

Library Survey 2018

BACKGROUND

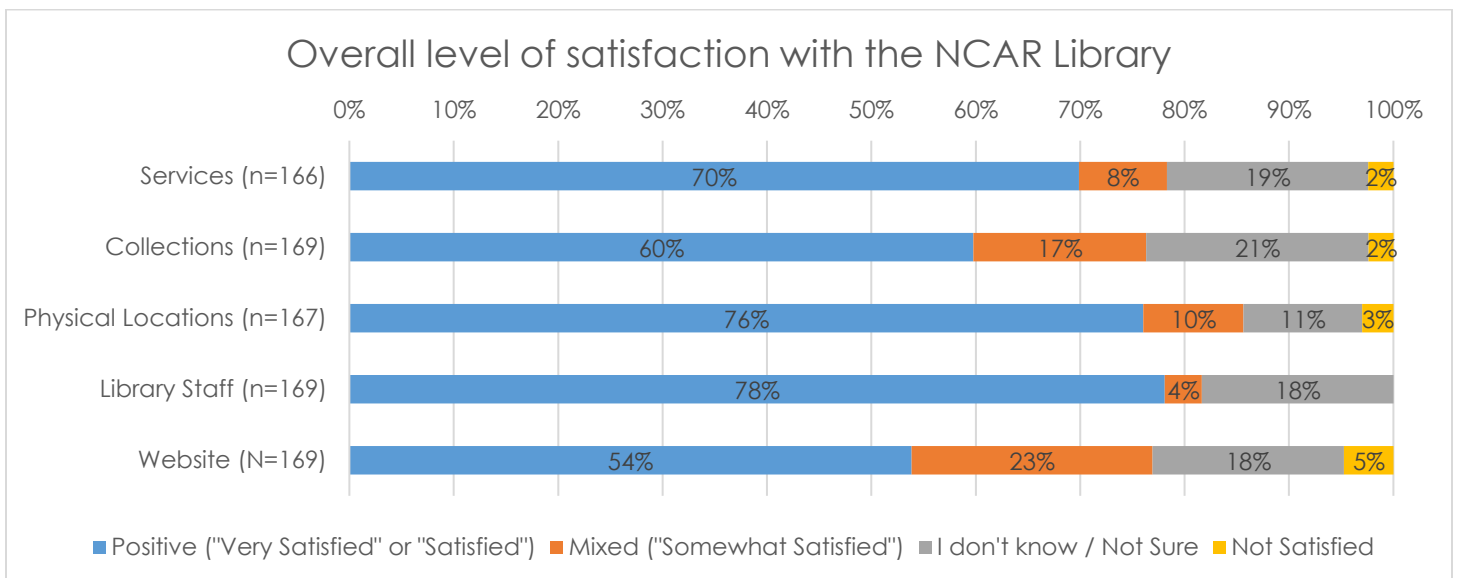
The survey was distributed on July 26 and remained available until August 10, 2018. It was emailed to all members of NCAR/UCAR staff by Michael J. Thompson, NCAR Deputy Director & Chief Operating Officer. There were 172 responses (out of 1,171 employees), which represents 14.68% of the target community.

To gain a better understanding of our audience, results were analyzed separately for respondents who identified themselves as members of these two groups: scientists, and computing and engineering. Members of these two communities are considered to be our most targeted and highest users of the library resources and services. This group will be referred to as simply “scientists” when looking at the results for questions 2 and 13.

RESULTS

Our Work

1. Please indicate your overall level of satisfaction with the NCAR Library



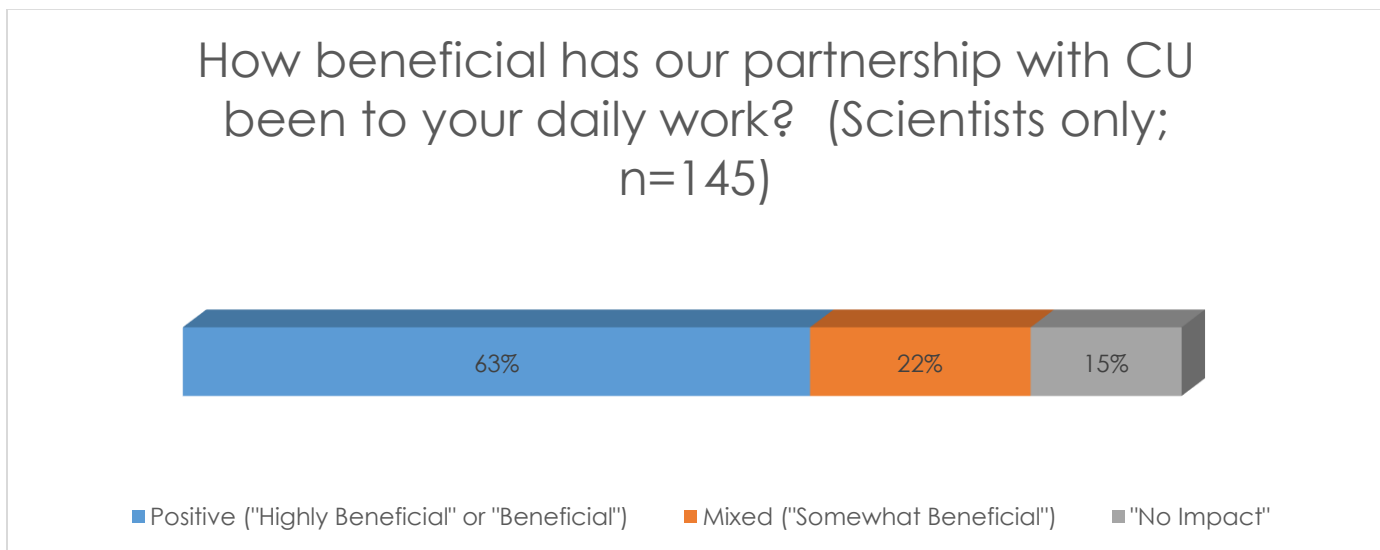
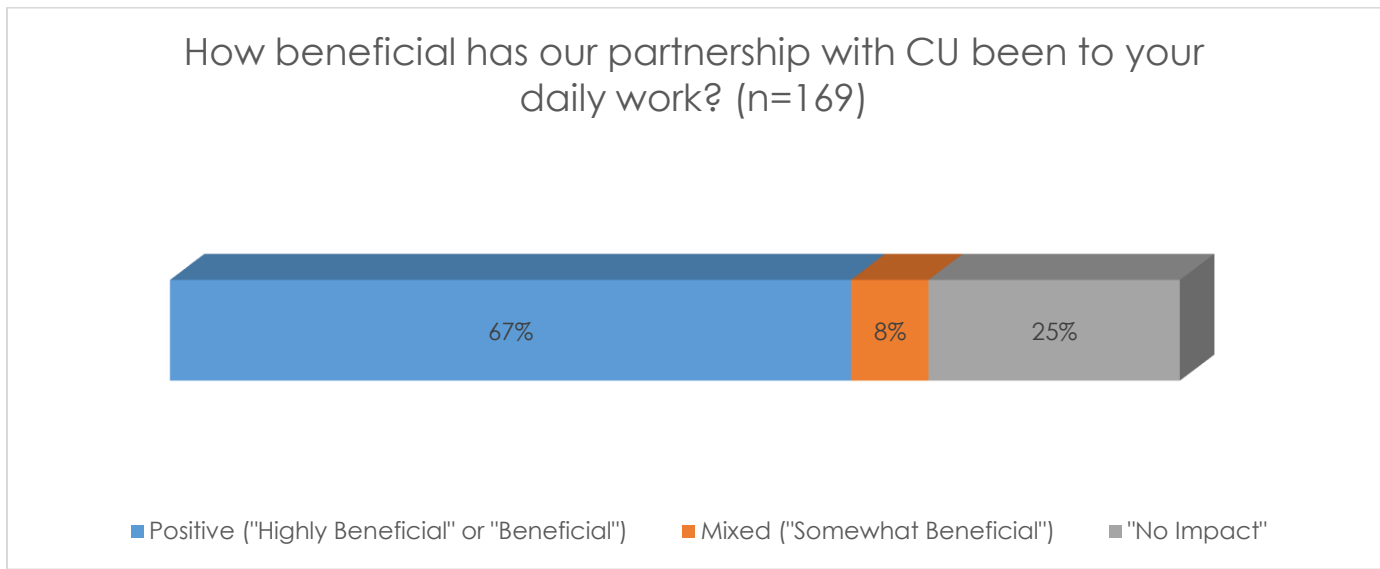
The overall satisfaction with the library is high. Responses were overwhelmingly positive. It is worth noting that many respondents were happy to have a library nearby, but they were not necessarily happy with existing facilities and layouts. Opportunities to improve and/or renovate the library would be welcome to most.

The highest rating was for “library staff.” It is important to note that zero survey participants indicated that they were “not satisfied” with library staff.

Negative responses averaged only 2.4%.

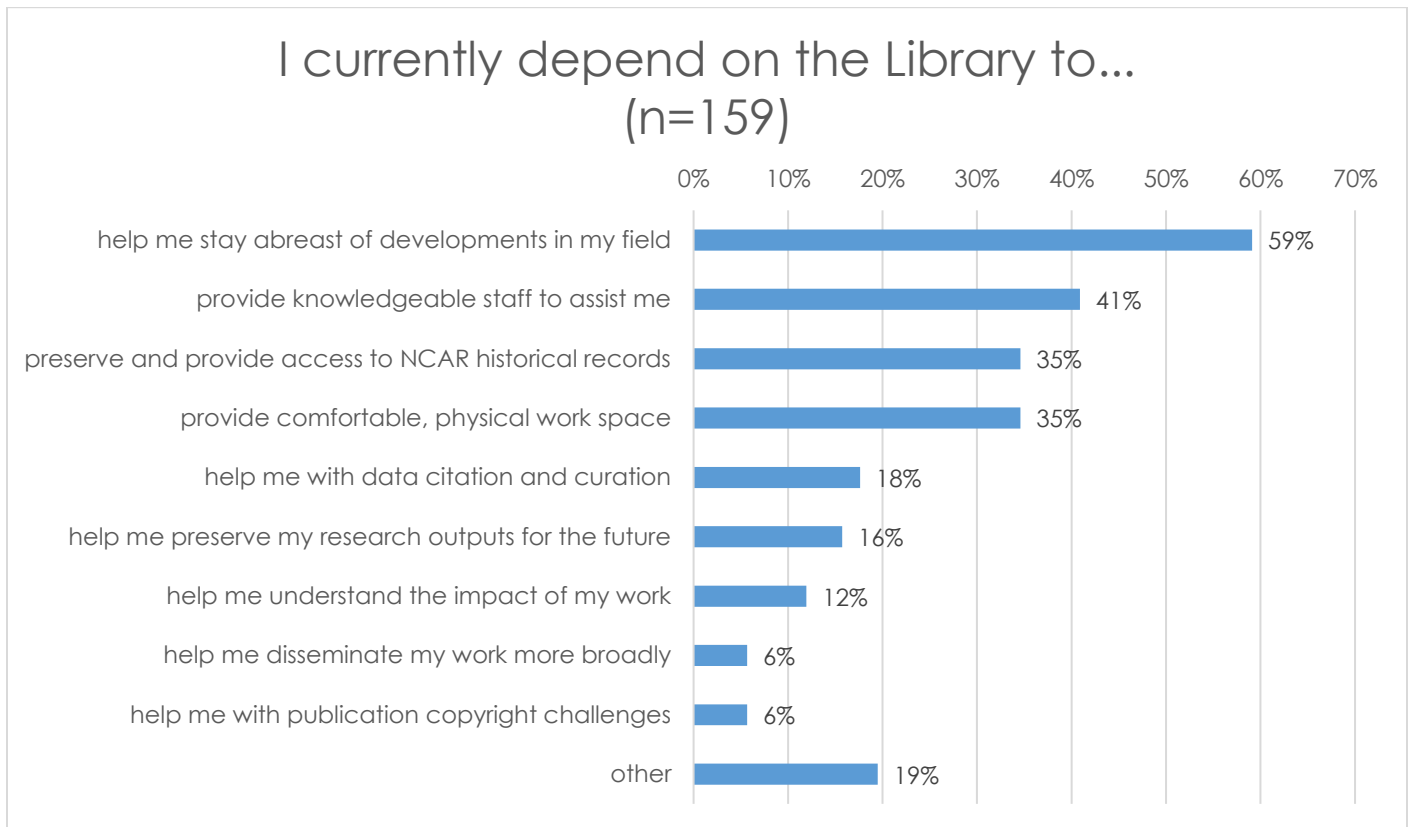
The lowest rating was for the website. Responses to later questions in this survey confirm that many people have experienced difficulties with the website.

2. We recently added subscriptions to thousands of e-journals and e-books through our collaboration with the University of Colorado



The NCAR community in general and scientists in particular report that the partnership with CU has been highly beneficial or beneficial to their work.

3. I currently depend on the Library to ... (select all that apply)



"Other" Comment Themes (some comments mentioned more than one topic):

Online research = 11%

I don't use the library = 4%

Print collection = 3%

Interlibrary loan = 1%

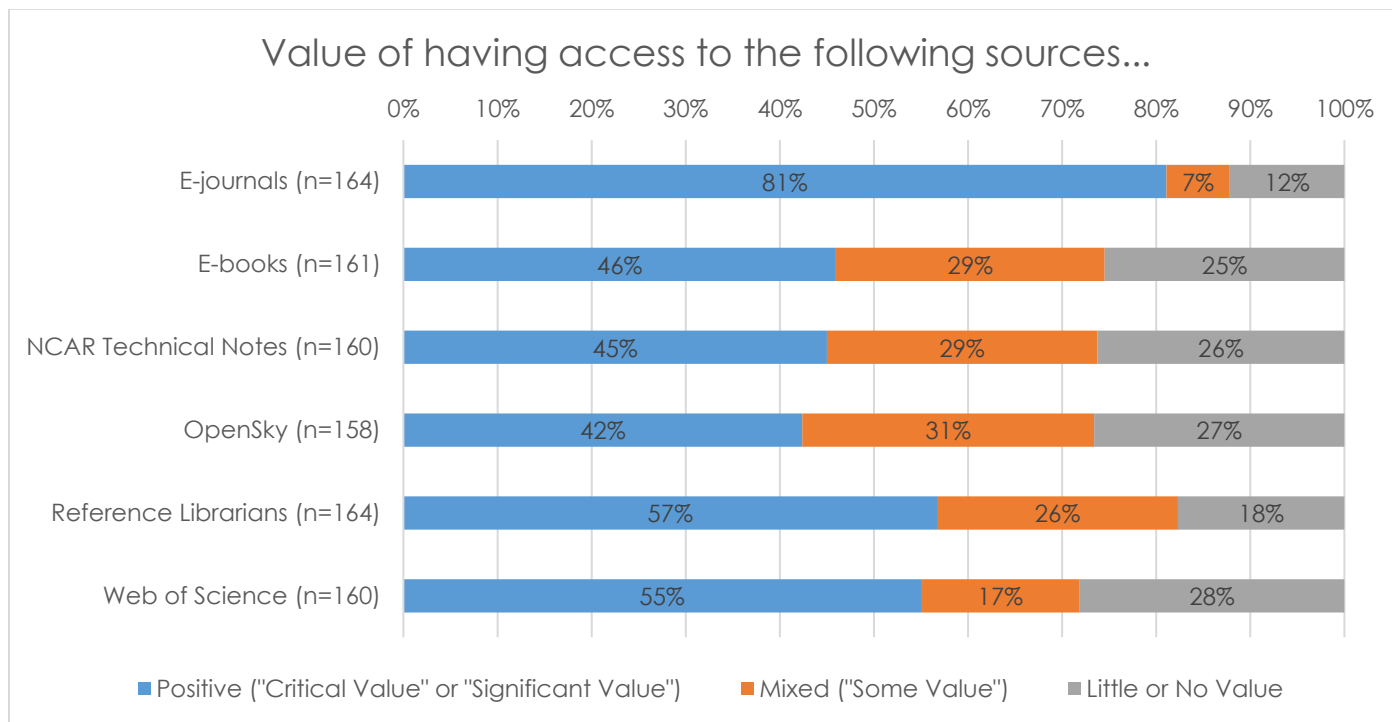
Use library space = 1%

DOI Generation = <1%

Understand Open Access = <1%

The NCAR community depends on the NCAR Library for traditional library services (research, reference librarians, archives, and library space). The library has the opportunity to expand its reach into more modern library endeavors (data, OpenSky, copyright, etc). It is worth noting that only 4% of respondents to this question indicated that they do not use the NCAR Library.

4. In the past two years, what has been the value of having access to the following sources of information?

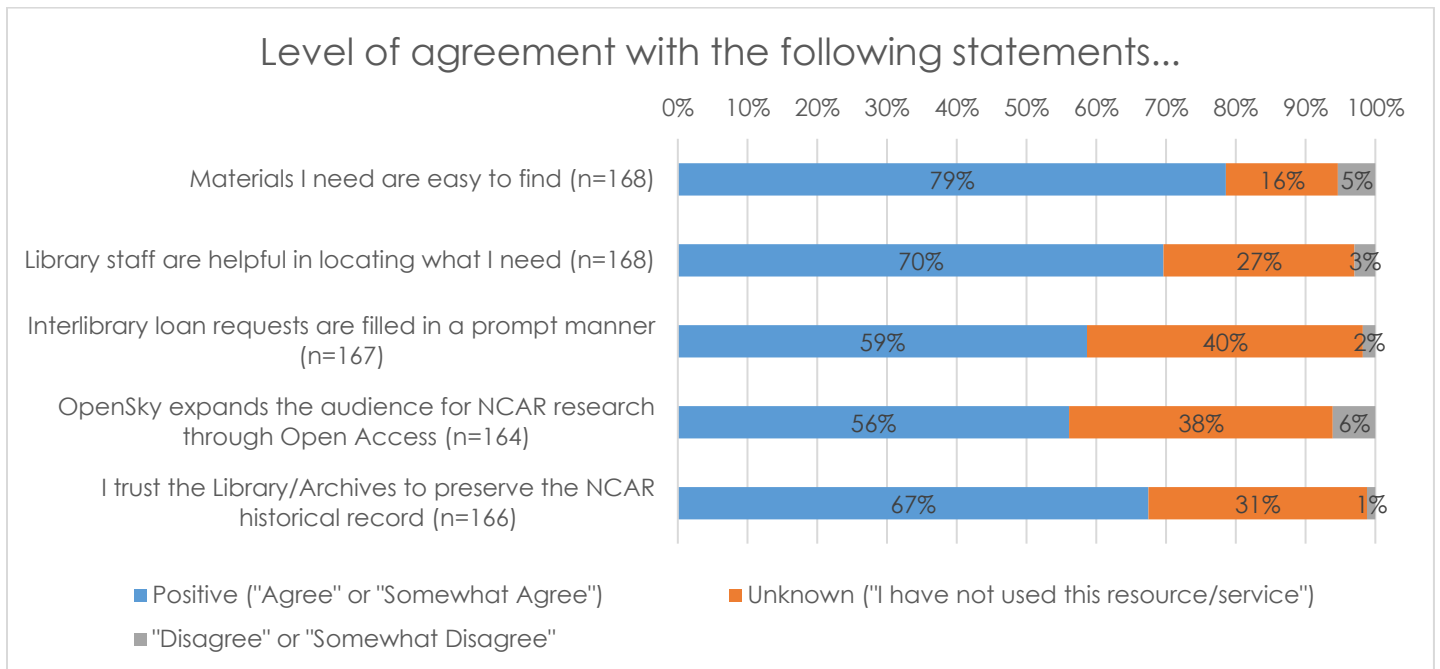


Providing access to e-journals is perceived to be one of the most valuable services provided by the library.

Access to CU's collection of 120,000 e-books only began in April 2018, and it may be that many respondents were not aware of this service at the time of this survey.

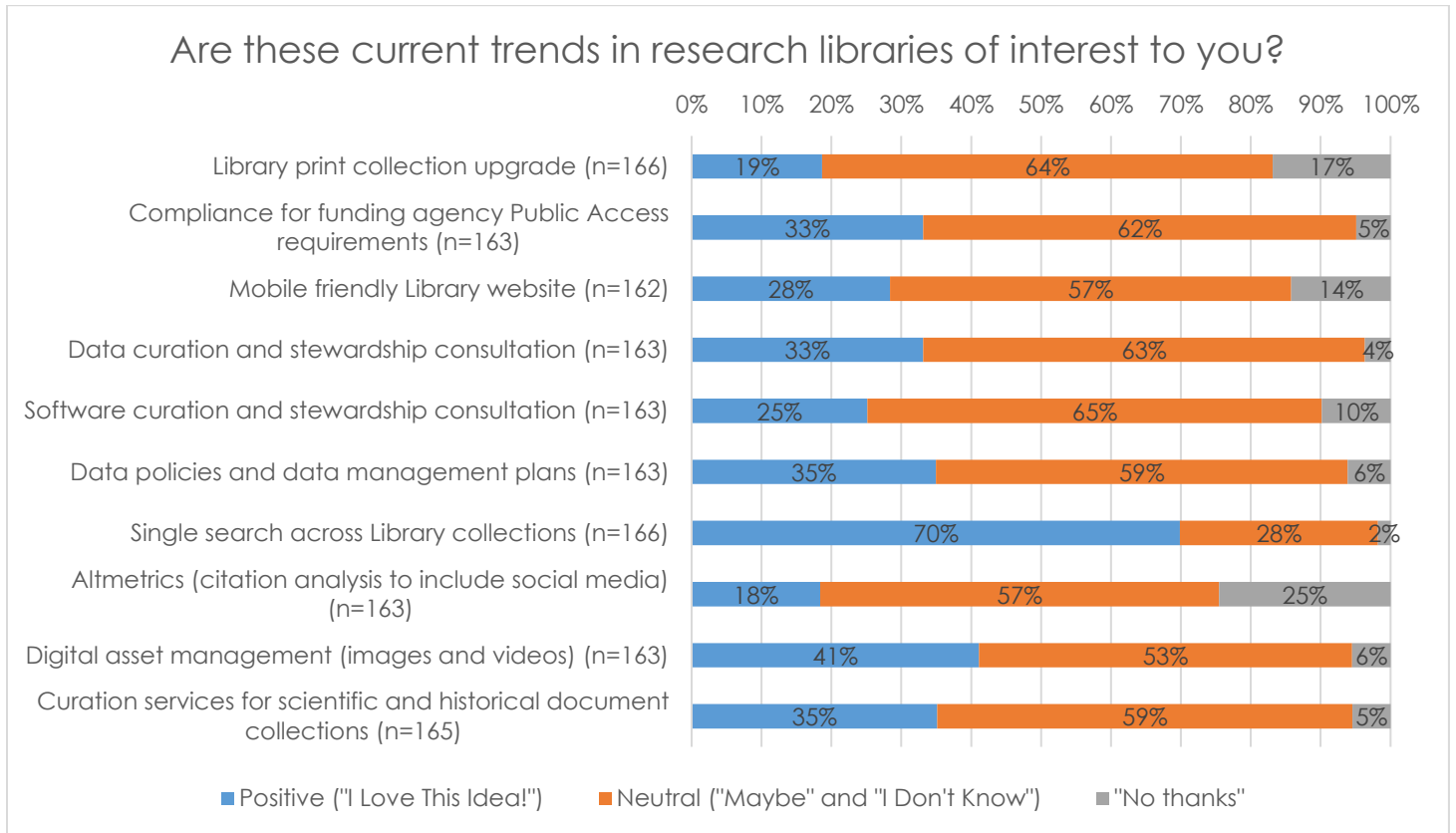
Reference librarians and the Web of Science are also ranked as highly valuable.

5. What is your level of agreement with the following statements based on recent experiences using Library resources and services?



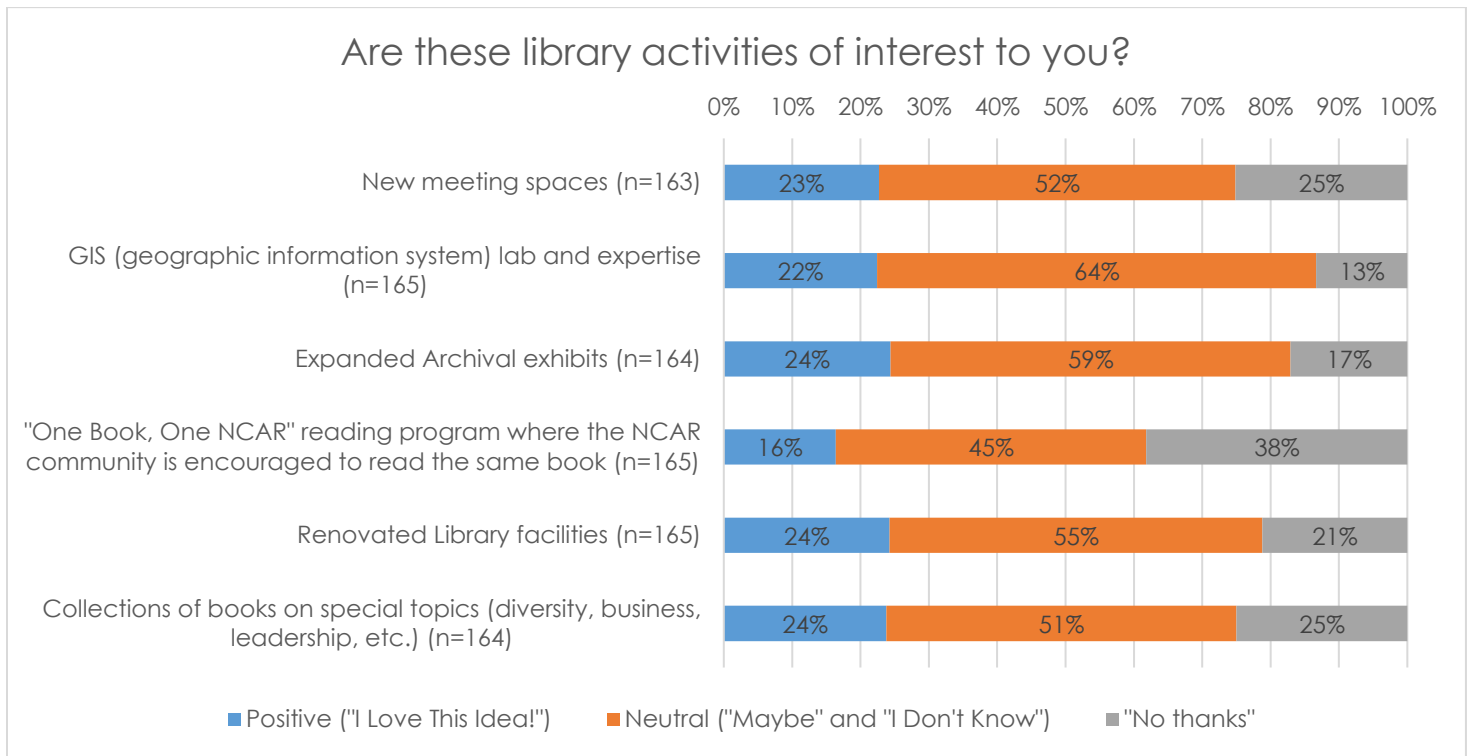
This graph shows the overwhelmingly positive feelings that people have experienced when they use the NCAR Library.

6. Here are some current trends in research libraries. Which of these are of the most interest to you?



Members of the NCAR community are overwhelmingly neutral on most library trends. The one trend that sparked a good deal of interest is the idea of a “Single search across library collections,” which is an area that the library will continue to investigate.

7. Here are some specific things that other libraries have done. Would you like to see the NCAR Library do things like this?



Again, survey respondents had few strong opinions on specific ideas for new library activities.

8. Do you have any thoughts about any of the above options?

A high level analysis of the free-text responses is provided below. Numbers on the left indicate how many comments mentioned each topic.

7 – Enthusiasm about renovating the library into comfortable space that is conducive to group work.

6 – Enthusiasm for re-envisioning the library space in other ways (quiet space, collaborative tools, meeting space, additional staffing)

3 - Enthusiasm for GIS lab.

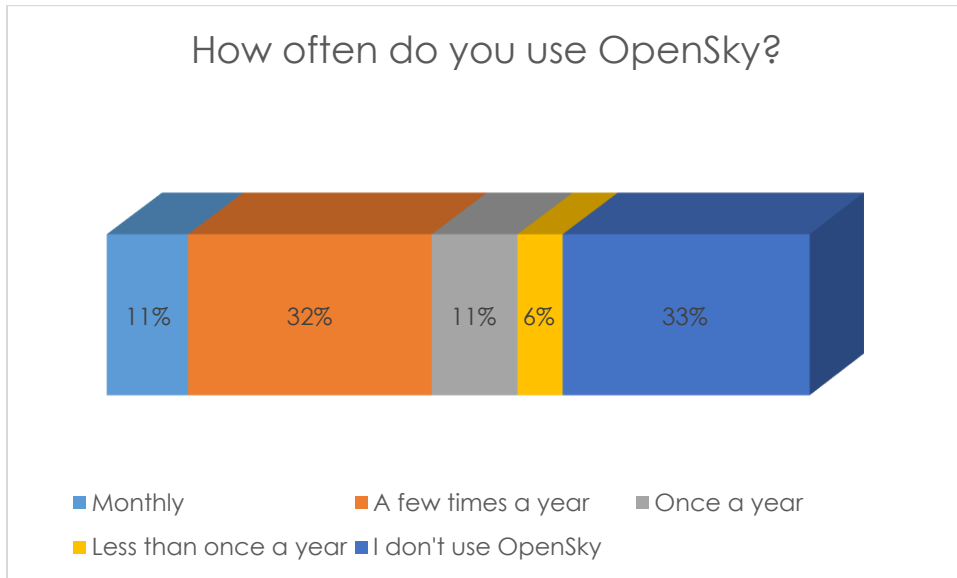
2 - Maintain and improve the current collection of print books and current print journals.

2 - Enthusiasm for digital asset management, data, software, Open Access management.

2 - Complaint about current access to e-journals. Request for simplification and improved interface.

10 additional comments on other topics.

9. How often do you use OpenSky?

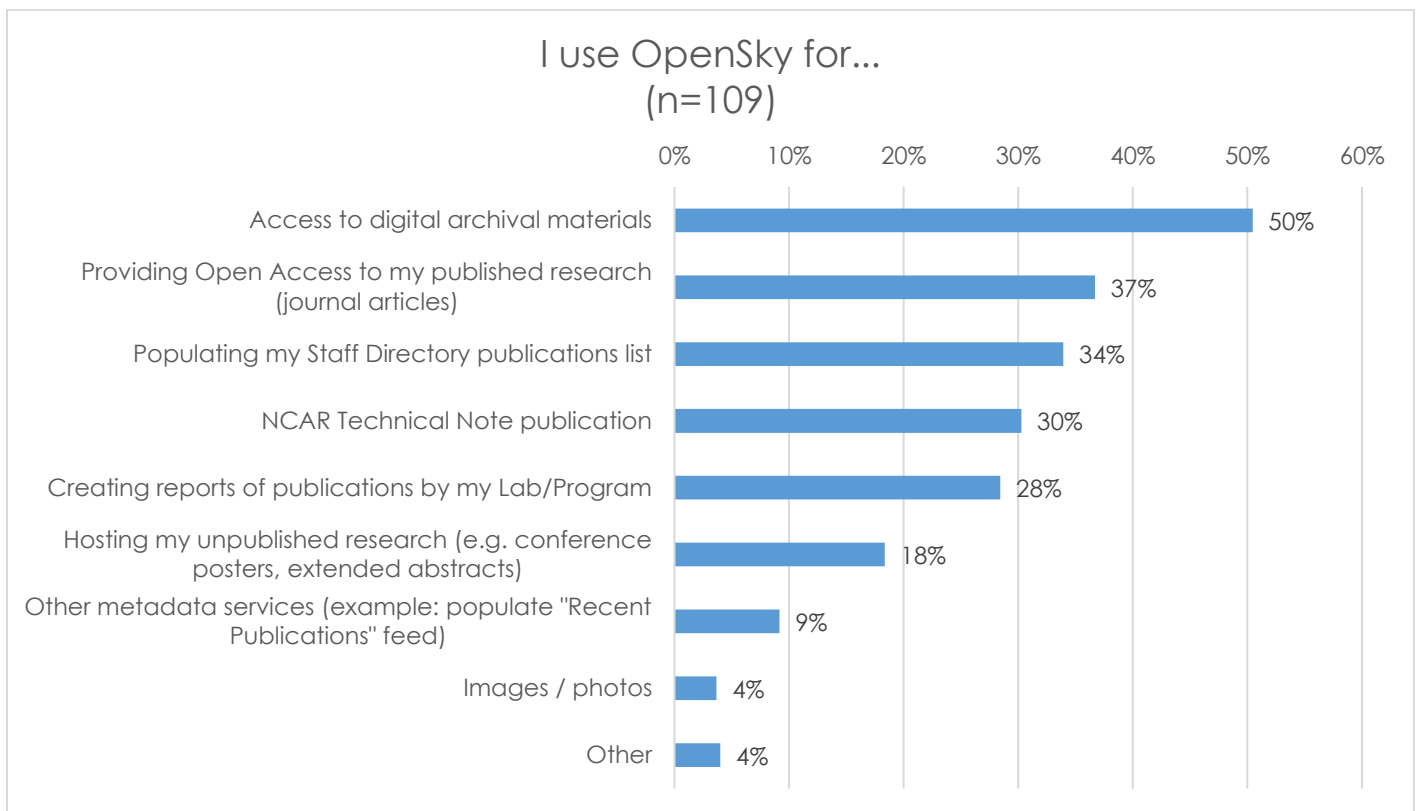


Most members (66%) of the NCAR community do use OpenSky, and they use it at least once per year.

As a reminder, the survey did not address usage outside UCAR.

Further investigation is needed to understand trends, perhaps analysis by job category, and more targeted outreach for specific groups.

10. I use OpenSky for:



This chart provides important contextualization to the previous question about overall usage.

11. How you envision the best future of the NCAR Library?

A summarization of the answers is:

32 – Enthusiasm for E-resources

15 – Library staff expertise is critical

12 – Enthusiasm for print collection

12 – Prefer a pleasant/comfortable/modern environment

9 – Need for services related to digital scholarship (data curation/stewardship/digital resource management/DOIs/Open Access)

7 – Enthusiasm for expanded archival services

7 – Need to address challenges related to CU journal access methods

6 – Enjoy having the library nearby

5 – “Keep up the good work!”

4 – Add working/meeting space

3 – Reduce print collection

2 – Support for publishing

2 – Enthusiasm for interlibrary loan service

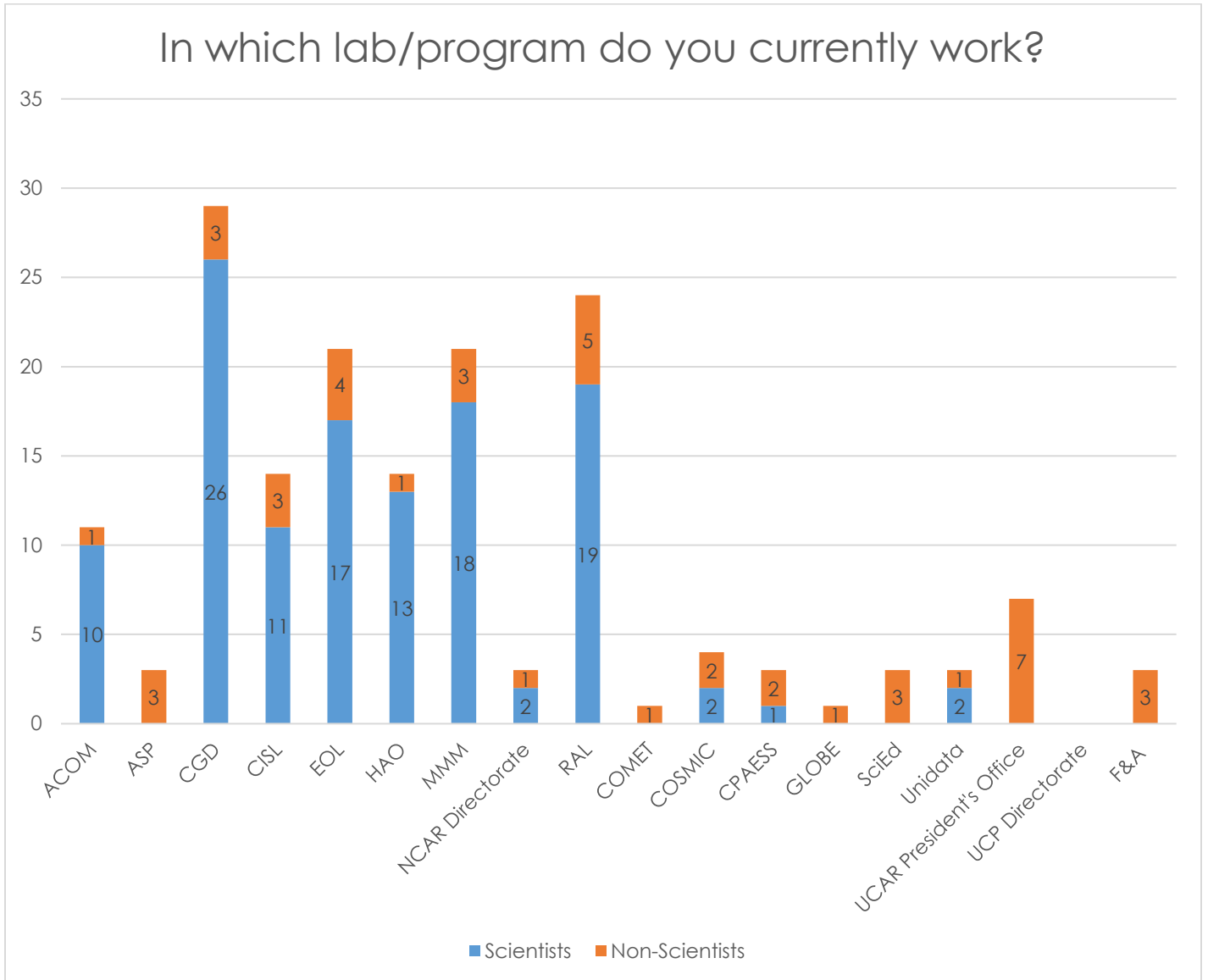
18 additional comments reflected the variability of opinions across NCAR Library users

12. If you are interested in participating in further Library-related usage studies, please enter your email below.

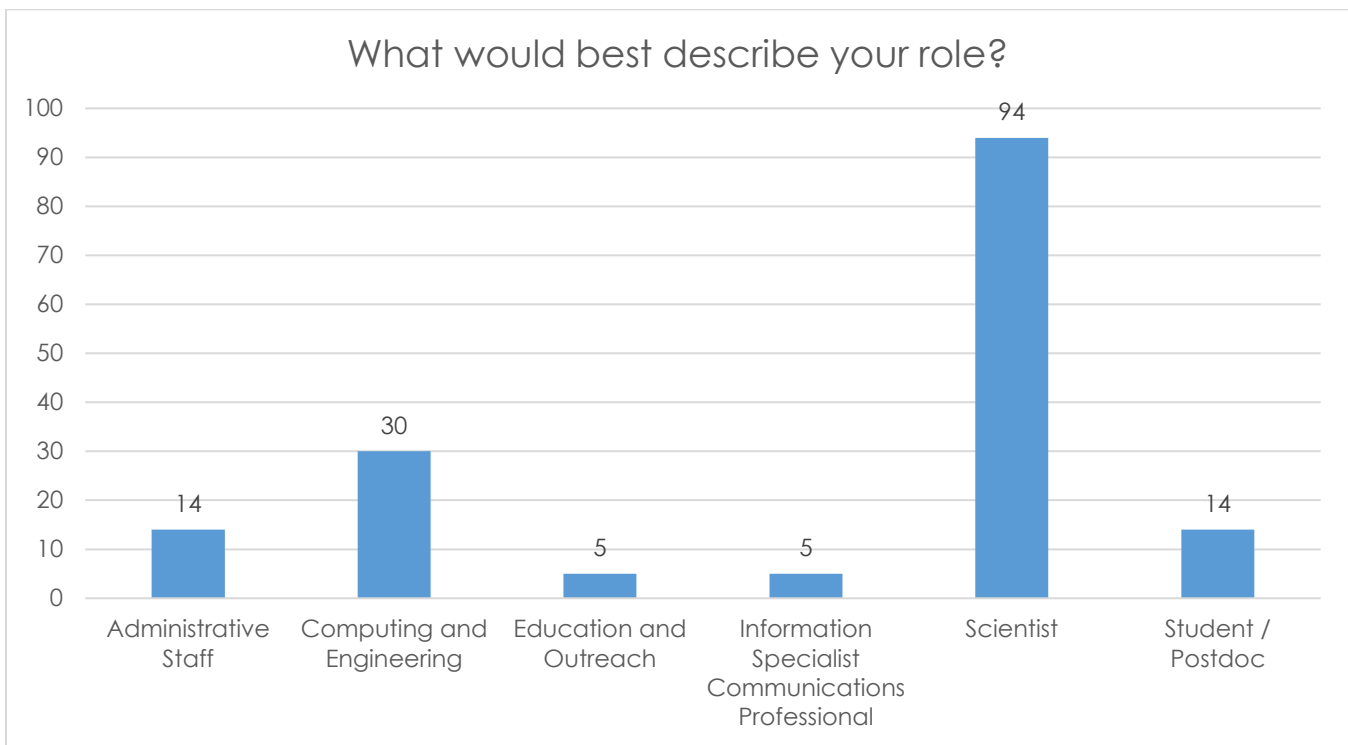
20 responses

The NCAR Library will follow up with these individuals.

13. In which lab/program do you currently work?

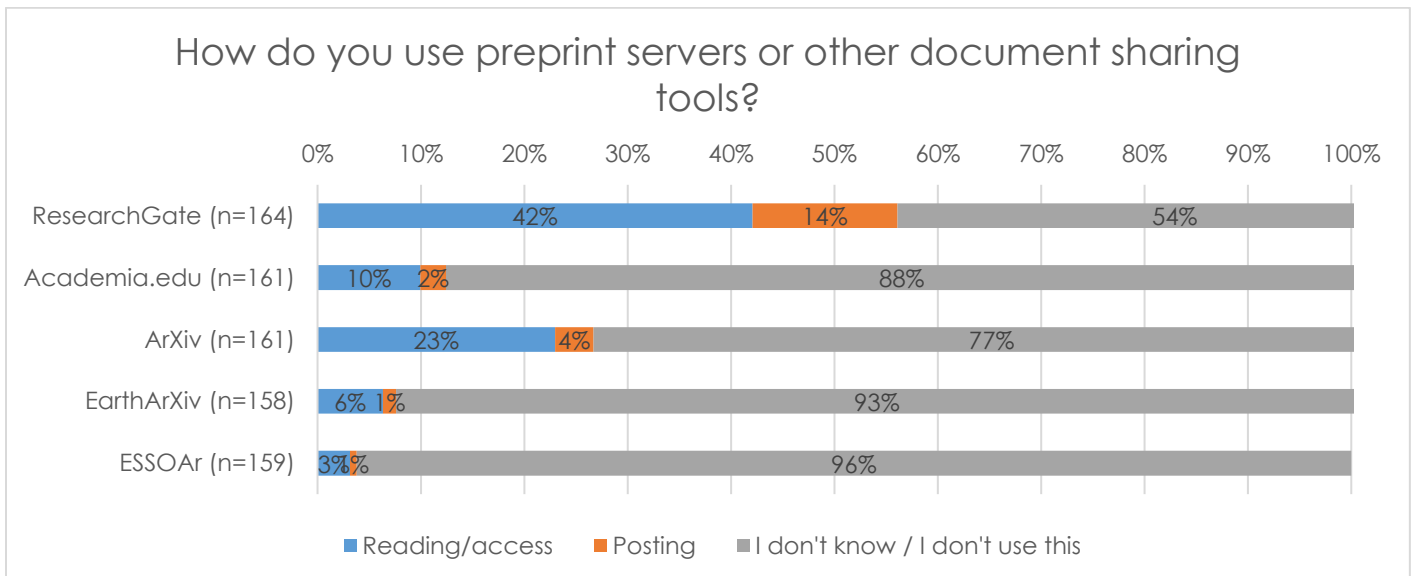


14. What would best describe your role?



Your Publication Practices

15. How do you use preprint servers or other document sharing tools?



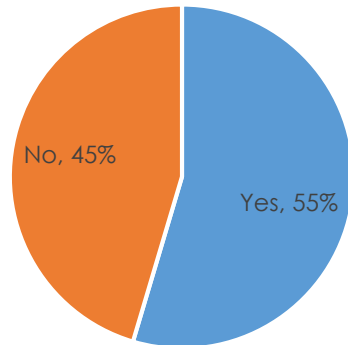
Most people do not use these document sharing tools.

This question was included to investigate usage of online research tools. The fact that these are not receiving much usage indicates the value of collecting and sharing research documents in OpenSky.

16. Do you have a researcher identifier (unique author number), such as ORCID or ResearcherID?

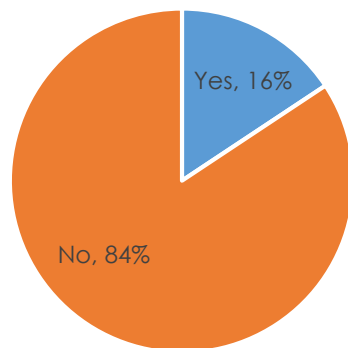
Do you have an ORCID?

n=163



Do you have a ResearcherID?

n=153



This question was included to determine the uptake of these identifiers. Journals are increasingly requiring ORCIDs upon submission of manuscripts. NCAR Library will continue to promote the usage of ORCIDs.