

Changing User Needs and Expectations of Library Users

Presented by:

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Association of Research Libraries

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Streams of research

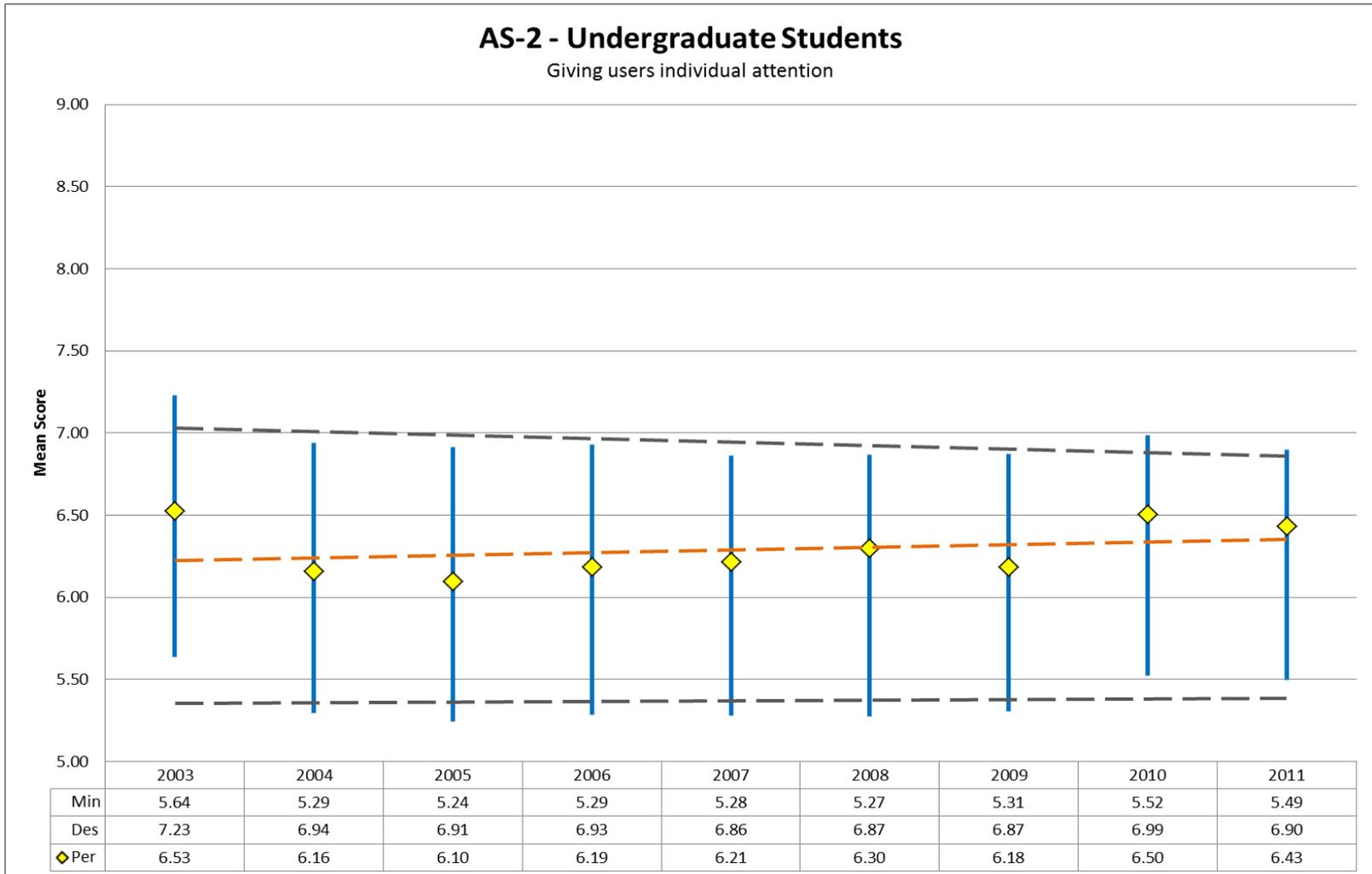
- LibQUAL+ Trends
 - Faculty and Student centered approaches
 - Anthropological Research
 - LibValue: Indicators of Value
 - Ithaka Faculty Studies series
 - MISO Surveys
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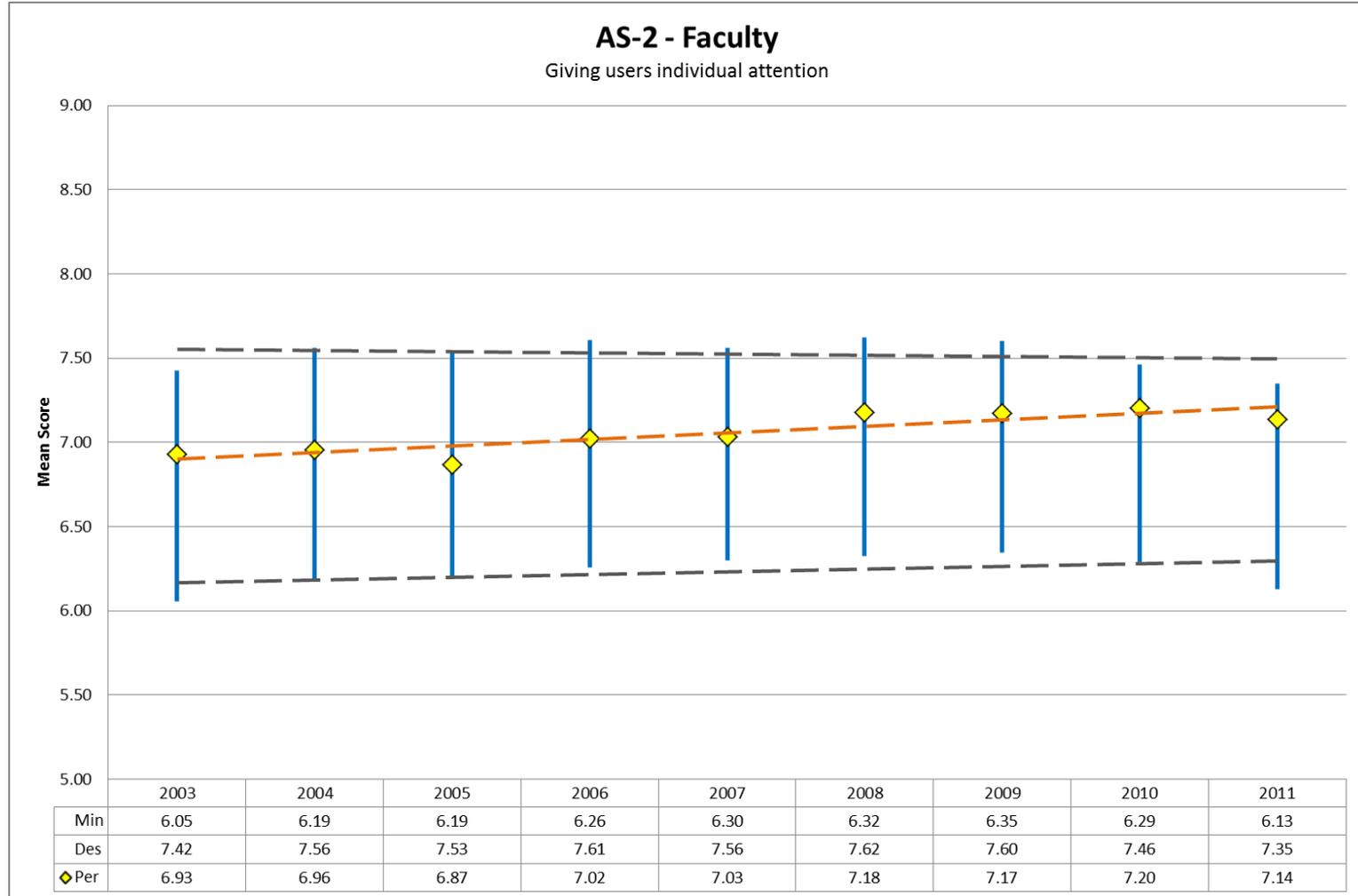
Trends in research libraries

- **Affect of Service**
 - Giving users individual attention
 - **Library as Place**
 - Library space that inspires study and learning
 - Community space for group learning and group study
 - **Information Control**
 - Making electronic resources accessible
 - A library website enabling me to locate information on my own
 - Print and/or electronic resources I need for my work
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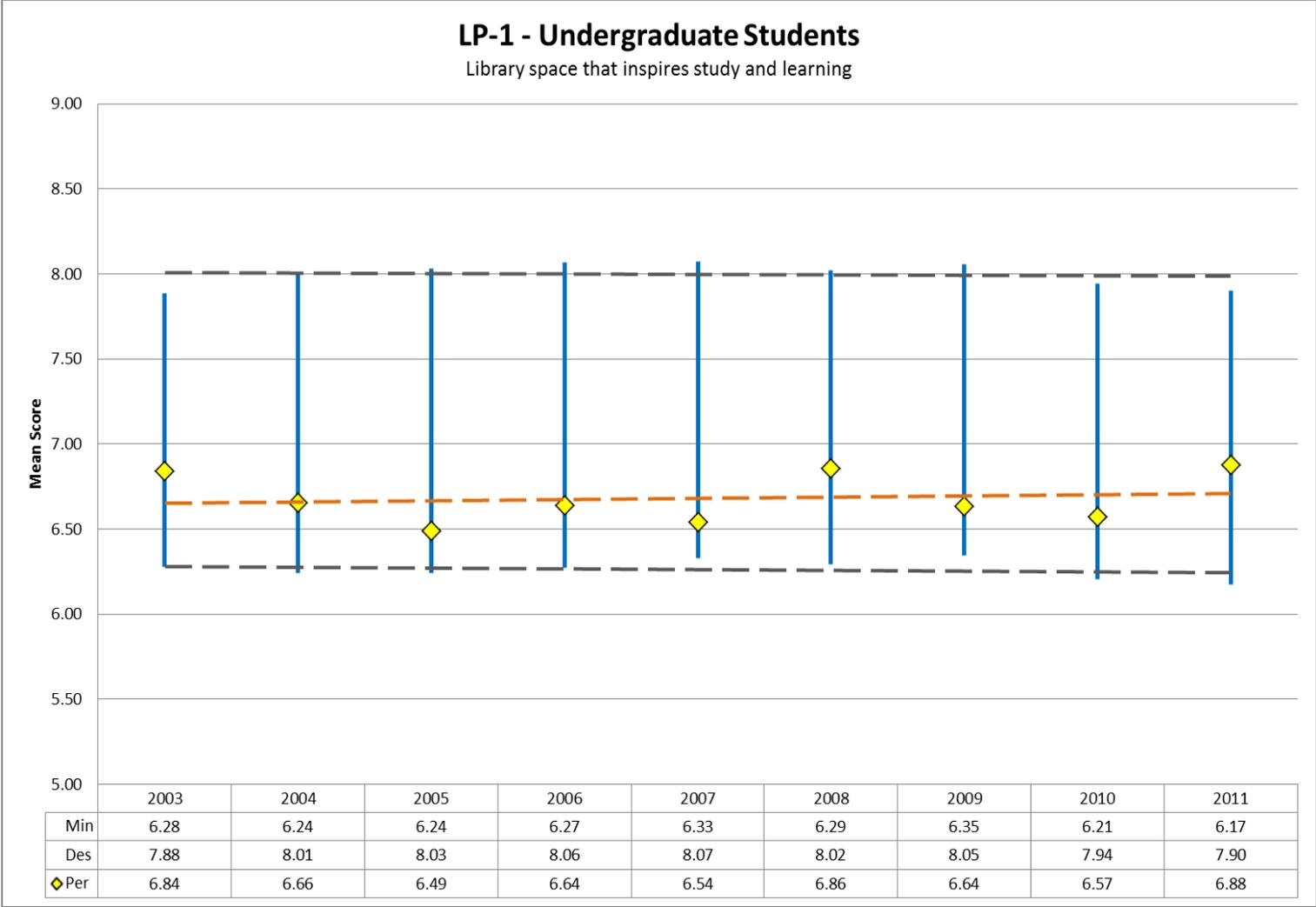
Giving Users Individual Attention



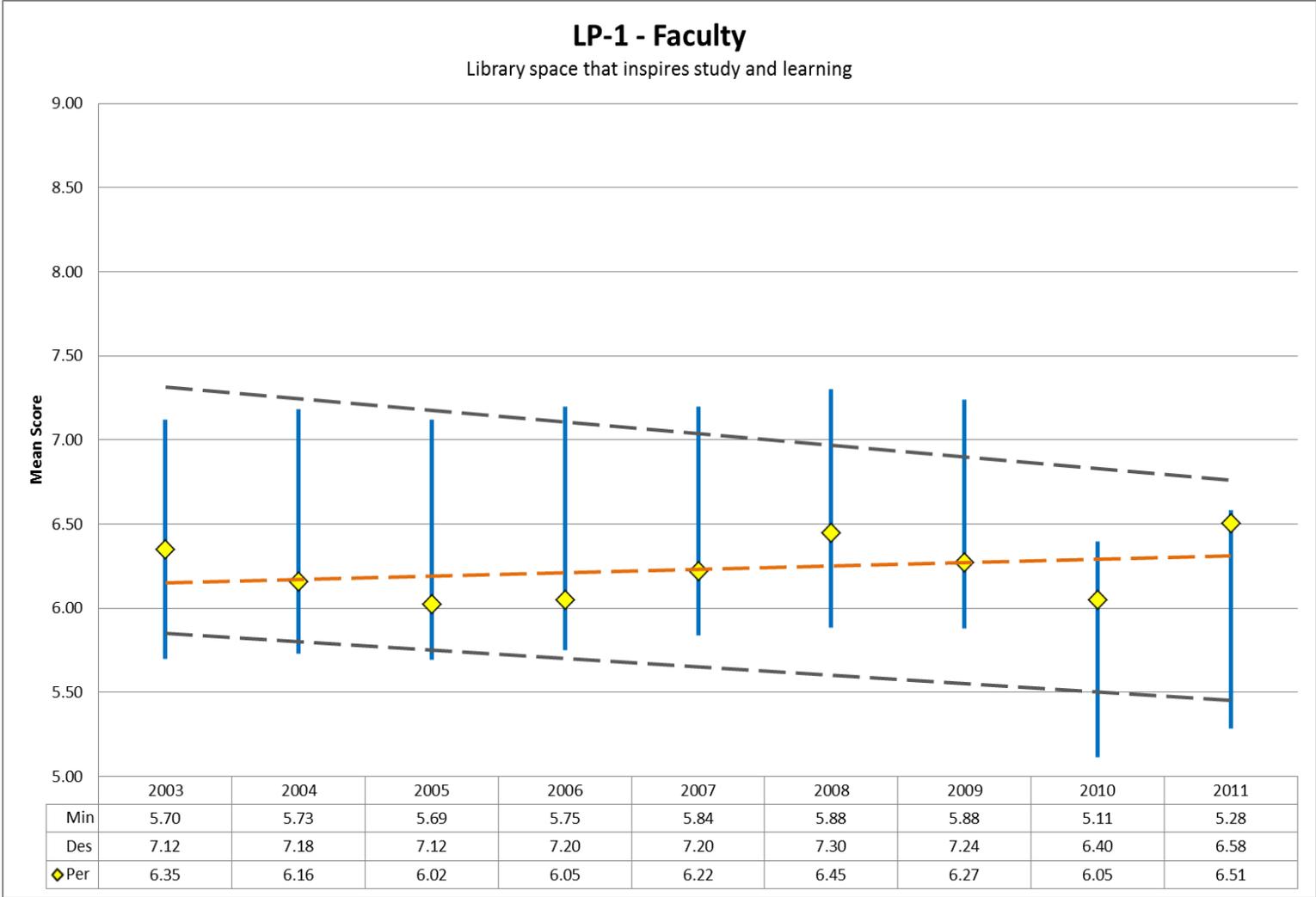
Giving Users Individual Attention



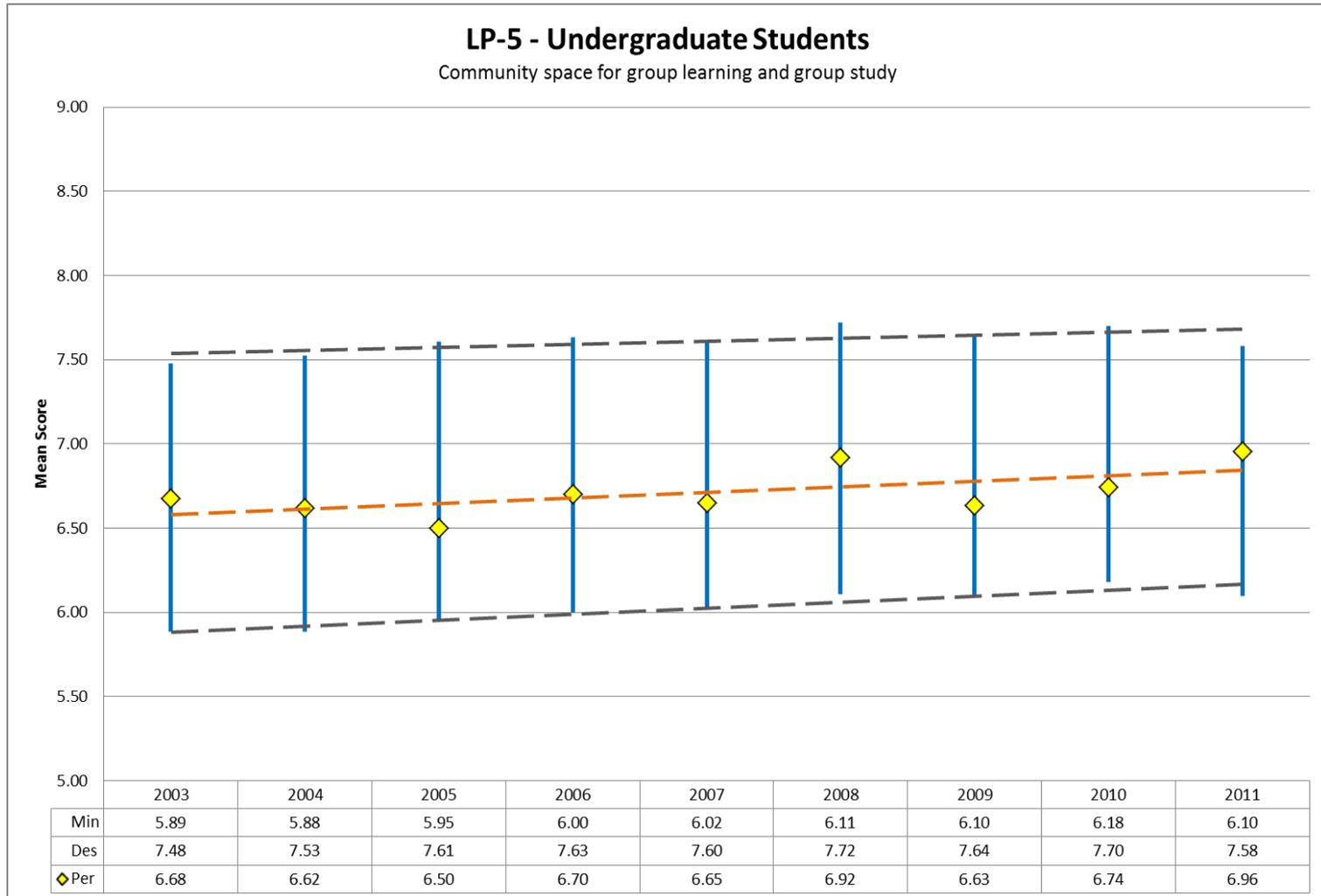
Library Space That Inspires Study and Learning



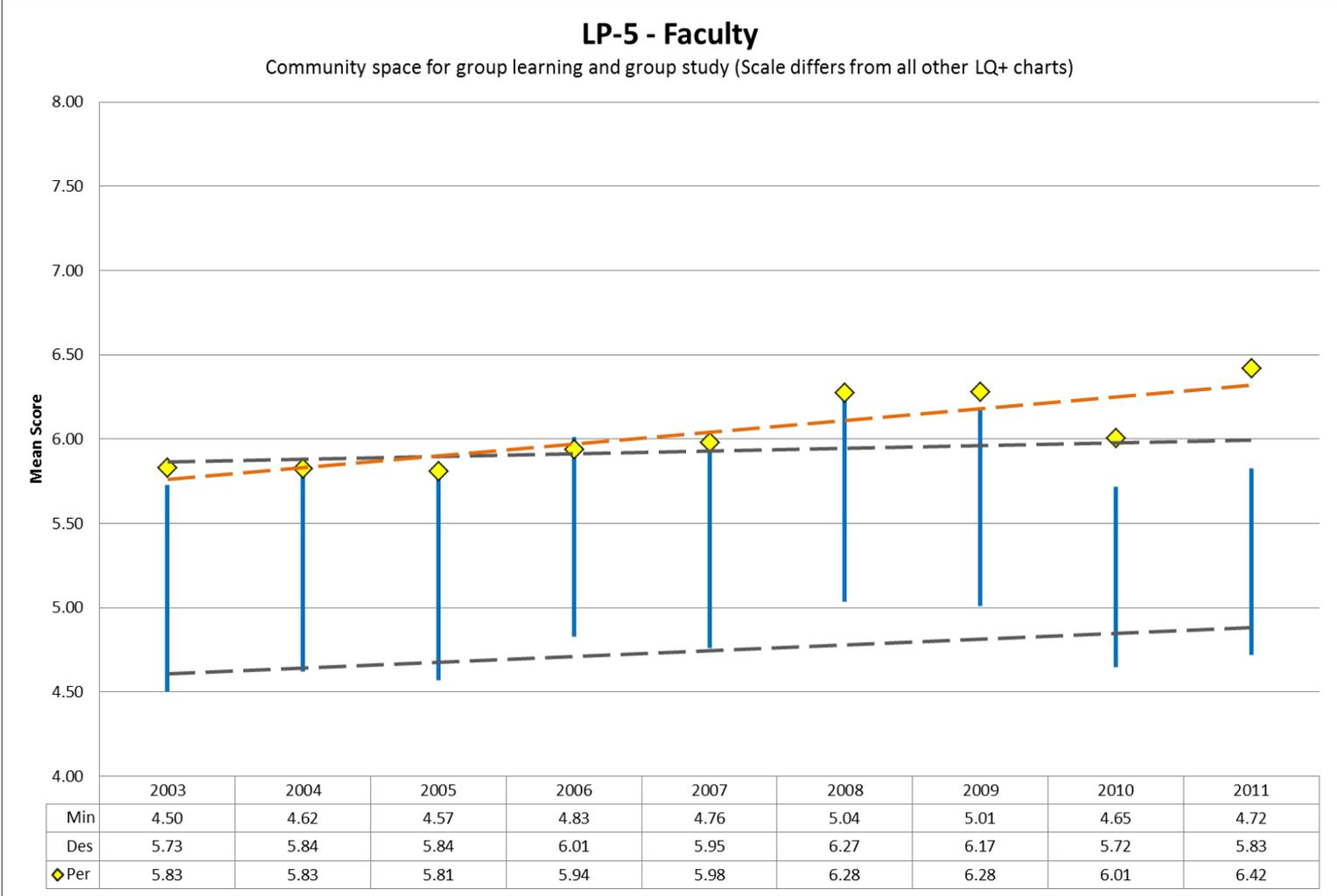
Library Space That Inspires Study and Learning



Community Space for Group Learning and Group Study



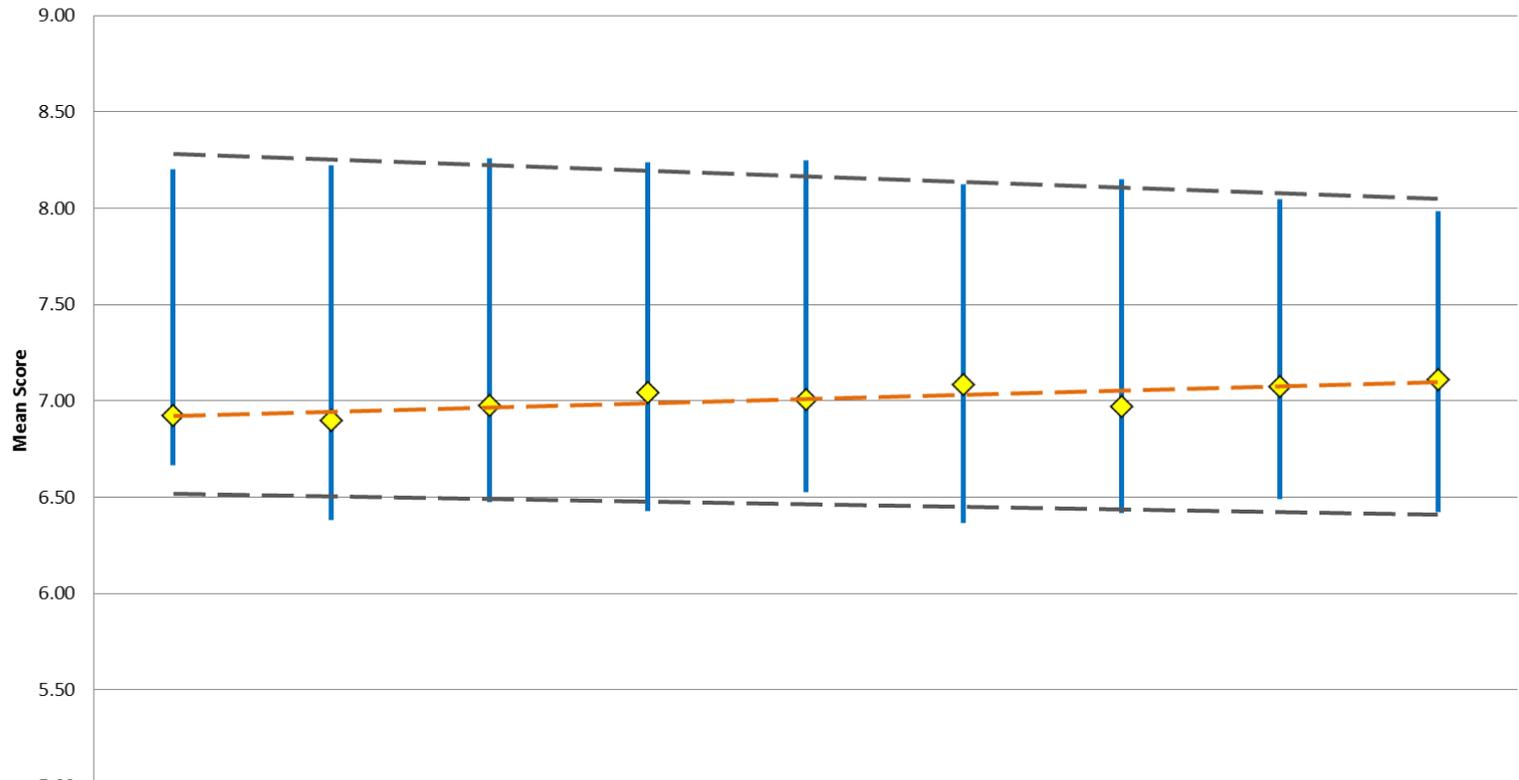
Community Space for Group Learning and Group Study



Making Electronic Resources Accessible

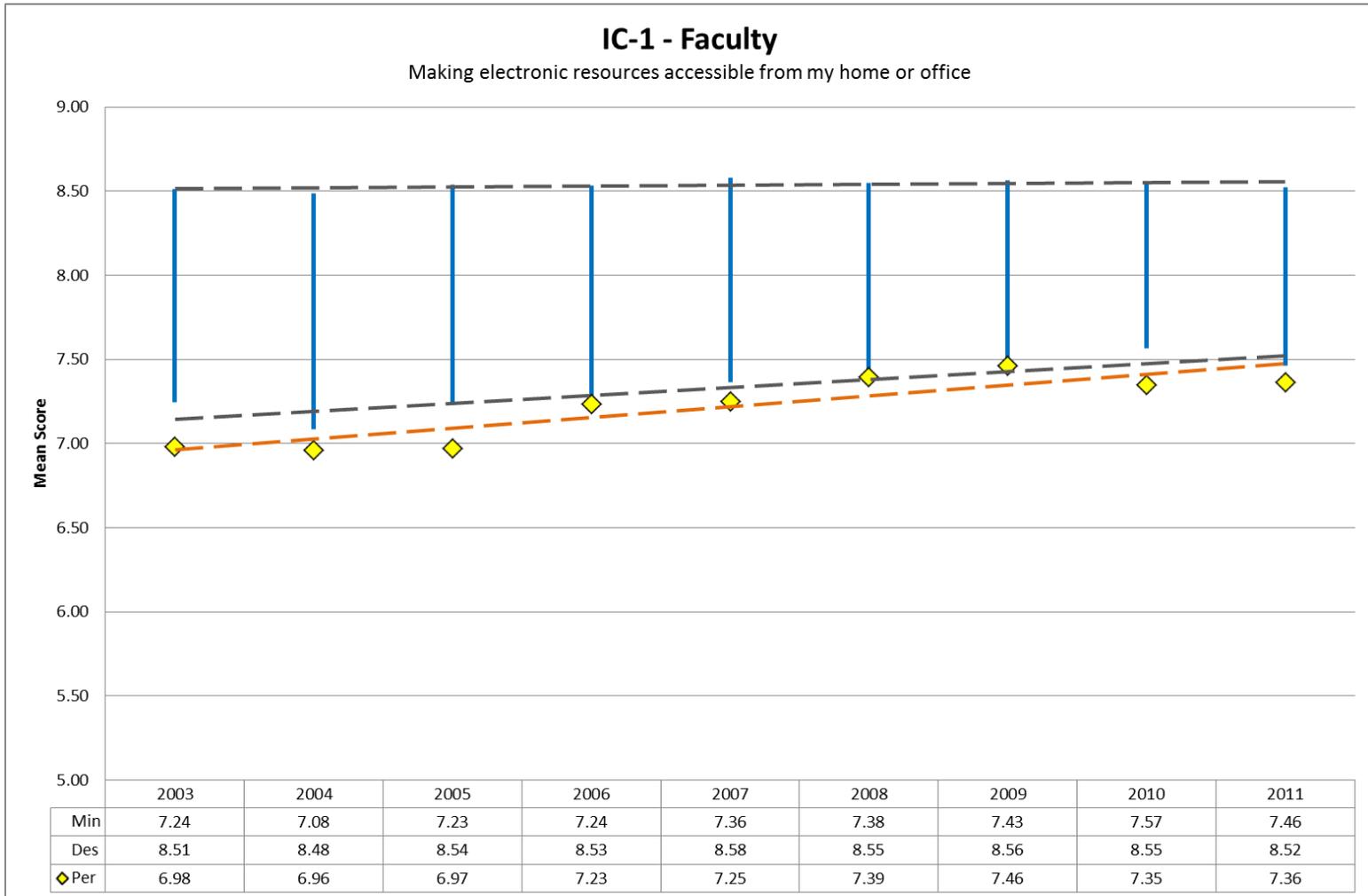
IC-1 - Undergraduate Students

Making electronic resources accessible from my home or office

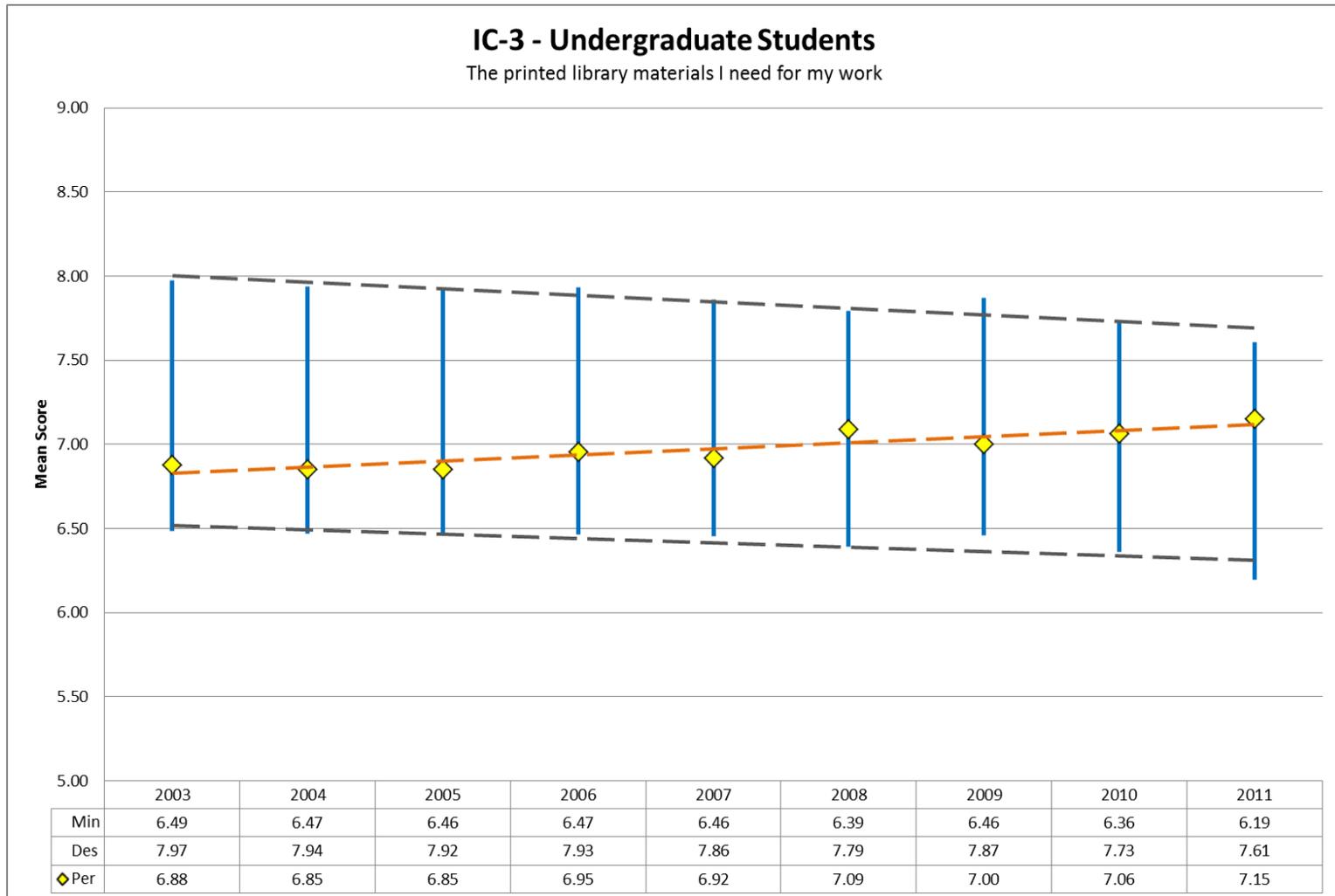


	2003	2004	2005	2006	2007	2008	2009	2010	2011
Min	6.66	6.38	6.48	6.43	6.53	6.37	6.42	6.49	6.42
Des	8.20	8.22	8.26	8.24	8.25	8.12	8.15	8.05	7.98
Per	6.93	6.90	6.98	7.04	7.01	7.08	6.97	7.07	7.11

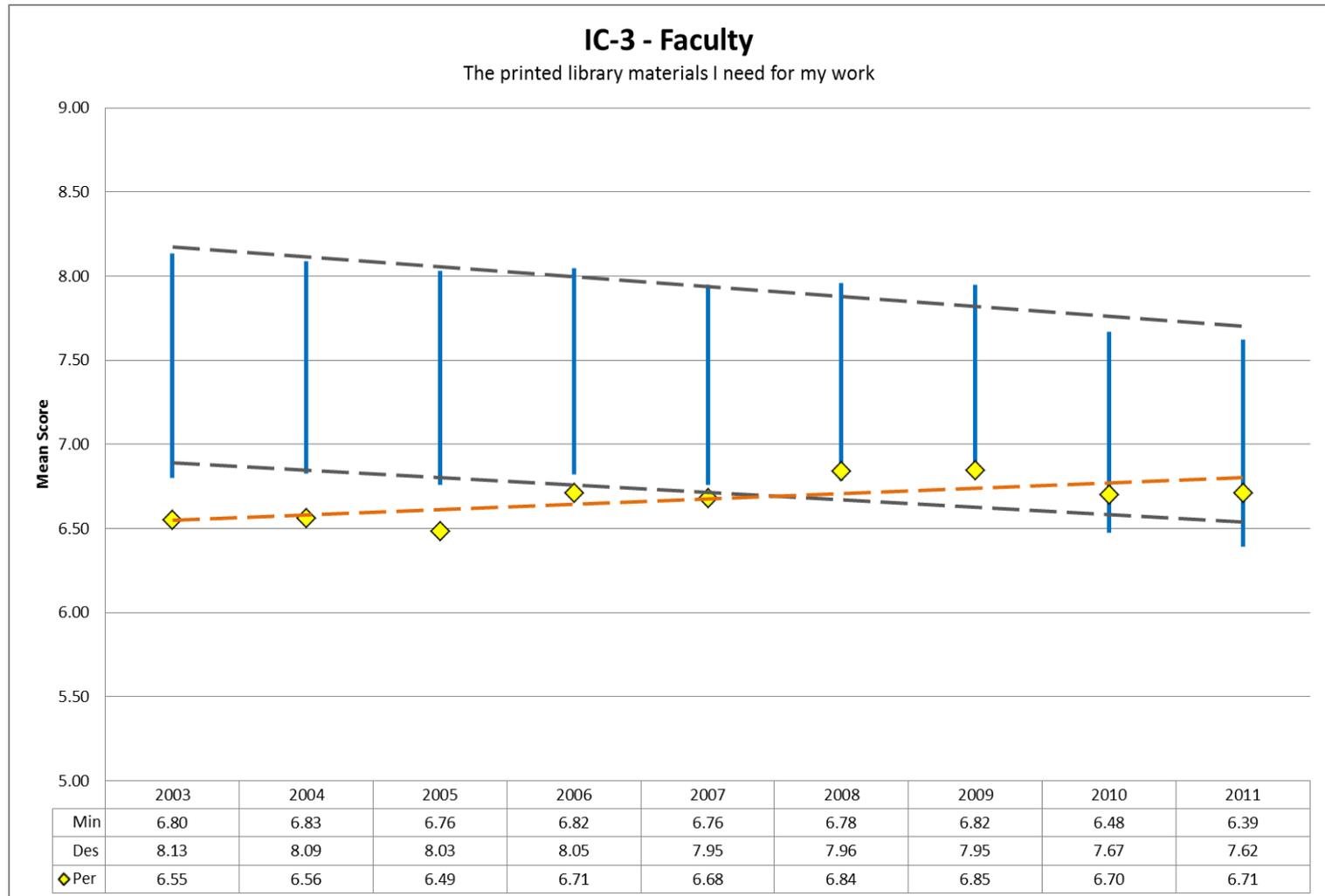
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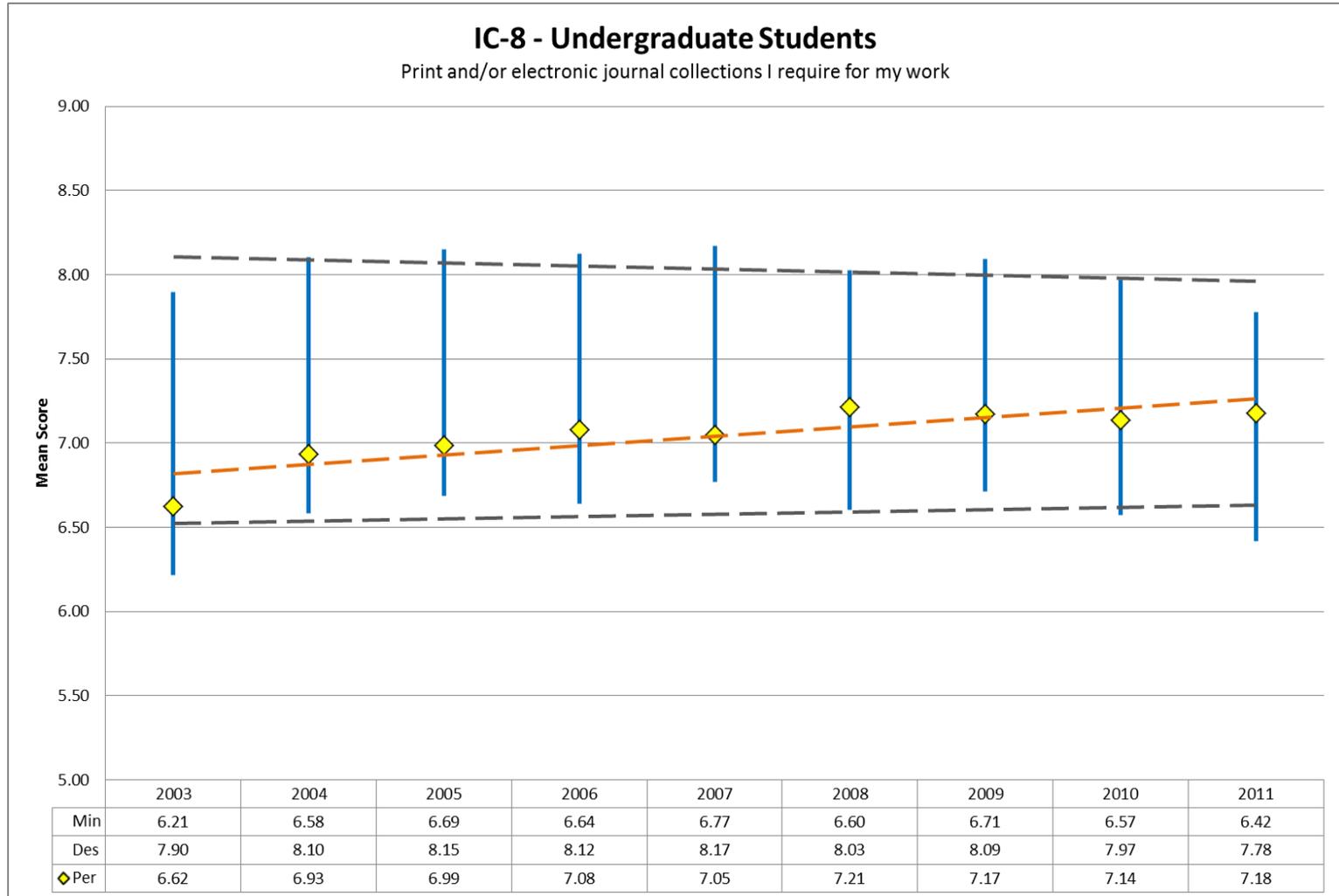
The Printed Library Materials I Need for My Work



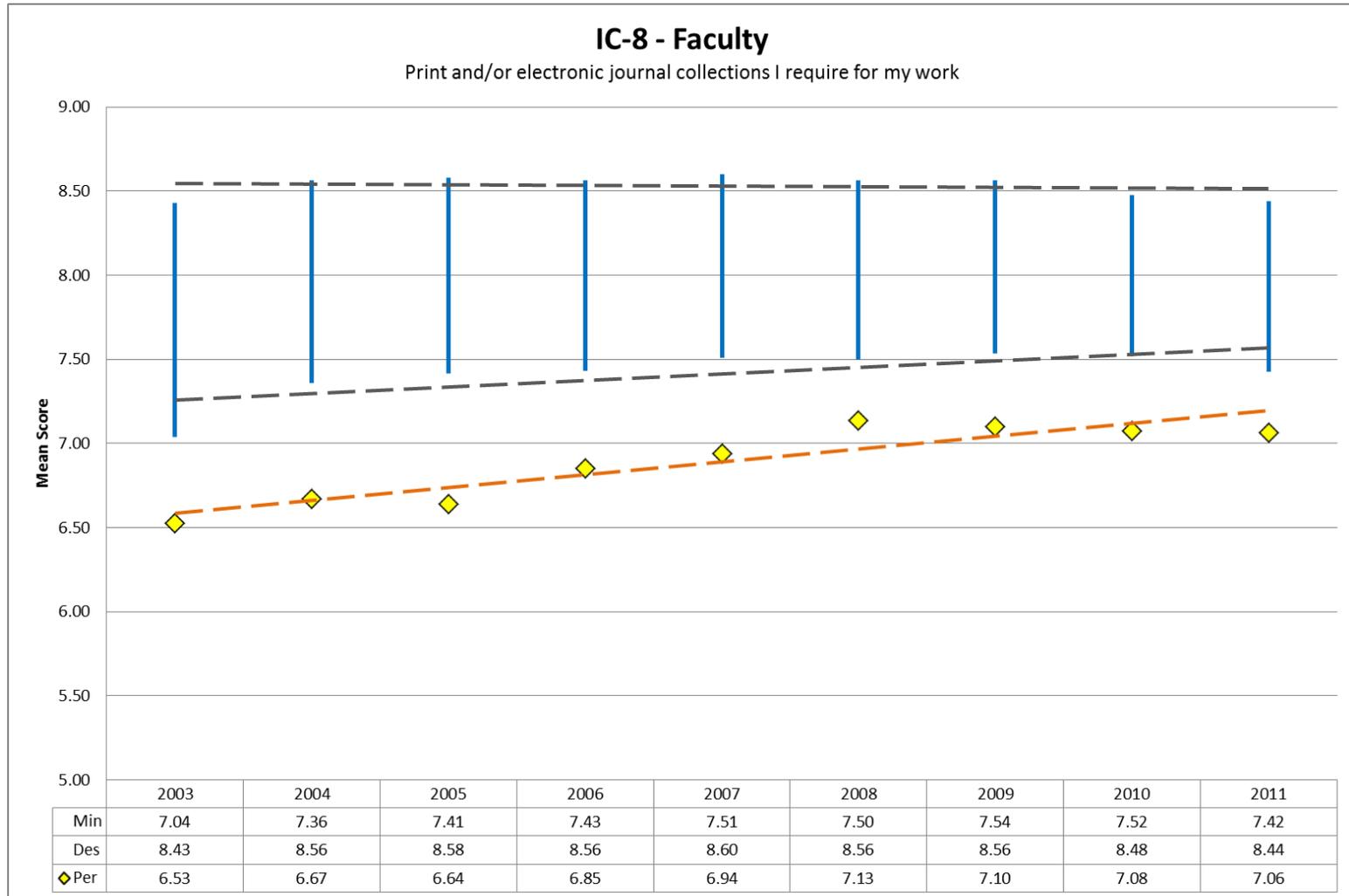
The Printed Library Materials I Need for My Work



Print and/or Electronic Journal Collections I Require for My Work



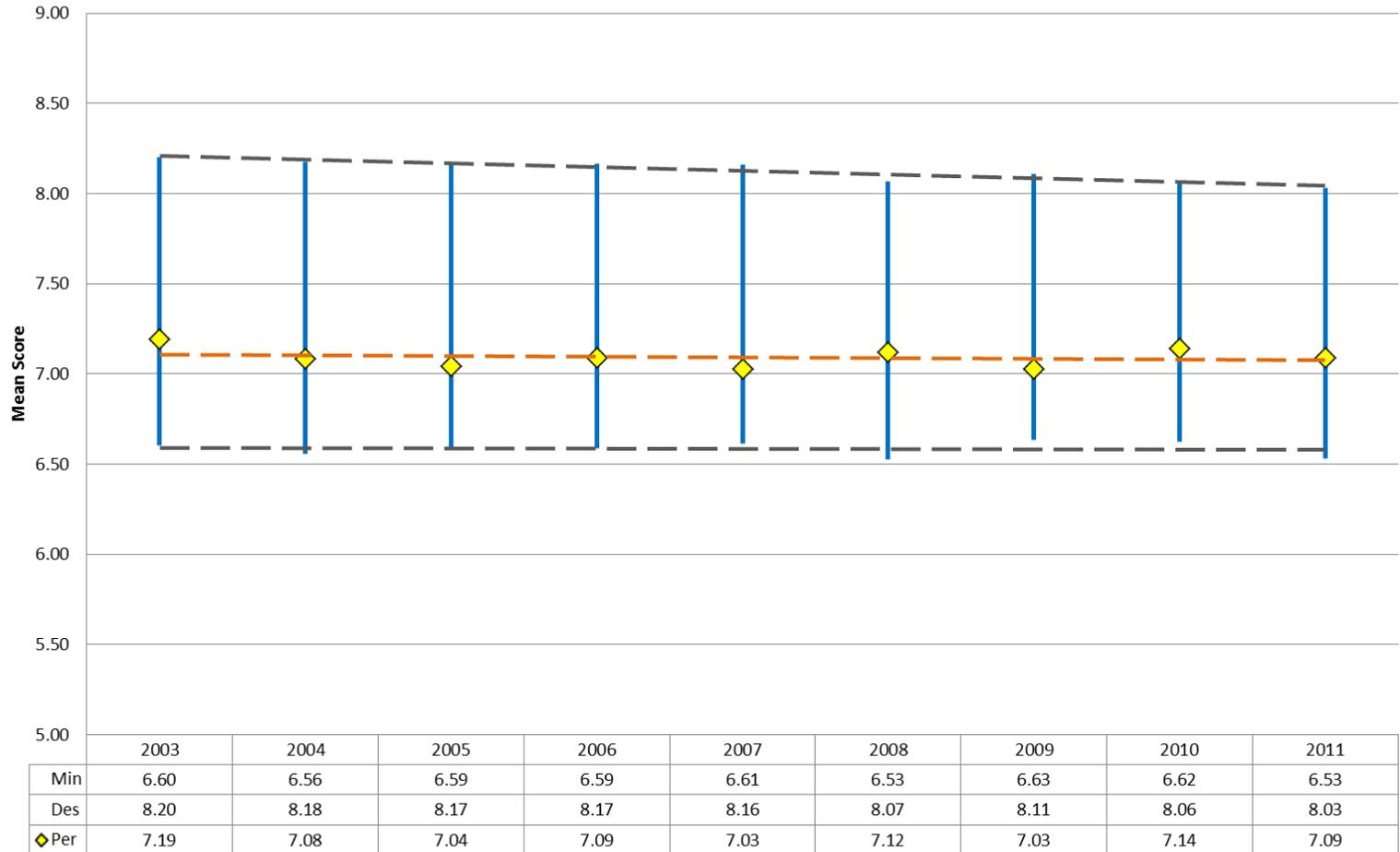
Print and/or Electronic Journal Collections I Require for My Work



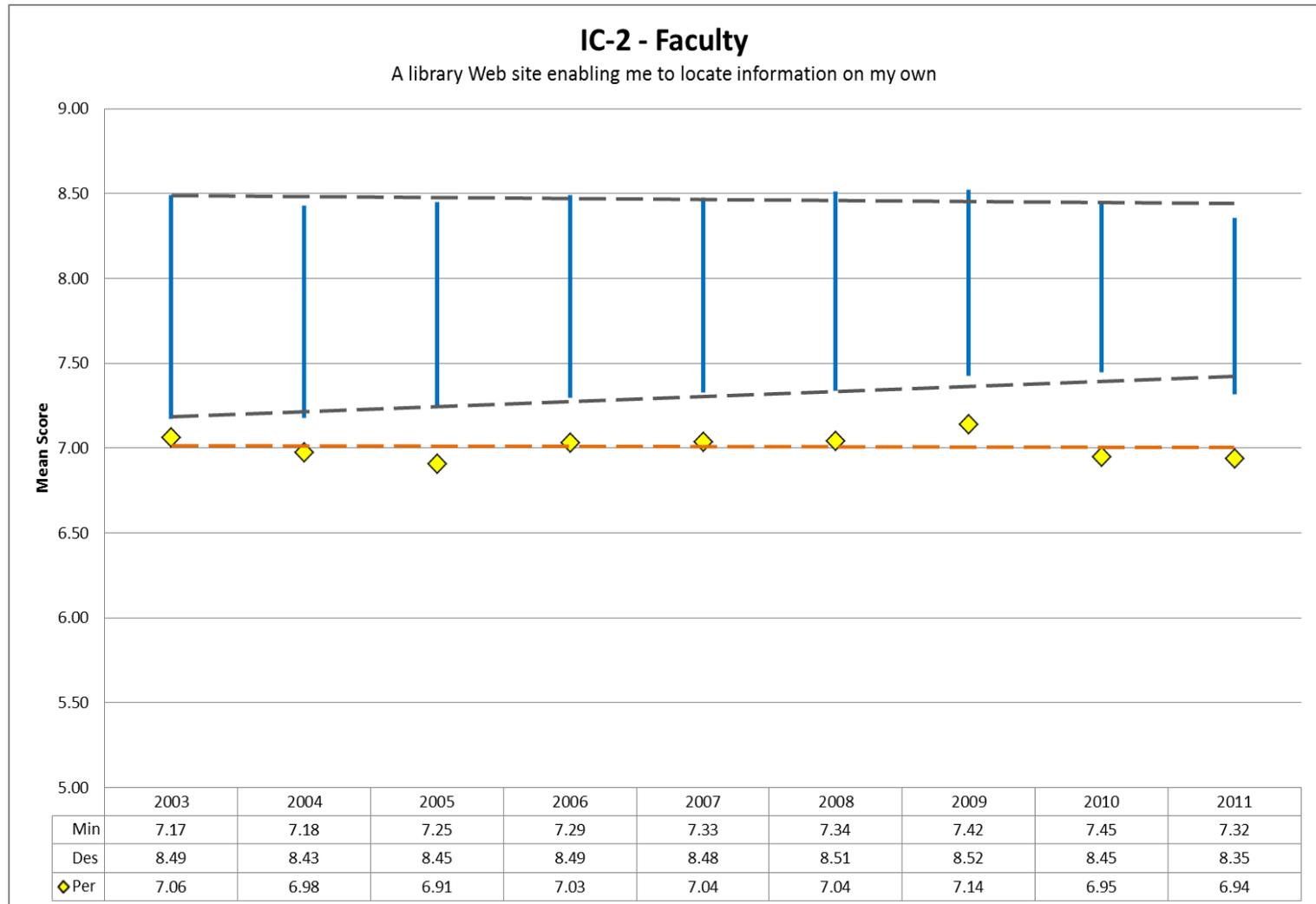
A Library Website Enabling Me to Locate Information on My Own

IC-2 - Undergraduate Students

A library Web site enabling me to locate information on my own



A Library Website Enabling Me to Locate Information on My Own





Anthropological Research - websites

- Faculty members are all business
- Graduate students are heavy users of the library catalog search box, interlibrary loan, and databases
- Undergraduates use the library homepage in a completely different way -- a web site that reflects that total integration of work and play
 - Foster, Dimmock, Bersani. **“Participatory Design of Websites with Web Design Workshops”** **Code{4}Lib Journal**, issue 21, 2013-07-15



Anthropological Research - IRs

- Make faculty work easily accessible to others on the web through Google searches and searches within the IR itself
 - Preserve digital items far into the future, safe from loss or damage
 - Give out links to their work so that they do not have to spend time finding files and sending them out as email attachments
 - Maintain ownership of their own work and control who sees it
 - **Not** have to maintain a server
 - **Not** have to do anything complicated

 - “Personalized tailored approach”
 - Foster and Giboons, *Understanding Faculty to Improve Content Recruitment for Institutional Repositories*, D-Lib Magazine Volume 11 Number 1
-

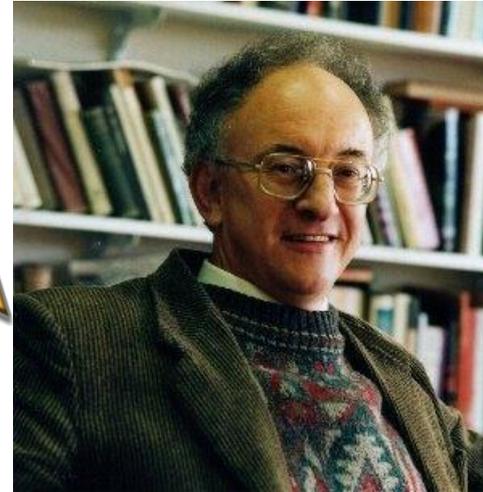


Longer-term outcomes...



"E-access is essential for scientific writing"

"I could not do the kind of research or teaching I do without these resources."



"The library services of providing access to journal articles and books through electronic media and inter-library loans are invaluable to my research."



Source: Carol Tenopir, U of Tennessee

An award-winning, prolific staff member is someone who...



- Reads more of every type of material.
- Spends more time per book and other publication readings.
- Uses the library for articles
- More often buys books and obtains other publications from the Internet.
- Occasionally participates and creates social media content.

Source: Carol Tenopir,
U of Tennessee



Ithaka S+R Faculty Survey

- **Research processes:** The processes through which scholars perform their research, focusing principally on the use of research materials in secondary and primary research.
- **Teaching practices:** The pedagogical methods that faculty members are adopting and the ways that they draw on content and support services in their teaching.
- **Scholarly communications:** Formal and informal methods by which scholars communicate with each other, the ways in which the types of materials and information exchanged in these processes are evolving, and needs for various kinds of publishing support services.
- **The library:** How faculty members perceive the roles and value of their institutional library, touching on the roles the library plays in supporting many of the above activities.
- **Scholarly societies:** How faculty members perceive the roles and value of their primary scholarly society, including in supporting both formal and informal communications between scholars.
 - [Roger C. Schonfeld](#) & [Ross Housewright](#), Ithaka S+R, “US Faculty Survey 2012”
Published April 08, 2013

MISO survey findings

Analysis of the data collected during 2008-2010 reveals marked **differences** in how **faculty and students** use the library. The *most frequently used services by faculty are the online library catalog (3.39 on a 5-point scale), library databases (3.34), and the library website (3.29)*. In contrast, the most frequently used services by students are **public computers in the library (3.61) and quiet work space in the library (3.29)**. Faculty reported a much higher use of online resources from off campus.

Trends (2005-2010): both faculty and students increased their utilization of databases over time

All other significant faculty trends reflected declines in usage, whereas, with the exception of use of the library website, all other student trends reflected no change or increased usage.

Laurie Allen, Neal Baker, Josh Wilson, Kevin Creamer, David Consiglio, Analyzing the MISO Data: Broader Perspectives on Library and Computing Trends, EBLIP, Vol 8, No 2, (2013)



Self-reliance

“...first of all, I would turn to the best search engines that are out there. That’s not a person so much as an entity. In this sense, librarians are search engines [just] with a different interface.”

Faculty member



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