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Welcome to LibQUAL+™!

LibQUAL+(TM) is a suite of services that libraries use to solicit, track, understand, and act upon users' opinions of service quality. These services are offered to the library community by the Association of Research Libraries (ARL). The program's centerpiece is a rigorously tested Web-based survey bundled with training that helps libraries assess and improve library services, change organizational culture, and market the library. The goals of LibQUAL+(TM) are to:



Foster a culture of excellence in providing library service

Help libraries better understand user perceptions of library service quality

Collect and interpret library user feedback systematically over time

Provide libraries with comparable assessment information from peer institutions

Identify best practices in library service

Enhance library staff members' analytical skills for interpreting and acting on data

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The LibQUAL+(TM) project was supported in part by a grant from the U.S. Department of Education's Fund for the Improvement of Postsecondary Education ([FIPSE](#)) from 2001-2003. Funding to develop a similar protocol for digital libraries is currently provided by NSDL/NSF through August 2004. LibQUAL+(TM), a partnership between ARL and Texas A&M University, is one of the [ARL New Measures Initiatives](#) managed as part of the [ARL Statistics and Measurement Program](#).



News:

[Need LibQUAL+® promotional materials? New online order form](#)

Posted by MaShana A. Davis, at 4:04 PM, 7/6/2007

Use this online form to request free LibQUAL+(TM) publications, training materials, and other promotional items.

[2007 LibQUAL+® Session I Survey Highlights available](#)

Events:

[LibQUAL+® in South Africa](#)

Dates: 8/13/2007 - 8/16/2007

Conference: 7th Northumbria International Conference

Site: Spier Hotel and Conference Center

Location: Stellenbosch, South Africa

This meeting, scheduled for August 13, will be held in conjunction with the 7th Northumbria International Conference on Performance Measurement in Libraries and Information Services

Posted by MaShana A. Davis, at 10:23 AM, 6/21/2007

Publications:

Highlights from the 2007 Session I iteration of the LibQUAL+® survey are available. Supplementary tables are available as attachments to the survey highlights at

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

Bruce Thompson, Martha Kyrillidou, Colleen Cook, Paper presented at the 7th Northumbria International Conference on Performance Measurement in Libraries and Information Services, Stellenbosch, South Africa, August 13, 2007.

Posted by Kristina Justh, at 2:47 PM, 4/20/2007

Please consider contributing to the 2007 LibQUAL+® Share Fair... celebrating 1000 libraries improving service quality!

[\[Click here for the full announcement...\]](#)

LibQUAL+® 2008 In-Kind Grant Program Guidelines

Posted by Richard Groves, at 10:00 AM, 1/5/2007

For the third year, LibQUAL+® is sponsoring an in-kind grant program for participants in the 2008 LibQUAL+® survey. A total of up to five institutions will be awarded grants to participate in the 2008 survey. Our goal is to offer one grant for every 50 registered libraries.

Application deadline is June 15, 2007.

Register for the 2007 LibQUAL+™ survey!

Posted by MaShana A. Davis, at 9:55 AM, 9/1/2006

Registration for the 2007 LibQUAL+(TM) survey is now open.

LibQUAL+™ 2006 Session I Survey Highlights available

Posted by MaShana A. Davis, at 4:47 AM, 7/7/2006

Highlights from the 2006 (Jan-June) iteration of the LibQUAL+(TM) survey.

LibQUAL+™ Awards In-Kind Grants to Participate in 2006 Survey

Posted by Martha Kyrillidou, at 12:43 PM, 2/12/2006

Washington, DC—LibQUAL+™ awarded in-kind grants to six libraries to facilitate their participation in LibQUAL+™.

[\[Click here for the full announcement...\]](#)

LibQUAL+™ 2005 Survey Highlights available

Posted by Martha Kyrillidou, at 9:52 PM, 1/15/2006

Highlights from the 2005 (Jan-Dec) iteration of the LibQUAL+(TM) survey.

LibQUAL+™ and Decision Making: The

"Measuring Library Performance and Organizational Effectiveness: From Research to Practice" an IFLA satellite preconference sponsored by the IFLA Statistics and Evaluation Section.

The meeting time is tentatively scheduled for 8:30am-1:00pm.

NOTE: you do not need to register for Northumbria to attend the LibQUAL+® in South Africa meeting.

LibQUAL+® & Beyond: A LibQUAL+® Canada Workshop

Dates: 10/24/2007 - 10/25/2007

Location: Ottawa, Canada

This workshop is for members of the LibQUAL+® Canada consortium. Attendees will learn about their individual and group survey results, hear how the University of Western Ontario and the University of Alberta have analyzed the results of their surveys, learn techniques to evaluate and improve library services, and participate in general discussion.

2008 Service Quality Evaluation Academy

Dates: 3/10/2008 - 3/14/2008

Site: Hotel Monteleone

Location: New Orleans, LA

The Academy is an intensive five-day program focusing on qualitative and quantitative methods for collecting and analyzing library service quality data. The program emphasizes basic concepts and skills in measurement and data analysis that will be applicable to service quality evaluations. The Academy is designed for librarians across library types and organizational structures, with a strong commitment to service quality assessment efforts.

Interested individuals are welcome to submit an application before the deadline of **January 14, 2008**.

[More Events...](#)

Martha Kyrillidou, Consortium of Swiss Academic Libraries, National Library, Bern, Switzerland, July 9, 2007.

Background on the U.K./SCONUL LibQUAL+® Implementation

J. Stephen Town, LibQUAL+® International Workshop, University of Westminster, London, UK, July 5-6, 2007.

Effectively Using LibQUAL+® Data

J. Stephen Town, LibQUAL+® International Workshop, University of Westminster, London, UK, July 5-6, 2007.

Preparing to Work Effectively with Your LibQUAL+(R) Survey Results

Library Summit

Posted by Judith Matz, at 1:55 PM, 8/26/2004

The LibQUAL+™ results notebook, full of feedback about service quality, is an ideal catalyst for constructive dialogue on your campus about where your library should focus its energy and financial resources. Begin this dialogue with a library summit that gathers together people who have a stake in the library's future.

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Raynna Bowlby and Martha Kyrillidou, Preparing to Work Effectively with Your LibQUAL+(R) Survey Results, ALA Conference, Renaissance Washington Hotel, Washington, DC, June 26, 2007.

[More Publications...](#)

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