

State Library of Queensland
Ebooks Pilot

**Gale Virtual Reference Library
User Satisfaction Survey**

Report

1. Background

In early April 2008 the State Library of Queensland (SLQ) began piloting the provision of unlimited statewide remote access to 139 volumes of electronic ready reference books based on the Gale Virtual Reference Library (GVRL) platform. The full list of titles accessible during the pilot is included in Appendix K on page 29.

The pilot was based upon seventy-seven newly acquired GVRL titles and GVRL titles to which remote access was already available via SLQ's subscriptions to the Gale products "Health and Wellness Resource Centre" and "Literature Resource Centre". The pilot commenced with a "soft launch" via "back door" access for SLQ and public library staff and was intensified in mid-May 2008 with unlimited statewide access being made available to the public via the SLQ website. The GVRL was the featured resource for the Online Database Challenge 2008 which ran from 19 May to 18 July 2008.

The pilot was designed to take place over a nine month period from April to December 2008. As part of the evaluation process a user satisfaction survey was designed to obtain feedback from public library staff concerning their experience of GVRL during the duration of the pilot.

Methodology

In designing the survey questionnaire simplicity was the preferred approach on the basis that response rates are positively influenced by the ease in which the survey questionnaire can be completed and returned. In order to make the provision of feedback as easy as possible the survey questionnaire was developed on the Web based Survey Monkey software (<http://www.surveymonkey.com>) and delivered to public library staff via e-mail using the SLQ sponsored public library mailing lists and the list of registered public library based users of the SLQ sponsored *Informed Librarian* notification service.

Electronic mail outs of the correspondence inviting participation in the survey were delivered via the mailing lists on 6 occasions 3/11/2008, 10/11/2008, 14/11/2008, 25/11/2008, 25/11/2008, 8/12/2008 and 22/12/2008. Copies of the correspondence are included in Appendix J commencing on page 27. There was only one letter sent to registered *Informed Librarian* service users.

In relation to the GVRL product the survey sought information about:

- Frequency of use
- Perceptions concerning satisfaction with the information found
- What people liked or disliked
- Promotion to users

- How much continued access is valued
- Feedback from library users
- Use of other ebook products

A general question concerning how useful respondents considered the provision information in ebook format rather than other formats such as print was also include.

The remaining questions sought information about the respondents including:

- Their name
- The name of library service where they work
- Their position within the library.

The question concerning the respondent's was optional. The survey period was from Monday 3 November 2008 to Friday 2 January 2009.

Confidence level

The survey questionnaire was "delivered" via the Web based survey software SurveyMonkey. The use of random sampling methodology was feasible in this instance.

The invitation to participate in the survey was delivered by e-mail message via (a) the SLQ sponsored public library mailing lists including: Country Lending Service (cls), Independent Libraries (ind), OPAL (opalinfo), Queensland Public Libraries Reference Group (qldpubref), and Young Peoples Librarians (yplib) and (b) individual messages to public library staff (including generic public library services addresses) registered as users of the SLQ sponsored *Informed Librarian* notification service
The numerical content of these lists are as follows:

List Name	Total Subscribers	SLQ Subscribers
cls	165	45
Ind	84	42
Qldpubref	170	15
Opalinfo	495	61
yplib	389	41
Informed Librarian service	329	29

Providing an accurate estimation of representativeness, validity concerning the sample is difficult for the following reasons:

- List members subscribe to multiple lists and may also be registered Informed Librarian users.
- The lists (except in the case of *Informed Librarian* users) also include some subscribers who are not affiliated with Queensland public libraries or SLQ.
- All lists include generic as well as personal addresses
- It is also probable that e-mail messages received via the lists are forwarded to non-subscriber public library staff members which will result in an underestimation of the number of the sample size

The sample of 92 responses was drawn from a total public library staff population of approximately 1,309 (source: *Queensland Public Libraries Statistical Bulletin 2005-2006 – Key Trends*). The survey is based upon a sample of a large population (1,309) and therefore subject to sampling variation. Using a standard table for

estimating sampling error (binomial percentage distribution) the sampling error for this group is about plus or minus 5 percentage points at the 95% confidence level.

Representativeness

The tables relating to the responses to survey questions 1 and 2, under section 3 below, show that both Country Lending Service libraries (26%) and Independent library Services (71%) as well as staff in a broad range of job categories are represented. In terms of library services 42% (31 out of 74) local government library services (and the State Library of Queensland) are represented in the sample including 7% (n = 92) of the total population of library staff (n = 1,309)

Usage Statistics

The figures below represent the number of searches on the GVRL platform. The highest usage was recorded during the State Library of Queensland's Online Database Challenge 2008 which was held during the months of May, June and July. GVRL was the focus for the Challenge.

Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Monthly average
1,200	4,783	10,902	8,484	1,131	597	2,397	2,442	7,344	39,298	4,366

Access to individual GVRL titles was available via the library catalogue and via links to the GVRL platform from Online Database Challenge 2008 webpage.

2. Summary of results

- 92 questionnaires were complete by staff from 31 out of 74 Queensland library services. Both ILS and CLS libraries are included in the sample.
- 72% of respondents indicated that they have used GVRL "1 to 5" times " or "at least once per week"
- 89% of respondents were either "Very satisfied" or "Satisfied" with the information to be found on GVRL while 5.5% of respondents indicated that they were "dissatisfied" or "very dissatisfied."
- 74 respondents described what they liked about GVRL. The three most mentioned likeable aspects of GVRL (87%) are: ease of use (40%), quality of the content (27%) and product functionality (20%)
- 54 respondents responded to the question concerning what they disliked about GVRL. 11 of these responses (20%) actually indicated that they no dislikes concerning GVRL. The three most mentioned dislikeable aspects of GVRL (63%) are: inadequate subject coverage (31%), product usability problems (17%) and American bias in the content (15%)
- 81% of respondents indicated that they promoted the use of GRVL to library users
- The three most mentioned promotional activities (57%) are: verbal at the point of contact with the user (29%), literature (pamphlets, flyers and leaflets etc) (18%)
- 67% of respondents indicated that they rated continued access to GVRL

- “Very highly or “highly” while 10% indicated a “Low” or “Very low” rating
- 26% of respondents indicated that they had received feedback from users concerning GVRL while 74% received no feedback. No negative feedback was recorded
- A majority of respondents (57%) respondents indicated that have not used other ebook products while a minority (43%) indicated that they have used other ebook products
- 77% of respondents rated the provision of information in ebook format either “Very useful” or “Useful” while only 1 respondent gave a rating of “Not useful” or “Very unuseful”

3. Conclusions

The survey results indicate that public library staff:

- Use GVRL frequently
- Are highly satisfied with the information obtained from GVRL
- Found more to like about GVRL than to dislike
- Are reasonably active in the promotion of the use of GVRL
- Value continued access to GVRL resources highly
- Have a moderate awareness of other ebook products
- Place a high value on the provision of information in ebook format

4. Full Results

Question 1: What is your name? (Optional)

No report prepared - non-essential information

Question 2: What is the name of your library service?

Table 1
Library services represented in the survey

	Library	Questionnaires completed
ILS	Brisbane City Council	7
ILS	Bundaberg Regional Council	1
CLS	Burke Shire Council	1
ILS	Cairns Regional Council	10
CLS	Carpentaria Shire Council	1
ILS	Cassowary Coast Regional Council	2
CLS	Charters Towers Regional Council	2
ILS	Dalby Regional Council	1
ILS	Fraser Coast Regional Council	2
ILS	Gladstone Regional Council	1
ILS	Gold Coast City Council	1

ILS	Gympie Regional Council	1
ILS	Hinchinbrook Shire Council	1
ILS	Ipswich City Council	1
ILS	Lockyer Valley Regional Council	1
ILS	Logan City Council	4
CLS	Longreach Regional Council	2
ILS	Mackay Regional Council	3
ILS	Moreton Bay Regional Council	16
CLS	Paroo Shire Council	1
ILS	Redland City Council	8
ILS	Rockhampton Regional Council	3
ILC	Roma Regional Council	4
ILS	Somerset Regional Council	1
ILS	Southern Downs Regional Council	1
SLQ	State Library of Queensland	4
ILS	Sunshine Coast Regional Council	4
ILS	Tablelands Regional Council	2
CLS	Torres Shire Council	1
ILS	Townsville City Council	4
ILS	Whitsunday Regional Council	1
Total questionnaires completed		92
Total library services represented		31

Table 2

Category of library services represented in the survey

Library Category	Number	%
ILS – Independent Libraries	22	71
CLS – Country Lending Service	8	26
SLQ – State Library of Queensland	1	3
Total	31	100

Question 3: What is your position title? and **Question 4** “Please describe your job in the library in just a few words.

The responses to questions 3 and 4 are summarised in table 3 below.

Table 3

Staff categories

Position	Responses	%
¹ Library Manager / Librarian-in-Charge	22	24
Sole employee situation (do everything)	6	7
² Manager of a specific service within a library	19	21
³ Librarian in a support role	30	33
Library Technicians and Library Assistants	14	15
Total responses	91	100

Skipped the questions 1

Notes:

¹Includes descriptions such as: Library Service Manager, Coordinator, Service Delivery, Branch Librarian, Branch Library Manager, Library Services Coordinator, Library

²Includes descriptions such as: Client Services Coordinator, Community Services Librarian, Digital Media Librarian, Information Services Librarian, ITC Coordinator,

Local Studies Librarian, Young Peoples Librarian, Young Peoples Services Librarian, Youth Services Librarian, Outreach

³Includes descriptions such as: Assistant Librarian, Librarian, Reference Librarian, Team member

The verbatim responses relating to questions 3 and 4 are included in Appendix A on page 10.

Question 5: How often do you use (or have you used) the Gale Virtual Reference Library?

Table 4
Frequency of use

Frequency	Responses	%
Once only	15	17
Between 1 and 5 times	53	59
Regular - at least once per week	19	21
Regular - more than once per week	3	3
Total	90	100

Skipped the question: **2**

Respondents who ticked "Regular – more than once per week" were requested to specify their average weekly usage. 8 responses were received. The verbatim responses were as follows:

- 10 times a day
- 5-10 times
- 3 times a week
- Use Gale databases thru BCC eLibCat
- Once per week
- 2 – 3 per week
- 1 per week on average
- Other databases are used to complement the eresources eg. Times Digital Archives; YourTutor

Question 6: How satisfied were you with the information found on the Gale Virtual Reference Library?

Table 5
Information satisfaction

#	Rating	Responses	%
5	Very satisfied	23	26.5
4	Satisfied	46	53
3	Neither satisfied or dissatisfied	13	15
2	Dissatisfied	3	3.5
1	Very dissatisfied	2	2
Total responses		87	100

Skipped the question: **5**

[Mean rating = 3.98]

32 respondents provided comments relating to their rating. The verbatim comments are included in Appendix B on page 13.

Question 7: What do you like about the Gale Virtual Reference Library?

65 respondents provided 74 comments concerning what they liked about the GVRL. In a number of instances respondents mentioned more than one attribute. The analysis of the feedback is included in Table 6 below. The verbatim responses are included in Appendix B on page 13.

Table 6
What is liked about GVRL

Categories	Comments	%
Ease of use	29	40
Quality of the content	20	27
Product functionality	15	20
Remote access	5	7
Undecided	1	1
Comments not related to the question	4	5
Total responses	74	100

Skipped the questions **27**

Question 8: What do you dislike about the Gale Virtual Reference Library?

46 respondents provided 54 comments. 11 of these comments indicated that they had no dislikes relating to GVRL. In a number of instances respondents mentioned more than one inadequacy. The analysis of the feedback is included in Table 7 below. The verbatim responses are included in appendix C on page 15.

Table 7
What is disliked about GVRL

Dislikes	Comments	%
Inadequate subject coverage	17	31
Product usability problems	9	17
American bias in the content	8	15
QPL account registration	4	7
Content currency – dated	3	6
Comments not related to the question	3	4
No dislikes	11	20
Total	54	100

Skipped the question **46**

Question 9: Do you promote the use of the Gale Virtual Reference Library to your library users?

Table 8
Promotion of Use

Responses	Responses	%
Yes	58	81
No	27	19
Total	85	100

Skipped the question **7**

Respondents who answered “Yes” to the question were requested to describe the promotional activities. 57 respondents provided descriptions of promotional activities. The analysis of the promotional activities mentioned is included in table 9 below. The verbatim responses are included in Appendix E on page 17.

Table 9
Analysis of Question 9 Verbatim Responses

Type of promotional vehicle	Responses	%
Verbal at point of contact with the user	26	29
Literature (pamphlets, flyers and leaflets etc)	16	18
Library website	9	10
User education events	11	12
Posters and bookmarks	7	8
Online Database Challenge	7	8
Other	3	3
Activity not described	10	12
Total	89	100

Question 10: How much do you value continued access to the Gale Virtual Reference Library?

Table 10
Value of Continued Access

#	Rating	Responses	%
1	Very highly	19	22
2	Highly	40	45
3	Neither high nor low	20	23
4	Low	5	6
5	Very low	4	4
Total responses		88	100

Skipped the question 4

[Mean rating = [3.74]

27 respondents provided comments relating to their rating. The verbatim comments are included in Appendix F on page 21.

Question 11: Have you received any feedback from Library users about the Gale Virtual Reference Library?

Table 11
Feedback from Library Users

Responses	Responses	%
Yes	23	26
No	65	74
Total responses	88	100

Skipped the question 4

Respondents who answered “Yes” were asked to describe the feedback that they receive. 23 respondents provided feedback. No negative feedback was recorded. The verbatim feedback is included in Appendix G on page 23.

Question 12: Have you used any other ebook products?

Table 12
Use of other Ebook products

Responses	Responses	%
Yes	38	43
No	51	57
Total	89	100

Skipped the question 3

Respondents who answered “Yes” were asked to list some ebooks that that they have used. 35 respondents provided this information. The products mentioned are included in table 13 below. The full list of responses is included in Appendix H on page 24.

Table 13
Ebooks Mentioned

Product	Mentions
ANZ Reference Centre	1
Bartelby.com	1
Biography Resource Centre	1
Credo Reference	1
Early English Books Online	1
EBook Library	1
Encyclopaedia Britannica Online	4
Expanded Academic	1
Goodreading	3
Google Books	3
Health and Wellness Resource Centre	6
Hobbies and Crafts Reference Centre	1
How Products are Made	1
NetLibrary	2
NewsBank	3
Oxford Reference Online	4
Overdrive	4
Project Gutenberg	3
Safari Books	4
Science Direct	1
The Source (Magpies Magazine)	1
Sydney University Text Book Initiative	2
TumbleBooks	6
World Book Online	3
Ziptales	2
No titles specified	10

Question 13: How useful do you consider the provision of information in ebook format rather than in other formats such as print?

Table 14
Usefulness of the Ebook Format

#	Rating	Responses	%
5	Very useful	23	29
4	Useful	38	48
3	Neither useful nor unuseful	18	22
4	Not useful	0	0
5	Very unuseful	1	1
Total responses		80	100

Skipped the question **12**

[Mean rating =4.03]

32 respondents provided comments relating to their rating. These comments are included in Appendix I on page 26.

Alex Cutts
28/1/2008

APPENDIX A

Note: names of library services included in responses have been removed where necessary to protect the anonymity of the respondent.

Question 3 - Position Title:	Question 4 – Job Description
Assistant Librarian	Circulation, order of ILL
Team member - Ask a Librarian service	Online virtual reference...
Young People's Services Officer	Coordinating services for young people from 0-24 years and includes some reference counter work.
Reference Services Librarian	Reference Services Web Page
branch librarian	branch management
co-ordinator information and learning	reference and training programs
Reference Librarian	Reference & Loans, Computer lessons, Storytelling, Collection maintenance
Library Assistant (casual)	Circulation desk, processing books, assisting with research, inter library loans
RELIEF LIBRARIAN	Covers all aspects of the library. Books, computers research etc
Librarian	Librarian duties and QGAP Manager
Library Administrator	Library Administrator
Tech Services librarian	collection development, reference work, cataloguing
Library Administrator	In charge of library operations
librarian	reference work
Information Services Librarian	Reference
Library Officer	I am the sole Library officer in [a small country library – name removed] and run all the day-to-day operations in [a small country] Library
Young People's Librarian	Purchasing, cataloguing, young people's outreach programs, library orientations for visiting school groups
Team Member Band 4	Virtual reference service (chat and email)
Reference/Internet Librarian	Reference/Internet Librarian
Librarian	Mainly reference librarian duties
Branch Librarian	Management of branch of library, reference queries in local branch, daily operational tasks in library
Reference Librarian	answering ref enquiries for patrons, general circulation duties, Inter-library loans/purchase requests
Library Tech	Work on Reference Desk
Reference Librarian	I try to help match people up with their informational needs and wants.
Senior Library Assistant	Desk, shelving, requests, data input etc
Senior Library Assistant	I work on the Reference desk answering queries for customers.
Manager library Services	Managing four libraries in a larger amalgamated area [in north Queensland – site names removed]
Senior Library Officer	Youth services, programs and promotions, purchasing, accessioning.
Library Technician - Reference	User Education; Reference; Trainer for Internet, Email, RedECat, Online Databases, Basic and Advanced Reference - staff and/or clients
Library Technician	Reference Librarian
Librarian in Charge, North	Joint manager of library service
senior librarian - information and reference services	team member reference services

Sarina Library Coordinator	To maintain services at [a small country library – name removed] under supervision on guidelines from Branch Librarian
Library Administrator	Everything
Assistant Branch Librarian	2-I-C of Branch - perform Reference & Circulation Desk duties & co-manage team members
Librarian	Librarian in charge of library
Branch Manager	Manage the day to day operations of the laidley Library
Library Technician	Reference & Circulation
Information Services Librarian	Management of information technologies and provision of information resources to Library customers.
Community services Librarian	
ITC Coordinator	Reference, troubleshooting and maintaining the Information Technology Centres at the branch libraries
Reference librarian	Reference queries & ILLs
Digital Media Librarian	Systems support and digital media technical support.
Branch Librarian	Manage the branch
Librarian	Provide client services through the operation, maintenance and control of the library system
Coordinator Service Delivery	Managing the 18 service points - branch teams and facilities in the new [amalgamated regional library service near Brisbane – name removed]
library supervisor	supervisor for [a small country library service – name removed]
Coordinator Reference Services	Reference & user services
Library Assistant	Customer service, reference enquires, children's and youth services, displays and promotions
Information Services Librarian	assist customers to locate information Develop reference collections Liaise with Family History Association Develop Local History Collection
Librarian	Reference and Local Studies
Coordinator - Digital and Electronic Library Services	Manage all IT/digital library services including LMS, online databases, webpage, public computers etc
Library officer	Reference, ILL , Lote, IT, etc
Branch Coordinator, Kuranda Branch	Supervising day-to-day operations of library
Young Peoples Services Librarian	Provision of children's services, school liaison, acquisitions, and emergent literacy.
Library Coordinator	In charge of the branch
Manager	
Information Services Librarian	Manage the Reference and Electronic resources collections. Website design and maintenance. Staff and customer training.
Co-Ordinator	Management of a small community Library
BRANCH LIBRARIAN EARLVILLE	overseeing branch library operations, staff supervision, training, collection development etc.
Manager	Sole employee
Electronic Services Librarian	Manage online collections; develop, implement, evaluate online services; develop, implement, evaluate and manage customer technology and online resource training programs.
Youth Services Librarian	Providing programs, resources & materials for the interests, hobbies, recreational and educational needs of young people (0 - 25) in [regional library service in North

	Queensland – name removed] region.
library administrator	I am the sole employee at my small library.
Senior Library Assistant	Reference services/inter-library loans
student of library and information services	student placement/experience
Reference Librarian	Answering reference enquiries, daily circulation tasks, sourcing ILLs and Purchase requests
Branch Librarian	I manage the City Branch and also do Reference Desk
Young People's Services Officer	Project management, program design, delivery and staff development in the services of Young People's Services.
librarian	reference
Outreach Services Branch Librarian	Outreach Services comprises a Mobile and 4 island libraries, aged care services, LOTE & Literacy.
Library Technician	Reference Training
Library supervisor	Customer service
Librarian	Promotion, reference, supervising, customer service
Client Services Coordinator	Outreach, promotion
Local Studies Librarian	Genealogy and local history
Library Administrator/Centrelink Agent	The day to day running of a library, Fulfilling ILL requests etc Centrelink Agency- STamping and Receiving forms and documents
Information Services Librarian (P/T)	Assist patrons find information from collections, databases, the internet and other sources.
Library Administrator	
Acting Librarian	Loaning and returning books, helping patrons, welcoming visitors, getting articles for people
Librarian	Cataloguing non-fiction, reference, serials, youth
Branch Librarian	manage branch operations
Librarian/Administration Officer	I do everything
Administrator	I run it.
Library Administrator	Administor [a small country library – name removed] Library with a staff of 3
Reference Librarian	Working on the reference desk answering queries, purchasing databases, visiting schools to promote information literacy, our services and resources.
Library Assistant	Shelving, Customer Service, Processing new materials, Running and organizing youth clubs/events, Storytelling.....the list goes on.
Librarian	I provide reference and research services to members of the public onsite at the library and off site through virtual reference services
librarian	reference librarian
Library Techician	Circulation control and shelving
Senior Policy Officer, State Library of Queensland	- Performance reporting - Planning - Policy development - Research

APPENDIX B

Question 6 Verbatim Comments

Very satisfied

- it is simple to use and comprehensive
- This is a wonderful tool for obtaining information to assist library patrons
- Was surprised by the relevance of the results. Forget what I searched for, but there was enough Australian and/or general content to satisfy request.
- The users were thrilled with the timeliness and the access to relevant data not found in books
- I particularly use the health databases for customers, and ANZ ref centre which are both very good for customer queries and are current in their info
- access to information was fast
- The information is current it meets the needs of the clients from primary school to tertiary education.
- Can be better promoted within our service - we think it a service well worth keeping
- Love the new interface for Literature Resource Centre.. Gale Health and Wellness is simple to use, and a joy to promote. Would like more Aus content with pharmaceutical information.
- The articles were very helpful for those wanting information
- It is very rare that I get no useful results from GVR.

Satisfied

I have found the information I need for queries

I've used it for health and literature related information of which the results for both were useful to the patron.

Variety of subjects

I'm looking forward to using the GVRL via the oneseach option

Very comprehensive information and the graphics in the articles are great!

Good general information - not enough Australian content though

good for introduction information to topics. would be good for school students

Do not always have the time to explain the finer points

sometimes the information was what was needed but at other times it did not answer the specific query

Easy to use

Neither Satisfied nor dissatisfied

- Could be more diverse. Items relevant particularly to the Torres Strait do not make up a dominant amount in this virtual reference library
- Info of carbon trading seems a bit old. Only two articles came up and both were published before 2005.
- I had no cause to look at it again as I have other resources to consult and Gale did not stand out as a "must use" product
- I let students know of their access
- Haven't had the need to use GALE very much - haven't managed to find too much that has met the customer's requirements

Dissatisfied

- other database resources we have cover this content adequately
- The range of resources seems limited

Very Dissatisfied

- When looking for a poem on racism I discovered brilliant reviews/critical essays for a poem called "the boy" but no where could I find the text of the actual poem. Other thematic poems researched resulted in the following comment : "Poem Text This text has been suppressed due to author restrictions" I cannot see the point in reading a review of a poem if the text is unavailable.
- I preferred it when you could just go onto the library site to use it rather than now getting another card to go on.

APPENDIX C

Question 7 Verbatim responses

What do you like about Gale Virtual Reference Library? (Please describe in the box below)

- Some of the databases are great for sourcing information for patrons
- it is upto date and easy to use and most customers can navigate their way easily
- Easy to use and comprehensive
- Basic & Advanced search options. Easy to see list of publications.
- update fairly easy to find information
- Easy to use
- I can find the information I require
- Information is easy to access and understandable.
- functionality
- authoritative source and easy to search
- It has good up-to-date accurate material.
- Comprehensive and up-to-date
- Totally indifferent to it
- /7 Availability, easy to access, wide range of resources
- How to cite
- The wide coverage of so many different subjects.
- Easy to find information.
- statewide access
- Expand/Limit option in relation to choosing a date range. Keywords can be grouped using inverted commas ie. "federation of australia"
- I like the clean interface.
- The range of resources available
- Easy Access
- Ease of searchability
- once i did locate information - i liked being able to browse the contents for that publication
- You can tell at a glance which publications the results are coming from
- very easy and straightforward to use
- Easy to use and navigate
- Medical & newspaper dbases v helpful, esp. the full-text
- The newsletter comes to me with suggested articles.
- Range of information
- Located good fact sheets
- fairly easy to use; good literature resources
- esay to use
- Full-text items
- Some of up to date resources like World History, Biographical encyc of modern Middle East & North Africa 2v I use
- Fairly easy to use
- Content, search and navigatin features
- Information from where I sit
- I like the ease of searching, and the scope.
- The up-to date content and ease of use

- Having virtual access to specialist items assists in finding keywords and/or basic fact information. The Basic search screen is clear and free of 'jargon'.
- easy to use. current information
- Love the idea of online reference tools - great for currency and expanding collections.
- can't comment.
- simple to use very diverse
- easy to use
- really easy to use, to move around.
- The simplicity of the searching and the navigation through the database, the related option links on the side and the number of full text documents.
- Access to numerous databases online for country areas is a great service
- Up to date information
- The keywords in red are great. Nice clear screen displays.
- Not sure yet
- Simple navigation; user friendly; intuitive. User guides are simple to use.
- Provides material additional to hard copy reference material
- Information is clear and understandable
- Easy to use
- Easy to use & accessible
- easy search interface & content
- Can't get in until I register
- The wide variety of information.
- Simple design
- I like being able to choose the subject discipline within which my search terms will be used.
- quality of the encyclopaedias included
- It was easy to use

APPENDIX D

Question 8 Verbatim responses

What do you dislike about the Gale Virtual Reference Library? (Please describe in the box below)

- One major problem is the American bias in the content.
- It would be great if we could be sent more promotional information about the product.
- Publications are a few years old.
- American content.
- Sometimes hard to get the right words to find the information you are looking for eg 'special needs in education'
- could be more thorough
- Sometimes the American content on treatment does not apply to Australia
- do not have any dislikes
- loading time seems to be a bit long.
- not enough subjects are covered
- It is not easy for members to find on their own.
- Sometimes unclear how to retrieve full-text articles only.
- Totally indifferent to it
- Although a wide coverage of subjects - the resources within the subject area are slightly limited.
- Find it hard to log into now state library has e-card, mine never works so I use someone elses.
- I would like to have a subject list to assist with selection of topics as keyword only is a little too broad. Not a great deal of Australian content and a rather too American bias for my liking. The only biography publication of: "Biographical Encyclopedia of the Modern Middle East and North Africa" is an unusual choice and rather restrictive. Truncation does not seem to work.
- Religion resources dismally deficient...nothing on Christianity for example. also Biography
- I use the electronic items for more difficult reference questions. I need to remember to use it for most ref questions
- it was a bit fussy on some search terms
- The content has not been what the customer is looking for
- I don't know that there is anything to dislike.
- Strong US bias in literature dbase & Aust/NZ lit under-represented
- limited in business resources
- American bias in the literature database
- Diseases and Disorders are dated, as are a range of other resources
- Not enough Australian content
- sometimes seems a little big
- I have not found anything.
- nothing to note
- Some titles appear to becoming a bit dated. Eg., Encyclopedia of Addictive drugs - 2002. Considering the content, is there not a more recent edition/publication?
- Not sure the collection is the best selection for public libraries? Perhaps consultation with PLeRG on title selection might help with this?
- Can't comment
- nothing
- find it hard to log in with the new e-services card

- for the context, there isnt anything wrong with this database. the only thing i would want is more ebooks in the database. also maybe more Australian coverage.
- At times it is very American
- There my be hesitations from clients about filling in the access name and password form if they think they won't use the service much. Perhaps this could be overcome by the public library computers having an account access for all casual users
- The range of publications is a bit lacking in the Biography and the Religion sections.
- Not sure what their audience is, teenage, adult or children?
- Audience not clear; no 'phrase' search option; US bias; content within subject areas not comprehensive
- Lacks local content
- nothing
- not being able to do it quickly without registering again as everyone already used it with their old cards and now have to get new ones.
- nothing comes to mind
- The advanced ssearch screen is a little cluttered. Otherwise there is nothing I dislike.
- I wish there were more Gale titles included in the Literature section eg. those included in the Literary Resource Centre I wish there were more Gale titles included in the Literature section eg. those included in the Literary Resource Centre

APPENDIX E

Question 9: Verbatim responses

-
- As apart of providing a virtual reference service, it is standard procedure to promote these databases to patrons. The more people that use our databases means our patrons have 24 hour access to authorative information.
- I provide one on one training as required at the reference desk
- We plan to do a big advertising promotion to our library users for all SLQ databases in early 2009
- advise them of its availability when they ask reference questions
- I tell students about it. It's also included on a library brochure "your library @ home" which I hand out to
- students.
- assignment info general info for clients
- We tried to with the promotions activity but had trouble logging in. It has worked since.
- On the Reference desk, & phone queries I take people through the State Library site to teh databases, inc Gale
- Display of brochures on databases, display of posters at various points, word of mouth.
- direct link to the database from the library website
- Website, School tours, pamphlets, verbal directions
- During database information lessons to students, show them all the databases and encourage them trialling it.
- Web site, television in library for in-house advertising, bookmarks
- Word of mouth
- Although nothing formal like an E-resources class I promote it at the Information Desk depending on what query they have and if I think it would be useful to them. I then show them how to access it and seach.
- Let school students know about the databases and thru computer literacy training. Staff let them know that the information is reliable, timely etc.
- Small posters besides each computer
- All online resources are promoted as a whole on our website
- One-on-one promotion whenever we are handling reference enquiries. Flyer to hand to borrower.
- posters and verbal recomendations
- Recommendation by mouth to information seekers
- Word of mouth, brochure, website
- Assisting kids with school projects; show them how to access it via our catalogue - give them a brochure on how to access it from home/library
- Online Database Challenge ; priority on website ; inclusion in our school talks regarding library services and information resources
- Show it as available on the library catalogue; promote to individual users
- Yes both verbally and with leaflets on how to access databases.
- Membership packs, reference queries, annual Database Challenge
- Word of mouth, poster in library
- Encouraged client to participate in the promotion held earlier this year, but had problems getting in.
- fliers that are given to new members and customers
- to other staff
- posters, handout for how to use (incl. in membership packs), promotion of annual competition

- Promote the use of these databases thru Brisbane Libraries Databases
- Durng visits to high schools, during our Gr8 [Grade 8] visits] and our online demonstrations to grades 11 & 12.
- On handouts and on our website under online links
- This was done by other staff
- Demonstrations when assisting customers to locate information, especially students.
- Verbal over the counter
- inhouse pamphlets and reader education.
- Word of mouth or a demonstration
- We promote all products as part of monthly themed promotions.
- Not as yet, but I will.
- display, classes
- The library has produce quick reference guides and holds usered education sessions on all of the SLQ databases. This database is promoted the same as the others
- I work part-time so only as needed when reference query cannot be answered with library resources
- It is one of a suite of databases, which we promote as a whole.
- Reference queries; media releases; online database training; raising staff awareness
- Flyer; website; explanation to individual patrons in response to their enquiries
- Mostly recommendation by word of mouth. Brochures / posters on how to access the database are displayed thoroughout the library.
- I would like to promote the use of this but as I am only acting, was not sure if I could
- I will suggest that people try it if I think it will help them- we charge for our internet so people are sometimes reluctant to spend time on unfamiliar websites
- High school assignments when opportunity arises
- Promotion to teachers and students.
- I conduct library skills classes for secondary school students and their teachers. GVRL is one of the databases most commonly demonstrated because it applies to so many different subject areas.
- online database challenge
- It was promoted during the database challenge

APPENDIX F

Question 10 Verbatim comments

Very highly

- valuable tool for accessing informaion
- You can always find up to date information for patrons
- It is essential to have full-text access to subject specific journal articles
- It's imperative to provide students with up-to-date yet well-referenced articles. Recent info is not availbale in most books, and the Internet can rarely provide well-referenced articles.
- A great state wide service
- I may not use it but I very much want my customers to have this service
- very user friendly, so clients are empowered and able to find information themselves.
- No one database holds everything. So it is nessary for access to a variety. Also databases specialises in subject areas.
- this database is a valuable reference tool
- It is a very useful site but you need to be able to access it without getting new cards.

Highly

- As mentioned before, the only real criticism is the American bias of the content.
- I think this is a good resource and if more people knew about it they would use it.
- I think it is a great resource extending library access
- Useful to school children and their assignments
- The medical databases, although written for the specialist, are still useful
- Excellent resource for smaller library services who can't afford subscription
- It's an important model (ie. e-books, not just journal/newspaper articles) for Qld public libraries to explore
- as an easy to use database, this would be good for library patrons to use, and with reference coverage, content would be more likely relevant to library users.
- It is a good tool & could be used more the problem is probably largely down to educating staff so that they will use online resources more. There is a fear that they will not be able to use the resource sucessfully and will look stupid.
- I think that it is a good resource

Neither high nor low

- Although it isn't a bad database at all, I probably tend to stick to other sources such as Credo or genre based databases that are relevant to the informational need (ie: Literature Resouce Centre for critiques, HWC for health etc).
- Can see how it could be very helpful to certain libraries
- maybe One Search will replace the need for this database?
- At this stage, I haven't had enough time to evaluate the resource.
- Used it more for health

Low

- For me the importance of a resource is how current is it. This resource is not current in the popular areas EG Diseases etc

Very low

- This is not considered a priority product for BCC as this content for the students or the general public is covered adequately in other searchable databases. Also Library staff have not shown an interest in this product as something that solves information problems/needs for them.

APPENDIX G

Question 11 Verbatim feedback

- Generally positive
- they have found what they were looking for found the database easy to use and current
- People value the info recieved are are very appreciative
- for the unusual queries, like natural therapies for mental illness
- Clients who have used the site have found it very good.
- Some teacher librarians are very enthusiastic about it when they learn how they can access using their library card.
- Clients who have used the site have found it very good.
- Very positive
- Some customers are surprised to find we have access to the databases, and are very happy that we do and they can access themselves
- they were all quite happy with the service - easy to find information
- Positive comments on the relevance of material available
- Great to have access 24/7 without having to come into the lbrary
- Useful for tertiary & high-school students accessing from home
- just staff
- Tertiary & senior high-school students find the full-text articles helpful.
- ... but we are a very small library!
- A high school student who was not doing well and never wanted to come to the library saw our PowerPoint demo re accessing the library and databases from home, and has become an wnthusiastic user of the Gael Reference Library. He got his first A, and came in to tell us about it.
- Gratitude from customers who have been able to access information that was not available in the library.
- Takes a bit for the average customer to understand the difference between GVRL, and other online encyclopaedias - eg., EBO.
- Please with the resource
- they are surprised so much information can be found
- all positive
- Very satisfied with results
- Some have found the resource very useful- some didnt bother trying to access information in this way

APPENDIX H

Question 12 Other ebook products used

- Netlibrary, Overdrive
- all of state library databases and e-books from QUT & CSU
- Gale Health & Wellness Resource Center, Gale Literature Resource Center, Hobbies & Crafts, Tumblebooks.
- Good Reading, Newsbank
- Oxford reference books
- Tumble books
- Other SLQ databases
- Biography Resource Centre; Credo Reference; Oxford Reference Online
- Overdrive e-books.
- Expanded Academic; Encyclopedia Britannica; World Book online; Oxford Reference Online; Gale Resource Centre
- Cant remember
- tumblebooks
- Other SLQ databases, university databases
- Health & Wellness
- Other online resource - Health & Wellness, Literature resource Centre, Newsbank, Britannica Online, ANZ Reference Centre, etc.
- Google, Britannica, How products are made
- Project Gutenberg, Uni Syd Text Initiative, Goole Books, NLA & SLQ online databases
- Project Gutenberg, Early English Books Online, Google Books & Sydney Uni EText Initiative, NLA e-resources
- World Book The Source Health and Wellness Good reading guide, etc
- Safari / NetLibrary / Tumblebooks / Good Reading Online / Brisbane Yarra Plenty / Bartleby.com / Project Gutenberg
- Safari e books
- Sahari books,
- OverDrive, Safari
- tumblebooks, ziptales.
- Health and wellness database
- Overdrive
- for uni I have had to use a varitey of electronic resouces
- Encyclopedia Britanica
- Tumblebooks; Ziptales
- World book online
- Newsbank
- When employed in an academic library I have used EBook Library and ScienceDirect ebooks.
- Do not remember titles , had to do with "Microsoft publisher" or Microsoft Access"
- Oxford Reference Online Premium Collection

APPENDIX I

Question 13 Verbatim Comments

Very useful

- You are providing access to patrons across the state who are unable to visit the library physically or have the time to wait for an ILL
- Ebooks are in keeping with modern technology.
- If we have nothing available to borrow, it is a good reference for clients to go to for reliable information
- Extremely useful for up to date information, current research. concise definitions.
- Useful when there is nothing on the shelf for school students.
- Out-of-print & classic antiquarian books
- Particularly useful for up to date, expensive, and multivolumed items. Unfortunately, these are not always "high use" Accessibility of ebook remotely adds to accessible information for clients
- Allows remote access 24/7
- easy searchability. especially when title page, contents and index pages are included. also, saves having to get off my chair to go get print resources
- First there is the cost of hard copies and floor space and these are only limited to those who can access thses in person. Where as ebooks can be used by many in a variety of places.
- Information great just shouldn't of changed how you used it.

Useful

- Would suit our "Ask a librarian" service
- Access easier from home and any library location.
- Depending on information needing to be sourced ebooks can offer a quick user-friendly method of searching with a larger library of books than on offer (especially from home).
- I like the concept, but the Gale range is too limited.
- Younger patrons are very comfortable with this format
- The ability to access the info 24/7 and remotely is the best thing about ebook formats.
- Embraces the concept of resource-sharing and improved value for money in libraries
- While ebooks are a wonderful resource, there needs to be convenient portable, book-sized reading hardware to facilitate its wider use.
- often cheaper and takes up less space in the library, although not for all customers but great being online as a reference resource
- I like books. Sorry, but I like books. As a timely resource however, and a hook for e-literate and techno kids, ebooks are certainly useful.
- Copyright issues can conflict with the needs of public library patrons.
- Cost saving, but not quickly accessible.
- Again training and familiarity with resources is a problem

Neither useful nor unuseful

- many of our patrons are retired and do not have/use internet, so are unwilling to use such resources

- Most databases are text-based with complex functionalities. Information literacy of public libraries users is generally low and some cannot read well, making it hard to promote.
- It seems that a lot of our users prefer hard copy to electronic. Even our aspiring writers and authors do not even take advantage of blogs etc set up for them through the library groups.
- It is a good extra but should not be a substitute

Not useful

No respondent recorded "Unuseful"

Very unuseful

- Very unuseful

APPENDIX J

Version 1

Used as the Initial survey participation invitation letter dated on 3/11/09 and on the mail outs dates 10/11/08 and 14/11/08 mail.

Folks

Unlimited statewide access to 120 volumes in the Gale Virtual Reference Library (GVRL) commenced in April 2008. The GVRL was also the featured e-resource in the recently held Online Database Challenge 2008.

We would now like to know how useful public library staff found the Gale Virtual Reference Library and what they think about it. In order to acquire the necessary feedback a short survey questionnaire has been designed to be completed by as many public library staff as possible. There are 13 questions included on the questionnaire and it takes only a few minutes to complete. The information included on the questionnaire will be kept anonymous.

To complete the questionnaire simply click on the link below and follow the instructions:

[Click here to complete the Gale Virtual Reference Library survey](#)

The survey will close on Wednesday 24 December 2008.

Cheers

Alex

Version 2 used 25/11/08

Folks

Please let me know what you think of the **Gale Virtual Reference Library**. Unlimited statewide access to 120 volumes in the **Gale Virtual Reference Library** (GVRL) commenced in April 2008. The GVRL was also the featured e-resource in the recently held Online Database Challenge 2008.

I would now like to know how useful public library staff found the **Gale Virtual Reference Library** and what they think about it. In order to acquire the necessary feedback a short survey questionnaire has been designed to be completed by as many public library staff as possible. There are only 13 questions included on the questionnaire and it takes only a few minutes to complete. The information included on the questionnaire will be kept anonymous.

To complete the questionnaire simply click on the link below and follow the instructions:

[Click here to complete the Gale Virtual Reference Library survey](#)

The survey will close on Wednesday 24 December 2008. Please feel free to pass this survey on to your colleagues.

Cheers

Alex

Version 3 used 8/12/08 and 22/12/08

This message has been posted to the following lists: CLS, IND, OPAL, QPLRG, YPL

Folks

A big thank-you to everyone who has completed the **Gale Virtual Reference Library** user satisfaction survey questionnaire and told me what they think of this resource. If you have not already completed the questionnaire I urge you to take the opportunity to do so before the survey closes at 5:00 pm on Friday 2 January 2009. I really would like to know how useful public library staff are finding the **Gale Virtual Reference Library** and what they think about it. The more responses I can get the more valid the results will be.

There are only 13 questions included on the questionnaire and it takes only a few minutes to complete. The information included on the questionnaire will be kept anonymous.

To complete the questionnaire simply click on the link below and follow the instructions:

[Click here to complete the Gale Virtual Reference Library survey](#)

Alex...I can not complete the questionnaire because have not used GVRL

If you have not had the opportunity to use the Gale Virtual Reference Library and would like to have a look at it just click on:

<http://www.slq.qld.gov.au/find/articles/offsite> and scroll down until you get to **Gale Virtual Reference Library** then click on the "connect" button" on the right hand side.

Cheers

Alex

APPENDIX K

List of Gale Virtual Reference Library titles accessible during the Ebooks Pilot

- 21st Century Sociology: A Reference Handbook , 2v, 2007
- Acne , 2004
- AIDS , 2004
- The Airline Encyclopedia: 1909-2000 , 3v, 2002
- Alternative Energy , 3v, 2007
- Ancient Civilizations Reference Library , 3v, 2000
- Ancient Europe, 8000 BC to 1000 AD: An Encyclopedia of the Barbarian World , 2v, 2004
- Anthrax , 2004
- Arts and Humanities Through the Eras , 5v, 2005
- The Basics of Biology , 2004
- The Basics of Chemistry , 2003
- Biographical Encyclopedia of the Modern Middle East and North Africa , 2v, 2008
- Biotechnology: Changing Life Through Science , 3v, 2007
- Chemistry: Foundations and Applications , 4v, 2004
- Children's Literature Review , Vol. 93, 2004
- Children's Literature Review , Vol. 94, 2004
- Children's Literature Review , Vol. 95, 2004
- Children's Literature Review , Vol. 96, 2004
- Children's Literature Review , Vol. 97, 2004
- Children's Literature Review , Vol. 98, 2005
- Children's Literature Review , Vol. 99, 2005
- Children's Literature Review , Vol. 106, 2005
- Children's Literature Review , Vol. 107, 2005
- Children's Literature Review , Vol. 108, 2005
- Children's Literature Review , Vol. 109, 2005
- Children's Literature Review , Vol. 110, 2005
- Children's Literature Review , Vol. 111, 2006
- Children's Literature Review , Vol. 112, 2006
- Children's Literature Review , Vol. 113, 2006
- Chronic Fatigue Syndrome , 2003
- Cold War Reference Library , 6v, 2004
- The Concise Encyclopedia of Statistics , 2008
- Contemporary Theatre, Film and Television , Vol. 64, 2005
- Contemporary Theatre, Film and Television , Vol. 65, 2006
- Contemporary Theatre, Film and Television , Vol. 66, 2006
- Contemporary Theatre, Film and Television , Vol. 67, 2006
- Contemporary Theatre, Film and Television , Vol. 68, 2006
- Contemporary Theatre, Film and Television , Vol. 69, 2006
- Culture and Customs of Australia , 2004
- Drama for Students , Vol. 17, 2003
- Drama for Students , Vol. 18, 2003
- Drama for Students , Vol. 19, 2004
- Drama for Students , Vol. 20, 2005
- Drama for Students , Vol. 21, 2005
- Drama for Students , Vol. 22, 2006
- Drama for Students , Vol. 23, 2006
- The Encyclopedia of Addictive Drugs , 2002
- Encyclopedia of Aging , 4v, 2002
- Encyclopedia of American Industries , 5th ed., 2008

- Encyclopedia of Buddhism , 2v, 2004
- Encyclopedia of Distance Learning , 4v, 2005
- Encyclopedia of E-Commerce, E-Government and Mobile Commerce , 2v, 2006
- Encyclopedia of Education , 2nd ed., 8v, 2003
- Encyclopedia of Educational Leadership and Administration , 2v, 2006
- Encyclopedia of Emerging Industries , 5th ed., 2007
- Encyclopedia of Homelessness , 2v, 2004
- Encyclopedia of Invasions and Conquests: From Ancient Times to the Present , 2nd ed., 2006
- Encyclopedia of Islam and the Muslim World , 2v, 2004
- Encyclopedia of Population , 2v, 2003
- Encyclopedia of Western Colonialism since 1450 , 3v, 2007
- Europe 1789-1914: Encyclopedia of the Age of Industry and Empire , 5v, 2006
- Europe Since 1914: Encyclopedia of the Age of War and Reconstruction , 5v, 2007
- Europe, 1450 to 1789: Encyclopedia of the Early Modern World , 6v, 2004
- Evolution of the Insects , 2005
- Feminism in Literature: A Gale Critical Companion , 6v, 2005
- Filmography of Social Issues: A Reference Guide , 2004
- The Gale Encyclopedia of Alternative Medicine , 2nd ed., 4v, 2005
- The Gale Encyclopedia of Cancer , 2nd ed., 2v, 2006
- The Gale Encyclopedia of Children's Health: Infancy through Adolescence , 4v, 2006
- The Gale Encyclopedia of Genetic Disorders , 2nd ed., 2v, 2006
- The Gale Encyclopedia of Medicine , 3rd ed., 5v, 2006
- The Gale Encyclopedia of Neurological Disorders , 2v, 2005
- The Gale Encyclopedia of Surgery , 3v, 2004
- Gale Encyclopedia of World History: Governments , 2v, 2008
- Grzimek's Animal Life Encyclopedia , 2nd ed., 17v, 2003
- Headaches , 2004
- Hemophilia , 2003
- Historical Atlas of the Islamic World , 2004
- History of World Trade Since 1450 , 2v, 2006
- International Directory of Business Biographies , 4v, 2005
- Literary Themes for Students: Race and Prejudice , 2v, 2007
- McGraw-Hill Concise Encyclopedia of Science and Technology , 5th ed., 2005
- Medieval Art: A Topical Dictionary , 1996
- Nonfiction Classics for Students: Presenting Analysis, Context, and Criticism on Nonfiction Works , 5v, 2003
- Novels for Students , Vol. 17, 2003
- Novels for Students , Vol. 18, 2003
- Novels for Students , Vol. 19, 2004
- Novels for Students , Vol. 20, 2005
- Novels for Students , Vol. 21, 2005
- Novels for Students , Vol. 22, 2006
- Novels for Students , Vol. 23, 2006
- Nutrition and Well-Being A to Z , 2v, 2004
- Obesity , 2004
- Our Living World: Earth's Biomes , 7v, 2005
- Poetry for Students , Vol. 17, 2003
- Poetry for Students , Vol. 18, 2003
- Poetry for Students , Vol. 19, 2004

- Poetry for Students , Vol. 20, 2004
- Poetry for Students , Vol. 21, 2005
- Poetry for Students , Vol. 22, 2005
- Poetry for Students , Vol. 23, 2006
- Pollution A to Z , 2v, 2004
- Reference Guide to Holocaust Literature , 2002
- SARS , 2004
- Sexually Transmitted Diseases , 2004
- Short Stories for Students , Vol. 17, 2003
- Short Stories for Students , Vol. 18, 2003
- Short Stories for Students , Vol. 19, 2004
- Short Stories for Students , Vol. 20, 2005
- Short Stories for Students , Vol. 21, 2005
- Short Stories for Students , Vol. 22, 2006
- Space Exploration Reference Library , 5v, 2005
- St. James Encyclopedia of Popular Culture , 5v, 2000
- The Story Behind the Song: 150 Songs that Chronicle the 20th Century , 2004
- Thematic Guide to Modern Drama , 2003
- Trade Unions of the World , 6th ed., 2005
- Water: Science and Issues , 4v, 2003
- West Nile Virus , 2004
- World of Forensic Science , 2v, 2005