



ARL Bimonthly Report 233 **April 2004**

LibQUAL+™ 2004 Survey Opens

As of March 30, more than 140 of 209 participating libraries have launched their LibQUAL+™ surveys, and nearly 60,000 responses have been collected from users. Late March and early April are typically the peak times for the survey, so these numbers represent the midpoint of another busy survey cycle. The 2004 LibQUAL+™ survey period will end on May 21, with results distributed to participants as soon as possible thereafter. For more information, visit the LibQUAL+™ Web site <<http://www.libqual.org/>> or contact Amy Hoseth, LibQUAL+™ Communications Coordinator, <amyh@arl.org>.

Upcoming LibQUAL+™ Workshops

LibQUAL+™ Process Management

June 28, 2004, in Orlando, Florida

During the 2004 ALA Annual Conference, learn more about the LibQUAL+™ survey instrument and how to best maximize its effectiveness for your library. Choose one of two meetings to attend: 9:00 a.m.-12:00 noon or 1:00p.m.-4:00p.m.

New Ways of Listening to Users: Tools for Measuring Service Quality

October 1-2, 2004, in Washington, D.C.

Learn about the development of the LibQUAL+™ program and how to use it in your library. Presenters will explain the development of LibQUAL+™ from its foundations in SERVQUAL through four successive years of iterations. Presenters will also review the process for running the survey, discuss recent survey results, and provide examples of how libraries have applied LibQUAL+™ results in the local setting.

Analyzing and Interpreting Your LibQUAL+™ Data With SPSS

October 18-19, 2004, in Washington, D.C.

This workshop is designed for LibQUAL+™ participants who want to learn how to analyze their data with SPSS. It includes a basic introduction to data analysis with a focus on

LibQUAL+™ SPSS data files. Other topics of discussion include exploratory analysis and basic descriptive statistics, group comparisons, and validity and reliability analysis. This is a hands-on, computer-lab experience that covers basic statistical concepts and training in the application of these concepts using SPSS.

For more information about these workshops and to register, see <<http://www.libqual.org/events/>>.

▲ [Back to top](#)

"LibQUAL+™ 2004 Survey Opens." *ARL*, no. 233 (April 2004): 9.
<<http://www.arl.org/newsltr/233/libqual.html>>.

"Upcoming LibQUAL+™ Workshops." *ARL*, no. 233 (April 2004): 9.
<<http://www.arl.org/newsltr/233/libqual.html>>.

[Table of Contents for Issue 233](#) | [Other Measurements of Research Libraries Articles](#)



[ARL Bimonthly Report Home](#) [ARL Home](#)

ARL policy is to grant blanket permission to reprint any article in the *Bimonthly Report* for educational use as long as full attribution is made. Exceptions to this policy may be noted for certain articles. This is in addition to the rights provided under sections 107 and 108 of the Copyright Act. For commercial use, a reprint request should be sent to ARL Director of Information Services, [Lee Anne George](#).

© The Association of Research Libraries

Maintained by: [ARL Web Administrator](#) Site Design Consultant: [Chris Webster](#) Last Modified: May 12, 2004