

## **FY25-26 Lending Library Survey Outcome Data Collection**

### **[Paper Survey Overview](#)**

### **[Qualtrics Survey Information](#)**

### **[When and How to Collect Survey Data](#)**

### **[Exporting Data from the Qualtrics Lending Library Survey](#)**

### **[Lending Library Survey](#)**

Outcome data for the Lending Library Solution can be collected using either (1) a paper survey, or (2) an online survey set up in Qualtrics.

### **Paper Survey Overview**

A copy of the survey including the four questions needed for FY25-26 reporting to NCPC in CDMS is provided at the end of this document ([survey](#)). While question #4 is optional for the respondent, it can provide helpful information in understanding the numeric response in question #3.

Please note that you can:

1. Make minor edits such as:
  - adding your Local Partnership's logo
  - editing the introduction at the top of the page prior to Question 1
  - editing the name "Lending Library" if you have a local name that the users would associate with what we call a Lending Library.
2. Add questions as long as the 4 questions noted in the Lending Library survey are included. For example, you may want feedback regarding your operating times (hours/days), types of resources users of your Lending Library would like to see more of, or their satisfaction with the staff helping them in the library. Please note that NCPC will not collect the data from the questions you add, but we understand that this information may be very useful to your Local Partnership.

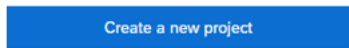
After collecting the completed surveys, enter the feedback directly into CDMS or enter the feedback into the Excel document you have accessed from CDMS or LP Central and then upload the file into CDMS using the green Upload CSV or XLSX button in CDMS.

 **Upload CSV or XLSX**

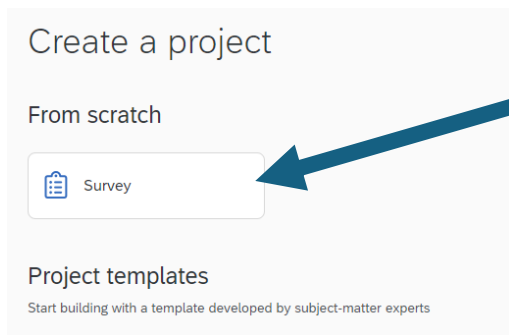
## Qualtrics Survey Information

NCPC has loaded a Lending Library Survey into Qualtrics for your use. We have designed the survey to include the machine names needed for uploading the data into CDMS. To access this survey, open Qualtrics and follow the instructions below.

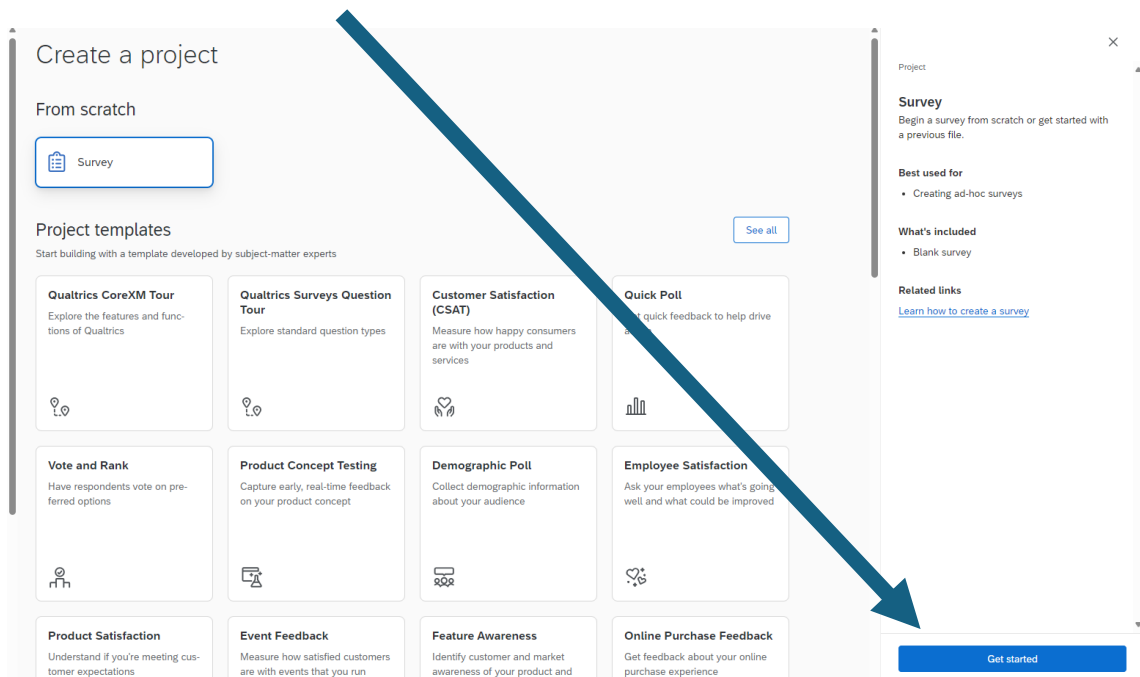
1. Sign into Qualtrics
2. On the home page, click **Create a new project** (blue box)



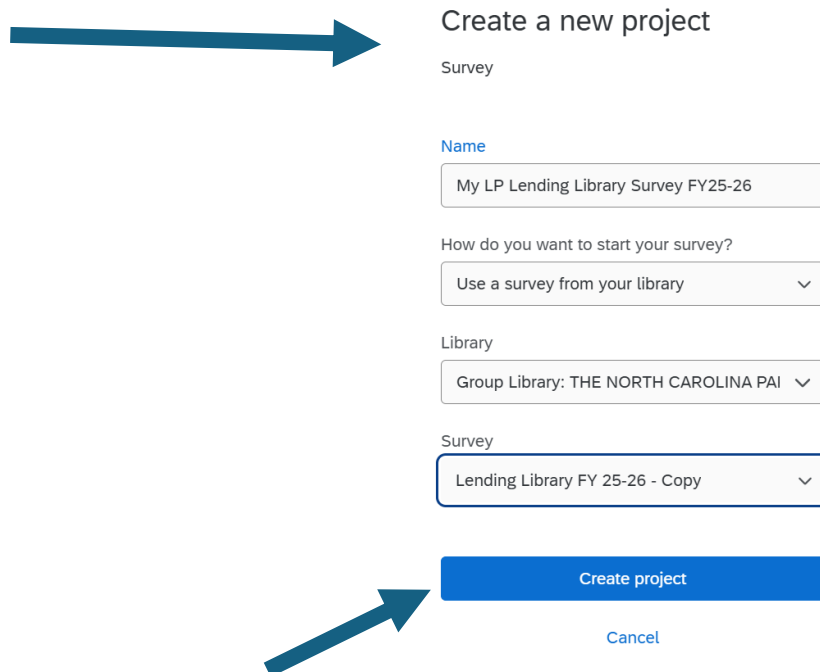
3. Click the Survey button



4. Select **Get started (BLUE BOX)**



5. Create a new project: This screen will appear so you can select the Lending Library survey from the Group Library to name and save your version of the survey for your local use.
  - a. Name: Give your project a name (*Below the sample name is My LP Lending Library FY25-26*)
  - b. How do you want to start your survey? From the dropdown menu, select Use a survey from your library
  - c. Library: In the Library section, select Group Library: THE NORTH CAROLINA PARTNERSHIP FOR CHILDREN, INC. | NC Partnership for Children
  - d. Survey: from the dropdown menu select Lending Library FY 25-26 – Copy



The screenshot shows a web form titled "Create a new project" with a subtitle "Survey". It contains four input fields, each with a label above it: "Name" (with a blue link), "How do you want to start your survey?", "Library", and "Survey". Each field is a dropdown menu. The "Name" field contains "My LP Lending Library Survey FY25-26". The "How do you want to start your survey?" field contains "Use a survey from your library". The "Library" field contains "Group Library: THE NORTH CAROLINA PAI". The "Survey" field contains "Lending Library FY 25-26 - Copy". At the bottom, there is a blue "Create project" button and a blue "Cancel" link. Two blue arrows are overlaid on the form: one points to the "Name" field, and the other points to the "Create project" button.

Create a new project  
Survey

Name  
My LP Lending Library Survey FY25-26

How do you want to start your survey?  
Use a survey from your library

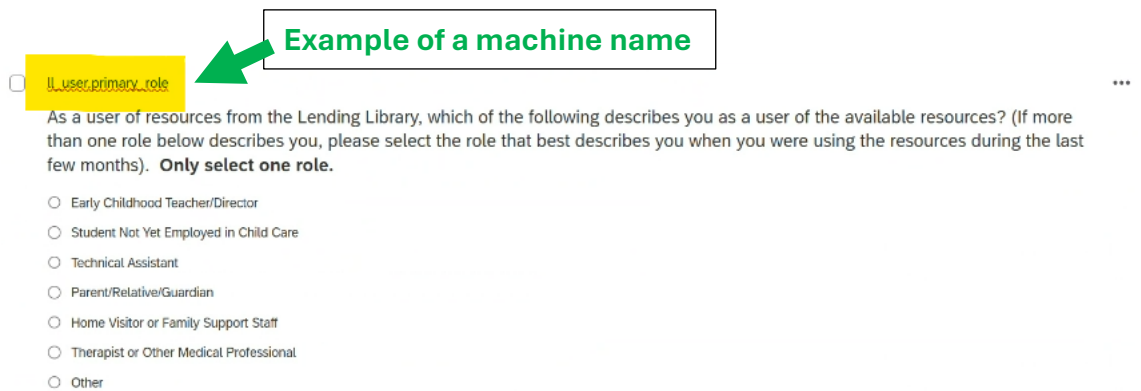
Library  
Group Library: THE NORTH CAROLINA PAI

Survey  
Lending Library FY 25-26 - Copy

Create project  
Cancel

- e. Click the blue Create project button
6. Personalize the survey for your local use. For example, insert your logo, edit the introductory statement, and add questions.

**\*\* Caution:** As you personalize the survey, please do NOT edit the machine name for each of the 4 NCPC questions. These machine names are very important to facilitate the uploading of your data into CDMS. (*See an example highlighted in yellow below*)



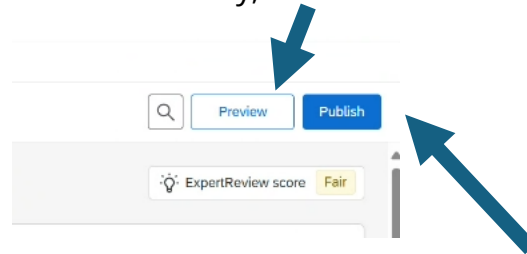
**Example of a machine name**

☐ ll\_user.primary\_role

As a user of resources from the Lending Library, which of the following describes you as a user of the available resources? (If more than one role below describes you, please select the role that best describes you when you were using the resources during the last few months). **Only select one role.**

- ☐ Early Childhood Teacher/Director
- ☐ Student Not Yet Employed in Child Care
- ☐ Technical Assistant
- ☐ Parent/Relative/Guardian
- ☐ Home Visitor or Family Support Staff
- ☐ Therapist or Other Medical Professional
- ☐ Other

7. After you personalize the survey, Preview the survey.



8. Once you are satisfied with the content, click the Publish button.

9. Once you Publish the survey it will appear with all your other projects in Qualtrics.

## When and How to Collect Lending Library Outcome Data

Ideally, you will collect data from all or many of the members of your community who use the Lending Library resources. We realize, however, that it can be challenging to get people to complete surveys. Please note that our Lending Library Survey is not a pre/post survey. The goal is to capture data on an annual basis to help you improve your materials and/or services to meet the needs of those using the resources.

There are a variety of ways to collect feedback from users of the library resources, and several of these are described below. Please explore alternative approaches if your current system of collecting feedback is not resulting in a relatively high response rate.

1. Connect the survey with annual membership registration/renewal:
  - Some partnerships require community members to register as a member of the local lending library, and the LPs then tie the survey to the annual renewal process. This approach leads to a fairly high response rate.
2. Collect during 1-2 months each year:
  - Other lending libraries identify 1-2 months when the usage of the library is typically the highest, and then ask users of the library to provide feedback on the survey during those specific months. If using this process, you will want to avoid duplicate responses from the same individual by asking them to

complete the survey only once if they use the library resources multiple times during the specified timeframe.

3. Collect a survey with every visit:

- This approach can be helpful if you are trying to collect feedback about the specific items used. If you use this approach, you may want to identify on the survey what specific resource(s) were used related to the survey feedback. You could ask the user of the resources to do this, or you could do this yourself. In other words, you may want to know what item they are commenting on rather than just the category of “Materials for children or classrooms such as books, toys, kits, or games”. To avoid having duplicated responses from only a few of the users of the resources, try to report in CDMS only one survey response from each individual, if at all possible.

4. Qualtrics survey

- Distribute via an email list that is uploaded to Qualtrics. Set up reminders for those who have not completed the survey for 1 and 2 weeks following your initial distribution. If you need further information about setting this up in Qualtrics, please contact L&E and we will be glad to provide additional support.

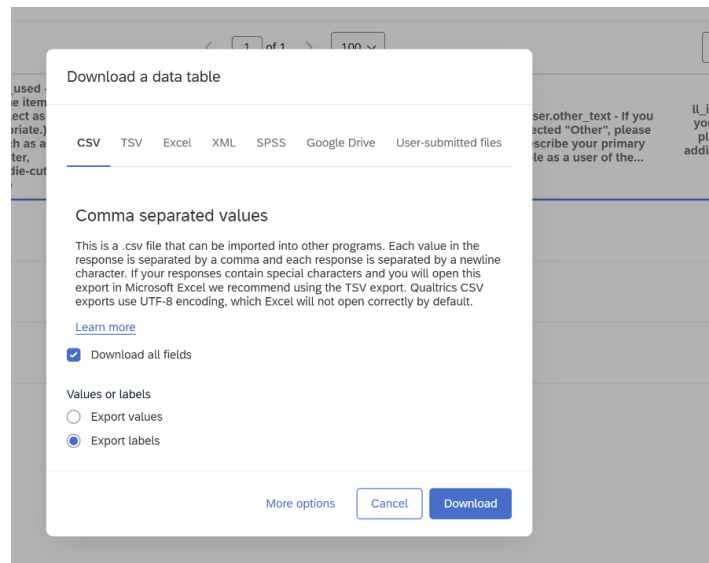
5. Approaches that have warranted low response rates: *(NOT recommended unless you have a history of obtaining a high response rate with these approaches)*

- Some LPs have tried leaving surveys at a front desk area, so visitors can complete the surveys when they want to do so. Unfortunately, this method does not typically result in the collection of many surveys, so we do not recommend it. To collect feedback, you will benefit from being more intentional about your request for feedback.
- QR Codes posted in the Lending library. While some visitors or users of the lending library resources may scan the QR codes initially, many forget to respond to the survey questions. Others see it as optional, and this leads to very low response rates.

*Note: Please contact the Learning and Evaluation Department at NCPC if you have particular questions or need help thinking through the best approach that would work for your community.*

## Exporting Data from the Qualtrics Lending Library Survey:

1. Download the CSV file from Qualtrics. From the “Data and Analysis” tab, click the Export & Import button on the right side of the screen.



2. Make sure the CSV download option is selected, and the checkboxes are configured in the following way to capture all fields, both the standard Lending Library questions and any custom fields you may have added to your local survey. The **Export Labels** option is crucial for CDMS to recognize the machine names.
3. The CSV will contain everything necessary for CDMS to recognize the data fields, but the question headers that are text will not be valid entries. Once you’ve uploaded the CSV using the green “Upload CSV or XLSX” button on the right side of the screen, you’ll have the first two rows give an error, as seen in the snippet of CDMS below.

		Net Promoter Score	Notes (Optional)		
Resources Used: Other Resources	Describe "Other" Resources Used Selection	How likely are you to recommend the Resource Center/Lending Library to others?	Optional Notes		
▼	If you selected "Other", please describe your primary resource used as a user of the...	▼ This field must be an integer	Feel free to include any notes	≡	🗑️
▼	{"ImportId":"QID9_TEXT"}	▼	{"ImportId":"QID7_TEXT"}	≡	🗑️
Yes ▼	Fabric scissors	9 ▼	It was great!	≡	🗑️

4. Delete the first two rows that contain invalid data, and proceed to save/certify your data in accordance with your partnership’s standard process.

## Lending Library Survey

We hope you have enjoyed the resources you have used that were provided with Smart Start funding. Your responses to this survey will help us improve our library. Thank you for taking a few minutes to provide feedback.

1. As a user of resources from the Lending Library, which of the following describes you as a user of the available resources? *(If more than one role below describes you, please select the role that best describes you when you were using the resources during the last few months. **Only select one role.**)*

- ☐ Early Childhood Teacher/Director
- ☐ Student Not Yet Employed in Child Care
- ☐ Technical Assistant
- ☐ Parent, Relative, or Guardian
- ☐ Home Visitor or Family Support Staff
- ☐ Therapist or Other Medical Professional
- ☐ Other

If other, please describe:

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2. Please select the items you used. *(Select as many as appropriate.)*

- 6. Materials for children or classrooms such as books, toys, kits, or games
- 7. Reference materials and those to help with college coursework
- 8. Resources such as a copier, printer, laminating or die-cut machine
- 9. Other

If other, please

describe: \_\_\_\_\_

3. On a scale of 0-10, how likely are you to recommend the resources you used to a friend or colleague? *Please circle your response as one of the numbers below.*

**Not At All  
Likely**

**Extremely  
Likely**

1    2    3    4    5    6    7    8    9    10

4. Optional: Please describe why you selected your score between 0 and 10 to help us understand your experience.