

## Text of email to HE and FE

Dear colleague

You recently completed and returned a survey which asked you about the electronic resources provided by your library/learning resource centre, and whether or not you had a separate library portal. Thank you for that information which is currently being processed and which will be presented in a report to the Joint Information and Systems Committee (JISC).

As part of the LibPortal Project, JISC have also requested that we conduct a survey of users of library electronic resources to ascertain their views on what is available to them. In some cases this may be a sophisticated access system; in others it may be a web site with links. JISC are intending to determine the development of the provision of electronic resources in FE and HE libraries through this project.

I am therefore writing to ask you if you would be willing to promote the survey to users via your email lists of staff and students. The survey takes about five minutes to complete and can be completed and returned on the web page (URL below).

The results of the survey will be included (anonymously) in the report JISC will publish early next year. For further information about the project please visit <http://www.lboro.ac.uk/departments/lis/lisu/portals.html>

The suggested text for the email to users (see below) can, of course, be copied or amended. If you have any queries about this survey please email [lisu@lboro.ac.uk](mailto:lisu@lboro.ac.uk) or contact Yvonne Hamblin on 01509 222177.

Thank you very much if you feel you are able to help us with this project.

Dear library user

We have been asked by the Library and Information Statistics Unit (LISU) to promote a survey. This will take about five minutes to complete and asks your opinion on the current provision of electronic resources from your library/learning resource centre. This information can be given anonymously.

To complete and return the questionnaire, please visit the LISU web page at: <http://www.lboro.ac.uk/departments/dis/lisu/Portals-FE-users.html>

The closing date for submitting the survey is Wednesday 10th December 2003.

Thank you for your co-operation.

Yvonne Hamblin  
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**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*)

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

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)?

<input type="text"/>
<input type="text"/>
<input type="text"/>

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   
Never

Monthly   
Other

Quarterly   
*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 style="width: 100%; height: 15px;" type="text"/> | Reading lists                          | <input style="width: 100%; height: 15px;" type="text"/> |
| Teaching materials                      | <input style="width: 100%; height: 15px;" type="text"/> | Facility to check items on loan        | <input style="width: 100%; height: 15px;" type="text"/> |
| Self reservations                       | <input style="width: 100%; height: 15px;" type="text"/> | Facility to pay library fines on-line  | <input style="width: 100%; height: 15px;" type="text"/> |
| Campus information                      | <input style="width: 100%; height: 15px;" type="text"/> | Email                                  | <input style="width: 100%; height: 15px;" type="text"/> |
| On-line subscription reference material | <input style="width: 100%; height: 15px;" type="text"/> | E-journals                             | <input style="width: 100%; height: 15px;" type="text"/> |
| E-books                                 | <input style="width: 100%; height: 15px;" type="text"/> | Full-text                              | <input style="width: 100%; height: 15px;" type="text"/> |
| Databases                               | <input style="width: 100%; height: 15px;" type="text"/> | Special Collection materials           | <input style="width: 100%; height: 15px;" type="text"/> |
| Locally digitised materials             | <input style="width: 100%; height: 15px;" type="text"/> | Other institution's library catalogues | <input style="width: 100%; height: 15px;" type="text"/> |
| Web sites relevant to course/curriculum | <input style="width: 100%; height: 15px;" type="text"/> | Other web sites 'of interest'          | <input style="width: 100%; height: 15px;" type="text"/> |
| Other                                   | <input style="width: 100%; height: 15px;" type="text"/> | <i>please state</i>                    | <input style="width: 100%; height: 15px;" type="text"/> |



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](mailto: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](mailto:y.c.hamblin@lboro.ac.uk)

LibPortal Project JISC/LISU

for LISU use only

**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*)

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

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)?

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

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*)

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

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	<input type="checkbox"/>
2 Flyers, posters, other printed material	<input type="checkbox"/>
3 Induction sessions in library	<input type="checkbox"/>
4 Other user education sessions	<input type="checkbox"/>
5 Via the institution's home page	<input type="checkbox"/>
6 Email/Electronic notice-board	<input type="checkbox"/>
7 Other ( <i>please state below</i> )	<input type="checkbox"/>
<input type="text"/>	

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	<input type="checkbox"/>
All staff	<input type="checkbox"/>
Research students	<input type="checkbox"/>
Academic staff	<input type="checkbox"/>
Research staff	<input type="checkbox"/>
Alumni	<input type="checkbox"/>
None of these	<input type="checkbox"/>
Other	<input type="checkbox"/>

*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.

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](mailto: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](mailto: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	<input style="width: 100px; height: 20px;" type="text"/>
2	Web sites relevant to course/curriculum	<input style="width: 100px; height: 20px;" type="text"/>
2	List of useful resources/web sites	<input style="width: 100px; height: 20px;" type="text"/>
3	Internet based journals	<input style="width: 100px; height: 20px;" type="text"/>
4	Other on-line subscription reference material	<input style="width: 100px; height: 20px;" type="text"/>
5	Learning and teaching materials	<input style="width: 100px; height: 20px;" type="text"/>
6	Email	<input style="width: 100px; height: 20px;" type="text"/>
7	Library services, such as self-reservations, payment of fines	<input style="width: 100px; height: 20px;" type="text"/>
8	Other ( <i>please state below</i> )	<input style="width: 100px; height: 20px;" type="text"/>
<input style="width: 450px; height: 20px;" type="text"/>		

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	<input style="width: 100px; height: 20px;" type="text"/>
2	Via the web site and then the intranet	<input style="width: 100px; height: 20px;" type="text"/>
3	Other ( <i>please state below</i> )	<input style="width: 100px; height: 20px;" type="text"/>
<input style="width: 450px; height: 20px;" type="text"/>		

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	<input style="width: 100px; height: 20px;" type="text"/>
2	University / College librarian	<input style="width: 100px; height: 20px;" type="text"/>
3	Academic librarian	<input style="width: 100px; height: 20px;" type="text"/>
4	Committee set up to manage the content	<input style="width: 100px; height: 20px;" type="text"/>
5	Other ( <i>please state below</i> )	<input style="width: 100px; height: 20px;" type="text"/>
<input style="width: 450px; height: 20px;" type="text"/>		

3.2 Any other comments:

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

Weekly	<input style="width: 100px; height: 20px;" type="text"/>	Monthly	<input style="width: 100px; height: 20px;" type="text"/>	Quarterly	<input style="width: 100px; height: 20px;" type="text"/>
Never	<input style="width: 100px; height: 20px;" type="text"/>	Other	<input style="width: 100px; height: 20px;" type="text"/>	<i>please state</i>	<input style="width: 100px; height: 20px;" type="text"/>

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*

- 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 (*please state below*)


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:

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

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or fax to 01509 223072

Any enquiries to: Yvonne Hamblin

tel: 01509 222177

email: [y.c.hamblin@lboro.ac.uk](mailto:y.c.hamblin@lboro.ac.uk)

**Delegates attending Focus Group – 27 November 2003**

	Robert Bley	Sales Manager, E-Access Solutions	Swets Information Services
	James Culling	MetaLib/SFX Project Manager	ExLibris
	Robin Murray	Managing Director	Fretwell-Downing Informatics
	Judith Barnsby	Marketing Executive	Institute of Physics Publishing
	Leigh Morris	Software Developer	MIMAS
	Richard Savory	General Manager	TDNet UK
FE	Maria Nicholas	Learning Services Manager	New College Nottingham
FE	Sally Dawson	Learning Resources Manager	North Hertfordshire College
FE	Louise Walker	Learning Resources Manager	Otley College of Agriculture
FE	Jo Rowley	Learning Resources Manager	Tamworth & Lichfield College
FE	Anthony Beal	Internet and Systems Librarian	West Cheshire College
HE	Nick Smith	Director, Library & Information Services	Aston University
HE	Isobel Stark	Subject Librarian	University of Bath
HE	Elizabeth Chamberlain	User Services Manager	Buckinghamshire Chilterns University College
HE	Nick Lewis	Electronic Resources Librarian	University of East Anglia
HE	Malcolm Moffat	EEVL Hub Development Officer	Heriot-Watt University
HE	Josie Driver	Electronic Services Development Manager	Leeds Metropolitan University
HE	Marcus Woolley	Head of Library Development and Academic Liaison	University of Luton
HE	Tim Giles	Librarian	Norwich School of Art and Design
HE	Mike Berrington	Head of LLR e-Services Group	Nottingham Trent University
HE	Tracey Clarke	Internet Technologies Librarian	University of Sheffield
HE	John Akeroyd	Head of Learning and Information Services	South Bank University
HE	Roger Fairman	Joint Head of User Services	University College Worcester
LU	Andrew Cox	Consultant	Loughborough University
LU	J Eric Davies	Director, LISU	Loughborough University
LU	Yvonne Hamblin	Research Associate, LISU	Loughborough University
LU	Ann O'Brien	Lecturer, Dept of Information Science	Loughborough University
LU	Charles Oppenheim	Professor of Information Science	Loughborough University
LU	Ruth Stubbings	Academic Services Manager Pilkington Library	Loughborough University

## JISC/LISU LibPortal Project Focus Group

### PROGRAMME

Thursday 27 November, 11.00 am-3 pm  
Hazelrigg Common Room, Loughborough University

**11.00 am**      **Registration (*Coffee/tea available*)**

**11.15 am**      **Introduction**

**11.30 – 12.15**      **Session 1**

**12.15 – 1 pm**      **Session 2**

**1 – 1.45 pm**      ***Lunch*** (in Fountain Room)

**1.45 – 2.30 pm**      **Session 3**

**2.30 – 3 pm**      **Questions and general discussion**

***(Coffee and tea will be available at 3 pm)***

**Introduction (15 minutes):** Brief introduction to the LibPortal Project and the research team. Brief review of survey findings.

**Session 1 (45 minutes):** The First Steps

To include:

- Choosing a library portal – commercial or locally developed and the reasons for the choice
- Advantages to having a separate library portal
- Barriers to having a separate library portal
- Funding and contracts
- Client's requirements from a system/product
- The information/feedback suppliers and publishers need from their clients to meet requirements

**Session 2 (45 minutes):** Implementation and Integration

To include:

- Implementation – time involved, skills required
- Integration with VLEs, local systems, institutional portals, the JISC Information Environment, authentication
- Linking technology, cross-searching
- Impact on library users, change in culture, e.g. searching methods, use of resources

**Session 3 (45 minutes):** Future trends

To include:

- Developments in the commercial world – suppliers and publishers
- How librarians, resource centre managers see the future of portals
- Portal development and the JISC Information Environment
- What are the outstanding challenges?

**Discussion and questions (30 minutes)**



# LibPortal Project

## Survey of HE staff and students

The Library and Information Statistics Unit (LISU) has been commissioned by JISC to undertake a national survey of the electronic services FE and HE libraries provide.

This questionnaire is aimed at users of electronic resources and will take about 5 minutes to complete.

It will inform JISC of the users' views of the current provision of library services and contribute to future development of this important area.

For further information about this project please visit the website at <http://www.lboro.ac.uk/departments/lis/lisu/portals.html>

Your response will reach us anonymously.

**CLOSING DATE: Wednesday 10 December 2003**

## Survey of HE staff and students


### 1. Which of these library services or resources have you used through the library web site or 'electronic library'? (Please note that not all of these may be provided by your library/learning resource centre)

*Please indicate all that apply*

- Library catalogue
- Web sites relevant to courses/curriculum
- Other 'recommended' web sites
- On-line reading lists
- On-line teaching materials
- Facility to check items on loan
- Self-reservations
- Facility to pay library fines on-line
- Campus information
- Email
- On-line subscription reference material (e.g. accessed through Athens)
- Electronic journals
- Electronic books
- Full-text databases
- Bibliographic databases
- Cross database searching through tools such as SFX, MetaFind, LinkFinderPlus, Zharvest
- Facility to save search results
- Special Collection materials
- Locally digitised materials
- Other institution's library catalogues
- Other (*please state*)

**2. Which of the above services available to you, do you find the *most* useful?***(indicate up to 3)*Please select Please select Please select 




Any further comments:

**3. Which of the above services available to you, do you find the *least* useful?***(indicate up to 3)*Please select Please select Please select 

Any further comments:

**4. Which of the electronic resources listed below have you used to find the information to support your learning/studies/research? (It is possible that not all of these will be available from your library web site)***Please indicate all that apply*

- Library catalogue
- Internet Search Engines (e.g. Google)
- The 'Electronic Library' from the library web pages
- A library portal, such as MetaLib, ENCompass, Millennium Access Plus (MAP), TalisPrism or ZPortal
- On-line reading lists
- On-line teaching materials
- Full-text databases (e.g. Mintel, Eurolaw)
- Bibliographic databases (e.g. Web of Science)
- Other (*please state*)

**5. Of the resources listed above, which do you find most useful in supporting your studies?***Please select the top three in order of merit*Please select (1st) Please select (2nd) Please select (3rd) 

*If Other chosen in 1st, 2nd or 3rd above, please give details*

**6. If you use the cross-searching facility, how satisfied are you with the quality of the results?**

- Very satisfied
- Fairly satisfied
- Dissatisfied
- Very dissatisfied
- Does not apply

**7. If you are not satisfied with the results produced by cross-searching, please state how this could be improved.**

**8. Are there any other services or developments you would like your library/learning resource centre to provide through the library web site/electronic library?**

*Please state briefly*

**9. Following the initial sign-on, if you have to use a password (e.g. Athens) to access any of the library/resource centre's services/resources, what are your views on this?**

*Please indicate as many as applicable*

- I welcome the use of a password; it offers security
- I think that a password protected site/resource shows a mark of its quality
- I am put off using resources which require passwords
- I actively avoid resources which require a password

**10. If you are aware of any promotion of your library's resources, please indicate which.**

*Please indicate all that apply*

- Library pages
- Flyers, posters, other printed material
- Induction sessions in library
- Other user education sessions
- Via the institution's home page
- Email/electronic notice-board
- Other (*please state*)
- Not aware of any promotion

**11. Please indicate in which of these categories you attend this college/university?**

- Teaching staff
- Support staff
- Student - full-time
- Student - part-time
- Other (*please state*)

**12. Please state the name of the higher education institution of which you are a member. (All information given will be treated in strict confidence)**

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If you have any **queries** regarding this questionnaire, please email [lisu@lboro.ac.uk](mailto:lisu@lboro.ac.uk) or telephone Yvonne Hamblin on 01509 222177.

**Thank you very much indeed for taking the time to fill in this questionnaire.**

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## LibPortal Project Survey of FE staff and students

The Library and Information Statistics Unit (LISU) has been commissioned by JISC to undertake a national survey of the electronic services FE and HE libraries provide.

This questionnaire is aimed at users of electronic resources and will take about 5 minutes to complete.

It will inform JISC of the users' views of the current provision of library services and contribute to future development of this important area.

For further information about this project please visit the website at <http://www.lboro.ac.uk/departments/ls/lisu/portals.html>

Your response will reach us anonymously.

**CLOSING DATE: Wednesday 10 December 2003**

### Survey of FE staff and students

**1. Which of these library services or resources have you used through the library web site or 'electronic library'? (Please note that not all of these may be provided by your library/learning resource centre)**

*Please indicate all that apply*

- Library catalogue
- Web sites relevant to courses/curriculum
- Other 'recommended' web sites
- On-line reading lists
- On-line teaching materials
- Facility to check items on loan
- Self-reservations
- Facility to pay library fines on-line
- Campus information
- Email
- On-line subscription reference material (e.g. accessed through Athens)
- Electronic journals
- Facility to save search results
- Special Collection materials
- Locally digitised materials
- Other institution's library catalogues
- Other (*please state*)


**2. Which of the above services available to you, do you find the *most* useful?**

*(indicate up to 3)*

Please select



Please select 

Please select 


Any further comments:

### 3. Which of the above services available to you, do you find the *least* useful?

*(indicate up to 3)*

Please select 

Please select 

Please select 

Any further comments:

### 4. Which of the electronic resources listed below have you used to find the information to support your learning/studies/research? (It is possible that not all of these will be available from your library web site)


*Please indicate all that apply*

- Library catalogue
- Internet Search Engines (e.g. Google)
- The 'Electronic Library' from the library web pages
- On-line reading lists
- On-line teaching materials
- On-line reference sources
- Other *(please state)*

### 5. Of the resources listed above, which do you find most useful in supporting your studies?

*Please select the top three in order of merit*

Please select (1st) 

Please select (2nd) 

Please select (3rd) 

*If Other chosen in 1st, 2nd or 3rd above, please give details*

### 6. Are there any other services or developments you would like your library/learning resource centre to provide through the library web site/electronic library?

Please state briefly

**7. Following the initial sign-on, if you have to use a password (e.g. Athens) to access any of the library/resource centre's services/resources, what are your views on this?**

Please indicate as many as applicable

- I welcome the use of a password; it offers security
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- Via the institution's home page
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- Other (please state)
- Not aware of any promotion

**9. Please indicate in which of these categories you attend this college/university?**

- Teaching staff
- Support staff
- Student - full-time
- Student - part-time
- Other (please state)

**10. Please state the name of the further education college of which you are a member. (All information given will be treated in strict confidence)**

Send form

Clear and start again

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If you have any **queries** regarding this questionnaire, please email [lisu@lboro.ac.uk](mailto:lisu@lboro.ac.uk) or telephone Yvonne Hamblin on 01509 222177.

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