Introduction

Few studies have reported combined methods to assess a service or the library as a whole. ACRL has also pointed to a gap in the literature about how triangulation has been employed to demonstrate library impact.

TRIANGULATION = use of multiple approaches/methodologies to investigate a research question

WHY?
To provide stronger evidence, identify divergent cases, investigate a problem from different angles to obtain a more complete understanding, etc.

There are 4 types of triangulation:
(1) data triangulation, involving multiple sources of data
(2) investigator triangulation, including several people in the collection and analysis of research data
(3) theory triangulation, employing two or more subject-specific theories to interpret results
(4) methodological triangulation, using multiple research methods

Objective
Critically appraise studies that have employed data and methodological triangulation for evaluating library services in order to identify practical strategies for conducting studies using multiple approaches or research methods

Methodology

(1) Searched LISA, LISTA, Scopus, and Web of Science for articles that discussed triangulation in assessing library services.
(2) Identified 4 articles that employed both data and methodological triangulation, in the sense that multiple research methods were used to investigate a problem and each method had a different group of study participants.


(3) Critically appraised these articles using the Rigor Attribute Model (Patton 2015).

Rigor Attribute Model (Patton 2015)

Hypothesis exploration.
Information search.
Information validation.
Stance analysis.
Density analysis.
Specialist collaboration.
Information synthesis.
Explanation critique.

1- Select research methods that can both:
   a) independently answer the research question, and
   b) complement each other.
2- Test the same phenomenon with each research method.
3- Choose different study participants for each research method, if possible.
4- Integrate the results from each research method to explain the similarities and differences between them. Note that results do not have to agree.
5- Mention any limitations with your interpretation of the results.

BIBLIOGRAPHY