

## **Kurt Munson's proposed Northwestern U ILL patron study**

### **Qualitative analysis of graduate students ILL requests to determine purpose of use and value of item to the patron**

**Why:** Gain a better understand of how graduate students use the materials they acquired via the ILL service and for what purpose they are using those materials. Assess the patrons' perceived value of those materials in relation to the project they were used for. How important was it for the patron? In other words: how did you use this?, for what?, how important was it?, what value do you place on it? Gather data to assess, see if our assumption align with reality and identify service gaps.

**What:** Filled interlibrary loan requests for graduate students in 1) History, 2) English, or 3) Theatre. These three subject areas represent the areas of study for our largest user populations.

**How:** Patrons will complete an identical set of 7 questions (checkboxes, dropdowns, slider value) Qualtrics survey for each item requested. Patrons will be invited via a personalized email send from ILLiad to submit a response for each individual item. The email will include information, metadata, about the specific item about which we are requesting comments on but none of this metadata nor any patron information will be included in the survey.

When: Academic Year 2018

### **Survey Questions**

#### **Area of Study?**

English  
History  
Theatre

#### **For What?**

Class paper  
Class presentation  
Article for publication  
Conference Presentation  
Master's Thesis  
Dissertation  
Comprehensive exams  
Required reading for class  
Recommended reading for class  
Other

#### **How will you use this?**

Background reading- understand the scope of writing in this area & perform a literature review  
Supports your thesis in the project you are working on  
Contradicts your thesis in the project you are working on  
Canonical work in the area you are researching/studying

Primary source material  
Other

**How valuable do you think this source is to your project?**

5 pt scale

**What makes gives this source value in relation to your project?**

Original research on a topic similar to mine  
Critical to supporting the argument I am making  
Contradicts my argument so I need to understand it to argue against it  
Canonical text that everyone references  
Primary source material  
Other

**Would you be able to complete your project without this source?**

Y/N

**Could you substitute something else for this source and still complete your project to your standards?**

Y/N

**Any additional comments you may have:**

Dear ,

Would you help us by filling out a brief 2-5 minute 7 question survey about how plan to use the item referenced here? We want to better understand the many ways graduate students use the material they acquire via interlibrary loan so we can improve the service.

Any feedback you give will be recorded completely anonymously, and the survey itself is located here: [LINK](#).

Thank you for your help! Because we are gather information about different items, you may receive subsequent requests to complete the same survey in the future.

If you have any other comments or questions, please feel free to contact me directly.

Thank you for your time!

Best,

Kurt