

# SCAMeL Speedy Startup 2024

## Using the MISO Survey at UNM Health Sciences Library and Informatics Center: A Longitudinal Analysis (2011-2023)

**Co-PIs:** Sally Bowler-Hill (Manager of Administrative Operations), Deirdre Caparoso (Assistant Professor)

**Additional Team Members:** Leah Everitt (Assistant Professor), Ingrid Hendrix (Division Head; Research, Education, and Clinical Information Services), Jonathan Eldredge (Professor)

We seek to compile and analyze data from the University of New Mexico Health Sciences Library and Informatics Center's five iterations of the Measuring Information Service Outcomes (MISO) Survey in order to learn more about changes in attitudes to and use of library services from 2011 to 2023. In addition, we seek to share lessons on using a longitudinal, nation-wide survey with SCAMeL and other academic health sciences center libraries. This type of survey, which is not designed for the health sciences, brings its own set of challenges and rewards that we would like to share.

The MISO Survey is a web-based quantitative survey designed to measure how faculty, students, and staff view library services in higher education. The MISO Survey addresses the following research questions:

- What services and resources are important to our constituents, and how successfully do our organizations deliver them?
- How effectively do we communicate with our campus communities about our services and resources?
- How skilled are our constituents in the use of software and library databases? What additional skills do they wish to learn, and how do they wish to learn?
- Which software and hardware tools do our constituents use, and which of these tools do they own?
- What roles do our constituents play on campus? What demographic factors identify them?
- What benchmarks can be established for excellent delivery of library services?

Since 2005, the MISO survey has been administered at over 100 institutions (<https://www.misosurvey.org>). Aggregated results from this survey have been presented at numerous conferences by MISO survey leadership and participating institutions, including at the Association of Research Libraries Library Assessment Conference and the Northumbria

International Conference on Performance Measurements in Libraries and Information Services. However, the University of New Mexico Health Sciences Center's implementation of the MISO survey remains the sole health sciences-focused use of the survey, meaning we bring a unique perspective to this survey and its use. The MISO survey affirms the value of library facilities in general, while providing data regarding the unique needs of each library in the case study. Using it longitudinally also allows the library to look at broad trends over time.

### **What is the benefit to HSLIC and to SCAMeL?**

Health sciences libraries have conducted few user surveys within the past two decades. The few published studies have focused on specific user groups such as medical residents or have attempted to answer narrow research questions. The MISO surveys are broad-based in scope and offer a longitudinal data set that might tease out persistent historic trends. The MISO data can help identify emerging, previously-unrecognized trends.

Once completed, this study could be replicated by health sciences librarians at other institutions with similar user survey data. Or, this study might be adapted in some related form elsewhere. We will be deliberate in our documentation for researchers at other libraries. Health sciences librarians at other institutions in SCAMeL and beyond might find this study instructive on how they can pull on their own data sets from MISO or other national surveys to tease out relationships between data that previously had been overlooked.

### **What institution(s) is involved?**

The Health Sciences Library and Informatics Center conducted this survey across the University of New Mexico Health Sciences Center. The results from this project will be shared widely to enable SCAMeL members to learn from our experiences of conducting the MISO survey. Our findings in regard to the longitudinal customer satisfaction survey aspects will be of wide interest. We hope to provide lessons learned that will impact our institution and others as they deliberate about what, if any, national surveys to engage in.

## **Team Members**

Throughout the project, different team members will be assigned to different roles depending on how the research questions are conceptualized and broken down into smaller pieces. The team members listed below are assigned general roles in the research using the CRediT framework to provide an overall picture of their role(s).

Team Member	Role
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Sally Bowler-Hill	Conceptualization; Data Curation; Formal Analysis; Funding Acquisition; Investigation; Project Administration; Writing – Original Draft; Writing – Review & Editing
Deirdre Caparoso	Conceptualization; Data Curation; Formal Analysis; Funding Acquisition; Investigation; Writing – Original Draft; Writing – Review & Editing
Leah Everitt	Conceptualization; Data Curation; Formal Analysis; Funding Acquisition; Investigation; Writing – Original Draft; Writing – Review & Editing
Ingrid Hendrix	Conceptualization; Data Curation; Formal Analysis; Funding Acquisition; Investigation; Writing – Original Draft; Writing – Review & Editing
Jonathan Eldredge	Conceptualization; Formal Analysis; Funding Acquisition; Investigation; Methodology; Supervision; Validation; Writing – Original Draft; Writing – Review & Editing
Student Employee TBD	Data Curation; Formal Analysis; Validation; Visualization; Writing – Original Draft; Writing – Review & Editing
CTSC Qualitative Data Analyst	Data Curation; Formal Analysis; Validation; Visualization

## Timeline

### Month 1

- Hire student employee
- Submit IRB application
- Organize and analyze MISO data, including compiling unique, transitioning, and repeating questions across the surveys

### Month 2

- Determine scope of research project, including:
  - Audience(s) to study (e.g., student data only)
  - Primary topic(s) of focus
- Identify survey questions and data points to pull and consolidate
- IRB approved

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## Budget

We request funding to hire a student employee to work on data cleaning and analysis. In addition, we request funding for 12 hours of qualitative analysis expertise from the UNM HSC Clinical and Translational Science Center (CTSC). Existing HSLIC faculty and staff will work on this project as part of HSLIC's quality improvement efforts.

Budgeted Item	Cost
Total Student salary and benefits	\$4,804
Student employee salary (.25 FTE for 6 months)	\$4,756
Student employee benefits (1%)	\$48
3 hours CTSC qualitative analysis expertise (\$65/hour)	\$195
Total	\$4,999

Dear Stephanie and Joy,

I write to extend my wholehearted support for the SCAMeL Speedy Startup 2024 grant proposal titled "Using the MISO Survey at UNM Health Sciences Library and Informatics Center: A Longitudinal Analysis (2011-2023)." This project, under the leadership of Principal Investigators Deirdre Caparoso and Sally Bowler-Hill, promises to deliver insights into the needs and preferences of our library's users over an extensive period and lessons that other SCAMeL libraries could adapt for their own work.

I am confident that the findings from this study will greatly benefit the broader academic and health sciences library communities by providing a robust framework for assessing and evolving library services to meet the changing needs of our users. Therefore, I strongly advocate for the approval of this grant proposal and eagerly anticipate the contributions it will make to our field.

Thank you for considering this proposal. Should you need any additional information or clarification, please feel free to contact me.

Sincerely,



Melissa L. Rethlefsen, MSLS, AHIP  
Executive Director & Professor  
Health Sciences Library & Informatics Center  
University of New Mexico