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LibQUAL+™ in 2004

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The spring 2004 LibQUAL+™ survey concluded in May with responses collected from more than 112,000 individuals at 202 participating libraries. Over 550 libraries in seven countries have used the LibQUAL+™ assessment tool since the project started as a pilot at 13 ARL member libraries in 2000. The survey measures library users' minimum, desired, and perceived levels of service from three perspectives: information control, affect of service, and library as place. Also included in the survey are questions on perceived outcomes from library use, general satisfaction with library service, and frequency of library use.

Participants this year included college and university libraries, community college libraries, health sciences libraries, law libraries, and hospital libraries. Many libraries participate as part of a consortium--10 consortia participated in 2004. The survey is now available in six languages and has been implemented at libraries in North America, Europe, and Australia. Library users in 46 U.S. states and the District of Columbia have completed the survey, as well as users in six Canadian provinces.

LibQUAL+™ emphasizes the sharing of survey results and nurtures a community of libraries that look to one another for innovative ideas for improving their services. The standardized nature of the survey allows participants to measure changes over time and compare their performance with that of peer institutions. Many participants share their LibQUAL+™ results on their Web sites (see [accompanying article](#)).

Results from the spring 2004 LibQUAL+™ survey are available in a series of 11 volumes, presenting summary data for the following groups: Association of Academic Health Sciences Libraries (AAHSL); Association of Jesuit Colleges and Universities (AJCU) Law Libraries; Association of Research Libraries (ARL); Church Educational System (CES) Libraries; European Business School Librarians' Group (EBSLG); Hospital/Medical Library Association Libraries; Oberlin Libraries Group (OLG); OhioLINK Libraries; U.K. Society of College, National, and University Libraries (SCONUL); State University Libraries of Florida; and University of Wisconsin System Libraries. The volumes can be purchased from ARL

Publications, http://www.arl.org/arl/pr/libqual_notebooks04.htm. Highlights from the 2004 survey are available at <http://www.libqual.org/documents/admin/ExecSummary%201.3.pdf>.

Registration for the spring 2005 LibQUAL+™ survey opened on September 7. For more information, see <http://www.libqual.org/>.

LibQUAL+™ is a service that is collaboratively supported by Texas A&M University Libraries and ARL.

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<<http://www.arl.org/newsltr/236/lq2004.html>>.

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