AFBI Library Survey 2014
REPORT

1. Introduction

The AFBI Library carried out a survey of its users in February and March 2014 to obtain feedback on the service provided. The survey took the form of a web based questionnaire and the link was emailed to AFBI Library users.

The survey remained live for a 3 week period between 19th February and 13th March 2014. The questionnaire is attached to this report as Appendix A.

A total of 98 responses was received. This represents a good response rate of 22% of the 436 users contacted. The number of responses from each branch is outlined below.
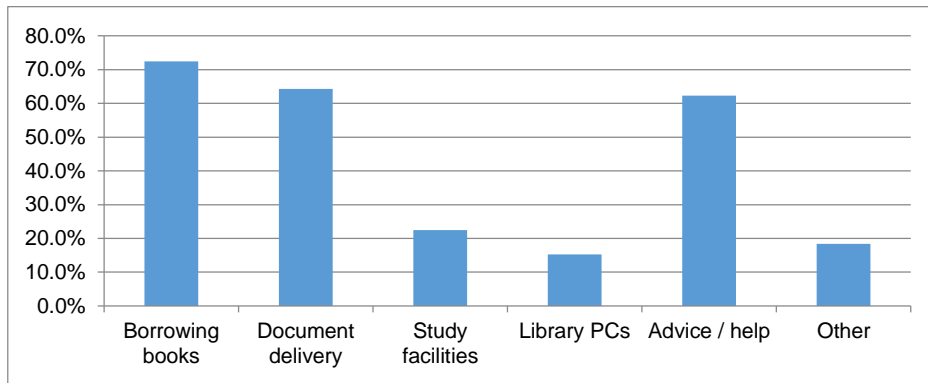
Figure 1: Respondent profile

Branch	Respondents
AFBI Innovations	1
Agri-Environment	11
Agriculture	14
Bacteriology	9
Biometrics & Information Systems	3
Chemical Surveillance	7
Crops, Grassland & Ecology	9
Disease Surveillance	7
Emergency Planning, Safety and Estate	1
Fisheries & Aquatic Ecosystems	5
Food Science	17
Plant health & Environmental Protection	8
Virology	6
TOTAL	**98**

2. Library services

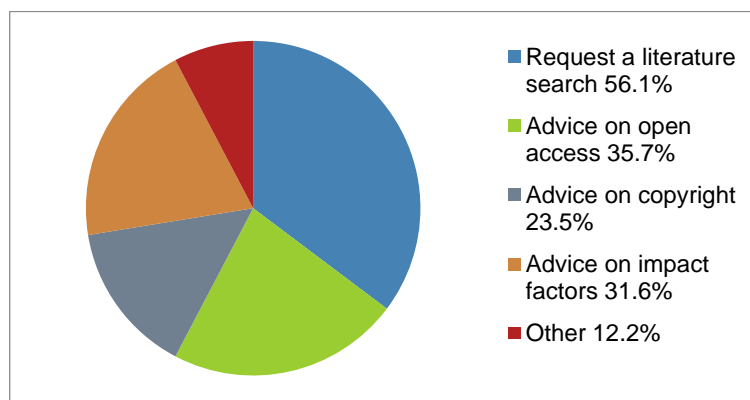The first group of questions dealt with AFBI Library services.

2.1 Respondents were asked which library services they currently used (Fig. 2). The three most heavily used services, as expected, are borrowing, document delivery and advice. The significant use of library staff to provide advice is particularly pleasing as this is an aspect of our service that we consider to be of strategic importance and are keen to develop and promote. The response with regard to borrowing material is at odds with library statistics which show a decline in lending as we move increasingly to provision of material in electronic format. It does, however, indicate that our users still value our print collections. We plan to continue to be a hybrid library for the foreseeable future.

Figure 2: Library services used

2.2 Users were asked to select services they would like the AFBI Library to develop or introduce. Responses are outlined in Fig. 3. Literature searching remains a popular service but it is interesting to note the need for information on open access, copyright and impact factors. This will be taken on board when planning the training programme for 2014/15.
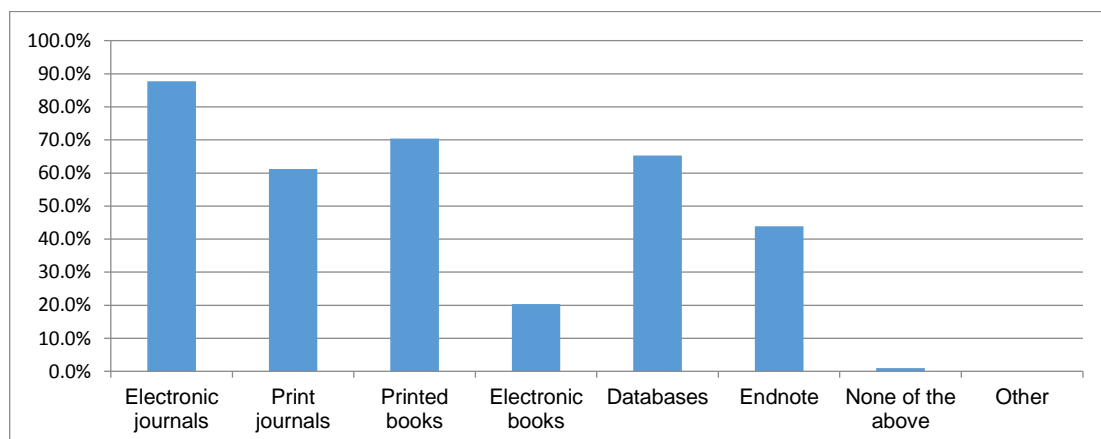
Figure 3: Services to develop or introduce

3. Library resources

The second group of questions dealt with resources provided by the AFBI Library.

3.1 Users were asked which library resources they used, and what they would like us to provide in future. The results are noted in Fig. 4. Users who answered 'None at all' were invited to note the resources they used. The one user who selected this answer did not use any resource at all. E-journals remain more popular than print although both are used by a significant number of AFBI staff members. It is pleasing to note that 20% of respondents use electronic books as this service was only introduced in 2014. The significant use of Endnote redounds to the Library's credit as library staff have taken the lead in promoting this service and providing training and ongoing support.

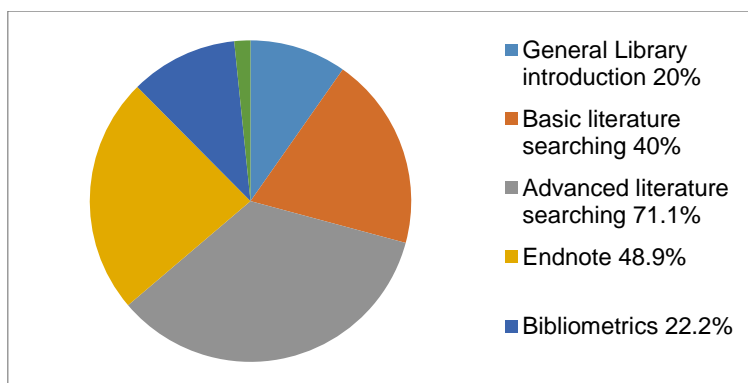**Figure 4: Library resources used**

3.2 The respondents were then asked if there were any specific resources they would like the Library to provide (Fig 5). Some resources are already available and others are very expensive but new titles suggested will be considered as part of the journal review process carried out by the Library Committee in June. The Library's response to the requests has been noted in fig. 5.

Figure 5: Specific resources requested

Resource	Library response
Institutional repository or a database of AFBI references	AFBI repository available
Full access to Springer database	Prohibitively expensive
Journal of Molecular Ecology	Consider at journal review
Electronic access to Journal of Fish Biology	AFBI library staff can provide via QUB
Journal of Antimicrobial Chemotherapy	AFBI library staff can provide via QUB
More agriculture journals, especially Asian-Australasian Journal of Animal Science/ Applied Animal Behaviour Science/ Irish Veterinary Journal	Asian-Australasian Journal of Animal Science consider at journal review Applied Animal Behaviour Science already available as AFBI e-journal. Irish Veterinary Journal now called Veterinary Ireland Journal and available as print in AFBI Library Stormont.
Agora Business Safety Adviser may be worth trial for one year	Consider at journal review
Cattle practice if not already available	Cattle practice available as e-journal and as print at AFBI Library Stormont
Access to older references as well as current research in microbiological topics	Most e-journals available from c1990 but older references available in print or via ILL.
Journal of Sensory Studies	Consider at journal review
Endnote help	Available from library staff. Regular training also provided.

3.3 The final question in this section asked users what training sessions they would find helpful. The responses are outlined in Fig. 6. The responses to this question will inform future training programmes. It was pleasing to note that the training we currently carry out is indeed what AFBI library users require. In particular it was helpful to have confirmation that literature search training is still required at both a basic and advanced level. A strong focus on Endnote training will continue to be key and it is hoped to introduce bibliometrics training early in 2015.

Figure 6: Library training sessions requested

General Library introduction 20%
Basic literature searching 40%
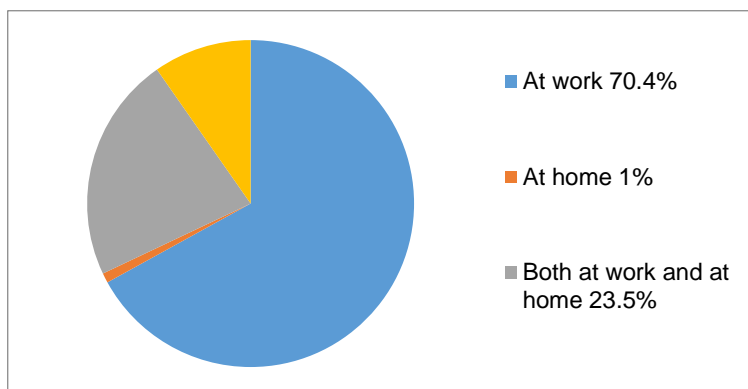Advanced literature searching 71.1%
Endnote 48.9%
Bibliometrics 22.2%

4.   AFBI Library Online

The next series of questions related to use of the gateway to resources and services, AFBI Library Online.
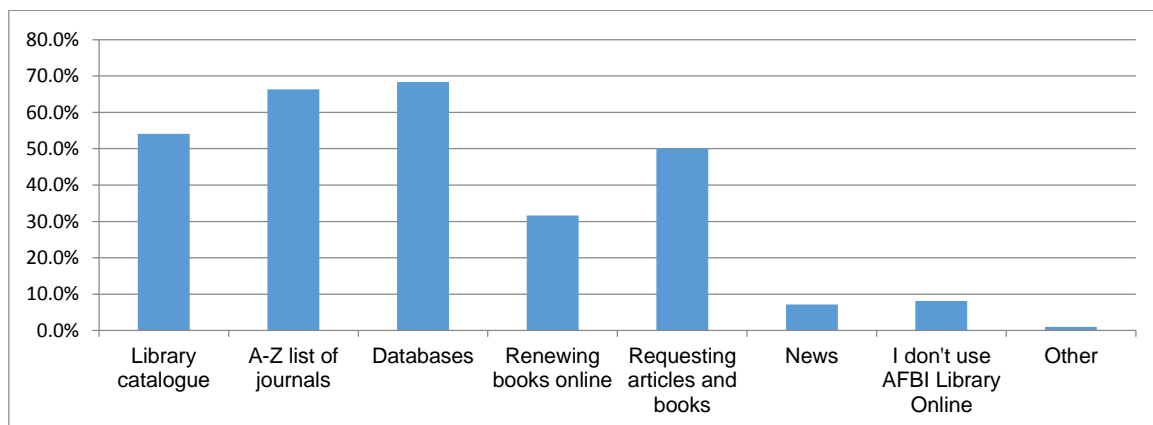
4.1 Users were first asked from where they usually accessed AFBI Library Online (Fig. 7). It was noted that very few members of AFBI staff use AFBI Library Online from home. Library staff will continue to promote this via training and reminders as it is important that users come via this route in order to have full access to the subscribed resources. The 10% of users who responded that they did not use AFBI Library Online were directed to answer a supplementary question asking what their main source of online information was. The alternative sources used were Google, Google Scholar and direct access to publishers' websites.

Figure 7: Point of access to AFBI Library Online

- At work 70.4%
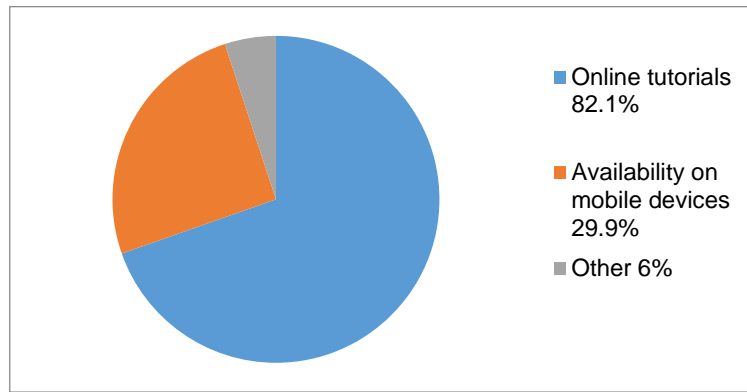- At home 1%
- Both at work and at home 23.5%

4.2. Respondents were next asked which AFBI Library Online features they used (Fig. 8). All facilities provided via AFBI Library Online are well used. Library staff, however, noted that only 31.6% renewed their books online and it was felt that this could be promoted further.

Figure 8: AFBI Library Online features used

4.3 Respondents were asked which features they would like to see added to AFBI Library Online (Fig.9). A significant interest in being able to use online tutorials was expressed. There was also considerable interest in library services being available on users' mobile devices. Library staff will look at both these requests which are also highlighted as areas for development in the AFBI Library Strategic Plan 2013-2018.

Figure 9: New AFBI Library Online features requested

Online tutorials
82.1%

Availability on
mobile devices
29.9%

Other 6%

5.0 Comments

It was particularly pleasing that the comments received via the survey were overwhelmingly positive indicating that the library is providing the resources and services that users require. Comments are noted below under the following headings: General, Resources, Services, Training & Support and Suggestions.

General

Staff very helpful.

An excellent exercise. Well done !

Staff are invariably friendly and helpful.
The library staff are very obliging and carry out sterling work.

AFBI library do a great service. Thanks.

I have not used the library since moving from VSD to Newforge over a year ago, as I am too busy. However I think now it has been brought to my attention that I will look and see what is available.

The library staff at VSD give excellent service. Advice on current and future developments within the library is always very welcome.

I think you guys are doing an outstanding job! The Strategic plan presentation emphasised yet again how much you have to offer and all the services you provide. If only more people were aware of it.

Appreciate the help that I receive from the library staff.

Until today wasn't aware how much AFBI online offered as I usually just go to the database etc.

You are there when needed and your service is also very good. Miss the old days when you had to go to the library to read hard copy journals! But that's progress.

Library Newforge staff are most friendly and helpful and that is a major asset for any business. I can contact the staff at any time for help.

I think the current service is excellent

I also access the QUB Library online through my Hon. QUB status.

Thanks for all your hard work

I am very happy for AFBI Library service, thank you for hard work.

The AFBI Library and the services provided are essential for divisional objective delivery.

Resources

Staff and facilities very useful and fundamental to my work. I have self-taught myself multiple programmes (MS Access & ArcGIS) using library books.

My use of the Newforge Library has declined in recent years as I 'wind down' to retirement but I am still a regular and contented user of online searching of databases. I am of the (probably old-fashioned) opinion that one should conduct one's one literature searches in order that one can apply appropriate weight to each hit and make an appropriate judgement on their value. Also, if I miss something (almost inevitable) it is my fault and I then can have no argument with anyone.

I use mainly online searches from office PC. I often find it difficult to get over personally. Online facilities for me are very useful. Being able to access from outside is useful too.
Being able to view documents etc digitally is handy.

Services
I just wanted to say thank you for all your help so far and have always been very pleased with the quality of service the library provides. I work in Crossnacreevy and I am so appreciative of getting books and journal papers posted out. No complaints.

My use of the Library facilities is intermittent but I have found that when I have requested a paper it has been supplied very quickly and efficiently. Thank You all

I have been a frequent user of Library services at Newforge for well over 30 years now - It's been evolving all this time. I fully support the staff and their efforts without which our research would not be where we are now - to put it mildly. Long may the AFBI Library services continue without any staff cuts or budget cuts please.

The service provided by AFBI Library at Newforge is most excellent.

Very happy with the services provided by the library

By the way, anyone can use AFBI library at home? I never used it at home, I thought I cannot access it.

Training & Support
The use of Endnote for my PhD was a complete life saver and saved countless man hours.

Library staff have been extremely helpful as I am learning how to use electronic resources

Everyone is very helpful with advice and assistance when required. Most of my dealings with the library is online. This is a very useful tool.

I could avail of some training in performing a literature search.

I find the current service very good. The staff are always very helpful- in particular Noirin has helped me out on more than several occasions. The EndNote course was very useful and the request of articles facility is also very useful.

I find the AFBI library is well stocked and the librarians are extremely helpful if I cannot locate a publication. I have recently made much use of their expertise with copyright issues and they were all incredibly helpful. It is much appreciated by me.

I attended a recent Library information session and found it very informative. I do not have time to investigate library services and usually only use the library when I have run out of options for accessing information from elsewhere. However an investment in learning more about the library services may accrue long term benefits for me. Perhaps if some mandatory training was introduced I would have no option but to invest the time I require to   my benefit. I am sure there are others similar to me.

Found the training offered useful & informative. Good handout information.
Might be available already but can you search online with Endnote? [NB: This is already available.]

I always find everyone very helpful if I'm trying to access something and run into problems - thank you.

The library provides a very important service, and staff respond to requests in a very helpful and prompt manner.

Suggestions
Document scanner as an alternative to photocopying. [Library staff will look into this.]

AFBI Hillsborough needs a better Library room space. [Noted on strategic plan.]

The library provides a great service. I had suggested at a meeting that if AFBI staff were given a specific cost code and "library allowance time" then those of us engaged in mostly statutory work would be able to make more use of it.
[Branch Heads advise using project code but library staff will follow this up.]

Appendix A

AFBI Library user survey 2014

Our Library Strategic Plan 2013-18 is now in place following discussions with staff on the development of AFBI Library services over the next five years.

To help us make the Library work for you, we need your feedback and we would be very grateful if you could complete this brief survey to let us know what you think.

1. In which division do you work?

[Divisions listed for selection online]

2. Please select your branch.

[Branches listed by division for selection online]

3. Which of the following Library services do you use?

- ☐ Borrowing books
- ☐ Document delivery
- ☐ Study facilities
- ☐ Library PCs
- ☐ Advice / help
- ☐ Other

4. Are there any services you want us to develop or introduce?

- ☐ Request a literature search
- ☐ Advice on open access
- ☐ Advice on copyright
- ☐ Advice on impact factors
- ☐ Other

5. Which Library resources do you use?

- ☐ Electronic journals
- ☐ Print journals
- ☐ Printed books
- ☐ Electronic books
- ☐ Databases
- ☐ Endnote
- ☐ None of the above
- ☐ Other

If you answered 'none of the above', which information resource do you mainly use?

6. Are there any specific resources you would like us to provide?

```

```

7. Which of the following Library training sessions would you find helpful?

- ☐ General Library introduction
- ☐ Basic literature searching
- ☐ Advanced literature searching
- ☐ Endnote
- ☐ Bibliometrics
- ☐ Other

8. Do you use AFBI Library Online?

- ☐ At work
- ☐ At home
- ☐ Both at work and at home
- ☐ I don't use AFBI Library Online

If you don't use AFBI Library Online, what is your main source of online information?

```

```

10. Which AFBI Online features do you use?

- ☐ Library catalogue
- ☐ A-Z list of journals
- ☐ Databases
- ☐ Renewing books online
- ☐ Requesting articles and books
- ☐ News
- ☐ I don't use AFBI Library Online
- ☐ Other

11. Are there any new features you would like us to add to AFBI Library Online?

- ☐ Online tutorials
- ☐ Availability on mobile devices
- ☐ Other

Thank you for taking the time to complete our survey. If you would like to make any other comment on the current or future service provided by the Library, please do so below.

```

```