



# Lib-Value as Collaborative Assessment

**Martha Kyrillidou**  
Association of Research Libraries

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# The need for assessment



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- Underlying need to demonstrate our worth
  - The reallocation of resources from traditional services and functions
  - Rapid shifts in information-seeking behavior
  - Increasing user demands

# ARL Statistics and Assessment

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...To describe and measure the performance of research libraries and their

**contribution** to

**teaching, research,**

**scholarship** and community

service ...



# ARL Tools for Library Assessment

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As a result of the work of the New Measures and Assessment Initiative (1999)...



**ARL Statistics™**

*Since 1907-08*



**LibQUAL+®**

*Since 2000*



**MINES for  
Libraries™**

*Since 2003*



**DigiQUAL®**

*Since 2003*



**ClimateQUAL™**

*Since 2007*



StatsQUAL®



LibQUAL+®



ARL Statistics®



DigiQUAL®



MINES  
For Libraries®



ClimateQUAL®

Scenarios

Balanced  
Scorecard

ARL  
Profiles

Return on  
Investment  
Lib-Value



## What is LibQUAL+®?

LibQUAL+® is a suite of services that libraries use to solicit, track, understand, and act upon users' opinions of service quality. These services are offered to the library community by the Association of Research Libraries (ARL). The program's centerpiece is a rigorously tested Web-based survey bundled with training that helps libraries assess and improve library services ....[more](#)

### THE BIRTH OF LibQUAL+®?

In 1999, Fred Heath and Colleen Cook, both then at Texas A & M University, realized that use of "input" variables, such as collection or serials counts, were limited as measures of library service quality....[more](#)

### THE LibQUAL+® SURVEY?

Since 2000, more than 1,000 libraries have participated in LibQUAL+® domestically and internationally, with participating institutions in Africa, Australia, Asia, and Europe....[more](#)

### VIEW A SAMPLE SURVEY?

The LibQUAL+® survey is a two-page, web-based instrument. For more information about the survey instrument, [click here...](#)

### Register for LibQUAL+®

Sign up and register here to start a LibQUAL+® survey.

[REGISTER NOW](#)

### NEWS

- + 12/15/2009: [Launching New Website](#)
- + 9/22/2009: [Register for the 2010 LibQUAL+® survey!](#)
- + 2/20/2009: [LibQUAL+® Share Fair, Chicago, July 13, 2009: Call for Entries](#)

[+ MORE NEWS](#)

## How will LibQUAL+® benefit your library users?

Library administrators have successfully used LibQUAL+® survey data to identify best practices, analyze deficits, and effectively allocate resources. LibQUAL+® gives your library users a chance to tell you where your services need improvement so you can respond to and better manage their expectations. Institutional data and reports enable you to assess whether your library services are meeting user expectations—and develop services that better meet these expectations.



## LibQUAL+® Top 10 Resources

A Google™ search on "LibQUAL+" yields approximately 100,000 hits, and more than 50 refereed journal articles have been published on the protocol. To use to learn about LibQUAL+®...

### EVENTS

- + 5/24/2010: [2010 LibQUAL+® and Beyond](#) - Glasgow, Scotland
- + 2/5/2010: [2010 Introduction to LibQUAL+®](#) - London, England
- + 1/18/2010: [LibQUAL+® Training Sessions](#) - Boston, MA

[+ MORE EVENTS](#)

### PUBLICATIONS

- + [Describing the Research Library of the 21st Century: The ARL Profiles](#)
- + [Library Assessment Conference 2008, Seattle, Washington August 4-7: Recap & Evaluation](#)
- + [Library Quality Assessment through LibQUAL+®](#)

[+ MORE RESOURCES](#)

# MINES for Libraries™



- MINES is a transaction-based research methodology consisting of a web-based survey form and a *random moments sampling plan*
- MINES typically measures who is using electronic resources, where users are located at the time of use, and their **purpose of use** *in the least obtrusive way*
- MINES was adopted by the Association of Research Libraries (ARL) as part of the “New Measures” toolkit in May, 2003.

# Value & Impact



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From feelings, perceptions and behaviors to outcomes, value and impact

*“I like the library because it provides all the resources I need and it helps me find answers to new questions. The library enhances my research/learning, it saves my time & money, and makes me, my colleagues/friends better learners, researcher, professionals .... “*



# ARL Profiles: Important themes



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- Development/Fund Raising/Grantsmanship - activities/staffing/successes
  - Digital publishing (i.e. OJS)
  - E-science/Data curation and management
  - Collaborations across all levels and on/off campus
  - Scholarly communication (open access/author rights, etc.)
  - Assessment activities (i.e. data portals, data driven decisions)
  - Space utilization ( innovative renovations/uses, gate counts, etc)
  - Use of social networking tools/mobile applications
  - Staffing changes (i.e. new or reworked positions, new job titles, degree requirements)

# Potential themes (con't)

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- Collaborative collection building/development
- Warehousing/remote storage (shared/individual, on/offsite, active use/dark archive, etc.)
- Instruction activities - current statistics include actual classroom instruction but do not capture efforts preparing materials for asynchronous instruction or the use of those materials (web guides, podcasts, etc.)
- Digitization efforts beyond or more specific than those already collected in the Supplementary Statistics (IRs, created and converted digital collections, etc.)
- Horizons - an open-ended question requesting feedback from each institution annually on areas of emerging interest - new services, trends, services/resources you no longer provide, etc.

