Are you meeting your patrons' digital expectations?

Miri Botzer , VP Mobile Engagement

IGELU Conference
12th –15th September 2022

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SHHHH

Agenda

- Librarian Futures Report
- Patrons <-> Librarian Expectations
- Digital (Mobile) Experience

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Librarian Futures Report

→ A survey of 4,000 librarians and library patrons

→ Interviews with librarians

→ Third party contributions (OpenAthens, Springshare and scite)

→ Student studies (Pearson College London on behalf of Lean Library)

→ Lean Library data on patron workflows

→ Reports conducted by SAGE Publishing

Are you meeting your patrons' digital expectations?

Expectations

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Key Findings

- **Knowledge gap – Patrons ☐ Librarian,   Librarian -> Patrons**

- Patron's discovery workflow

- Patrons want to get support from their librarians

"one key takeaway from this report: library transformation is an opportunity for librarians. The report identifies a knowledge gap between librarians and patrons, in terms of patrons often not understanding the full reach of librarian support available to them."

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Frequency with which patrons use library services a...

Students

Faculty

0%   100%

- Daily   - Weekly   - Monthly
- A few times per semester   - Once per semester   - Never

Students

Faculty

0%   100%

- Often   - Sometimes   - Never
- Not relevant to me   - No response
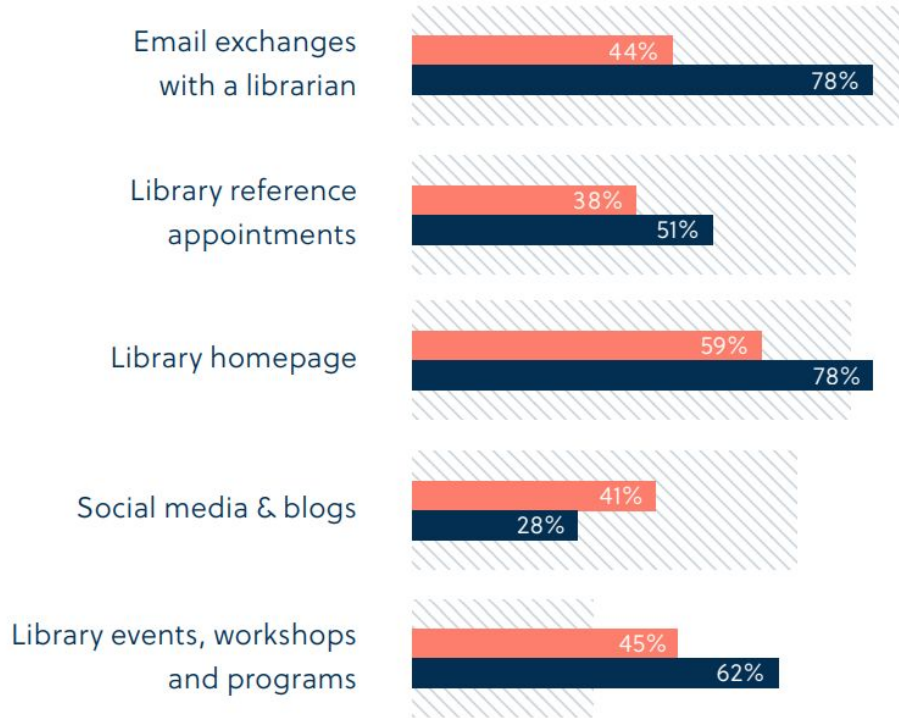
Library
Services

Librarian
Services

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Library communication preferences vs communication practices

- ■ Students' pref.
- ■ Faculty preferences
- ◨ Librarians' practice

Email exchanges with a librarian	44% (Students') / 78% (Faculty)
Library reference appointments	38% (Students') / 51% (Faculty)
Library homepage	59% (Students') / 78% (Faculty)
Social media & blogs	41% (Students') / 28% (Faculty)
Library events, workshops and programs	45% (Students') / 62% (Faculty)

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A comprehensive library application

Students

Faculty

Librarians

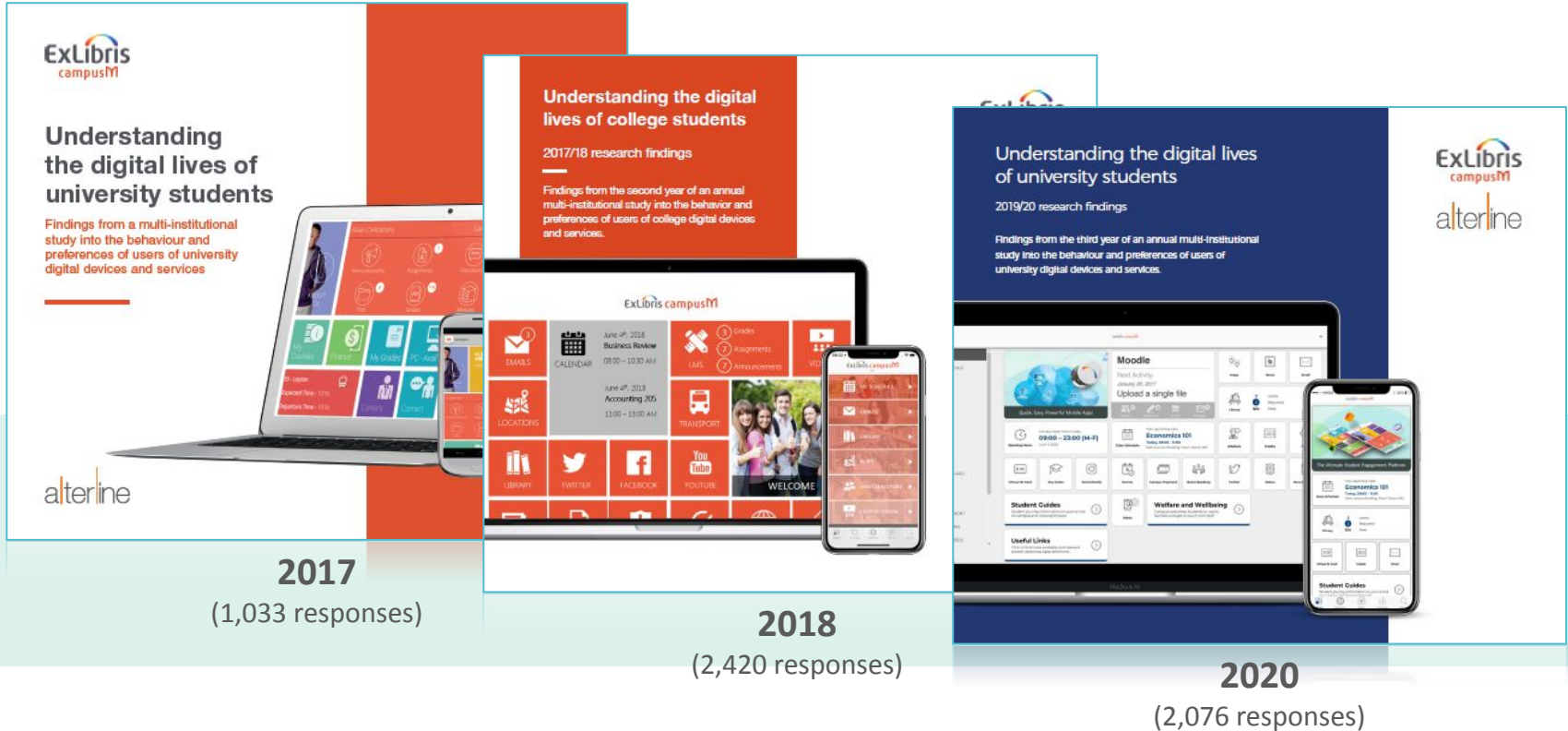0%   100%

■ Definitely would   ◩ Probably would   ◩ Probably would not   ■ Definitely would not

This is What 5,000 Students Said...

2017
(1,033 responses)

2018
(2,420 responses)

2020
(2,076 responses)

https://knowledge.exlibrisgroup.com/campusM/Product_Materials/Customer_Success/Community_Reports

How Students Prefer to Be Contacted?

An app is most preferred for activities that require a simple information check, such as seeing library loans (48%) accessing reading lists (42%) and checking assessment deadline (40%).

The online portal is by far the most preferred option for tasks that may involve more attention or more time to complete, such as submitting coursework/essays (58%), and accessing course materials (58%).
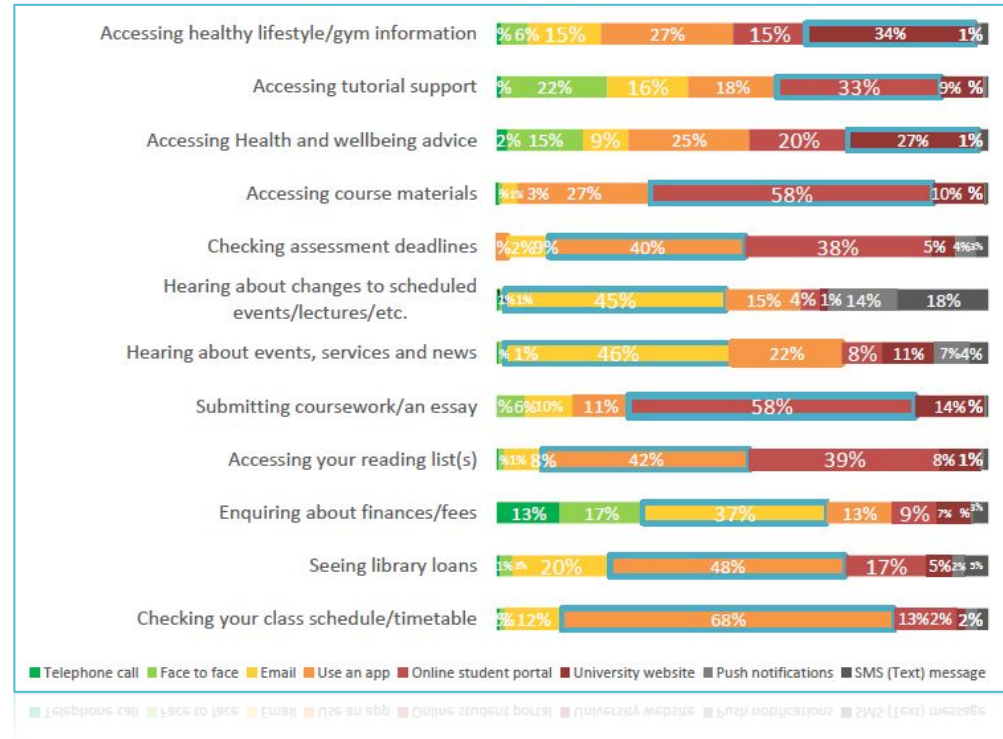
Increasing Libraries Engagement with Students, Staff and Faculty by Delivering Personalized Mobile Experiences, Anywhere, Anytime
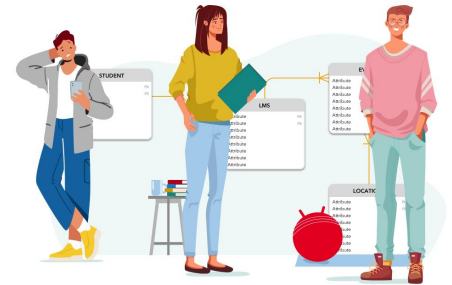
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Why students love having an app?

Try it for Yourself

https://igelu.campusm.exlibrisgroup.com/get

Library Mobile Update
Tuesday, September 13, 2022 at 3:20 PM–3:50 PM London
Sir Geraint Evans Recital Room (2.05)

PRESENTER

Matt Sherlock, Ex Libris

Thank you!

Miri.botzer@clarivate.com