



Special Note to 2008 Participants!

Thank you for another successful and exciting year. The 2008 survey closed on December 10, 2008, collecting over 167,900 responses from 206 surveys. Survey results—individual and group notebooks, raw data files, and user comments—are available online at <http://www.libqual.org/Manage/Results/index.cfm>. SPSS data files will be distributed 2-3 months after the close of the session.

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Survey Highlights for the 2008 LibQUAL+® survey are available online at http://www.libqual.org/documents/admin/LibQUALHighlights2008_SessionII.pdf. Also, be sure to download the supplementary document that contains standard deviations for the LibQUAL+® dimensions charts featured in the survey highlights at http://www.libqual.org/documents/admin/LibQUALHighlights2008_SessionI_Supplement.pdf.

Custom Analyses. For an additional fee, we offer two types of customized analyses to help you drill down into your survey results: (1) a customized discipline analysis, a breakdown by your localized discipline categories and (2) a library branch analysis, a breakdown by the options you input for the question, “The library you use most often.” To order a customized analysis, send an e-mail to libqual@arl.org.

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Maximizing Your Survey Results

You did the survey, downloaded your results, now what do you do? Have you asked yourself this question? If so, take a look at some of these practical suggestions to help you maximize your survey results:

- Review the “Learn to Read LibQUAL+® Radar Charts” Tutorial
- Analyze your results using the Analytics
- Become familiar with SPSS
- Plan a library summit
- Analyze user comments
- Communicate your results to your stakeholders through focus groups
- Consult the norms table provided by ARL
- Perform peer comparisons
- Publish findings.

Source: Amy Hoseth (2008). We did LibQUAL+® - now what? Practical suggestions for maximizing your survey results. *College & Undergraduate Libraries*, 14(3): 75-84.



Working Effectively with LibQUAL+®
Join us in Chicago to learn how to maximize your experience with LibQUAL+®. Martha Kyrillidou and Rayna Bowlby will work with survey liaisons to apply strategies to use in their libraries to improve library service quality. For more info or to register, see <http://www.libqual.org/Events/lqeffective2.cfm>.

2009 Survey Underway!

The 2009 survey opened on January 15. To date, over 13,000 surveys have been collected from 24 surveys. The survey is offered in two sessions, Session I: January 15-May 31 and Session II: July 1-December 10. We recommend a survey run of at least three weeks and have established the following guidelines for registration, Session I register by May 1 and Session II register by August 31. Registration is available online at <http://www.libqual.org/Register/index.cfm>. To see LibQUAL+® Services and Fees, see <http://www.libqual.org/About/FeeSchedule/index.cfm>.

