

The National Electronic Library - user questionnaire for public libraries 2007

Object of the research:

The purpose of this questionnaire is to chart the use of electronic resources in public libraries. The results will be used to assist in making decisions about acquiring electronic resources.

In this questionnaire, electronic resources means any or all of the following electronic items:

- * e-journals
 - * electronic books
 - * dictionaries
 - * reference books
 - * reference databases, etc
- which you can access via your public library network.

FinELib, the National Electronic Library, is in charge of the questionnaire.

Answers will be treated in the strictest confidence. A summary of the results of the questionnaire will be published on the FinELib web-pages at

<http://www.kansalliskirjasto.fi/finelib>

Your library may also publish the results of the questionnaire on its own web-pages, for example.

BY ANSWERING THIS QUESTIONNAIRE, YOU CAN HELP TO IMPROVE LIBRARY SERVICES!

Filling in this form will take about 10 - 15 minutes.

Please answer before 30th March 2007.

NOTE! Cookies must be enabled to fill in the form. Click [here](#) for instructions (in Finnish only).

1. Background information

Please answer the following questions so we can deal with your response properly. The answers to the questionnaire are dealt with anonymously.

1.1 Gender

-- Choose one of the following --: Male; Female

1.2 Age

-- Choose one of the following --: under 18; 18-25; 26-35; 36-45; 46-55; 56-65; over 65

1.3 Education

-- Choose one of the following --: Still at school (comprehensive, upper secondary, vocational college or course, college); Primary school; Comprehensive, Vocational college or course; Upper secondary/matriculated; College level vocational training; Polytechnic; University – first degree, University – higher degree; Other

1.4 Which of the following groups do you fit into?

-- Choose one of the following --: Entrepreneur; Higher-grade office worker (e.g. engaged in management, planning, research, or teaching); Lower-grade office worker (e.g. engaged in supervision, or ordinary office work); Worker (e.g. in industry, agriculture, distribution and services); Students and schoolchildren; Retired; Other.

2. Use and availability of electronic resources

2.1. To what extent do you normally use electronic resources and/or printed materials in or through your library?

-- Choose one of the following --: I use electronic resources exclusively, or almost exclusively; I mainly use electronic resources; I use electronic resources and printed materials equally; I mainly use printed materials.

2.2 Would you be prepared to give up printed material if you had access to electronic versions of the following?

Yes No Don't know

Printed journals

Printed books

Printed reference books

Printed dictionaries

Why?

2.3 How often do you use the electronic resources provided by your library?

Daily; Several times a week; Once a week; A couple of times a month; Less often, Not at all.

Electronic journals

E-books

Reference books

Dictionaries

Reference databases

Factual databases (e.g. statistics)

2.4 How often do you use electronic resources elsewhere than in your public library?

-- Choose one of the following --: Daily; Several times a week; Once a week; A couple of times a month; Less often, Not at all.

2.5 Which of the following electronic resources provided by public libraries have you used (the list includes the resources most commonly used in public libraries)?

[list of the resources]

Other, what?

2.6 Can you find what you consider to be the material you need from the electronic resources available in public libraries?

-- Choose one of the following --: Very easily; Easily; To some extent; With difficulty; Not at all.

2.7 What type of material would you most like to be acquired for the use of your library? Choose the three most important of the following:

Finnish journals

Finnish reference databases

Dictionaries, glossaries, reference books

Foreign journals

Foreign reference databases

Factual databases

(e.g. numbers, statistics, catalogues)

Electronic university publications

(doctoral theses, dissertations, other publications)

Electronic books

Other, what?

2.8 Give the names of some examples of electronic resources you would like to be acquired for the use of your own library:

2.9 How satisfied are you with the electronic resources your library provides?

-- Choose one of the following --: Very satisfied; Fairly satisfied; Don't know; Fairly dissatisfied; Very dissatisfied.

2.10 How great a proportion of the publications and information resources you need do you get via the web-pages of public libraries?

-- Choose one of the following --: less than 20%; 20 - 40%; 40 - 60%; 60 - 80 %; more than 80%

2.11 I think the *main* problems with using electronic resources are:

I am not sufficiently familiar with electronic resources.

I cannot find the electronic resources I need.

I am not able to use the electronic resources properly.
The material is difficult to use (e.g. different user interfaces)
I have some doubts about the permanence of the material.
The material I need is not in use or is not available.
It is difficult to read from the screen.
Technical problems.
The use of electronic resources does not present any particular problems.
Comments on problems:

2.12 In the main, where do you obtain information about the electronic resources provided by your library?

Library bulletins
Library web-pages
Personally from library staff
Library training sessions
From colleagues
From friends and family
Other, where?

2.13 What kind of training or advice do you need in connection with the use of electronic resources?

Presentation of different resources
Information-retrieval training
Information about content
Information technology training
I do not need any training.

2.14 Estimate how many printed books you have read during the last year.

Fiction:
Non-fiction:

3. Experience of last electronic resources used

3.1 What type of electronic resources did you use **last**?

- Choose one of the following -: Electronic journals (magazine articles); Reference databases; Reference books (e.g. dictionaries); E-books; factual databases (e.g. statistical databases); Other.

3.2 What is the name of the electronic resource you used **last**?

3.3 Where did you use it?

-- Choose one of the following --: In a public library; In a library at a university or other educational institution; At work; At home; Other

If other, where?

3.4 For what purpose did you use the electronic resources you mentioned above?

For work.

For study.

For hobbies/interests.

For everyday needs.

Other, what?

3.5 How did you find the electronic resources (material) you used last?

-- Choose one of the following --: By searching on own initiative; With the help of library staff; With the help of friends or other people; Other.

If by searching on own initiative, where? (e.g. which search engine did you use?)

If other, how?

4. Use of the Nelli portal

4.1 How often do you use the Nelli information retrieval portal?

Daily Weekly Monthly Less often Not at all

If you do not have access to the Nelli portal, go directly to question 5.

4.2 Do you think Nelli is:

I agree	I agree to some extent	I disagree to some extent	I disagree
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A key tool for information retrieval.

Easy to use.

4.3 For what purposes do you use Nelli?

To search for full-text electronic books.

To search for articles in full-text electronic journals.

To search for printed books and journals from library catalogues.

To search for other online services (e.g. dictionaries, web-archives, web-pages).

4.4 For what purposes do you use My Space (OmaNelli)?

(self-customised services for those logging on to Nelli, not yet available in all libraries.a)

For making my own lists of databases (My Databases).

For making my own lists of journals (My e-Journals).

For book-marking my own references and articles.

For setting alerts for new results for my previous searches.

I do not use My Space (OmaNelli)/My Space (OmaNelli) is not available.

4.5 How do you think Nelli could be improved?

5. Feedback

5.1 Feedback for library

Thank you for your response and for helping to improve library services!