

## Reasons for Creating Survey

Previous large scale surveys (LibQUAL, MISO, Ithaka) were good survey tools but we felt they were not specific enough for our library. We wanted to have data directed to specific library operations.

## Steps Taken

### Contact others with Experience

U Washington shared their surveys and expertise.

### Survey Library Employees

We surveyed all non-student library employees asking them what questions they would like to ask undergraduate students about their job duties the following areas (where applicable):

- Student/Library interactions
- Library Instruction
- Services
- Other questions or comments
- Spaces
- Research Support
- Library's Place at BYU

### Validation

Assessment Department personnel reviewed questions – category, clarity, alignment to employee needs

A sample of key library employees (e.g., department heads, those with direct responsibility) to review a set of all survey questions for clarity, alignment to needs, grammar, etc.

A sample of library student employees were asked to take and evaluate the survey on same criteria. They also indicated most important questions.

We made changes made based on input.

This concluded the validation process to indicate the survey met its intended purpose.

### Administration

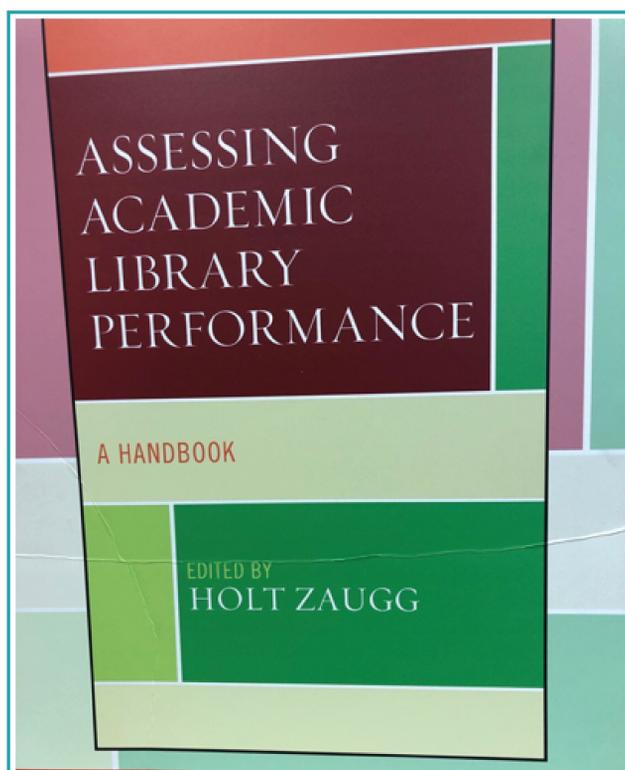
We administered the first survey section in Winter 2022 semester (mid-March).

Future Administrations will occur:

2022 Fall Other and Services part 2

2023 Winter – Library Aims, Goals, and Resources

2023 Fall – Promotion and Spaces



1

### Literature review

We conducted a literature review to determine best practices and to identify methods. Following the literature review we submitted a proposal to create our own library-wide survey to library leadership. With approval and input we began the process.

2

### Sorting and Writing

After receiving input from all non-student employees, we sorted all of their questions and comments into categories. This iterative process allowed us to consolidate comments and questions and determined where the employee's question fit best in the survey.

- We rewrote comments as questions.
- Similar questions were combined.
- When a question was combined, where able we asked employees if the final question version met their needs.
- We edited for clarity, grammar, and spelling.
- We created a table pairing final survey questions with original questions and comments.

3

4

### Approvals

We sent a summary report to library leadership outlining progress and offered options for next steps along with all survey questions.

Library leadership made final revisions and approved the survey – they wanted the survey divided into 4 sections by topic.

*Services, part 1*

*Other and Services, part 2*

*Library Aims, Goals, and Resources*

*Promotion and Space*

We sent the survey and administration plan to the Assessment and Planning Office (APO) for university survey approval. We were allowed to administer one survey section each semester with a sample size of 963 students (set by APO).

We sought and received IRB approval for survey administration.

5

6

7

### Reliability Measures

With quantitative responses we conducted a split half reliability to determine consistency of responses.

8

### Future Steps

- Administration and analysis of each survey section.
- Revision of survey items, as needed
- Creation a graduate students and faculty survey following a similar process
- Decision on future administrations.

9

*Further information about the Library-wide survey is available upon request.*