

ARL AWARDED FIPSE GRANT FOR ASSESSMENT OF LIBRARY SERVICE QUALITY

ARL was awarded funding by the U.S. Department of Education Fund for the Improvement of Postsecondary Education (FIPSE) to develop tools for and establish a service quality assessment program. The project, "Service Effectiveness in Academic Research Libraries," developed in conjunction with Texas A&M University, is a large-scale, user-based assessment of library service effectiveness also known as LibQUAL+. It is one of ARL's responses to the need for outcomes-based assessment on behalf of academic and research libraries.

The goals of the project include:

- development of tools and protocols for evaluating library service quality;
- development of effective web-based delivery mechanisms;
- identification of best practices; and
- establishment of a service quality assessment program.

The project builds on the ARL New Measures project, LibQUAL+, initiated in spring 2000. Twelve ARL institutions participated in a pilot project using a standardized instrument measuring service quality, LibQUAL+, a modified version of SERVQUAL. (See [accompanying article](#) for a report on the LibQUAL+ project.)

The FIPSE funds for this three-year project, which begins October 2000, will cover 49.5% (\$498,368) of the estimated costs of the project; Texas A&M and ARL contribute the remaining 50.5% (\$508,761) of the total project costs.

Any postsecondary institution interested in participating in the project should contact [Martha Kyrellidou](#), ARL Senior Program Officer for Statistics and Measurement. A [website for the project](#) is also available for more information.

[Table of Contents for Issue 212](#) | [Other Leadership and Management Services Articles](#) | [Other Measurement of Research Libraries Articles](#) | [Other ARL Activities](#)



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