LibQual+ Triads Pilot – Fall 2011
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Pilot Survey

- Consideration of new survey measures
  - Ipsative vs. normative
- Study group
  - 1,000 undergrads; 1,000 grads; 500 faculty
- Expedited IRB approval
- Survey customization
Survey Design

• Six topical statements grouped into sets of three (triads)
  – Re-sorted and presented throughout the survey

• Asked to rank order, with no ties, the statements within the 20 triad sets:
  – Which of the following 3 things is the library doing BEST … and which … WORST?
  – Open ended comments available at end of survey
Pre-Distribution Feedback to ARL

- Instructions
- Specific wording
- Re-sorting & repetition of questions/statements
- Ability to develop new/local statements in the future?
Survey Participation

• Survey ran November 7 to December 2, 2011
  – Average of 5 to 8 minutes to complete
• Completion rate of 44.9%
  – Compared to 48.8% for long LibQual+ survey
• 501 valid surveys
• 178 comments received
• Participant incentives offered
Communicating Pilot Results

1. Local Analyses
   – NMSU Institutional Analysis – Comment analysis
   – Library – information sheet

2. ARL/LibQual+ Triads Analysis
   – 20 Triads; overall perception of service quality
Highlights of Findings

• Comment Analysis (NMSU IA):
  – Library staff overwhelmingly cited as a specific strength: 87% grads; 84% undergrads; 70% faculty
  – Suggestions for improvement:
    • Expand access to resources: 76% faculty; 42% of grads
    • Facilities & services: 65% of undergrads; 57% of grads
LibQual+ Triads Analysis

• Triad and item level summaries overall and by specific constituent group
  – 1st Best, 2nd Best, 3rd Best
  – Visualization of results through use of bar graphs
• Perceptions and usefulness of “Bests”
Use of Results

• Successfully used in advocating for additional funding for library materials
  – Information sheet
• Redesigned Library’s OPAC, improvements to webpages
• Continued work to improve library spaces, and integration of new services, e.g. RAPID
• Supported strategic planning efforts