



LibQUAL+™

A Brief Introduction to ARL's Survey Instrument

"Getting Out from Behind the Desk",
October 29, 2004

What is LibQUAL+™?

- A “rigourously tested Web-based survey” instrument
- Developed by Texas A&M University and the Association of Research Libraries (ARL)
- 2001: 43 libraries (academic)
- 2002: 164 libraries (acad., public, special)
- 2003: 308 libraries (international)

What does the survey look like?

- Online survey
- 22 questions
- 9-point Likert-scale
- one box at the end for open-ended comments from users



What does it cost?

USD 2,250
per library
(Spring 2005)

Two Thousand Bucks?! Get outta here...

It's a **bargain!** ARL provides...

- Extensive training and support
- Well-researched and tested survey instrument
- Listserv for participants
- Tech support
- Data analysis and results booklet

How much work is involved?

- ARL estimates 50-60 hrs of work (Aug-June)
- Library Steering Committee administers LibQUAL+™
- Decides on a sample group, gets ethics approval (if necessary), promotes the survey on campus, decides on local incentives, disseminates results to Library staff



Benefits—Why bother?

- Get feedback from your users
- Adapt services to better meet user needs
- Use the results for benchmarking: track your improvement over time, or compare your results to results of peer institutions to get ideas for new/improved services



Want More Info?

www.libqual.org

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