

# EUI Library User Survey 2024



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## Introduction

The Library User Survey was launched on Friday, 22 November and was available until Thursday, 5 December 2024 via Qualtrics.

An anonymous link was provided via email from libcom@eui.eu to the internal distribution list DL\_everybody, which included about 1,907 members of the EUI. Two reminders to DL\_everybody were sent on 29 November 2024 and 5 December 2024, and more targeted reminders were also sent to several units by the information specialists. Posters with QR codes to the survey were placed around the Library premises.

Multiple submissions were prevented by Qualtrics, which placed cookies on the respondent's browser when they tried to submit more than one response. In addition to this, a bot detection was also added to the security features in order to track which responses were likely bots by adding a field to each response called Q\_RecaptchaScore. Every response is rated on the probability that the respondent was a bot.

During this time, 240 responses were recorded (12.6% of current EUI members), of which two were flagged as bots and therefore filtered out of the results.

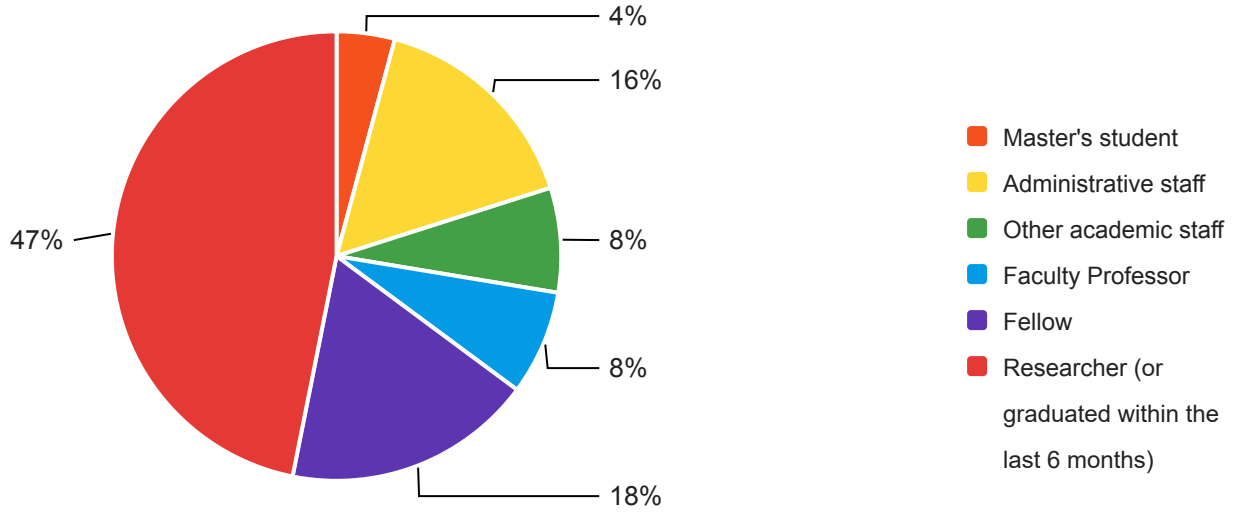
The report below provides statistical data about each question, and, when possible, a comparison between the results of this survey and those of 2021 and 2019. Questions that concern ICT and REF are not provided with these comparisons.

This report has been produced by using the dedicated function in Qualtrics. Please find below some definitions provided by Qualtrics for the terms used:

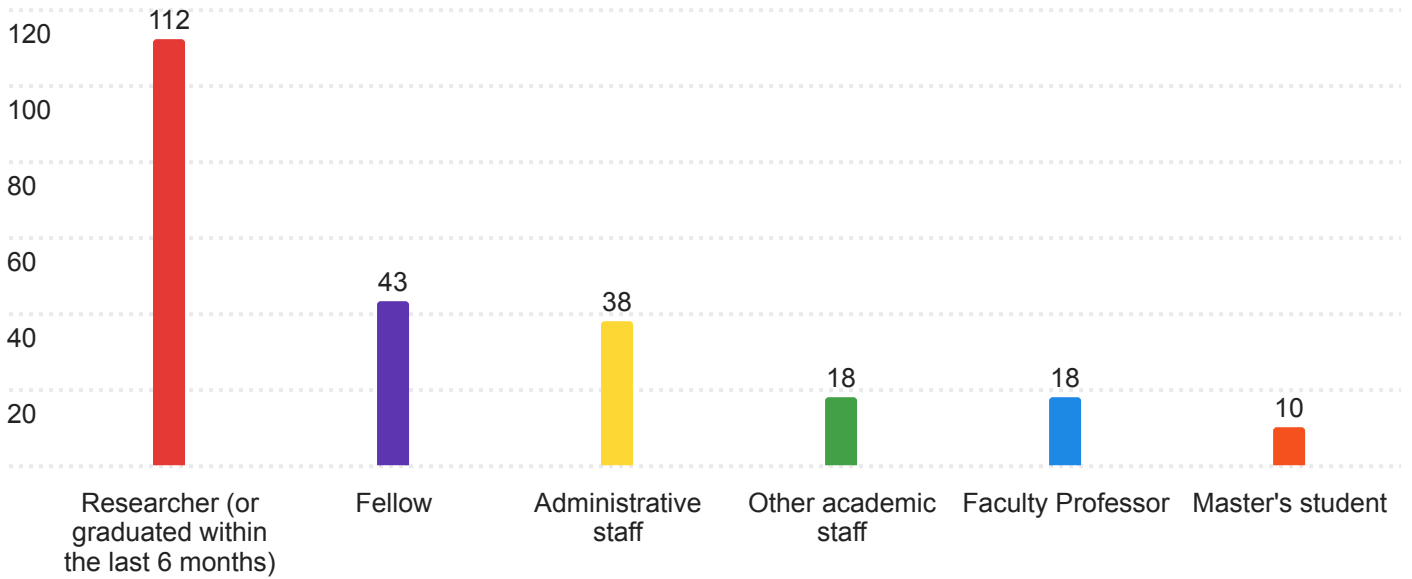
- **Mean:** the mean, or average, is the best measure of center when data is roughly normally distributed or looks like a bell curve. The mean is found by summing all of the observations and dividing by the total number of observations.
- **Standard deviation:** a standard deviation is the average distance of the observations from their mean. Like the mean, a standard deviation should be used with roughly normally distributed data.

# 1. Demographics

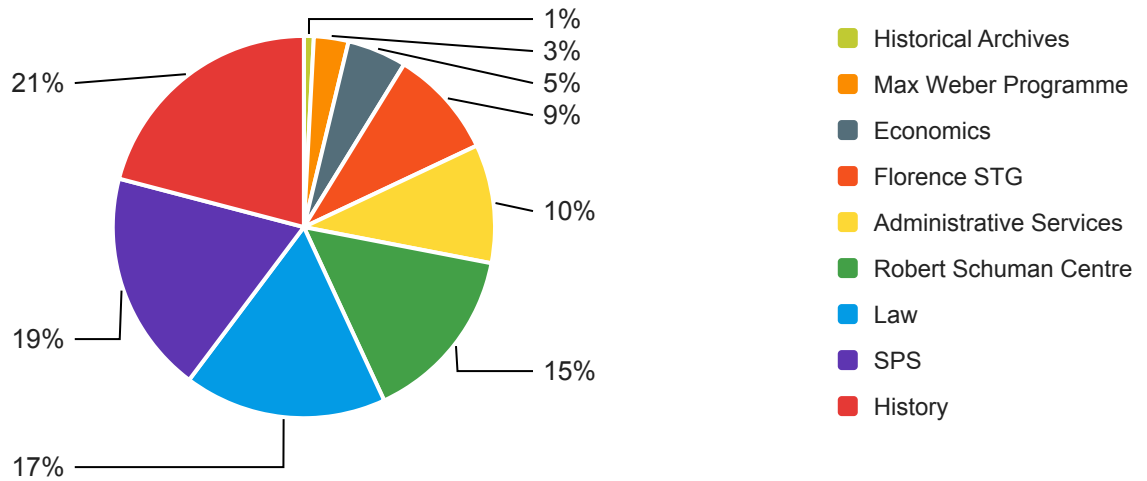
To which category do you belong?



To which category do you belong?



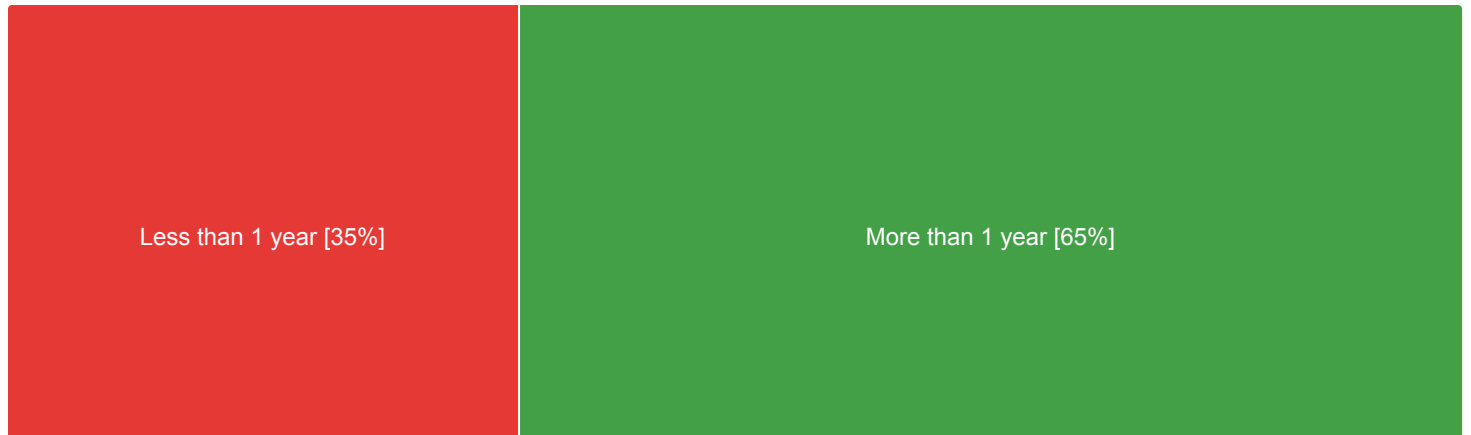
## Please indicate your unit



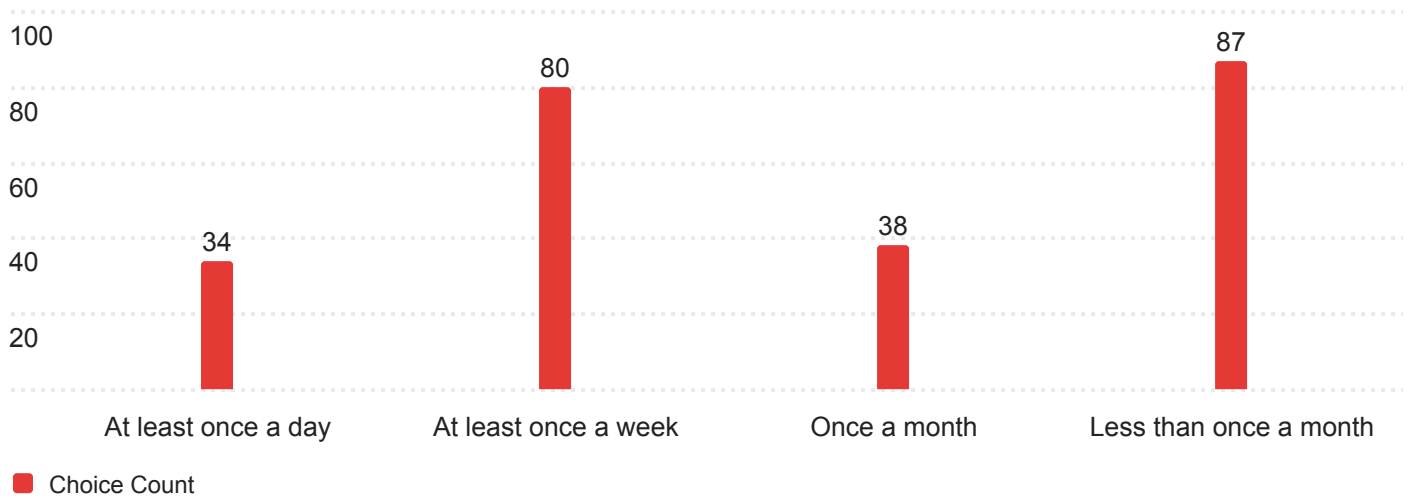
## Unit and category

Field	Economics	Florence School of Transnational Governance	Historical Archives of the European Union	History	Law	Max Weber Programme	Political and Social Sciences	Robert Schuman Centre for Advanced Studies	Administrative Services
Faculty Professor	1	0	0	8	3	0	3	3	0
Fellow	1	4	0	5	1	7	7	18	0
Master's student	0	10	0	0	0	0	0	0	0
Other academic staff	0	1	0	2	1	0	1	10	3
Researcher (or graduated within the last 6 months)	10	1	1	32	35	0	33	0	0
Administrative staff	0	6	1	3	1	0	1	5	21
<b>Total</b>	<b>12</b>	<b>22</b>	<b>2</b>	<b>50</b>	<b>41</b>	<b>7</b>	<b>45</b>	<b>36</b>	<b>24</b>

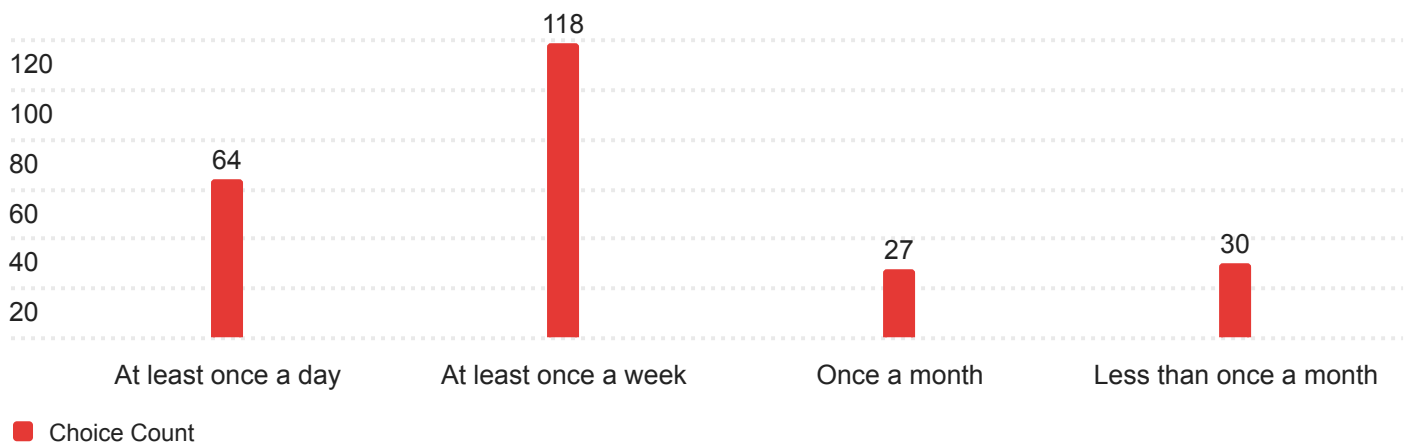
## How long have you been at the EUI?



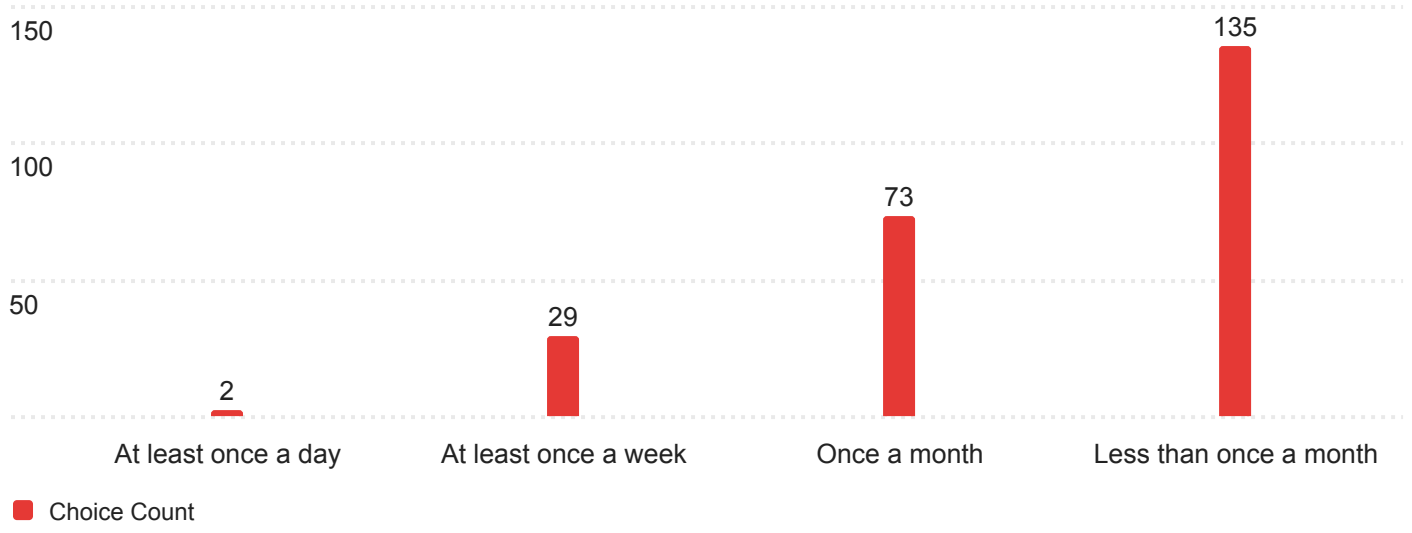
## I visit the Library at the Badia...



## I access the online services of the Library (e.g. databases, eBooks, etc.)...



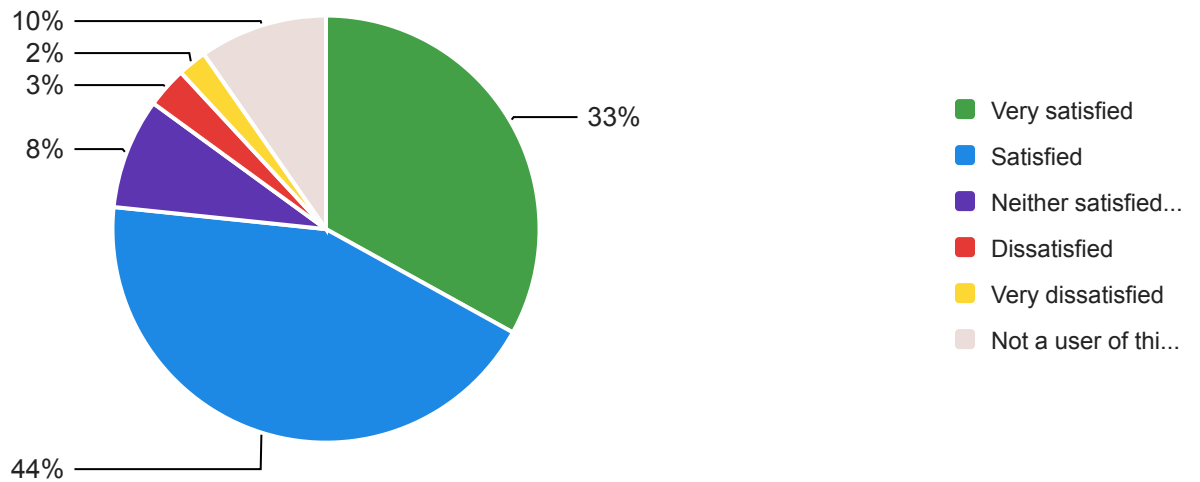
## I use the Book Delivery Service...



## 2. Resources - How satisfied are you?

Print collections

Books



### 2024

1. Very satisfied 2. Satisfied 3. Neither satisfied nor dissatisfied 4. Dissatisfied 5. Very dissatisfied

Field	Min	Max	Mean	Standard Deviation	Responses
Books	1.00	5.00	1.76	0.83	191

### 2021

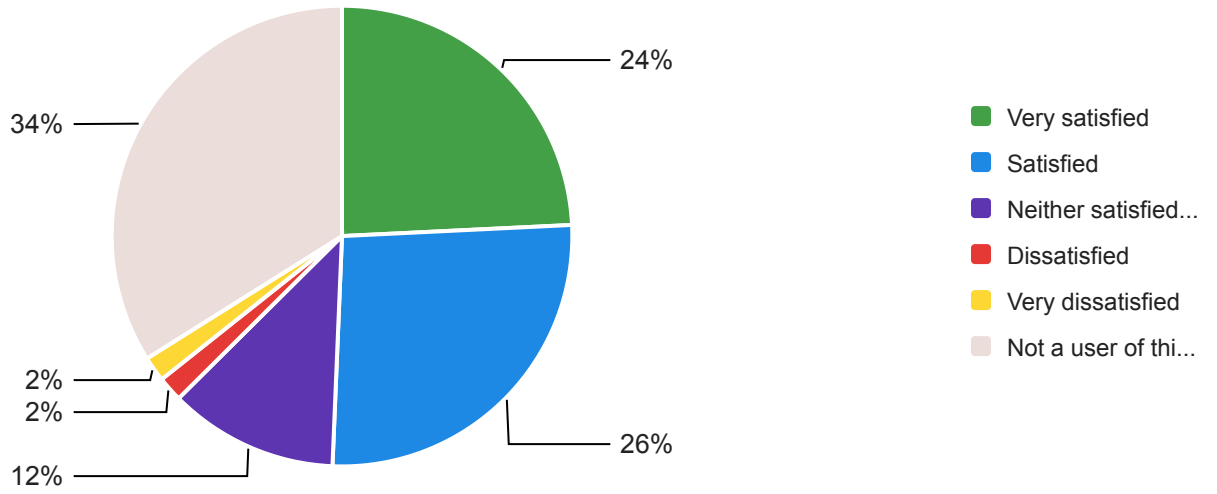
Field	Min	Max	Mean	Standard Deviation	Responses
Books	1.00	5.00	1.88	0.80	212

### 2019

Field	Min	Max	Mean	Standard Deviation	Responses
Books	1.00	5.00	1.65	0.74	100



# Journals



## 2024

1. Very satisfied 2. Satisfied 3. Neither satisfied nor dissatisfied 4. Dissatisfied 5. Very dissatisfied

Field	Min	Max	Mean	Standard Deviation	Responses
Journals	1.00	5.00	1.95	0.94	150

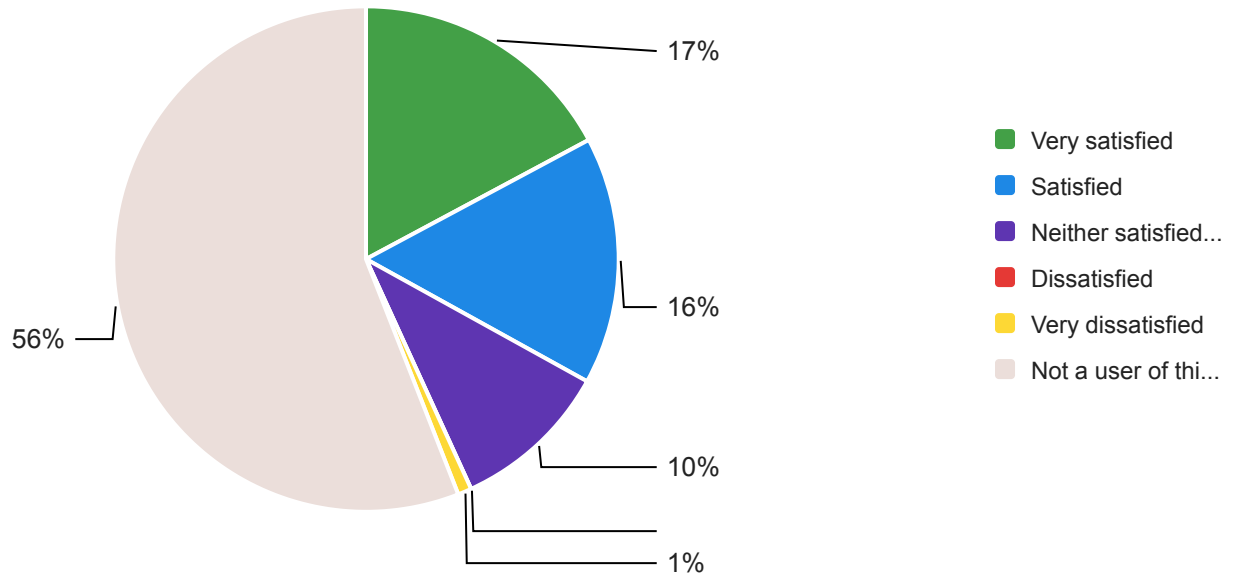
## 2021

Field	Min	Max	Mean	Standard Deviation	Responses
Journals	1.00	4.00	1.85	0.75	160

## 2019

Field	Min	Max	Mean	Standard Deviation	Responses
Journals	1.00	4.00	1.78	0.81	86

## Reference (Encyclopaedias, Dictionaries)



### 2024

1. Very satisfied 2. Satisfied 3. Neither satisfied nor dissatisfied 4. Dissatisfied 5. Very dissatisfied

Field	Min	Max	Mean	Standard Deviation	Responses
Reference (Encyclopaedias, Dictionaries)	1.00	5.00	1.90	0.89	100

### 2021

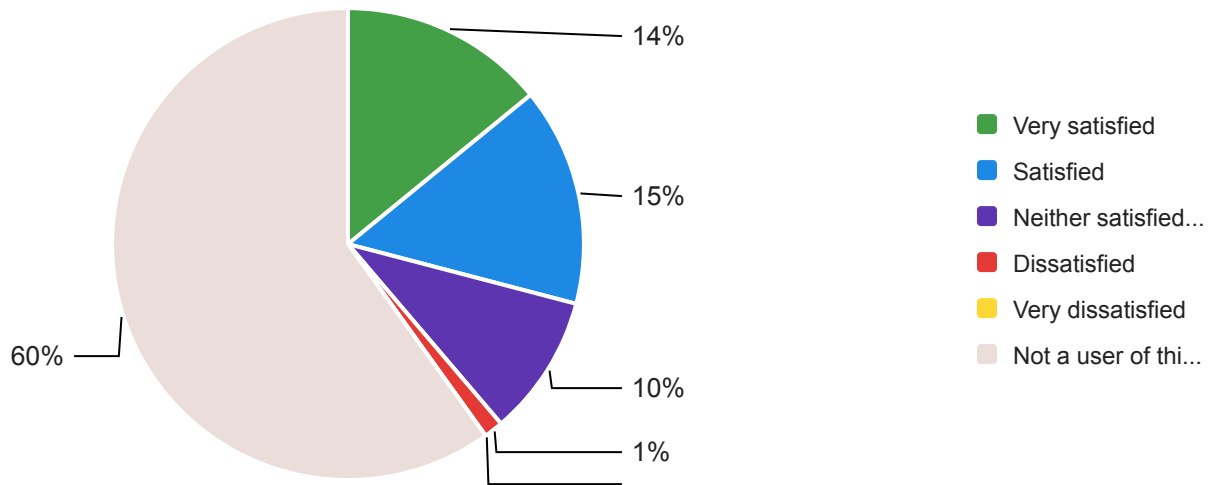
Field	Min	Max	Mean	Standard Deviation	Responses
Reference (Encyclopaedias, Dictionaries)	1.00	4.00	1.96	0.79	114

### 2019

Field	Min	Max	Mean	Standard Deviation	Responses
Reference (Encyclopaedias, Dictionaries)	1.00	4.00	1.79	0.85	53

## Electronic collections

### Data & statistics



#### 2024

1. Very satisfied 2. Satisfied 3. Neither satisfied nor dissatisfied 4. Dissatisfied 5. Very dissatisfied

Field	Min	Max	Mean	Standard Deviation	Responses
Data & statistics	1.00	4.00	1.96	0.85	91

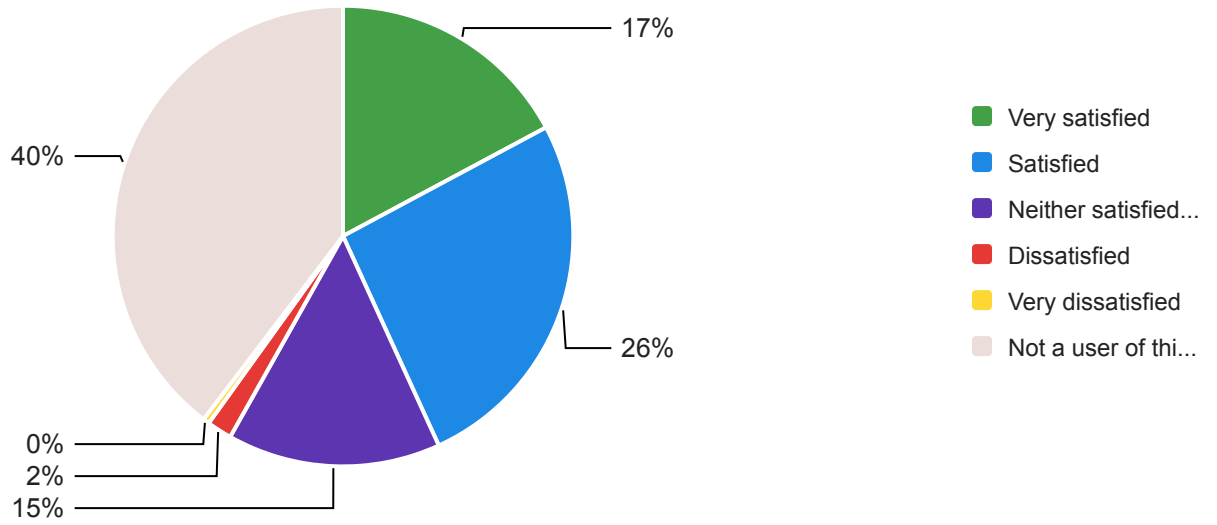
#### 2021

Field	Min	Max	Mean	Standard Deviation	Responses
eData & statistics	1.00	5.00	2.15	0.93	115

#### 2019

Field	Min	Max	Mean	Standard Deviation	Responses
eData & statistics	1.00	4.00	1.78	0.85	40

## Databases



### 2024

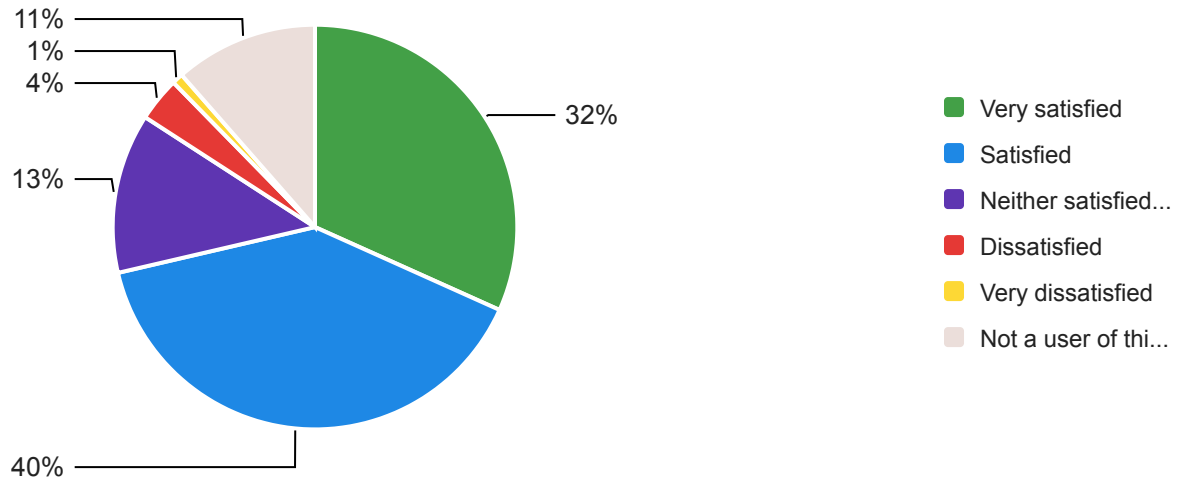
1. Very satisfied 2. Satisfied 3. Neither satisfied nor dissatisfied 4. Dissatisfied 5. Very dissatisfied

Field	Min	Max	Mean	Standard Deviation	Responses
Databases	1.00	5.00	2.04	0.84	137

among users accessing electronic resources...

Field	Min	Max	Mean	Standard Deviation	Responses
Less than once a month	2.00	3.00	2.60	0.49	10
Once a month	1.00	4.00	2.21	0.89	19
At least once a week	1.00	5.00	2.07	0.83	70
At least once a day	1.00	4.00	1.76	0.81	38

## eBooks



### 2024

1. Very satisfied 2. Satisfied 3. Neither satisfied nor dissatisfied 4. Dissatisfied 5. Very dissatisfied

Field	Min	Max	Mean	Standard Deviation	Responses
eBooks	1.00	5.00	1.90	0.86	201

among users accessing electronic resources...

Field	Min	Max	Mean	Standard Deviation	Responses
Less than once a month	1.00	3.00	2.40	0.66	10
Once a month	1.00	4.00	2.16	1.04	19
At least once a week	1.00	5.00	1.89	0.88	110
At least once a day	1.00	4.00	1.74	0.74	62

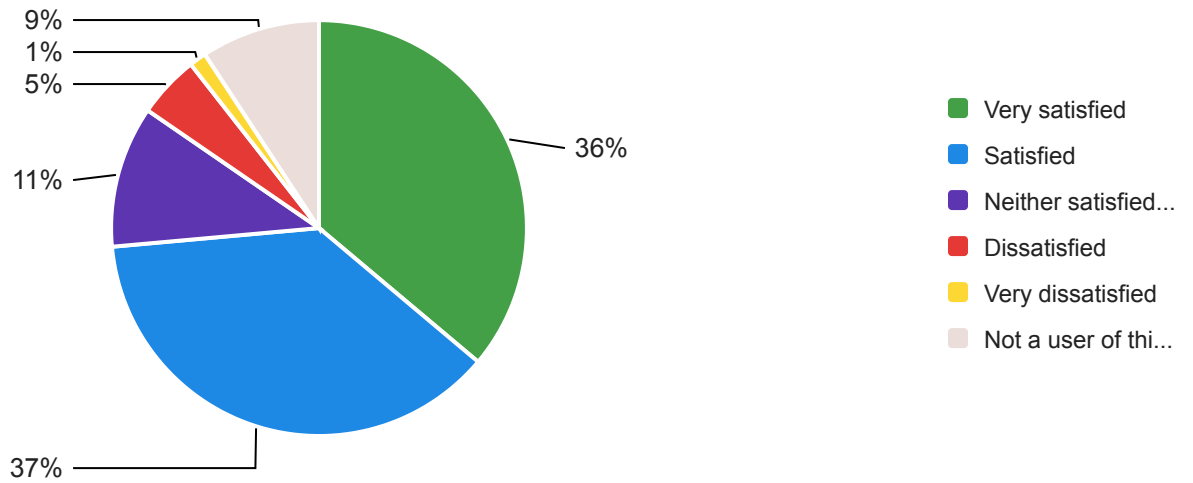
### 2021

Field	Min	Max	Mean	Standard Deviation	Responses
eBooks	1.00	5.00	1.98	0.92	212

### 2019

Field	Min	Max	Mean	Standard Deviation	Responses
eBooks	1.00	4.00	1.77	0.78	90

## eJournals



### 2024

1. Very satisfied 2. Satisfied 3. Neither satisfied nor dissatisfied 4. Dissatisfied 5. Very dissatisfied

Field	Min	Max	Mean	Standard Deviation	Responses
eJournals	1.00	5.00	1.87	0.92	206

among users accessing electronic resources...

Field	Min	Max	Mean	Standard Deviation	Responses
Less than once a month	1.00	4.00	2.29	0.88	14
Once a month	1.00	4.00	2.00	0.80	22
At least once a week	1.00	5.00	1.86	0.92	107
At least once a day	1.00	5.00	1.76	0.94	63

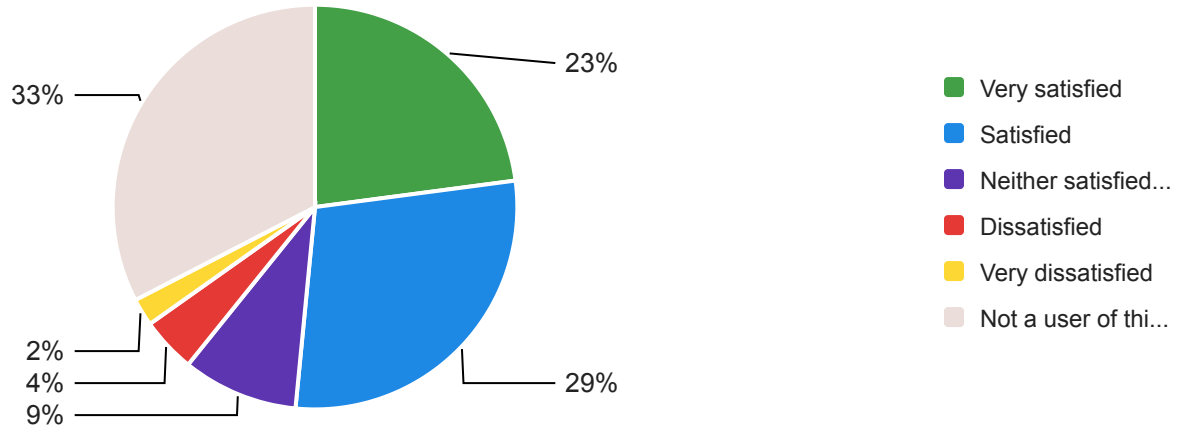
### 2021

Field	Min	Max	Mean	Standard Deviation	Variance	Responses
eJournals	1.00	5.00	1.76	0.83	0.68	215

### 2019

Field	Min	Max	Mean	Standard Deviation	Responses
eJournals	1.00	4.00	1.62	0.80	93

## Online newspapers



### 2024

1. Very satisfied 2. Satisfied 3. Neither satisfied nor dissatisfied 4. Dissatisfied 5. Very dissatisfied

Field	Min	Max	Mean	Standard Deviation	Responses
Online newspapers	1.00	5.00	2.03	1.02	153

### 2021

Field	Min	Max	Mean	Standard Deviation	Responses
Online newspapers	1.00	5.00	2.24	1.03	155

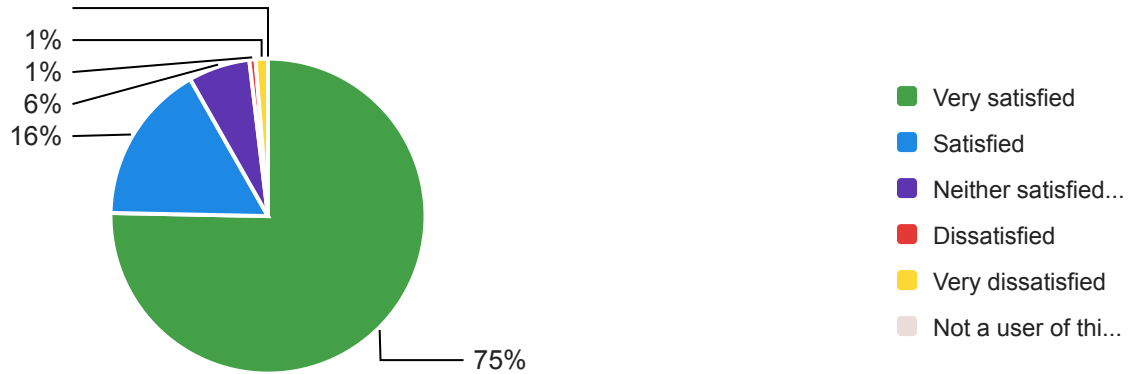
### 2019

Field	Min	Max	Mean	Standard Deviation	Responses
Online newspapers	1.00	4.00	1.70	0.82	64

### 3. Library Core Services - How satisfied are you?

#### General Services

#### Book delivery



#### 2024

1. Very satisfied 2. Satisfied 3. Neither satisfied nor dissatisfied 4. Dissatisfied 5. Very dissatisfied

Field	Min	Max	Mean	Standard Deviation	Responses
Book delivery	1.00	5.00	1.36	0.74	158

among users using the book delivery service...

Field	Min	Max	Mean	Standard Deviation	Variance	Responses
Less than once a month	1.00	5.00	1.53	0.84	0.70	62
Once a month	1.00	5.00	1.28	0.66	0.44	67
At least once a week	1.00	4.00	1.19	0.61	0.37	27
At least once a day	1.00	1.00	1.00	0.00	0.00	2

#### 2021

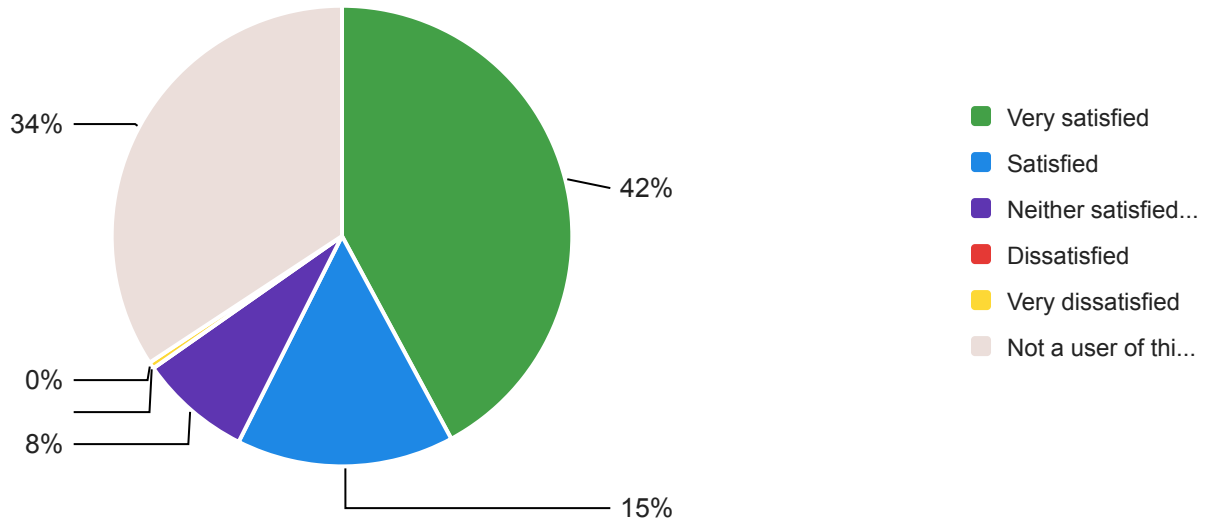
Field	Min	Max	Mean	Standard Deviation	Responses
Book delivery	1.00	5.00	1.55	0.78	155

#### 2019

Field	Min	Max	Mean	Standard Deviation	Responses
Book delivery	1.00	5.00	1.46	0.82	72



## Book purchase requests



### 2024

1. Very satisfied 2. Satisfied 3. Neither satisfied nor dissatisfied 4. Dissatisfied 5. Very dissatisfied

Field	Min	Max	Mean	Standard Deviation	Responses
Book purchase requests	1.00	5.00	1.50	0.76	142

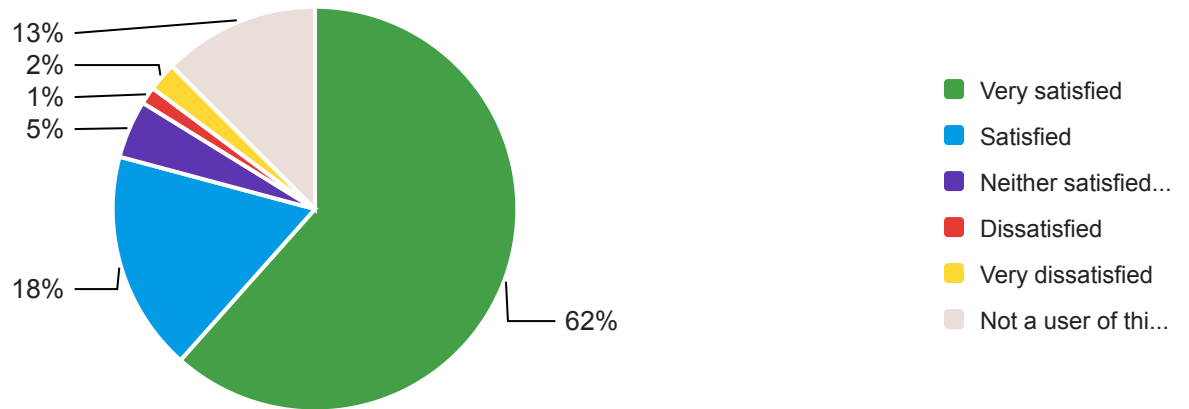
### 2021

Field	Min	Max	Mean	Standard Deviation	Responses
Book purchase	1.00	5.00	1.68	0.88	141

### 2019

Field	Min	Max	Mean	Standard Deviation	Responses
Book purchase	1.00	4.00	1.58	0.81	64

## Borrowing & renewals



### 2024

1. Very satisfied 2. Satisfied 3. Neither satisfied nor dissatisfied 4. Dissatisfied 5. Very dissatisfied

Field	Min	Max	Mean	Standard Deviation	Responses
Borrowing & renewals	1.00	5.00	1.46	0.88	189

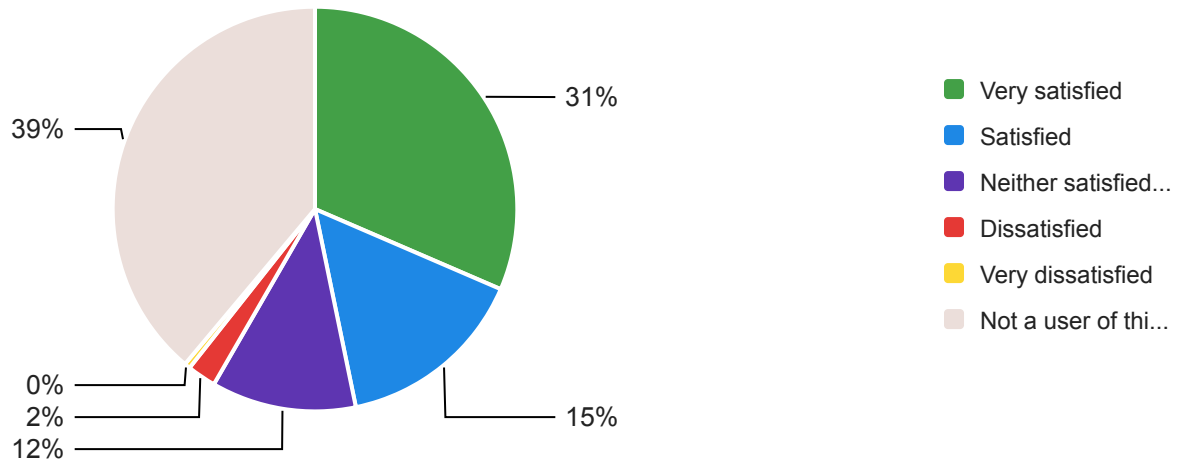
### 2021

Field	Min	Max	Mean	Standard Deviation	Responses
Borrowing & renewals	1.00	5.00	1.48	0.74	204

### 2019

Field	Min	Max	Mean	Standard Deviation	Responses
Borrowing & renewals	1.00	6.00	1.72	1.31	99

## eResources troubleshooting (e.g. Access problem form)



### 2024

1. Very satisfied 2. Satisfied 3. Neither satisfied nor dissatisfied 4. Dissatisfied 5. Very dissatisfied

Field	Min	Max	Mean	Standard Deviation	Responses
eResources troubleshooting (e.g. Access problem form)	1.00	5.00	1.77	0.93	132

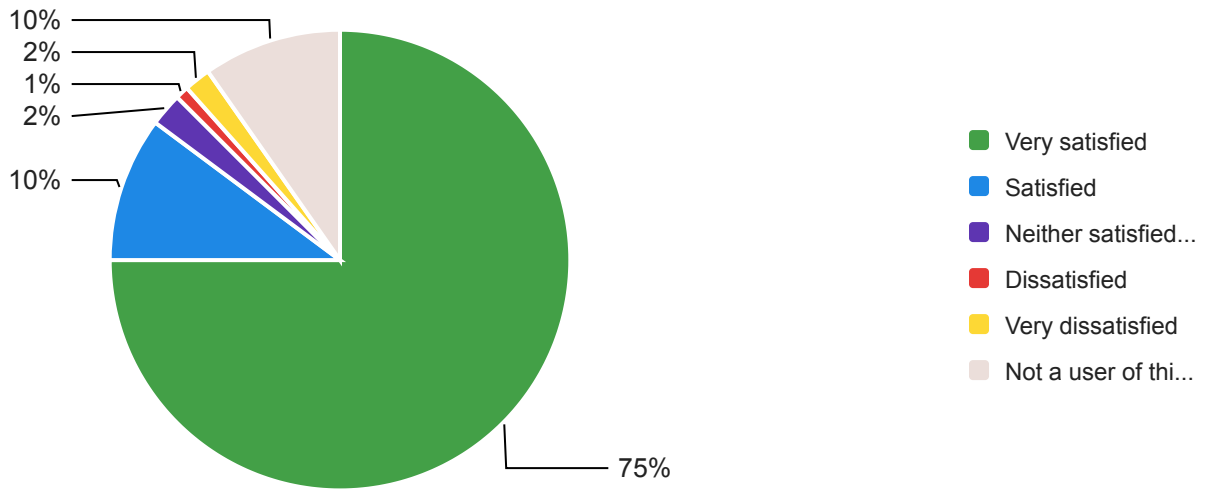
### 2021

Field	Min	Max	Mean	Standard Deviation	Responses
eResources troubleshooting (e.g. Access problem form)	1.00	5.00	1.91	0.95	109

### 2019

Field	Min	Max	Mean	Standard Deviation	Responses
eResources troubleshooting (e.g. Access problem form)	1.00	5.00	1.77	0.93	132

## Helpfulness of Library staff



### 2024

1. Very satisfied 2. Satisfied 3. Neither satisfied nor dissatisfied 4. Dissatisfied 5. Very dissatisfied

Field	Min	Max	Mean	Standard Deviation	Responses
Helpfulness of Library staff	1.00	5.00	1.28	0.75	195

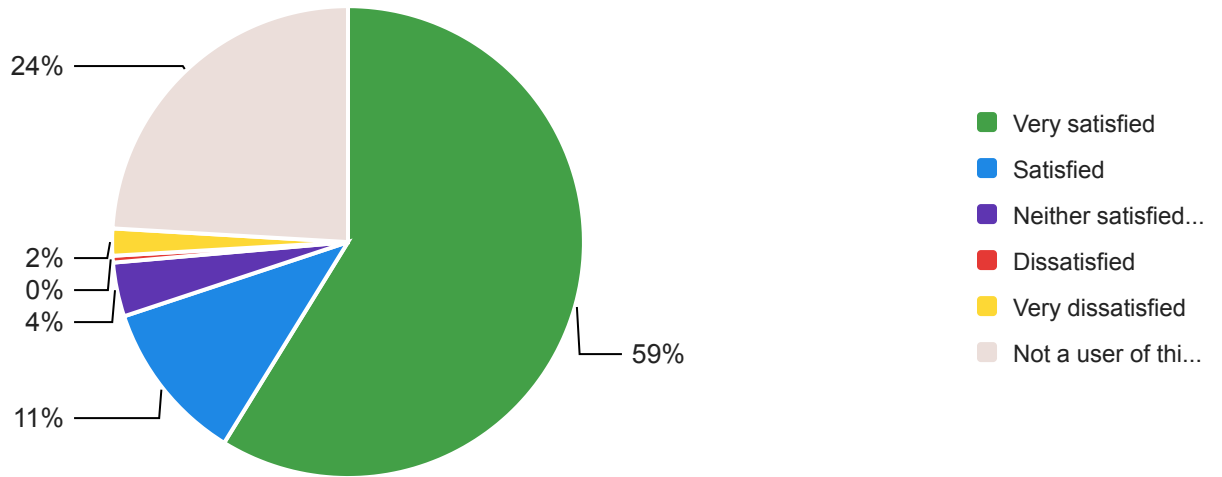
### 2021

Field	Min	Max	Mean	Standard Deviation	Responses
Helpfulness of Library staff	1.00	5.00	1.46	0.78	197

### 2019

Field	Min	Max	Mean	Standard Deviation	Responses
Helpfulness of Library staff	1.00	4.00	1.33	0.61	91

## Information desk at the entrance



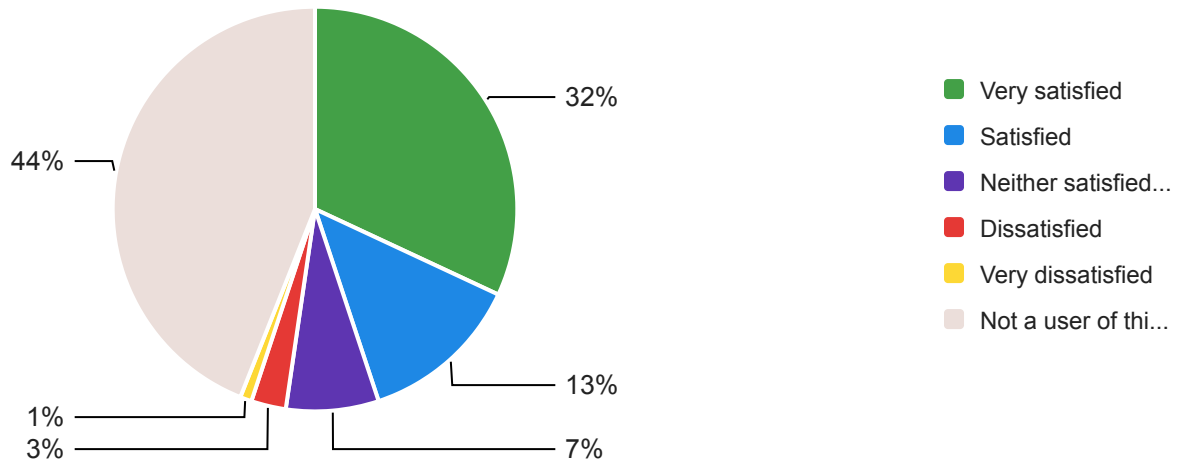
### 2024

1. Very satisfied 2. Satisfied 3. Neither satisfied nor dissatisfied 4. Dissatisfied 5. Very dissatisfied

Field	Min	Max	Mean	Standard Deviation	Responses
Information desk at the entrance	1.00	5.00	1.36	0.81	164

Field	Min	Max	Mean	Standard Deviation	Variance	Responses
Less than once a month	1.00	5.00	1.56	1.02	1.04	43
Once a month	1.00	5.00	1.48	0.90	0.81	25
At least once a week	1.00	5.00	1.29	0.70	0.50	69
At least once a day	1.00	3.00	1.11	0.42	0.17	27

## Interlibrary loan



### 2024

1. Very satisfied 2. Satisfied 3. Neither satisfied nor dissatisfied 4. Dissatisfied 5. Very dissatisfied

Field	Min	Max	Mean	Standard Deviation	Responses
Interlibrary loan	1.00	5.00	1.71	0.98	121

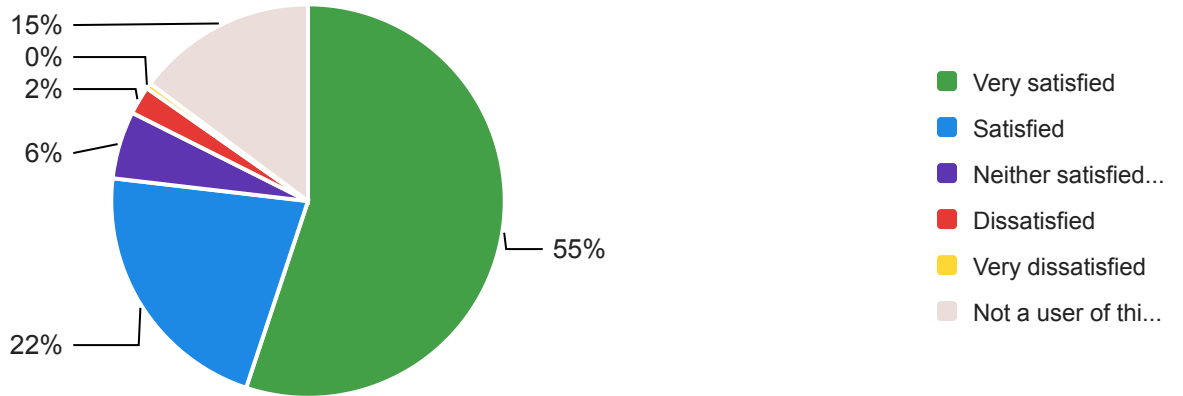
### 2021

Field	Min	Max	Mean	Standard Deviation	Responses
Interlibrary loan	1.00	5.00	1.65	0.81	136

### 2019

Field	Min	Max	Mean	Standard Deviation	Responses
Interlibrary loan	1.00	5.00	1.70	0.84	56

## Timeliness of response



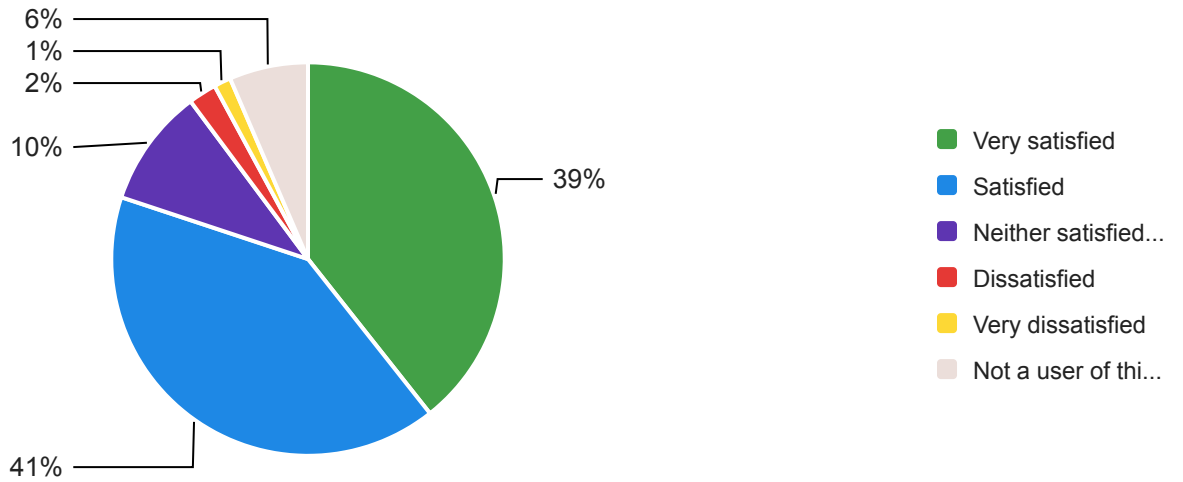
### 2024

1. Very satisfied 2. Satisfied 3. Neither satisfied nor dissatisfied 4. Dissatisfied 5. Very dissatisfied

Field	Min	Max	Mean	Standard Deviation	Responses
Timeliness of response	1.00	5.00	1.49	0.78	184

## Online platforms

### Library catalogue



#### 2024

1. Very satisfied 2. Satisfied 3. Neither satisfied nor dissatisfied 4. Dissatisfied 5. Very dissatisfied

Field	Min	Max	Mean	Standard Deviation	Responses
Library catalogue	1.00	5.00	1.78	0.84	202

#### 2021

Field	Min	Max	Mean	Standard Deviation	Responses
Library catalogue	1.00	5.00	1.84	0.82	212

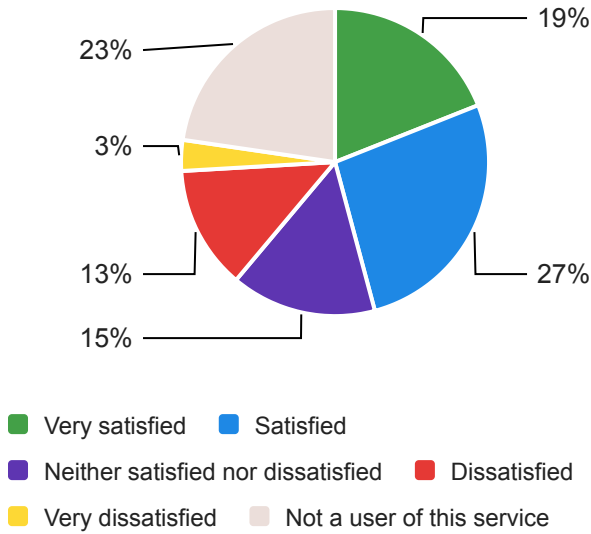
#### 2019

Field	Min	Max	Mean	Standard Deviation	Responses
Library catalogue	1.00	5.00	1.63	0.81	96

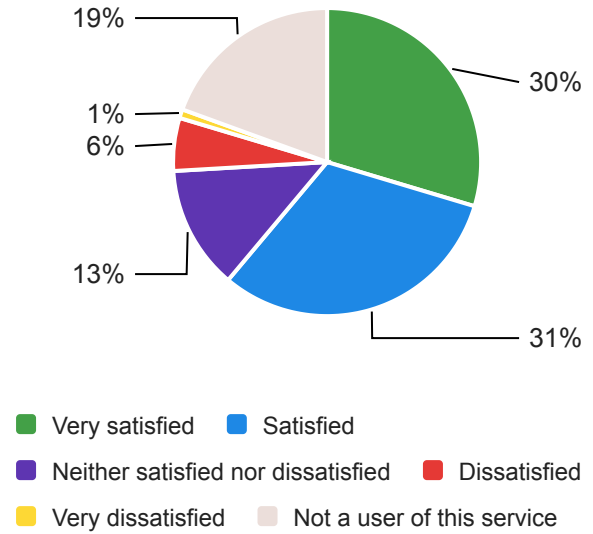


## Library environment

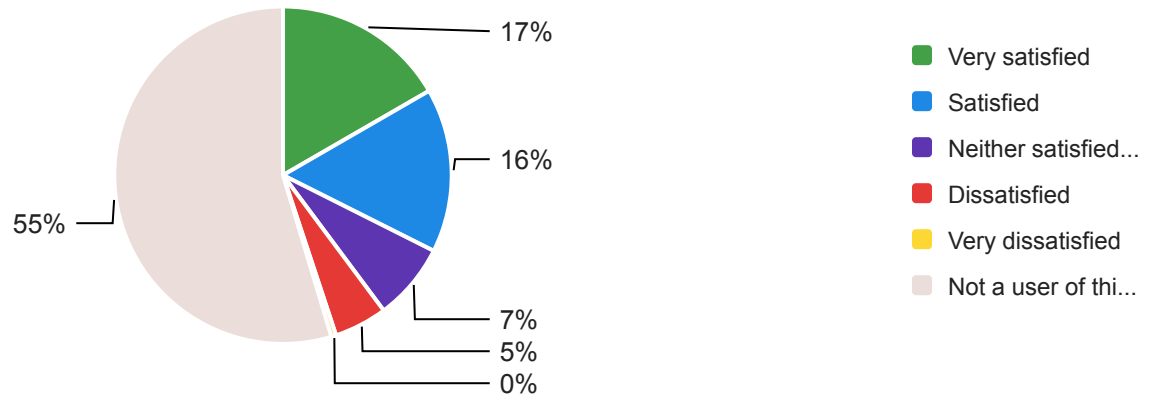
### Bathrooms



### Cleanliness



### Discussion room & Stockholm meeting room

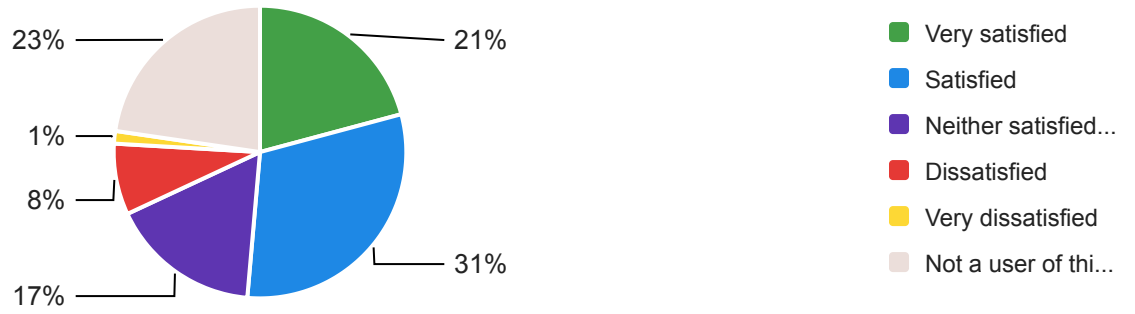


2024

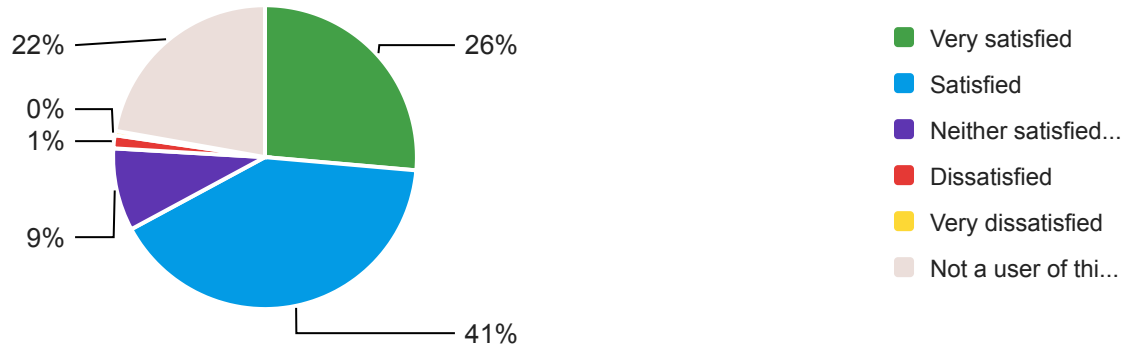
1. Very satisfied 2. Satisfied 3. Neither satisfied nor dissatisfied 4. Dissatisfied 5. Very dissatisfied

Field	Min	Max	Mean	Standard Deviation	Responses
Discussion room & Stockholm meeting room	1.00	5.00	2.05	1.03	98

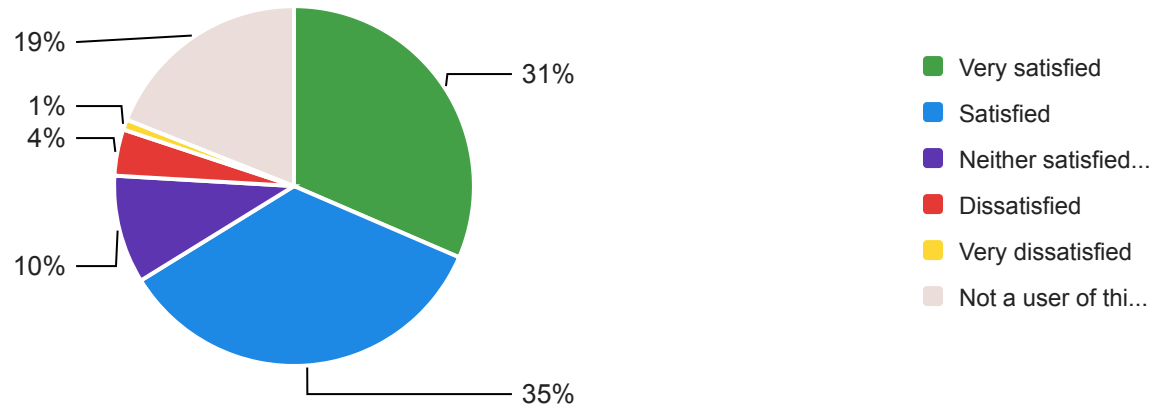
## Heating & air conditioning



## Lighting



## Opening hours



### 2024

1. Very satisfied 2. Satisfied 3. Neither satisfied nor dissatisfied 4. Dissatisfied 5. Very dissatisfied

Field	Min	Max	Mean	Standard Deviation	Responses
Opening hours	1.00	5.00	1.87	0.89	175

Field	Min	Max	Mean	Standard Deviation	Responses
Less than once a month	1.00	4.00	1.92	0.89	36
Once a month	1.00	4.00	1.91	0.87	33
At least once a week	1.00	5.00	1.95	0.92	73
At least once a day	1.00	4.00	1.61	0.81	33

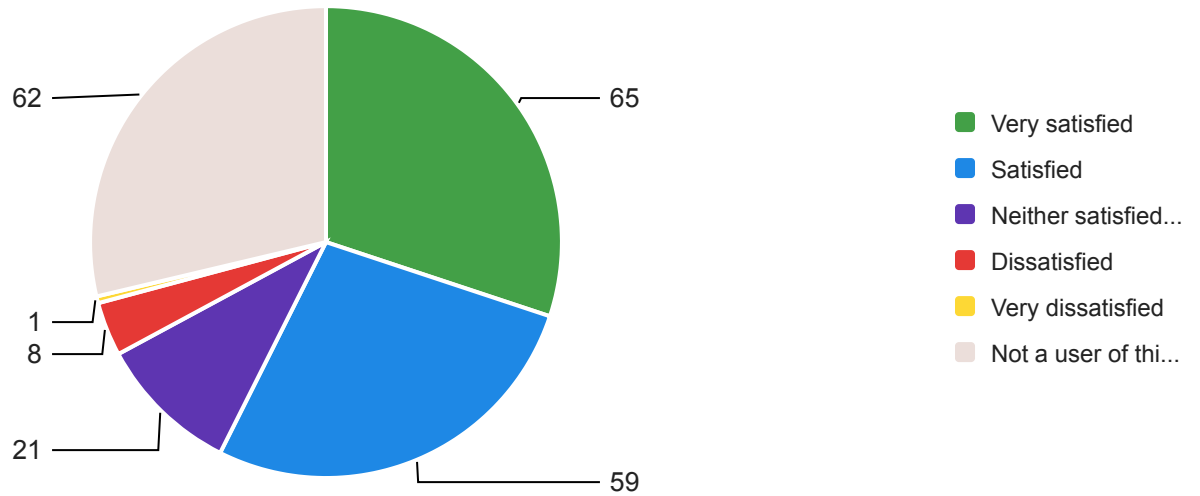
### 2021

Field	Min	Max	Mean	Standard Deviation	Responses
Opening hours	1.00	5.00	2.61	1.23	182

### 2019

Field	Min	Max	Mean	Standard Deviation	Responses
Opening hours	1.00	4.00	1.82	0.94	87

## Order of books on shelves



### 2024

1. Very satisfied 2. Satisfied 3. Neither satisfied nor dissatisfied 4. Dissatisfied 5. Very dissatisfied

Field	Min	Max	Mean	Standard Deviation	Responses
Order of books on shelves	1.00	5.00	1.84	0.89	154

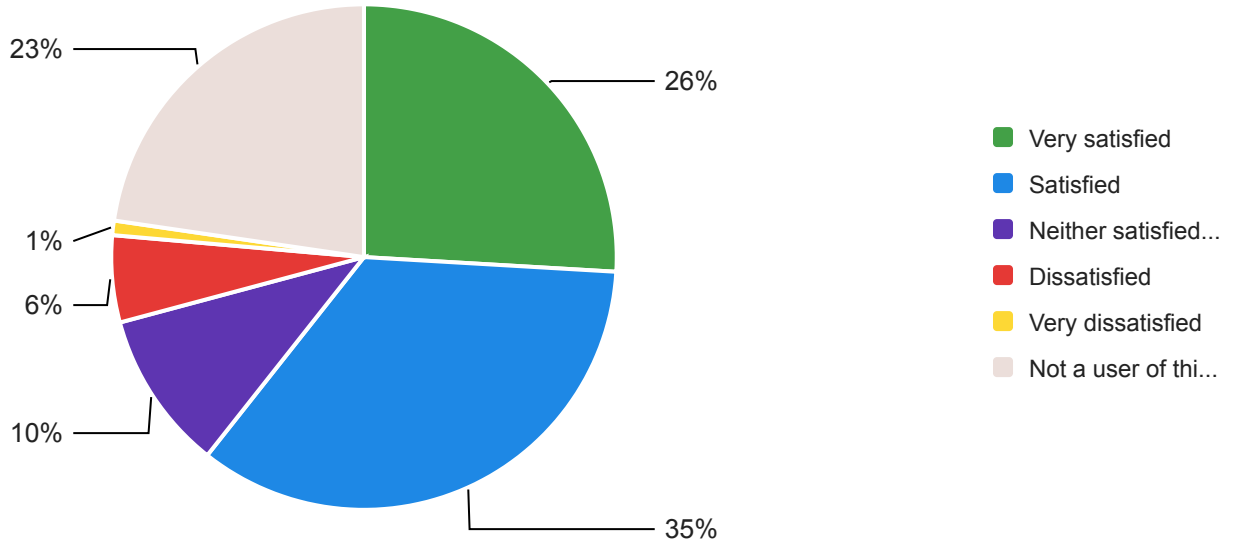
### 2021

Field	Min	Max	Mean	Standard Deviation	Responses
Order of books on shelves	1.00	4.00	1.83	0.79	169

### 2019

Field	Min	Max	Mean	Standard Deviation	Responses
Order of books on shelves	1.00	5.00	1.73	0.77	85

# Silence



## 2024

1. Very satisfied 2. Satisfied 3. Neither satisfied nor dissatisfied 4. Dissatisfied 5. Very dissatisfied

Field	Min	Max	Mean	Standard Deviation	Responses
Silence	1.00	5.00	1.98	0.93	167

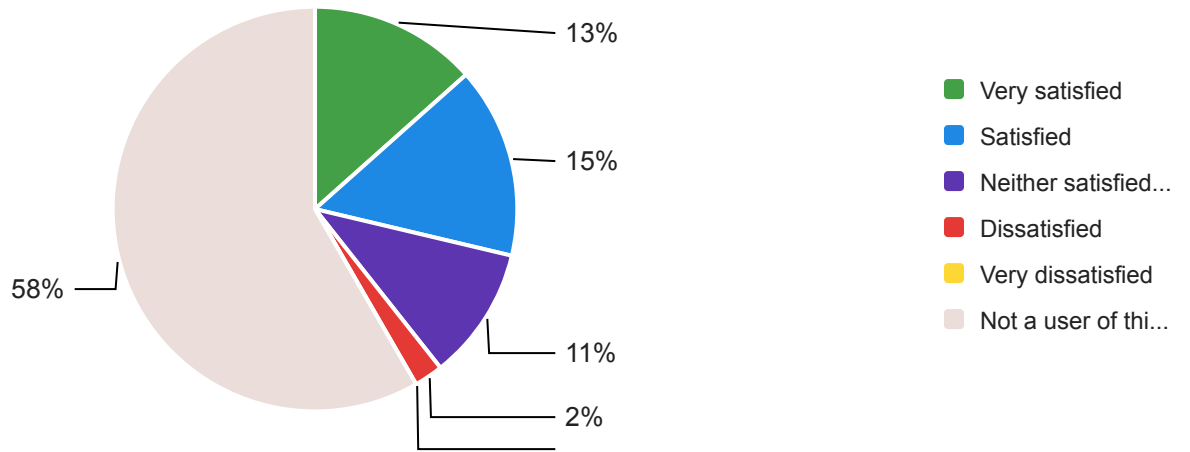
## 2021

Field	Min	Max	Mean	Standard Deviation	Responses
Silence	1.00	4.00	1.90	0.84	175

## 2019

Field	Min	Max	Mean	Standard Deviation	Responses
Silence	1.00	5.00	1.99	0.95	88

## Social room



### 2024

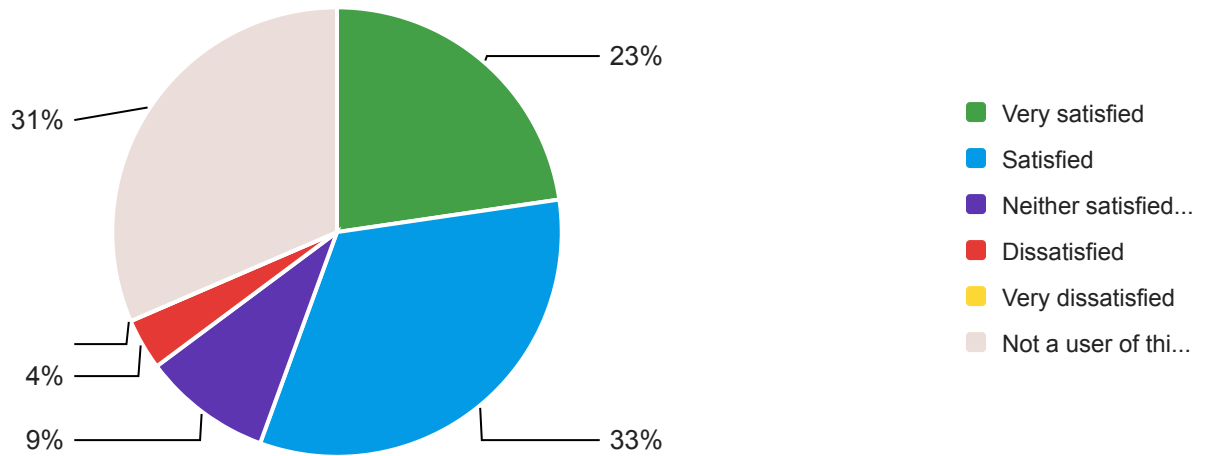
1. Very satisfied 2. Satisfied 3. Neither satisfied nor dissatisfied 4. Dissatisfied 5. Very dissatisfied

Field	Min	Max	Mean	Standard Deviation	Responses
Social room	1.00	4.00	2.04	0.89	90

### 2019

Field	Min	Max	Mean	Standard Deviation	Responses
Discussion room & Social room	1.00	5.00	2.00	0.98	69

## Working spaces



### 2024

1. Very satisfied 2. Satisfied 3. Neither satisfied nor dissatisfied 4. Dissatisfied 5. Very dissatisfied

Field	Min	Max	Mean	Standard Deviation	Responses
Working spaces	1.00	4.00	1.91	0.82	148

### 2021

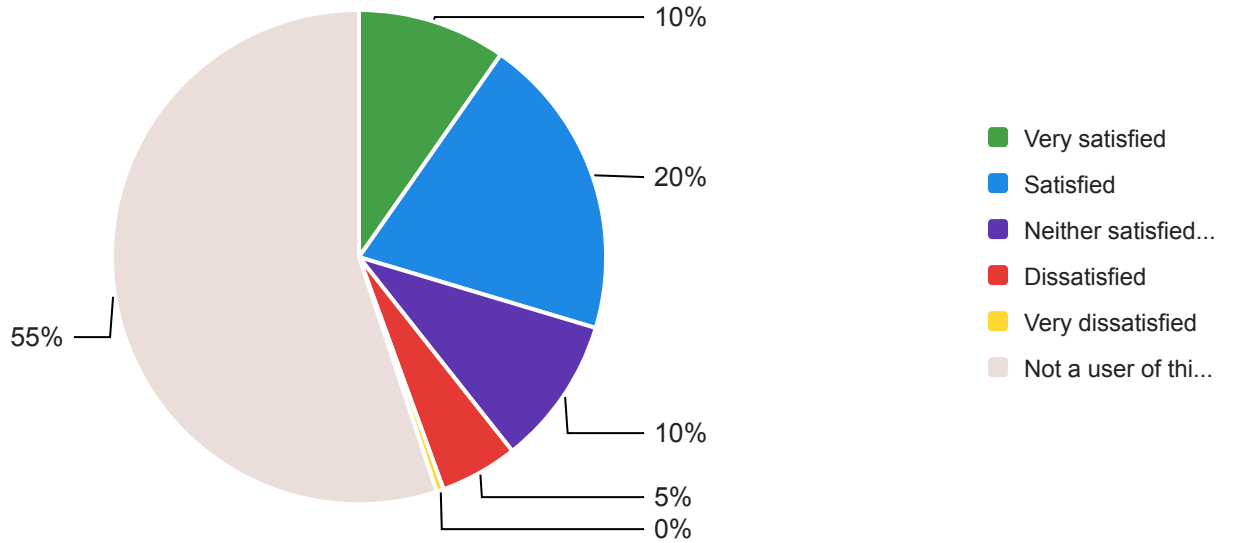
Field	Min	Max	Mean	Standard Deviation	Responses
Study places (including allocation and safety)	1.00	5.00	2.03	1.02	173

### 2019

Field	Min	Max	Mean	Standard Deviation	Responses
Study places	1.00	5.00	1.94	0.88	86

## Equipment and network

### Availability of PCs in the Library



#### 2024

1. Very satisfied 2. Satisfied 3. Neither satisfied nor dissatisfied 4. Dissatisfied 5. Very dissatisfied

Field	Min	Max	Mean	Standard Deviation	Responses
Availability of PCs in the Library	1.00	5.00	2.26	0.96	97

#### 2021

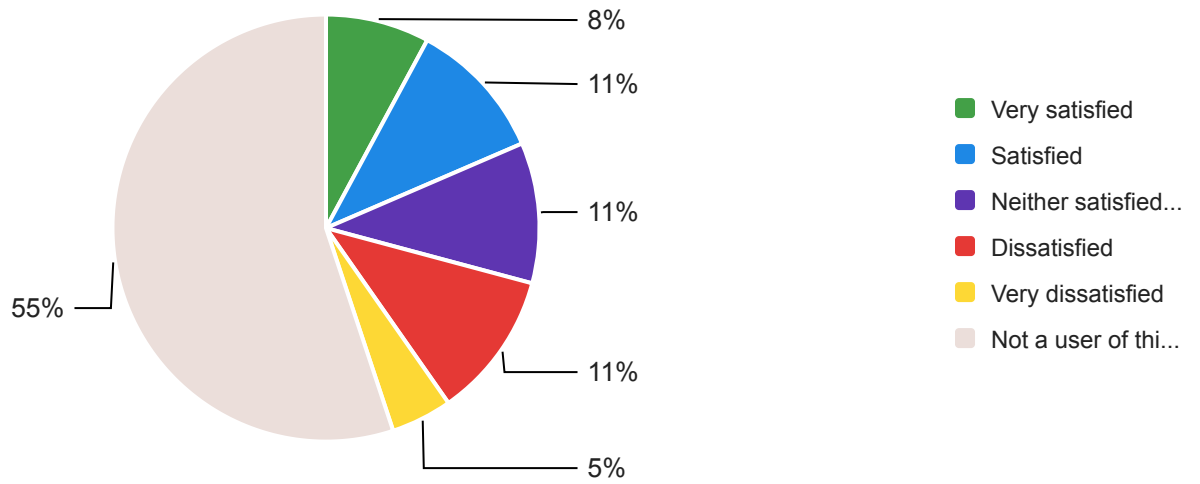
Field	Min	Max	Mean	Standard Deviation	Responses
Availability of PCs in the Library	1.00	4.00	1.96	0.88	112

#### 2019

Field	Min	Max	Mean	Standard Deviation	Responses
Availability of PCs in the Library	1.00	4.00	1.90	0.86	59



## Availability of screens in the Library (HDMI)



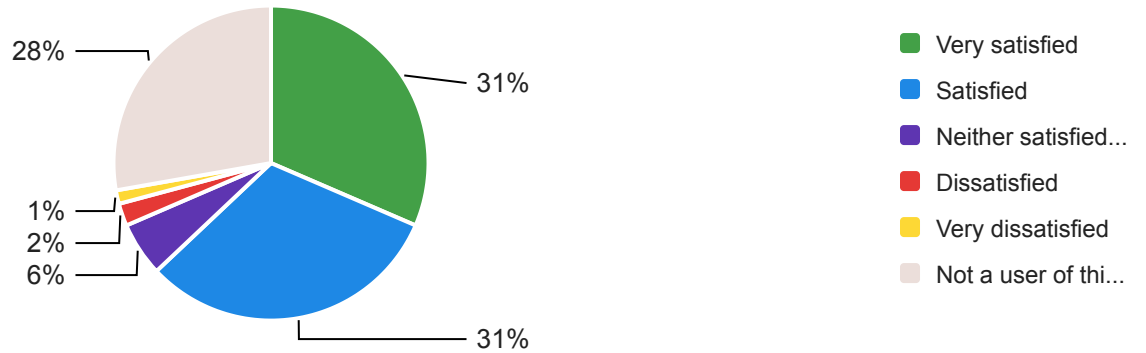
### 2024

Field	Min	Max	Mean	Standard Deviation	Responses
Availability of screens in the Library (HDMI)	1.00	5.00	2.87	1.26	97

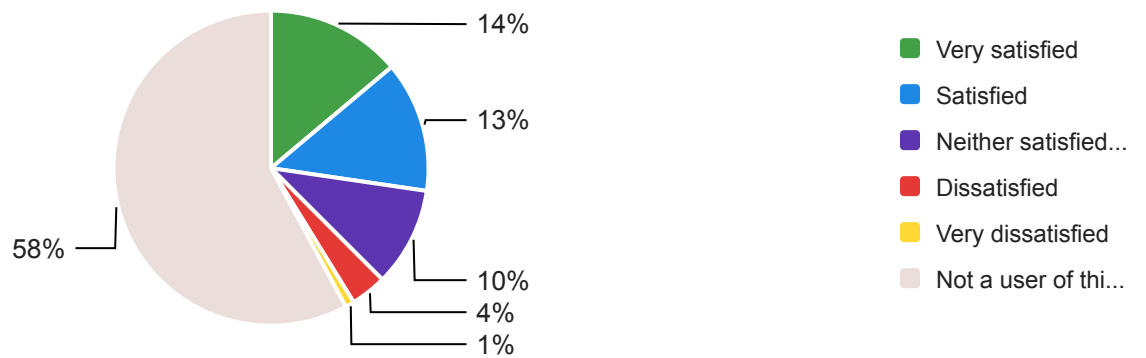
### 2021

Field	Min	Max	Mean	Standard Deviation	Responses
Availability of screens in the Library (HDMI)	1.00	5.00	2.33	1.08	101

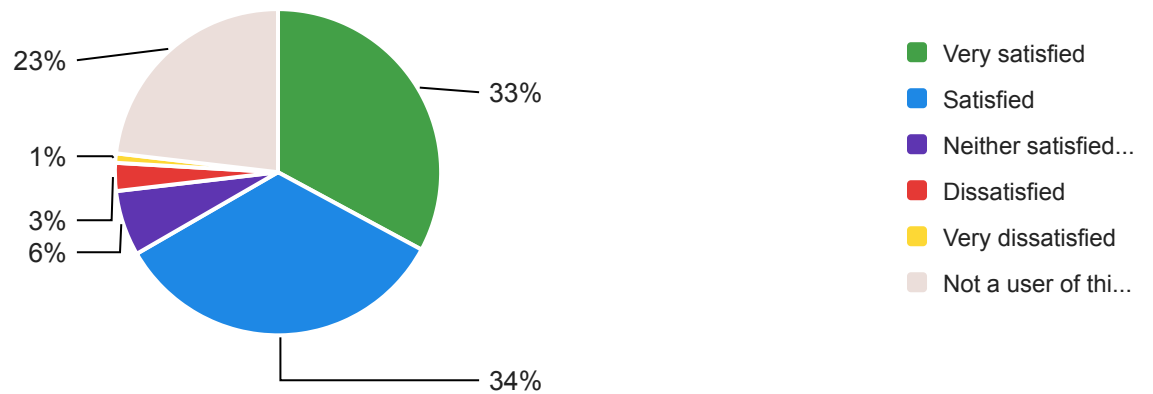
## Copying, printing & scanning



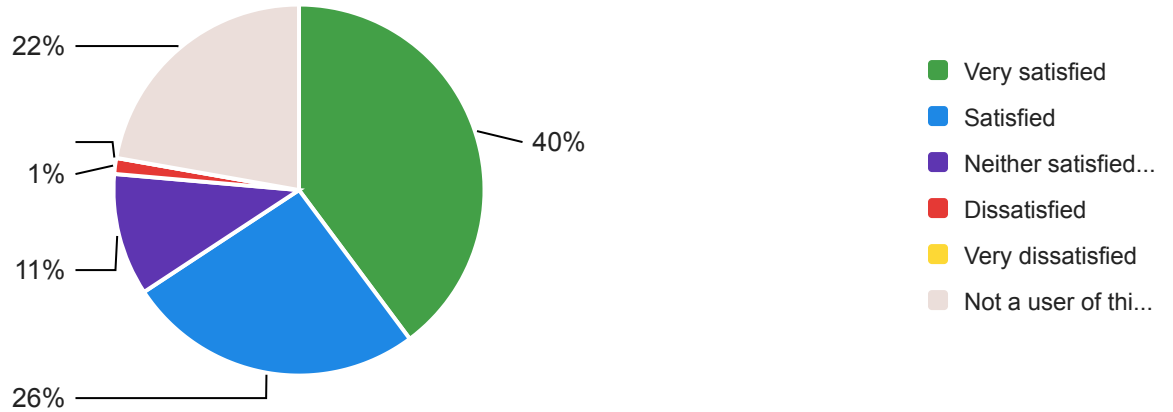
## IT equipment of the Library workstations



## Wi-Fi connection in the Library



## Off-campus access to eResources



### 2024

1. Very satisfied 2. Satisfied 3. Neither satisfied nor dissatisfied 4. Dissatisfied 5. Very dissatisfied

Field	Min	Max	Mean	Standard Deviation	Responses
Off-campus access to eResources	1.00	4.00	1.66	0.78	168

among users accessing electronic resources...

Field	Min	Max	Mean	Standard Deviation	Variance	Responses	Sum
Less than once a month	1.00	3.00	2.00	0.82	0.67	6	12.00
Once a month	1.00	4.00	1.81	0.95	0.90	16	29.00
At least once a week	1.00	4.00	1.77	0.82	0.68	92	163.00
At least once a day	1.00	3.00	1.39	0.52	0.27	54	75.00

### 2021

Field	Min	Max	Mean	Standard Deviation	Responses
Off-campus access to eResources	1.00	5.00	1.76	0.84	191

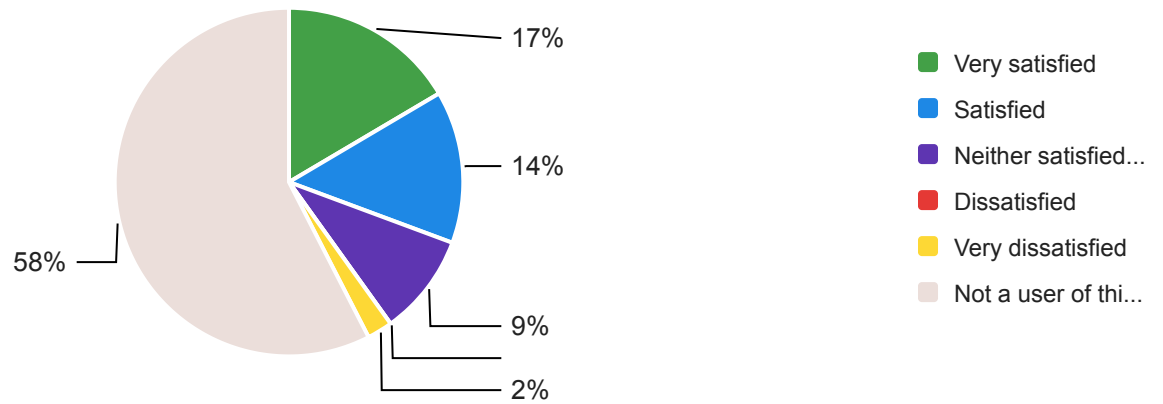
### 2019

Field	Min	Max	Mean	Standard Deviation	Responses
Off-campus access to eResources	1.00	5.00	1.91	0.91	78

## 4. Research Support - How satisfied are you?

Disciplinary support

Advanced research consultations

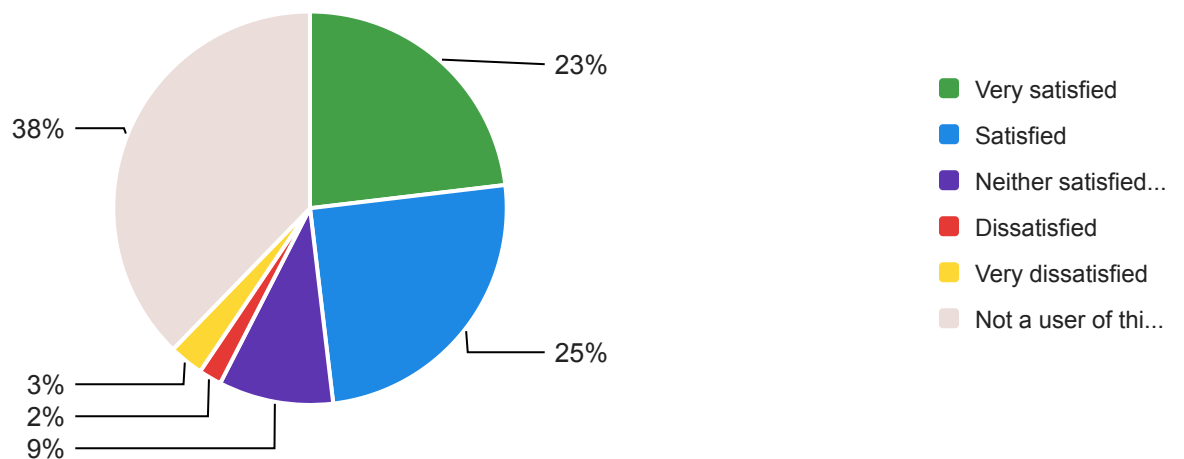


2024

1. Very satisfied 2. Satisfied 3. Neither satisfied nor dissatisfied 4. Dissatisfied 5. Very dissatisfied

Field	Min	Max	Mean	Standard Deviation	Responses
Advanced research consultations	1.00	5.00	2.00	1.05	90

Library introductions & courses



**2024**

1. Very satisfied 2. Satisfied 3. Neither satisfied nor dissatisfied 4. Dissatisfied 5. Very dissatisfied

Field	Min	Max	Mean	Standard Deviation	Responses
Library introductions & courses	1.00	5.00	1.98	1.03	132

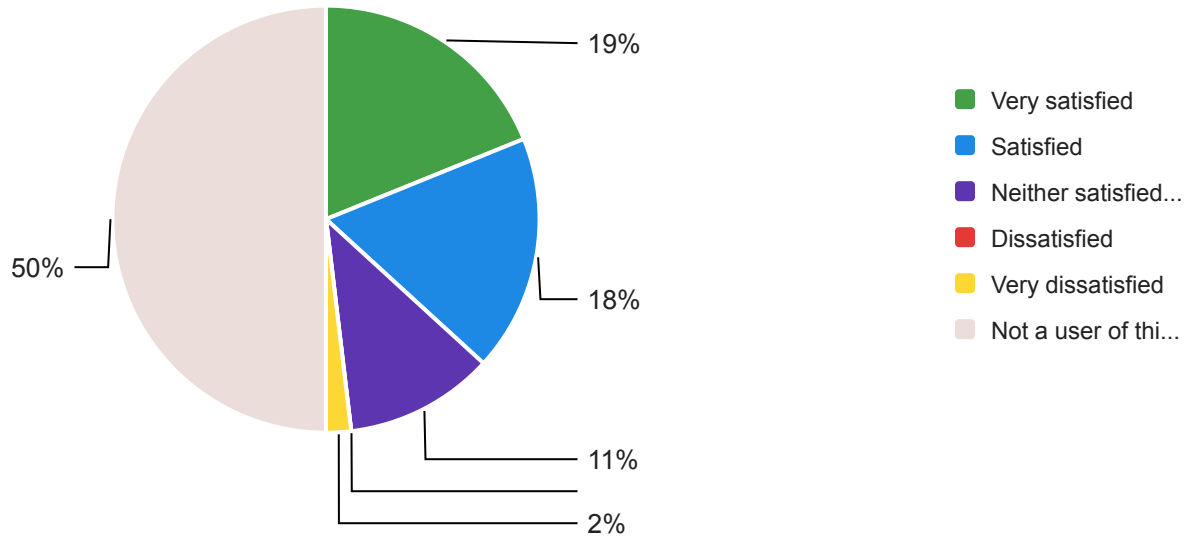
**2021**

Field	Min	Max	Mean	Standard Deviation	Responses
Library introductions & courses	1.00	4.00	1.88	0.78	120

**2019**

Field	Min	Max	Mean	Standard Deviation	Responses
Library introductions & courses	1.00	4.00	1.73	0.79	51

**Research data support and services**

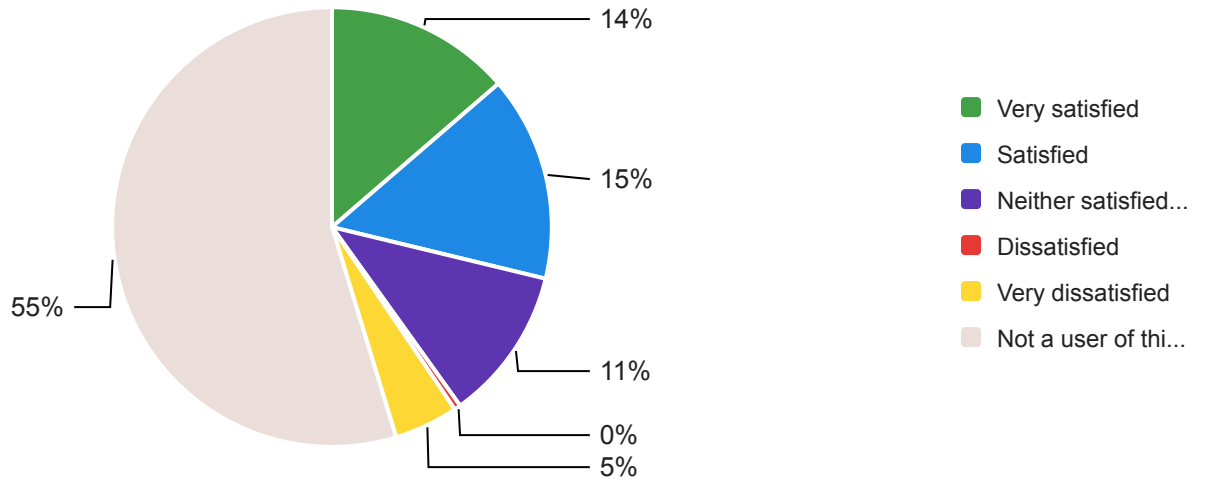


**2024**

1. Very satisfied 2. Satisfied 3. Neither satisfied nor dissatisfied 4. Dissatisfied 5. Very dissatisfied

Field	Min	Max	Mean	Standard Deviation	Responses
Research data support and services	1.00	5.00	1.96	0.97	106

## Support to EUI teaching (assistance with reading lists, finding and acquiring material, etc.)



### 2024

1. Very satisfied 2. Satisfied 3. Neither satisfied nor dissatisfied 4. Dissatisfied 5. Very dissatisfied

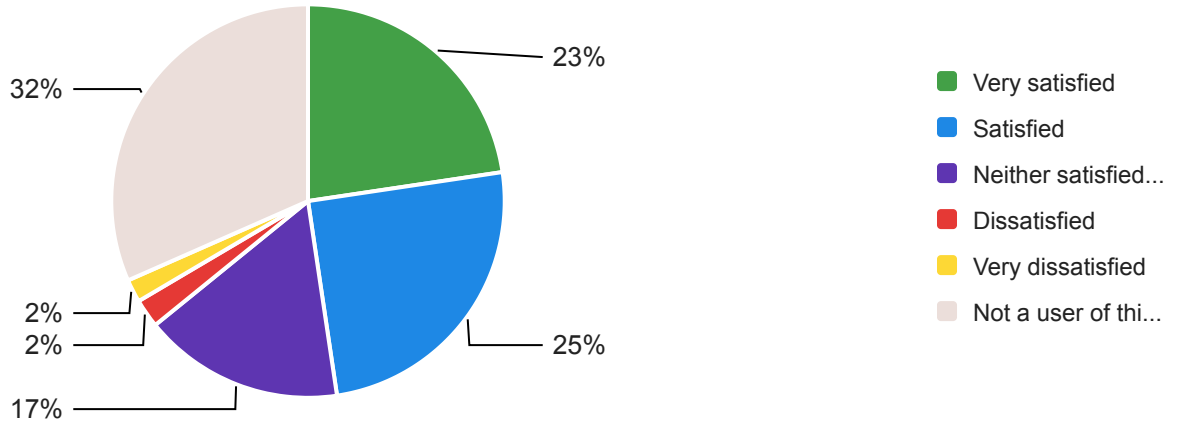
Field	Min	Max	Mean	Standard Deviation	Responses
Support to EUI teaching (assistance with reading lists, finding and acquiring material, etc.)	1.00	5.00	2.28	1.21	96

across all categories of users

Field	Min	Max	Mean	Standard Deviation	Variance	Responses
Faculty Professor	1.00	3.00	1.64	0.77	0.60	11
Fellow	1.00	5.00	2.38	1.33	1.78	13
Master's student	2.00	5.00	3.00	1.22	1.50	4
Other academic staff	1.00	3.00	2.00	0.58	0.33	6
Researcher (or graduated within the last 6 months)	1.00	5.00	2.42	1.17	1.37	48
Administrative staff	1.00	5.00	2.14	1.41	1.98	14

# Cadmus, the EUI Research Repository and Open Access

## Cadmus as institutional research repository



### 2024

1. Very satisfied 2. Satisfied 3. Neither satisfied nor dissatisfied 4. Dissatisfied 5. Very dissatisfied

Field	Min	Max	Mean	Standard Deviation	Responses
Cadmus as institutional research repository	1.00	5.00	2.06	0.98	145

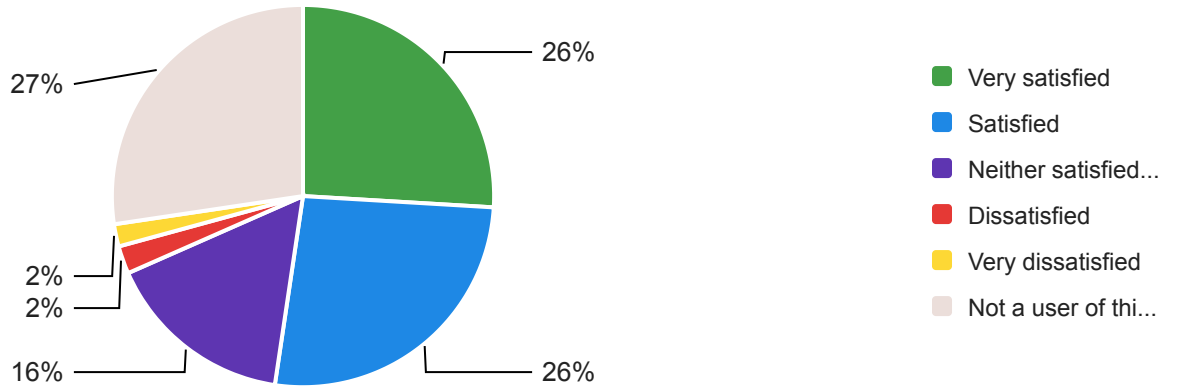
### 2021

Field	Min	Max	Mean	Standard Deviation	Responses
Cadmus: content organisation and search functionalities	1.00	5.00	2.17	0.89	131

### 2019

Field	Min	Max	Mean	Standard Deviation	Responses
Cadmus: content organisation and search functionalities	1.00	4.00	2.12	0.93	50

## EUI Open Access Policy



### 2024

1. Very satisfied 2. Satisfied 3. Neither satisfied nor dissatisfied 4. Dissatisfied 5. Very dissatisfied

Field	Min	Max	Mean	Standard Deviation	Responses
EUI Open Access Policy	1.00	5.00	2.01	0.97	154

### 2021

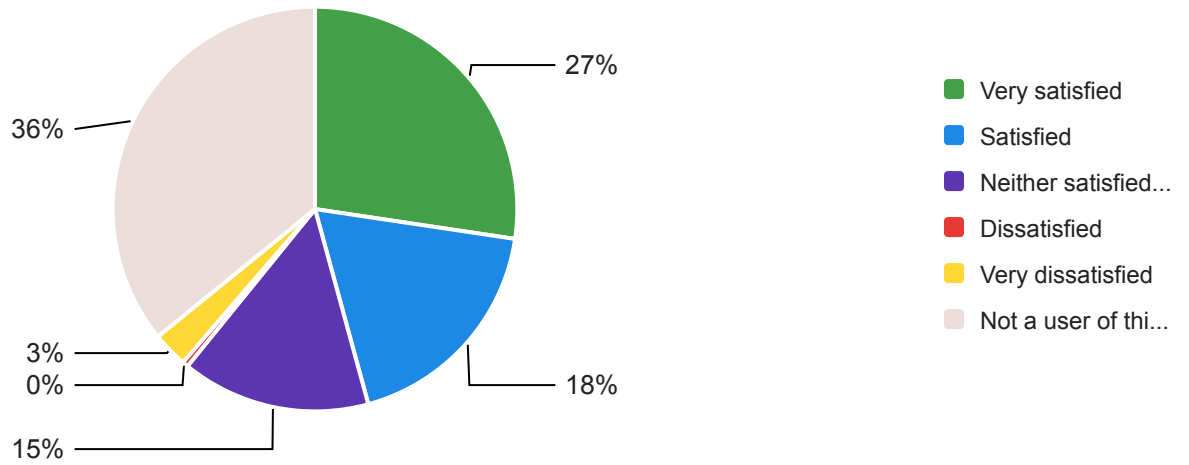
Field	Min	Max	Mean	Standard Deviation	Responses
EUI Open Access Policy	1.00	5.00	1.98	0.86	143

### 2019

Field	Min	Max	Mean	Standard Deviation	Responses
EUI Open Access Policy	1.00	4.00	1.93	0.86	54



## ORCID integration and service



### 2024

1. Very satisfied 2. Satisfied 3. Neither satisfied nor dissatisfied 4. Dissatisfied 5. Very dissatisfied

Field	Min	Max	Mean	Standard Deviation	Responses
ORCID integration and service	1.00	5.00	1.96	1.04	136

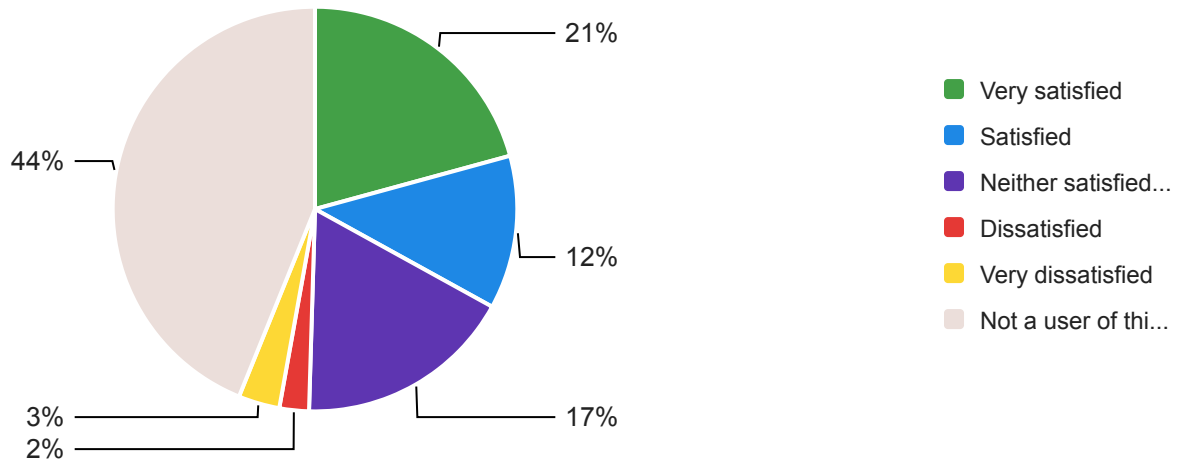
### 2021

Field	Min	Max	Mean	Standard Deviation	Responses
ORCID service and support	1.00	5.00	2.09	0.87	111

### 2019

Field	Min	Max	Mean	Standard Deviation	Responses
ORCID service and support	1.00	4.00	1.97	0.95	39

## Support to publish in Open Access



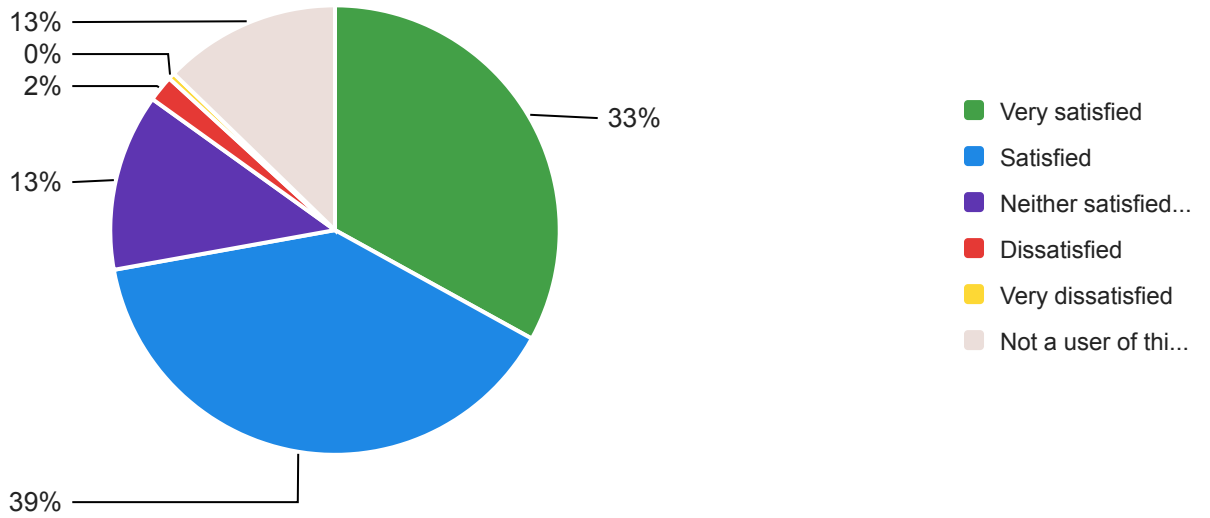
### 2024

1. Very satisfied 2. Satisfied 3. Neither satisfied nor dissatisfied 4. Dissatisfied 5. Very dissatisfied

Field	Min	Max	Mean	Standard Deviation	Responses
Support to publish in Open Access	1.00	5.00	2.20	1.16	119

## 5. Outreach - How satisfied are you?

### Library announcements & news



#### 2024

1. Very satisfied 2. Satisfied 3. Neither satisfied nor dissatisfied 4. Dissatisfied 5. Very dissatisfied

Field	Min	Max	Mean	Standard Deviation	Responses
Library announcements & news	1.00	5.00	1.83	0.79	185

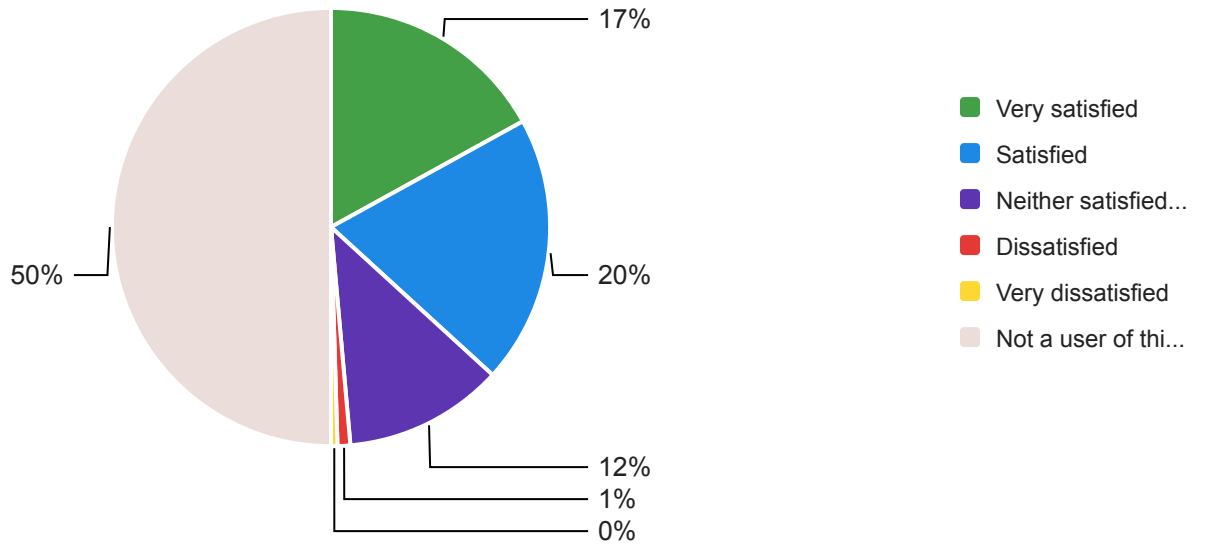
#### 2021

Field	Min	Max	Mean	Standard Deviation	Responses
Library announcements & news (for ex. trials of new eResources)	1.00	5.00	1.97	0.91	193

#### 2019

Field	Min	Max	Mean	Standard Deviation	Responses
Library announcements & news	1.00	4.00	1.78	0.77	86

## Library social media (Facebook, X, Instagram)



### 2024

1. Very satisfied 2. Satisfied 3. Neither satisfied nor dissatisfied 4. Dissatisfied 5. Very dissatisfied

Field	Min	Max	Mean	Standard Deviation	Responses
Library social media (Facebook, X, Instagram)	1.00	5.00	1.96	0.86	106

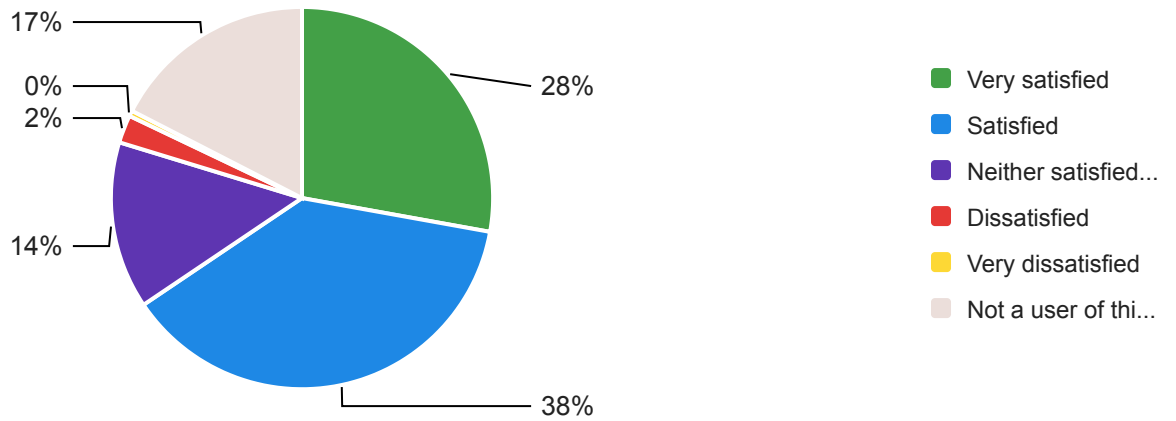
### 2021

Field	Min	Max	Mean	Standard Deviation	Responses
Library social media	1.00	5.00	2.01	0.93	119

### 2019

Field	Min	Max	Mean	Standard Deviation	Responses
Library social media	1.00	5.00	1.76	0.90	51

## Library website



### 2024

1. Very satisfied 2. Satisfied 3. Neither satisfied nor dissatisfied 4. Dissatisfied 5. Very dissatisfied

Field	Min	Max	Mean	Standard Deviation	Responses
Library website	1.00	5.00	1.91	0.82	175

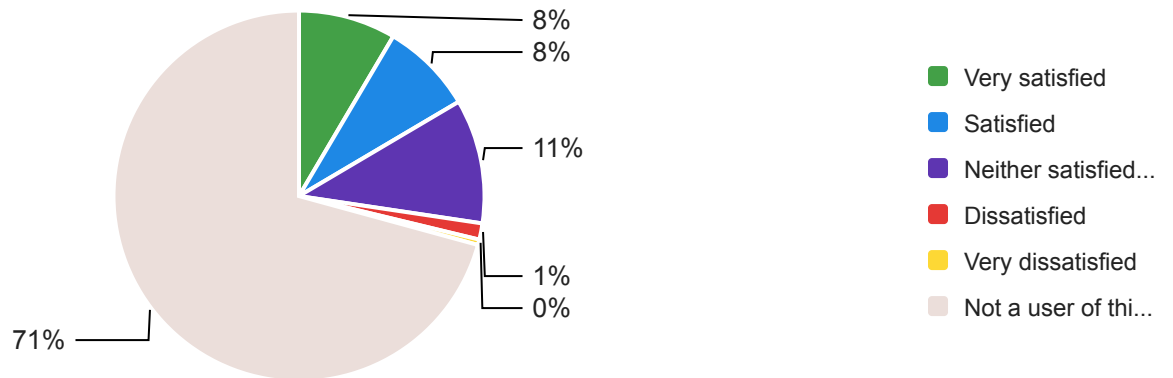
### 2021

Field	Min	Max	Mean	Standard Deviation	Responses
Library website	1.00	5.00	1.96	0.93	217

### 2019

Field	Min	Max	Mean	Standard Deviation	Responses
Library website	1.00	4.00	1.79	0.80	92

## Video tutorials (YouTube)



### 2024

1. Very satisfied 2. Satisfied 3. Neither satisfied nor dissatisfied 4. Dissatisfied 5. Very dissatisfied

Field	Min	Max	Mean	Standard Deviation	Responses
Video tutorials (YouTube)	1.00	5.00	2.23	0.97	62

### 2021

Field	Min	Max	Mean	Standard Deviation	Responses
Video tutorials	1.00	5.00	2.03	0.87	79

### 2019

Field	Min	Max	Mean	Standard Deviation	Responses
Video tutorials	1.00	5.00	2.00	0.98	33

How would you react to the following statements, on a scale from 1 (strongly disagree) to 5 (strongly agree)?

### Overall, the Library collection fits my research needs

Field	Min	Max	Mean	Standard Deviation	Responses
Overall, the Library collection fits my research needs	1.00	5.00	4.07	0.94	209

### Overall, the Library provides a good service to me

Field	Min	Max	Mean	Standard Deviation	Responses
Overall, the Library provides a good service to me	1.00	5.00	4.50	0.71	210