI)</td>
<td>Case studies¹</td>
</tr>
<tr>
<td>Test LibQUAL+™ instrument</td>
<td>Web-delivered survey</td>
<td>Reliability/validity analyses: Cronbachs Alpha, factor analysis, SEM, descriptive statistics</td>
<td>Valid LibQUAL+™ protocol</td>
</tr>
<tr>
<td>Refine theory of service quality</td>
<td>Unstructured interviews at Health Sciences and the Smithsonian libraries</td>
<td>Content analysis</td>
<td>Cultural perspective³</td>
</tr>
<tr>
<td>Refine LibQUAL+™ instrument</td>
<td>E-mail to survey administrators</td>
<td>Content analysis</td>
<td>Refined survey delivery process and theory of service quality⁴</td>
</tr>
<tr>
<td>Test LibQUAL+™ instrument</td>
<td>Web-delivered survey</td>
<td>Reliability/validity analyses including Cronbachs Alpha, factor analysis, SEM, descriptive statistics</td>
<td>Refined LibQUAL+™ instrument⁵</td>
</tr>
<tr>
<td>Refine theory</td>
<td>Focus groups</td>
<td>Content analysis</td>
<td>Local contextual understanding of LibQUAL+™ survey responses⁶</td>
</tr>
</tbody>
</table>
## Dimensions

<table>
<thead>
<tr>
<th></th>
<th>2000</th>
<th>2001</th>
<th>2002</th>
<th>2003-2008</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>41 items</strong></td>
<td></td>
<td>56 items</td>
<td>25 items</td>
<td>22 items</td>
</tr>
<tr>
<td><strong>Affect of Service</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td><strong>Library as Place</strong></td>
<td></td>
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<tr>
<td><strong>Reliability</strong></td>
<td></td>
<td></td>
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<tr>
<td><strong>Provision of Physical Collections</strong></td>
<td></td>
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<tr>
<td><strong>Access to Information</strong></td>
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<tr>
<td><strong>Information Access</strong></td>
<td></td>
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<tr>
<td><strong>Personal Control</strong></td>
<td></td>
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<tr>
<td><strong>Self-Reliance</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Information Control</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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Affect of Service

“I want to be treated with respect. I want you to be courteous, to look like you know what you are doing and enjoy what you are doing. … Don’t get into personal conversations when I am at the desk.”

Faculty member
“By habit, I usually try to be self-sufficient. And I’ve found that I am actually fairly proficient. I usually find what I’m looking for eventually. So I personally tend to ask a librarian only as a last resort.”

Graduate student
“One of the cherished rituals is going up the steps and through the gorgeous doors of the library and heading up to the fifth floor to my study. ... I have my books and I have six million volumes downstairs that are readily available to me in an open stack library.”

Faculty member
Rapid Growth

- **Languages**
  - Afrikaans
  - American English
  - British English
  - Chinese
  - Danish
  - Dutch
  - Finnish
  - French
  - German
  - **Japanese**
  - Norwegian
  - Spanish
  - Swedish
  - Welsh

- **Consortia**
  *Each may create 5 local questions to add to their survey*

- **Countries**
  - Australia, Canada, Denmark, Egypt, Finland, France, Hong Kong, Ireland, New Zealand, the Netherlands, Norway, South Africa, Sweden, Switzerland, UAE, U.K., U.S.

- **Types of Institutions**
  - Academic Health Sciences
  - Academic Law
  - Academic Military
  - College or University
  - Community College
  - Electronic
  - European Business
  - European Parliament
  - Family History
  - Research Centers (FFRDC) Libraries
  - High School
  - Hospital
  - National Health Service England
  - Natural Resources
  - New York Public
  - Public
  - Smithsonian
  - State
  - University/TAFE

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LibQUAL+® Participants

Survey Year

Number of Institutions

Number of Responses

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World LibQUAL+® Survey
The LibQUAL+® Questionnaire
Process Overview

• Register with ARL (2008 cost $3,000)
• Institutional contact sets survey to local needs
  • Local Questions
  • Disciplines
• Send out a URL to the survey via email
  • Mounted on ARL servers
• Watch the surveys come in
• Close the survey when ready, institutional results available after a couple of weeks
  • PDF
  • SPSS
  • Excel
Time frame

• December – Registration
• February to May – Session I
• July to December – Session II
• January 2009 – Consortium results available
Survey Composition

• 22 Core Questions
  – Affect of Service
  – Information Control
  – Library as Place
• 5 Local Questions (optional)
• 5 Information Literacy Questions
• 3 General Satisfaction Questions
• Library Usage Patterns
• Demographics
• Free Text Comments Box
“…and Five Ancillary Items”

Either Zero or Five Ancillary items are selected to address local or consortial concerns

– Items from the initial LibQUAL+™ item pool.
– Items written by previous consortial groups.
“22 Items and The Box…."

Why the Box is so Important

– About 40% of participants provide open-ended comments, and these are linked to demographics and quantitative data.
– Users elaborate the details of their concerns.
– Users feel the need to be constructive in their criticisms, and offer specific suggestions for action.
– Available in real-time enabling prompt responses to concerns
Usage & Demographics

- Library Usage
- User group
- Discipline
- Age
- Sex
- Gender

- Attached to SPSS and Excel results
- Enabling detailed further analysis by type
Survey Instrument

Preview: ARL Sample 4-Year Institution
Library Service Quality Survey

Please rate the following statements (1 is lowest, 9 is highest) by indicating:

- **Minimum** — the number that represents the minimum level of service that you would find acceptable
- **Desired** — the number that represents the level of service that you personally want
- **Perceived** — the number that represents the level of service that you believe our library currently provides

For each item, you must EITHER rate the item in all three columns OR identify the item as *N/A* (not applicable). Selecting "N/A" will override all other answers for that item.

<table>
<thead>
<tr>
<th>When it comes to...</th>
<th>My Minimum Service Level Is</th>
<th>My Desired Service Level Is</th>
<th>Perceived Service Performance Is</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Low</td>
<td>High</td>
<td>Low</td>
</tr>
<tr>
<td>1) Employees who instill confidence in users</td>
<td>1 2 3 4 5 6 7 8 9</td>
<td>1 2 3 4 5 6 7 8 9</td>
<td>1 2 3 4 5 6 7 8 9</td>
</tr>
<tr>
<td>2) Easy-to-use access tools that allow me to find things on my own</td>
<td>1 2 3 4 5 6 7 8 9</td>
<td>1 2 3 4 5 6 7 8 9</td>
<td>1 2 3 4 5 6 7 8 9</td>
</tr>
<tr>
<td>3) Print and/or electronic journal collections I require for my work</td>
<td>1 2 3 4 5 6 7 8 9</td>
<td>1 2 3 4 5 6 7 8 9</td>
<td>1 2 3 4 5 6 7 8 9</td>
</tr>
<tr>
<td>4) Readiness to respond to users' questions</td>
<td>1 2 3 4 5 6 7 8 9</td>
<td>1 2 3 4 5 6 7 8 9</td>
<td>1 2 3 4 5 6 7 8 9</td>
</tr>
<tr>
<td>5) Quiet space for individual activities</td>
<td>1 2 3 4 5 6 7 8 9</td>
<td>1 2 3 4 5 6 7 8 9</td>
<td>1 2 3 4 5 6 7 8 9</td>
</tr>
<tr>
<td>When it comes to...</td>
<td>My Minimum Service Level Is</td>
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<td>Perceived Service Performance Is</td>
</tr>
<tr>
<td></td>
<td>Low</td>
<td>High</td>
<td>Low</td>
</tr>
<tr>
<td>6) Convenient access to library collections</td>
<td>1 2 3 4 5 6 7 8 9</td>
<td>1 2 3 4 5 6 7 8 9</td>
<td>1 2 3 4 5 6 7 8 9</td>
</tr>
<tr>
<td>7) Willingness to help users</td>
<td>1 2 3 4 5 6 7 8 9</td>
<td>1 2 3 4 5 6 7 8 9</td>
<td>1 2 3 4 5 6 7 8 9</td>
</tr>
</tbody>
</table>

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Texas A&M Libraries
Gap Theory

• For the 22 items LibQUAL+® asks users’ to rate their:
  • Minimum service level
  • Desired service level
  • Perceived service performance

• This gives us a ‘Zone of Tolerance’ for each question; the distance between minimally acceptable and desired service ratings

• Perception ratings ideally fall within the Zone of Tolerance
Gap Theory

Perceived is greater than desired
Perceived is greater than minimum, less than desired
Perceived is less than minimum

Minimum
Desired

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Core Questions
General findings

• Highly desired
  • Making electronic resources accessible from my home or office
  • Print and/or electronic journals I require for my work
  • A haven for study, learning or research

• Lowest
  • Library staff who instil confidence in users
  • Giving users individual attention
  • Space for group learning and group study
Why use LibQUAL+®?
Feedback from LibQUAL+® Users

“Why did you choose to use LibQUAL+®?”

• LibQUAL+® was recommended to us as offering a well designed, thoroughly Library-focused set of survey tools
• Cost-effectiveness
• Automated processing & fast delivery of results
• Opportunity to benchmark
• Respectability and comparability (with others and historically)
LibQUAL+® vs. Local

**Advantages**
- Administered for you
  - Limited local effort
- Analysis conducted for you
- Cost effective
- Benchmarking capabilities
- Respectability

**Disadvantages**
- Limited ability to focus on local issues
- User Group Demographics not customisable

**Advantages**
- Ability to focus on local issues
- Customisable

**Disadvantages**
- Question writing
- Requires a lot of staff time
  - Design
  - Administering
  - Marketing
  - Collating and Analysing
LibQUAL+® Process Overview
Preparing for the Survey Implementation

• Why is Your Library Participating in LibQUAL+®?
  – what do you want to get out of the survey?

• Decide who to sample
  – Random Sample
  – Entire Population
Random Sample or Entire Population

• If you sample
  – Recommend at least 1,200 random email addresses for each user group
  – Separate sample groups for undergraduates, graduates, faculty, and staff

• If you survey the entire population
  – Think about survey fatigue if you want to repeat the survey regularly

• Keep notes on your methodology as you will be asked to describe it in the Post Hoc Questionnaire
Obtain Email Addresses

• Typical sources include:
  – Campus computing office
  – Campus administrative records office
  – Library patron database
Marketing Your Survey

• Place ads in campus newspaper
• Write article for library newsletter
• Post flyers around campus
• Present at faculty meetings & student orientations
• Create a survey Web site and feature on library’s home page
• Take the survey to where users are: dining halls, study rooms, dorms
• More ideas on http://www.libqual.org/Publications/index.cfm (Publication Type = Special)
Become Familiar with LibQUAL+® Resources

• Management Center
  – [http://www.libqual.org/Manage/index.cfm](http://www.libqual.org/Manage/index.cfm)

• LibQUAL+® Procedures Manual

• Discussion list
  – [LIBQUAL-L@listserv.tamu.edu](mailto:LIBQUAL-L@listserv.tamu.edu)
The Survey Process: Initial Steps
LibQUAL+® Management Center: Getting Started

• Login (Required to use the Management Center)

• Center Sections:
  – Personal Profile
  – Institution Profile
  – Manage Users
  – Manage Your Survey
  – Survey Results
  – Resources
  – Directory
Survey Process: Manage Your Survey

Eight Sections:
• Preferences
• Customization
• Preview
• Representativeness
• Monitor Survey Progress
• Incentive Winners
• Post Hoc
• Evaluation

*Sections must be completed in order
Fields marked with * are required.

Languages: American English

Survey Start Date: January 15, 2007

Survey End Date: May 31, 2007

Local Incentive: Yes

Need Ideas? Yes

SPSS Data File Delivery: Yes

Survey Support E-Mail Address: emailaddress@domain.edu

Upload Your Institution's Logo:

Click this button to save your changes.
Customization: Optional/Local Questions

Section 1 - Question Packages:
- AAHSL (5 Questions)
- Alabama Academic (NAAL) (5 Questions)
- CUC Group (5 Questions)
- Georgia Consortium (5 Questions)
- LibQUAL Canada (5 Questions)
- Maine URSUS Libraries (5 Questions)
- NCCLPHEI (5 Questions)
- NYRo College and University Libraries (5 Questions)
- Oberlin Libraries Group (5 Questions)
- OhioLINK (5 Questions)
- SCONUL (5 Questions)
- State University Libraries of Florida (5 Questions)
- Mix & Match the Questions in Section 2 Below
- No Optional Questions

Select questions developed by your consortium

Section 2 - Mix & Match Questions:
- Do not add local questions to your survey
- Comprehensiveness of literature and other articles online
- Convenience of borrowing books from other libraries
- Ease of using library's online article indexes
- Availability of online help when using my library's electronic resources
- Informing me of useful library services
- Providing health information when and where I need it
- Employees teaching me how to access or manage information
- An environment that facilitates group study and problem solving
- Access to information resources that support patient care
- Having comprehensive electronic resources
- Easiness of use of electronic resources
- Providing help when and where I need it
- Providing information that answers my questions
- Teaching me how to assess, evaluate, and use information
- Making me aware of library services
- Subject bibliographies
- The right mix of print/electronic content
- The right mix of easy-to-use tools to access military and other scholarly content
- Library orientations/instruction sessions

Save My Changes

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Customization: Disciplines

- Results notebooks summarise findings by user group and provide a chart for both standard and custom disciplines

- Standard disciplines (based on your institution type, i.e., College/University)

- Customised disciplines
  - Recommend no more than 16 disciplines, if possible
Customised Disciplines

• Tailor your disciplines to suit your institution

• Map them back to the standard disciplines to aid benchmarking

• Cautions:
  – Need to provide representativeness data for your customised disciplines
  – Too many choices present challenges to users, difficult to navigate on screen
Manage Your Survey: Customization – Customized Disciplines

### Core Discipline Mapping:

<table>
<thead>
<tr>
<th>Display on Survey</th>
<th>LibQUAL+(TM) Disciplines</th>
<th>Alternate Term to Display</th>
</tr>
</thead>
<tbody>
<tr>
<td>1)</td>
<td>Agriculture/Environmental Studies</td>
<td></td>
</tr>
<tr>
<td>2)</td>
<td>Architecture</td>
<td></td>
</tr>
<tr>
<td>3) ✔</td>
<td>Business</td>
<td>Business/Commercial Law</td>
</tr>
<tr>
<td>4) ✔</td>
<td>Communications/Journalism</td>
<td>Health and Human Services</td>
</tr>
<tr>
<td>5) ✔</td>
<td>Education</td>
<td></td>
</tr>
<tr>
<td>6) ✔</td>
<td>Engineering/Computer Science</td>
<td></td>
</tr>
<tr>
<td>7) ✔</td>
<td>General Studies</td>
<td></td>
</tr>
<tr>
<td>8) ✔</td>
<td>Health Sciences</td>
<td></td>
</tr>
<tr>
<td>9)</td>
<td>Humanities</td>
<td></td>
</tr>
<tr>
<td>10)</td>
<td>Law</td>
<td></td>
</tr>
<tr>
<td>11)</td>
<td>Military/Naval Science</td>
<td></td>
</tr>
<tr>
<td>12) ✔</td>
<td>Other</td>
<td></td>
</tr>
<tr>
<td>13) ✔</td>
<td>Performing &amp; Fine Arts</td>
<td></td>
</tr>
<tr>
<td>14) ✔</td>
<td>Science/Math</td>
<td></td>
</tr>
<tr>
<td>15) ✔</td>
<td>Social Sciences/Psychology</td>
<td></td>
</tr>
<tr>
<td>16) ✔</td>
<td>Undecided</td>
<td></td>
</tr>
</tbody>
</table>

### Additional Disciplines:

<table>
<thead>
<tr>
<th>LibQUAL+(TM) Disciplines</th>
<th>Additional Discipline Terms (Optional)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) Other</td>
<td>Aviation</td>
</tr>
<tr>
<td>2) Undecided</td>
<td>University Curriculum</td>
</tr>
<tr>
<td>3) Education</td>
<td>Counselor Education/Counseling Psych.</td>
</tr>
<tr>
<td>4) Humanities</td>
<td>History</td>
</tr>
</tbody>
</table>

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Standard Disciplines: An Academic Library

![Graph showing discipline distribution percentages.](https://www.libqual.org/arl)
Customized Disciplines: An Academic Library

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Customization: Branch Libraries

The library you use most often.

<table>
<thead>
<tr>
<th>Library Branches:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1) Main Library</td>
<td>11</td>
</tr>
<tr>
<td>2) Fine Arts Library</td>
<td>12</td>
</tr>
<tr>
<td>3) Health Sciences Library</td>
<td>13</td>
</tr>
<tr>
<td>4) Public Library</td>
<td>14</td>
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<tr>
<td>5)</td>
<td>15</td>
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<tr>
<td>6)</td>
<td>16</td>
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<td>7)</td>
<td>17</td>
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<td>8)</td>
<td>18</td>
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<td>9)</td>
<td>19</td>
</tr>
<tr>
<td>10)</td>
<td>20</td>
</tr>
</tbody>
</table>

Save My Changes
Approving and Running Your Survey
Previewing and Approving Your Survey

Preview
• Complete at least one full run of your preview survey
• Test in different settings, using different platforms and Web browsers
• Get library staff involved in testing

Approved
• Can no longer make changes
• Live survey URL will appear at the top of the “Manage Your Survey” page marked as Survey URL
Distributing

• Once you have your URL you can send out invitations via email to complete the survey
• Can be done in own time
• Recommend you run Library staff training before your invitations go out if possible
  – Ideal way to capture Library Staff views
Sending Reminders

• 3-5 reminders to sample populations
• Thank respondents who have completed the survey
• Boost up marketing efforts around campus
  – More fliers, table tents, ads in campus newspaper
  – Get professors and other staff involved
  – Increase number or types of incentives

• Examples of marketing and downloadable logos are available on the LibQUAL+® Web site.
Reviewing Comments

- About one-half of users include comments on their survey
- Download via the Monitor Survey Progress page (Excel file or text file)
- [http://www.libqual.org/Manage/Results/Comments/index.cfm](http://www.libqual.org/Manage/Results/Comments/index.cfm)
Completing Your Representativeness Questionnaire

• Determines how your institutional profile compares to your survey data

• Requires the following information:
  – Number of individuals per user group
  – Number of individuals within each discipline
  – Number of males and females
  – Library Statistics
    • Volumes added during the year – Gross/Total
    • Total number of current serials received (including electronic serials)
    • Total library expenditures (in U.S. dollars)
    • Personnel – professional staff, full-time equivalent (FTE)
    • Personnel – support staff, full-time equivalent (FTE)

• Must be complete BEFORE closing survey
Completing Your Representativeness Questionnaire
Closing Your Survey

• We recommend a survey run of a minimum of three weeks
• Once you close your survey:
  – Retrieve list of incentive winners
  – Fill out Post Hoc and Evaluation Questionnaires
Completing Post Hoc and Evaluation Questionnaires

- **Post Hoc Questionnaire**
- **Information about your survey**
  - Sample size
  - Number of e-mails sent
  - Number of invalid e-mail addresses
  - Incentives offered
  - Marketing techniques
  - Etc.

- **Evaluation Questionnaire**
- **Feedback about your LibQUAL+® experience**
- **All survey liaisons and assistants are encouraged to complete this questionnaire**
LibQUAL+® Management Center: Retrieving Survey Results

• Survey Results Notebook (PDF)
  – Individual & Group Analyses
• Comments
  – About half of users provide comments
  – Download to a text or Excel file under Monitor Survey Progress (see Manage Your Survey)
• Excel data files
• SPSS (delivered 2-3 months after survey)
• Additional Services:
  – Customized Discipline Analysis
  – Library Branch Analysis
  – Other Customized Analyses (upon request)
  – Print Copies
Summary

• Tasks for Institutional Contact:
  – Survey dates
  – Optional questions
  – Discipline mapping
  – Representativeness data
  – Marketing & distribution
After the survey is closed
Making the Most of the Data

• Further data analysis is necessary to maximise the potential of your results
• Initial results will provide an overview of your service
• Detailed analysis allows further issues to be highlighted
Quantitative Analysis: Excel Data

- Excel data files available on the LibQUAL+® Web site
  http://www.libqual.org/Manage/Results/index.cfm

- Use customized radar chart template to create custom analyses
  http://www.libqual.org/Manage/Resources/SampleRadarChart/index.cfm
Analytics Tool

LibQUAL+ Analytics - Institution Explorer

The Institution Explorer section (the basic level of the Interactive Statistics) provides the users with the ability to enter search criteria that will produce statistical data similar to the LibQUAL+™ Toolbooks. Users can search a survey year beginning in 2004 to current, by individual institution, single or multiple user group(s), and select from a number of disciplines.

Survey Year: 2006

Institutions: Acadia University

User Groups: Undergraduate, Graduate, Faculty, Library Staff, Staff

Disciplines: Agriculture / Environmental Studies, Architecture, Business, Communications / Journalism, Education

Calculate Statistics

www.libqual.org
LibQUAL+® Resources

• LibQUAL+® Web site:
  http://www.libqual.org

• Publications:
  http://www.libqual.org/publications

• Events and Training:
  http://www.libqual.org/events

• Gap Theory/Radar Graph Introduction:
  http://www.libqual.org/Information/Tools/libqualpresentation.cfm

• LibQUAL+® Procedures Manual:
  http://www.libqual.org/Publications/index.cfm
In Closing LibQUAL+®

• Focuses on success from the users’ point of view (outcomes)
• Demonstrates that a web-based survey can handle large numbers; users are willing to fill it out; and survey can be executed quickly with minimal expense
• Requires limited local survey expertise and resources
• Analysis available at local, national and inter-institutional levels
• Offers opportunities for highlighting and improving your status within the institution
• Can help in securing funding for the Library
What’s in a word?

What makes a quality library?

“Quality much like beauty is in the eye of the beholder”
What’s in a “Library”?

A word is not crystal, transparent and unchanged; it is the skin of a living thought, and may vary greatly in color and content according to the circumstances and time in which it is used.

--Justice Oliver Wendell Holmes
ARL Tools for Library Assessment

As a result of the work of the New Measures and Assessment Initiative (1999)…

ARL Statistics™
Since 1907-08

LibQUAL+®
Since 2000

MINES for Libraries™
Since 2003

DigiQUAL®
Since 2003

ClimateQUAL™
Since 2007
As we look to the future…

- Common User Interface
- Unified Data Structure
- Enhanced Data Mining/Warehousing Opportunities
- Faster Development Cycle for New Tools
- Common Workflow
Thank you

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