



## *ARL Bimonthly Report 236* **October 2004**

### **Sharing Best Practices by Disseminating Assessment Results via the Web**

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If one uses Google to search the Web for "LibQUAL" (excluding the arl.org and libqual.org domains), it returns over 4,500 Web pages and documents that project participants have created about their LibQUAL+™ experiences. These pages include more than 1,700 pages specifically about LibQUAL+™ survey results and almost 500 FAQ documents created to answer questions users may have about the survey.

We have created a listing of several of these LibQUAL+™ pages to give participants an idea of what their colleagues all over the world are doing to increase awareness of the survey on their campuses and share their results. Some examples include:

- Brigham Young University created several customized reports. One compares their 2004 LibQUAL+™ results with those of their consortium partners; another is a comparison of their 2001 and 2003 survey results. The library also provides access to their individual results notebooks, consortium notebook, and ARL group notebook.
- Brown University dedicated an issue of *BiblioFile*, the library newsletter, to their 2002 LibQUAL+™ results. The issue shares with library users what the library learned from their survey participation as well as what the library did to improve services.
- Glasgow University published the comments from their 2003 LibQUAL+™ survey along with direct responses to the concerns raised. The library also created a table that shows a breakdown of respondents by user group, gender, attendance pattern (full-time, part-time, etc.), and discipline.
- Kent State University's Stark Campus Library created a LibQUAL+™ page that describes the dimensions of library service quality measured by the survey and how to read the dimension graphs. The page includes several graphs that compare their 2002 results with those of their fellow OhioLINK participants and all four-year institutions.
- Queen's University was the first to create a page that used LibQUAL+™ Web Services to keep their community updated on how many surveys were completed throughout the

survey run. This service enables each participating library to enhance their Web site with a counter that is updated every 15 minutes with the current number of completed surveys.

The list of LibQUAL+™ pages is available at  
[http://www.libqual.org/Information/Related\\_Sites/](http://www.libqual.org/Information/Related_Sites/).

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