

LibPortal Project JISC/LISU

for LISU use only

Survey A

Further/Higher Education Libraries with commercially supplied library portals.

- 1.1 Name of library and institution:
- 1.2 Your job title:
- 1.3 Your email address:

Commercial system purchased

2.1 Please state the name of the system purchased:

2.2 Is the supplier the same supplier as that of your library management system?

2.3 What were the factors in choosing the system you purchased?

please indicate all that apply, with X

- 1 Supplier's reputation
- 2 Supplier offered taxonomic support
- 3 Vendor's ability to tailor portal to library's requirements
- 4 Commercial system offers 'after-sales' support and advice
- 5 Athens compliant
- 6 Interoperability with other local systems
- 7 Reliable security for stored data
- 8 Product offered value for money in price and pricing model
- 9 Other (please state below)

2.4 Out of the factors listed above, which were the top three factors for your final choice (please give the item number).

1st 2nd 3rd

2.5 Does the system supplier require the library to advertise its 'brand name' on the portal?

2.6 Were you satisfied with the supplier's licensing terms for your library portal?

If No, what were the problems you encountered?

Technical issues

3.1 Does the portal integrate with:

- JISC network services/resources
- Current or planned Institutional Portal/Content Management System (CMS)?
- Current or planned Managed Learning Environments (MLEs) and Virtual Learning Environments (VLEs)?

3.2 Did the library encounter any technical issues during the implementation of the portal?

If Yes, please state briefly what these were

3.3 Did the library encounter any administrative or bureaucratic issues during the implementation of the portal?

If Yes, please state briefly what these were

3.4 Does the portal have further password protected access (eg Athens) to certain resources beyond the initial log-in?

3.5 Any other comments:

Perceived benefits of a library portal

4.1 What do you see as the benefits of having a separate library portal? *please indicate all that apply, with X*

- 1 One point of access to all library services and resources
- 2 Allows teaching staff to direct students to useful resources more easily
- 3 To improve navigation of library resources
- 4 To improve access to scholarly and educational web based sources
- 5 To enable customisation of research tools by users
- 6 To provide more efficient access to e-resources
- 7 Enables cross-database searching
- 8 Improved service delivery
- 9 Keeping up with other higher education institutions
- 10 Other (*please state below*)

4.2 Out of the benefits listed above, which do you see as being the three most beneficial in order of merit? (*please give the item number*).

1st 2nd 3rd

4.3 Any other comments:

4.4 Who chooses the key features of your library portal? *please indicate all that apply, with X*

- Collection development officers
- Committee designated to select key features of library portal
- A bibliographer
- Committee or working group responsible for setting up and implementing the portal
- Academic librarians
- Learning Resource Centre Manager
- University / College librarian
- Other library staff
- Other (*please state below*)

4.5 Any other comments:

4.6 How frequently is the content of the library portal reviewed? (*please indicate with X*)

Weekly Monthly Quarterly
 Never Other *please state*

Scale of development

5.1 Does your library portal provide access to the following?

please indicate all that apply, with X

- | | | | |
|---|--------------------------|--|--------------------------|
| Library catalogue | <input type="checkbox"/> | Reading lists | <input type="checkbox"/> |
| Teaching materials | <input type="checkbox"/> | Facility to check items on loan | <input type="checkbox"/> |
| Self reservations | <input type="checkbox"/> | Facility to pay library fines on-line | <input type="checkbox"/> |
| Campus information | <input type="checkbox"/> | Email | <input type="checkbox"/> |
| On-line subscription reference material | <input type="checkbox"/> | E-journals | <input type="checkbox"/> |
| E-books | <input type="checkbox"/> | Full-text | <input type="checkbox"/> |
| Databases | <input type="checkbox"/> | Special Collection materials | <input type="checkbox"/> |
| Locally digitised materials | <input type="checkbox"/> | Other institution's library catalogues | <input type="checkbox"/> |
| Web sites relevant to course/curriculum | <input type="checkbox"/> | Other web sites 'of interest' | <input type="checkbox"/> |
| Other | <input type="checkbox"/> | <i>please state</i> | <input type="text"/> |

Portal functionality

6.1 Which of these features, if any, does your library portal provide?

please indicate all that apply, with X

- Submission of on-line reference questions
- Cross database searching
- Sets search limits, such as publication date
- Sorts search results
- Saves search results
- Linking to full-text
- Linking to library record and availability in library
- Bibliographic reference management, e.g. ProQuest, Reference Manager
- De-duplication (of identical references retrieved from databases)
- Offers subject browsing
- Inter Library loan requests
- Remote retrieval of locally held materials, to be held for the user at a service point
- Email alerts (to new articles/research)
- Management and performance data
- None of the above
- Other (*please state below*)

6.2 Are there any developments or enhancements you would like to add to the current library portal? (*please state briefly*)

Promotion and Impact

7.1 How do you promote the library portal?

please indicate all that apply, with X

- 1 Library pages
- 2 Flyers, posters, other printed material
- 3 Induction sessions in library
- 4 Other user education sessions
- 5 Via the institution's home page
- 6 Email/Electronic notice-board
- 7 Other (*please state below*)

7.2 Please state which of the above has proved to be the most effective in promoting the use of the library portal. (*please give the item number*).

1st 2nd 3rd

7.3 Do you promote any section of the portal more than another?

If yes, please state which

7.4 Do you prioritise the promotion of the library portal to any particular group? (please indicate as many as applicable)

please indicate all that apply, with X

- All Students
- All staff
- Research students
- Academic staff
- Research staff
- Alumni
- None of these
- Other

please state

7.5 Why have you chosen this group(s) to prioritise promotion?

7.6 How do you measure the impact of the library portal on the users?

please indicate all that apply, with X

- 1 Usage statistics
- 2 User surveys
- 3 Informal feedback
- 4 Focus groups
- 5 Interviews with users
- 6 Transaction tracking
- 7 Other

please state

7.7 Which of the above methods most effectively demonstrate the impact of the library portal? (please give item number)

1st 2nd 3rd

Training

8.1 What type of training do you offer for use of the library portal?

please indicate all that apply, with X

- On-line tutorial
- Sessions in library, face-to-face
- Leaflet/guide available
- Other

please state

Follow up to this survey

9.1 Would you be willing to participate in a short **telephone interview** in which we obtained further details of your library portal and its implementation?

If yes, please provide a daytime telephone number:

9.2 Would you be willing to participate in a **focus group** on library portals which will probably take place one morning or afternoon in November 2003? This will include discussion of technical and implementation issues, integration with other local systems and the impact of the portal on learning and teaching.

9.3 Do you have any general comments about library portals?

Thank you for taking the time to complete this questionnaire. Please ensure your email address is at the top of the questionnaire.

Please return as an email attachment to: lisu@lboro.ac.uk

Alternatively, you may print a copy, and post it to LISU, Loughborough University, Loughborough, LE11 3TU or fax to 01509 223072

Any enquiries to: Yvonne Hamblin tel: 01509 222177
email: y.c.hamblin@lboro.ac.uk

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Survey B

Further & Higher Education Libraries with library portal/electronic library created in-house.

1.1 Name of library and institution:

1.2 Your job title:

1.3 Your email address:

Library portal produced in house

2.1 Why was the decision taken to produce a library portal in-house?

please indicate all that apply, with X

- 1 Commercial system too expensive
- 2 Commercial system too sophisticated for our requirements
- 3 Decision taken to expand library web site
- 4 Technical expertise and support available in-house to enable development
- 5 Other (please state below)

2.2 Please indicate which was the most relevant in making your decision (please give the item number).

1st

2nd

3rd

2.3 Any other comments:

Technical issues

3.1 Does the portal integrate with:

- JISC network services/resources
- Current or planned Institutional Portal/Content Management System (CMS)?
- Current or planned Managed Learning Environments (MLEs) and Virtual Learning Environments (VLEs)?

3.2 Did the library encounter any technical issues during the implementation of the portal?

If Yes, please state briefly what these were

3.3 Did the library encounter any administrative or bureaucratic issues during the implementation of the portal?

If Yes, please state briefly what these were

3.4 Does the portal have further password protected access (eg Athens) to certain resources beyond the initial log-in?

3.5 Any other comments:

Perceived benefits of a library portal

4.1 What do you see as the benefits of having a separate library portal? *please indicate all that apply, with X*

- 1 One point of access to all library services and resources
- 2 Allows teaching staff to direct students to useful resources more easily
- 3 To improve navigation of library resources
- 4 To improve access to scholarly and educational web based sources
- 5 To enable customisation of research tools by users
- 6 To provide more efficient access to e-resources
- 7 Enables cross-database searching
- 8 Improved service delivery
- 9 Keeping up with other institutions
- 10 Other (please state below)

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4.2 Out of the benefits listed above, which do you see as being the three most beneficial in order of merit? (please give the item number).

1st 2nd 3rd

4.3 Any other comments:

4.4 Who chooses the key features of your library portal? *please indicate all that apply, with X*

- Collection development officers
- Committee designated to select key features of library portal
- A bibliographer
- Committee or working group responsible for setting up and implementing the portal
- Academic librarians
- Learning Resource Centre Manager
- University / College librarian
- Other library staff
- Other (please state below)

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<input type="checkbox"/>
<input type="checkbox"/>

4.5 Any other comments:

4.6 How frequently is the content of the library portal reviewed? (please indicate with X)

Weekly Monthly Quarterly
 Never Other *please state*

Scale of development

5.1 Does your library portal provide access to the following?

please indicate all that apply, with X

- | | | | |
|---|--------------------------|--|--------------------------|
| Library catalogue | <input type="checkbox"/> | Reading lists | <input type="checkbox"/> |
| Teaching materials | <input type="checkbox"/> | Facility to check items on loan | <input type="checkbox"/> |
| Self reservations | <input type="checkbox"/> | Facility to pay library fines on-line | <input type="checkbox"/> |
| Campus information | <input type="checkbox"/> | Email | <input type="checkbox"/> |
| On-line subscription reference material | <input type="checkbox"/> | E-journals | <input type="checkbox"/> |
| E-books | <input type="checkbox"/> | Full-text | <input type="checkbox"/> |
| Databases | <input type="checkbox"/> | Special Collection materials | <input type="checkbox"/> |
| Locally digitised materials | <input type="checkbox"/> | Other institution's library catalogues | <input type="checkbox"/> |
| Web sites relevant to course/curriculum | <input type="checkbox"/> | Other web sites 'of interest' | <input type="checkbox"/> |
| Other | <input type="checkbox"/> | <i>please state</i> | <input type="text"/> |

Portal functionality

6.1 Which of these features, if any, does your library portal provide?

please indicate all that apply, with X

- Submission of on-line reference questions
- Cross database searching
- Sets search limits, such as publication date
- Sorts search results
- Saves search results
- Linking to full-text
- Linking to library record and availability in library
- Bibliographic reference management, e.g. ProQuest, Reference Manager
- De-duplication (of identical references retrieved from databases)
- Offers subject browsing
- Inter Library loan requests
- Remote retrieval of locally held materials, to be held for the user at a service point
- Email alerts (to new articles/research)
- Management and performance data
- None of the above
- Other (*please state below*)

6.2 Are there any developments or enhancements you would like to add to the current library portal? (*please state briefly*)

Promotion and Impact

7.1 How do you promote the library portal?

please indicate all that apply, with X

- 1 Library pages
- 2 Flyers, posters, other printed material
- 3 Induction sessions in library
- 4 Other user education sessions
- 5 Via the institution's home page
- 6 Email/Electronic notice-board
- 7 Other (*please state below*)

7.2 Please state which of the above has proved to be the most effective in promoting the use of the library portal. (*please give the item number*).

1st 2nd 3rd

7.3 Do you promote any section of the portal more than another?

If yes, please state which

7.4 Do you prioritise the promotion of the library portal to any particular group?

please indicate all that apply, with X

- All Students
- All staff
- Research students
- Academic staff
- Research staff
- Alumni
- None of these
- Other

please state

7.5 Why have you chosen this group(s) to prioritise promotion?

7.6 How do you measure the impact of the library portal on the users?

please indicate all that apply, with X

- 1 Usage statistics
- 2 User surveys
- 3 Informal feedback
- 4 Focus groups
- 5 Interviews with users
- 6 Transaction tracking
- 7 Other

please state

7.7 Which of the above methods most effectively demonstrate the impact of the library portal? (*please give item number*)

1st 2nd 3rd

Training

8.1 What type of training do you offer for use of the library portal? (Please indicate with X all that apply)

please indicate all that apply, with X

- On-line tutorial
- Sessions in library, face-to-face
- Leaflet/guide available
- Other

please state

Follow up to this survey

9.1 Would you be willing to participate in a short **telephone interview** in which we obtained further details of your library portal and its implementation?

If yes, please provide a daytime telephone number:

9.2 Would you be willing to participate in a **focus group** on library portals which will probably take place one morning or afternoon in November 2003? This will include discussion of technical and implementation issues, integration with other local systems and the impact of the portal on learning and teaching.

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Any enquiries to: Yvonne Hamblin tel: 01509 222177
 email: y.c.hamblin@lboro.ac.uk

LibPortal Project JISC/LISU
Survey C

for LISU use only

Further & Higher Education Libraries with no separate library portal nor dedicated access to library resources

1.1 Name of library and institution:

1.2 Your job title:

1.3 Your email address:

2.1 Please indicate to which of these your institutional web site provides access

please indicate all that apply, with X

1 Library catalogue		
2 Web sites relevant to course/curriculum		
2 List of useful resources/web sites		
3 Internet based journals		
4 Other on-line subscription reference material		
5 Learning and teaching materials		
6 Email		
7 Library services, such as self-reservations, payment of fines		
8 Other (<i>please state below</i>)		
		

2.2 How are the above accessible?

please indicate all that apply, with X

1 From a dedicated library/resource centre link on the web site		
2 Via the web site and then the intranet		
3 Other (<i>please state below</i>)		
		

2.3 Any comments on the above:

3.1 Who has responsibility for the content management of the web based material provided by the library/resource centre?

please indicate all that apply, with X

1 Learning Resource Centre Manager		
2 University / College librarian		
3 Academic librarian		
4 Committee set up to manage the content		
5 Other (<i>please state below</i>)		
		

3.2 Any other comments:

4.1 How frequently is the content provided by the library reviewed? (please indicate with X)

Weekly 	Monthly 	Quarterly 	
Never 	Other 	<i>please state</i> 	

5.1 Please state the name of your current library management system (e.g. EX-LIBRIS, TALIS)

6.1 If you do not currently have a separate library portal, or dedicated area on the institution's web site for library resources, what are the reasons for this?

please indicate all that apply, with X

- | | | | | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|--|--|--|
| <ul style="list-style-type: none"> 1 Cost of implementation 2 No funding available 3 Institutional portal fulfils our requirements 4 Have concerns about security of personal data 5 Currently planning/developing a library portal 6 Can see the benefits of a library portal but there is no-one in the institution to take this forward 7 Would consider implementing a library portal if there was more advice, shared support available 8 Have not yet considered a library portal 9 Do not know enough about portals to give an opinion 10 Other (<i>please state below</i>) | <table border="1" style="border-collapse: collapse; width: 100%;"> <tr><td style="background-color: yellow; height: 15px;"></td></tr> <tr><td style="background-color: yellow; height: 15px;"></td></tr> <tr><td style="background-color: yellow; height: 15px;"></td></tr> <tr><td style="background-color: yellow; height: 15px;"></td></tr> <tr><td style="background-color: yellow; height: 15px;"></td></tr> <tr><td style="background-color: yellow; height: 15px;"></td></tr> <tr><td style="background-color: yellow; height: 15px;"></td></tr> <tr><td style="background-color: yellow; height: 15px;"></td></tr> <tr><td style="background-color: yellow; height: 15px;"></td></tr> <tr><td style="background-color: yellow; height: 15px;"></td></tr> <tr><td style="background-color: yellow; height: 15px;"></td></tr> </table> | | | | | | | | | | | |
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6.2 Any other comments:

Follow up to this survey

7.1 Would you be willing to participate in a short telephone interview in which we obtained further details of your views on a separate library portal and its implementation?

If yes, please provide a daytime telephone number:

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