

Queen's Library Service Quality Survey Letter of Information to Participants

Dear Queen's University Community Member,

Queen's University Library invites you to participate in a web-based survey called *LibQUAL+* in Winter 2013. It is a respected survey method for measuring library users' perceptions of service quality, and is designed to identify gaps between desired, perceived and minimum expectations of service. This survey is part of a national effort to develop effective measures of library service quality and identify best practices: <http://util.library.dal.ca/libqual/> .

In developing and delivering library services, it is important that we understand our users' perceptions and expectations so that we can focus our resources on areas of the greatest importance and value to the Library's users.

The 2013 survey consists of 12 questions. The estimated completion time is about 8 minutes.

The Library previously conducted this survey in 2004, 2007 and 2010. The results of these surveys gave the Library a rich source of information about our users' perspectives of library services: <http://library.queensu.ca/libqual-2010-results> .

Participation in the survey is completely voluntary. Your consent to participate is implied when you complete the survey. As a token of our appreciation for your completing the survey, you may enter a draw for a GoPro Camera. One prize will be awarded.

You may choose "NA" for any question you do not wish to answer, or you may elect to leave the survey incomplete. If you choose not to answer one of the core questions, your survey will not be counted in the results. None of your responses will be stored if you choose not to transmit the web form. There are no known risks to participation in this survey. The process is entirely confidential. Neither your email address nor any other personal identification will be transmitted with your survey responses.

The survey data will be stored at a secure server, accessible only to statisticians at the Association for Research Libraries and the survey development research team. The survey responses will be compiled and reported as aggregate scores. The

analyzed results will be posted on the Library web site. The report will be announced to the University community.

This study has been granted clearance according to the recommended principles of Canadian ethics guidelines and Queen's policies.

Any questions about study participation may be directed to Laurie Scott, Associate University Librarian at laurie.scott@queensu.ca or 613-533-6000 ext. 77694. Any ethical concerns about the study may be directed to the Chair of the General Research Ethics Board at chair.GREB@queensu.ca or 613-533-6081.