

# 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)

- Was the time sufficient to carry out the plan?
  - Time was not sufficient to carry out the entire project plan. Due to staffing changes and the large data set, the project team was only able to complete the quantitative analysis portion of the project. The qualitative analysis has not yet begun.

The project team is presenting lessons learned from HSLIC's 5 MISO survey administrations and recommendations to other libraries at MLA 2025. This presentation will be based on the quantitative data analysis only.

- Were expected outcomes met?
  - While the analysis is incomplete, the project team did achieve many of the project outcomes. We were able to identify what services and resources were considered important to our constituents and how successfully HSLIC delivered them. The quantitative analysis demonstrated our campus communities often did not understand the scope of HSLIC's services. We were able to consolidate the demographic data from the 5 survey administrations, to visualize longitudinal trends. We also were able to share lessons learned on using this survey tool with other academic health sciences center libraries.
  - We presented at SCC/MLA in 2024 (<https://hdl.handle.net/2152.5/10514>) and will be presenting at MLA 2025.
- What worked well?
  - Hiring a student employee to delve into the data and put together the different surveys was extremely beneficial. This project would not have been possible without having dedicated staffing to organize and visualize a large and complicated data set. The student employee's work gave us a much better picture of what was in the surveys and how we could theoretically derive interesting trends.
- Would you have done anything differently?

- o We needed to do the initial analysis to determine what we had, and that is what took the bulk of our time (and expenditures). We did this component effectively, but it was very time intensive. Relatedly, we have not yet performed a qualitative data analysis as part of this project, because the quantitative data was so voluminous.
  - o We may not have conducted the project, as there was limited interest, despite the massive data set that was available to us.
- If a project will require additional time and funds, SCAMeL will evaluate it to determine if it merits additional funding.
  - o We do not require additional funds, though we will continue work on this project to ensure we complete our planned manuscripts.