Less is More
Results from a MetaLib User’s survey

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2. IGELU conference, Brno, Czech Republic, 3.-5.Sep. 2007
Results from a MetaLib User's survey

- About KOBV
- Survey – main results
- First summary
- User comments – analysis
- Critical issues
KOBV Members

- 20 University libraries
- 38 Special, research, government, and other libraries
- Consortium of public libraries Berlin
- Consortium of public libraries Brandenburg
KOBV Library Services

Metalib: 7 Instances

SFX Linking: 20+ instances

Document server: 20+ Instances

Stefan Lohrum, KOBV

2nd IGELU conference, Brno, Sep. 2007
KOBV Survey 2006/2007

Special thanks to Sibylle Volz & Beate Rusch

Full survey: http://www.kobv.de/deutsch/content/wir_ueber_uns/docs/Auswertung_KOBV_Umfrage_User_2006_2007.pdf
Survey Overview

- Survey is part of annual evaluation process („balanced scorecard“)
- Survey covers all KOBV services
- 2 month online survey („phpsurveyor“)
- Rating on scale 1 to 5
  1 = „very satisfied“
  5 = „totally unsatisfied“
- Total of 984 participants, 787 answered questions regarding KOBV Portal
Who is using KOBV Portal?

- Students: 67% (666)
- PHD students: 10% (96)
- Scientific staff: 9% (88)
- Professors: 2% (20)
- Other users: 12% (114)
Reasons for Using KOBV Services

- **Search for a specific title**: 720 (91%)
- **Online ILL**: 281 (36%)
- **Overview on a subject**: 267 (34%)
- **Search for journal article**: 259 (33%)
- **Other**: 22 (3%)
## Satisfaction on Access Points in the KOBV Portal

<table>
<thead>
<tr>
<th>Access point in KOBV-Portal</th>
<th>AVG</th>
<th>Don't use</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quick search</td>
<td>2.32</td>
<td>3%</td>
<td>0%</td>
</tr>
<tr>
<td>Meta search</td>
<td>2.60</td>
<td>20%</td>
<td>13%</td>
</tr>
<tr>
<td>Search for e-resources</td>
<td>3.01</td>
<td>36%</td>
<td>21%</td>
</tr>
<tr>
<td>Search for e-journals</td>
<td>2.97</td>
<td>34%</td>
<td>17%</td>
</tr>
<tr>
<td>Overall AVG</td>
<td>2.63</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Registered Users
Use of Personalized Functions

<table>
<thead>
<tr>
<th>Are you a registered user</th>
<th>Yes</th>
<th>No</th>
<th>I don’t know this function</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>136 (17%)</td>
<td>423 (54%)</td>
<td>224 (29%)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Do you use ...</th>
<th>Yes</th>
<th>No</th>
<th>I don’t know this function</th>
</tr>
</thead>
<tbody>
<tr>
<td>... My e-ressources</td>
<td>28 (21%)</td>
<td>48 (35%)</td>
<td>60 (44%)</td>
</tr>
<tr>
<td>... My e-journals</td>
<td>17 (12%)</td>
<td>58 (43%)</td>
<td>61 (45%)</td>
</tr>
<tr>
<td>... Saved searches</td>
<td>35 (26%)</td>
<td>51 (37.5%)</td>
<td>50 (37%)</td>
</tr>
</tbody>
</table>
## Use of Advanced Features
### Saving or Sending Result Sets

<table>
<thead>
<tr>
<th>Answers</th>
<th>Yes</th>
<th>No</th>
<th>Don‘t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Save result sets</td>
<td>84  (11%)</td>
<td>454 (58%)</td>
<td>245 (31%)</td>
</tr>
<tr>
<td>Send result sets</td>
<td>171 (22%)</td>
<td>451 (58%)</td>
<td>161 (21%)</td>
</tr>
</tbody>
</table>
# Satisfaction on Online ILL

<table>
<thead>
<tr>
<th>Online ILL</th>
<th>AVG</th>
<th>Don’t use</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>ILL handling</td>
<td>2.07</td>
<td>43%</td>
<td>6%</td>
</tr>
<tr>
<td>ILL quality (sent item matches requested item)</td>
<td>1.49</td>
<td>41%</td>
<td>9%</td>
</tr>
<tr>
<td>AVG Online ILL</td>
<td>1.79</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
First Result

Who are the users of the KOBV Portal?
Our Users ...

- ... come from universities, but are also from the general public (people interested in scientific questions)
- ... are interested in all areas of science
- ... look for specific titles, but also have “broad” (thematic) interests
- ... are “guest users”, they don’t register
- ... don’t like “personalized services”, but they like ILL
- ... don’t know all of our services
User’s Comments

A survey
User’s Comments

- 24% of all participants left a comment
- One of the top terms used was “confusing”
- Our classification of comments:
  - Errors $\Rightarrow$ will be fixed a.s.a.p. (or SI to ExLibris)
  - Requirements on the content of KOBV Portal $\Rightarrow$ implementation, if possible
  - New function (including navigation) $\Rightarrow$ discussion, next version(s)
  - Requirements on layout (no navigation) $\Rightarrow$ implementation, if possible
  - Lack of information $\Rightarrow$ implementation
Strategy

- Work on strengths of the KOBV Portal
- Improve now, what can be improved
- Change as continuous process
- Work on pain points
User Comments – Pain Points

Foto: Aussie Malaysian Family

Stefan Lohrum, KOBV
The profile of the KOBV Portal is not clear ...
Less is More …

E-Resources in the KOBV Portal March vs. June 2007

- Total number of e-resources
- Searchable e-resources
Less Sets with Less Content
The KOBV-Portal

... is not intuitive
Less Questions - More Answers

Hotline: 030 - 841 85 186
<table>
<thead>
<tr>
<th>No.</th>
<th>Autor</th>
<th>Titel</th>
<th>Jahr</th>
<th>Standort</th>
<th>Aktionen</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Weis, Peter</td>
<td>Beschäftigung von Problemen alterer Arbeitnehmer</td>
<td>1993</td>
<td>Berlin Stadtbibliothek</td>
<td>Feriabib</td>
</tr>
<tr>
<td>3</td>
<td>Starka, Dagmar</td>
<td>Kognition, emotional und soziale Aspekte menschlicher Problembevölkerung</td>
<td>2000</td>
<td>Berlin Stadtbibliothek</td>
<td>Feriabib</td>
</tr>
<tr>
<td>4</td>
<td>Greser, Thomas</td>
<td>Fluchtflüchtige und Heimatvertriebene in Württemberg-Baden nach dem Zweiten Weltkrieg</td>
<td>2001</td>
<td>Berlin Stadtbibliothek</td>
<td>Feriabib</td>
</tr>
<tr>
<td>5</td>
<td>Hilgenß, Horst</td>
<td>Strategien für Generationswechsel und Zukunftssicherung</td>
<td>1999</td>
<td>Berlin Stadtbibliothek</td>
<td>Feriabib</td>
</tr>
</tbody>
</table>

**Zusammengefasste Ergebnisse für "Titel=(problembewa..." (51 hits)**

**Ansicht Ergebnisse nach Ressourcen**

**Tabellenansicht Vollansicht**

Ginge zu:  Sortieren nach: **Titel**
It’s so “confusing” …

This reflects also the basic questions of distributed search
Confusing Diversity of Databases

How to find the right database?
Confusing Result Sets

- How to improve response times?
- What is a „good“ de-duplication?
- How to rank results?
- How to reduce the number of clicks until delivery?
How to present the richness of our region?
Thank You for Listening