Library User Survey 2014

- The survey invitation was sent on 6 May and open until 16 May (11 days)
- Recipients were 1208 EUI email addresses:
  - Researchers
  - Fellows
  - Administrative staff (including academic assistants; and library staff who were asked not to reply)
  - Professors
- The survey (QuestionPro) was Respondent Anonymity Assured (new feature)
- 441 viewed the survey (i.e. opened the link)
- 351 started the survey
- 301 completed the survey (same as in 2012)
To which category do you belong?

- Researcher: 71%
- Fellow: 9%
- Professor: 5%
- Academic assistant: 4%
- Administrative staff: 11%

Completion / Dropout

- Completed: 86%
- Drop Out: 14%
Please indicate your department

- ECO: 25%
- HEC: 7%
- LAW: 2%
- SPS: 9%
- RSCAS: 11%
- MWP: 26%
- Administrative Service: 20%

If you work in the Robert Schuman Centre or the Max Weber Programme, please indicate your research area

- Economics: 50%
- History: 14%
- Law: 10%
- Political Science / Sociology: 5%
- Other: 21%
Are you currently working on an externally funded project?

Yes: 15%
No: 85%

How long have you been at the EUI?

- More than 3 years: 30%
- 3 years: 12%
- 2 years: 25%
- 6 months - 1 year: 30%
- Less than 6 months: 2%
On average, how frequently do you visit the Library?

- At least once a day: 29.00%
- At least once a week: 41.00%
- At least once a month: 14.00%
- Less than once a month: 16.00%

On average, how often do you access library and information services via a computer?

- At least once a day: 42.00%
- At least once a week: 43.00%
- At least once a month: 8.00%
- Less than once a month: 8.00%
Print collections - How important?
Books

- 77% Very important
- 17% Important
- 4% Not important
- 2% No opinion

Print collections - How satisfied?
Books

- 46% Very satisfied
- 42% Satisfied
- 8% Not satisfied
- 4% No opinion
Print collections - How important?
Journals

- Very important: 21%
- Important: 26%
- Not important: 47%
- No opinion: 6%

Print collections - How satisfied?
Journals

- Very satisfied: 30%
- Satisfied: 31%
- Not satisfied: 5%
- No opinion: 34%
Print collections - How important?
Reference (Encyclopaedias, Dictionaries)

- Very important: 10%
- Important: 30%
- Not important: 49%
- No opinion: 11%

Print collections - How satisfied?
Reference (Encyclopaedias, Dictionaries)

- Very satisfied: 23%
- Satisfied: 29%
- Not satisfied: 2%
- No opinion: 46%
Electronic collections - How important?
E-Journals

- Very important: 92%
- Important: 4%
- Not important: 1%
- No opinion: 3%

Electronic collections - How satisfied?
E-Journals

- Very satisfied: 50%
- Satisfied: 39%
- Not satisfied: 6%
- No opinion: 5%
Electronic collections - How important?
E-books

1 Very important: 45%
2 Important: 39%
3 Not important: 9%
4 No opinion: 7%

Electronic collections - How satisfied?
E-books

1 Very satisfied: 25%
2 Satisfied: 38%
3 Not satisfied: 19%
4 No opinion: 18%
Electronic collections - How important?
E-data and Statistics

- 1 Very important: 31%
- 2 Important: 15%
- 3 Not important: 31%
- 4 No opinion: 22%

Electronic collections - How satisfied?
E-data and Statistics

- 1 Very satisfied: 15%
- 2 Satisfied: 24%
- 3 Not satisfied: 5%
- 4 No opinion: 56%
Electronic collections - How important?
Other e-resources

Electronic collections - How satisfied?
Other e-resources
Microform collections - How important?
Newspapers

Microform collections - How satisfied?
Newspapers
Microform collections - How important?
Official Publications (National and International)

1 Very important: 7%
2 Important: 11%
3 Not important: 36%
4 No opinion: 46%

Microform collections - How satisfied?
Official Publications (National and International)

1 Very satisfied: 80%
2 Satisfied: 12%
3 Not satisfied: 3%
4 No opinion: 5%
Microform collections - How important?
Other

Microform collections - How satisfied?
Other
Library services – How important?
Services at the Library entrance

Library services – How satisfied?
Services at the Library entrance
Library services – How important?
Loan service (borrowing, renewals, etc.)

<table>
<thead>
<tr>
<th>Importance</th>
<th>Percentage</th>
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</thead>
<tbody>
<tr>
<td>Very important</td>
<td>73%</td>
</tr>
<tr>
<td>Important</td>
<td>22%</td>
</tr>
<tr>
<td>Not important</td>
<td>2%</td>
</tr>
<tr>
<td>N/A</td>
<td>3%</td>
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Library services – How satisfied?
Loan service (borrowing, renewals, etc.)

<table>
<thead>
<tr>
<th>Satisfaction</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Very satisfied</td>
<td>67%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>28%</td>
</tr>
<tr>
<td>Not satisfied</td>
<td>1%</td>
</tr>
<tr>
<td>N/A</td>
<td>4%</td>
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Library services – How important?
Interlibrary loan service

- 50% Very important
- 24% Important
- 11% Not important
- 15% N/A

Library services – How satisfied?
Interlibrary loan service

- 42% Very satisfied
- 25% Satisfied
- 2% Not satisfied
- 31% N/A
Library services – How important?
Storage delivery

1. Very important: 31%
2. Important: 31%
3. Not important: 13%
N/A: 24%

Library services – How satisfied?
Storage delivery

1. Very satisfied: 36%
2. Satisfied: 23%
3. Not satisfied: 1%
N/A: 39%
Library services – How important?
Daily Newspapers

15% Very important
31% Important
39% Not important
15% N/A

Library services – How satisfied?
Daily Newspapers

21% Very satisfied
22% Satisfied
7% Not satisfied
50% N/A
Library services – How important?
Library introductions and courses
(on E-resources, EndNote, Lexis-Nexis, Zotero etc.)

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<tr>
<td>Very important</td>
<td>19%</td>
</tr>
<tr>
<td>Important</td>
<td>45%</td>
</tr>
<tr>
<td>Not important</td>
<td>23%</td>
</tr>
<tr>
<td>N/A</td>
<td>13%</td>
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Library services – How satisfied?
Library introductions and courses
(on E-resources, EndNote, Lexis-Nexis, Zotero etc.)

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<td>Not satisfied</td>
<td>39%</td>
</tr>
<tr>
<td>N/A</td>
<td>4%</td>
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</tbody>
</table>
Library services – How important?
The Library’s response to e-access problems

- 35% Very important
- 33% Important
- 6% Not important
- 27% N/A

Library services – How satisfied?
The Library’s response to e-access problems

- 33% Very satisfied
- 23% Satisfied
- 2% Not satisfied
- 42% N/A
Library services – How important?
Helpfulness of the Library staff

- 69% Very important
- 28% Important
- 1% Not important
- 2% N/A

Library services – How satisfied?
Helpfulness of the Library staff

- 75% Very satisfied
- 19% Satisfied
- 1% Not satisfied
- 4% N/A
General information – How important?
Library catalogue – Quick search

- Very important: 85%
- Important: 12%
- Not important: 1%
- No opinion: 2%

General information – How satisfied?
Library catalogue – Quick search

- Very satisfied: 42%
- Satisfied: 41%
- Not satisfied: 13%
- No opinion: 4%
General information – How important?
Library catalogue - Advanced search

General information – How satisfied?
Library catalogue - Advanced search
General information – How important?
Library catalogue - Mobile device interface

- 15% Very important
- 20% Important
- 28% Not important
- 37% No opinion

General information – How satisfied?
Library catalogue - Mobile device interface

- 12% Very satisfied
- 13% Satisfied
- 4% Not satisfied
- 71% No opinion
General information – How important?
Cadmus, EUI Research Repository

- Very important: 20%
- Important: 30%
- Not important: 23%
- No opinion: 28%

General information – How satisfied?
Cadmus, EUI Research Repository

- Very satisfied: 16%
- Satisfied: 27%
- Not satisfied: 4%
- No opinion: 54%
General information – How important?
Library announcements and news

General information – How satisfied?
Library announcements and news
General information – How important?
Library twitter account @EUILib

General information – How satisfied?
Library twitter account @EUILib
Library environment – how important?
Order of the books on shelves

- 66% Very important
- 24% Important
- 7% Not important
- 3% No opinion

Library environment – how satisfied?
Order of the books on shelves

- 38% Very satisfied
- 48% Satisfied
- 7% Not satisfied
- 7% No opinion
Library environment – how important?
The Library as study place

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<thead>
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<tbody>
<tr>
<td>Very important</td>
<td>70%</td>
</tr>
<tr>
<td>Important</td>
<td>18%</td>
</tr>
<tr>
<td>Not important</td>
<td>8%</td>
</tr>
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<td>4%</td>
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Library environment – how satisfied?
The Library as study place

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<tr>
<td>Satisfied</td>
<td>48%</td>
</tr>
<tr>
<td>Not satisfied</td>
<td>8%</td>
</tr>
<tr>
<td>No opinion</td>
<td>11%</td>
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Library environment – how important?
Environment - silence

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<td>Very important</td>
<td>67%</td>
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<tr>
<td>Important</td>
<td>25%</td>
</tr>
<tr>
<td>Not important</td>
<td>5%</td>
</tr>
<tr>
<td>No opinion</td>
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Library environment – how satisfied?
Environment - silence

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<td>Very satisfied</td>
<td>33%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>43%</td>
</tr>
<tr>
<td>Not satisfied</td>
<td>15%</td>
</tr>
<tr>
<td>No opinion</td>
<td>10%</td>
</tr>
</tbody>
</table>
Library environment – how important?
Environment - heating, lighting, cleanliness

- Very important: 65%
- Important: 28%
- Not important: 3%
- No opinion: 3%

Library environment – how satisfied?
Environment - heating, lighting, cleanliness

- Very satisfied: 33%
- Satisfied: 43%
- Not satisfied: 15%
- No opinion: 9%
**Library environment – how important?**

Discussion room

- 33% Very important
- 29% Important
- 24% Not important
- 13% No opinion

**Library environment – how satisfied?**

Discussion room

- 18% Very satisfied
- 27% Satisfied
- 14% Not satisfied
- 41% No opinion
Computing equipment and network – how important?
Public PCs in the Library

Computing equipment and network – how satisfied?
Public PCs in the Library
Computing equipment and network – how important?
Speed when accessing/downloading electronic resources

- 62% Very important
- 29% Important
- 3% Not important
- 6% No opinion

Computing equipment and network – how satisfied?
Speed when accessing/downloading electronic resources

- 40% Very satisfied
- 43% Satisfied
- 6% Not satisfied
- 11% No opinion
Computing equipment and network – how important?
Network access in the Library (with LAN Cable)

- 36% Very important
- 28% Important
- 23% Not important
- 14% No opinion

Computing equipment and network – how satisfied?
Network access in the Library (with LAN Cable)

- 30% Very satisfied
- 32% Satisfied
- 4% Not satisfied
- 34% No opinion
Computing equipment and network – how important?
Wireless access in the Library

- 77% Very important
- 13% Important
- 5% Not important
- 6% No opinion

Computing equipment and network – how satisfied?
Wireless access in the Library

- 41% Very satisfied
- 39% Satisfied
- 9% Not satisfied
- 12% No opinion
Computing equipment and network – how important?
Off-campus access to e-resources

- Very important: 80%
- Important: 12%
- Not important: 2%
- No opinion: 7%

Computing equipment and network – how satisfied?
Off-campus access to e-resources

- Very satisfied: 35%
- Satisfied: 41%
- Not satisfied: 13%
- No opinion: 12%
Photocopying, printing and scanning – how important?

1. Very important: 77%
2. Important: 14%
3. Not important: 6%
4. No opinion: 4%

Photocopying, printing and scanning – how satisfied?

1. Very satisfied: 33%
2. Satisfied: 45%
3. Not satisfied: 12%
4. No opinion: 10%
Overall, the Library collection fits my research needs

Overall, the Library provides a good service to me
Recurrent free-text comments

Related to Library services

• Catalogue
• Collection
• Discussion room, and social room
• Library staff
• Positive comments to be used for the library web, eg.
  • “By far the best book collection I have seen in a university library.”
  • “A brilliant library with highly qualified and responsive staff.”
  • “The best-organized E-resource pages I've come across in my university studies!”
Recurrent free-text comments

Related to ICT

• Wi-Fi, not satisfying
• More LAN cables
• VPN, heavy and long
• Mac users not satisfied in general
• PCs in the Library, more of them and more workspace around them
• PCs in the library, problems with logging on, printing, slow to open programmes, etc.
• Monitors at some desks to connect to laptop
• Internet sockets, San Paolo
• E-resources off campus

Related to Real Estate and Facilities

• Temperature
• Furniture and lighting
• Noise and smell
• Cleaning and toilets
• Catering/machine food and water
• Scanning (books) and printing, complicated and ineffective, not enough of them, payment system online?
• Stapling and binding