



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.....	8.2%	20.2%	7.2%	8.4%	6.9%	46.7%
Your institution's satellite library/libraries	8.8%	27.8%	17.3%	6.1%	4.0%	32.4%
Your institution's main library	24.2%	48.4%	12.4%	9.5%	0.8%	3.4%
Other institutions' libraries	7.2%	27.8%	27.4%	6.1%	2.3%	24.6%
Libraries hosting national/special collections	12.2%	22.7%	22.5%	2.9%	2.3%	32.4%
Legal deposit libraries.....	2.5%	4.8%	13.7%	1.5%	1.7%	68.4%
Other types of library not listed above (please specify)						
2.9%						

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	11.4%	26.9%	46.1%	14.3%
Frequency of visits to my library 5 years ago.....	34.7%	32.8%	18.5%	8.8%
Estimated frequency of visits to my library in 5 years time	9.5%	17.9%	45.7%	23.2%

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	1.3%	4.2%	33.9%	59.8%
Frequency of visits to other libraries 5 years ago	5.7%	12.6%	41.3%	37.5%
Estimated frequency of visits to other libraries in 5 years time	1.3%	5.7%	36.6%	53.5%

Q4 Please indicate which of the following apply to you:

- 26.6% I make use of reading rights at other institutions' libraries
- 21.4% I exercise borrowing rights at other institutions' libraries
- 32.8% I never exercise reading or borrowing rights at other institutions' libraries, though I am aware I am entitled to do so
- 19.9% I never exercise reading or borrowing rights at other institutions' libraries, and I was not aware that I am entitled to do so
- 5.9% I am a registered member of SCONUL Research Extra (reciprocal borrowing scheme between UK university libraries)
- 50.7% I only use Inter Library Loan
- 5.3% 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	90.5%	8.8%	0.0%	0.2%
Next most commonly from	10.1%	68.8%	5.1%	9.9%
<i>Other</i> 1.3%				

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.....	4.2%	11.8%	7.6%	8.4%	4.2%	58.1%	4.2%
General bibliographic and abstracting/indexing databases in print	2.1%	5.3%	11.8%	9.5%	4.6%	63.2%	2.1%
Subject-specific bibliographic and abstracting and indexing databases in print.....	1.7%	6.1%	11.8%	9.7%	4.8%	60.2%	3.4%
Citation databases in print.....	1.7%	5.1%	12.4%	8.8%	6.5%	60.0%	2.7%
Current issues of journals in print.....	21.9%	32.0%	14.7%	6.1%	1.5%	20.4%	1.1%
Back issues of journals in print.....	34.7%	29.5%	11.2%	5.3%	0.6%	15.4%	1.3%
Non-peer reviewed material in print (e.g. trade/professional publications, newspapers, working papers).....	4.2%	21.5%	18.9%	8.6%	3.4%	38.9%	2.7%
Books in print.....	33.7%	38.5%	9.9%	3.4%	0.8%	11.4%	0.8%
Archives in print or manuscript	10.1%	23.6%	16.4%	4.2%	1.3%	38.7%	3.4%
Special collections in print	7.8%	18.1%	17.1%	3.2%	1.3%	44.8%	5.9%
Short/restricted loan collections in print	8.8%	25.1%	20.0%	3.2%	2.5%	34.5%	3.6%
Reference-only collections in print	10.1%	24.2%	16.8%	5.9%	2.1%	37.1%	2.7%
Print-based resources of other libraries	6.5%	13.3%	16.0%	4.6%	1.9%	51.6%	2.9%
<i>Other</i> 1.1%							

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	48.6%	31.4%	8.4%	3.6%	0.4%	5.7%	0.2%
Cross-institutional catalogues (e.g. COPAC, SUNCAT)	10.1%	17.9%	16.2%	2.3%	0.6%	45.1%	3.4%
Library web site or general portal to access many different resources	46.3%	32.6%	7.2%	4.2%	0.4%	6.3%	0.4%
Subject-specific portals.....	26.9%	25.7%	14.3%	3.2%	0.6%	20.6%	2.9%
General bibliographic and abstracting/indexing databases (e.g. Zetoc).....	25.1%	18.9%	14.9%	2.5%	0.2%	31.4%	1.7%
Subject-specific bibliographic and abstracting and indexing databases (e.g. INSPEC, Art Abstracts)....	31.6%	17.3%	13.1%	2.5%	0.0%	26.9%	1.5%
Citation databases	44.6%	27.6%	12.8%	1.1%	0.0%	9.3%	0.6%
Current issues of electronic journals	83.6%	12.4%	0.4%	1.5%	0.0%	1.3%	0.2%
Back issues of electronic journals	82.7%	11.4%	2.3%	0.8%	0.2%	1.9%	0.2%
Electronic books.....	17.5%	21.7%	19.8%	5.3%	1.1%	29.3%	3.4%
Electronic conference proceedings	23.8%	27.4%	17.1%	5.3%	0.2%	21.7%	2.7%
Digitised archives.....	13.1%	20.0%	18.5%	2.7%	0.6%	39.6%	2.5%
Digitised special collections	9.1%	13.7%	19.6%	1.5%	0.8%	48.0%	3.8%
Electronic reference works.....	14.7%	25.9%	17.9%	1.7%	0.8%	32.6%	2.9%
Other types of full-text databases.....	21.7%	22.7%	15.6%	1.7%	0.4%	31.8%	2.5%
Software to support research	23.6%	24.6%	12.2%	3.4%	1.1%	28.4%	4.6%
Virtual meeting/networking facilities	6.9%	15.4%	15.6%	5.3%	1.9%	45.3%	6.3%
Institutional repositories for disseminating your work	4.2%	12.6%	19.2%	3.2%	2.5%	46.7%	7.8%
Institutional repositories for e-journal publishing	6.1%	12.6%	16.2%	2.5%	2.3%	48.0%	9.3%
Institutional repositories for "overlay" journal creation	1.1%	4.8%	17.1%	2.5%	2.3%	56.0%	10.3%
Online access to the electronic resources of other libraries	21.5%	20.4%	10.5%	1.9%	1.1%	31.8%	9.3%
<i>Other</i> 2.5%							

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.....	27.8%	25.7%	15.4%	10.3%	18.1%	1.3%
A place for group study and learning.....	6.1%	17.7%	21.9%	18.5%	30.7%	2.7%
A place to browse current issues of printed publications.....	26.5%	37.9%	14.1%	7.8%	10.7%	1.1%
Provision of modern IT equipment to access digital resources.....	28.0%	28.8%	13.5%	9.7%	16.2%	1.9%
A congenial meeting/networking space.....	4.2%	16.6%	22.1%	18.5%	33.5%	2.7%
Convenient opening hours.....	34.9%	38.3%	8.8%	5.5%	10.1%	0.6%
Convenient location.....	38.1%	38.7%	7.4%	3.4%	9.7%	0.6%
High quality buildings and associated infrastructure	20.4%	37.7%	20.4%	7.6%	10.5%	1.3%
<i>Other</i>	3.6%					

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	22.7%	36.4%	19.2%	7.6%	11.2%	2.3%
Provision of subject-based information finding expertise	27.2%	33.3%	17.7%	8.2%	10.3%	2.3%
Support for the dissemination of research outputs ..	12.4%	26.3%	29.9%	10.5%	13.3%	6.1%
IT support for information-related resources provided by your library.....	30.7%	40.4%	15.4%	3.4%	7.2%	1.9%
Building collections of print and electronic resources.....	49.9%	29.9%	9.3%	3.6%	4.8%	1.5%
<i>Other</i>	1.3%					

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.....	10.9%	35.6%	28.0%	9.3%	5.3%	10.3%
The next generation of researchers will have a different approach to research practices and information management	35.6%	47.6%	9.3%	2.9%	1.3%	3.2%
The development of Virtual Research Communities	22.5%	36.0%	25.1%	4.6%	2.1%	9.1%
The increasing availability of scholarly information in digital form	71.8%	21.7%	4.0%	0.6%	0.2%	1.3%
<i>Other</i>	1.3%					

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	51.8%	33.1%	10.3%	3.4%
Subject-based information expert (based in library building)	35.2%	35.2%	21.9%	5.9%
Subject-based information expert (embedded in department or research group)	24.0%	34.1%	30.3%	9.1%
Administrator dealing with the purchasing and delivery of information services	63.4%	24.6%	6.9%	3.8%
Custodian of print-based and digitised archives and special collections	71.4%	21.7%	1.1%	4.4%
Manager of institutional repositories of digital information.....	67.6%	19.2%	7.4%	5.3%
Manager of the vast datasets generated by e-science and grid-based projects.....	36.8%	23.8%	25.9%	10.9%
Facilitator for e-learning, supporting Virtual Learning Environments.....	30.5%	41.9%	18.9%	7.8%
Technology specialist , creating and managing Virtual Research Environments (to support Virtual Research Communities).....	17.3%	32.8%	35.8%	12.6%
Technology specialist facilitating electronic access to information resources	41.5%	33.5%	18.1%	4.0%
Manager of (non technical) metadata issues, developing and applying ontologies.....	12.8%	30.9%	24.4%	29.3%
Information technology expert supporting the technical aspects of information provision (e.g. networks, authentication).....	24.0%	29.5%	36.4%	7.8%
Specialist advisor in copyright/intellectual property rights issues	32.8%	40.6%	19.6%	5.3%
<i>Other</i>				
1.1%				

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	4.6%	20.4%	70.7%	3.8%
Information searching/literacy	64.6%	26.5%	6.7%	1.7%
Research skills and techniques	18.7%	30.3%	47.4%	2.9%
Winning research funding	1.9%	23.8%	69.7%	4.0%
Generating and managing research output.....	5.7%	28.4%	61.3%	4.0%
Exploitation of research.....	10.1%	26.7%	57.1%	5.3%
Networking and teamworking.....	9.1%	33.1%	50.3%	6.7%
Time management	3.6%	18.7%	70.5%	6.1%
Career management	2.1%	13.7%	77.1%	6.5%
Communication/presentation	13.3%	38.3%	43.6%	4.2%
Effective dissemination of research output	25.3%	40.0%	29.9%	4.2%
Assisting with the publication process	22.5%	44.0%	30.3%	2.7%

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?

- 30.7% Top priority
- 58.1% High priority
- 8.6% Medium priority
- 0.6% Low priority
- 0.4% 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>	4.2%	16.0%	33.9%	32.6%	6.1%	6.3%
I feel my library is too focused on providing resources and services for <u>research</u>	0.4%	2.9%	29.3%	44.8%	16.8%	4.8%
I feel my library has the balance between providing resources for teaching and research about right.....	10.5%	45.9%	17.3%	14.3%	3.8%	7.2%
I feel that research staff are able to influence library strategy.....	4.2%	32.4%	20.2%	20.2%	7.4%	13.9%
I rely on libraries other than my own institutional library to meet my professional information needs.....	12.6%	23.4%	14.3%	32.2%	13.7%	2.5%
I use libraries to source information relevant to the research that I do (e.g. journal articles or books)	47.4%	36.4%	7.4%	4.4%	2.9%	1.1%
The main objects of my research are located in libraries (e.g. original manuscripts, maps)	3.6%	10.5%	16.0%	35.2%	32.6%	1.1%

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)

- 83.2% I order articles via Inter Library Loan
- 50.1% I contact the author directly and request a copy of the article
- 2.3% I purchase articles directly from publishers' websites and my library provides a budget that I can use for this purpose
- 4.6% I purchase articles directly from publishers' websites and reclaim the costs from my department or research group
- 9.1% I purchase articles directly from publishers' websites and reclaim the costs from my research grant
- Other*
- 13.5%

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)

- 5.9% My library proactively provides advice about establishing copyright for my own work
- 18.3% My library provides advice about establishing copyright for my own work when I specifically ask for it
- 4.8% 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
- 27.6% My library proactively provides advice about *using* work protected by copyright
- 29.7% 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?
 13.5% Yes
 10.9% No Please go to Q20
 74.9% Don't know Please go to Q20

Q18 If your institution has an Open Access institutional research repository, do you search it?
 2.7% I search it frequently
 2.7% I search it occasionally
 9.9% I never search it
 4.4% 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?
 0.6% I deposit my best articles in it 3.2% I deposit some of my articles in it
 1.3% I deposit most of my articles in it 10.7% 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?
 56.6% I have never heard of them
 31.8% I have heard of them, but know little about them
 10.1% I know something about them, but have no direct experience of using a VRE
 0.2% I am involved with developing and testing VREs
 0.4% 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?	28.0%	43.4%	19.6%	8.6%
Familiar with options for making your own research output Open Access?	13.5%	22.9%	36.4%	24.4%
Familiar with methods for finding Open Access content?	14.3%	29.5%	34.7%	18.9%

Q22 Have any of the following resources **provided by your institution's library** increased your understanding of Open Access?
 4.0% Display of promotional material such as posters
 6.5% Seminars or lectures on Open Access
 7.6% Resource discovery tools on the library website
 5.5% Discussion about Open Access with departmental library representatives
 2.9% Promotional material focussing on your institution's repository
 53.7% Open Access has never been promoted to me in any of these ways
Other
 3.6%

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	47.6%	29.1%	13.1%	2.7%
Join with other institutions to create buying and resource-sharing consortia	73.7%	14.7%	2.3%	4.2%
Prioritise the purchase of journals with mixed subscription and Open Access content	47.6%	28.6%	9.3%	8.2%
Provide clearer pointers to existing Open Access content (e.g. include all Open Access journals in library catalogue)	69.3%	17.5%	2.9%	5.9%
Facilitate the process whereby you and your colleagues can deposit your research output into your institution's repository	43.2%	33.3%	5.7%	10.9%
Use library funds to help authors pay for Open Access publication charges	37.1%	27.8%	19.6%	11.4%
<i>Other</i>				
	1.7%			

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).....	1.5%	5.9%	6.1%	76.2%
Public Library of Science Journals (www.plos.org).....	17.9%	14.5%	13.3%	46.7%
BioMed Central journals (www.biomedcentral.com).....	34.9%	24.6%	13.3%	22.9%
Other publishers' Open Access journals	18.7%	22.1%	18.7%	33.9%
Institutional repositories	5.7%	8.4%	9.1%	67.4%
Citebase (www.citebase.org)	0.8%	1.9%	3.2%	82.9%
Citeseer (www.citeseer.org)	1.7%	2.3%	2.3%	82.3%
Google	61.3%	17.7%	9.3%	8.8%
Google Scholar	38.3%	21.3%	11.6%	24.0%
Windows Live Academic	1.3%	1.3%	1.7%	86.1%
Web Citation Index.....	13.5%	16.2%	12.0%	50.9%
OAIster (www.oaister.org)	0.0%	1.3%	1.3%	86.1%
<i>Other</i>				
9.5%				

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.

- 79.2% Directly via my web browser
- 12.4% 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	78.3%	0.2%
Publish in a subscription-based journal and place a copy of your article in an Open Access repository	8.6%	1.7%
Publish in a subscription-based journal and place a copy of your article on your own website	14.1%	1.1%
Publish in a subscription-based journal which will make your article available on an Open Access basis for a fee.....	10.1%	0.6%
Publish in Open Access journals that publish articles for a fee	14.9%	1.3%
Publish in Open Access journals that only publish articles for free.....	13.3%	0.6%

Finally, about you

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

86.3% University/College	0.6% Commercial organisation
5.9% Research Institute	0.8% Charitable organisation
1.3% Government Laboratory	0.6% No affiliation (independent researcher)
3.8% Hospital	
<i>Other</i>	
1.1%	

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

17.9% Professor	19.2% Lecturer
8.6% Reader	17.7% Post-doctoral researcher
21.3% Senior lecturer	12.2% PhD student
<i>Other</i>	
4.4%	

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

4.2% Agriculture and food science	0.0% Law and politics
0.0% Business and management	0.0% Library and information science
0.0% Chemistry	46.1% Life sciences
0.0% Computer sciences	0.0% Mathematics
0.0% Earth and Geographical sciences	49.7% Medical sciences
0.0% Engineering, materials science and technology	0.0% Physics
0.0% Arts and humanities	0.0% Psychology
	0.0% Social sciences and education

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

72.6% England	3.4% Wales
1.7% Northern Ireland	0.6% Other (in case you normally work outside the UK)
21.3% 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.

15.4%

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

78.5%

Your email address

80.0%

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