



## Beyond the Survey: Qualitative Research Practices and Techniques TAKEAWAYS

Name	Takeaways
JOANNA ANDERSON	
MARILIA ANTUNEZ	<p>Research questions are key! Tools and strategies for analyzing data using either inductive or deductive coding. Intercoding reliability will help with interpreting data holistically. Tools to help with analysis: Atlas.ti and excel.</p>
ERIN BAKER	
HEIDI BEKE-HARRIGAN	<p>One of the benefits of qualitative research has been reinforced for me - in having personal conversations you find out vital information that can change the direction of your research or set up additional explorations that are important. Plus the insights gained are rich in contextual information.</p>
ANNA BISZAHA	<p>During the exercise, I realized that I wrote out my questions very brief and succinctly, but that is not the way that I naturally speak, so I found myself improvising when stating the question and it may have gotten a bit muddled. I think this highlights the value of and need to practice and work out some of the rough edges of a question before actually administering it.</p>
GINNY BOEHME	<p>It's important for me to have someone else to bounce my overall questions off of. My idea had been percolating for a while, but even just explaining it and providing some context to someone else helped me get a better sense of the types of questions I should include.</p>
XIMENA CHRISAGIS	<p>Joanna reinforced that having a "lead-in" question can be helpful.</p>
ELLEN FRANKS	



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JEFF GLUFF	
JUDY GRIGGS	Alyssa helped me fashion questions and realize a new way to have clinicians access our FRC services. Love new ideas!
LOREN HACKETT	Mary Pat and I decided that the big thing that came out of our discussion of our questions was that it's important to be flexible in your question design. Always be willing to adjust and think about the information you want to gain and why. We adjusted the questions we came up with after discussing them, and it was definitely for the better!
MARY PAT HARNEGIE	See Loren Hackett's answer
FRANCES LAUBE	Changing to an open-ended question is an easy way to switch from a quantitative to qualitative result.
ELIZABETH LYMAN	Anna and I had a good practice session. The practice really helped to refine the questions and let me to realize that the initial question I was asking wasn't actually asking what I thought it was. I was able to rephrase so that I got an answer to the question I actually had.
KEVIN MESSNER	
MARY MILES	<p>Very worthwhile exchange with Edith and Irene. Our discussion led to using follow-up questions that arrive at a better focus, and being able to extract additional information - always cognizant of building &amp; maintaining a meaningful relationship.</p> <p>Edith suggested "Did you find what you needed?" and further, "How did that meet your needs?"</p>



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JOLENE MILLER	
MEGAN NUNEMAKER	After chatting, I realized you really cannot have too open ended a question, but you may be surprised by the answers you receive!
DEBRA ORR-RODERICK	
DONALD PEARSON	<p>Charlotte and I realized that we were both facing changes in our physical library locations, which will greatly impact what happens in our library - moving from a central location in the hospital to a more distant location in an office building for example. We will need to do surveys to find out what the patrons of our new space want and how their needs change with a change of location. For example our move from the lobby to an upper floor will make directional and information desk type of service less frequent.</p> <p>Elizabeth helped me make a more generic first question, instead of asking right away, "What did you like about this space?" Ask instead "What are your impressions of this space?" Then go on to ask what do you like? What don't you like? Then finish up with an open ended question, like "Do you have any suggestions for this space?" The idea of building a relationship into the survey really helped, i.e. introduce, open, harder questions, open ended question to finish.</p>
ALYSSA PORTWOOD	May have a really good idea for how to select patrons and ask them about how they utilized information. Judy gave suggestions on improving a form we use.
STEVO ROKSANDIC	
HANNA SCHMILLEN	
LYNDSEY SHAEFFER	Fran helped me to make my questions more open-ended. It is difficult to steer



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	<p>someone to the question you want them to address without being too “leading”!</p>
<p>CHARLOTTE SIEVERT</p>	<p>Don gave helpful feedback. My first question was OK, but my second question (What do you think would make a library space in the hospital more useful to you?) was too vague. I needed to list some examples of ways the library space could possibly serve them - just to give them some ideas and then perhaps stimulate their imaginations. I think that’s the point he !was trying to make, but we ran out of time.</p> <p>Don here - I think we should ask Elizabeth how to handle branching questions that came up in your proposed study - like Do you use the library? Then what to do next. I suggested having two different color coded question sheets - like green for Yes I use the library - with followups about what you use and why etc. and maybe orange for No I don’t use the library - with followups as to why don’t you use it?</p>
<p>EDITH STARBUCK</p>	<p>Enjoyed discussing questions with Irene and Mary. Found that questions evolved and that they built on each other in a good way.</p>
<p>IRENE SZENTKIRALYI</p>	