



Queen's University  
Belfast

# Trial Book Availability Survey

On 15<sup>th</sup> December 2008, 100 library readers completed a book availability survey at the Science Library between 9.00am and 16.30pm. Readers on leaving the library building were asked by library staff whether they had come to the library to search for a book.

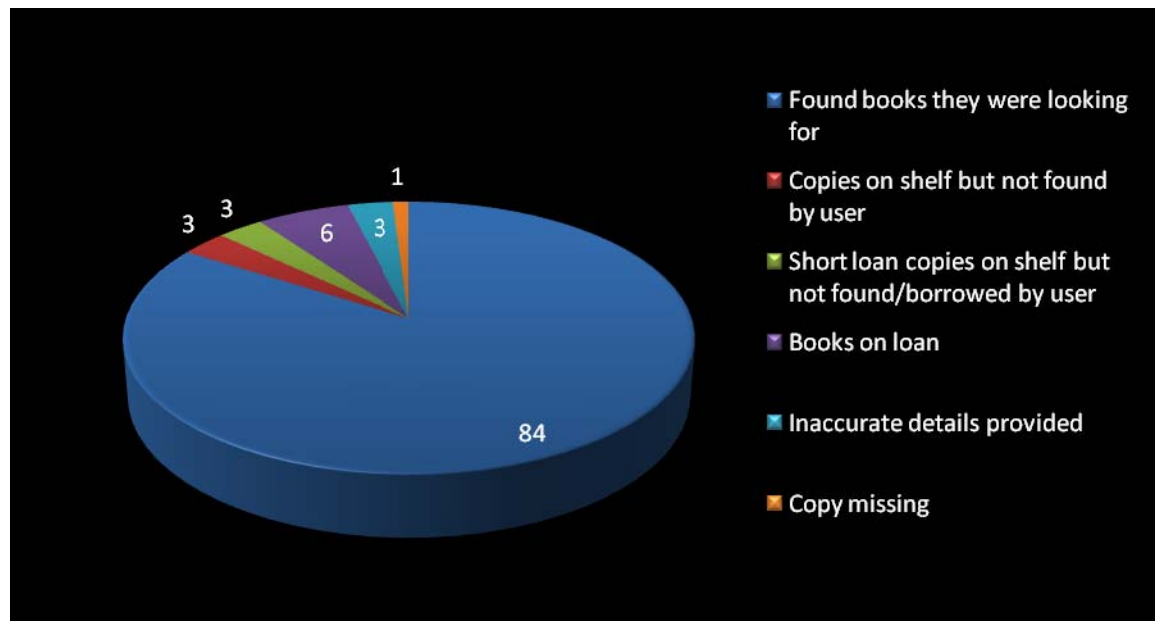
Where they answered yes, readers were then asked whether they had found the book they were looking for today. Where they answered yes, no further questions were deemed necessary and their input to the survey was complete. Where readers answered no they were then asked to indicate why they could not find the book.

Reasons for not finding the book(s) were:

- Not on shelf
- On loan
- Not on catalogue
- Other

They were then asked to specify the details of the book(s), detailing the title and author of the book(s).

## Results



Overall 84% of respondents found the book they were looking for. Reports of book unavailability were then followed up. QCat was searched by library staff to check the availability of book(s).

16% of respondents failed to find the book they were looking for. The 16% can be broken down as follows:

- In 3% of cases there were copies on the shelves, but they had not been located by the library reader
- In 3% of cases there was no copies on the shelves, but a short loan copy was available which was not found/borrowed by the reader
- In 6% of cases all copies were on loan
- In 3% of cases inaccurate details were provided by the reader
- In 1% the book was missing

Where readers failed to find the book and if it is appropriate, the Science Library will:

- acquire additional normal loan copies where only short loan copies were available
- acquire additional copies or electronic versions where normal loan items were in high demand
- replace missing items