

This poster was created by Emma Clausen, a student at the Graduate School of Library and Information Science at the University of Illinois at Urbana-Champaign. The poster was presented at the 40th Annual LOEX Conference in Columbus, Ohio, on May 4, 2012.

LibQUAL+® as an Information Literacy Assessment Tool

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About the Survey

The popularity of LibQUAL+® as an assessment tool affords many opportunities for institutions to share results and strategies related to library services and resources. (www.libqual.org)

One barrier to the implementation of a large-scale survey is high cost. With the constraint on budgets today, institutions may be able to implement only one survey.

Background

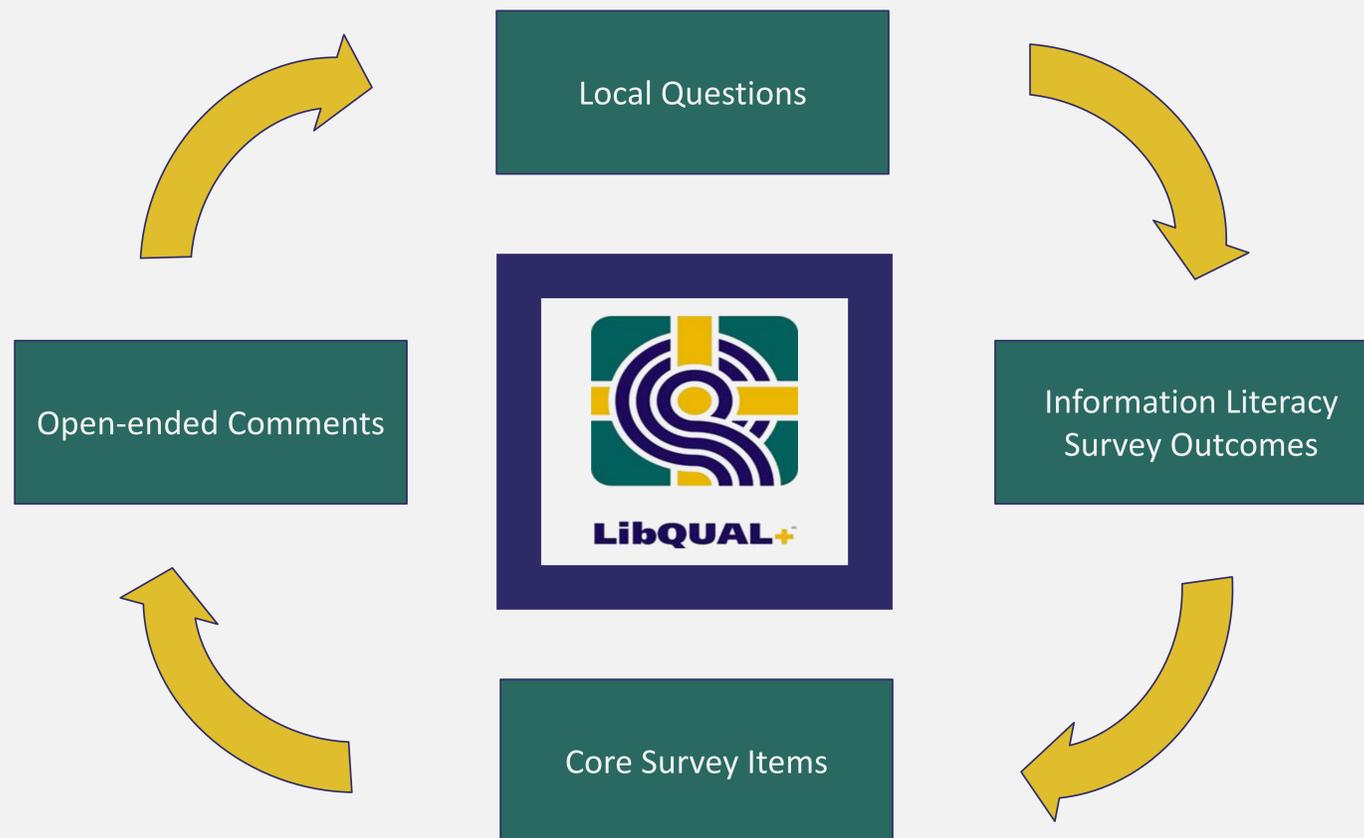
A review of published literature and an extensive web search yielded very few examples of how institutions have made use of LibQUAL+® results with regard to information literacy.

This discovery brought to light a rich opportunity for investigation. Preparing for a future implementation of the survey at UIUC, we put together a strategy to make use of Core Survey Items, customization options, and qualitative comments to assess the effectiveness of our instruction program and information literacy services.

Preparation

1. Request a list of Local Questions from ARL (libqual@arl.org)
2. Select 5 Local Questions
3. Identify IL-related Core Survey Items
4. Review IL Survey Outcomes

4 Keys to Assessing IL Outcomes with LibQUAL+®



The Value of Local Questions



Information Literacy Competency Standards for Higher Education



“ The library program teaches me how to access, evaluate, and use information. ”

Of all IL-related data points, Local Questions provide the richest data.

- More specific than Information Literacy Survey Outcomes & Core Survey Items
- Questions directly related to each standard of ACRL's *Information Literacy Competency Standards for Higher Education*
- Phrasing variations available
- Variety of questions allows for a focus

“ Library staff teaching me how to effectively use the electronically available databases, journals, and books. ”

*Examples of 2012 Local Questions

After Implementation

1. Review **adequacy gaps** in IL-related Core Survey Items
2. Review **mean satisfaction scores** from IL Survey Outcomes and Local Questions
3. Explore **open-ended comments** for identification of IL-related feedback

Taking Action

A small number of institutions have shared an account of their efforts related to information literacy after implementing LibQUAL+®.

Actions taken include:

- allocating resources for the creation of tutorials, guides, pathfinders;
- creating a discipline-focused support system for IL sessions
- funding IL-specific positions;
- creating opportunities to partner with faculty;
- working with faculty to produce online guides; and
- using LibQUAL+® data for strategic planning.

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