

University Library

Results of the survey on the new library website



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La Biblioteca
The Library

Overall description

Aim: gathering information about frequency and way of use of the website, data about the users and level of user satisfaction

Target groups: internal and external users of the library

Methodology: Web-based survey

Period: 20th May – 7th June 2009

Responses: 505 (~8% of the user population)

Complete responses (sample): 408 (~6.6%)



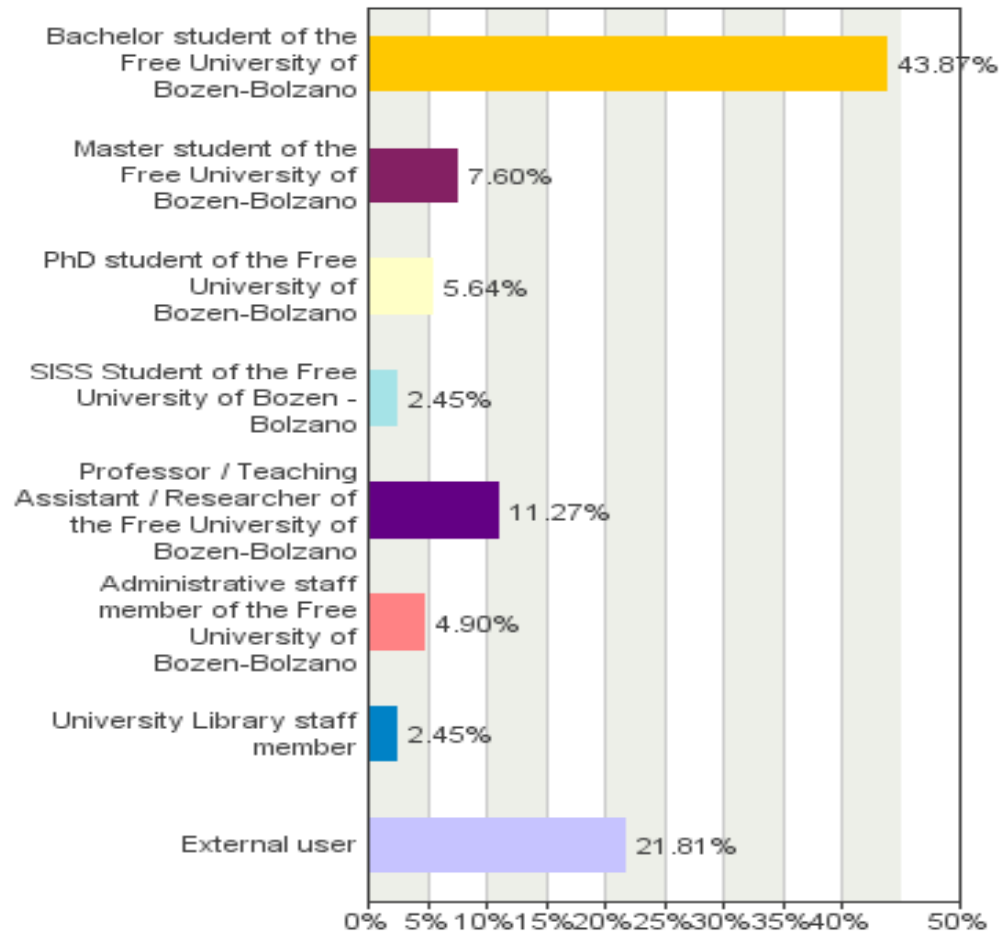
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Participants overview



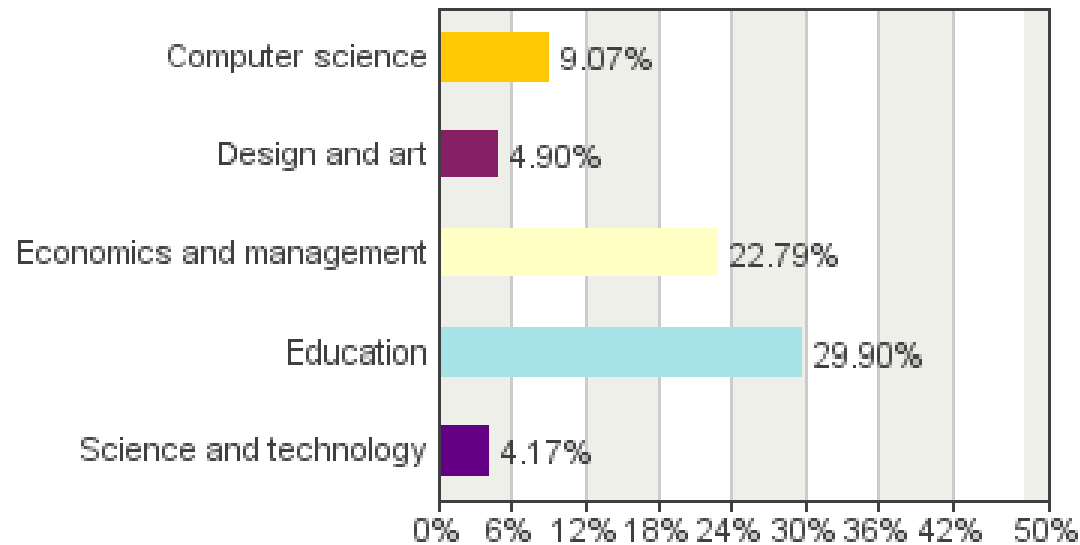
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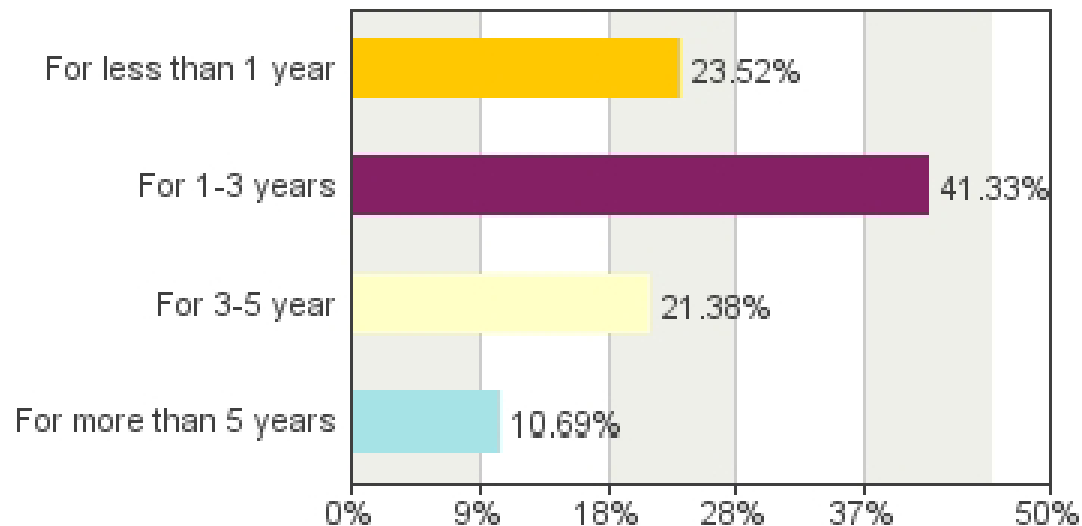
Participation by Faculties



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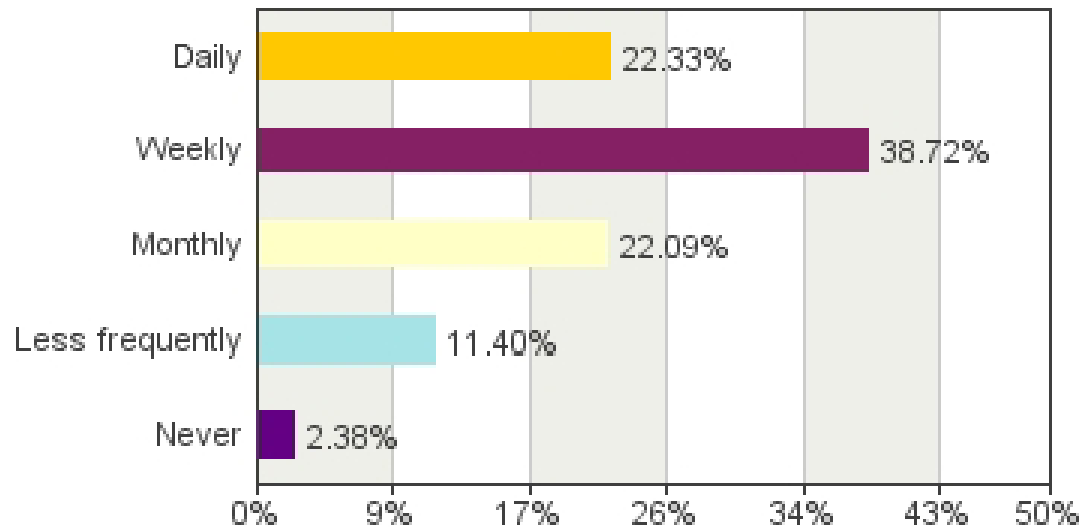
How long have you been a user of the University Library web site?



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Frequency of use



61.05% Daily or weekly

2.38% Never

82.61% PhD students

80.65% Master students

28.89% External users



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If never, why?

- Site unknown [2]
- No need [2]
- People don't like it [2]



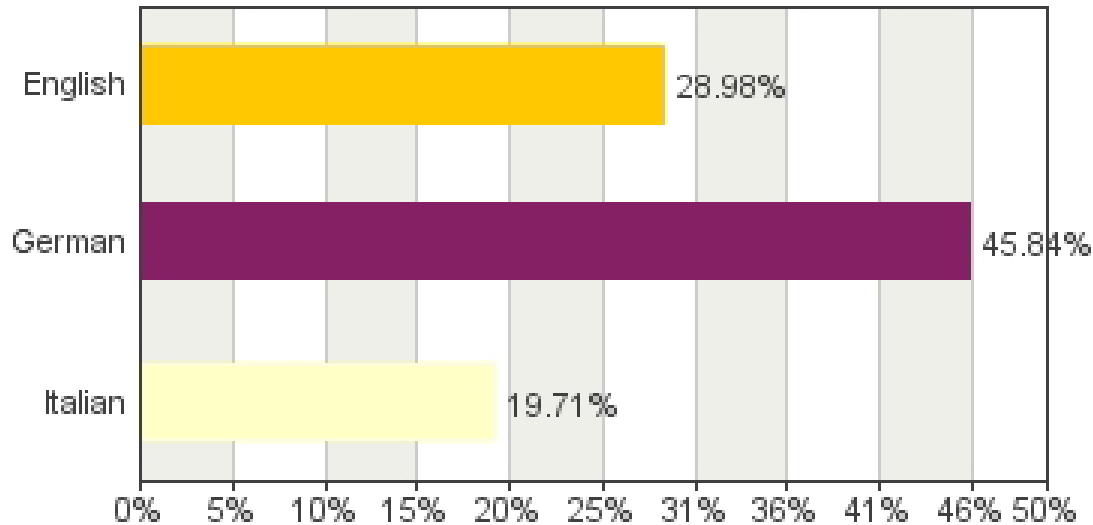
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In which language?



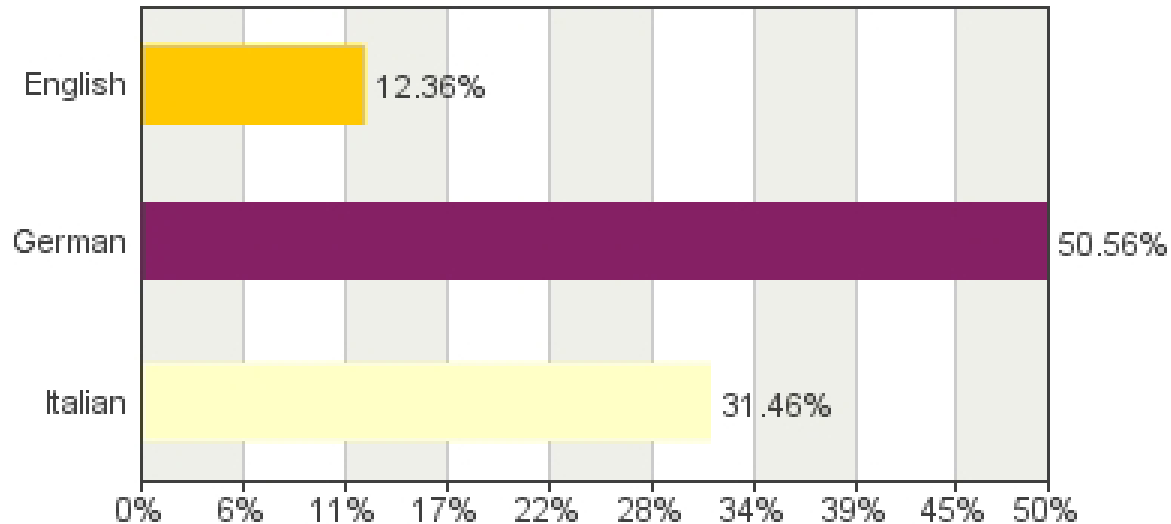
Survey Interface: 63% German
28% Italian
9% English



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Language External users



Survey interface: 60% German
33% Italian
7% English



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From where?

45.61% on- and off-campus

29.93% off-campus only

19.00% on-campus only



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For what purposes?

To find books in the library	28.97%
To renew loans	19.36%
To access databases, articles or MetaLib	15.89%
To use the Reserve Collections	9.15%
Interlibrary loan and document delivery	8.70%
General information about the library	7.72%
Suggestion of books	5.67%
To ask questions to the librarians	2.12%
To ask questions to BoB	1.44%
Other	0.98%



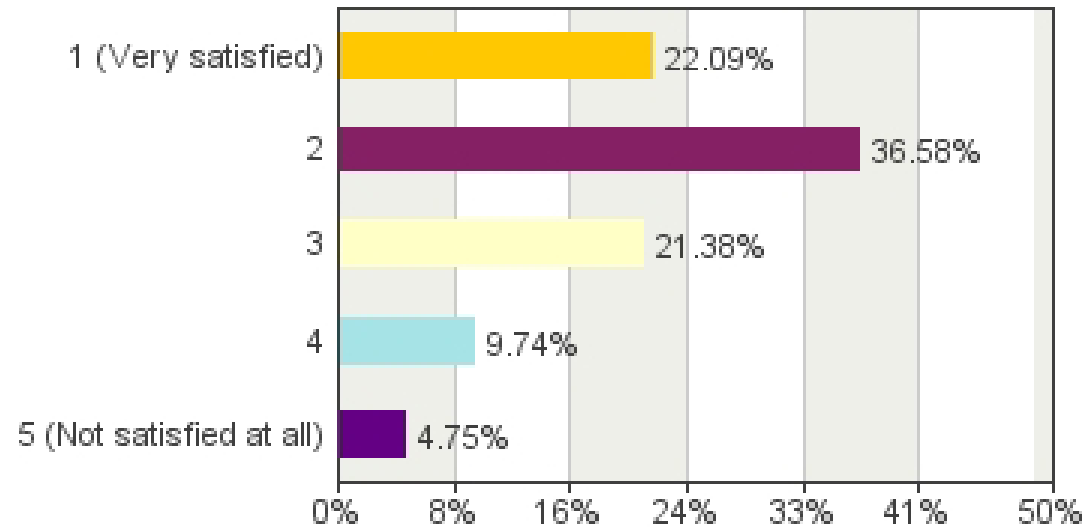
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Satisfaction



58.67% vs 14.49%

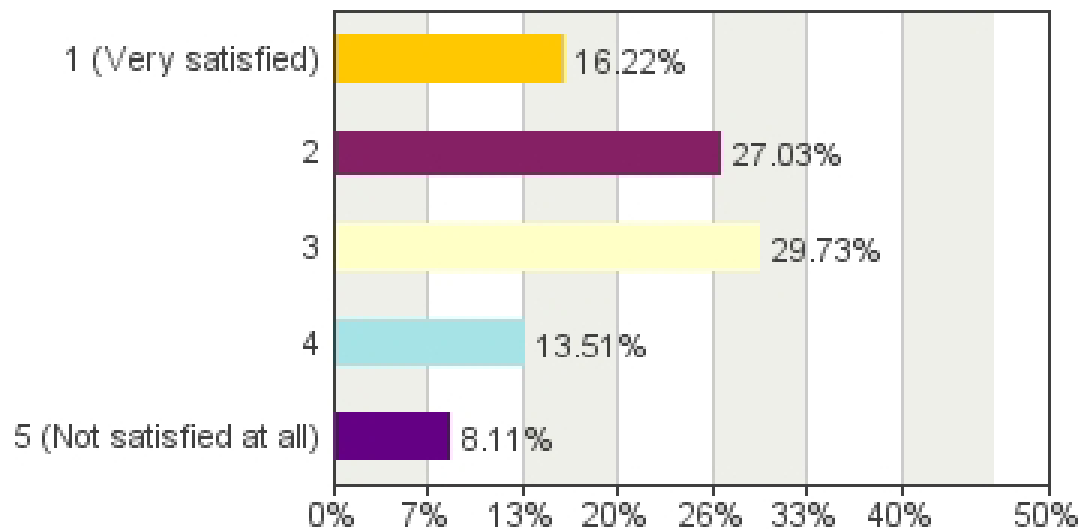


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Satisfaction by targets: Computer Science

Student 83.77%, since 1-3 years, weekly
Interface: **English** 75.68%, **German** 10.81%
Tools: **OPAC**, account, e-resources

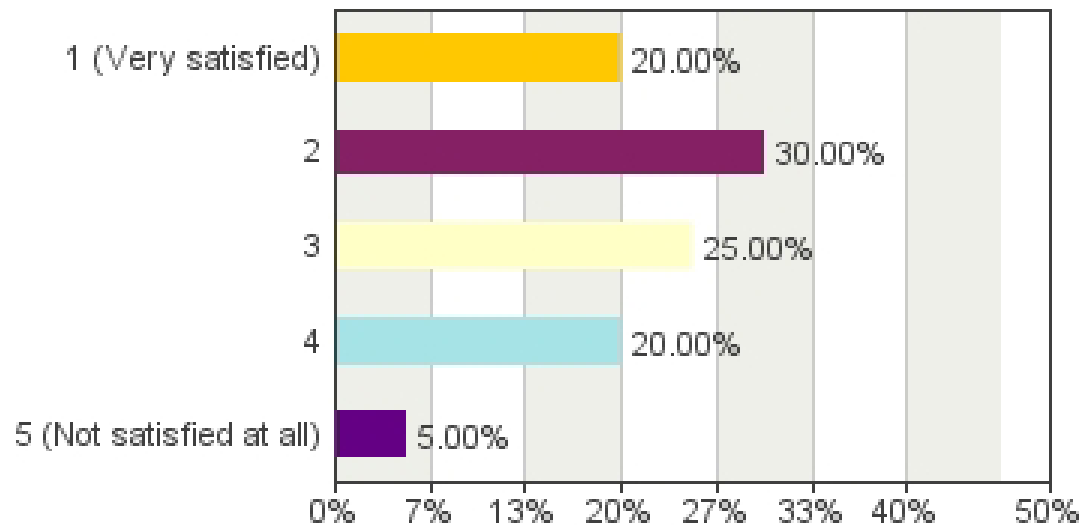


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Satisfaction by targets: Design

Student 75%, since 1-3 years, weekly
Interface: **German** 45%, **English** 35%
Tools: **OPAC**, account, general information

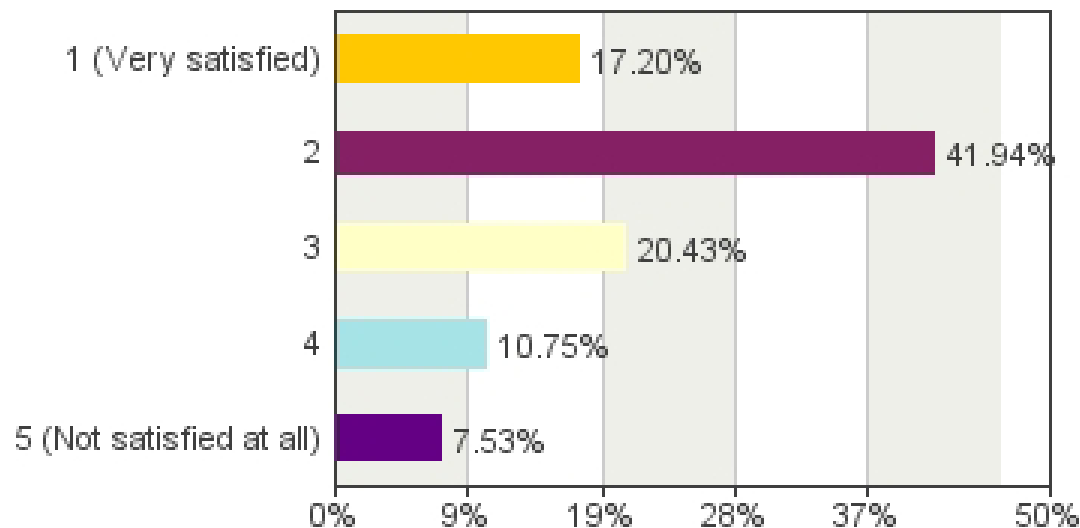


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Satisfaction by targets: Economics

Student 81.72%, since 1-3 years, weekly
Interface: **English** 53.76%, **German** 35.48%
Tools: **OPAC**, e-resources, account

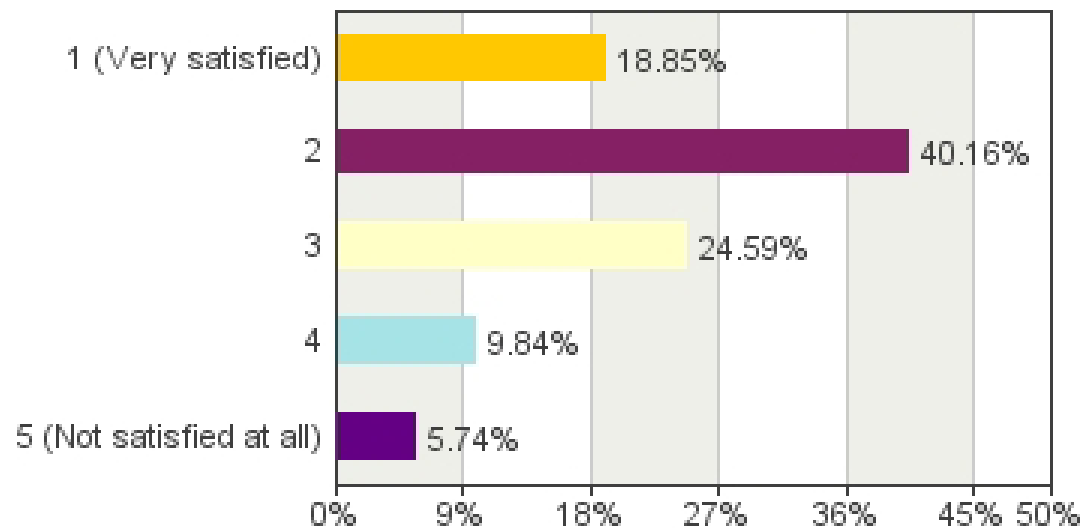


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Satisfaction by targets: Education

Student 86,07, since 1-3 years, weekly
Interface: **German** 53.76%, **Italian** 35.48%
Tools: **OPAC**, account, e-resources



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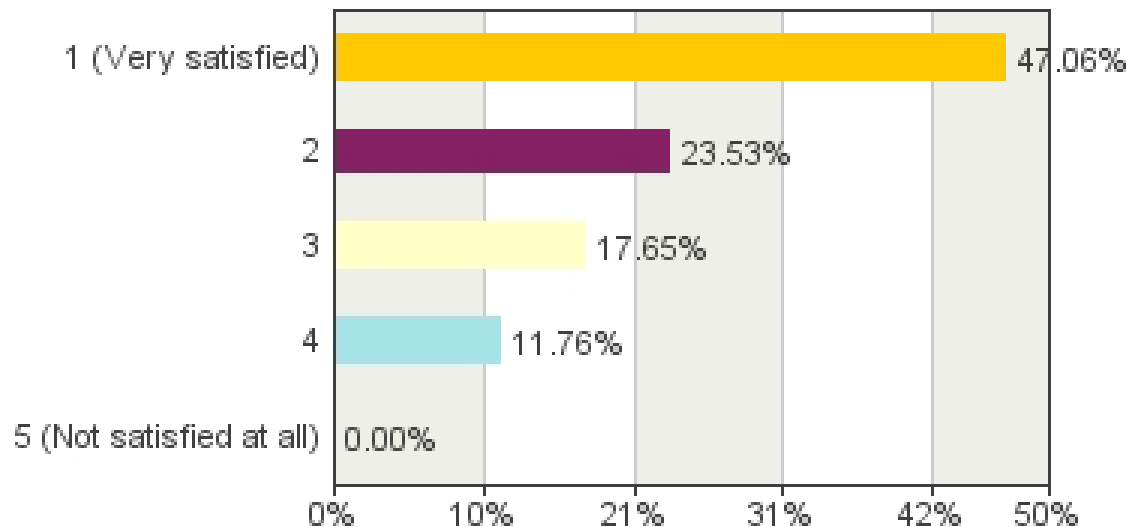
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Satisfaction by targets: Science and technology

Student 75,93%, since 1-3 years, weekly

Interface: **Italian** 47.06%, **English** 35.29%

Tools: **OPAC**, e-resources, reserve collections



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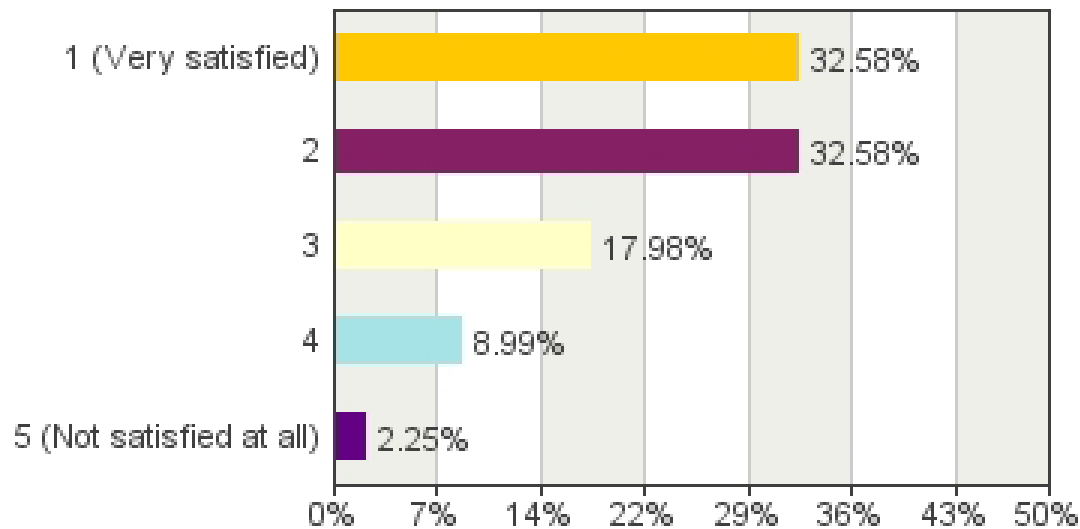
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Satisfaction by targets: External users

Since 1-3 years, monthly

Interface: **German** (50.56%), **Italian** (31.46)

Tools: **OPAC**, account, general information



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Computer Science Comments

Poco usabile e diretto.

Slow, **not intuitive**, prefer less visual clutter.

Extremly poor not much clear to answer.

Zuviel Platz fuer News. **Suchfunktionen wuerde ich besser hervorheben**, da es fuer mich der Hauptzweck der Seite ist.

Indispensabile.



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Design - Comments

Prima era più semplice orientarsi.

Unübersichtlich.

Der Link zur Bibliothek auf der Seite der Uni
ist **zu weit unten.**



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Economics - Comments

Für meine simplen Anforderungen hat sich nicht viel geändert.

Mir hat persönlich **die alte Webseite besser gefallen.**

Suche nach Journals ist recht **komplex** gestaltet - großes visuelles Angebot, weit geringeres reales Angebot auf Journals zugreifen zu können.

Super Webseiten - Auftritt und **super übersichtlich.**

Non mi pare molto intuitivo.

Die **Navigation in den databases** ist etwas **nervig**

[...]



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Education - Comments

Unübersichtlich und **kompliziert**.

Die neue Webseite ist **unübersichtlich** und ich kann mich nur schwer zurecht finden. Meines Erachtens sind die neuen farblichen Zugänge nicht gut sichtbar [...]

War anfangs etwas unübersichtlich.

Ich würde gerne schneller auf die OPAC Suchmaske kommen, **die alte Lösung hat mir besser gefallen**.

Die alte Webseite war überschaubarer.

Webmailzugang verlangt zuviel Vorgänge.

Il personale è preparato e molto cortese. Aiuta nella ricerca.



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External users - Comments

Viele Infos, die **gut gegliedert** sind.

Veloce, **chiaro**, dà molte informazioni.

UB-Innsbruck gewohnt. Erstmal **muss man sich orientieren**.

L'interfaccia del vecchio sito era migliore e di più facile consultazione.

Wirkt **unübersichtlich**.

Excellent dealing library is very well organised with all expert staff neat and clean atmosphere also equipped with new books editions.

Kenne mich noch zu wenig darin aus / die Macht der Gewohnheit.

Sehr klar aufgebaut, sehr benutzerfreundlich.



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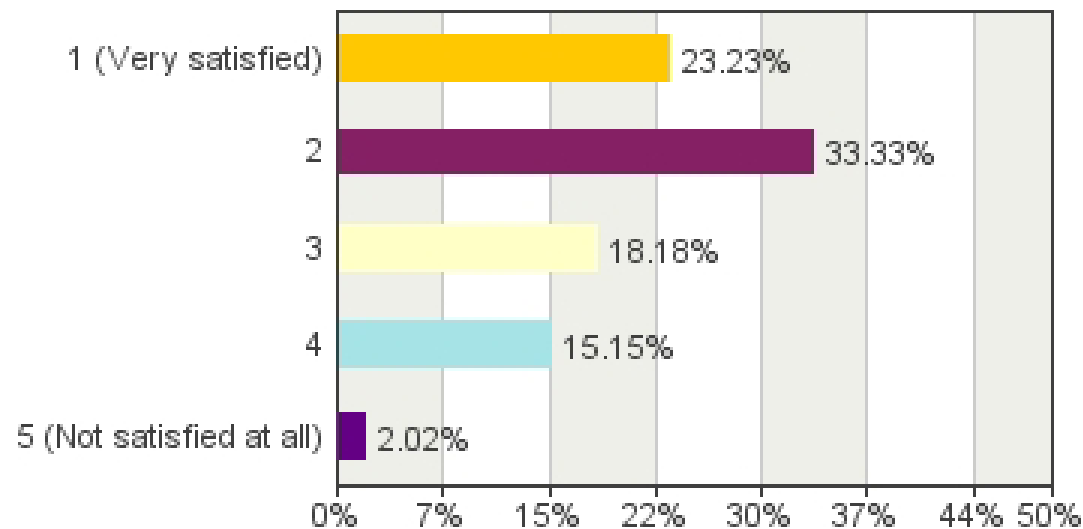
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Satisfaction by targets: For less than 1 year

Weekly

Interface: **German** (53.54%), **Italian** (22.22%)



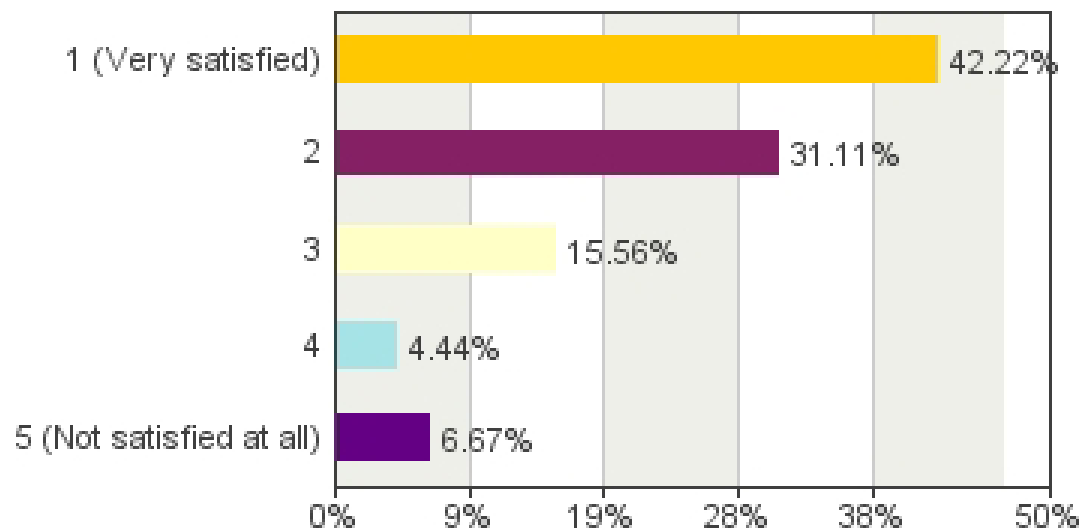
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Satisfaction by targets: For more than 5 years

Weekly



Interface: **English** (40%), **German** (33.33%)



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Satisfaction

		
Overall satisfaction	58.67%	14.49%
Ease of finding information	56.29%	12.12%
Terminology	63.90%	8.79%
Visual appearance	57.00%	18.53%
Site navigation	51.30%	16.87%



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Topics of the comments

- It requires habit
- The search process, sometimes complicated especially for journals and databases
- Clarity
- Information/Text overload
- Font size is too small
- Video is too intrusive



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What's missing: the most frequent responses

- Nothing [17/72 comments]
- More info about the books
- Better positioning of the catalogue/journals search
- Better positioning on the University Web-site
- Another color
- Web 2.0 functions: reviews, Facebook, Twitter
- Quicklinks to single databases
- Virtual tours
- "The old one was better", No languages-mix



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What's missing other suggestions

- Online carrel reservation
- Specialized bibliographies
- “The book of the month” with reviews
- ICT services to students, staff etc.
- Opening hours on the homepage
- Start with the advanced search
- Online check of the available print-credits
- More e-books
- More instructions



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What's missing ... but already there

- Online dictionaries
- Online journals
- FAQ's
- Keyword search
- Professor search in the thesis catalogue
- Online-cancellation of the reservations
- Search in other catalogues



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Favourite aspects

- Clarity (usability, chiarezza, Übersichtlichkeit)
- The color/use of the corporate identity
- Catalogue functions (search, reserve, details about the books)
- The different and quick ways to the information
- BoB
- MetaLib, the article and databases search
- Search box (OPAC –MetaLib – Journals – RC)
- Library News
- Reserve Collections



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Least favourite aspects

... the same ones, but especially:

- Site Navigation
- Color
- BoB
- Journals search
- Search/Interface of OPAC, RC



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Will you be willing to discuss your thoughts about the website in a focus group?

26 answered yes:

9 external users

9 professors

5 students

3 library staff members



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What does the Library plan to do now?



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CATALOGUE METALIB JOURNALS RESERVE COLLECTIONS

Search
E.g. universit*, chomsky language
Advanced Search | Multilingual Search | Clear Field

WELCOME

- ABOUT THE LIBRARY
- LIBRARY SERVICES
- RESEARCH TOOLS
- INFORMATION LITERACY
- FAQ



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ICT Services

Please choose a service...

BOB



Need Help?
Ask BoB!

Click here to ask BoB

ONLINE RESOURCES

- Databases
- Journals
- Refworks
- Turnitin

QUICKLINKS

- Library Account
- Interlibrary Loan
- Suggestions
- Other Library Catalogues
- SMS
- New Additions
- Mailing List

Library News

MAINTENANCE WORKS

10th-11th August



BIX - BIBLIOTHEKSINDEX 2009

Universitätsbibliothek Bozen bereits zum zweiten Mal auf Platz 2



FASTER LENDING AND RETURN PROCESS THROUGH RFID-TECHNOLOGY

but: no extended loan period during the summer months

ORANGE, GRÜN ODER VIOLETT UND JEDE MENGE ZEITUNGEN...

bietet die bunte Chill-Out-Lounge im Foyer der Bibliothek seit neuem dem gesamten Universitätspublikum in Bozen. Durch die farnefrohen Sitzmöbel will die Bibliothek die angenehme Atmosphäre des Lesesaals nach draußen fortführen und ihren Kunden mehr Komfort beim Zeitunglesen bieten. Wenn auch die Umgestaltung noch nicht ganz abgeschlossen ist, so ist es dennoch weiterhin möglich, auch außerhalb der Öffnungszeiten der Bibliothek die vielen verschiedenen Tages- und Wochenzeitungen zu lesen und zudem die neue Oase zum Verweilen und Relaxen zu genießen.

Show all news



TRIALS

Trials and new online resources



RPS

The Research Publications Server (RPS) showcases publication activities of researchers at the Free University of Bozen-Bolzano.

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library@unibz.it

Opening Hours

Ask a Librarian!



Library ranking 2009: second place



Der Bibliotheksindex



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Actions / 1

- Improve visibility and look for a better positioning of catalogue - MetaLib - journals box;
- Improve the access to the online resources by considering the possibility to have only one interface for e-journals search and quicklinks to the most used resources;
- Reduce the presence of text on the home page (especially for the Library News by using only title and teaser).



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Actions / 2

- Forward to the ICT dept. suggestions about general matters such as font size, positioning of library link on www.unibz.it etc.
- Increase the presence of the library on social networks;
- Improve OPAC interface also with Web 2.0 functions (i.e. suggestions, reviews);
- Increase the number of available e-books;
- Improve communication in order to increase the knowledge of already available services.



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