
Catherine Davidson, York University
Dana Thomas, Scholars Portal
Martha Kyrillidou, Association of Research Libraries
Terry Plum, Simmons College

Library Assessment Conference, Baltimore MD   October 26, 2010
StatsQUAL®
A gateway to library assessment tools that describe the role, character, and impact of physical and digital libraries.

ARL Statistics™
ARL Statistics™ is a series of annual publications that describe the collections, expenditures, staffing, and service activities for Association of Research Libraries (ARL) member libraries.

LibQUAL+®
LibQUAL+® is a rigorously tested Web-based survey that libraries use to solicit, track, understand, and act upon users’ opinions of service quality.

DigiQUAL®
The DigiQUAL® online survey designed for users of digital libraries that measures reliability and trustworthiness of Web sites. DigiQUAL® is an adaptation of LibQUAL+® in the digital environment.

MINES for Libraries®
Measuring the Impact of Networked Electronic Resources (MINES) is an online transaction-based survey that collects data on the purpose of use of electronic resources and the demographics of users.

ClimateQUAL®
ClimateQUAL®: Organizational Climate and Diversity Assessment is an online survey that measures staff perceptions about: (a) the library’s commitment to the principles of diversity, (b) organizational policies and procedures, and (c) staff attitudes.
MINES for Libraries®

A short web-based survey that intercepts a user as they attempt to access an electronic resource.

- Patron status: faculty, grad, undergrad
- Affiliation: department
- Location: in library, on campus, off campus
- Purpose of use: funded/non-funded research, teaching, coursework
- Why they chose: important resource, recommended, reading list
Electronic Resources Library Use

Your feedback matters!

- This survey has only five questions
- Takes less than a minute to complete
- Responses are anonymous and will help us better

Thank you for your time.

Algoma University is participating in a province-wide survey to assess how well Ontario University libraries are meeting your needs.

For more information about this survey or if you do not wish to participate, please click here.

1. Patron Status
   - Undergraduate Student
   - Graduate/Professional Student
   - Faculty
   - Staff
   - Library Staff
   - Other: [ ]

2. What is your primary disciplinary affiliation or major field of study?
   Choose one of the following answers:
   - Applied Science and Engineering
   - Business
   - Education
   - Environmental Studies
   - Fine Arts
   - Humanities
   - Law
   - Medical/Health Sciences
   - Sciences
   - Social Sciences
   - Other: [ ]

3. Location
   Choose one of the following answers:
   - In the Library
   - On-campus but not in the library
   - Off-campus

4. Primary Purpose for using this electronic resource
   - Sponsored (Funded) Research (For Faculty, Graduate Students, Staff)
   - Other (Non-funded) Research (For Faculty, Graduate Students, Staff)
   - Teaching
   - Coursework/Assignment
   - Patient Care
   - Other Activities including General Interest

5. Why did you choose this resource?
   (You may select more than one option.)
   - [ ] Important resource in my field
   - [ ] Recommended by a professor/colleague
   - [ ] Recommended by a librarian
   - [ ] Reference/citation from another source
   - [ ] Course reading list
   - [ ] Other: [ ]
Ontario Council of University Libraries

OCUL Member Libraries

- Algoma University
- Brock University
- Carleton University
- Guelph University
- Lakehead University
- Laurentian University
- McMaster University
- McGill University
- OCUL University
- Ontario Institute of Technology
- University of Ottawa
- University of Queen's University
- Royal Military College
- Ryerson University
- Simon Fraser University
- University of Toronto
- University of Western Ontario
- Wilfrid Laurier University
- Windsor University
- York University

What is OCUL?

OCUL is a consortium of twenty-one university libraries in the province of Ontario. The member libraries cooperate to enhance information services through resource sharing, collective purchasing, document delivery, and many other similar activities.

OCUL's vision is to be a recognized leader in provincial, national and international post-secondary communities for the collaborative development and delivery of outstanding and innovative library services that are critical to the success of Ontario's universities. Established in 1997, OCUL's twenty-one member institutions continue to enhance their libraries through activities such as resource sharing, collective purchasing, and joint creation of the digital library Scholars Portal.

News from OCUL

- Scholars Portal Launches new Data Usage Tool
- Scholars Portal Ebooks Interface now available in French
- OCUL supports Knowledge Ontario
- OCUL selected as a data management partner in IPY Data Assembly Network
- October is Canadian Library Month
Scholars Portal

Scholars Portal is a project of the Ontario Council of University Libraries. Founded in 2002, Scholars Portal provides a shared technology infrastructure and shared collections for all 21 university libraries in the province.

News

Scholars Portal Launches New Data Usage Tool
Our new Scholars Portal Usage Data service (SPUD) allows you to access information about your school's usage of the holdings on Scholars Portal. This online tool brings together COUNTERstyle usage statistics from our EJournals and Ebooks...

Ebooks Interface Now Available in French
Our Ebook platform is now accessible via French language interface. Users can toggle between French and English language versions of the application using links found in the top right corner of the browser. The new Ebook release means that all...

Thanksgiving
OCLC and Scholars Portal offices will be closed on Monday, October 11 for Thanksgiving Day. Staff will be back in the office on Tuesday, October 12.

E-Journals Go Mobile
New release of the E-Journals platform http://journals.scholarsportal.info was launched today, September 21st. The major feature of this release is the mobile version of the site, accessible by clicking the "Mobile" link in the upper right corner of the screen. E-Journal Mobile has been tested on several...

Services

- Interlibrary loan
- RACER
- Reference management
- RefWorks
- Digital content
- Journals
- Digital content
- Books
- Link server
- SFX
- Statistics data
- ODESI
- Database aggregator
- Search
Why OCUL turned to MINES®

• To capture in-library and remote web usage of the OCUL Libraries eresources

• To identify the demographic differences between in-house library users as compared to remote users

• To identify users’ purposes for accessing OCUL’s electronic services

• To develop an evaluation infrastructure to make studies of patron usage of networked electronic resources routine, robust, and integrated into the decision-making process.
Timeline

Fall 2009: Collect data from institutional contacts (e.g. disciplinary affiliations)
Surveys constructed in Limesurvey

Feb 2010: MINES is launched

Jun 2010: Captured snapshot of data from which preliminary findings were extracted

Feb 2011: MINES survey concludes

Mar 2011 -: Complete data responses analyzed, ARL presents findings and reports (aggregated and individualized) to project participants
## MINES: Optional and mandatory

<table>
<thead>
<tr>
<th>Partner Institutions</th>
<th>FTE, July 2010</th>
<th>OCUL 1 - 2004/05</th>
<th>OCUL 2 - 2010/11</th>
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<td>870</td>
<td>Not part of OCUL</td>
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<td>Brock</td>
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<td>Optional &amp; Mandatory</td>
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<td>Ryerson</td>
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<td>Trent</td>
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<td>Waterloo</td>
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<td>Western Ontario</td>
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<td>York</td>
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<td><strong>Total</strong></td>
<td><strong>402,950</strong></td>
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</table>
OCUL MINES 2004 vs 2010

OCUL I : 2004
• Randomly selected 2 hour periods each month for a year
• Mandatory

OCUL II: 2010
• SFX as delivery mechanism
• Systematic sampling (every nth)
• Mandatory and optional versions
• Additional question: contact pool
### Preliminary Findings: Content Types Being Measured

<table>
<thead>
<tr>
<th>2004/05</th>
<th>2010/11</th>
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</thead>
<tbody>
<tr>
<td>• ejournals locally loaded on Scholars Portal</td>
<td>• e-journals</td>
</tr>
<tr>
<td>Academic Press</td>
<td>• abstracts and indexes</td>
</tr>
<tr>
<td>American Psychological Association</td>
<td>• e-books</td>
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<tr>
<td>American Chemical Society</td>
<td>• dissertations</td>
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<tr>
<td>Berkeley Electronic Press</td>
<td>• library catalogues</td>
</tr>
<tr>
<td>Blackwell Publishing</td>
<td>• reference materials</td>
</tr>
<tr>
<td>Cambridge University Press</td>
<td>• institutional repositories</td>
</tr>
<tr>
<td>Emerald Publishing</td>
<td>• other services (e.g. interlibrary loan, Ulrichs, JCR – Journal Citation Reports, Refworks)</td>
</tr>
<tr>
<td>Elsevier Science (Elsevier Science, Harcourt Health Sciences)</td>
<td></td>
</tr>
<tr>
<td>IEEE Publication</td>
<td></td>
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<tr>
<td>Kluwer</td>
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<td>Oxford University Press</td>
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<td>Project MUSE</td>
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<td>Sage Publications</td>
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<tr>
<td>Springer-Verlag</td>
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</tr>
<tr>
<td>Taylor and Francis</td>
<td></td>
</tr>
<tr>
<td>John Wiley &amp; Sons</td>
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</table>

Academic Press
American Psychological Association
American Chemical Society
Berkeley Electronic Press
Blackwell Publishing
Cambridge University Press
Emerald Publishing
Elsevier Science (Elsevier Science, Harcourt Health Sciences)
IEEE Publication
Kluwer
Oxford University Press
Project MUSE
Sage Publications
Springer-Verlag
Taylor and Francis
John Wiley & Sons

Academic Press
American Psychological Association
American Chemical Society
Berkeley Electronic Press
Blackwell Publishing
Cambridge University Press
Emerald Publishing
Elsevier Science (Elsevier Science, Harcourt Health Sciences)
IEEE Publication
Kluwer
Oxford University Press
Project MUSE
Sage Publications
Springer-Verlag
Taylor and Francis
John Wiley & Sons
Preliminary findings: Patron type

Participants by Patron Type - Optional Results

- Undergraduate Student: 50%
- Graduate/Professional Student: 20%
- Faculty: 10%
- Staff: 9%
- Other: 7%

n = 15359

Participants by Patron Type - Mandatory Results

- Undergraduate Student: 55%
- Graduate/Professional Student: 30%
- Faculty: 7%
- Staff: 4%
- Other: 3%

n = 1750
Preliminary Findings: Location

n = 15359

n = 1750
Preliminary Findings: Purpose of use

Purpose for Using Resource - Optional Results

Coursework/Assignment: 55%
Sponsored (Funded) Research (For Faculty, Graduate Students, Staff): 18%
Other (Non-funded) Research (For Faculty, Graduate Students, Staff): 15%
Other Activities including General Interest: 10%
Teaching: 5%
Patient Care: 3%
Other: 3%

Purpose for Using Resource - Mandatory Results

Coursework/Assignment: 60%
Sponsored (Funded) Research (For Faculty, Graduate Students, Staff): 12%
Other (Non-funded) Research (For Faculty, Graduate Students, Staff): 10%
Other Activities including General Interest: 4%
Teaching: 4%
Patient Care: 2%
Other: 2%

n = 15359
n = 1750
What we hope to learn:

• What are the implications of running the survey in mandatory and optional modes

• How does the use of consortial products compare to that individually-licensed content?

• What conclusions can be drawn about the efficacy of surveying users via an open-URL resolver?

• How will MINES fit into the overall assessment program for OCUL?
Thank you

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