



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	67.6%	26.1%	2.6%	1.6%	0.3%	0.3%
The information needs of <i>other</i> institutions' researchers	4.2%	29.7%	31.4%	22.2%	9.5%	1.6%
The teaching and learning needs of your own institution's community	80.7%	13.7%	2.0%	1.3%	0.7%	0.0%
The teaching and learning needs of people from <i>other</i> institutions	1.3%	23.9%	35.6%	24.2%	11.4%	1.6%
Virtual Research Communities where researchers from your institution are members	11.1%	33.0%	25.8%	5.9%	2.6%	18.6%
The needs of e-research (e.g. curation skills; storage capacity)	25.8%	38.9%	16.3%	7.2%	1.6%	8.2%
National strategies on research	20.6%	46.1%	16.7%	5.9%	2.9%	5.2%
National strategies on teaching and learning	23.2%	48.7%	16.3%	3.3%	1.6%	4.9%
International developments in research	15.7%	41.2%	22.2%	7.8%	3.9%	6.5%

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	48.0%	40.2%	6.9%	2.6%
Interdisciplinary or cross-disciplinary work being started by your research community	36.6%	43.5%	15.4%	1.6%
Teaching/learning resource provision	82.0%	12.4%	3.3%	0.3%
<i>Other</i>	10.1%			

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	58.5%	36.9%	0.0%
Library creation of digital materials for teaching and learning	74.2%	22.2%	0.0%
Digitisation work: special collections	59.2%	35.3%	0.3%
Digital curation work	44.1%	46.4%	0.7%
Archivist work	42.2%	47.1%	2.3%
Cataloguing of physical/print materials	33.3%	50.3%	12.7%
Cataloguing of digital materials	80.4%	15.0%	0.0%
Knowledge transfer/cultural transfer to the wider community	43.8%	50.0%	1.0%

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.....	1.6%	4.6%	7.5%	12.1%	30.7%	42.2%
General bibliographic and abstracting/indexing databases in print	1.3%	2.0%	11.1%	20.3%	42.5%	19.6%
Subject-specific bibliographic and abstracting and indexing databases in print.....	1.6%	2.3%	15.0%	25.5%	37.6%	15.0%
Citation databases in print.....	0.7%	2.6%	7.2%	13.7%	36.3%	32.7%
Current issues of journals in print.....	12.1%	29.4%	45.1%	7.5%	1.3%	2.0%
Back issues of journals in print.....	11.1%	29.1%	43.8%	11.8%	1.0%	1.0%
Non-peer reviewed material in print (e.g. trade/professional publications, newspapers, working papers).....	2.9%	17.0%	37.6%	20.9%	11.4%	5.9%
Books in print.....	37.3%	31.4%	13.4%	6.2%	2.9%	6.2%
Archives in print or manuscript	8.2%	19.0%	27.5%	17.3%	9.2%	14.1%
Special collections in print	9.5%	19.0%	29.1%	16.7%	10.5%	11.1%
Short/restricted loan collections in print	32.4%	16.3%	17.6%	11.1%	9.2%	9.5%
Reference-only collections in print	9.5%	21.9%	35.6%	16.7%	11.4%	1.6%
Print-based resources of other libraries	4.6%	12.7%	42.5%	19.9%	9.5%	5.6%
<i>Other</i>	4.2%					

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	61.1%	28.8%	6.9%	1.6%	0.0%	0.0%
Cross-institutional catalogues (e.g. COPAC, SUNCAT)	11.8%	25.2%	41.5%	13.7%	4.6%	0.7%
Library web site or general portal to access many different resources	41.2%	35.0%	17.3%	3.6%	0.7%	0.3%
Subject-specific portals.....	12.7%	31.4%	38.2%	9.8%	1.0%	2.0%
General bibliographic and abstracting/indexing databases (e.g. Zetoc).....	15.7%	27.1%	40.5%	9.5%	2.0%	1.0%
Subject-specific bibliographic and abstracting and indexing databases (e.g. INSPEC, Art Abstracts).....	32.4%	35.3%	22.2%	4.6%	0.3%	0.7%
Citation databases	23.9%	31.7%	28.1%	9.2%	2.0%	1.0%
Current issues of electronic journals	65.0%	22.2%	7.5%	2.0%	0.7%	0.0%
Back issues of electronic journals	53.3%	31.4%	9.8%	2.0%	0.7%	0.7%
Electronic books.....	3.6%	16.3%	40.2%	24.8%	6.2%	5.9%
Electronic conference proceedings	3.3%	15.7%	35.0%	22.5%	7.8%	10.1%
Digitised archives.....	4.2%	10.5%	33.0%	19.0%	9.2%	20.6%
Digitised special collections	3.9%	9.5%	32.4%	19.9%	8.8%	19.0%
Electronic reference works.....	10.5%	23.5%	37.3%	17.0%	5.2%	2.9%
Other types of full-text databases.....	19.3%	31.0%	30.7%	7.2%	2.6%	3.3%
Software to support research.....	10.5%	28.1%	27.8%	11.4%	3.9%	8.5%
Virtual meeting/networking facilities	2.9%	5.9%	25.5%	21.6%	9.8%	23.2%
Institutional repositories for disseminating your work	2.3%	7.2%	23.9%	21.6%	15.0%	24.2%
Institutional repositories for e-journal publishing	2.3%	3.6%	19.3%	19.6%	13.4%	32.4%
Institutional repositories for "overlay" journal creation	1.0%	2.0%	11.4%	14.4%	13.4%	45.4%
Online access to the electronic resources of other libraries.....	5.9%	18.0%	29.4%	17.0%	9.5%	12.1%
<i>Other</i>	4.9%					

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

	<i>Very satisfactory</i>	<i>Satisfactory</i>	<i>Not very satisfactory</i>	<i>Not at all satisfactory</i>	<i>Not applicable</i>
Scientific, technical and medical journals.....	33.0%	43.8%	6.2%	0.7%	13.7%
Social science journals.....	22.5%	56.5%	8.2%	0.7%	9.8%
Arts and humanities journals.....	14.1%	48.4%	18.0%	3.3%	12.7%
Textbooks.....	7.5%	28.8%	39.9%	14.4%	7.5%
Reference sources.....	13.1%	59.5%	21.9%	2.9%	1.0%
Special collection material.....	6.9%	31.0%	28.4%	9.5%	20.9%

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

	<i>Increased</i>	<i>Remained static</i>	<i>Decreased</i>	<i>Not applicable</i>
Scientific, technical and medical journals.....	79.4%	5.2%	0.3%	13.4%
Social science journals.....	81.0%	5.6%	0.0%	9.8%
Arts and humanities journals.....	75.5%	7.8%	0.3%	12.4%
Textbooks.....	72.9%	17.0%	0.7%	6.9%
Reference sources.....	71.9%	21.9%	1.6%	1.3%
Special collection material.....	43.8%	27.1%	0.7%	22.2%

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

	<i>Very heavy use</i>	<i>Heavy use</i>	<i>Moderate use</i>	<i>Light use</i>	<i>Very light use</i>	<i>Not available at my institution</i>
A place for quiet, individual study.....	28.4%	27.8%	23.5%	10.1%	6.5%	2.3%
A place for group study and learning.....	19.9%	20.9%	17.3%	15.0%	15.7%	9.5%
A place to browse current issues of printed publications.....	10.1%	25.2%	40.5%	15.0%	3.6%	3.9%
Provision of modern IT equipment to access digital resources.....	36.9%	27.5%	17.0%	8.2%	7.2%	1.3%
Provision of connections for people to connect their own laptops (wireless or physical connection).....	24.5%	30.7%	28.1%	8.5%	4.6%	2.3%
A congenial meeting/networking space.....	13.4%	18.3%	24.5%	14.4%	7.5%	19.0%
Convenient opening hours.....	25.2%	40.2%	23.9%	4.6%	2.3%	1.6%
Convenient location.....	26.8%	39.2%	23.2%	4.6%	2.0%	1.0%
High quality buildings and associated infrastructure.....	13.7%	24.2%	31.0%	11.1%	6.2%	8.8%
<i>Other</i>	6.5%					

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

	<i>Very heavy use</i>	<i>Heavy use</i>	<i>Moderate use</i>	<i>Light use</i>	<i>Very light use</i>	<i>Not available at my institution</i>
Teaching information literacy to researchers.....	8.2%	26.5%	45.1%	10.5%	3.6%	2.9%
Provision of subject-based information finding expertise.....	13.1%	30.7%	39.5%	9.5%	2.0%	2.0%
Support for the dissemination of research outputs.....	3.6%	13.4%	33.3%	20.9%	10.5%	11.8%
IT support for information-related resources provided by your library.....	13.1%	30.4%	35.6%	9.2%	5.2%	2.9%
Building collections of print and electronic resources.....	25.2%	37.9%	23.2%	5.2%	0.7%	2.0%
<i>Other</i>	2.0%					

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

	<i>On-demand advice</i>	<i>Formal training</i>
Digital rights management.....	52.6%	3.6%
Plagiarism.....	55.2%	25.2%
Copyright and IPR.....	72.9%	20.9%
Key skills/transferable skills.....	46.1%	42.2%
Information seeking/resource discovery (including database training).....	47.1%	76.5%
Information evaluation.....	46.7%	45.4%
Citing and citations.....	53.3%	50.3%
Literature reviews.....	50.0%	37.9%
Research impact: journal impact measures.....	54.6%	14.4%
Research impact: individual scholar impact measures.....	48.0%	7.2%
Digital technologies e.g. blogs; wikis; podcasts.....	43.8%	7.5%
Data curation.....	36.9%	3.3%
Creation of digital research-focused materials.....	38.9%	3.9%
Creation of digital teaching-focused materials.....	42.8%	6.2%

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	58.5%	33.0%	2.9%	0.3%	2.3%
Suggest the research contact the author direct for a copy of the article	1.0%	1.0%	22.9%	38.9%	19.9%
Purchase articles directly from publishers' websites and pay using library funds	0.3%	0.0%	11.4%	20.9%	49.7%
Purchase articles directly from publishers' websites and reclaim the costs from researchers or their departments	0.3%	0.3%	6.5%	20.6%	54.9%
<i>Other</i>					
8.8%					

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- erably</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	2.3%	14.4%	10.1%	26.5%	12.7%	26.5%
Conference papers	1.3%	8.2%	22.5%	17.0%	6.2%	35.9%
Books and monographs	1.6%	13.1%	30.7%	11.8%	4.2%	30.7%
Theses	1.3%	9.5%	29.7%	11.8%	2.9%	36.6%
AV materials	0.7%	2.9%	19.0%	10.1%	3.6%	54.6%

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- erably</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	1.6%	8.5%	17.3%	13.7%	3.3%	48.0%
Conference papers	0.7%	3.3%	20.9%	9.5%	2.9%	53.9%
Books and monographs	2.3%	9.2%	22.5%	7.5%	2.0%	49.0%
Theses	1.0%	7.8%	24.2%	4.9%	2.3%	51.6%
AV materials	0.7%	2.6%	18.0%	5.6%	2.6%	59.8%

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.....	16.0%	44.8%	18.6%	2.6%	0.3%	14.1%
The next generation of researchers will have a different approach to research practices and information management	41.8%	41.5%	8.5%	1.0%	0.0%	3.9%
The development of Virtual Research Communities	26.1%	49.0%	12.4%	0.7%	0.0%	8.8%
The increasing availability of scholarly information in digital form	69.3%	24.8%	2.0%	0.0%	0.0%	1.6%
<i>Other</i>						
4.2%						

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	82.4%	12.1%	1.3%	1.3%
Subject-based information expert (based in library building)	73.9%	20.3%	0.7%	1.6%
Subject-based information expert (embedded in department or research group)	31.4%	40.2%	8.2%	13.7%
Administrator dealing with the purchasing and delivery of information services	69.3%	23.5%	3.3%	0.3%
Custodian of print-based and digitised archives and special collections	73.2%	19.6%	2.0%	2.3%
Manager of institutional repositories of digital information.....	60.8%	24.8%	3.6%	6.9%
Manager of the vast datasets generated by e-science and grid-based projects.....	31.7%	31.4%	15.0%	17.3%
Facilitator for e-learning, supporting Virtual Learning Environments.....	50.3%	37.3%	6.2%	1.6%
Technology specialist , creating and managing Virtual Research Environments (to support Virtual Research Communities).....	21.2%	40.5%	24.2%	10.1%
Technology specialist facilitating electronic access to information resources	41.5%	37.3%	12.4%	3.9%
Manager of (non technical) metadata issues, developing and applying ontologies.....	43.5%	37.9%	5.6%	9.2%
Information technology expert supporting the technical aspects of information provision (e.g. networks, authentication).....	18.0%	40.5%	34.0%	3.6%
Specialist advisor in copyright/intellectual property rights issues	38.2%	50.7%	6.2%	1.0%
<i>Other</i>				
4.2%				

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	8.2%	47.4%	36.9%	2.3%
Information searching/literacy	91.8%	3.6%	0.3%	0.7%
Research skills and techniques	76.1%	18.6%	1.6%	0.7%
Winning research funding	7.2%	38.9%	46.1%	3.6%
Generating and managing research output.....	19.3%	47.4%	26.5%	2.6%
Exploitation of research.....	17.3%	47.4%	26.8%	3.6%
Networking and teamworking.....	20.6%	35.9%	35.3%	3.3%
Time management	10.1%	24.2%	56.9%	4.6%
Career management	5.2%	19.9%	64.7%	5.2%
Communication/presentation	18.3%	44.1%	31.4%	2.0%
Effective dissemination of research output	39.9%	42.2%	10.1%	2.6%
Assisting with the publication process	23.5%	56.5%	12.7%	2.9%

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	22.2%	35.0%	25.8%	13.4%
In striving to win top-level support, the library can usually count on strong support from the institution's research community	32.4%	37.6%	14.4%	11.8%
The library usually has to strive to win top-level support on its own.....	41.8%	19.6%	22.2%	12.1%
The institution's research community often promotes the interests of the library to the institution's top management	21.2%	38.6%	17.6%	19.0%

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	16.0%	35.6%	32.4%	5.6%	6.5%
Established mid-career faculty or research staff.....	17.0%	37.3%	31.0%	3.6%	6.9%
Recently-appointed faculty or research staff.....	15.7%	42.2%	30.1%	1.6%	6.5%
Postdoctoral researchers	14.7%	34.6%	35.3%	3.9%	7.5%
Postgraduate researchers	18.6%	40.8%	28.8%	2.3%	5.6%

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?

14.7% I have never heard of them

40.2% I have heard of them, but know little about them

35.9% I know something about them, but have no direct experience of using a VRE

6.5% 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?.....	50.0%	38.6%	6.9%	1.3%
Familiar with options available to researchers to make their own research output Open Access?	27.8%	35.9%	27.8%	5.6%
Familiar with methods for finding Open Access content?	24.8%	34.3%	29.7%	7.5%

Q21 Does your institution have an Open Access institutional repository?
 52.0% Yes
 25.2% No Please go to Q25
 19.9% Don't know Please go to Q25

Q22 With respect to your institution's repository, which of the following apply?
 1.3% There is a mandatory institutional policy on researchers depositing their work
 8.8% There are formal institutional guidelines on what researchers should deposit and when
 29.7% There is general institution-level encouragement that researchers should deposit their work
 14.4% There is no institution-level policy or action on repository use
Comments
 10.1%

Q23 With respect to the deposit of research output into your repository, which one of the following applies?
 23.2% Library or information services staff mediate all deposits
 10.1% Library or information services staff mediate most deposits
 7.2% Library or information services staff mediate a limited proportion of deposits
 10.8% 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?
 20.9% Up to 10%
 4.9% 11% to 30%
 2.0% 31% to 50%
 0.3% 51% to 75%
 1.0% 76% to 100%
 21.6% Don't know

Q25 Have any of the following resources been provided by your library to increase your researchers' understanding of Open Access?
 27.1% Display of promotional material such as posters
 29.7% Seminars or lectures on Open Access
 32.7% Resource discovery tools on the library website
 46.1% Discussion about Open Access with departmental library representatives
 27.5% Promotional material focussing on your institution's repository
Other
 6.2%

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	34.0%	32.0%	22.9%	2.3%
Join with other institutions to create buying and resource-sharing consortia	69.6%	18.6%	2.9%	2.9%
Prioritise the purchase of journals with mixed subscription and Open Access content	43.5%	34.0%	6.5%	7.8%
Provide clearer pointers to existing Open Access content (e.g. include relevant Open Access journals in library catalogue)	74.8%	12.4%	0.7%	4.6%
Facilitate the process whereby your researchers can deposit their research output into your institution's repository	77.5%	12.1%	1.3%	2.9%
Use library funds to help authors pay for Open Access publication charges.....	7.2%	31.0%	49.0%	6.5%
<i>Other</i>				
4.2%				

Finally, about you

Q27 Please indicate what type of institution you primarily work for.
 71.9% University/College (pre 1992) 0.0% Hospital
 24.2% University/College (post 1992) 0.0% Commercial organisation
 1.0% Research Institute 0.3% Charitable organisation
 0.0% Government Laboratory
Other
 1.6%

Q28 Which of the following (or their broad equivalent if you work outside the higher education sector) best describes your position?
 18.3% Librarian/Director 1.3% Interlibrary loan librarian
 15.7% Department head 0.3% Library technician
 10.1% Assistant librarian 1.6% Reference librarian
 35.3% Subject librarian 2.3% Serials librarian
 1.3% Acquisitions librarian 0.7% IT professional
 3.6% Collections librarian
Other
 11.8%

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

28.4% None of these in particular; my role covers many or all subject areas	11.4% Law and politics
2.9% Agriculture and food science	3.3% Library and information science
10.8% Business and management	13.4% Life sciences
7.2% Chemistry	9.2% Mathematics
7.8% Computer sciences	15.4% Medical sciences
7.5% Earth and Geographical sciences	6.9% Physics
9.8% Engineering, materials science and technology	8.5% Psychology
20.9% Arts and humanities	20.3% Social sciences and education

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

25.2% ALL OF THESE	46.4% Law and politics
13.4% Agriculture and food science	9.5% Library and information science
49.0% Business and management	44.4% Life sciences
33.7% Chemistry	39.2% Mathematics
44.8% Computer sciences	41.8% Medical sciences
39.5% Earth and Geographical sciences	31.4% Physics
37.6% Engineering, materials science and technology	47.1% Psychology
53.3% Arts and humanities	53.3% Social sciences and education

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

81.0% England	10.5% Scotland
2.3% Northern Ireland	2.9% 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.

9.2%

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

72.9%

Your email address

72.9%

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