



## NMSU Library News Release

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### University Library Participates in Survey to Measure Service Quality

The New Mexico State University Library is a participant in LibQUAL+, a co-sponsored national research and development project. LibQUAL+ is defining and measuring library service quality across institutions and creating useful quality-assessment tools for local academic library planning. Each participating library will send invitations and reminders to a random sample of its user population encouraging recipients to complete a web survey. Survey data will provide the basis for comparative data generated for each library on how users perceive the quality of their library service. NMSU faculty, staff and students are being surveyed starting March 11, 2002.



LibQUAL+ is being undertaken by the Association of Research Libraries (ARL) in collaboration with Texas A&M University, with financial support from the U.S. Department of Education's Fund for the Improvement of Postsecondary Education, ARL, Texas A&M and participating libraries, including New Mexico State University. The project will continue as a research and development endeavor through 2003, by which time it is anticipated that LibQUAL+ will evolve into an ongoing service quality assessment program.

Over one hundred-seventy academic libraries nationwide are project participants in 2002. Participants in this region, in addition to the NMSU Library, include the libraries of the University of Arizona, Arizona State University, Baylor University, University of Colorado, Colorado State University, University of Houston, University of New Mexico, Oklahoma State University, University of Texas, Texas Tech University and Texas A&M University.

The LibQUAL+ project is the result of the increasing need for libraries to move toward outcome-based assessment. Outcome measures show how well an organization serves its users and they demonstrate an institution's efficiency and effectiveness. Initiating action based on the information they receive from their users and from other LibQUAL+ participants, libraries can provide services that are more closely aligned

with user expectations. LibQUAL+ is one of several outcome-based assessment efforts begun under the ARL New Measures Initiative.

For more information, see the LibQUAL+ home page at <http://www.libqual.org> or email Dr. Elizabeth Titus, Dean of the University Library, at [etitus@lib.nmsu.edu](mailto:etitus@lib.nmsu.edu).