



LibQUAL+™

Developing a LibQUAL+™ Protocol for the National Science Digital Library (NSDL)

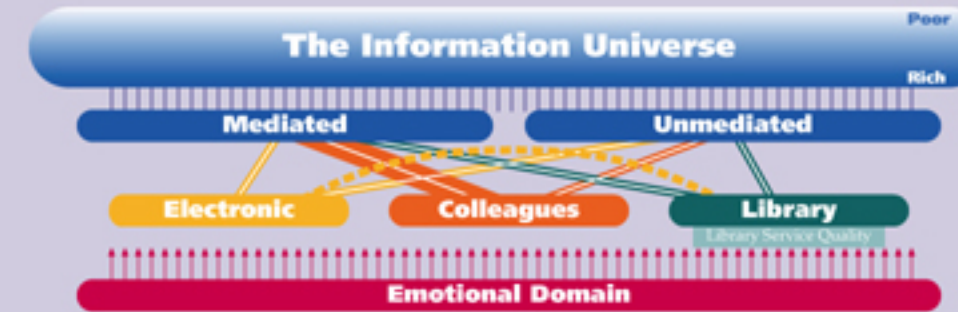


Association of Research Libraries

Goals of LibQUAL+™ are to:

- Foster a culture of excellence in providing library service
- Help libraries better understand user perceptions of library service quality
- Collect and interpret library user feedback systematically over time
- Provide libraries with comparable assessment information from peer institutions
- Identify best practices in library service
- Enhance library staff members' analytical skills for interpreting and acting on data

The Information Universe



The Goals of ARL's NSDL Digital Library Assessment Project include:

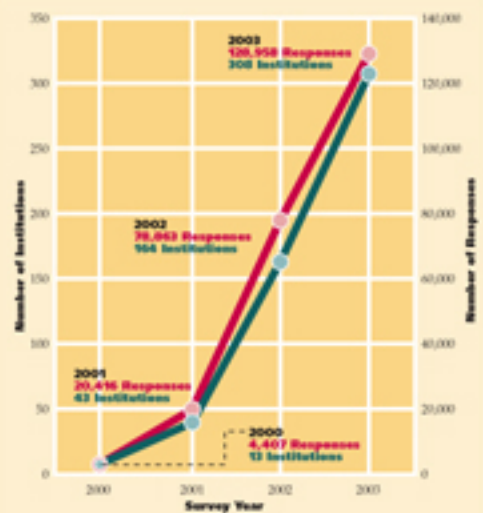
Immediate goals

- Define the dimensions of digital library service quality from the users' perspectives
- Develop a tool for measuring user perceptions and expectations of digital library service quality across NSDL digital library contexts
- Identify digital library best practices that permit generalizations across operations and development platforms

Long-term goals

- Enhance student learning by effectively managing student perceptions and expectations of digital library services
- Establish a digital library assessment program within the larger library service quality assessment program at the Association of Research Libraries
- Institutionalize continuous digital library product and process evaluation efforts directed towards positive and timely management outcomes.

LibQUAL+™ Growth



LibQUAL+™ 2003 by the Numbers

	Institutions	Surveys
Total	308	128,958
American English	285	115,852
Colleges and Universities	221	98,206
Community Colleges	30	7,354
Academic Health Sciences	22	7,388
Military Institutions	6	1,697
Public and State Institutions	5	741
Academic Law Institutions	1	466
British English	20	11,919
Canadian French	2	416
Dutch English	1	771
ARL	66	31,479

LibQUAL+™: Dimensions of Library Service Quality (Spring 2003)



Outcome: Why is the Library Valued by Faculty?

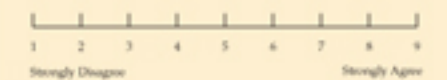
Library Outcomes as defined by Faculty Perceptions, LibQUAL+™ 2003



Outcomes Questions

Please indicate the degree to which you agree with the following statements:

- 1) The library helps me stay abreast of developments in my field(s) of interest
- 2) The library aids my advancement in my academic discipline
- 3) The library enables me to be more efficient in my academic pursuits
- 4) The library helps me distinguish between trustworthy and untrustworthy information
- 5) The library provides me with the information skills I need in my work or study



LibQUAL+™: Rapid Growth in Other Areas

Languages

- American English
- British English
- French
- Dutch

Consortia

- Each has 5 local questions added to the survey

Countries

- U.S., U.K., Canada, the Netherlands

Types of Institutions

- Academic Health Sciences
- Academic Law
- Academic Military
- College or University
- Community College
- Public
- State

LibQUAL+™: Dimensions 2000-2003

	2000	2001	2002	2003
41 Items	56 Items	25 Items	22 Items	
Library as Place	Library as Place	Library as Place	Library as Place	
Affect of Service	Affect of Service	Service Affect	Service Affect	
Reliability	Reliability	Personal Control	Information Control	
Provision of Physical Collections	Self-Reliance	Information Access		
Access to Information	Access to Information			

Evaluating Digital Libraries

ARL is adapting LibQUAL+™ for use in digital libraries. Although there are different working models, digital libraries share the goal of connecting users with information via the Internet. Characteristics that may be evaluated include:

- **Information access.** Can users find what they need, when they need it?
- **Unmediated service.** Digital library patrons generally find things on their own, rather than with the aid of a librarian.
- **Community.** Digital library users and creators share a strong sense of community.
- **Validity of materials.** Evaluation of the validity and reliability of digital library materials/sources is a source of discussion.

Breadth and depth of coverage.

Reliance on "donated" time and materials means that not all topics have equal resources.

Regrounding research to date has taken place at the following digital libraries:

- Digital Library for Earth System Education (DLESE)
- Multimedia Educational Resource for Learning and Online Teaching (MERLOT)
- Math Forum

Funding sources include:

- FIPSE, U.S. Department of Education
- National Science Foundation (NSF)