

# 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
  - 1<sup>st</sup> Best, 2<sup>nd</sup> Best, 3<sup>rd</sup> 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