

Assessing the effectiveness of a resource sharing service: the user view

**Silvana Mangiaracina, Cristina Cocever,
Marco Chiandoni, Stefania Arabito**

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NILDE

Network, Inter-Library Document Exchange



Consiglio Nazionale delle Ricerche



UNIVERSITÀ
DEGLI STUDI DI TRIESTE

Overview

- NILDE network distinguishing features:
 - value system based on a spirit of cooperation
 - teamwork
 - participation
 - collective intelligence
 - user feedback
 - continuous improvement
- NILDE-social web pages developed by the community



Overview

- A listening approach is essential for building a service to meet stakeholder needs



- Analysis of quantitative data obtained from the NILDE database was compared to the qualitative information obtained from user surveys, and a SWOT analysis was used to summarize the information gathered and as a planning tool

* From <http://progvolution.files.wordpress.com/2010/12/ascolto.jpg?w=300&h=214>

NILDE-Reference manager

- organize their own bibliography (basic tool)
 - Insert references
 - Manually
 - From databases, based on OpenURL
 - Modify/delete
 - Label
 - Sort
 - Export
- formulate requests to the library service
 - track requests, e-mail notifications
 - cost acceptance policy
 - history
- institutional authentication, based on Shibboleth

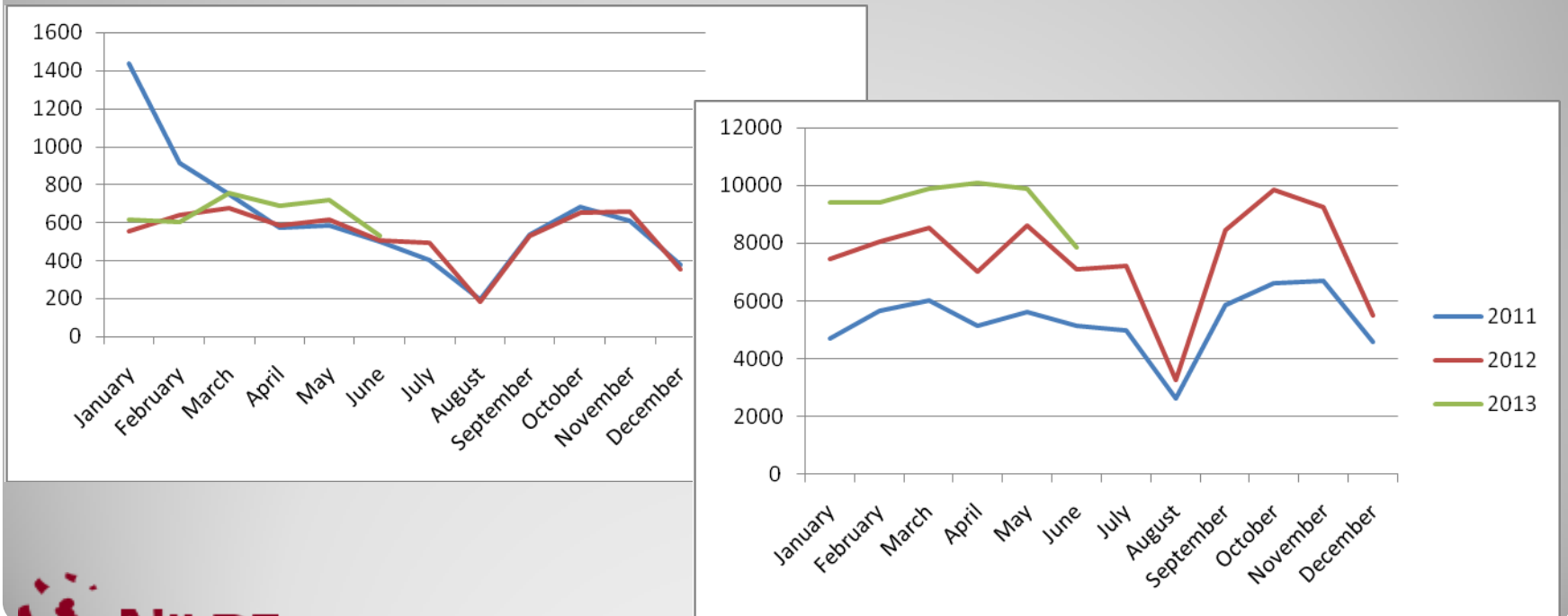


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- Direct Use of NILDE by library end-users available since 2005
- Reference manager released with NILDE 4 (2011)
- Trend in new end-user' registrations and their ILL requests since 2011



- Evidence from NILDE data (2011)
 - less than **a third** of the networked libraries handled requests submitted directly by their end users
- **Questions**
 - Why such a low use of the direct user mode of NILDE?
 - Was it caused by user dissatisfaction?
 - Or more by insufficient promotion by the library staff?
- Two web surveys carried out in 2011

- Highlights from the 2011 survey
- **User viewpoint**
 - appreciation of the new interface
 - low use of the reference manager embedded in the new release (64% state they do not use specific reference managers)
 - urgent requests to receive the publisher's original electronic file
 - expectations towards ever higher disintermediation

- Highlights from the 2011 survey
- **Librarian viewpoint**
 - appreciation of the new interface
 - the need for more training and tutorials
 - difficulties in communicating and promoting services and understaffing are the main obstacles that prevent a widespread diffusion of the direct user module
- **It is a matter of staff resistance to change?**

- Advocating initiatives devoted to librarians after the 2011 surveys
 - Training courses aimed at popularizing the direct use of NILDE
 - ACNP & NILDE Conference in Bari, May 2012
 - show librarians the results of the two surveys
 - particular attention drawn to the issue of lack of communication and motivation of librarians and on their resistance against a full use of the software.
- Impact of such activities (2013)
 - **+ 32% libraries allowing direct use**
 - **+ 62% end-users**



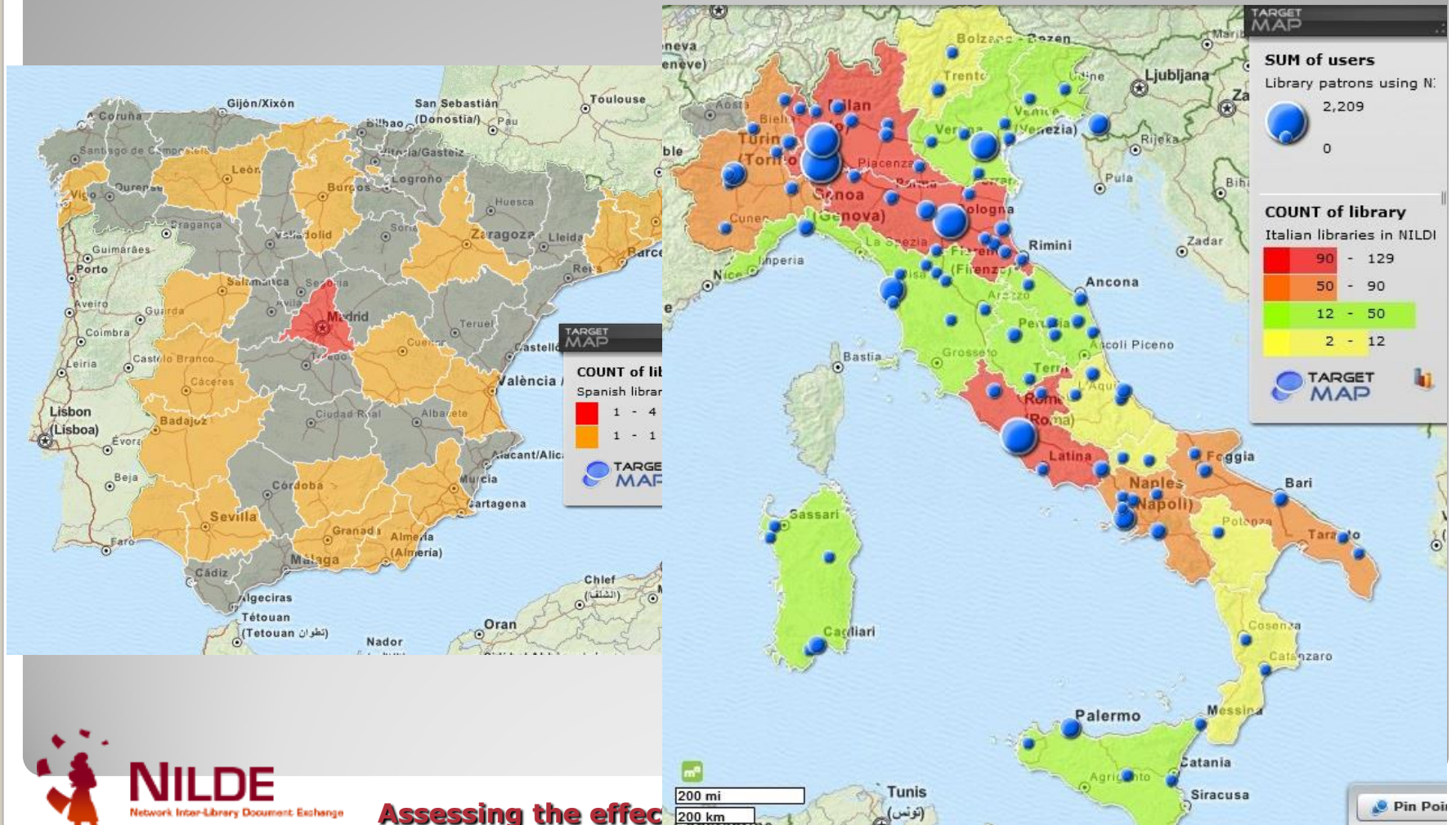
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NILDE libraries and end-users in 2013

830 libraries, 17,792 end-users



NILDE

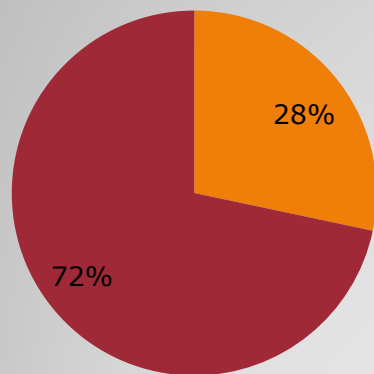
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Assessing the effect

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- **Still a big share of libraries which do not use the end-user module**
- **Significative difference between the two groups**

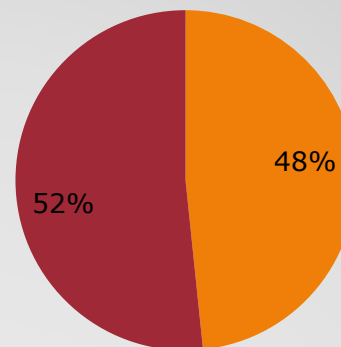
Libraries in 2013



- Libraries ALLOWING direct use (minimum 10 users)
- Libraries NOT ALLOWING direct use (or, with less than 10 users)

1-year ILL requests

220,000 July 2012 -June2013



- ILL requests from libraries ALLOWING direct use
- ILL requests from libraries NOT ALLOWING direct use

The average number of ILL requests per library more than doubles : 451 versus 202

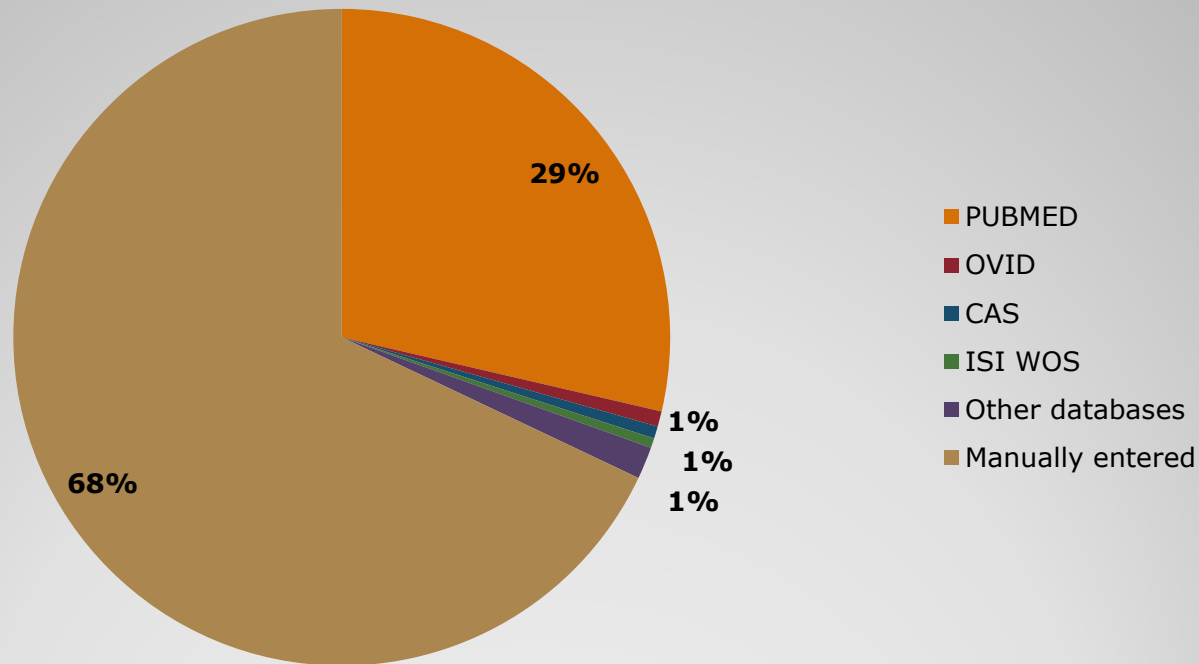


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- **Much more can still be done.....**

User-initiated ILL requests from databases



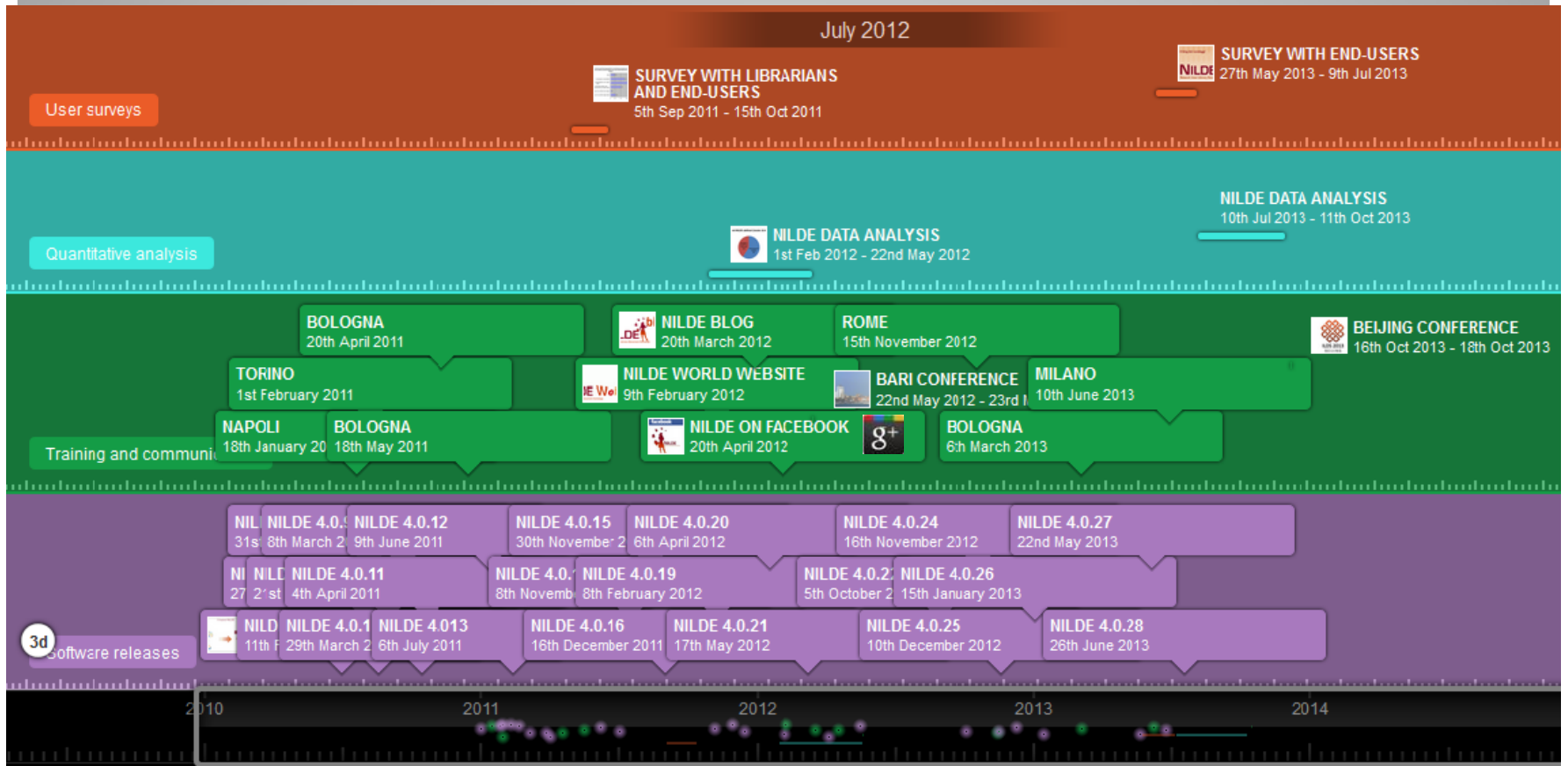
- **...overall underuse of the software**



Assessing the service

- the NILDE network represents a heterogeneous environment:
 - public, academic, healthcare sector, scientific research institution libraries
 - no restricted subject areas
 - no comparable numbers and types of users
- careful approach is needed to assess a service on a nationwide scale!
- The analysis of the **quantitative data** gathered from the use of the service and of the **qualitative data** collected through the end-user surveys was essential to understand **how the service is used and how it can be improved**

Assessing the service



http://www.tiki-toki.com/timeline/entry/178932/Nilde_user_assessment/



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The 2013 end-user survey

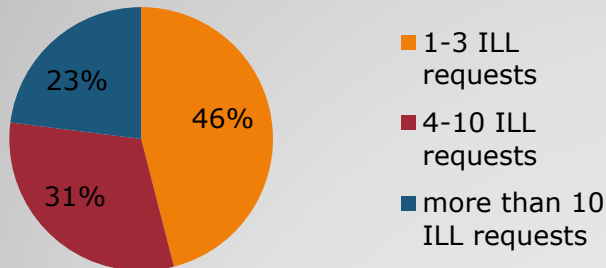
- Run from May 27th to July 9th, 2013
- Publicized through the NILDE home page and through the libraries
- Google form hosted on a Wordpress blog (for comments)
- Participants: 1,178
- 17% of active end-users in 2013 (6,987 used the software at least once in 2013)
- Two sets of questions:
 - Feed-back on the NILDE service
 - To get to know the user better



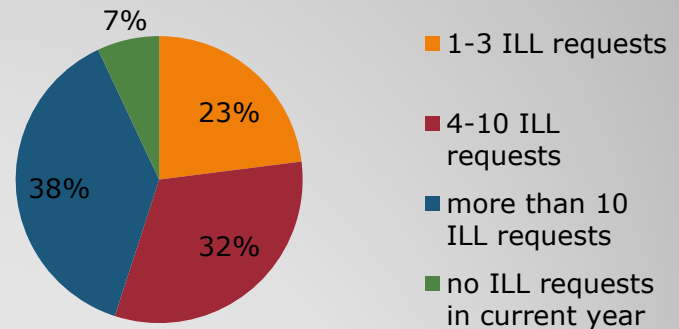
Survey results

- Survey gives us a profile of the users who are “loyal” to NILDE

NILDE active users Jan-June 2013



Survey respondents and their usage of NILDE



- These users perceive the service as a useful tool for their work:

3.64 score (on a 1 to 5 assessment scale)

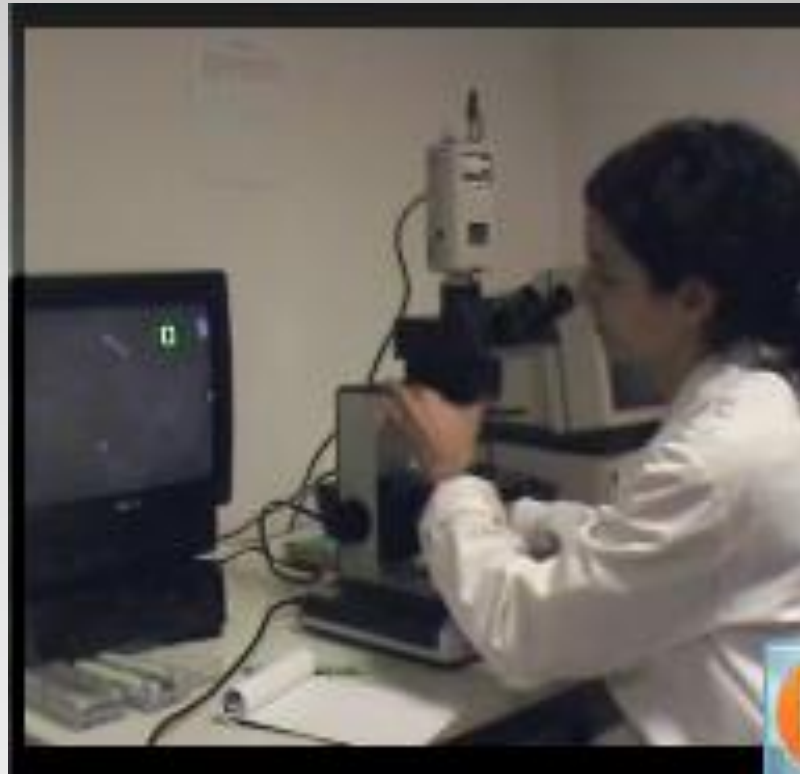
Survey results

- Libraries perform a key function in informing users about services
 - 49% of the end-users stated they had been informed about NILDE by the library staff and 24% through their web-site
- Peaks of survey participation are in correspondence with libraries solicitations

Survey results

The typical NILDE user

- Female researcher
 - Science & technology
 - 25-34 years old
-
- Corresponds to the general trend in Italian scientific research

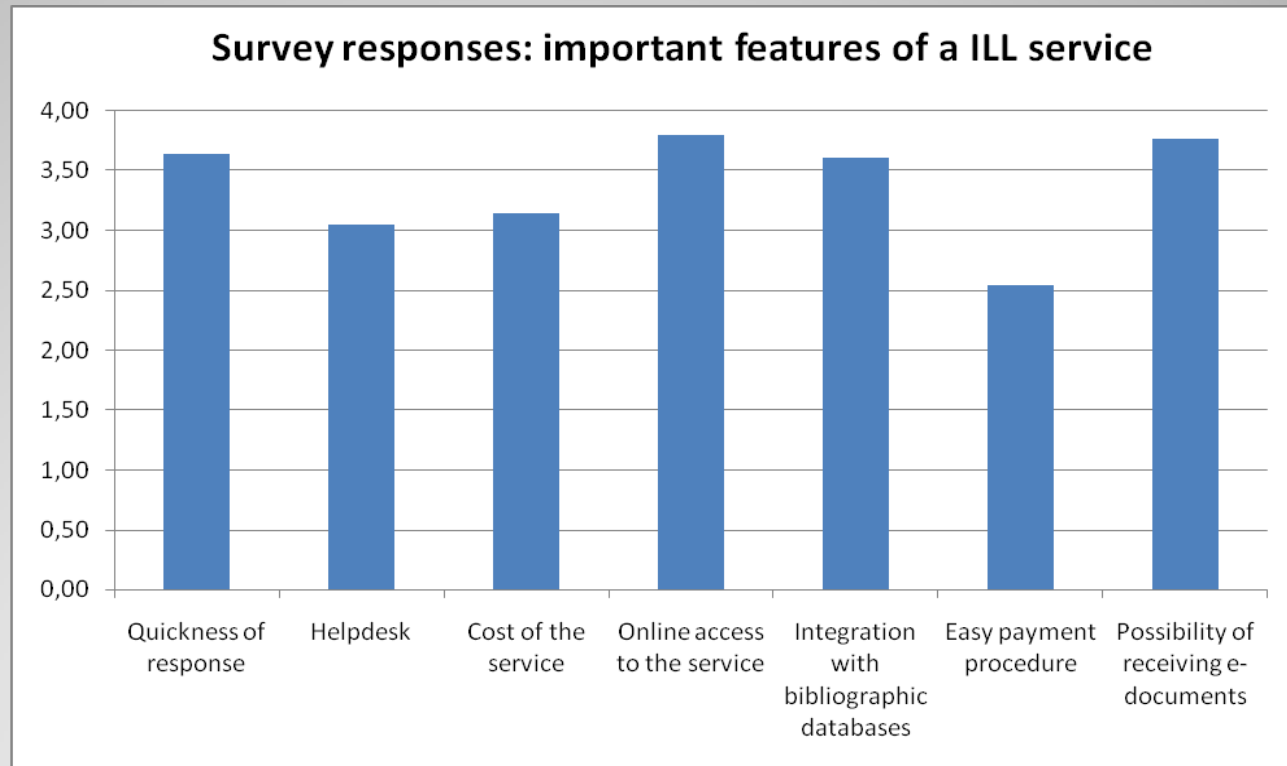


Survey results

- **User behaviour when seeking for papers:**
 - 67% choose mainly NILDE
 - 23% NILDE exclusively
 - Purchasing paper or using credentials of other institutions are the least chosen option (84%-86% never do it)
 - 81% state that they always check whether papers are **freely** available

Survey results

- Which are the most important features of an ILL service?



Survey results

- The availability of electronic documents directly to the users is contrary to the present Italian copyright law
- 55% of the respondents declare they know about it, but, is it true?....
- NILDE features to be improved:
 - Bibliographic searches as a starting point for requests (25%)
 - Use through mobile devices (15%)
 - Interface usability (11%)
- Software underuse is evident problem regarding interoperability with databases



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SWOT Analysis of the NILDE service

STRENGTHS

1. **Strong cohesion and cooperation among participants.**
2. **Widespread adoption in Italy**
3. **Excellent performance (turnaround times, positive responses...)**
4. **High end-user appreciation**
5. **Regular and competent technical support**
6. **Connections with the main national catalogues**
7. **Interoperability with bibliographic databases**
8. **Continuous improvements**
9. **Frequent training initiatives**
10. **Relatively low cost of the service**

WEAKNESSES

1. **Low direct use by end users**
2. **Partial subject coverage due to the specific organizations involved**
3. **Publishers' unwillingness to recognize the reliability of the NILDE software which prevents the direct forwarding of electronic documents to end users**
4. **Staff resistance and organizational difficulties**
5. **Low level of cooperation outside Italy**

OPPORTUNITIES

1. **Budget cuts affecting journal subscript.**
2. **Few competitors in Italy**
3. **Wide-spread use of web services**
4. **High interest in cooperation initiatives by the libraries**
5. **Excellent technological infrastructures supporting research networks**
6. **Ongoing developments of the main national online catalogues (ACNP, SBN)**
8. **Publicly perceived importance of scientific research for the development of Italy**

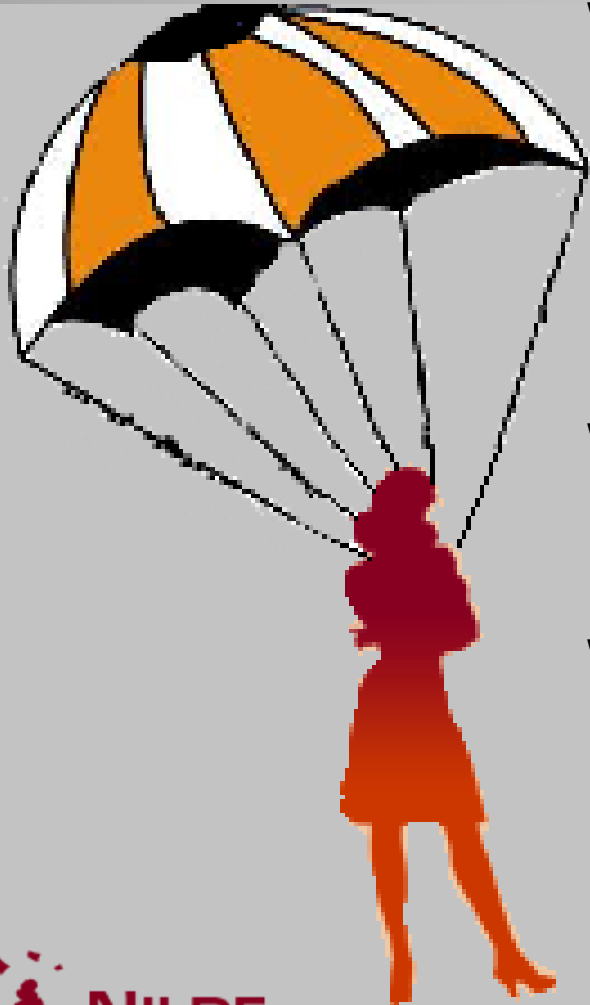
THREATS

1. **Increased Open Access and peer2peer**
2. **Organizational problems caused by understaffing in libraries**
3. **Greater restrictions by publishers**
4. **Lack of harmonization of European copyright laws**
5. **Economic crises and shrinking budgets**
6. **User distrust of public services**
7. **Researchers' propension to leave Italy**

Conclusions

- The results turned out to be particularly interesting and a source of hints for planning future improvements
- Periodical monitoring of quantitative data, as well as listening to end users, makes it possible to determine choices and optimize resources
- SWOT analysis helps to assess the information gathered and to identify the elements inside and outside the service which may affect future action

Comments from the blog



"Servizio estremamente utile ed efficiente. Peccato che i documenti vengano forniti in formato cartaceo anziché elettronico"

An extremely useful and effective service. It is a pity though that the documents are delivered in paper and not in electronic format

"E' importante averlo quando serve un articolo introvabile"

It is important to have it when the article you need is impossible to find

"NILDE è spesso un paracadute essenziale per quella letteratura non direttamente raggiungibile attraverso i normali canali elettronici delle nostre Biblioteche"

NILDE is often an essential parachute for the scholarly literature which is not directly accessible through our usual digital library services

**Silvana Mangiaracina, Cristina Cocever,
Marco Chiandoni, Stefania Arabito**

CNR, Biblioteca Area della Ricerca di Bologna, Bologna, Italy

Università di Trieste, Biblioteca tecnico-scientifica, Trieste, Italy

Università di Trieste, Sezione Ricerca e Dottorati, Trieste, Italy

Our contacts:

mangiaracina@area.bo.cnr.it,

{cocever, mchiandoni, arabito}@units.it

THANK YOU!

