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## Collection Management

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- Using the LibQUAL+ Survey to Assess User Perceptions  
of Collections and Service Quality  
*Jan H. Kemp*

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*The LibQUAL+ survey is a web-based instrument that can be administered annually to enable libraries to determine their users' level of satisfaction with the quality of collections, facilities, and library services. This article examines the Texas Tech University Libraries' LibQUAL+ survey results for 2001 in the area of Access to Collections. The institution's results are compared with average survey scores from 20,416 respondents at 43 institutions, chiefly Association of Research Libraries members. Implications for collection management and ideas for "best practices" investigation are outlined.*

KEYWORDS: LibQUAL+, user surveys, service quality, Access to Collections, collection management

- Your Place or Mine? Use of Patron-Initiated Interlibrary Loan  
vs. the Local Library Collection Among Undergraduates  
at OhioLINK Schools  
*Kathy Schulz*

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*This article describes undergraduate use of OhioLINK, Ohio's patron-initiated interlibrary loan system. Undergraduate requesting patterns from Ohio's various*



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colleges and universities were examined as well as other data, such as undergraduate use of their local collections, institution size, and library size. Correlations were calculated in order to determine which of these factors were associated with high and low OhioLINK use by undergraduates; the results varied according to school type (college vs. university). Supplementing this overall study was a detailed survey of students and faculty at Wittenberg University who had made OhioLINK requests. The conclusions have implications for cooperative collection development plans.

**KEYWORDS.** Patron-initiated interlibrary loan, undergraduates, library circulation, college libraries, university libraries, library use studies, library surveys, cooperative collection development

### Assessment of the Liaison Program at Baylor University

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*John N. Ochola  
Phillip J. Jones*

All forty-four departments liaisons (teaching faculty) and fifteen librarian consultants (library faculty) at Baylor University were surveyed to assess the university's liaison program, which was established to facilitate collection development in a library with a decentralized model of collection building. Survey responses and high return rate revealed that most liaisons were interested in the program, although both groups interacted at a marginal level and indicated ambiguity toward the appropriate role of the librarian consultant. To reinvigorate the program, the authors made a series of recommendations to the academic departments and the libraries through a report to the library administration. The principle recommendation was the establishment of a library committee to develop a comprehensive vision statement for the program and clear goals and objectives for all participants.

**KEYWORDS.** Liaison program, collection development, librarian consultants, department liaisons

### Chinese Television University Library Resources and Services

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*Anthony W. Ferguson*

The author summarizes his research findings about Radio and Television University (TVU) libraries obtained in China during the summer of 2000 and during shorter visits in 1998 and 1999. He visited 21 different TVUs in five provinces where he met with individuals and small groups of students, teachers, librarians, and university administrators and conducted tape-recorded interviews and administered written surveys. He found that TVU libraries provided basic content and services and were valued as places to study and interact with other students. He suggests, however, that library use is limited because students lack sufficient time to go to the library, they don't know what libraries have to offer, and many libraries lack sufficient content to make regular library use valuable.

**KEYWORDS.** Distance education, Television University Libraries, China



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- Pragmatic Assessment Impacts Support for Distance Education 59  
*Jetta Carol Culpepper*

*Collection managers challenged by service to distance education may find pointers in comparing Murray State University Libraries' assessment model to local situations. Information revealed through queries of participants in distance education curricula could serve as a basis upon which to formulate future assessments regarding resources, usage, and service. First, the pragmatic feature of assessing support for curricula encourages closer monitoring. The second provocation arises from usage data as a guidepost for collection development. Finally, readers cognitive of strength that stems from the combination of resources and services may find prompting in meeting the students' research needs.*

KEYWORDS. Assessment model, collection management, collection development, distance education, library services

- Developing an International Business Reference Collection 73  
*Meri Meredith*

*This article is a bibliographic essay on the development of an international business reference collection. It traces the evolution of resources from print to web-based access. It shows how some broad-based titles are exploded into many subsets such as Consumer International into regional consumer resources. Hopefully this work will provide smaller libraries with new awareness of resources they might aspire to own.*

KEYWORDS. Electronic transitions, electronic reference library, international business resources, international business databases, OhioLINK

### REVIEWS

*Jay Schafer, Reviews Editor*

- Russia and Eastern Europe: A Bibliographic Guide to English-Language Publications 1992-1999,* by Helen F. Sullivan and Robert H. Burger 89  
*Reviewed by James R. Kelly*

- Managing Electronic Serials: Essays Based on the ALCTS Electronic Serials Institutes, 1997-1999,* edited by Pamela M. Bluh 91  
*Reviewed by Andrew Osmond*

- Linguistics: A Guide to the Reference Literature, 2nd Ed.,* by Anna L. DeMiller 93  
*Reviewed by James R. Kelly*

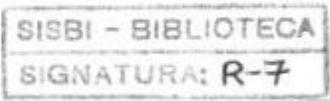
- Statistics and Performance Measures for Public Library Networked Services,* by Juan Carlo Bertot, Charles R. McClure, and Joe Ryan 94  
*Reviewed by Anne C. Moore*



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