

OCUL 2010 MINES Survey of Scholars Portal Journal Usage

From January 2010 through December 2010, OCUL is administering a brief web-based survey to collect data on the usage of Scholars Portal networked electronic services. Surveys will be randomly generated and during that one year period users may be asked to complete the survey as they access electronic journals. The survey is anonymous. There are five questions and it will take approximately two minutes to complete the survey. The Queen's survey participation is voluntary. Users will not be asked to supply any information that would allow them to be identified as individuals.

The survey will help OCUL, as a group, and Queen's to:

- determine why patrons are using electronic resources (for funded or non-funded research, for course work, etc.) and
- track the differences between in-house and remote usage, comparing the location of the user and his/her academic or employment status with the purpose of that use.

Methodology:

The survey instrument is called *MINES for Libraries™*. Developed by ARL in 2003, MINES (Measuring the Impact of Networked Electronic Services) had been used in 40 North American libraries as of 2008 including OCUL's 2005 survey of Scholar's Portal usage. More than 100,000 networked services uses have been surveyed using this standard protocol at those 40 universities during this period. The 2010 OCUL survey will be presented to users randomly. Once in every 500 SFX requests by Queen's users, a user will be presented with the survey when they click on the "Get-It at Queen's" button. Once users have completed the survey, they will be connected to the electronic journal they selected. A user may refuse to participate or withdraw from the survey at any time and proceed to access the selected journal. The Queen's surveys as well as data from the 16 other Ontario universities will be collected on a secure server at University of Toronto.

This survey methodology allows us to reach actual users of Scholars Portal to provide OCUL with reliable data for decision-making on service improvements. Queen's Library will provide feedback on the results of the survey conducted on our Web site once the data have been analysed by OCUL. Some of the data gathered may also be used by ARL for further research on the survey instrument and for research on library service.

2010 OCUL MINES Survey - Sample Questions

Q1 Patron Status

Please choose *only one* of the following:

- Undergraduate Student
- Graduate/Professional Student
- Faculty
- Staff
- Library Staff
- Other: _____

Q2 What is your primary disciplinary affiliation or major field of study?

Please choose *only one* of the following:

- Applied Science/Engineering
- Business
- Education
- Humanities
- Law
- Medical/Health Sciences
- Sciences
- Social Sciences
- Other: _____

Q3 Location

Please choose *only one* of the following:

- In the library
- On-campus but not in the library
- Off-campus

Q4 Primary Purpose for using this electronic resource

Please choose *only one* of the following:

- Sponsored (Funded) Research (For Faculty, Graduate Students, Staff)
- Other (Non-funded) Research (For Faculty, Graduate Students, Staff)
- Teaching
- Coursework/Assignment
- Patient Care
- Other Activities including General Interest

Q5 Why did you choose this electronic resource? (You may select more than one option.)

Please choose *all* that apply:

- Important journal in my field
- Recommended by a professor/colleague
- Recommended by a librarian
- Reference/citation from another source
- Course reading list
- Other: _____

Q6 Comments?