

Measuring Use of Licensed Electronic Resources: A Second Iteration of the MINES for Libraries® Survey on Scholars Portal and Other Resources for the Ontario Council of University Libraries

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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 see how well Ontario University libraries are meeting your needs.

For more information about this survey or if you do not wish to participate, 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



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- Member Libraries ▾
- Products ▾
- Contacts ▾
- OCUL Groups
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OCUL Member Libraries

- [Algoma University](#)
- [Brock University](#)
- [Carleton University](#)
- [Guelph, University of](#)
- [Lakehead University](#)
- [Laurentian University](#)
- [McMaster University](#)
- [Nipissing University](#)
- [OCAD University](#)
- [Ontario Institute of Technology, University of](#)
- [Ottawa, University of](#)
- [Queen's University](#)
- [Royal Military College](#)
- [Ryerson University](#)
- [Ryerson University](#)
- [Ryerson University](#)
- [Toronto, University of](#)
- [Trent University](#)
- [Waterloo, University of](#)
- [Western Ontario, University of](#)
- [Wilfrid Laurier University](#)
- [Windsor, University of](#)
- [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 1967, 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.

YOUR Portal
TO RESEARCH
AND LEARNING



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 Ebooks 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. This new Ebooks release means that all ...

Thanksgiving

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

EJournals Go Mobile

New release of the EJournals 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. EJournals 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

Partner Institutions	FTE , July 2010	OCUL 1 - 2004/05	OCUL 2 - 2010/11
Algoma	870	Not part of OCUL	Optional
Brock	14,557	Mandatory	Optional
Carleton	20,743	Mandatory	Optional & Mandatory
Guelph	21,452	Mandatory	Optional
Lakehead	7,583	Mandatory	Optional
Laurentian	7,630	Mandatory	Optional
McMaster	24,944	Mandatory	Optional
Nipissing	5,535	Mandatory	Optional & Mandatory
OCAD	3,010	Mandatory	Optional
UOIT	5,147	Mandatory	Optional & Mandatory
Ottawa	32,230	Mandatory	Optional
Queen's	20,751	Mandatory	Optional
Royal Military College	1,792	n/a	n/a
Ryerson	26,841	Mandatory	Optional & Mandatory
Toronto	68,334	Mandatory	Optional
Trent	7,030	Mandatory	Optional
Waterloo	27,674	n/a	Optional
Western Ontario	33,119	Mandatory	Optional & Mandatory
Wilfrid Laurier	14,054	Mandatory	Optional
Windsor	14,419	Mandatory	Optional
York	45,235	Mandatory	Optional
Total	402,950		

OCUL MINES 2004 vs 2010

OCUL I : 2004

- Randomly selected 2 hour periods each month for a year
- Mandatory

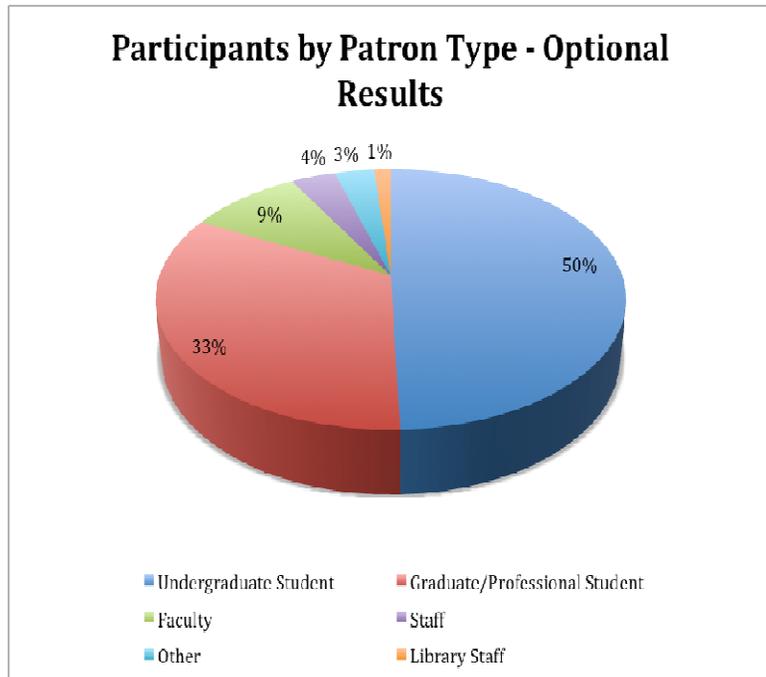
OCUL II: 2010

- SFX as delivery mechanism
- Systematic sampling (every n th)
- Mandatory and optional versions
- Additional question: contact pool

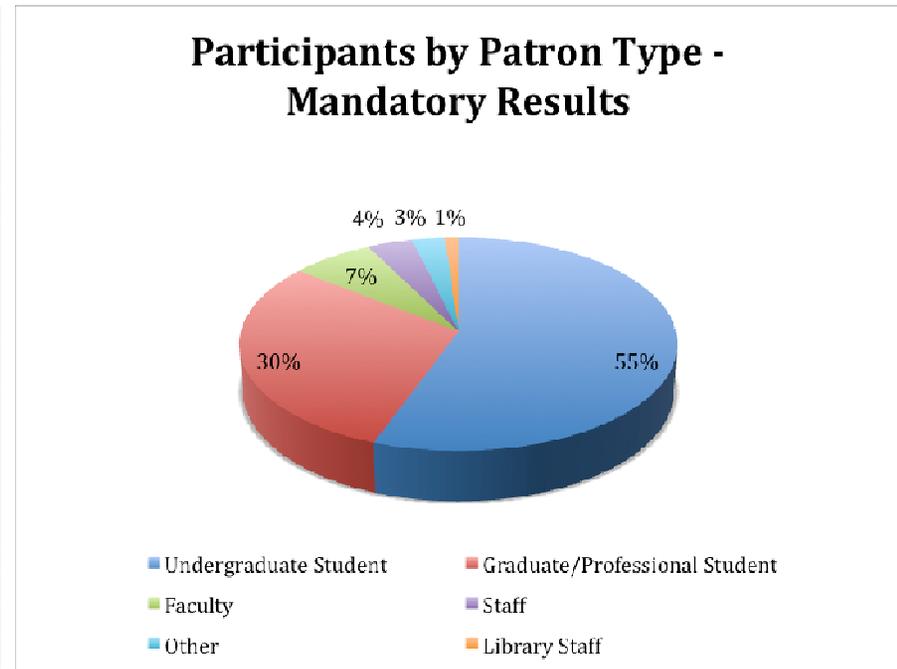
Preliminary Findings: Content Types Being Measured

2004/05	2010/11
<ul style="list-style-type: none">•ejournals locally loaded on Scholars Portal <p>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</p>	<ul style="list-style-type: none">•e-journals•abstracts and indexes•e-books•dissertations•library catalogues•reference materials•institutional repositories•other services (e.g. interlibrary loan, Ulrichs, JCR – Journal Citation Reports, Refworks)

Preliminary findings: Patron type

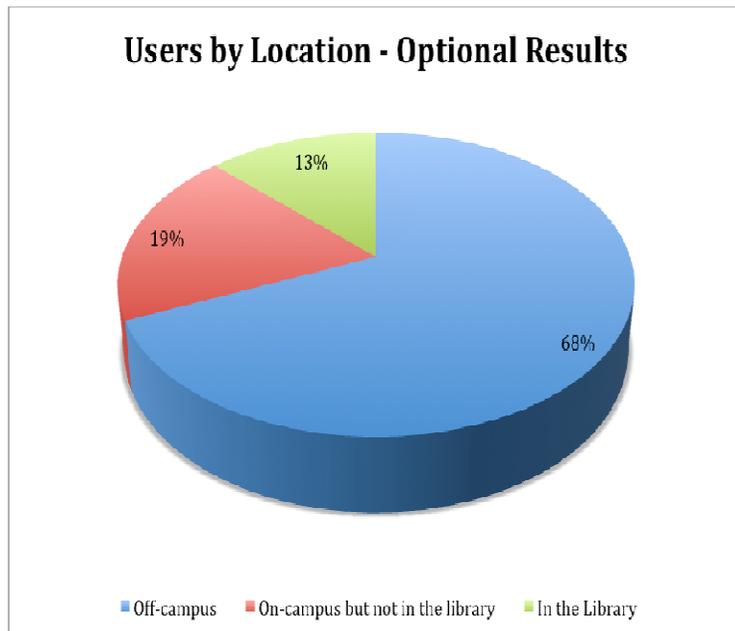


n = 15359

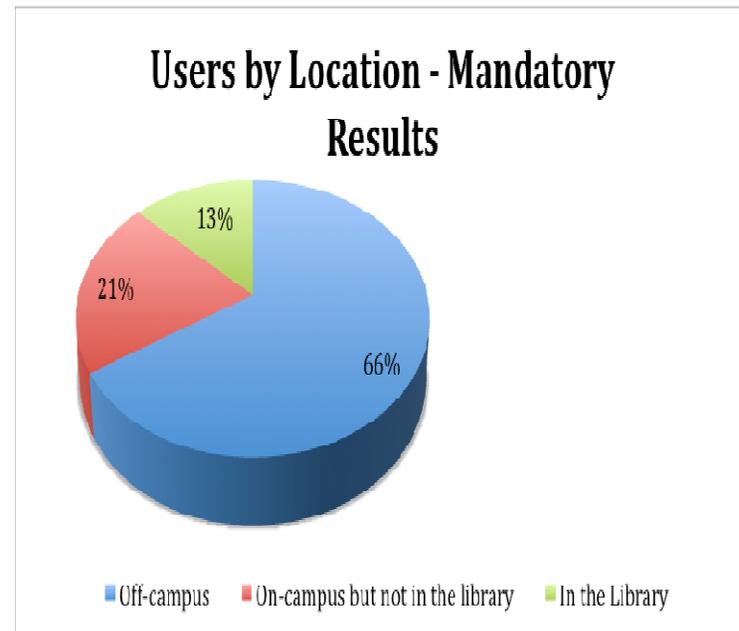


n = 1750

Preliminary Findings: Location



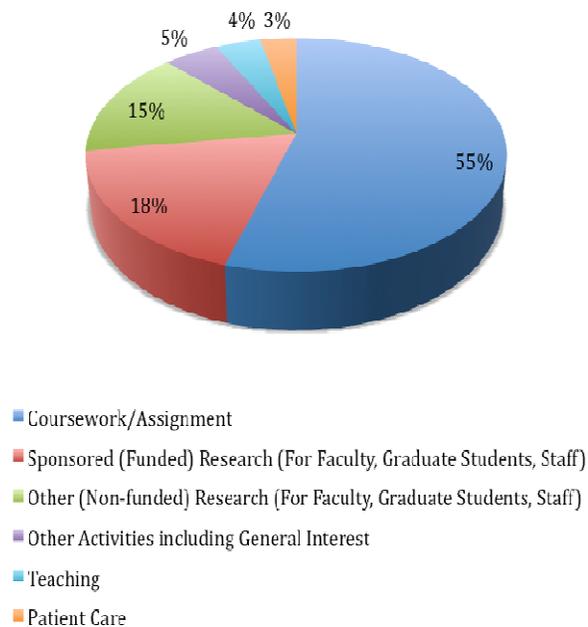
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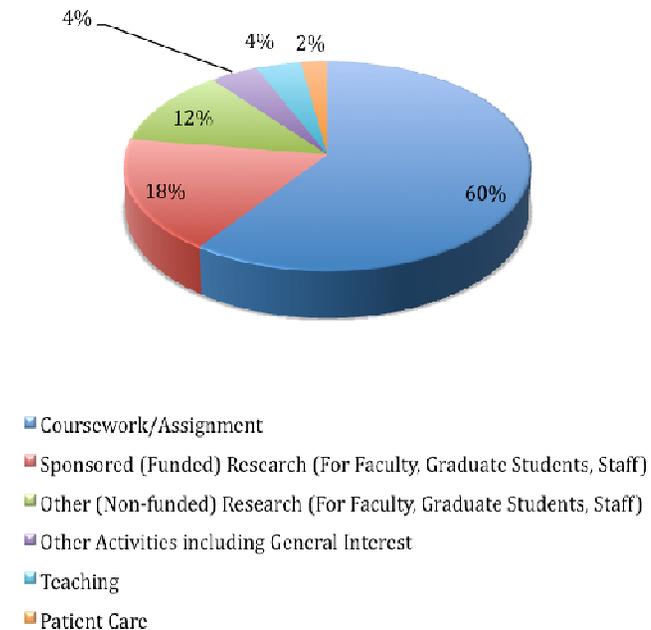
Preliminary Findings: Purpose of use

Purpose for Using Resource - Optional Results



n = 15359

Purpose for Using Resource - Mandatory Results



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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