

JISC



HistoricBooks

User satisfaction survey 2012-13
report



part of **JISC** eCollections

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Introduction

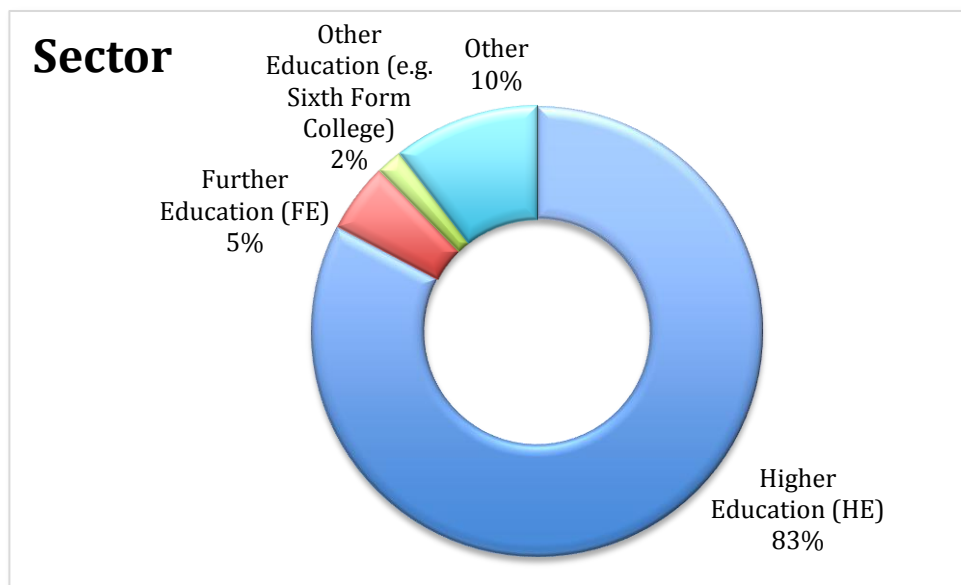
Mimas ran the first annual Jisc Historic Books user satisfaction survey from 29 November 2012 to 28 February 2013. A pop up prompt appeared after logging into the platform and 162 responses were received from the community. This is a report on the results of the survey.

About You

The 'About You' section of the survey asked for information on which sector the respondents studied or worked in along with their role and subject area.

Q1: In which sector do you study/work?

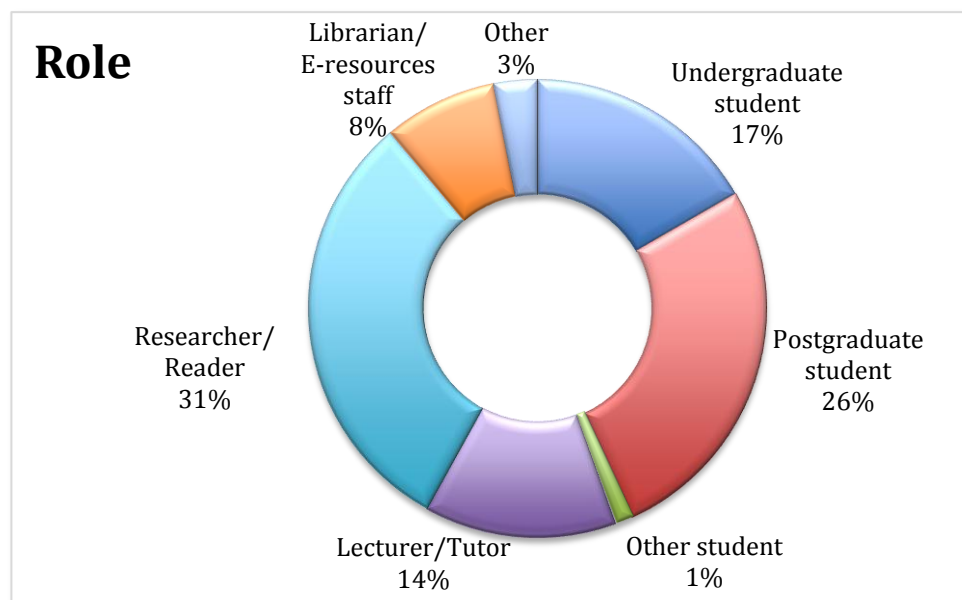
Most respondents indicated they were in the HE Education sector (83%) and of those who chose the 'other' category (10%) many advised they were independent or retired researchers.



Category	No of responses	Percentage
Higher Education (HE)	134	83%
Further Education (FE)	8	5%
Other Education (e.g. Sixth Form College)	3	2%
Research Council	0	0%
Other	17	10%
Total	162	100%

Q2: In which role are you using Jisc Historic Books?

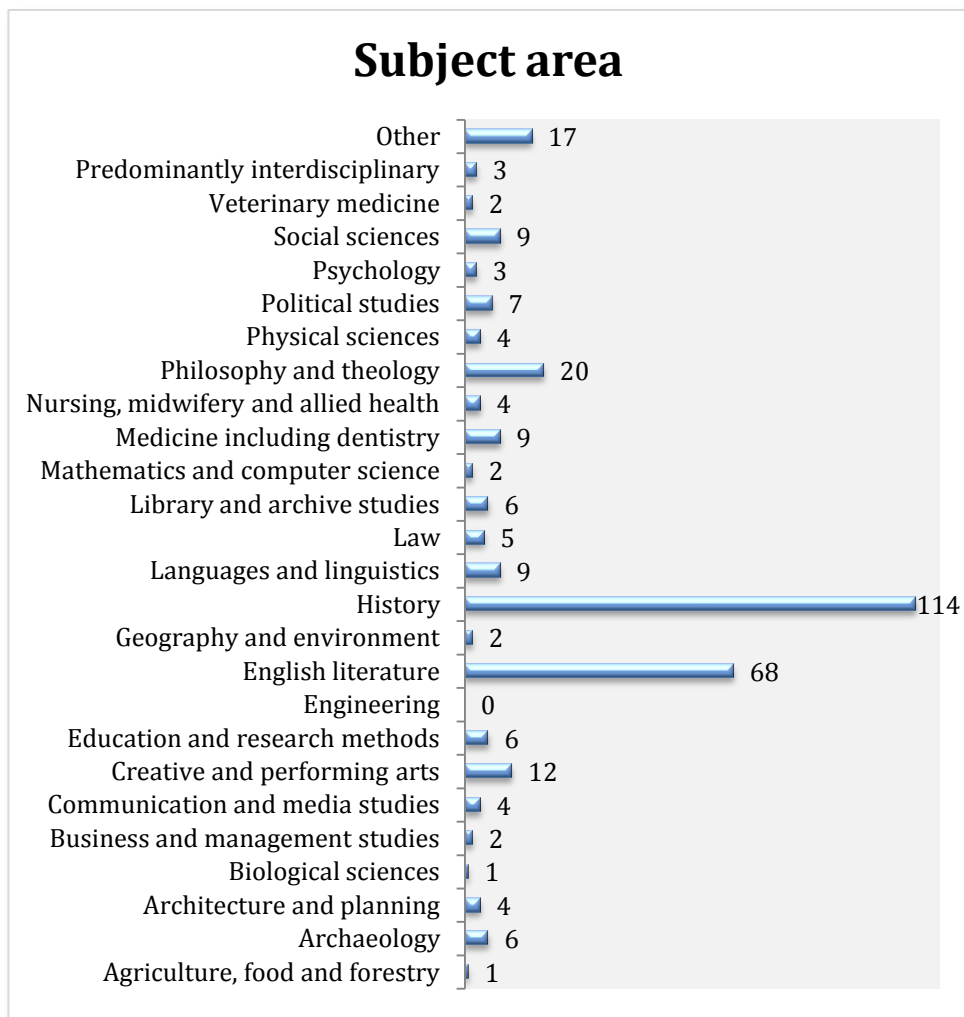
The largest groups of respondents indicated their role was either researcher/reader (31%) or postgraduate student (26%), followed by undergraduate student (17%) and lecturer/tutor (14%). Of the few who selected the 'other' category (3%) most were independent researchers.



Category	No of responses	Percentage
Undergraduate student	27	17%
Postgraduate student	43	26%
Other student	2	1%
Lecturer/Tutor	22	14%
Researcher/Reader	50	31%
Librarian/E-resources staff	13	8%
Other	5	3%
Total	162	100%

Q3: Please indicate your subject area

Respondents could select as many subject areas as appropriate and there were a total of 320 selections from 162 respondents. The majority indicated their subject area was History (114) followed by English Literature (68) and of those who selected the 'other' category (17), several listed Music or Book History as their area.



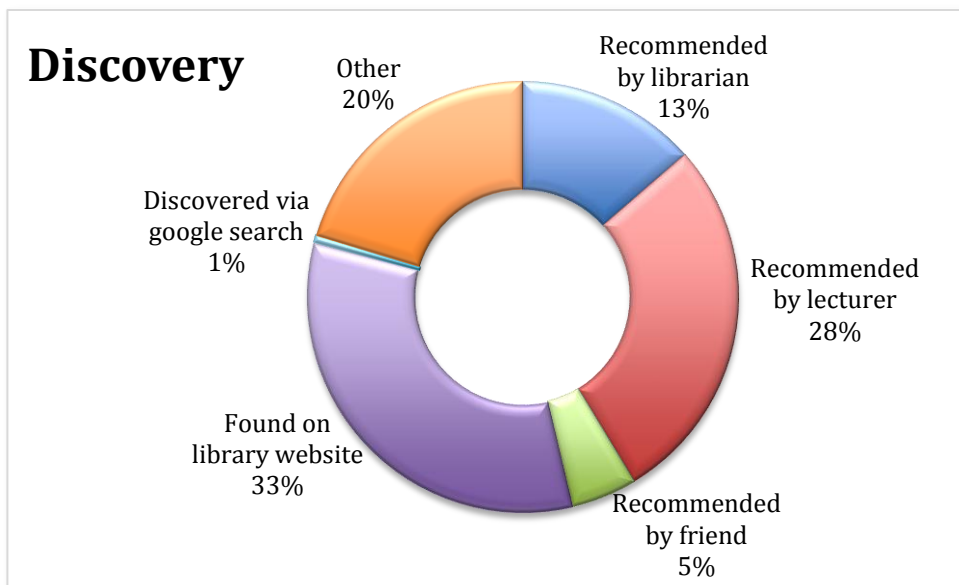
Using the service

This section of the survey asked about respondents use of the platform, including how easy to use it is, what they like or do not like about it and whether they would recommend it.

Q4: How did you discover Jisc Historic Books?

The two most common ways respondents discovered Jisc Historic Books was via their library website (33%) or recommendation from a lecturer (28%). The next highest discovery method was the 'other' category (20%) and many who selected this option advised they had been long time users of EEBO or ECCO, and links to Jisc Historic Books may simply have replaced their library catalogue links to these resources.

Of the 53 respondents who found it on their library website, the largest groups were researcher/readers (26), lecturer/tutors (8) and undergraduate students (7). Of the 45 respondents whose lecturer recommended it, the largest groups were postgraduate students (22), undergraduate students (16) and researcher/readers (4).

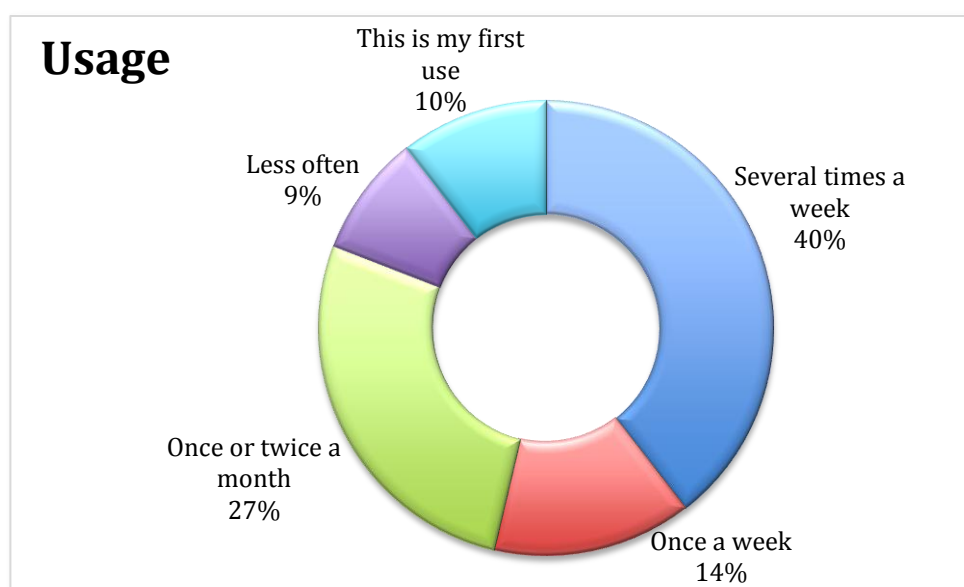


Category	No of responses	Percentage
Recommended by librarian	22	13%
Recommended by lecturer	45	28%
Recommended by friend	8	5%
Found on library website	53	33%
Discovered via google search	1	1%
Other	33	20%
Total	162	100%

Q5: On average, how often do you use this service?

Over half of the respondents (54%) said they were regular users of the platform, advising they use Jisc Historic Books either several times a week (40%) or once a week (14%) with a further 27% indicated they use it once or twice a month.

Of the 64 respondents who use it several times a week, the largest groups were researcher/readers (26), postgraduate students (18) and lecturer/tutors (12).

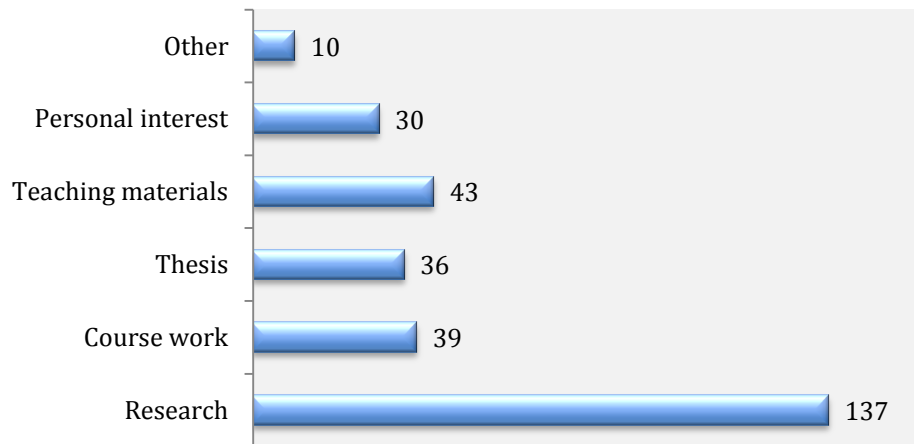


Category	No of responses	Percentage
Several times a week	64	40%
Once a week	23	14%
Once or twice a month	44	27%
Less often	14	9%
This is my first use	17	10%
Total	162	100%

Q6: For what purpose do you use Jisc Historic Books?

More than one purpose could be selected for this question and a total of 295 options were selected by 162 respondents. Most respondents use Jisc Historic Books for research (137) followed by a fairly even split between teaching materials (43), course work (39) and thesis (36). In the 'other' category (10) some said they use it for supporting users.

Purpose

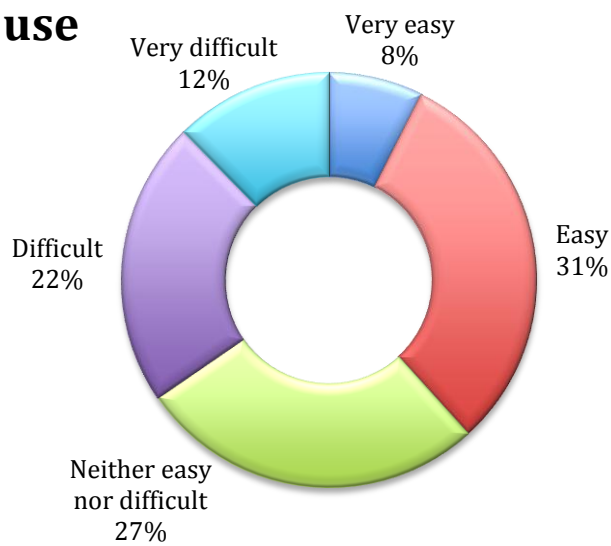


Q7: How do you find using Jisc Historic Books?

While 39% of respondents indicated they found Jisc Historic Books either easy or very easy to use, 34% indicated they found it difficult or very difficult, with a similar proportion (27%) finding it neither easy nor difficult.

Of the 62 respondents who found it easy or very easy to use, the largest groups were undergraduate students (20), postgraduate students (16) and researcher/readers (11). Of the 56 respondents who found it difficult or very difficult to use, the largest groups were researcher/readers (26), postgraduate students (14) and lecturer/tutors (12).

Ease of use



Category	No of responses	Percentage
Very easy	12	8%
Easy	50	31%
Neither easy nor difficult	44	27%
Difficult	36	22%
Very difficult	20	12%
Total	162	100%

Q8: What support and training would you like for Jisc Historic Books?

More than one option could be selected for this question and 207 responses were received. The majority of these (86) indicated that user guides/improved help text and pages would be useful. Many of those who chose the 'other' category, however, said they did not need any support and training, and some indicated they would like the interface to be more user-friendly rather than requiring any training on it.

Of the 86 respondents who wanted user guides/improved help text and pages, the largest groups were postgraduate students (27), researcher/readers (22) and undergraduate students (16). Of the 52 respondents who selected the 'other' category, the largest groups were researcher/readers (27), lecturer/tutors (10) and postgraduate students (7).



Q9: What do you like about Jisc Historic Books?

We received 76 responses to this optional free text question. Many respondents valued being able to search a wide range of texts as well as the ability to access them online and download them.

A selection of the comments can be found below.

HE, postgraduate student:

The breadth of the collection - and ease of finding material - is remarkable.

HE, undergraduate student:

It provides a formidable database of early texts which can be used for research in a variety of areas.

HE, undergraduate student:

The vast range of sources, the important ability to search content, the ability to download texts for detailed work.

Other education (e.g. sixth form college), librarian/e-resources staff:

I gives our students access to original sources which they might not otherwise be able to use or be aware.

Q10: How can Jisc Historic Books be improved?

We received 101 responses to this optional free text question. There were a range of suggestions including making the interface faster, adding volume numbers to the search results and adding a table of contents. A number of respondents indicated they did not like having to wait for a link in an email notification to download PDFs and that it can take a long time in some cases.

Searchable PDF files are created on-the-fly by the system, as they are requested, and to alleviate some of the download delays we introduced a second server in February 2013. This enables smaller PDF requests to be dealt with quickly while larger requests are being generated by a separate server. We

appreciate the need for instant downloads, however, and we are looking into ways of providing this going forward.

We received some comments about the accuracy of the plain text, with particular reference to the quality of the optical character recognition (OCR) in the ECCO collection. The ECCO OCR in Jisc Historic Books is the same as that provided in the Cengage interface, as the content has been licensed from Cengage, the only difference being that we have exposed it in our platform, so researchers can see the limitations and the reasons why particular texts appear in their search results. The plain text for the BL collection is also created via digital scanning by OCR software and has been provided by the British Library. The plain text for the EEBO collection has been manually keyed by the Text Creation Partnership and is the same plain text that is available in the ProQuest EEBO interface.

A selection of comments can be found below.

HE, undergraduate student:

Loading time of documents is slow, the inability to view a document in another tab prevents cross-referring.

HE, researcher/reader:

Downloading an entire book as a pdf is extremely slow compared to EEBO. One document seemed to take half a day. My research often means I need quick access to the document and to be able to read it offline (which required the pdf copy). This really needs to be made quicker.

Other, researcher/reader:

OCR doesn't seem to be accurate -- missed examples due to hand-press print irregularities (ligatures, long s, etc.).

Other, researcher/reader:

Improve navigation within a text. I find OCR in ECCO particularly problematic, and often need to find my way through a book using the table of contents or index. Having an easily identifiable link to these sections and the title-page would be a help.

FE, librarian/e-resources staff:

It would help if it were possible to browse the collection by subject, author, etc.

HE, postgraduate student:

The viewing screen is far too small - even using the Full Screen button, especially if (like many students) you are using a small screen laptop. I can only see about 6 lines at a time! I also dislike having to download via email. Sometimes the email is delayed (by 24 hours last week!). Sometimes the download option doesn't work at all. I just want to be able to a) find stuff b) view it quickly and clearly (without having to scroll up or down every few lines c) download items for immediate use. The JISC interface fails on 2 out of 3, I'm afraid.

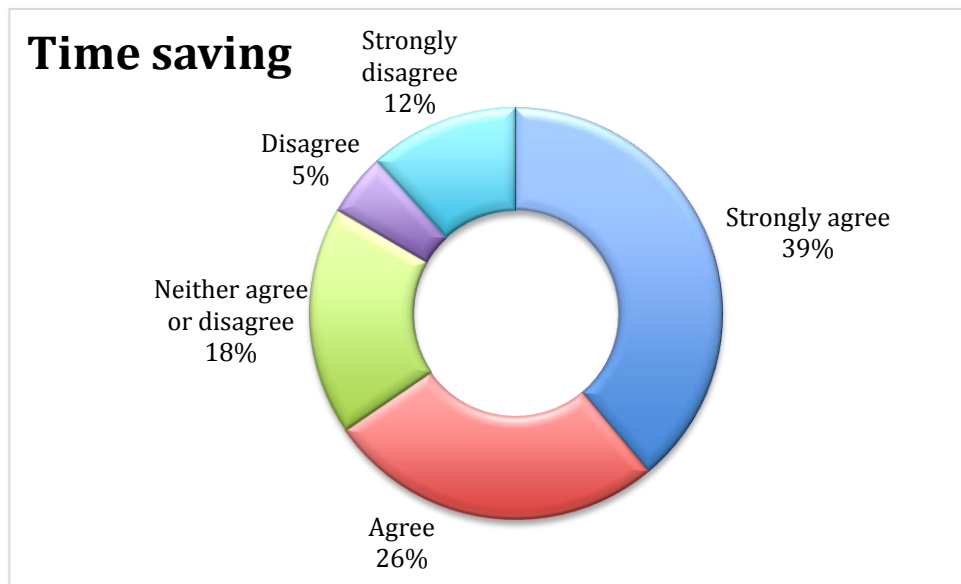
HE, postgraduate student:

The book viewer can still be quite frustrating. For example, the zoom tool can often be a hindrance. However, any issues are minor in comparison to the usefulness of the Jisc Historic Books.

Q11: My work would take longer if Jisc Historic Books were not available.

Over half of the respondents (65%) indicated that they agree their work would take longer if Jisc Historic Books was not available. Of the respondents who disagreed (17%) some had accessed EEBO or ECCO via other providers previously and advised their work would be faster using the alternative platforms.

Of the 106 respondents who strongly agreed or agreed, the largest groups were researcher/readers (31), postgraduate students (29) and undergraduate students (24). Of the 27 respondents who disagreed or strongly disagreed, the largest groups were researcher/readers (11), postgraduate students (9) and librarians/e-resources staff (5).



Category	No of responses	Percentage
Strongly agree	63	39%
Agree	43	26%
Neither agree or disagree	29	18%
Disagree	8	5%
Strongly disagree	19	12%
Total	162	100%

A selection of reasons can be found below

HE, postgraduate student:

OH MY. .. Never go away!! I like in the UK working on American Colonialism. I could not do this work without you!

HE, postgraduate student:

The ability to quickly cross-reference is absolutely vital to my work.

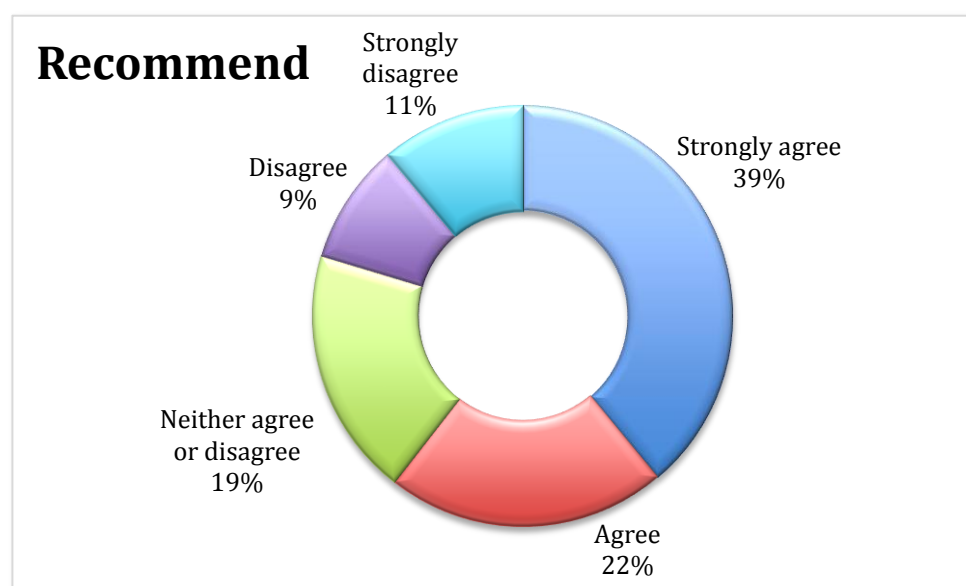
HE, undergraduate student:

I would have to order historic books using inter-library loans.

Q12: I would recommend Jisc Historic Books to others.

Over half of the respondents (61%) indicated they would recommend Jisc Historic Books to others with only 20% of respondents advising that they would not recommend the platform.

Of the 98 respondents who strongly agreed or agreed, the largest groups were postgraduate students (28), researcher/readers (23) and undergraduate students (23). Of the 33 respondents who disagreed or strongly disagreed, the largest groups were researcher/readers (16), postgraduate students (10) and lecturer/tutors (4).



Category	No of responses	Percentage
Strongly agree	63	39%
Agree	35	22%
Neither agree or disagree	31	19%
Disagree	15	9%
Strongly disagree	18	11%
Total	162	100%

A selection of reasons can be found below.

Other, researcher/reader:

I certainly do recommend it -- it would be impossible to conduct research today without consulting it.

HE, researcher/reader:

I'm using JISC Historic Books primarily as a way to get to content from ECCO—I usually already know the ESTC number. Its interface is workable for my purposes, so I haven't bothered getting to know what else it can do, and couldn't offer either a recommendation or a critique.

HE, lecturer/tutor:

I would advise people that it was necessary to use, but that the interface has become less user-friendly.

HE, postgraduate student:

Already recommended to history teachers in secondary school and buying into the service this year.

Q13: In the future we may be looking for volunteers to share their opinion of, or tell us how they use, Jisc Historic Books and/or other Mimas services. This will help us improve our services. If you are willing to participate, please enter your email address below.

Thank you to everyone who provided their contact details. This will enable us to contact you in the future to discuss your experiences using Jisc Historic Books and help us to improve the service.

Thank you

We would like to thank everyone who completed the survey for taking the time to provide this valuable feedback. All comments have been reviewed by the Jisc Historic Books team and will inform future development decisions for the platform, and the support and training we provide for it, to ensure that Jisc Historic Books meets the needs of the community.

We're keen to hear your feedback at any time so please contact our helpdesk at historicbooks@mimas.ac.uk or complete the feedback form in Jisc Historic Books to let us know what you think.

We look forward to hearing from you.

Jisc Historic Books team