

JISC JournalArchives

User satisfaction survey 2012-13
report



part of JISC eCollections

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Introduction

Mimas ran the first annual Jisc Journal Archives user satisfaction survey from 23 November 2012 to 28 February 2013. A pop up prompt appeared after logging into the platform and 41 responses were received from the community. This is a report on the survey results.

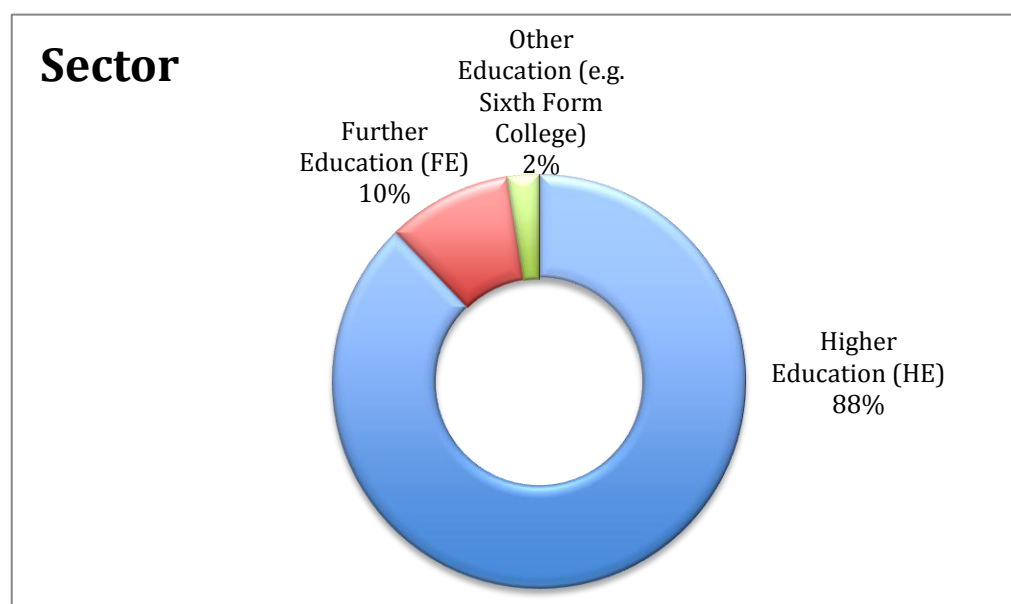
Due to technical reasons it was not possible to put the survey prompt on the area that users logged into when selecting an article from the browse pages or after following an OpenURL link from a library catalogue search, so a static text link to the survey was added in that area instead.

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 (88%) with 10% from the FE Education sector.

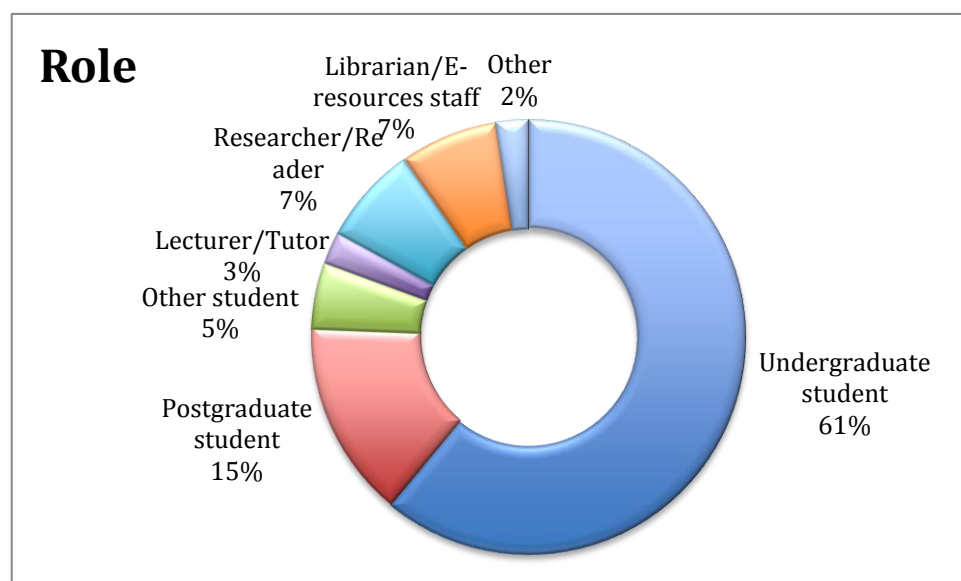


Category	No of responses	Percentage
Higher Education (HE)	36	88%
Further Education (FE)	4	10%
Other Education (e.g. Sixth Form College)	1	2%
Research Council	0	0%

Other	0	0%
Total	41	100%

Q2: In which role are you using Jisc Journal Archives?

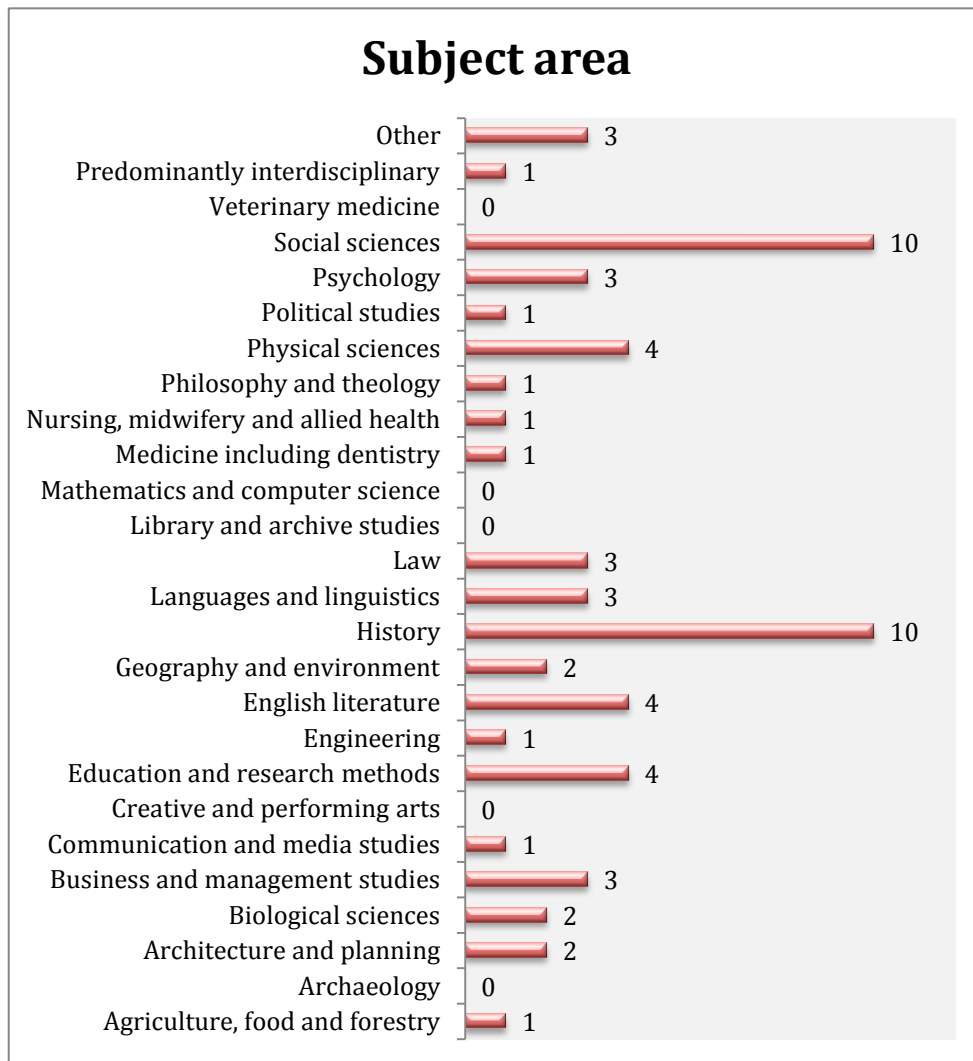
The largest group of respondents indicated their role was undergraduate student (61%), followed by postgraduate student (15%) and librarian/e-resources staff (7%). One selected the 'other' category and advised their role was a college student on a HE course.



Category	No of responses	Percentage
Undergraduate student	25	61%
Postgraduate student	6	15%
Other student	2	5%
Lecturer/Tutor	1	3%
Researcher/Reader	3	7%
Librarian/E-resources staff	3	7%
Other	1	2%
Total	41	100%

Q3: Please indicate your subject area

Respondents could select as many subject areas as appropriate and there were a total of 61 selections. The majority indicated their subject area was history (10) and social sciences (10) and those who selected the 'other' category advised their subject area was classics, criminology and medicinal and pharmaceutical chemistry history of chemistry.



Using the service

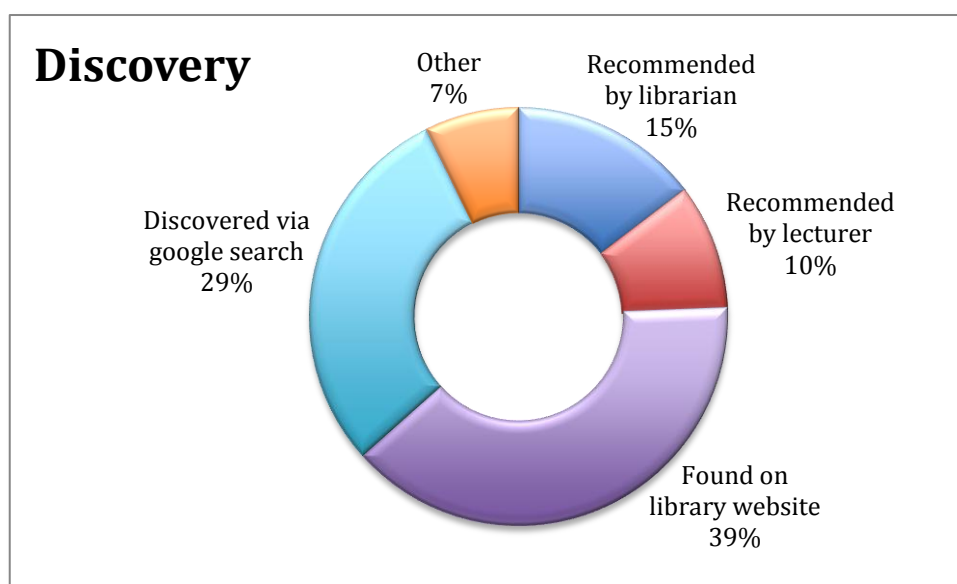
This section of the survey asked about respondents use of the platform, including how easy to use it is, what they like or do not like about it and whether they would recommend it.

Q4: How did you discover Jisc Journal Archives?

The two most common ways respondents discovered Jisc Journal Archives was via their library website (39%) or via a google search (29%). While the full text articles and search interface are behind authentication, the browse pages (which include the journal titles and article titles) are open access and can be found easily using a search engine.

The three who selected the 'other' category advised they either worked in the library, they don't remember not knowing about it, or it is a resource that is available in their online library.

Of the 16 who found it on their library website, the largest groups were undergraduate student (9) and postgraduate student (5). Of the 12 who discovered it via a google search, 11 were undergraduate students.

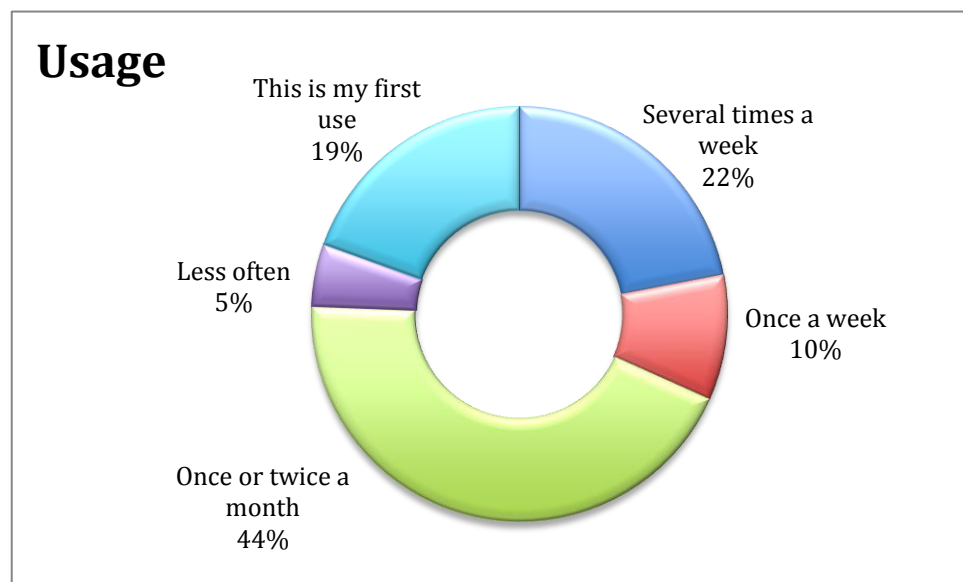


Category	No of responses	Percentage
Recommended by librarian	6	15%
Recommended by lecturer	4	10%
Recommended by friend	0	0%
Found on library website	16	39%
Discovered via google search	12	29%
Other	3	7%
Total	41	100%

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

Almost half of the respondents (44%) indicated they use Jisc Journal Archives once or twice a month, with 22% using it several times a week and 19% were using it for the first time.

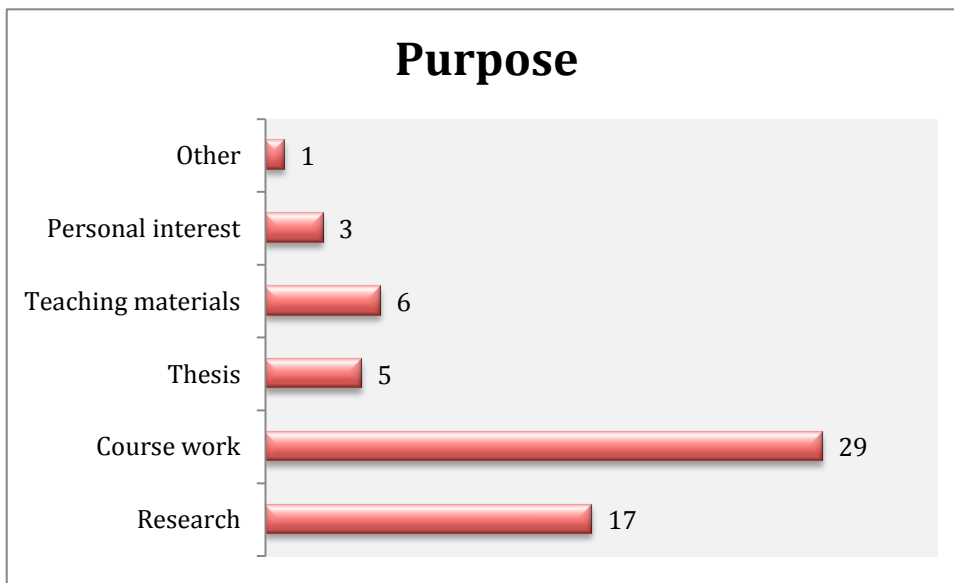
Of the 18 respondents who used it once or twice a month 13 were undergraduate students. Of the 9 who used it several times a week 5 were undergraduate students.



Category	No of responses	Percentage
Several times a week	9	22%
Once a week	4	10%
Once or twice a month	18	44%
Less often	2	5%
This is my first use	8	19%
Total	41	100%

Q6: For what purpose do you use Jisc Journal Archives?

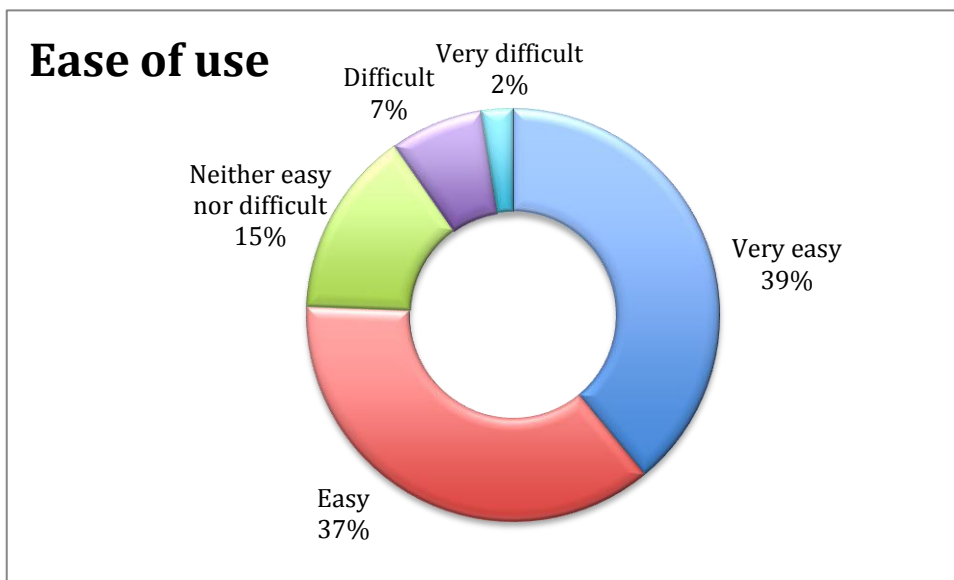
More than one purpose could be selected for this question and a total of 61 options were selected. Most respondents use Jisc Journal Archives for course work (29) followed by research (17). The 'other' category was selected by one person who advised they use it to guide library users to the resource.



Q7: How do you find using Jisc Journal Archives?

We were pleased to find 76% of respondents found Jisc Journal Archives either very easy or easy to use with only 9% indicating they found it difficult or very difficult.

Of the 31 respondents who found it very easy or easy to use, 22 were undergraduate students. Of the 4 who found it difficult or very difficult, 2 were postgraduate students, 1 was an undergraduate student and 1 was a lecturer/tutor.



Category	No of responses	Percentage
Very easy	16	39%
Easy	15	37%
Neither easy nor difficult	6	15%
Difficult	3	7%
Very difficult	1	2%
Total	41	100%

Q8: What support and training would you like for Jisc Journal Archives?

More than one option could be selected for this question and 49 responses were received. The majority of these (20) indicated that user guides/improved help text and pages would be useful. Of those who selected the 'other' category (8), 7 respondents advised they did not need any support or training and one said after authenticating they had to search again and it was more complicated than JSTOR or HEIN online.

Of the 20 respondents who wanted user guides/improved help text and pages, 15 were undergraduate students. Of the 7 people who said 'none' in the 'other' category, 6 were undergraduate students and one was a researcher.



Q9: What do you like about Jisc Journal Archives?

We received 10 responses to this optional free text question. Responses indicated that the ability to search a variety of journals in one place as well as download them as PDFs was liked as well as the interface being easy to use and providing backup access to the publishers sites.

A selection of the comments can be found below.

HE, undergraduate student:

Everything I want/need is easy to find. All the information is given on the cover 'sheets' from which the articles can be downloaded, and so referencing is made that much easier.

HE, researcher/reader:

pdfs rather than transcripts, good search facility

HE, lecturer/tutor:

provides access to RSC when normal log on fails, remote acces from home

HE, undergraduate student:

can search lots of journals and get pdfs in one place

Q10: How can Jisc Journal Archives be improved?

We received 12 responses to this optional free text question. Several respondents indicated they would like newer volumes included as well as archive content, a few suggested improving the search engine and one requested the abstract to be displayed.

Direct access to the journals was also suggested, however, this is already possible as we provide access via ip authentication as well as UK Access Management Federation (Shibboleth and OpenAthens).

A few comments can be found below.

HE, researcher/reader:

More material (and up to date material)

HE, undergraduate student:

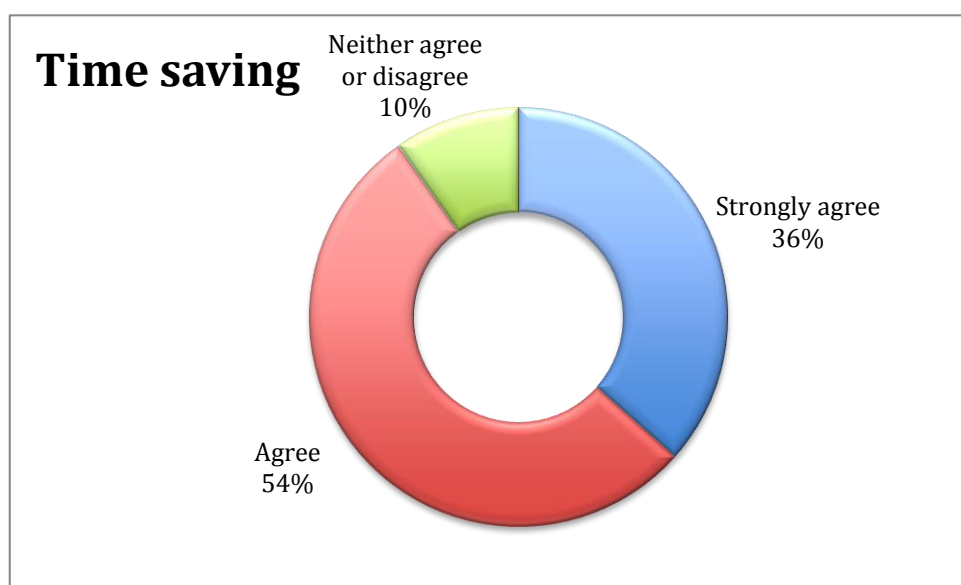
show the abstract for the articles

HE, undergraduate student:

direct access like other journals

Q11: My work would take longer if Jisc Journal Archives were not available.

90% of respondents indicated that they either strongly agree or agree that their work would take longer without Jisc Journal Archives with none disagreeing.



Category	No of responses	Percentage
Strongly agree	15	36%
Agree	22	54%
Neither agree or disagree	4	10%
Disagree	0	0%
Strongly disagree	0	0%
Total	41	100%

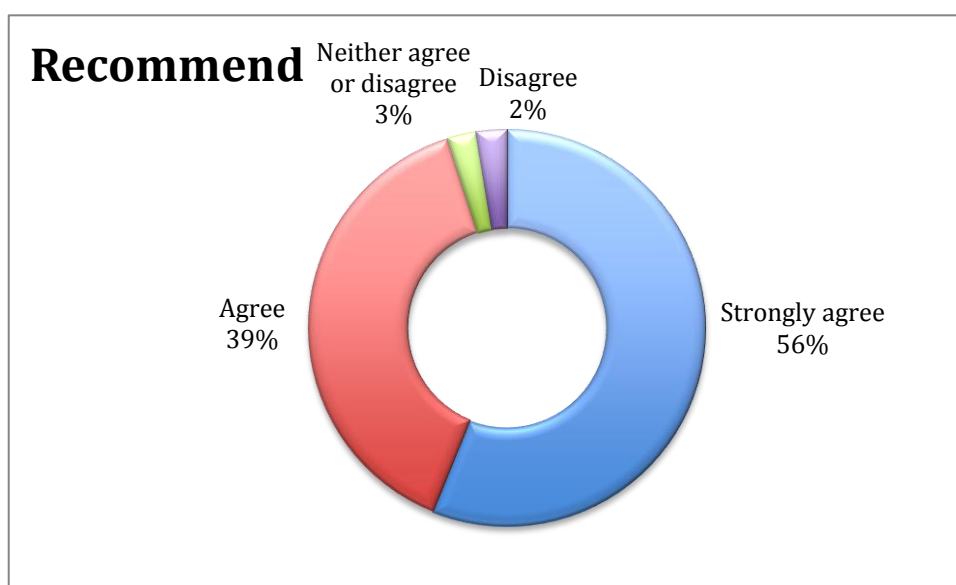
A reason for the platform saving time can be found below.

HE, undergraduate student:

Because it is the main journal archive that I use - I find it the most reliable and most likely to have the sources I require.

Q12: I would recommend Jisc Journal Archives to others.

We were very pleased to find 95% of respondents either strongly agree or agree that they would recommend Jisc Journal Archives with only 2% indicating that they would not recommend it. No reason for not recommending it was given.



Category	No of responses	Percentage
Strongly agree	23	56%
Agree	16	39%
Neither agree or disagree	1	3%
Disagree	1	2%
Strongly disagree	0	0%
Total	41	100%

The reasons below were given for recommending the platform.

HE, undergraduate student:

Jisc would be highly beneficial to any student.

HE, lecturer/tutor:

its is a large database and collects material in one search engine. need to link it to web of knowledge search engine.

Q13: In the future we may be looking for volunteers to share their opinion of, or tell us how they use, Jisc Journal Archives 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 Journal Archives 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 responses have been reviewed by the Jisc Journal Archives team and will inform future development decisions for the platform, and the support and training we provide for it, to ensure that Jisc Journal Archives meets the needs of the community.

We're keen to hear your feedback at any time so please contact our helpdesk at journalarchives@mimas.ac.uk to let us know what you think.

We look forward to hearing from you.

Jisc Journal Archives team