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 measurement 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 Information Universe

Emotional Domain

Electronic

Colleagues

Library

LibQUAL+ 2003 by the Numbers

Institutions: 308
Surveys: 128,558

Academic Libraries

Community Colleges

Academic Health Sources

Military Institutions

Public and State Libraries

Academic Law Institutions

British English

Canadian English

Dutch English

ARL

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

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

Affect of Service

Information Control

Library as Place

Influence

Relevancy

Assurance

Reliability

Influence

Relevancy

Assurance

Reliability

LibQUAL+ 2003 by the Numbers

Outcome: Why is the Library Valued by Faculty?

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

Immediate goals

- Define the dimensions of digital library service quality from the users’ perspective
- 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 generalization across operations and development platforms

Long-term goals

- Enhance students’ learning by effectively managing student perceptions and expectations of digital library contexts
- 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 policy and strategy management outcomes

Evaluating Digital Libraries

- ARRL adapting LibQUAL+™ for use in digital libraries
- Although LibQUAL+™ is not yet a well-established and matured tool for evaluating digital library service quality, the process it entails is remarkably similar

- Information access: Can users find what they need, when they need it?
- Unmet needs of users: Digital library service can generally be defined as the extent to which digital library users meet their informational needs
- Relevancy: Digital library users and creators share a strong sense of community
- Validity of materials: Evaluation of the validity and reliability of digital library materials/services is a source of discussion

- Breadth and depth of coverage: Relevance and “relevance” in digital libraries mean that all topics have equal resources

Finding resources includes:

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

October 2003