

EUI Library Statistical Yearbook 2021



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1. Introduction

Introduction

The journey of the European University Institute (EUI) Library in 2021 revolves around its unwavering dedication to its users. Beyond the conventional perception of libraries as repositories of books and electronic databases, the unfolding narrative reveals a profound commitment to the diverse community it serves. Users, spanning postgraduate students, professors, administrative staff, and a network of external users, collectively shape the heart of the Library. This report not only delves into collections but also highlights the individuals who give meaning to these collections, the dedicated staff making them accessible, and the spaces they utilise.

At the core of the Library's endeavors is a team of international, multilingual professionals. Their unique skills and experiences empower the Library to navigate the evolving landscape of information dissemination and user engagement.

The report sheds light on the Library's resource management strategies, adapting to the digital age while balancing print and electronic formats. It signifies not just the evolution of resources but also the foresight to anticipate and meet the dynamic needs of users in the emerging fields of Social Sciences and Humanities.

Despite pandemic challenges, the Library's commitment to serve remains steadfast. The report illustrates the team's adaptability, from digitisation efforts to facilitating long-term book loans, emphasising resilience in the face of uncertainty.

A beacon in the field of Open Science, the EUI Library's initiatives shine through, encompassing transformative agreements, Open Access endeavors, and the evolution of the Cadmus repository.

Collaboration is a cornerstone of the Library's identity. The report unfolds engagement in international networks, participation in events like Love Data Week, and contributions to the Open Access Week.

The report concludes with a comprehensive exploration of the EUI's academic contributions, unveiling the growth of Open Access content and the Library's proactive role in collecting and disseminating research on the impact of the COVID-19 crisis. The final chapter acknowledges the pandemic's impact on library spaces, emphasising the resilience and adaptability of the Library to ensure a safe and collaborative environment.

As you embark on this journey through the EUI Library's 2021 report, may these pages reveal not just statistics and data but a rich tapestry of a Library deeply embedded in supporting learning, research, collaboration, and the pursuit of knowledge.

Josep Torn Poch
Library Director

2.

People

People

When we think about libraries, the first thing that often comes to mind is the collection — the books, journals, and electronic databases.

Over the years, the EUI Library has adapted to changes in the way information is stored and shared, most notably by increasing its digital and online collections. Despite those changes, however, the fundamental purpose of the Library has remained the same: to support the information needs of its users.

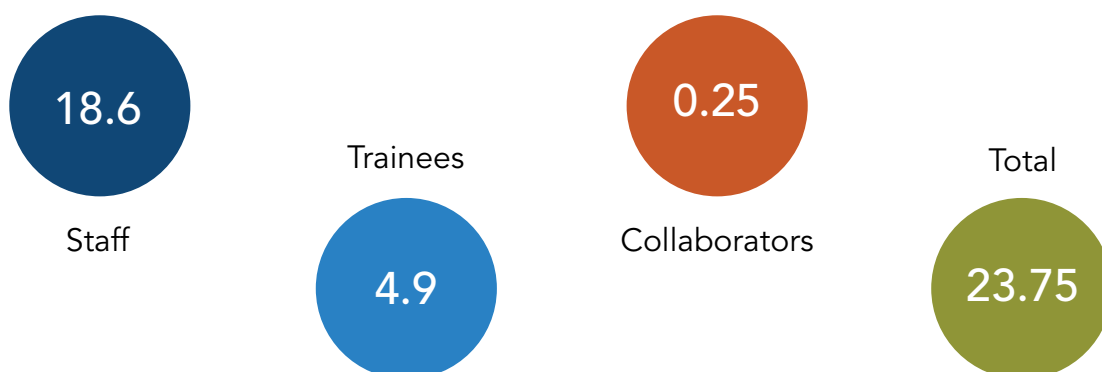
Our users, which include both current and former EUI members, are the reason why the EUI Library opens each day, six days a week. They are also the reason why our team of librarians and information specialists work diligently to offer resources, services, and spaces.

Most of our current EUI member users are postgraduate students (69%), enrolled in PhD, LLM and MTnG research programs in the social sciences and humanities. The remainder are comprised of administrative staff (16%), researchers (9%), and professors (6%). At the same time, the Library also plays a key role in enabling social science and humanities research in the EU by supporting 2,173 external users, 88% of whom are EUI alumni who continue to turn to the Library after graduating to meet their information needs.

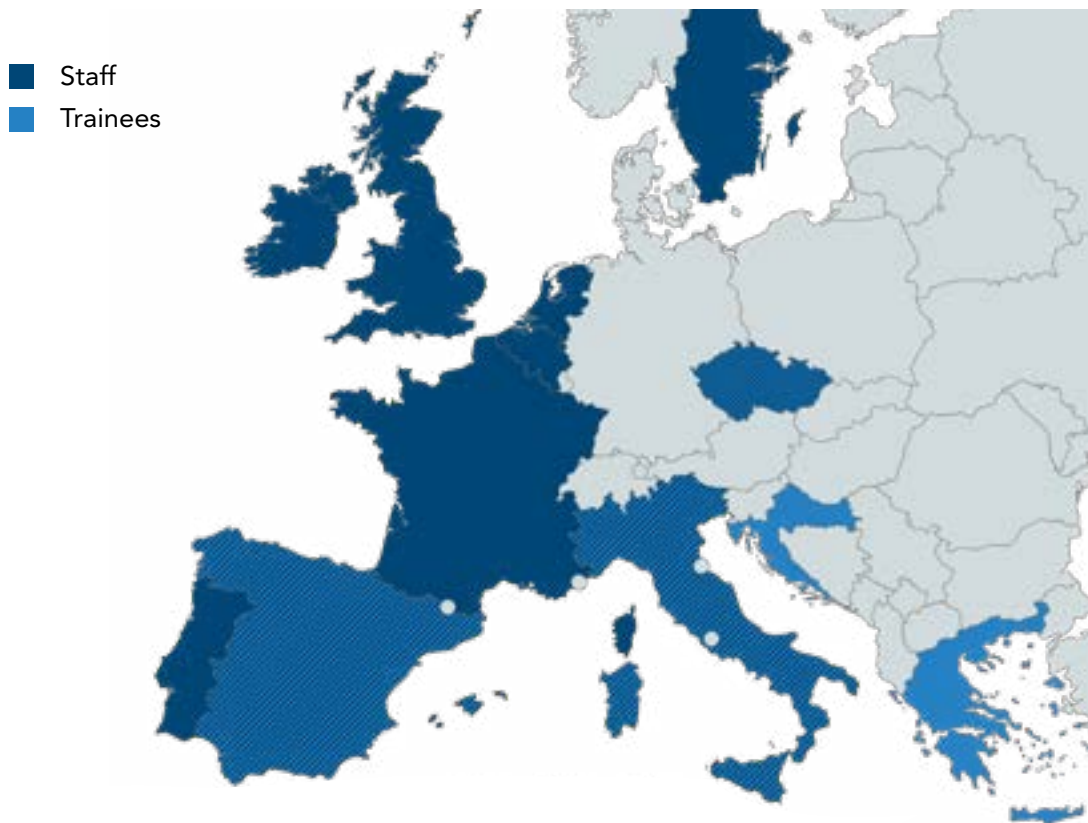
Staff

To support our users, the Library employs 19 highly-trained Full-Time Equivalent (FTE) staff and five FTE Trainees. Our international and multilingual team come from 12 of the 27 member states of the EU. All of our staff have postgraduate degrees. More than two-thirds (70%) have Masters degrees in either Library and Information Sciences or Data Science. More than one-quarter (27%) have PhDs in the social sciences and humanities and are subject matter experts in the disciplines in which our users work. This unique combination of skills and experiences is what enables us to meet the needs of our users.

Full Time Equivalent (FTE) Library staff



Countries of origin of Library staff



Countries of staff



Belgium



Czech Republic



France



Ireland



Italy



Netherlands



Portugal



Spain



Sweden



United Kingdom

Countries of trainees



Croatia



Czech Republic



Greece

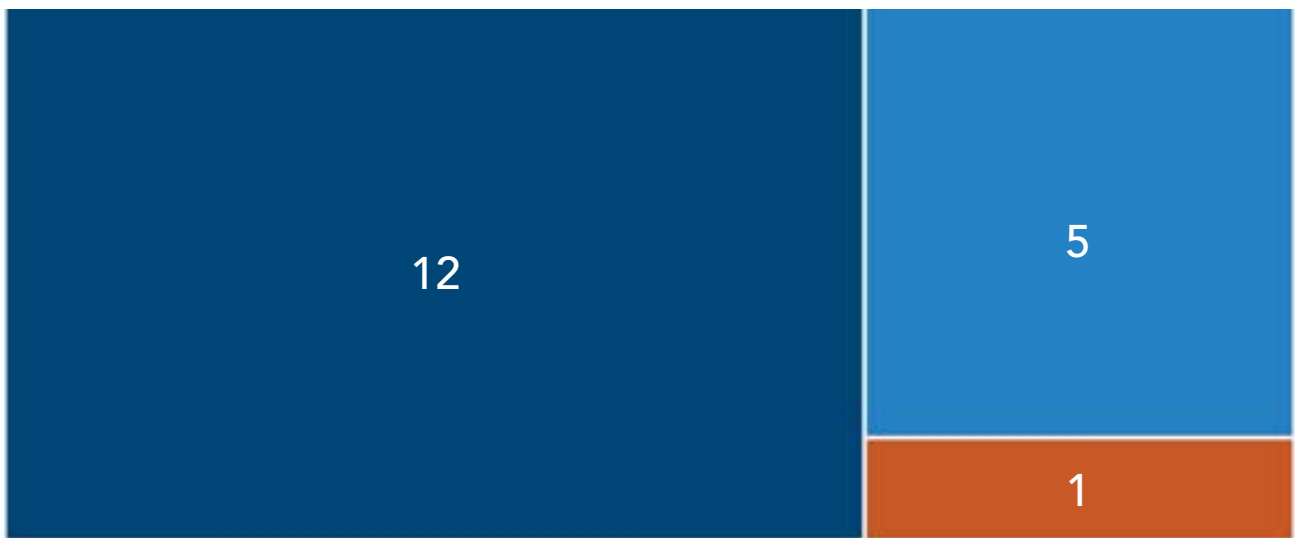


Italy



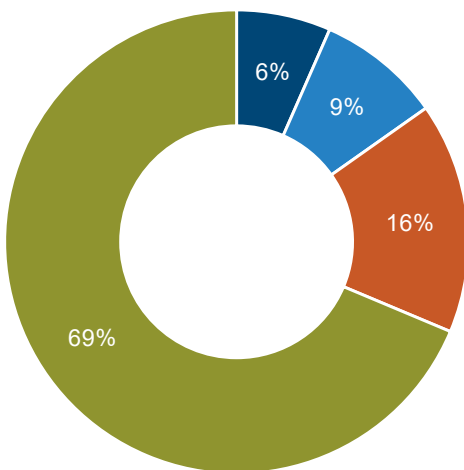
Spain

Qualifications of Library staff



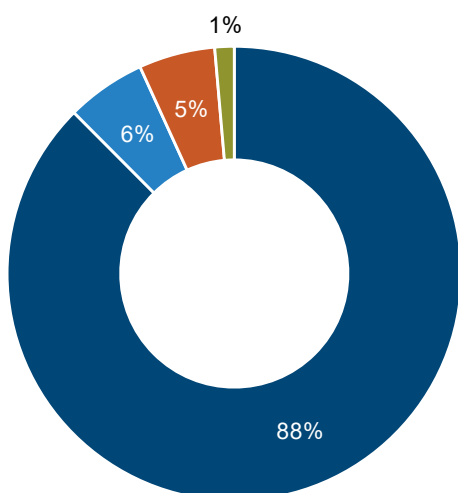
- Number MA or MSc degrees in Library and Information Sciences or equivalent
- Number PhD degrees
- Number MSc degrees in Data Science

Users - Current EUI members



Professors (FTE)	107
Research staff (FTE)	140.5
Administrative staff	262
PhD, LLM and MTnG researchers	1,117
Total	1,627

Others users



EUI alumni	1,902
EUI partners	123
EUI retired staff	118
External researchers	30
Total	2,173

3.

Resources

Resources

The COVID-19 Pandemic significantly affected the Library's activities in 2021, including the acquisition of resources.

The Library continued its transition towards a digital library, purchasing more than twice as many electronic books as print books (even though the total number of electronic books purchased declined slightly from 2020-2021). As reported in the user survey, many users prefer print materials to electronic books; hence, print books still comprised a significant share of total acquisitions in 2021 (29%). The budget investment reflects the predominance of electronic books and the higher cost of eBooks purchased individually, in comparison to the print ones, are offset by the lower cost per eBook for eBooks that are purchased as part of a package.

The relevance and currency of the collections are among our main concerns. By managing print serials and electronic resources flexibly, unsubscribing to specific titles based on use, topics, and cost, the Library was able to add new subscriptions to its collection. More than in the previous years, the Library added materials covering emerging fields of interest such as artificial intelligence, big data, digital finance, political populism, sovereignty, sustainable development, transgender studies, the politics of non-European countries, and the social and political aspects of the COVID-19 pandemic across all types of resources.

The Library also acquired books in languages other than English. Those titles were mostly in print because the digital market for non-English books is less developed and even non-English publishers tend to offer academic eBooks and journals in English. However, the Library did subscribe to a new database in Polish (Legalis) and supported several Open Access initiatives for publishing academic content in languages other than English (Open Editions, Open Book Publishers).

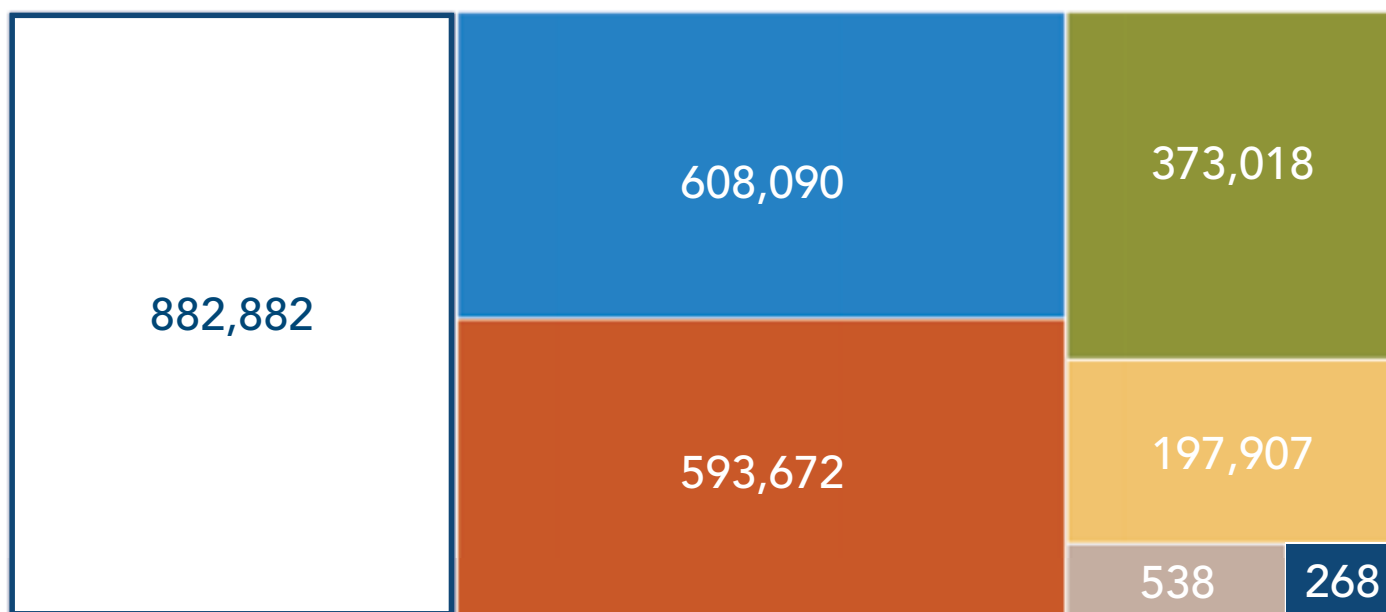
The transition from print to electronic journals is almost complete. The number of print journals declined by 63% from 2017-2021 and is limited to journals that do not have guaranteed or acceptable online access.

Although the print volumes and eBooks per FTE student decreased, these changes were due mostly to increases in the number of users. The number of serials (both in print and electronic) purchased per 100 FTE students increased, while the number of print serials diminished; hence, the number of electronic serials as a percentage of total serials increased slightly (from 99.32% to 99.59 from 2020-2021). Use of online resources also increased, with the number of downloads per FTE user going from 212.9 to 275.03 between 2020 and 2021.

Unfortunately, information on the use of print books is limited by the lack of comparable data on their use inside the library (as counting in-house use was suspended due to COVID-19 restrictions). Total loans, renewals, and in-house use increased from 2020-2021; nonetheless, total use of print collections, which has been declining since at least 2017, is still below pre-pandemic levels.

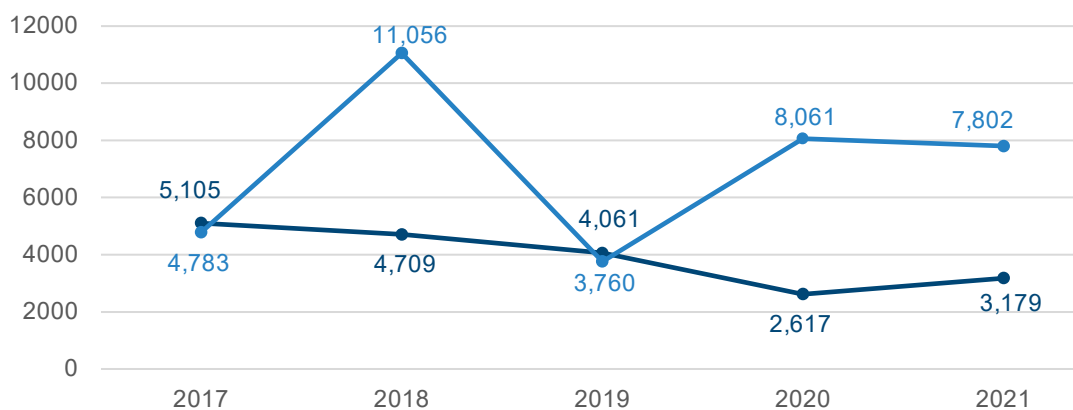
The digital research support services offered by the Library during the two years of pandemic allowed our users to access resources throughout this difficult period and supported user mobility more broadly by enabling members to access the Library's collection from anywhere.

Core collections



- Total print volumes equivalent (including microforms)
- Total eBooks
- Total print books
- Current print journals & serials
- Total paper volumes
- eJournals
- Databases

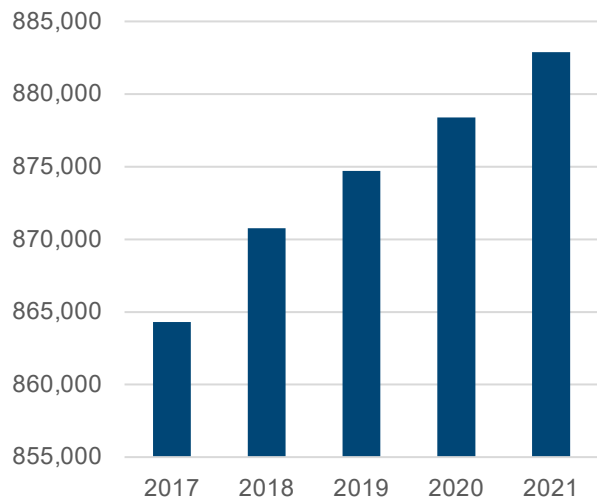
Acquisitions



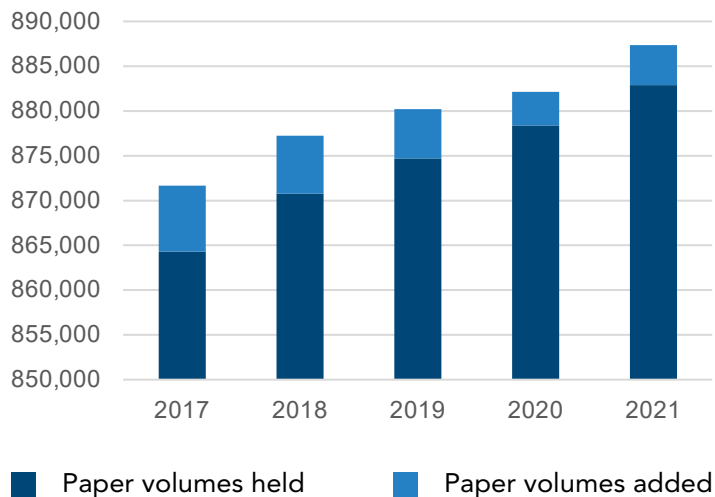
- Number of print books purchased
- Number of eBooks purchased as perpetual access

Evolution of the collection

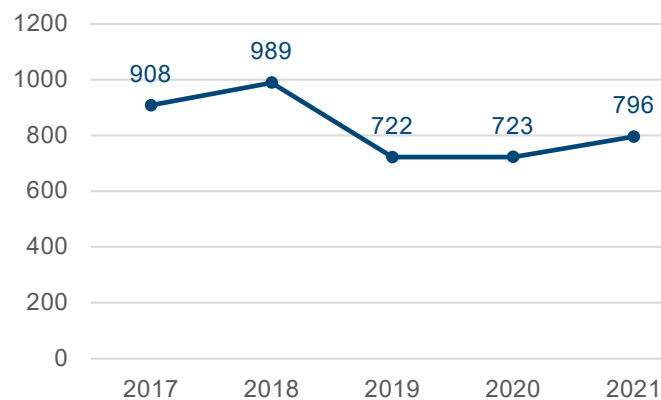
Total paper volumes



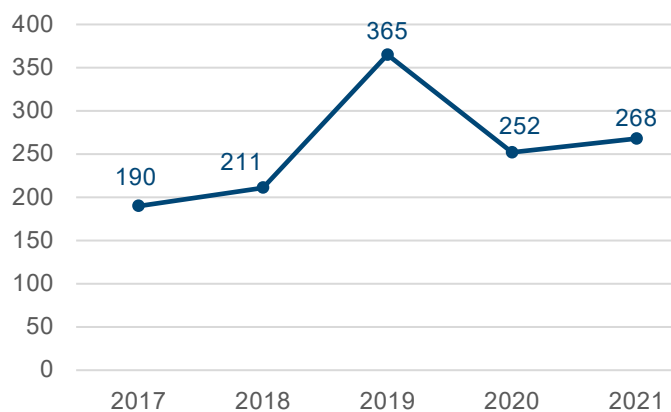
Paper volumes added



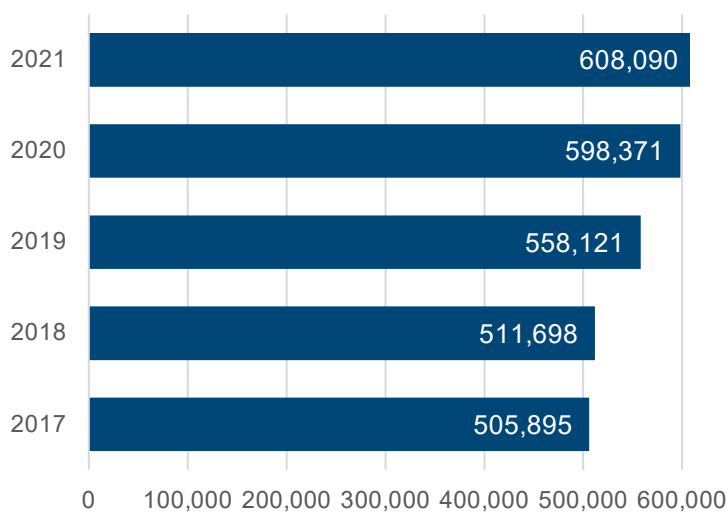
Books ordered on user request



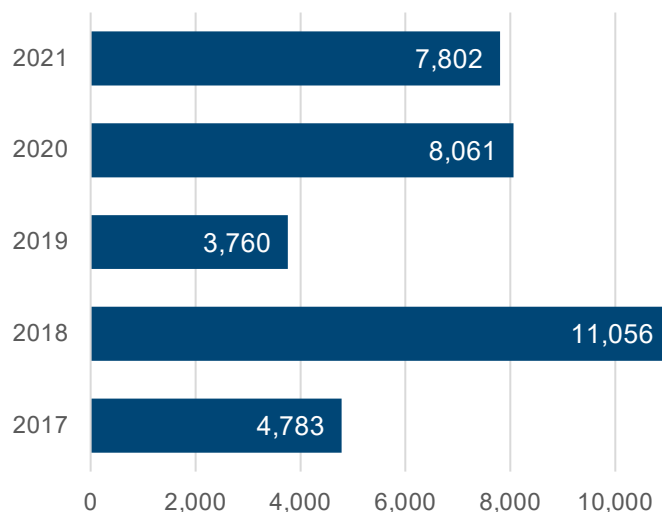
Databases



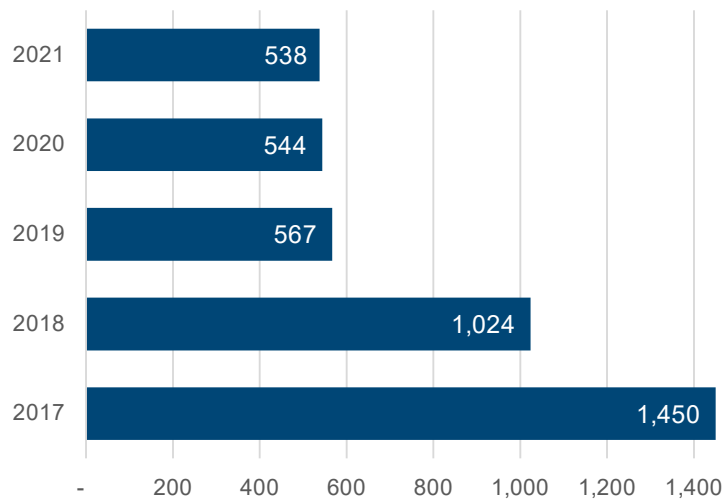
Total eBooks



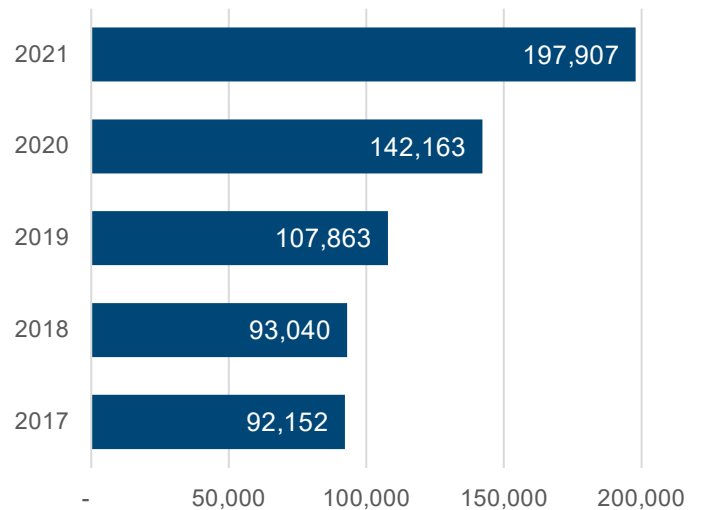
eBooks acquired on perpetual access



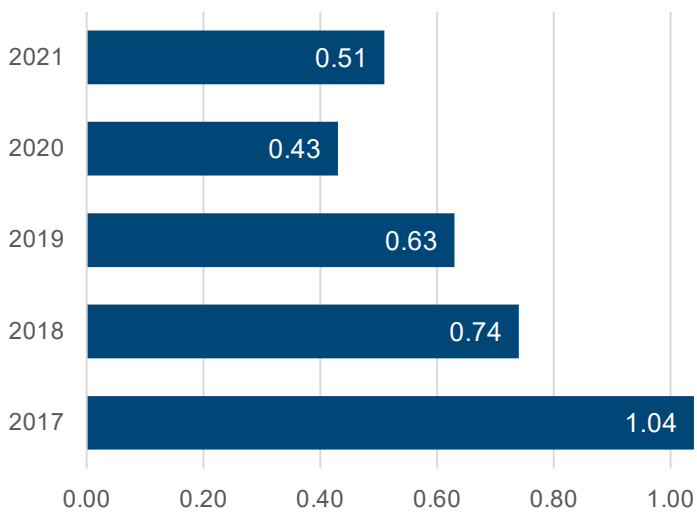
Current print journals



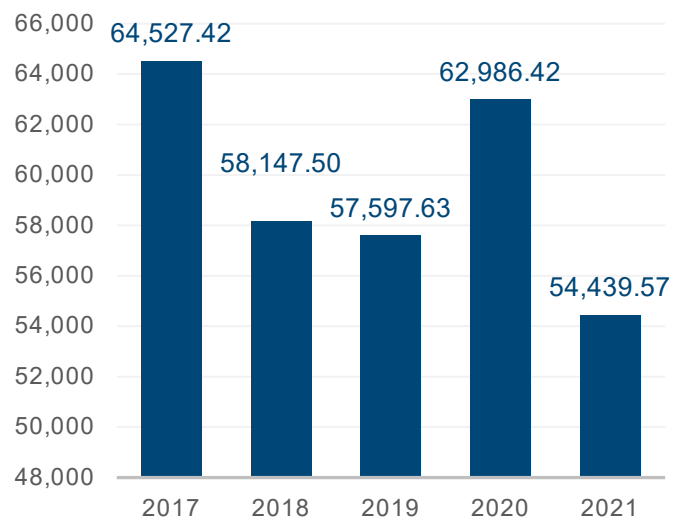
eJournals



Print collection replenishment rate

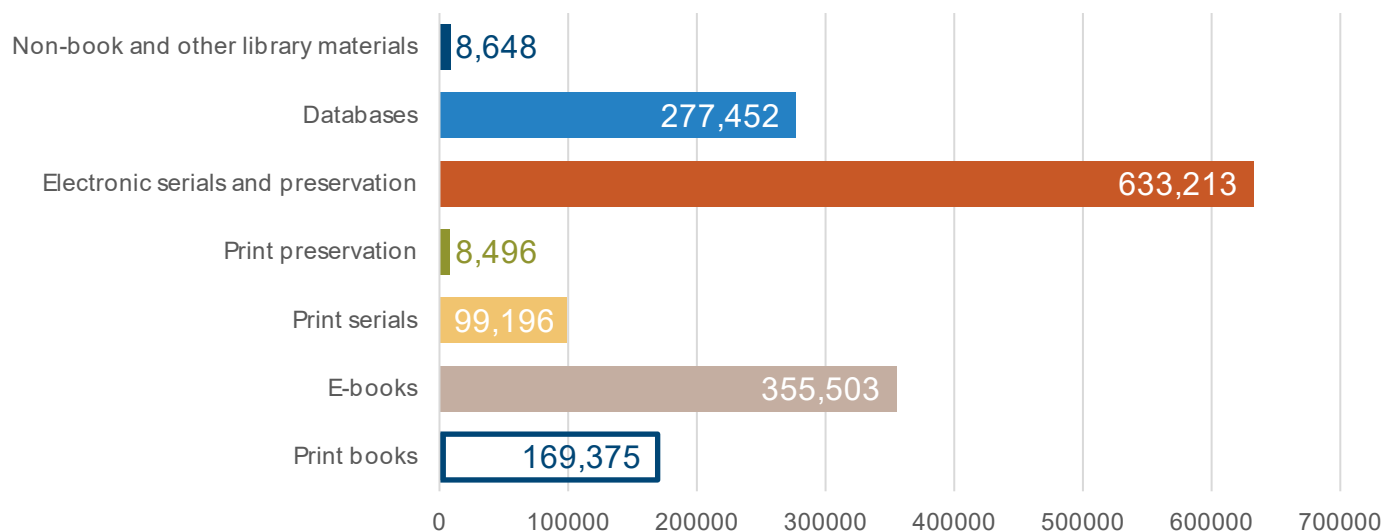


eBooks rate (per 100 students)



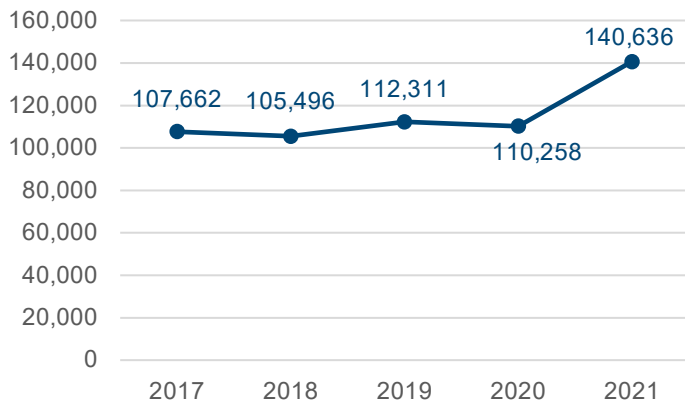
Budget

Acquisitions

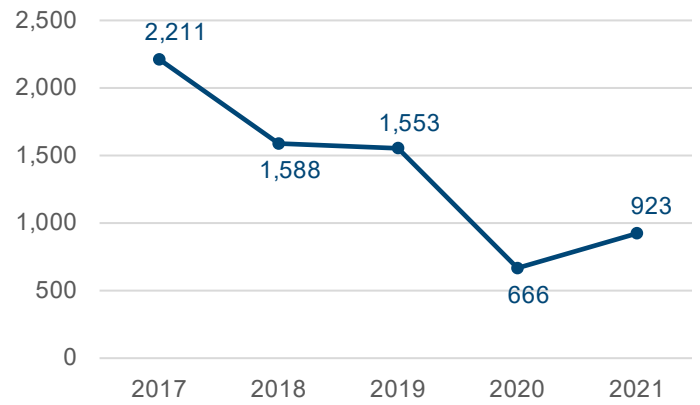


Usage

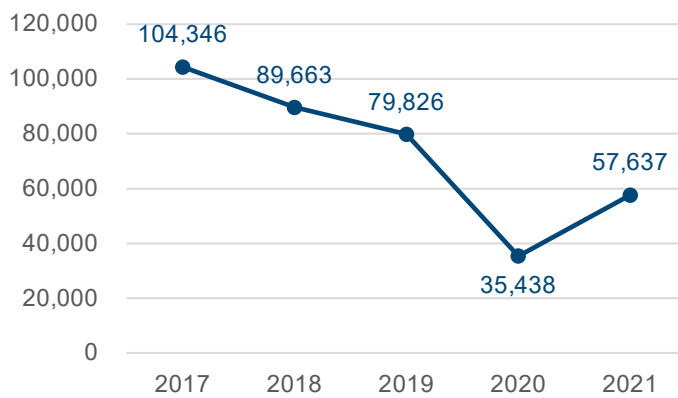
Visits on Library catalogue and articles+



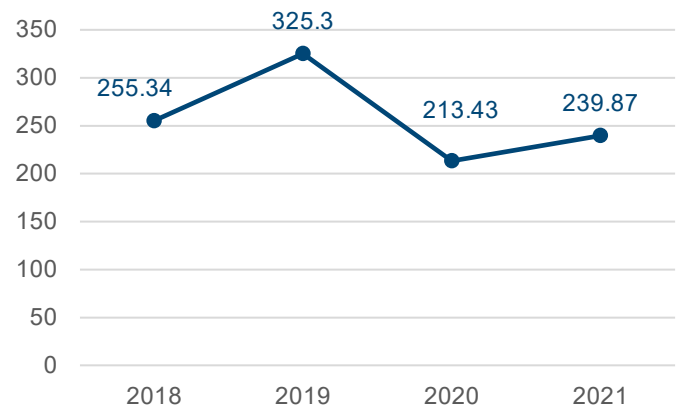
Active users



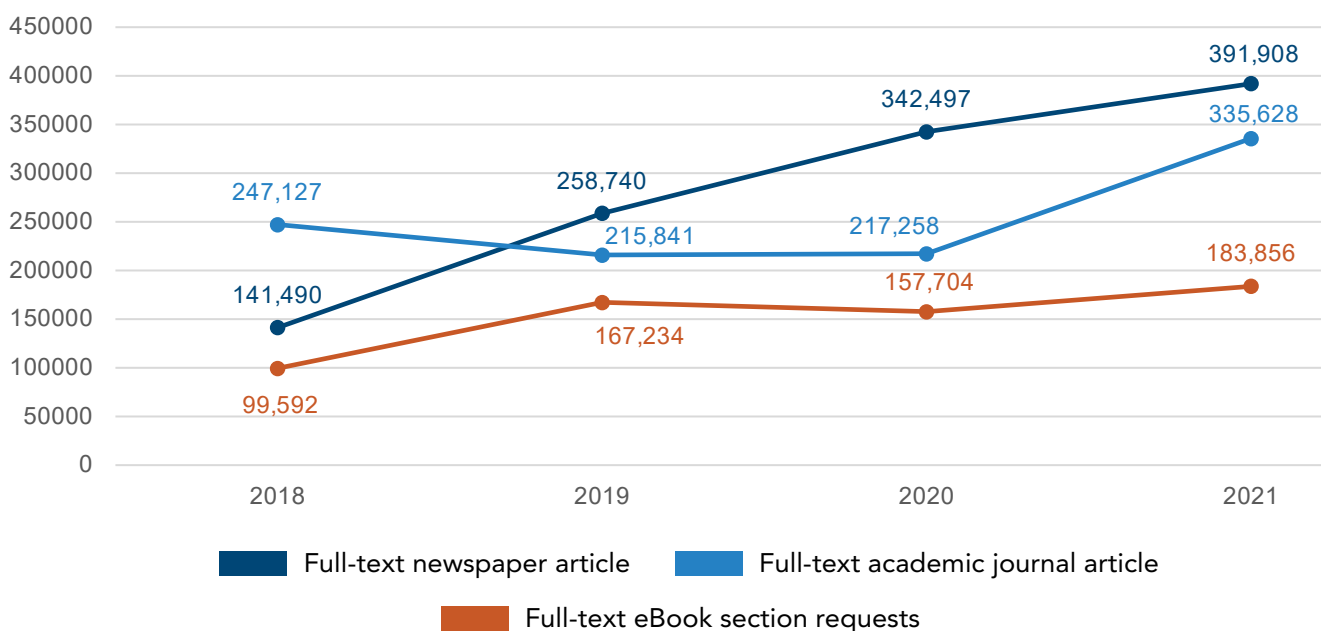
Use of print collections (loans, renewals and in-house use)



Average downloads per FTE user



Downloads



Key performance indicators



Stock provision - Print volumes per FTE user



Stock provision - eBooks purchased as % of print books



Stock provision - eBooks per 100 FTE students



Stock provision - Serials purchased per 100 FTE students



Stock use - Loans plus inhouse use per capita (total users with borrowing rights)



Stock use - Content units downloads per FTE user



Collection turnover: Loans plus inhouse use per total number of print documents



Development - Electronic current serials / Total current serials * 100



Development - Print collection replenishment rate

4.

Services

Services

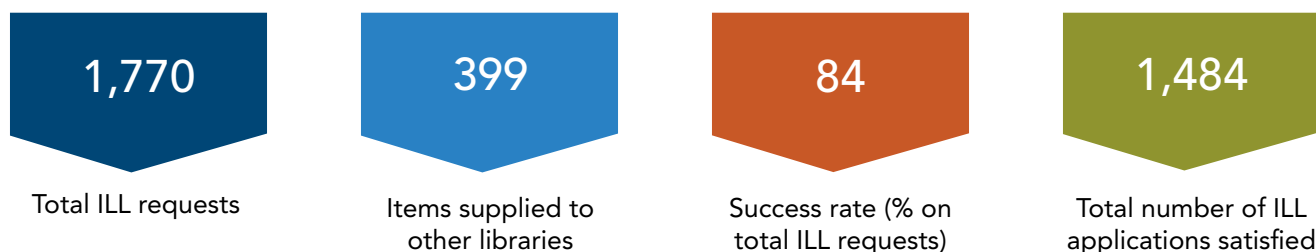
In 2021, the Library maintained many of the services it had established during the pandemic. These included the digitisation of printed collections already owned by the Library and the introduction of long-term loans, which were offered because many users were unable to return to Florence.

As health restrictions were lifted and services slowly returned to normal, the number of interlibrary loan requests increased slightly. The percentage of Interlibrary loan (ILL) requests that were fulfilled also increased (from 74% to 84% between 2020 and 2021). Both the percentage of ILL requests fulfilled and the number of ILL items supplied to other libraries were lower in 2021 than in the years before the pandemic due to delays in the opening of other libraries. In response, the Library purchased some items that could not be obtained as interlibrary loans.

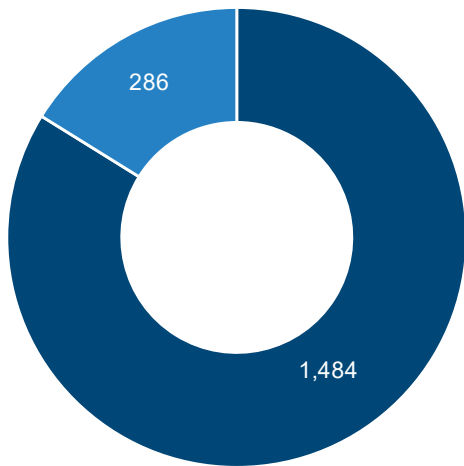
Requests for items held in storage increased from 152 requests in 2020 to 1244 in 2021, which is line with previous years. Requests from storage had fallen dramatically from 2019 to 2020 because library staff were unable to collect books in storage for part of the year because of the pandemic. The number of internal book deliveries increased in both 2020 and 2021, with 8406 books being delivered to the different villas of the EUI Campus in 2021. More than one-quarter (29%) of them were delivered to Villa Salviati.

The EUI introduced contingency measures to allow the library to provided EUI members with access to working spaces. The number of places available varied throughout the pandemic situation in accordance with government restrictions. On average, members used 68 working spaces each day in 2021.

Interlibrary loans (ILL)

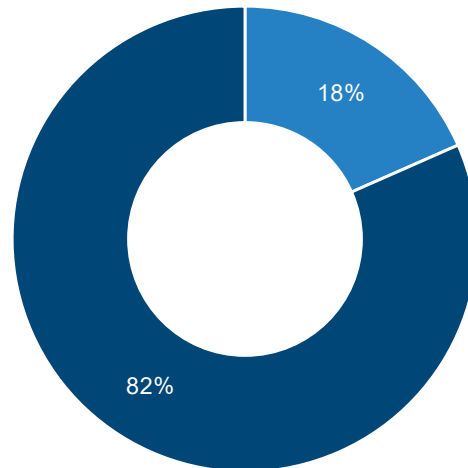


ILL applications satisfied



- Number of ILL applications satisfied
- Number of ILL applications not satisfied

ILLs inbound and outbound



- Total ILL requests
- Items supplied to other libraries

Book delivery



Requests from storage



Book delivery requests filled

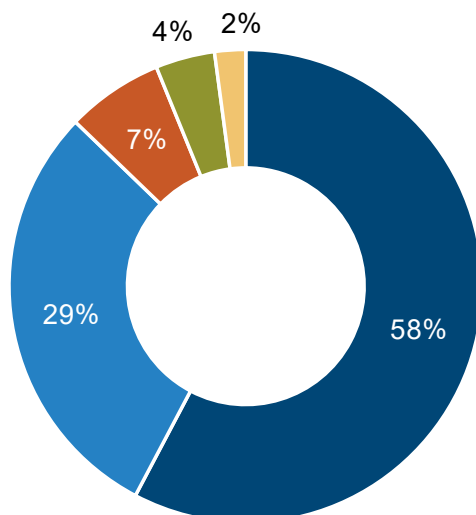


Book delivery requests cancelled by the user



Delivery requests / holds not picked by the user

Book delivery by villa



Badia	4,035
Villa Salviati	2,061
Villa Schifanoia	463
Villa LaFonte	283
Buontalenti	148

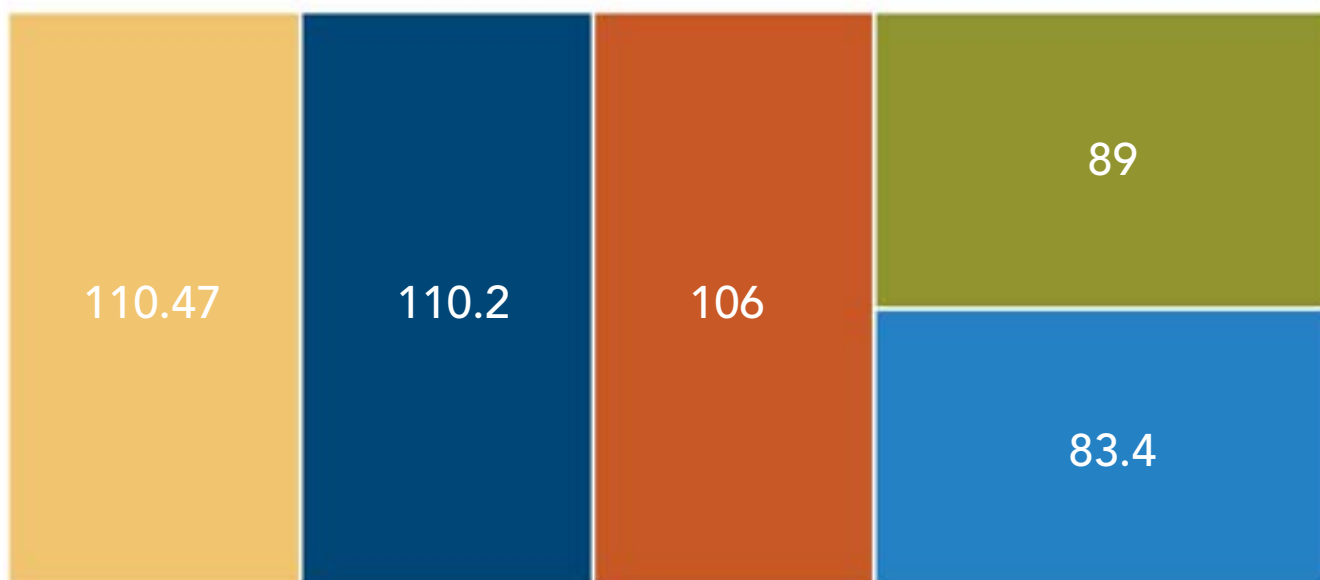
Information literacy

Number of training sessions received by users



Number of library staff hours spent delivering training

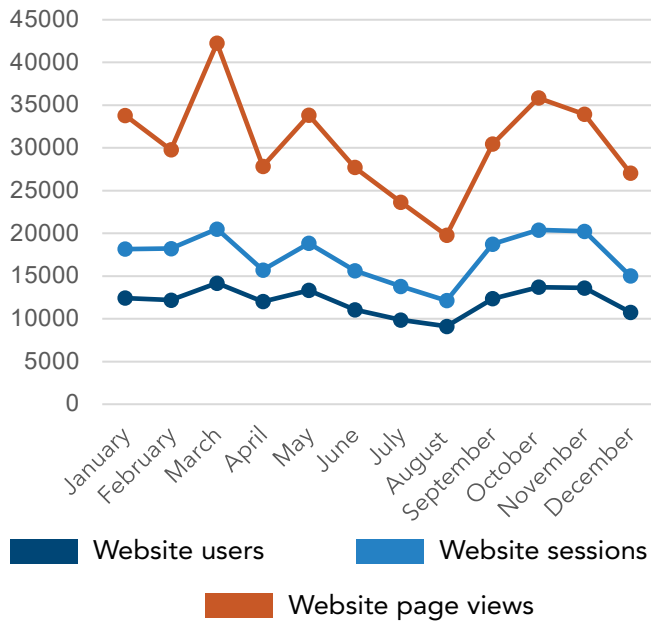
■ 2017 ■ 2018 ■ 2019 ■ 2020 ■ 2021



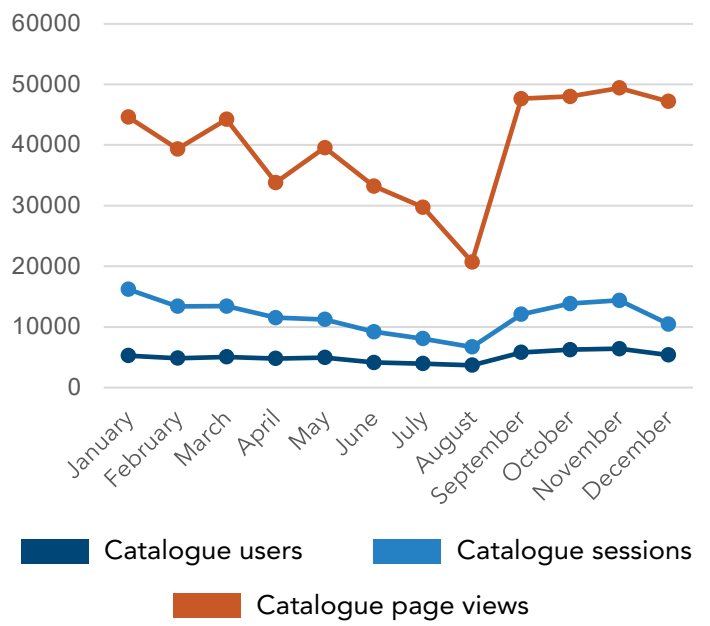
Outreach

	Average users per month	Average sessions per month	Average page views per month
Library website	10,471.75	15,125.08	26,881.17
Library blog	459.75	495.67	629.25
Library catalogue	4,420.83	10,488.42	35,582.92

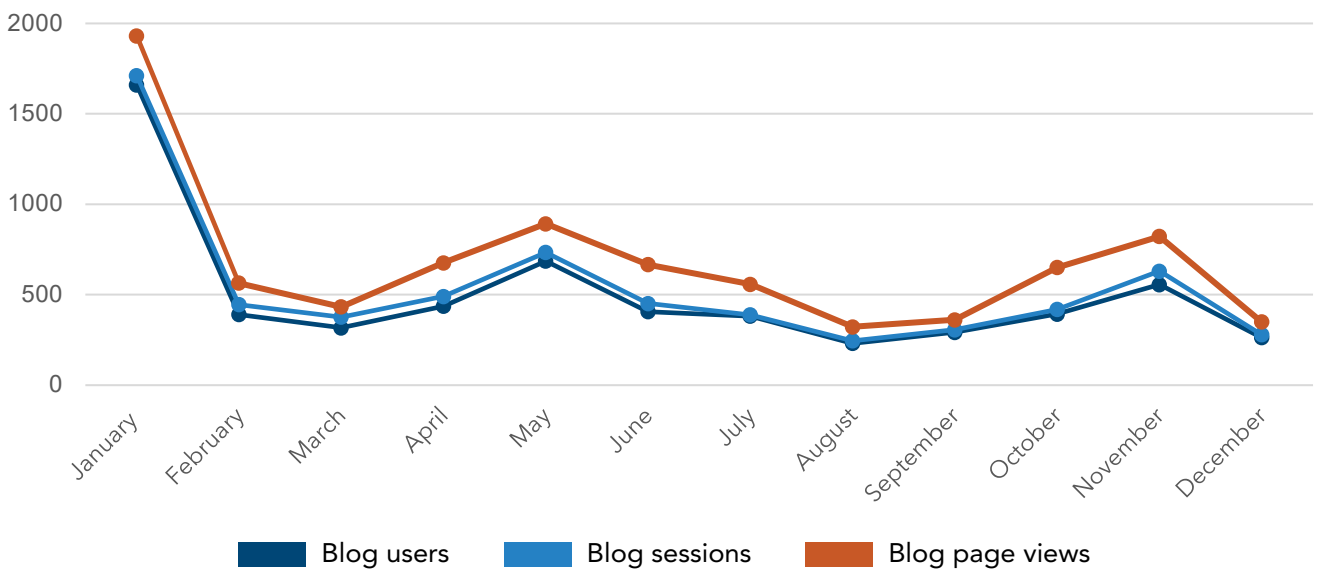
Website



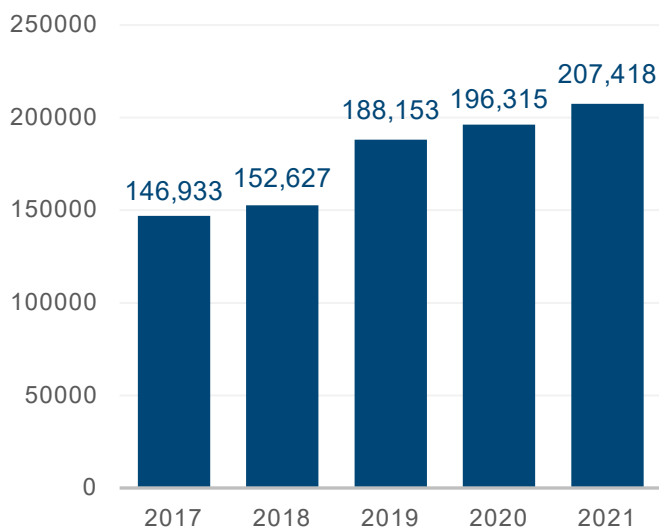
Catalogue



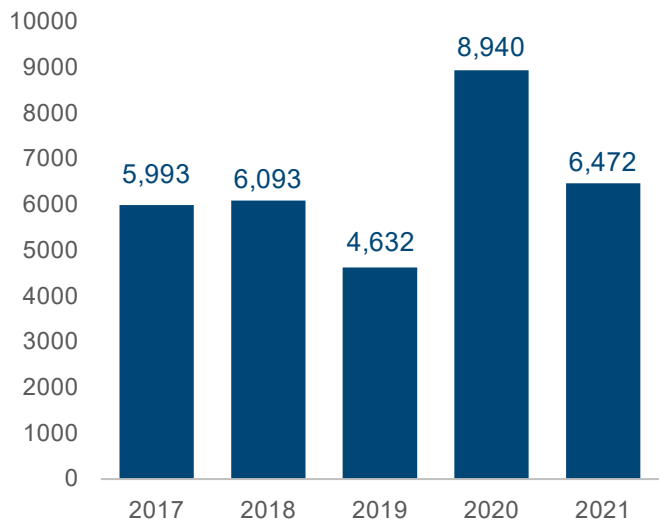
Blog



Total visits on the Library website

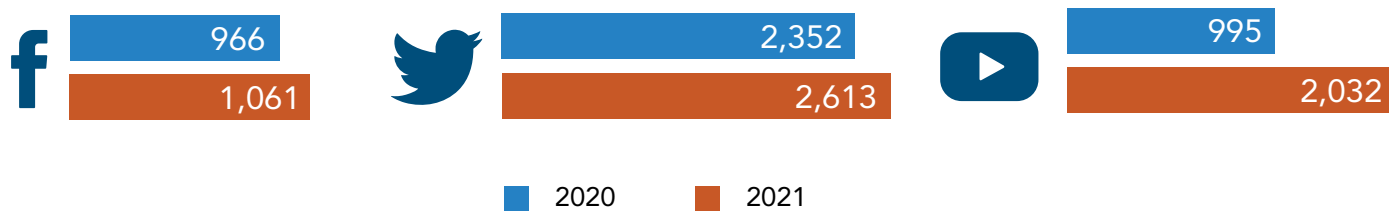


Total visits on the Library blog

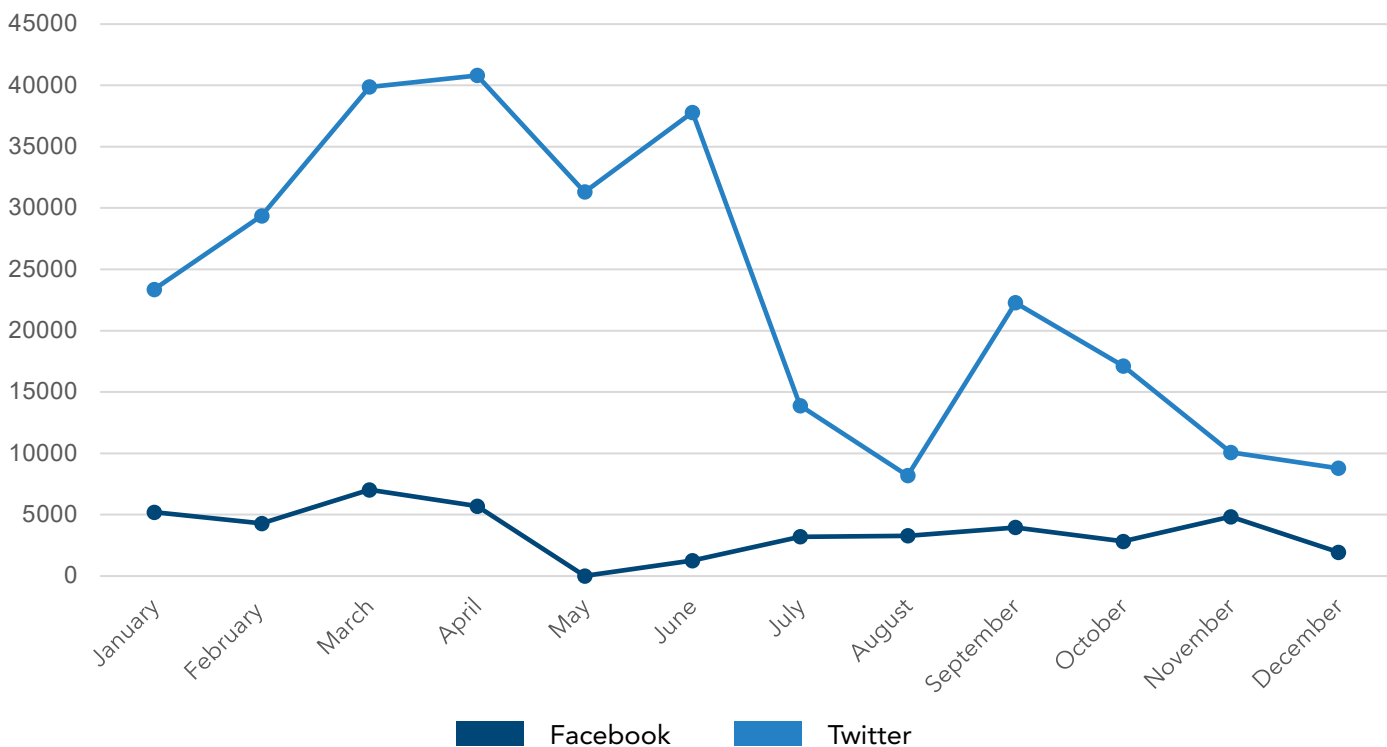


Social media

Number of total followers

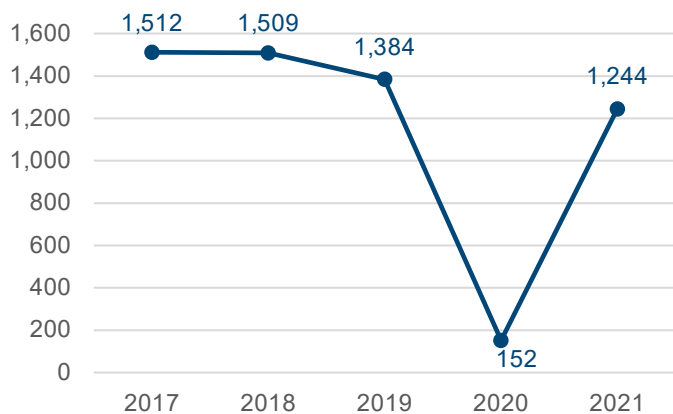


Facebook and Twitter impressions

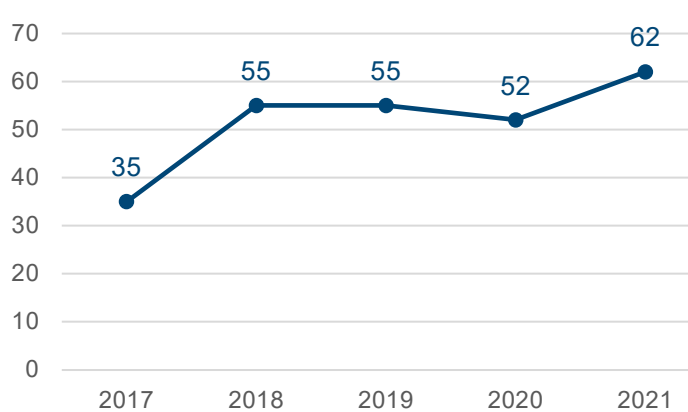


Evolution

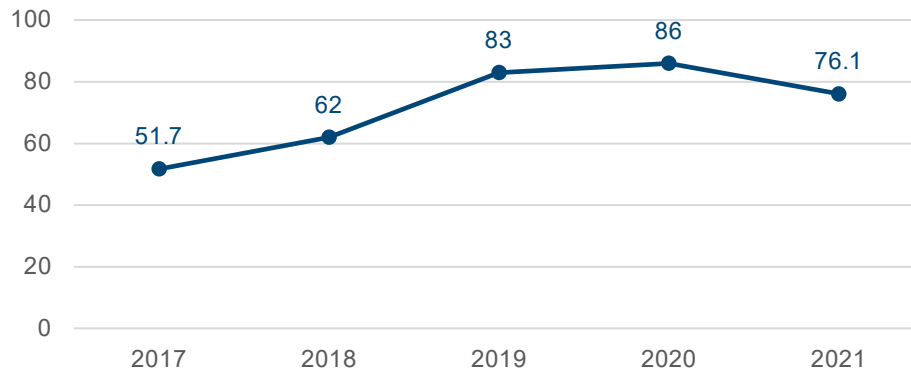
Requests from storage



Information literacy sessions



Hours spent delivering training



Key performance indicators



Training - Attendees per 1000 FTE students and academic staff



Training - Number of person-hours of information literacy training received by users (total staff hours per total attendees)



ILL - Interlibrary loans supplied per FTE students and fellows



Library provision/use - Average daily entries of unique users in the Library

5.

Open Science and Cadmus, the EUI Research Repository

Open Science and Cadmus, the EUI Research Repository

The EUI's approach to scholarly communication values the principles of Open Science, aiming at the broadest openness, reach and impact of its research.

Open Access and Open Science

In 2020 the Library adhered to the first transformative read & publish agreements and by 2021 this enabled EUI authors to publish articles in Open Access without needing to pay the open access fee in over 3700 journal titles. In 2021, jointly with the Dean of Research office, the Library started to work towards the installation of the first EUI fund for APCs supporting EUI members publishing in Open access. In addition, a Library fund for supporting FAIR open science initiatives and activities, eg. Cogitatio etc, was set up and financed.

Cadmus, EUI Research Repository

Cadmus contains EUI members' research output and series published by the EUI, as well as EUI PhD and LLM theses. Over 40% of all content is available in Open Access, while 100% of collections of Working Papers and Reports are available in Open Access.

A total of 66 % of 2021's research outputs are Open Access. This is a growth compared to 2020 and it is the second time outputs in OA exceeds the non-OA content. During 2021 Cadmus reached over 1 million page views. The Open Science team pursued the EUI Library Alumni outreach project seeking agreements with EUI graduates in order to make EUI digital theses accessible in Open Access, and thereby assuring visibility of EUI research output.

In 2021 Cadmus, the EUI Research Repository was migrated to a secure cloud based environment also in order to be able to acquire capabilities to manage and stream audio and video content. A more scalable Cadmus infrastructure, creating a new healthy and secure environment in line with ICT and Library strategies, and considering the latest developments of Cadmus.

The Library OS team applied the use of Creative Commons licences (4.0 international) to all EUI imprint series publications, in collaboration with the CS.

Special collections

On the occasion of 2021 10th edition of the EUI State of the Union (SoU) the special collection – was completed so as to contain the over 300 "State of the Union" contributions.

- State of the Union (2010 - today)

Other special collections contained:

- COVID-19 Pandemic (created in 2020)
- Conference on the Future of Europe (created in 2021)
- Open Access by the EUI on Ukraine (created in 2022) selected outputs from 2014
- EUI Theses published as Books

EUI Academic Publications and Data

In July 2021 the 13th edition of the *EUI Academic Publications and Data 2020* was published by the Library's OS team. The details in the directory of academic publications were extracted from Cadmus on 15 March 2021. The publication aims at highlighting the academic output of the European University Institute and is available in Open Access. This 2020 edition also contains a separate first chapter including all the EUI contributions on the COVID-19 crisis, gathering publications by the EUI academics who have contributed to the research on the impact and consequences of the pandemic. The Library decided at an early stage of 2020 to collect the material in a new collection entitled 'COVID-19 Pandemic'.

Networks, events and projects

The Library Open Science Office actively worked with international partners and networks. Members of the office are contributed to the CIVICA Research 'Build an ambitious Open Science Plan' activities over the year.

In February, the Library, aiming at further increasing awareness and best practices in research data, organised the annual Love Data week with information desk and training sessions. At the end of 2021 the Library set up a network of EUI Data liaisons, with representatives from all the EUI academic units, intended to maximize the awareness and coordination of research data management practices across the EUI.

As every year in October, the Library organised the annual Open Access event "It Matters How We Open Knowledge: Building Structural Equity" during the International Open Access Week: the Roundtable saw four experts of Open Access from KU Leuven, Universidad Carlos III de Madrid, Oxford University Press and the SPS Department at the EUI, who discussed data sharing, transformative agreements, Open Access models in publishing and, more broadly, Open science in the post-Covid era. One specific session was held on 'Transformative agreements: publish your articles in Open Access for free' and the 'Impact Challenge' was relaunched. In addition, a CIVICA roundtable discussion on Open Science, the Social Sciences and the CIVICA Alliance took place.

The EUI COVID-19 SSH Data Portal was launched improving discoverability and access to COVID-19 data for the Humanities and Social Sciences Research (in the context of the Horizon Europe funded BY-COVID project).

EUI Research Output (published in 2021)

Presented in the 14th EUI directory of 2021 academic publications and data.

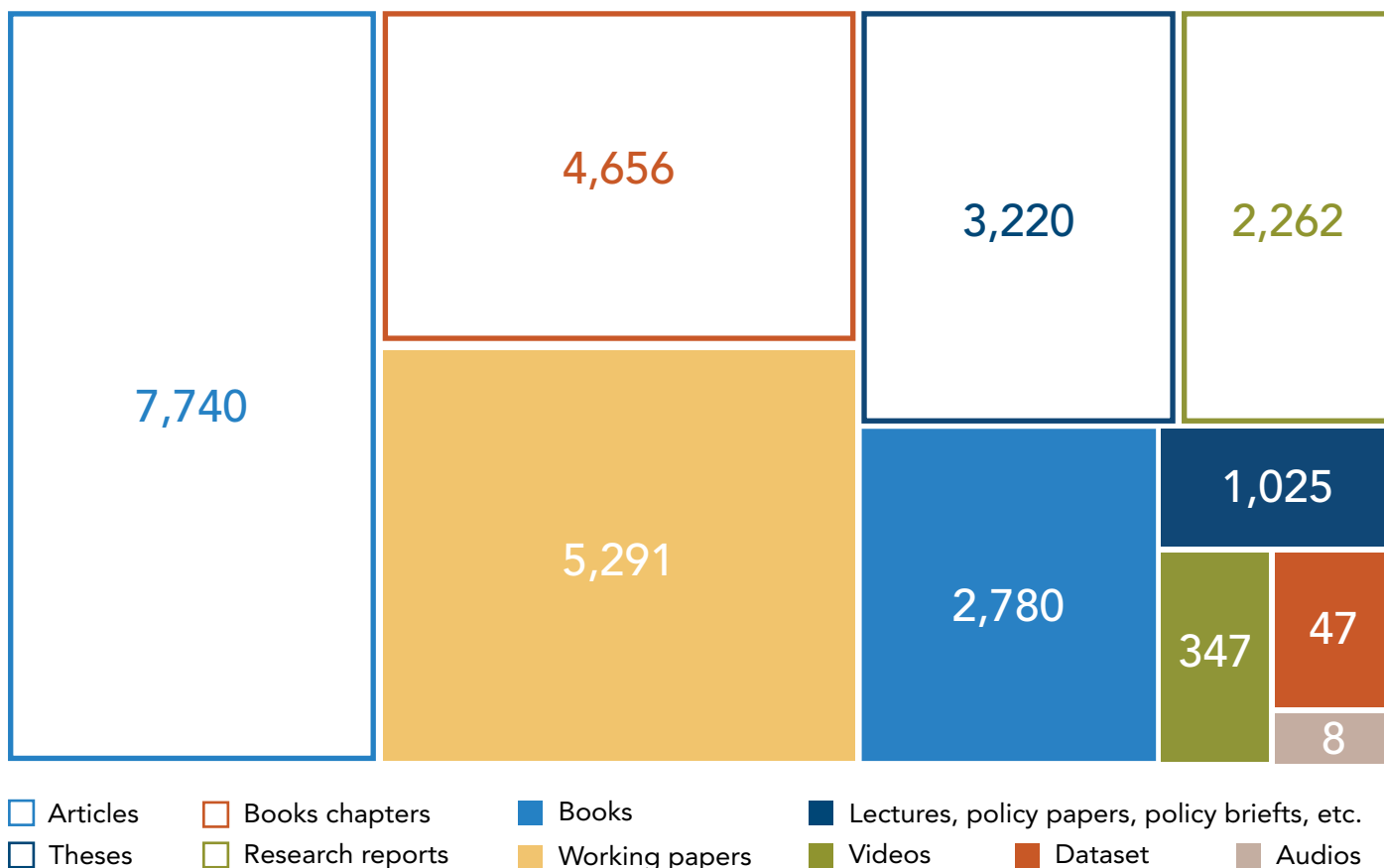
Total 2021: 1200

Open Access: 830 = 69 % (as measured today 2023) – 793 =66 % (as measured in 2022)

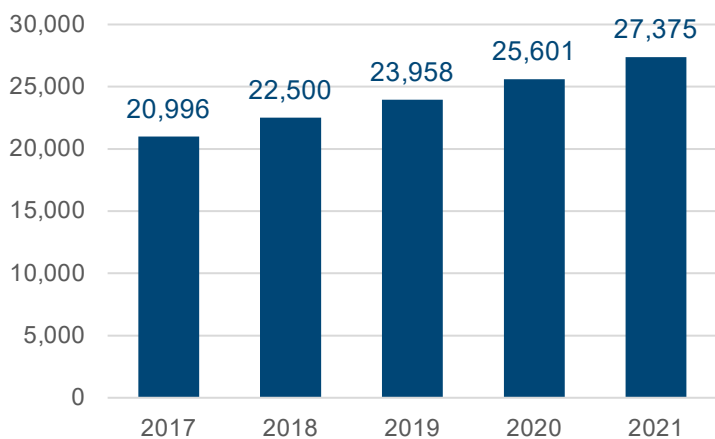
- Book (85)
- Thesis (97)
- Article (418)
- Contribution to book (122)
- Working Paper (150)
- Technical Report (118)
- Other (140)
- Dataset (16)

Cadmus

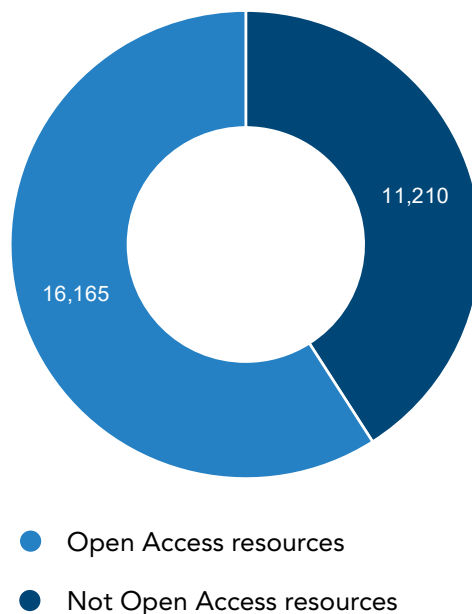
Cadmus by item type



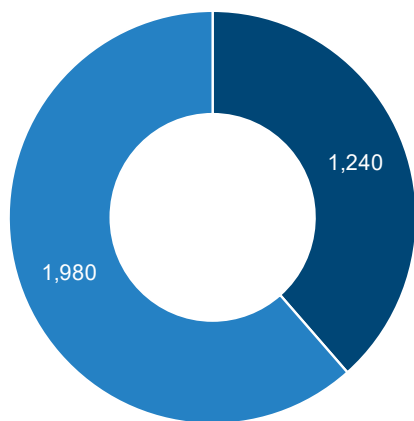
Total items in the repository



Open Access resources



Open access theses



- Open Access resources
- Not Open Access resources

Cadmus website

Average users per month

40,924

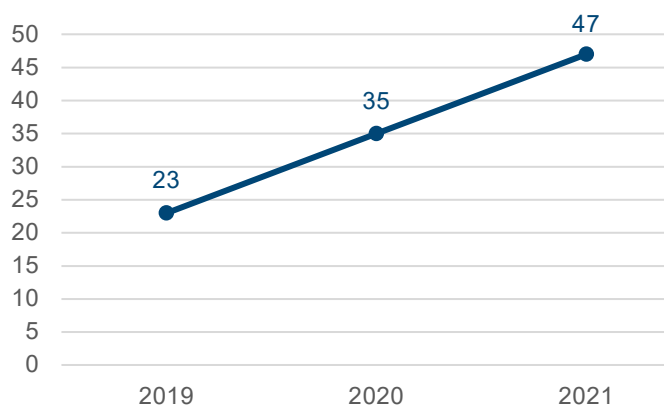
Average sessions per month

48,424

Average page views per month

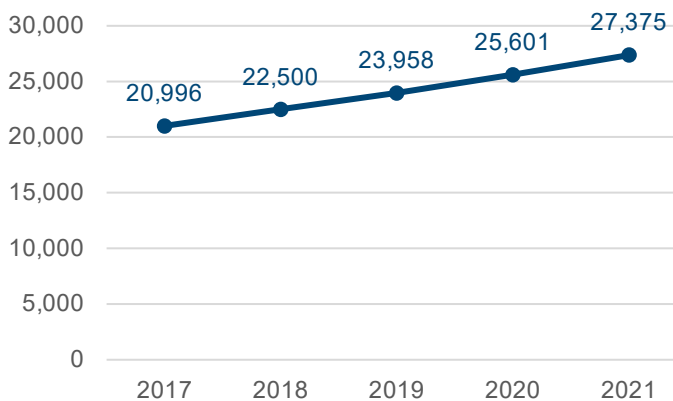
92,848

Datasets

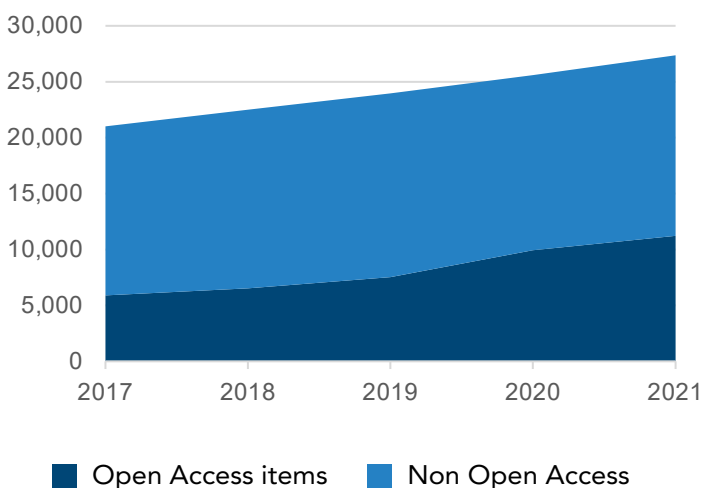


Evolution

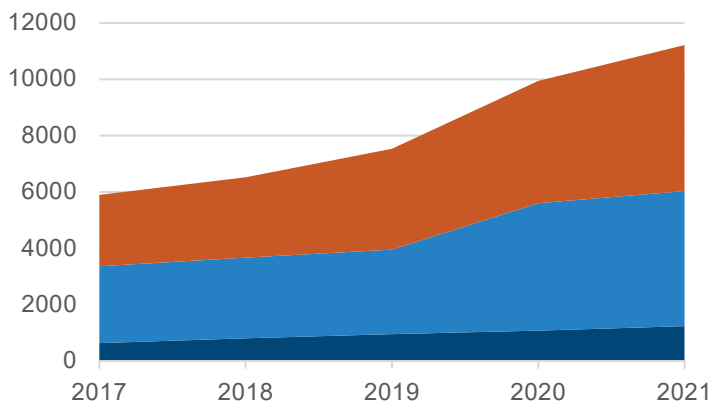
Total items



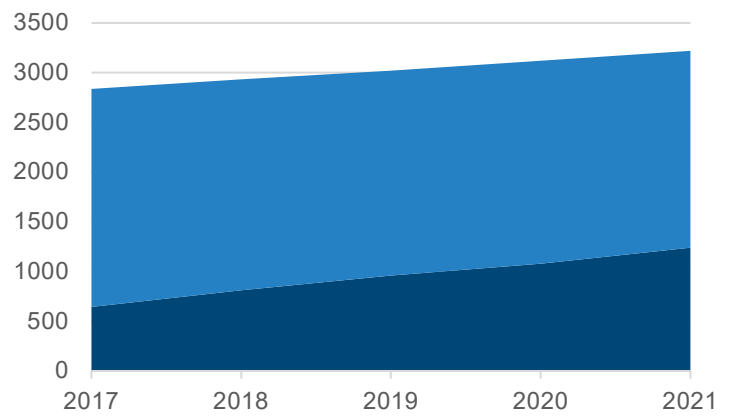
Total Open Access resources



Open Access records breakdown



Open Access theses



■ Open Access theses ■ Open Access working papers

■ Open Access theses ■ Non Open Access

■ Open Access research reports, book chapters, articles, research papers, etc.

Key performance indicators



Institutional repository -
Percentage of full-text open
access items on total items



Institutional repository -
Number of datasets available



Institutional repository -
Replenishment rate



Total items in the repository

6.

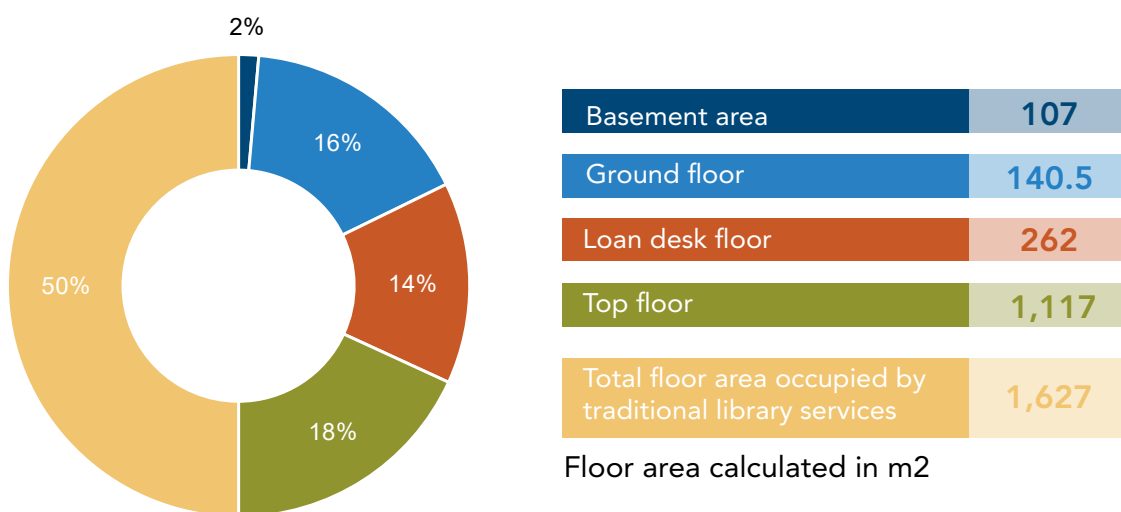
Spaces

Spaces

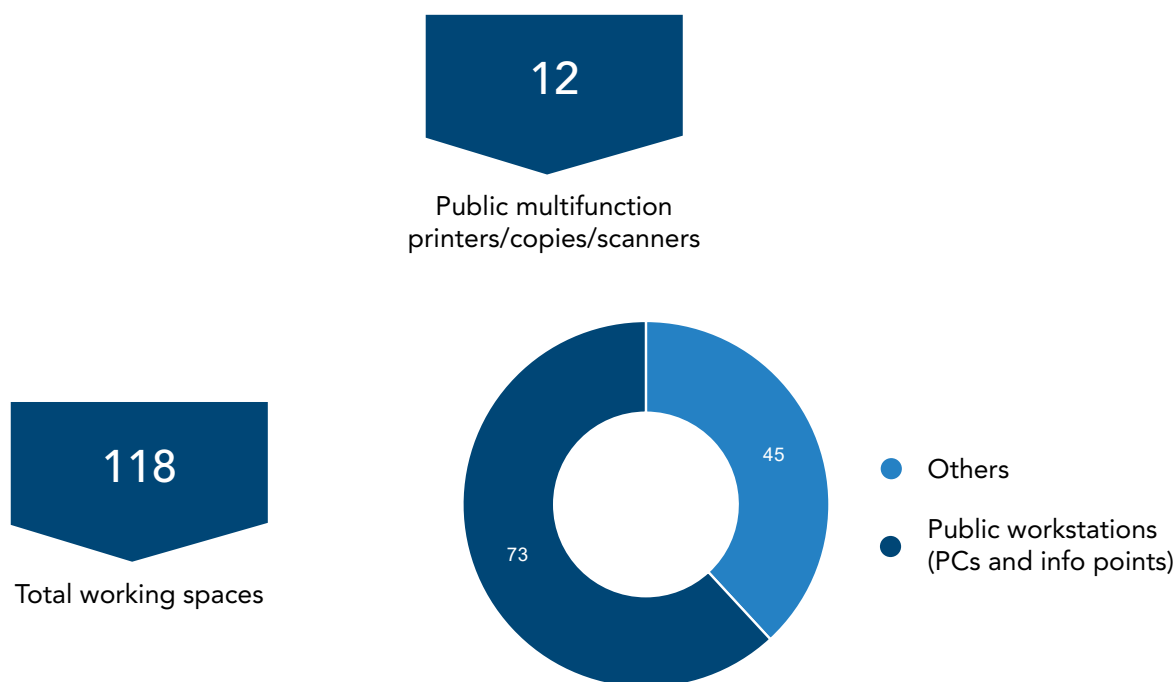
Library spaces were again impacted by the pandemic in 2021. Despite the need to regulate access to study rooms, the Library increased the number of workstations available by 73% (from 98 in 2020 to 170 in 2021).

The Library is doing everything that it can to enable users to work together in a safe and secure environment. To achieve this requires careful investment. One of the most pressing issues is the availability of remote storage space, which has declined for several reasons. This has required the Library to rationalise storage spaces and to move some items in storage temporarily.

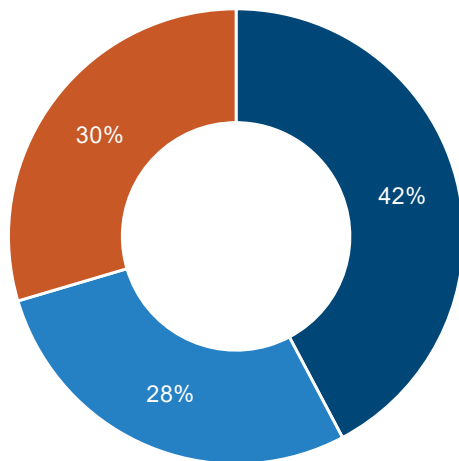
Library floor area



Multifunction machines, workstations and total work spaces



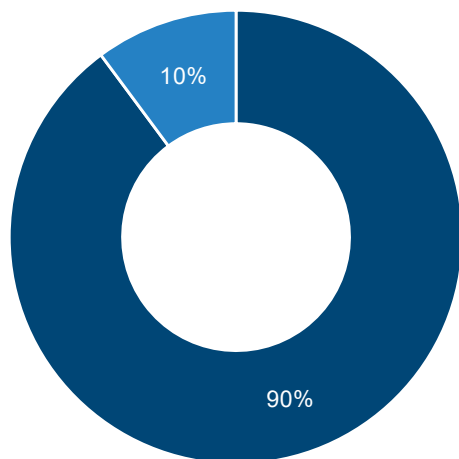
Storage floor area



Villa la Fonte - limonaia	300
Badia - upper cloister	200
Villa il Poggiolo	210
Total floor area occupied by separate storage	800

Floor area calculated in m2

Shelving



Open Access shelving	7,135
Storage shelving	807
Shelving total length	16,176

Length calculated in linear meters

Key performance indicators



Libr. Provision/Use -
FTE users per seat

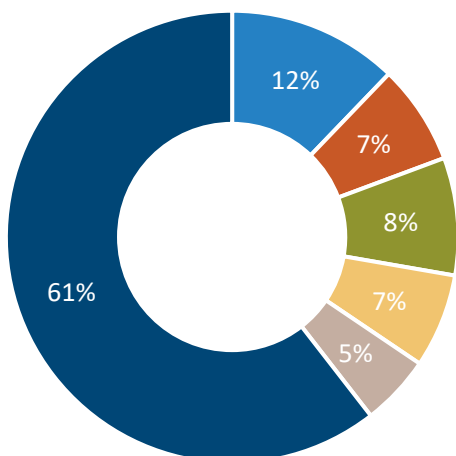


Libr. Provision/Use -
Gross floor area per FTE user

7. Survey

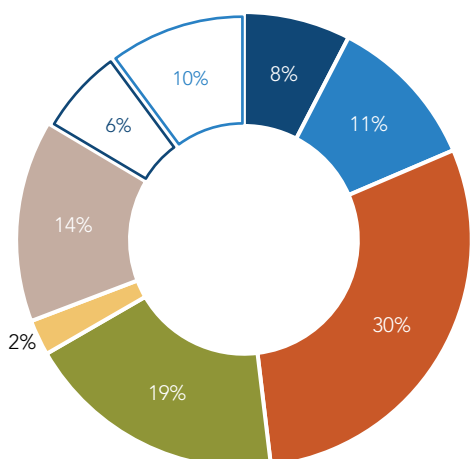
Library user survey results 2021

To which category do you belong?



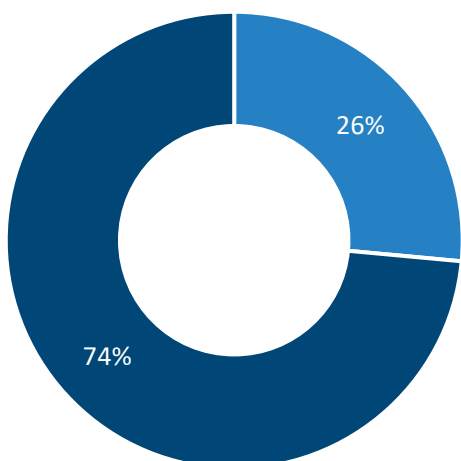
Researcher (or graduated within the last 6 months)	144
Administrative staff	29
Faculty Professor	17
Fellow	20
Master's student	16
Other academic staff	12

Please indicate your department



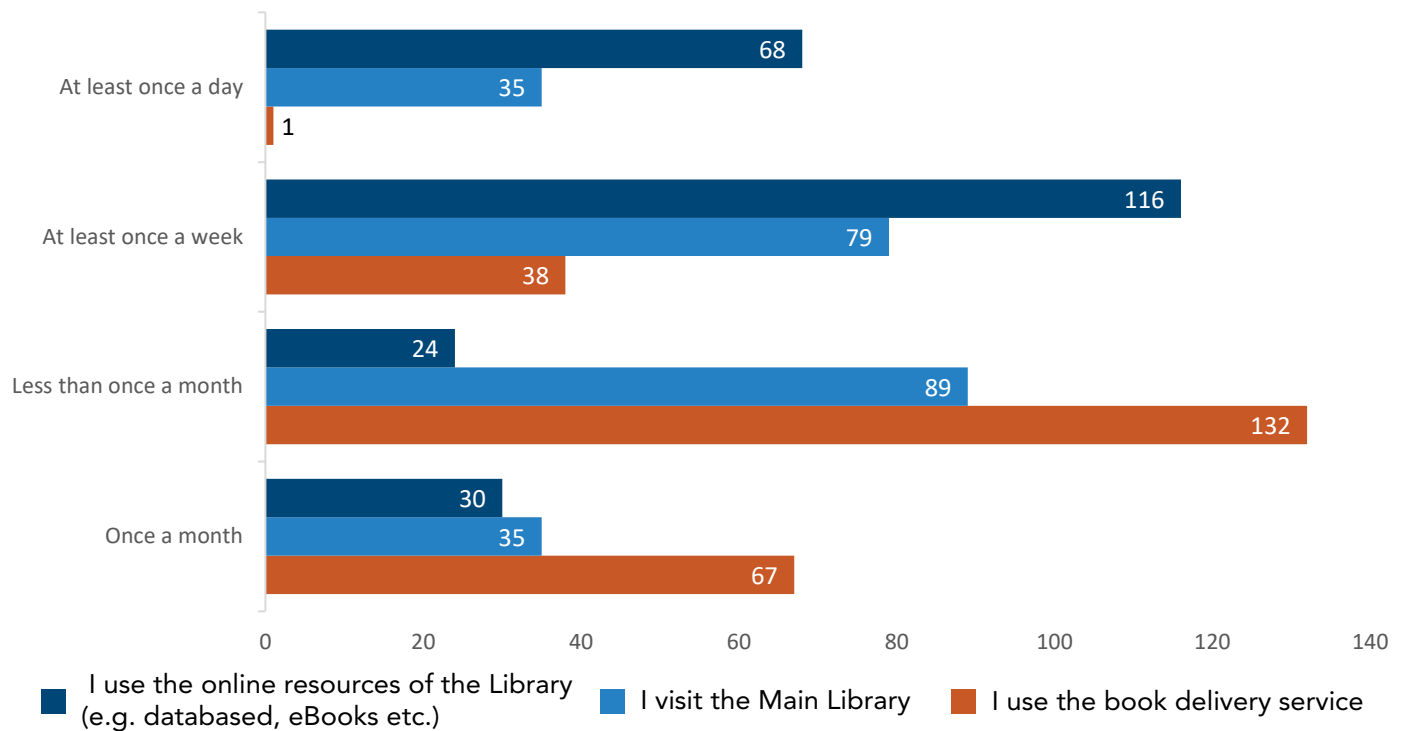
Administrative service	18
Economics	26
History and Civilisation	70
Law	44
Max Weber Programme	6
Political and Social Sciences	34
Robert Schuman Centre for Advanced Studies	15
School of Transnational Governance	24

How long have you been at the EUI?

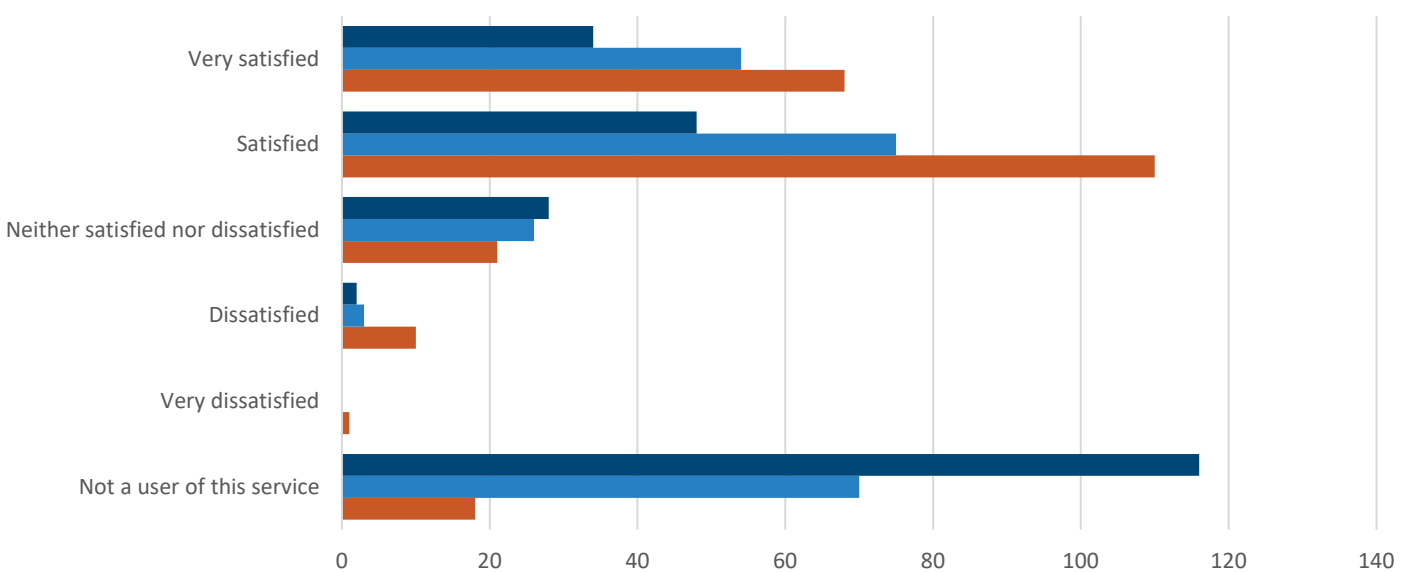


More than 1 year	175
Less than 1 year	63

On average, how often do you...?

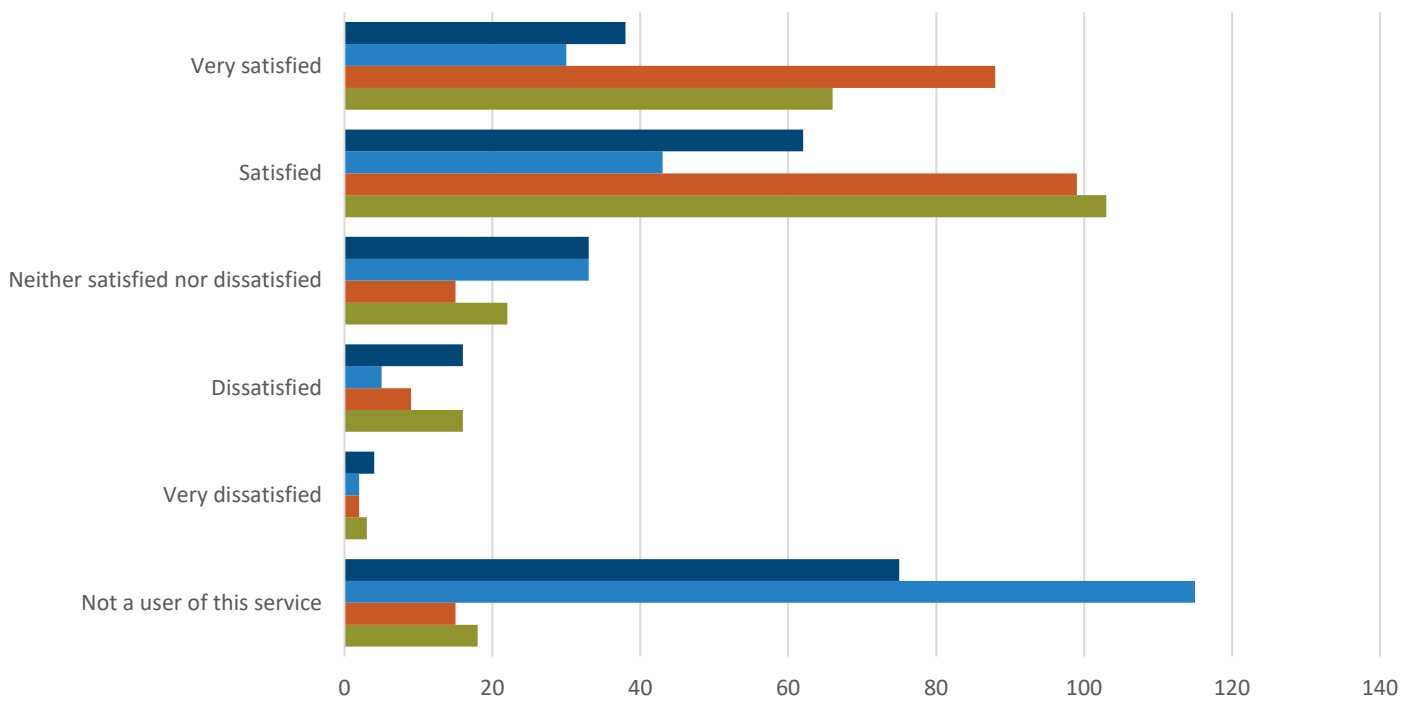


PRINT COLLECTIONS: How satisfied are you?



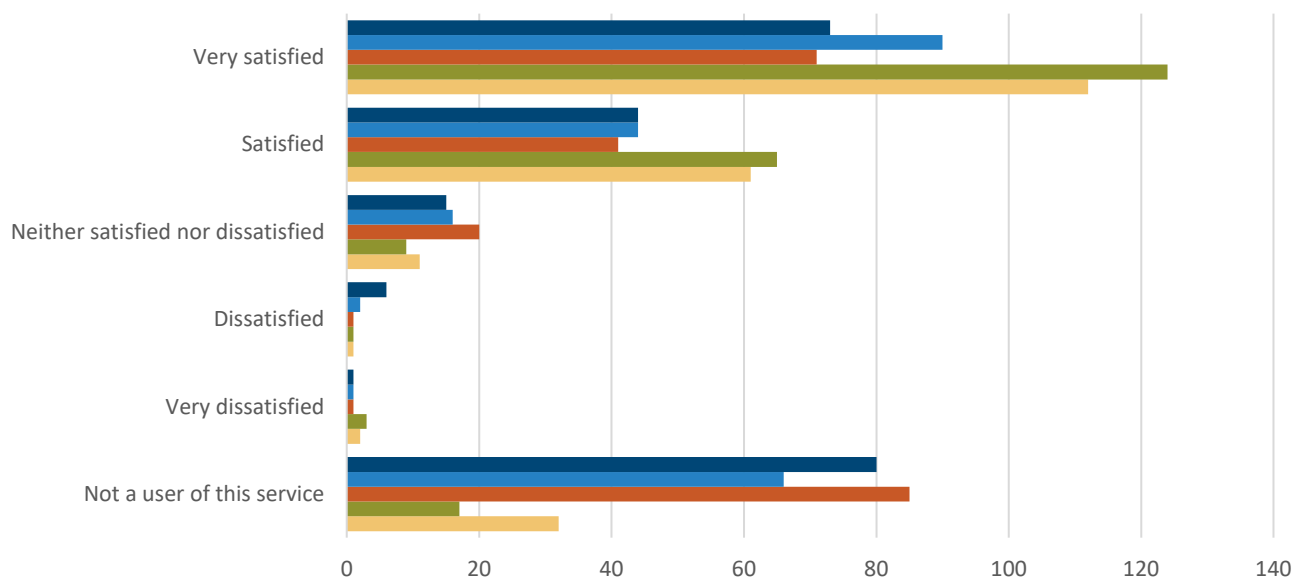
	Not a user of this service	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Reference	116		2	28	48	34
Journals	70		3	26	75	54
Books	18	1	10	21	110	68

ELECTRONIC COLLECTIONS: How satisfied are you?

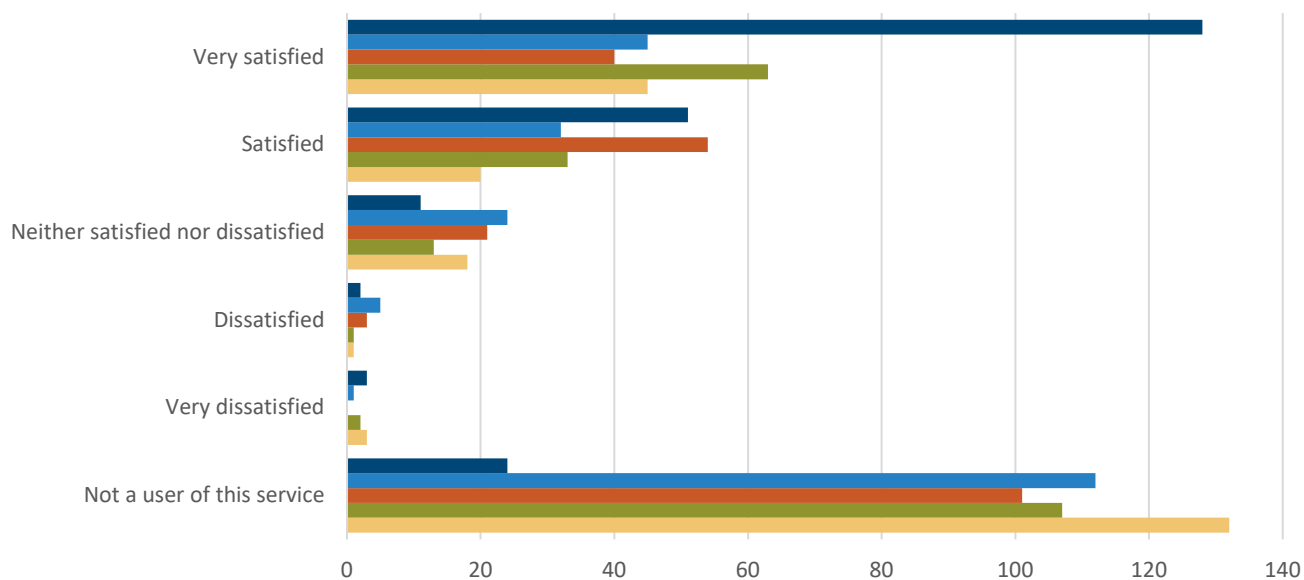


	Not a user of this service	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
■ Online newspapers	75	4	16	33	62	38
■ eData & statistics	115	2	5	33	43	30
■ eJournals	15	2	9	15	99	88
■ eBooks	18	3	16	22	103	66

LIBRARY SERVICES: How satisfied are you? - Services at the Library Entrance and Loan Desks

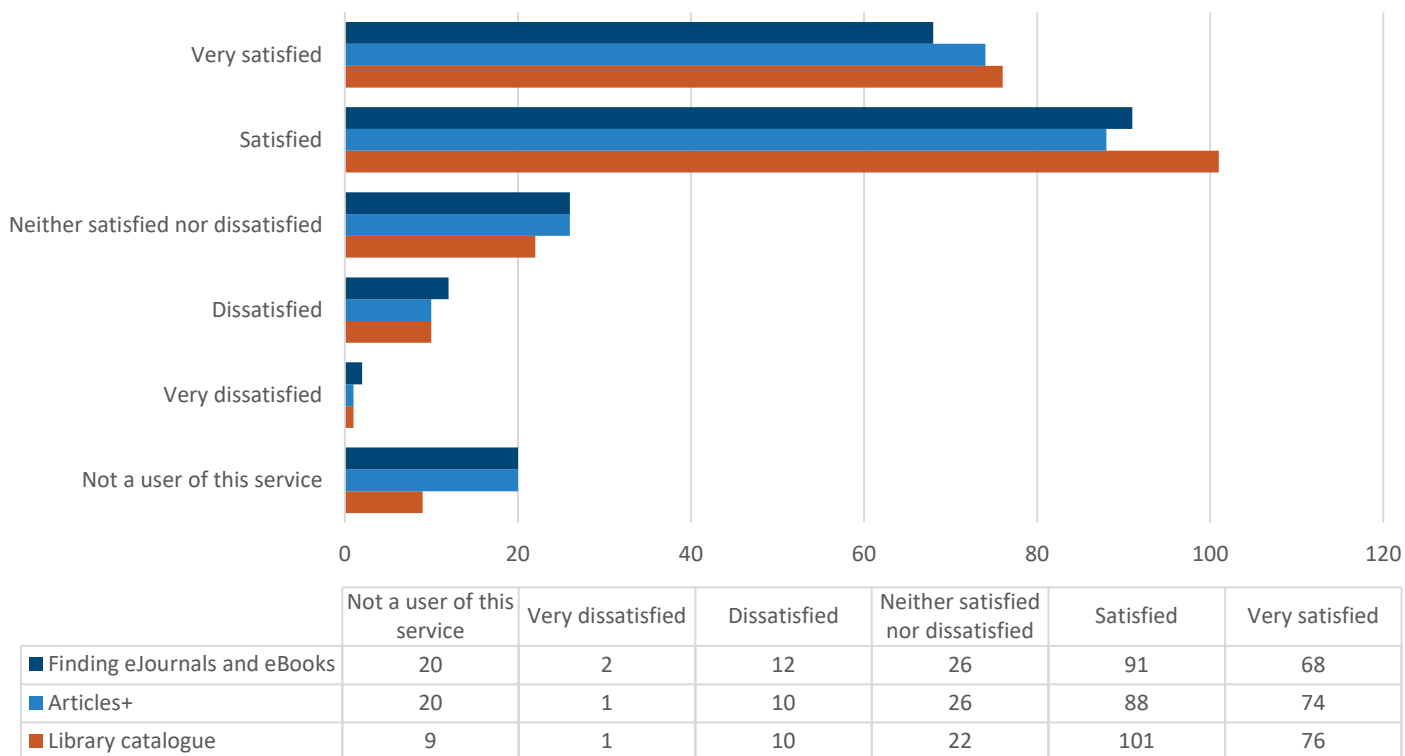


	Not a user of this service	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
■ Book purchase	80	1	6	15	44	73
■ Book delivery	66	1	2	16	44	90
■ Interlibrary loan	85	1	1	20	41	71
■ Borrowing & renewals	17	3	1	9	65	124
■ Services at the Library Entrance and Loan Desks	32	2	1	11	61	112

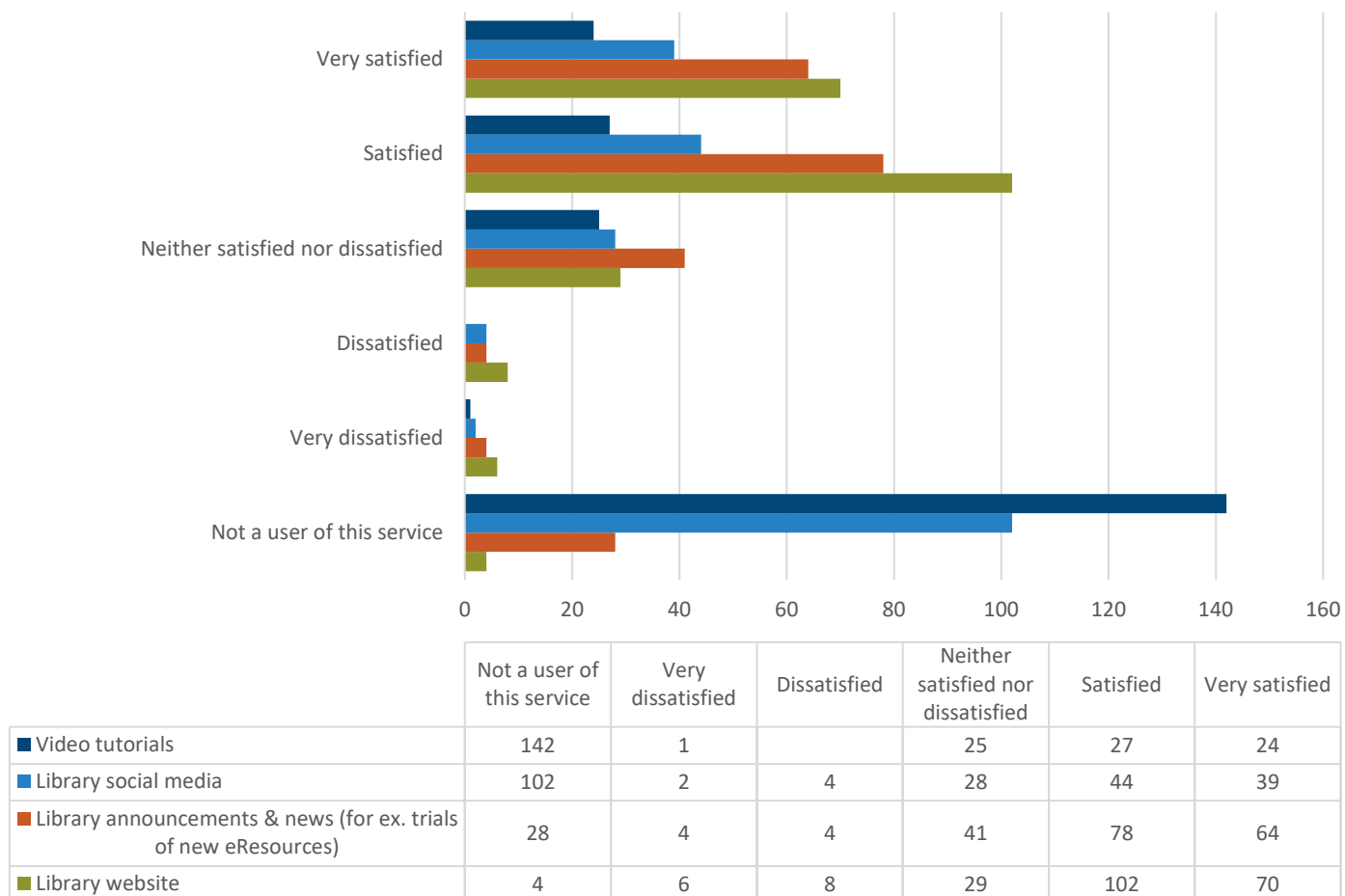


	Not a user of this service	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
■ Helpfulness of Library staff	24	3	2	11	51	128
■ eResources troubleshooting (e.g. Access problem form)	112	1	5	24	32	45
■ Library introductions & courses	101	0	3	21	54	40
■ Assistance in finding specific material	107	2	1	13	33	63
■ Scanning service offered by Library staff	132	3	1	18	20	45

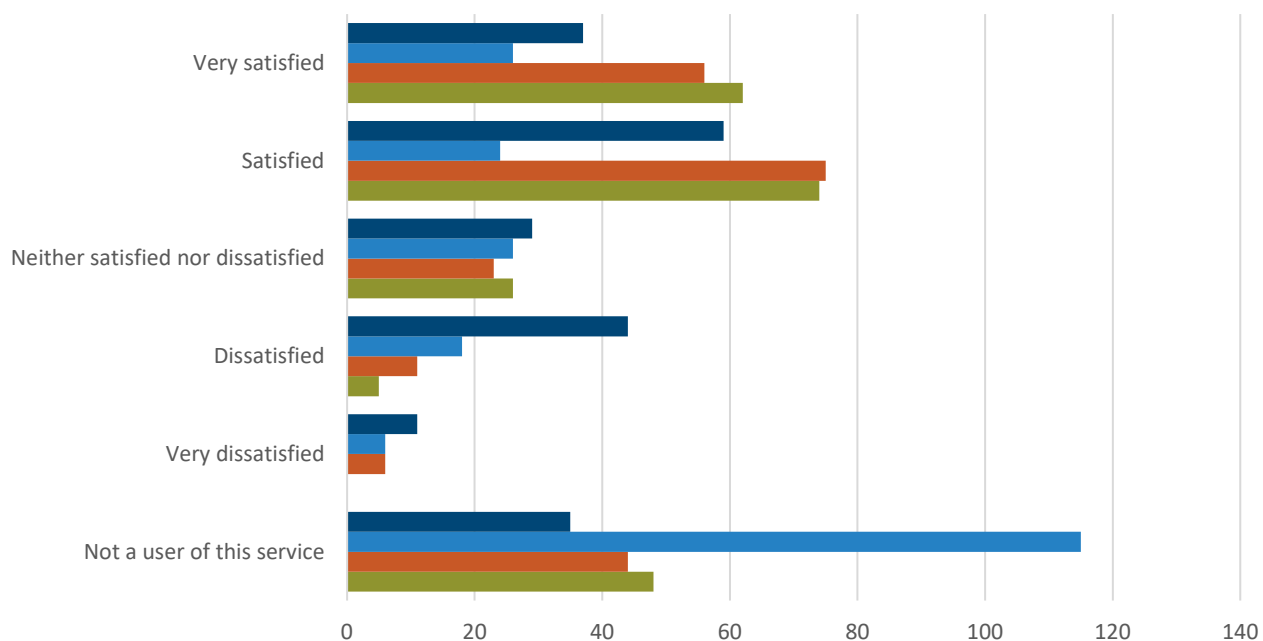
LIBRARY RESOURCES: How satisfied are you?



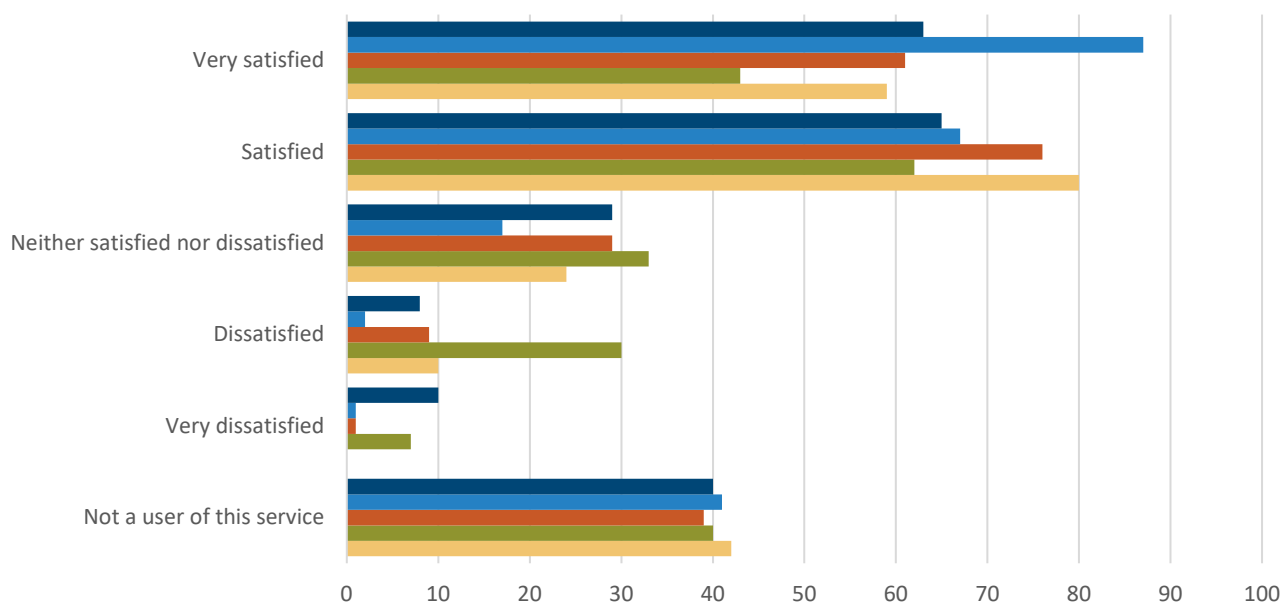
LIBRARY INFORMATION AND COMMUNICATION: How satisfied are you?



LIBRARY ENVIRONMENT: How satisfied are you?

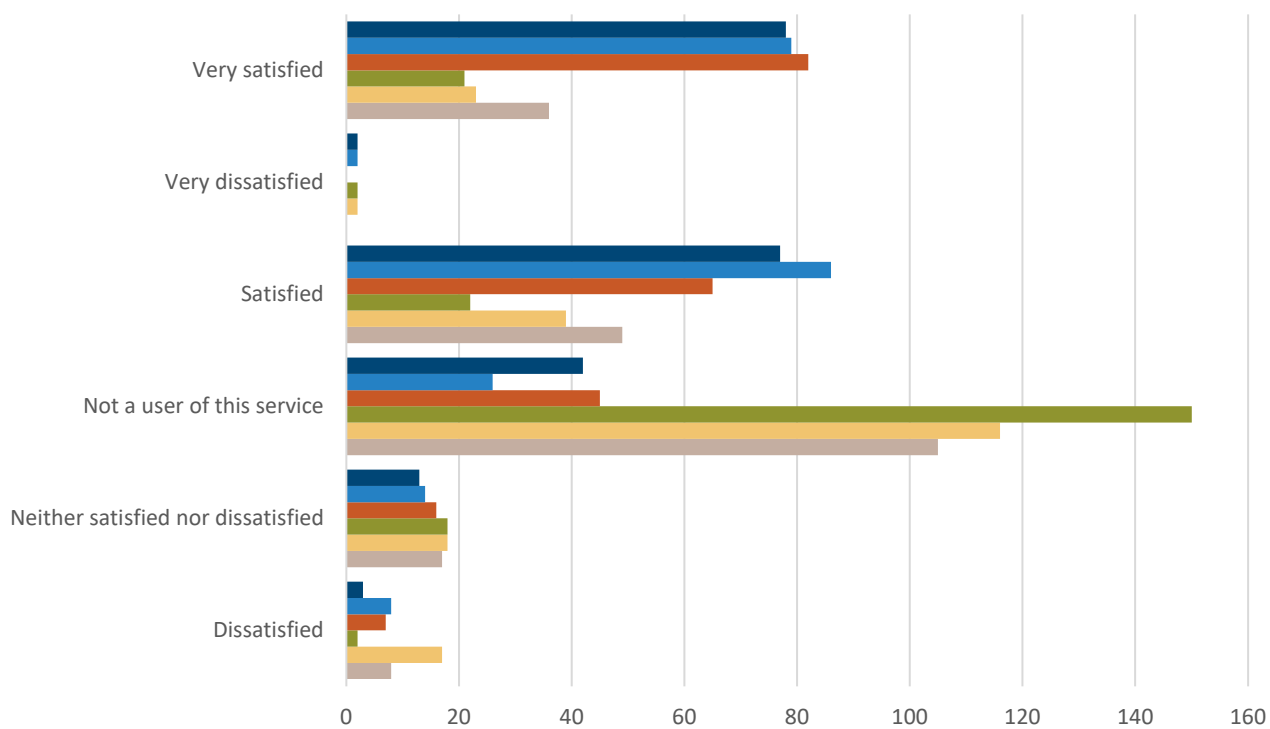


	Not a user of this service	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
■ Opening hours	35	11	44	29	59	37
■ Discussion room	115	6	18	26	24	26
■ Study places (including allocation and safety)	44	6	11	23	75	56
■ Order of books on shelves	48	0	5	26	74	62



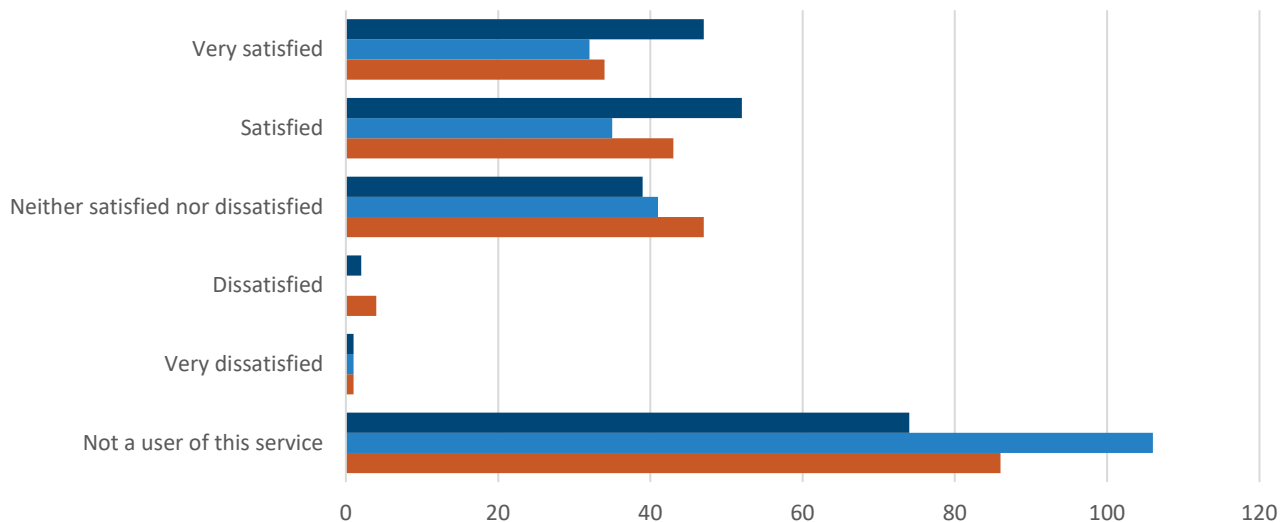
	Not a user of this service	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
■ COVID safety (mask wearing, hygiene, etc.)	40	10	8	29	65	63
■ Cleanliness	41	1	2	17	67	87
■ Lighting	39	1	9	29	76	61
■ Heating & air conditioning	40	7	30	33	62	43
■ Silence	42	0	10	24	80	59

EQUIPMENT AND NETWORK: How satisfied are you?



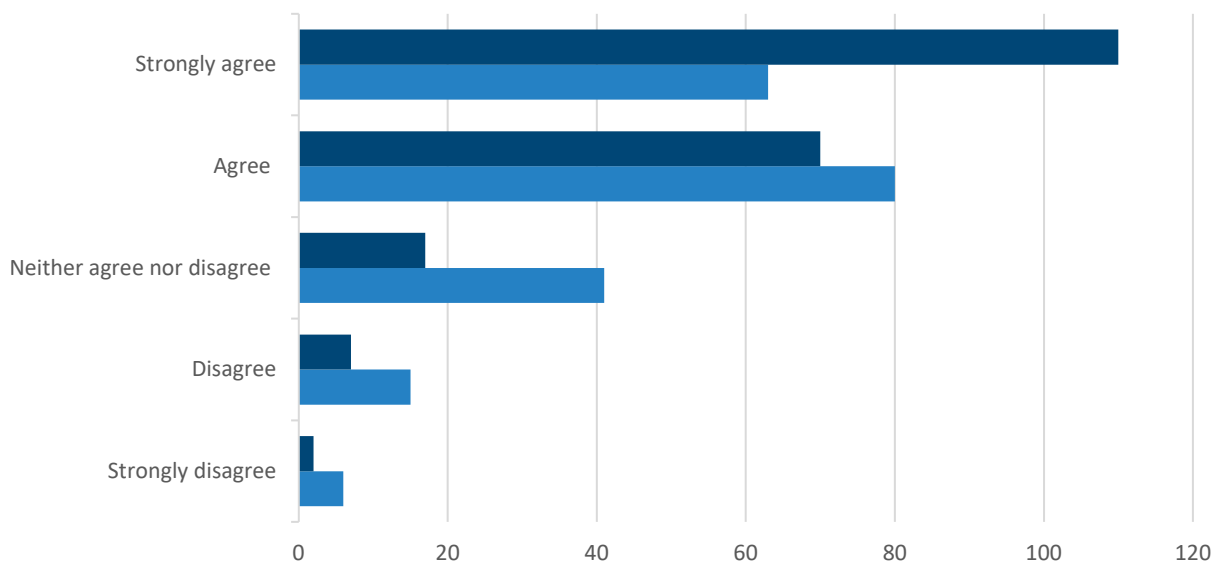
	Dissatisfied	Neither satisfied nor dissatisfied	Not a user of this service	Satisfied	Very dissatisfied	Very satisfied
■ Copying, printing & scanning	3	13	42	77	2	78
■ Off-campus access to eResources	8	14	26	86	2	79
■ Wi-Fi connection in the Library	7	16	45	65		82
■ Accessibility of PCs in the Library (disability-friendly)	2	18	150	22	2	21
■ Availability of screens in the Library (HDMI)	17	18	116	39	2	23
■ Availability of PCs in the Library	8	17	105	49		36

CADMUS, THE EUI RESEARCH REPOSITORY AND OPEN ACCESS: How satisfied are you?



	Not a user of this service	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
■ EUI Open Access Policy	74	1	2	39	52	47
■ ORCID service and support	106	1		41	35	32
■ Cadmus: content organisation and search functionalities	86	1	4	47	43	34

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



	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
■ Overall, the Library provides a good service to me	2	7	17	70	110
■ Overall, the Library collection fits my research needs	6	15	41	80	63

APPENDIX A: User satisfaction rating of Library services by percentage

A User Satisfaction Survey was distributed via email to all EUI members from 2-16 December 2021. 238 surveys were received, a response rate of 15%. More than two-thirds of respondents were researchers or research fellows (68.9%). 7.1% were EUI faculty. The survey was intended to collect information about how well Library services are meeting the needs of EUI members; to help improve Library services to meet those needs (e.g., collection development); and to support community engagement. The survey questions asked members about the Library environment and physical spaces, services to end users, the institutional repository, and the electronic collections. Numerous actions to address the survey results were developed and implemented by the Library

Category	Service	Very satisfied (%)	Satisfied (%)	Neither satisfied nor dissatisfied (%)	Dissatisfied (%)	Very dissatisfied (%)	Not a user of this service (%)
Print collections	Books	29.82	48.25	9.21	4.39	0.44	7.89
Print collections	Journals	23.68	32.90	11.40	1.32	0.00	30.70
Print collections	Reference (Encyclopaedias, Dictionaries)	14.91	21.05	12.28	0.88	0.00	50.88
Electronic collections	eBooks	28.95	45.17	9.65	7.02	1.32	7.89
Electronic collections	eJournals	38.59	43.42	6.58	3.95	0.88	6.58
Electronic collections	eData & statistics	13.16	18.86	14.47	2.19	0.88	50.44
Electronic collections	Online newspapers	16.67	27.19	14.47	7.02	1.75	32.90
Library services	Book purchase	33.33	20.09	6.85	2.74	0.46	36.53
Library services	Book delivery	41.10	20.09	7.3	0.91	0.46	30.14
Library services	Interlibrary loan	32.42	18.72	9.13	0.46	0.46	38.81
Library services	Borrowing & renewals	56.62	29.68	4.11	0.46	1.37	7.76
Library services	Services at the Library Entrance and Loan Desks	51.14	27.85	5.02	0.47	0.91	14.61
Library services	Helpfulness of Library staff	58.45	23.29	5.02	0.91	1.37	10.96
Library services	eResources troubleshooting (e.g. Access problem form)	20.55	14.61	10.96	2.28	0.46	51.14
Library services	Library introductions & courses	18.26	24.66	9.59	1.37	0.00	46.12
Library services	Assistance in finding specific material	28.77	15.07	5.93	0.46	0.91	48.86
Library services	Scanning service offered by Library staff	20.55	9.13	8.22	0.46	1.37	60.27
Library resources	Library catalogue	34.70	46.12	10.05	4.56	0.46	4.11

Category	Service	Very satisfied (%)	Satisfied (%)	Neither satisfied nor dissatisfied (%)	Dissatisfied (%)	Very dissatisfied (%)	Not a user of this service (%)
Library resources	Articles+	33.79	40.18	11.87	4.57	0.46	9.13
Library resources	Finding eJournals and eBooks	31.05	41.55	11.87	5.49	0.91	9.13
Library information and communication	Video tutorials	10.96	12.33	11.41	0.00	0.46	64.84
Library information and communication	Library social media	17.81	20.09	12.79	1.83	0.91	46.57
Library information and communication	Library announcements & news (for ex. trials of new eResources)	29.22	35.62	18.72	1.83	1.83	12.78
Library information and communication	Library website	31.96	46.58	13.24	3.65	2.74	1.83
Library environment	Opening hours	17.21	27.44	13.49	20.46	5.12	16.28
Library environment	Discussion room	12.09	11.16	12.09	8.37	2.79	53.5
Library environment	Study places (including allocation and safety)	26.05	34.88	10.7	5.12	2.79	20.46
Library environment	Order of books on shelves	28.84	34.42	12.09	2.33	0.00	22.32
Library environment	COVID safety (mask wearing, hygiene, etc.)	29.30	30.23	13.5	3.72	4.65	18.60
Library environment	Cleaniness	40.47	31.16	7.91	0.93	0.46	19.07
Library environment	Lighting	28.37	35.35	13.49	4.19	0.46	18.14
Library environment	Heating & air conditioning	20.00	28.84	15.35	13.95	3.26	18.6
Library environment	Silence	27.44	37.22	11.16	4.65	0.00	19.53
Equipment and network	Copying, printing & scanning	36.28	35.81	6.05	1.4	0.93	19.53
Equipment and network	Off-campus access to eResources	36.75	40.00	6.51	3.72	0.93	12.09
Equipment and network	Wi-Fi connection in the Library	38.14	30.23	7.44	3.26	0.00	20.93
Equipment and network	Accessibility of PCs in the Library (disability-friendly)	9.77	10.23	8.37	0.93	0.93	69.77
Equipment and network	Availability of screens in the Library (HDMI)	10.70	18.14	8.37	7.91	0.93	53.95
Equipment and network	Availability of PCs in the Library	16.74	22.79	7.91	3.72	0.00	48.84
Cadmus, the EUI repository and Open Access	Cadmus: content organisation and search functionalities	15.81	20.00	21.86	1.86	0.47	40.00
Cadmus, the EUI repository and Open Access	ORCID service and support	14.88	16.28	19.07	0.00	0.47	49.30
Cadmus, the EUI repository and Open Access	EUI Open Access Policy	21.86	24.19	18.14	0.93	0.46	34.42

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