



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 this survey to gain a clearer understanding of UK researchers' use of library services. This is an important survey because it will help set the context for the strategies pursued by libraries in institutions like yours. We would be grateful if you would take a few minutes to tell us what you think about the information resources and services provided by your institution's library.

Your response will be treated anonymously; we do not ask for the name of your institution. If you choose to provide your name, it will only be used for the purpose of fulfilling the prize draw and will form no part of the data analysis.

Note: the term "library" means your institution's gateway to information resources and collections, whether physical or electronic, local or remote, that support the learning, teaching and research needs of a community of users, with a staff trained to provide services and support related to the information needs of that community.

If you are a researcher working outside the higher education sector, please consider the word "institution" to refer to the organisation for which you work. You will be able to indicate the type of employer you work for towards the end of the questionnaire.

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 THIRTY-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 use of library services

Q1 In your view, how effective are the following types of library in providing the information resources and services (including information resources provided to your desktop) that meet your current research needs?

	Very effective	Effective	Neutral	Not very effective	Not at all effective	Not applicable
Your departmental library.....	188	385	139	138	138	1204
Your institution's satellite library/libraries	156	517	315	121	76	962
Your institution's main library	536	1077	293	218	42	53
Other institutions' libraries	233	764	531	94	50	459
Libraries hosting national/special collections	391	598	380	79	33	655
Legal deposit libraries.....	220	230	282	43	34	1257
Other types of library not listed above (please specify)	92					

Q2 How frequently do you visit **your institution's** main library *in person*?

	At least once each week	At least once each month	Less than once each month	Never
Frequency of visits to my library in 2006	505	794	777	149
Frequency of visits to my library 5 years ago.....	906	712	342	174
Estimated frequency of visits to my library in 5 years time	417	628	820	273

Q3 How frequently do you visit **libraries at other institutions** *in person*?

	At least once each week	At least once each month	Less than once each month	Never
Frequency of visits to other libraries in 2006	69	287	989	888
Frequency of visits to other libraries 5 years ago	182	386	986	613
Estimated frequency of visits to other libraries in 5 years time ...	72	300	1038	756

Q4 Please indicate which of the following apply to you:

- 1051 I make use of reading rights at other institutions' libraries
- 661 I exercise borrowing rights at other institutions' libraries
- 608 I never exercise reading or borrowing rights at other institutions' libraries, though I am aware I am entitled to do so
- 286 I never exercise reading or borrowing rights at other institutions' libraries, and I was not aware that I am entitled to do so
- 252 I am a registered member of SCONUL Research Extra (reciprocal borrowing scheme between UK university libraries)
- 885 I only use Inter Library Loan
- 108 I never need to consult or obtain material in libraries outside my own institution

Q5 With respect to electronic information (e.g. electronic journals; databases) where do you access these services from?

	<i>My office</i>	<i>Home</i>	<i>On the move</i>	<i>Library building</i>
Most commonly from	1777	404	4	48
Next most commonly from	373	1321	89	320
<i>Other</i>	65			

Q6 Please indicate the extent to which the **print-based** finding aids and information resources normally provided by your institutional library are useful to you as a researcher.

	<i>Very useful</i>	<i>Useful</i>	<i>Neutral</i>	<i>Not very useful</i>	<i>Not at all useful</i>	<i>Don't use</i>	<i>Not available in my library</i>
Library catalogues in print.....	148	281	222	177	77	1136	157
General bibliographic and abstracting/indexing databases in print	95	209	293	195	82	1234	72
Subject-specific bibliographic and abstracting and indexing databases in print.....	126	279	248	180	82	1177	77
Citation databases in print.....	73	171	298	189	102	1217	77
Current issues of journals in print.....	692	778	247	114	36	310	14
Back issues of journals in print.....	919	723	186	89	28	230	14
Non-peer reviewed material in print (e.g. trade/professional publications, newspapers, working papers).....	227	585	420	196	61	646	39
Books in print.....	1163	629	147	54	11	174	13
Archives in print or manuscript	456	479	367	86	34	685	78
Special collections in print	400	414	371	86	32	776	96
Short/restricted loan collections in print	422	603	400	138	44	525	43
Reference-only collections in print	474	643	354	128	40	500	44
Print-based resources of other libraries	370	477	374	108	31	733	57
<i>Other</i>	44						

Q7 Please indicate the extent to which the **electronic** finding aids and information resources normally provided by your institutional library are useful to you as a researcher.

	<i>Very useful</i>	<i>Useful</i>	<i>Neutral</i>	<i>Not very useful</i>	<i>Not at all useful</i>	<i>Don't use</i>	<i>Not available in my library</i>
Library catalogue	1474	551	93	39	10	42	9
Cross-institutional catalogues (e.g. COPAC, SUNCAT)	592	445	318	42	8	694	51
Library web site or general portal to access many different resources	1148	656	189	80	12	93	19
Subject-specific portals.....	682	626	330	99	23	327	61
General bibliographic and abstracting/indexing databases (e.g. Zetoc).....	609	495	350	75	15	561	40
Subject-specific bibliographic and abstracting and indexing databases (e.g. INSPEC, Art Abstracts).....	791	524	282	62	11	449	29
Citation databases	743	633	318	67	12	355	26
Current issues of electronic journals	1641	399	75	36	8	43	9
Back issues of electronic journals	1690	335	84	32	10	53	11
Electronic books.....	366	500	470	166	57	570	57
Electronic conference proceedings	518	614	393	116	29	457	58
Digitised archives.....	425	452	350	66	28	778	72
Digitised special collections	347	341	372	63	29	913	88
Electronic reference works.....	540	610	326	61	18	555	58
Other types of full-text databases.....	580	522	369	34	23	579	52
Software to support research	445	486	363	95	38	639	97
Virtual meeting/networking facilities	132	271	384	145	56	1014	154
Institutional repositories for disseminating your work	136	302	382	113	70	953	198
Institutional repositories for e-journal publishing	146	261	353	101	72	996	233
Institutional repositories for "overlay" journal creation	58	103	332	89	63	1194	277
Online access to the electronic resources of other libraries	626	514	223	34	25	549	195
<i>Other</i>	73						

Q8 Please indicate your judgement of the relative importance to you as a researcher of the **physical resources** normally provided by your institutional library.

	Very important	Important	Neutral	Not very important	Not at all important	Not available at my institution
A place for quiet, individual study.....	836	559	264	218	297	43
A place for group study and learning.....	168	380	465	435	699	46
A place to browse current issues of printed publications.....	883	785	250	148	134	14
Provision of modern IT equipment to access digital resources.....	716	591	321	238	321	19
A congenial meeting/networking space.....	138	314	541	404	718	67
Convenient opening hours.....	1001	828	179	73	122	11
Convenient location.....	1036	839	172	47	103	7
High quality buildings and associated infrastructure.....	589	901	435	119	136	22

Other
94

Q9 Please indicate your judgement of the relative importance to you as a researcher of the **services** normally provided by your institutional library.

	Very important	Important	Neutral	Not very important	Not at all important	Not available at my institution
Teaching information literacy to researchers.....	506	793	467	180	203	52
Provision of subject-based information finding expertise.....	668	767	392	160	170	44
Support for the dissemination of research outputs ...	290	554	643	259	296	143
IT support for information-related resources provided by your library.....	657	878	377	116	121	41
Building collections of print and electronic resources.....	1249	580	210	54	74	30

Other
51

The future of library services

Q10 To what extent do you think the factors listed below will be important in requiring libraries to change the way they deliver services?

	Very important	Important	Neutral	Not very important	Not at all important	Don't know
Research funders are moving towards funding fewer, larger, multidisciplinary projects.....	268	696	608	244	111	274
The next generation of researchers will have a different approach to research practices and information management.....	676	991	288	88	40	123
The development of Virtual Research Communities.....	470	747	520	168	75	221
The increasing availability of scholarly information in digital form.....	1506	539	101	22	7	34

Other
77

Q11 From your perspective as a researcher, 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	951	886	258	100
Subject-based information expert (based in library building)	1037	748	298	106
Subject-based information expert (embedded in department or research group)	569	784	576	229
Administrator dealing with the purchasing and delivery of information services	1323	633	142	87
Custodian of print-based and digitised archives and special collections	1624	448	39	82
Manager of institutional repositories of digital information.....	1375	562	125	127
Manager of the vast datasets generated by e-science and grid-based projects.....	790	607	465	308
Facilitator for e-learning, supporting Virtual Learning Environments.....	536	901	576	173
Technology specialist , creating and managing Virtual Research Environments (to support Virtual Research Communities).....	322	725	832	292
Technology specialist facilitating electronic access to information resources	763	823	443	139
Manager of (non technical) metadata issues, developing and applying ontologies.....	379	719	443	621
Information technology expert supporting the technical aspects of information provision (e.g. networks, authentication).....	389	697	879	206
Specialist advisor in copyright/intellectual property rights issues ...	677	1001	378	129
<i>Other</i>				
	61			

Q12 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	120	601	1370	88
Information searching/literacy	1409	613	115	40
Research skills and techniques	606	794	727	52
Winning research funding	94	589	1400	95
Generating and managing research output.....	158	680	1232	111
Exploitation of research.....	203	715	1107	149
Networking and teamworking.....	209	733	1072	160
Time management	99	427	1495	153
Career management	78	328	1627	144
Communication/presentation	242	871	948	113
Effective dissemination of research output	496	1020	560	99
Assisting with the publication process	410	1006	676	88

Q13 In the context of competing demands for a finite pot of money, what priority do you think your institution should attach to funding library services that satisfy your professional information requirements?

- 751 Top priority
- 1186 High priority
- 190 Medium priority
- 26 Low priority
- 16 Don't know

Q14 To what extent do you agree or disagree with the following statements?

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
I feel my library is too focused on resources and services for <u>teaching</u>	158	369	744	658	139	119
I feel my library is too focused on providing resources and services for <u>research</u>	9	62	651	978	400	84
I feel my library has the balance between providing resources for teaching and research about right.....	245	905	414	377	105	133
I feel that research staff are able to influence library strategy.....	127	677	437	463	194	280
I rely on libraries other than my own institutional library to meet my professional information needs.....	469	530	346	517	283	33
I use libraries to source information relevant to the research that I do (e.g. journal articles or books)	1230	742	109	62	31	16
The main objects of my research are located in libraries (e.g. original manuscripts, maps)	327	315	397	640	481	21

Q15 When you need articles from journals your library does not subscribe to, how do you seek to obtain them? (Please select any that apply)

- 1795 I order articles via Inter Library Loan
- 909 I contact the author directly and request a copy of the article
- 55 I purchase articles directly from publishers' websites and my library provides a budget that I can use for this purpose
- 99 I purchase articles directly from publishers' websites and reclaim the costs from my department or research group
- 171 I purchase articles directly from publishers' websites and reclaim the costs from my research grant
- Other*
- 433

Q16 Which of the following statements reflects your experience in relation to establishing copyright and using works protected by copyright? (Please select any that apply)

- 140 My library proactively provides advice about establishing copyright for my own work
- 390 My library provides advice about establishing copyright for my own work when I specifically ask for it
- 106 My library provides an appropriate model agreement which enables me or my institution to retain copyright for my own work while, at the same time, licensing publishers to publish the work
- 645 My library proactively provides advice about *using* work protected by copyright
- 686 My library provides advice about *using* work protected by copyright when I specifically ask for it

Q17 Does your institution have an Open Access institutional repository?
 346 Yes
 230 No Please go to Q20
 1617 Don't know Please go to Q20

Q18 If your institution has an Open Access institutional research repository, do you search it?
 55 I search it frequently
 96 I search it occasionally
 200 I never search it
 122 I do not specifically search my own institution's repository, but instead search across all institutional repositories using a search engine such as Google or OAIster

Q19 If your institution has an Open Access institutional researchers' repository, do you deposit your articles in it?
 12 I deposit my best articles in it 79 I deposit some of my articles in it
 65 I deposit most of my articles in it 250 I do not deposit my articles in it

Q20 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 of the following reflect your current awareness of VREs?
 1136 I have never heard of them
 706 I have heard of them, but know little about them
 285 I know something about them, but have no direct experience of using a VRE
 32 I am involved with developing and testing VREs
 41 I regularly use a VRE

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).

Q21 To what extent are you:

	<i>Very familiar</i>	<i>Familiar</i>	<i>Not very familiar</i>	<i>Not at all familiar</i>
Familiar with the concept of Open Access?	418	750	646	377
Familiar with options for making your own research output Open Access?	183	348	827	757
Familiar with methods for finding Open Access content?	209	436	822	646

Q22 Have any of the following resources **provided by your institution's library** increased your understanding of Open Access?
 83 Display of promotional material such as posters
 113 Seminars or lectures on Open Access
 187 Resource discovery tools on the library website
 128 Discussion about Open Access with departmental library representatives
 82 Promotional material focussing on your institution's repository
 1091 Open Access has never been promoted to me in any of these ways
 Other
 95

Q23 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?

	<i>Favour</i>	<i>Neutral</i>	<i>Do not favour</i>	<i>Don't know</i>
Fight for increased funding to buy more subscriptions to traditional journals	1091	614	282	81
Join with other institutions to create buying and resource-sharing consortia	1512	399	75	112
Prioritise the purchase of journals with mixed subscription and Open Access content	919	680	197	272
Provide clearer pointers to existing Open Access content (e.g. include all Open Access journals in library catalogue)	1441	380	55	213
Facilitate the process whereby you and your colleagues can deposit your research output into your institution's repository ...	979	673	158	263
Use library funds to help authors pay for Open Access publication charges	566	704	418	389
Other				
	75			

Q24 To what extent do you use the following Open Access discovery services and content to find and read information?

	<i>Frequently</i>	<i>Sometimes</i>	<i>Occasionally</i>	<i>Never</i>
Directory of Open Access Journals (www.doaj.org).....	37	120	124	1690
Public Library of Science Journals (www.plos.org).....	112	128	152	1581
BioMed Central journals (www.biomedcentral.com).....	212	210	162	1403
Other publishers' Open Access journals	236	337	338	1075
Institutional repositories	134	244	240	1342
Citebase (www.citebase.org)	31	80	101	1709
Citeseer (www.citeseer.org)	84	84	88	1652
Google	1372	360	193	174
Google Scholar	813	476	254	531
Windows Live Academic	17	60	53	1793
Web Citation Index.....	252	280	236	1214
OAISTER (www.oaister.org)	9	30	47	1816
<i>Other</i>				
169				

Q25 If you have used any of the Open Access resources listed above, please indicate which one of the ways listed below you primarily use to access them.

- 1611 Directly via my web browser
- 253 Via my institution's library website

Q26 When you are considering publishing your research findings *in a journal* which, if any, of the following options do you use to disseminate your work, and which has your local librarian advised you to use?

	<i>I normally use this method</i>	<i>My librarian advised me to use this method</i>
Publish in a subscription-based journal	1705	17
Publish in a subscription-based journal and place a copy of your article in an Open Access repository	245	63
Publish in a subscription-based journal and place a copy of your article on your own website	377	29
Publish in a subscription-based journal which will make your article available on an Open Access basis for a fee.....	151	21
Publish in Open Access journals that publish articles for a fee	142	23
Publish in Open Access journals that only publish articles for free.....	176	26

Finally, about you

Q27 Please indicate what type of institution you primarily work for.

2054 University/College	21 Commercial organisation
46 Research Institute	7 Charitable organisation
18 Government Laboratory	17 No affiliation (independent researcher)
27 Hospital	
<i>Other</i>	
21	

Q28 Which of the following (*or their broad equivalent* if you work outside the higher education sector) best describes your position?

410 Professor	472 Lecturer
195 Reader	260 Post-doctoral researcher
496 Senior lecturer	296 PhD student
<i>Other</i>	
97	

Q29 Which one of the following best describes your broad area of research?

20 Agriculture and food science	94 Law and politics
134 Business and management	41 Library and information science
95 Chemistry	219 Life sciences
75 Computer sciences	90 Mathematics
68 Earth and Geographical sciences	236 Medical sciences
166 Engineering, materials science and technology	132 Physics
428 Arts and humanities	101 Psychology
	296 Social sciences and education

Q30 In which part of the UK is your institution located?

1728 England	78 Wales
46 Northern Ireland	11 Other (in case you normally work outside the UK)
333 Scotland	

Q31 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.

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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

1756

Your email address

1770

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