



Your views on current and future provision of library services

Together the Research Information Network (RIN) and the Consortium of Research Libraries (CURL) have sponsored a study to learn more about the ways in which researchers use and perceive library services. In tandem, the sponsors are keen to discover your views about the services your library offers researchers and how this might change in the future.

The sponsors would be grateful if you would take a few minutes to complete this questionnaire. Your response will be treated anonymously; we do not ask for the name of your institution.

Note: Please consider all the questions from the perspective of your particular role. At the end there is an opportunity for you to register your role within your library and, if appropriate, the subject area you cover, so we will be able to disaggregate and analyse the responses appropriately.

In order to show our appreciation for your help, all responses received by 9 January 2007, will be entered into a prize draw. The first FIVE names drawn at random after the closing date will win an Amazon token worth £30.

Making your response

Please use the vertical scroll bar on the right to move down through the questions. Should you wish to start again, go to the end of the questionnaire and click the Reset button. When you have finished recording your responses, simply click the Submit button once.

Your views on library services

Q1 Please indicate the relative importance of the following factors in driving your institution's library policy:

	Very important	Important	Neutral	Not very important	Not at all important	Don't know
The information needs of your institution's researchers	207	80	8	5	1	1
The information needs of <i>other</i> institutions' researchers	13	91	96	68	29	5
The teaching and learning needs of your own institution's community	247	42	6	4	2	0
The teaching and learning needs of people from <i>other</i> institutions	4	73	109	74	35	5
Virtual Research Communities where researchers from your institution are members	34	101	79	18	8	57
The needs of e-research (e.g. curation skills; storage capacity)	79	119	50	22	5	25
National strategies on research	63	141	51	18	9	16
National strategies on teaching and learning	71	149	50	10	5	15
International developments in research	48	126	68	24	12	20

Q2 Which of the following factors drive demand for the acquisition of new resources for your library?

	Strong driver	Moderate driver	Weak driver	Has no effect
Availability of digital versions of material previously only available in print	147	123	21	8
Interdisciplinary or cross-disciplinary work being started by your research community	112	133	47	5
Teaching/learning resource provision	251	38	10	1
<i>Other</i>	31			

Q3 Please indicate how the levels of the following library activities have changed, if at all, over the past three years.

	Increased	Remained the same	Decreased
Library creation of digital materials for research	179	113	0
Library creation of digital materials for teaching and learning	227	68	0
Digitisation work: special collections	181	108	1
Digital curation work	135	142	2
Archivist work	129	144	7
Cataloguing of physical/print materials	102	154	39
Cataloguing of digital materials	246	46	0
Knowledge transfer/cultural transfer to the wider community	134	153	3

Q4 Please indicate the extent to which you think that the **print-based** finding aids and information resources normally provided by your institutional library are used by researchers in your institution.

	Very heavy use	Heavy use	Moderate use	Light use	Very light use	Not available in my library
Library catalogues in print.....	5	14	23	37	94	129
General bibliographic and abstracting/indexing databases in print	4	6	34	62	130	60
Subject-specific bibliographic and abstracting and indexing databases in print.....	5	7	46	78	115	46
Citation databases in print.....	2	8	22	42	111	100
Current issues of journals in print.....	37	90	138	23	4	6
Back issues of journals in print.....	34	89	134	36	3	3
Non-peer reviewed material in print (e.g. trade/professional publications, newspapers, working papers).....	9	52	115	64	35	18
Books in print.....	114	96	41	19	9	19
Archives in print or manuscript	25	58	84	53	28	43
Special collections in print	29	58	89	51	32	34
Short/restricted loan collections in print	99	50	54	34	28	29
Reference-only collections in print	29	67	109	51	35	5
Print-based resources of other libraries	14	39	130	61	29	17
<i>Other</i>						
13						

Q5 Please indicate the extent to which you think that the **electronic** finding aids and information resources normally provided by your institutional library are used by researchers in your institution.

	Very heavy use	Heavy use	Moderate use	Light use	Very light use	Not available in my library
Library catalogue	187	88	21	5	0	0
Cross-institutional catalogues (e.g. COPAC, SUNCAT)	36	77	127	42	14	2
Library web site or general portal to access many different resources	126	107	53	11	2	1
Subject-specific portals.....	39	96	117	30	3	6
General bibliographic and abstracting/indexing databases (e.g. Zetoc).....	48	83	124	29	6	3
Subject-specific bibliographic and abstracting and indexing databases (e.g. INSPEC, Art Abstracts).....	99	108	68	14	1	2
Citation databases	73	97	86	28	6	3
Current issues of electronic journals	199	68	23	6	2	0
Back issues of electronic journals	163	96	30	6	2	2
Electronic books.....	11	50	123	76	19	18
Electronic conference proceedings	10	48	107	69	24	31
Digitised archives.....	13	32	101	58	28	63
Digitised special collections	12	29	99	61	27	58
Electronic reference works.....	32	72	114	52	16	9
Other types of full-text databases.....	59	95	94	22	8	10
Software to support research.....	32	86	85	35	12	26
Virtual meeting/networking facilities	9	18	78	66	30	71
Institutional repositories for disseminating your work	7	22	73	66	46	74
Institutional repositories for e-journal publishing	7	11	59	60	41	99
Institutional repositories for "overlay" journal creation.....	3	6	35	44	41	139
Online access to the electronic resources of other libraries.....	18	55	90	52	29	37
<i>Other</i>						
15						

Q6 In your view, how satisfactory is the provision of electronic versions of the information resources listed below in your library?

	Very satisfactory	Satisfactory	Not very satisfactory	Not at all satisfactory	Not applicable
Scientific, technical and medical journals.....	101	134	19	2	42
Social science journals.....	69	173	25	2	30
Arts and humanities journals.....	43	148	55	10	39
Textbooks.....	23	88	122	44	23
Reference sources.....	40	182	67	9	3
Special collection material.....	21	95	87	29	64

Q7 Has your library's provision of electronic versions of the information resources listed below changed over the past three years?

	Increased	Remained static	Decreased	Not applicable
Scientific, technical and medical journals.....	243	16	1	41
Social science journals.....	248	17	0	30
Arts and humanities journals.....	231	24	1	38
Textbooks.....	223	52	2	21
Reference sources.....	220	67	5	4
Special collection material.....	134	83	2	68

Q8 Please indicate your judgement of the extent to which the following **physical resources** normally provided by your institutional library to your researchers are used

	Very heavy use	Heavy use	Moderate use	Light use	Very light use	Not available at my institution
A place for quiet, individual study.....	87	85	72	31	20	7
A place for group study and learning.....	61	64	53	46	48	29
A place to browse current issues of printed publications.....	31	77	124	46	11	12
Provision of modern IT equipment to access digital resources.....	113	84	52	25	22	4
Provision of connections for people to connect their own laptops (wireless or physical connection).....	75	94	86	26	14	7
A congenial meeting/networking space.....	41	56	75	44	23	58
Convenient opening hours.....	77	123	73	14	7	5
Convenient location.....	82	120	71	14	6	3
High quality buildings and associated infrastructure.....	42	74	95	34	19	27
<i>Other</i>						
20						

Q9 Please indicate your judgement of the extent to which the **services** normally provided by your institutional library to your researchers are used.

	Very heavy use	Heavy use	Moderate use	Light use	Very light use	Not available at my institution
Teaching information literacy to researchers.....	25	81	138	32	11	9
Provision of subject-based information finding expertise.....	40	94	121	29	6	6
Support for the dissemination of research outputs.....	11	41	102	64	32	36
IT support for information-related resources provided by your library.....	40	93	109	28	16	9
Building collections of print and electronic resources.....	77	116	71	16	2	6
<i>Other</i>						
6						

Q10 Does your library provide advice or formal training to researchers on any of the following issues?

	On-demand advice	Formal training
Digital rights management.....	161	11
Plagiarism.....	169	77
Copyright and IPR.....	223	64
Key skills/transferable skills.....	141	129
Information seeking/resource discovery (including database training).....	144	234
Information evaluation.....	143	139
Citing and citations.....	163	154
Literature reviews.....	153	116
Research impact: journal impact measures.....	167	44
Research impact: individual scholar impact measures.....	147	22
Digital technologies e.g. blogs; wikis; podcasts.....	134	23
Data curation.....	113	10
Creation of digital research-focused materials.....	119	12
Creation of digital teaching-focused materials.....	131	19

Q11 When researchers in your institution need articles from journals your library does not subscribe to, how does your library seek to obtain them?

	<i>Always</i>	<i>Usually</i>	<i>Sometimes</i>	<i>Rarely</i>	<i>Never</i>
Inter Library Loan	179	101	9	1	7
Suggest the research contact the author direct for a copy of the article	3	3	70	119	61
Purchase articles directly from publishers' websites and pay using library funds	1	0	35	64	152
Purchase articles directly from publishers' websites and reclaim the costs from researchers or their departments	1	1	20	63	168
<i>Other</i> 27					

Q12 Please indicate how the demand from your own researchers for Inter Library Loan materials **from other libraries** has changed (if at all) over the last three years.

	<i>Increase d consid- rably</i>	<i>Increase d</i>	<i>Stayed the same</i>	<i>Decreas- ed</i>	<i>Decreas- ed consid- erably</i>	<i>Don't know</i>
Journal articles	7	44	31	81	39	81
Conference papers	4	25	69	52	19	110
Books and monographs	5	40	94	36	13	94
Theses	4	29	91	36	9	112
AV materials	2	9	58	31	11	167

Q13 Please indicate how the demand from outside your institution for Inter Library Loan materials **from your library** has changed (if at all) over the last three years.

	<i>Increase d consid- rably</i>	<i>Increase d</i>	<i>Stayed the same</i>	<i>Decreas- ed</i>	<i>Decreas- ed consid- erably</i>	<i>Don't know</i>
Journal articles	5	26	53	42	10	147
Conference papers	2	10	64	29	9	165
Books and monographs	7	28	69	23	6	150
Theses	3	24	74	15	7	158
AV materials	2	8	55	17	8	183

The future of library services

Q14 To what extent do you think the factors listed below will be important in requiring libraries to change the way they deliver services?

	<i>Very i- mporta- nt</i>	<i>Import- ant</i>	<i>Neutral</i>	<i>Not very i- mporta- nt</i>	<i>Not at all imp- ortant</i>	<i>Don't know</i>
Research funders are moving towards funding fewer, larger, multidisciplinary projects.....	49	137	57	8	1	43
The next generation of researchers will have a different approach to research practices and information management	128	127	26	3	0	12
The development of Virtual Research Communities	80	150	38	2	0	27
The increasing availability of scholarly information in digital form	212	76	6	0	0	5
<i>Other</i> 13						

Q15 What do you perceive will be the relative importance in 5 years time of the roles of librarians?

	Core role	Ancillary role	Not a role for librarians	Don't know
Teacher of information literacy and related skills	252	37	4	4
Subject-based information expert (based in library building)	226	62	2	5
Subject-based information expert (embedded in department or research group)	96	123	25	42
Administrator dealing with the purchasing and delivery of information services	212	72	10	1
Custodian of print-based and digitised archives and special collections	224	60	6	7
Manager of institutional repositories of digital information.....	186	76	11	21
Manager of the vast datasets generated by e-science and grid-based projects.....	97	96	46	53
Facilitator for e-learning, supporting Virtual Learning Environments.....	154	114	19	5
Technology specialist , creating and managing Virtual Research Environments (to support Virtual Research Communities).....	65	124	74	31
Technology specialist facilitating electronic access to information resources	127	114	38	12
Manager of (non technical) metadata issues, developing and applying ontologies.....	133	116	17	28
Information technology expert supporting the technical aspects of information provision (e.g. networks, authentication).....	55	124	104	11
Specialist advisor in copyright/intellectual property rights issues ...	117	155	19	3
<i>Other</i>				
13				

Q16 Do you believe library staff should have a role to play in teaching and developing researchers in various aspects of Academic and Professional Practice during the next 5 years? [This question is related to the support provided by HEIs, following the Roberts Review of 2002, for skills and career development for researchers]

	Yes	Possibly	No	Don't know
Managing research projects	25	145	113	7
Information searching/literacy	281	11	1	2
Research skills and techniques	233	57	5	2
Winning research funding	22	119	141	11
Generating and managing research output.....	59	145	81	8
Exploitation of research.....	53	145	82	11
Networking and teamworking.....	63	110	108	10
Time management	31	74	174	14
Career management	16	61	198	16
Communication/presentation	56	135	96	6
Effective dissemination of research output	122	129	31	8
Assisting with the publication process	72	173	39	9

Q17 With respect to "branding" your library within your institution and securing top-level support for library plans, activities and initiatives, to what extent do you agree or disagree with the following statements?

	Agree	Neutral	Disagree	Don't know
It is relatively easy to secure top-level support at my institution	68	107	79	41
In striving to win top-level support, the library can usually count on strong support from the institution's research community	99	115	44	36
The library usually has to strive to win top-level support on its own..	128	60	68	37
The institution's research community often promotes the interests of the library to the institution's top management	65	118	54	58

Q18 How easy is it for your library to liaise with the following types of researcher in your institution? [i.e. "liaise" in this context refers to meaningful communication in terms of discovering researchers' needs and obtaining feedback on library-related activities]

	Very easy	Easy	Not very easy	Difficult	Don't know
Senior faculty or research staff	49	109	99	17	20
Established mid-career faculty or research staff.....	52	114	95	11	21
Recently-appointed faculty or research staff.....	48	129	92	5	20
Postdoctoral researchers	45	106	108	12	23
Postgraduate researchers	57	125	88	7	17

Q19 Virtual Research Environments (VREs) are being developed to provide frameworks of resources to support the underlying processes of research and will be populated with applications, services and resources appropriate to the needs of different groups of researchers. Which one of the following reflects your current awareness of VREs?

45 I have never heard of them

123 I have heard of them, but know little about them

110 I know something about them, but have no direct experience of using a VRE

20 I am involved with developing and testing VREs

Open Access content

"Open Access" means the free online availability of articles and other scholarly research output so that anyone can see and use them. There are two ways to provide Open Access - by publishing in a journal that makes information available online, free at the point of use (sometimes these charge a publication fee though many do not) or by depositing information such as copies of articles published in non-Open Access journals in an Open Access repository. Many institutions have these now, and there are also some centralised, subject-based ones too. The questions in this section are co-sponsored by the Joint Information Systems Committee (JISC).

Q20 To what extent are you:

	Very familiar	Familiar	Not very familiar	Not at all familiar
Familiar with the concept of Open Access?.....	153	118	21	4
Familiar with options available to researchers to make their own research output Open Access?	85	110	85	17
Familiar with methods for finding Open Access content?	76	105	91	23

Q21 Does your institution have an Open Access institutional repository?
 159 Yes
 77 No Please go to Q25
 61 Don't know Please go to Q25

Q22 With respect to your institution's repository, which of the following apply?
 4 There is a mandatory institutional policy on researchers depositing their work
 27 There are formal institutional guidelines on what researchers should deposit and when
 91 There is general institution-level encouragement that researchers should deposit their work
 44 There is no institution-level policy or action on repository use
 Comments
 31

Q23 With respect to the deposit of research output into your repository, which one of the following applies?
 71 Library or information services staff mediate all deposits
 31 Library or information services staff mediate most deposits
 22 Library or information services staff mediate a limited proportion of deposits
 33 Library or information services staff are not involved in deposits

Q24 What is your impression of the percentage of the annual peer-reviewed published research output from your institution that is deposited in your repository?
 64 Up to 10%
 15 11% to 30%
 6 31% to 50%
 1 51% to 75%
 3 76% to 100%
 66 Don't know

Q25 Have any of the following resources been provided by your library to increase your researchers' understanding of Open Access?
 83 Display of promotional material such as posters
 91 Seminars or lectures on Open Access
 100 Resource discovery tools on the library website
 141 Discussion about Open Access with departmental library representatives
 84 Promotional material focussing on your institution's repository
 Other
 19

Q26 Several suggestions have been made as to how libraries at higher education institutes might improve current levels of access to research literature. Which of the suggestions below would you favour?

	Favour	Neutral	Do not favour	Don't know
Fight for increased funding to buy more subscriptions to traditional journals	104	98	70	7
Join with other institutions to create buying and resource-sharing consortia	213	57	9	9
Prioritise the purchase of journals with mixed subscription and Open Access content	133	104	20	24
Provide clearer pointers to existing Open Access content (e.g. include relevant Open Access journals in library catalogue)	229	38	2	14
Facilitate the process whereby your researchers can deposit their research output into your institution's repository	237	37	4	9
Use library funds to help authors pay for Open Access publication charges.....	22	95	150	20
Other				
	13			

Finally, about you

Q27 Please indicate what type of institution you primarily work for.
 220 University/College (pre 1992) 0 Hospital
 74 University/College (post 1992) 0 Commercial organisation
 3 Research Institute 1 Charitable organisation
 0 Government Laboratory
 Other
 5

Q28 Which of the following (or their broad equivalent if you work outside the higher education sector) best describes your position?
 56 Librarian/Director 4 Interlibrary loan librarian
 48 Department head 1 Library technician
 31 Assistant librarian 5 Reference librarian
 108 Subject librarian 7 Serials librarian
 4 Acquisitions librarian 2 IT professional
 11 Collections librarian
 Other
 36

Q29 Which, if any, of these subject areas do you specifically cover as part of your role? (Please select any that apply)

- | | |
|--|------------------------------------|
| 87 None of these in particular; my role covers many or all subject areas | 35 Law and politics |
| 9 Agriculture and food science | 10 Library and information science |
| 33 Business and management | 41 Life sciences |
| 22 Chemistry | 28 Mathematics |
| 24 Computer sciences | 47 Medical sciences |
| 23 Earth and Geographical sciences | 21 Physics |
| 30 Engineering, materials science and technology | 26 Psychology |
| 64 Arts and humanities | 62 Social sciences and education |

Q30 Which of the following subject areas does your library serve? (Please select any that apply)

- | | |
|---|------------------------------------|
| 77 ALL OF THESE | 142 Law and politics |
| 41 Agriculture and food science | 29 Library and information science |
| 150 Business and management | 136 Life sciences |
| 103 Chemistry | 120 Mathematics |
| 137 Computer sciences | 128 Medical sciences |
| 121 Earth and Geographical sciences | 96 Physics |
| 115 Engineering, materials science and technology | 144 Psychology |
| 163 Arts and humanities | 163 Social sciences and education |

Q31 In which part of the UK is your institution located?

- | | |
|--------------------|-------------|
| 248 England | 32 Scotland |
| 7 Northern Ireland | 9 Wales |

Q32 If you would like to volunteer any additional comments you would like to make about library resources and services, now and in the future, please do so in the space below.

28

You are not obliged to complete this section, but please do because we need the information to enter you in our "thank you" prize draw. Please note that your responses to the questionnaire itself will remain anonymous. These personal details are covered by the Data Protection Act.

Your name

223

Your email address

223

Please click the Submit button once. Thank you for your time.