

# Summary of SUNCAT User Satisfaction Survey

## Introduction

The survey was conducted between the period of January 9<sup>th</sup> to March 31<sup>st</sup> 2006. The survey was made available on the basic search page of the SUNCAT pilot service and on the SUNCAT login page on the EDINA website.

The main aims of the survey were to discover

- Who was using SUNCAT
- Why
- Were users finding what they wanted
- What improvements could be made to the service

## Respondents

Twenty-three surveys were completed and submitted to the EDINA helpdesk. The majority of responses were from Higher Education Institutions with only two responses from outside this sector, both of which were from specialist libraries (see Appendix A for details).

The respondents themselves included

Students	2
Library Assistants	3
Senior Library Assistants	6
Cataloguers	3
Librarians	6
Library Managers	2
Tech Learning Advisor	1

The library staff worked across various fields including Serials, Systems, Support, Liaison, Collection Management and Information Desk posts.

Respondents were asked to indicate how many times they had used SUNCAT previously

- 74% of the respondents had previously used SUNCAT between 1-5 times
- 13% between 6-10 times
- 4% between 11-20 times
- 9% had never used SUNCAT before

## **Results**

A summary of the results follows

### **Reasons for Using SUNCAT**

Three main purposes for which users visited SUNCAT emerged from the survey

- Location of serials
- ILL
- Collection management
- Cataloguing.

Other responses involved end user research, checking on bibliographic information and also a number indicated that they were evaluating SUNCAT as an information resource. Please see Appendix B for further details.

### **Success and satisfaction with SUNCAT**

- 91% of respondents stated that their search(es) had been successful
- 96% of respondents stated that they would use SUNCAT again

Comments from users included the following

“Suncat has comprehensive location information, and as this includes British Library no need to search separately. This allows me to identify which items I can obtain from British Library, and possible alternative sources at the same time. The records for each journal are also sufficient. Speed of response is also good, as is the clarity of information displayed.”

“Your convenient SUNCAT database obviates the necessity for us to undertake further time-consuming and expensive bibliographical research in-house, thus facilitating the rapid incorporation of a large and important collection of journals into our online catalogue despite the current pressure on staffing and resources. Thus what might have required the labour of several members of staff over a period of years, we can now hope to dispose of in a matter of months with the full-time commitment of only one professional employee (myself).”

“SUNCAT appears to have established itself as an essential research and cataloguing tool, and moreover provides a timely demonstration of the mutual benefits of shared cataloguing.”

“I don't see that anything else is needed - I've always found the info required.”

“All the elements for a useful service seem to be in place.”

## **Suggestions for Improvements to SUNCAT**

The final question on the survey asked users to suggest any improvements which could be made to SUNCAT. The responses can be classified into a few broad categories

### Functionality

The suggestions related to functionality included requests for

- Links to local library catalogues
- MARC display of records
- Save/email records facility
- Limit by library/location to exclude extraneous holdings from other libraries/locations.
- Improved deduplication
- Return to Advanced Search page after setting preferences

### Interface

The suggestions related to the interface included requests for

- Clearer holdings display with regard to multiple locations per library
- Indication of records with no holdings on results list
- Clearer full record display with regard to field headers appearing in one line

### Scope

The suggestions related to scope included requests for

- Clearer information on the scope and aims of SUNCAT
- Addition of more contributing libraries
- Addition of more electronic journals
- More detailed holdings information

## **Summary**

The range of respondents demonstrates that while SUNCAT has visibility among the library community and is used across the whole range of library services including Inter-Library Loans, Collection Management, Cataloguing and Information Support services, it will be necessary to heighten end-users awareness of SUNCAT as we move into a full service.

The purposes for which respondents use the service do correspond with SUNCAT's two primary aims, suggesting that SUNCAT is achieving its primary objectives

- To act as a tool for locating serials held in the UK
- To act as a repository of high quality bibliographic records

However improvements to SUNCAT which would assist these users might include

- Linkages to document delivery services for the purposes of Inter-Library Loans
- Subject views onto the data to aid collection management decisions
- Improved geographic views to aid collection management decisions

Despite the fact that the facility to download records is not yet available, libraries find the available information useful for the purpose of cataloguing and upgrading serials records.

- The addition of the Downloading facility is however important as this will allow contributing libraries a more streamlined approach to cataloguing serials.
- Since the survey was completed the MARC display has also been reinstated and this should assist bibliographic work in both contributing and non-contributing libraries.

With regard to the suggestions for improvements to SUNCAT the following table summarises comments and recommendations on each of these.

<b>Suggestion</b>	<b>SUNCAT Response</b>
MARC display of records	This has been reinstated since the completion of the survey.
Save/email records facility	This has been reinstated since the completion of the survey.
Improved deduplication of records	SUNCAT has also recently moved onto a new server and has implemented functionality designed to improve the deduplication of records on SUNCAT.
Addition of more Contributing Libraries	The new service, currently containing an additional 7 libraries also helps to answer the call for more contributing libraries and it is planned to add around 50-60 libraries by the end of 2006 and it is hoped to add more from 2007 onwards. .
Addition of more electronic journals	The request for more electronic journals will also be helped with the addition of these new libraries, however more importantly it is recommended that plans for the addition of all the journals contained in the Directory of Open Access Journals (DOAJ) are also taken forward as these will have the advantage of being available to all SUNCAT users without the need for authentication

<p>Links to local catalogues More detailed holdings information</p>	<p>Future plans for SUNCAT involve linking to local library catalogues using Ex Libris' SFX Link Resolver. This is important as it will allow users to check on the fullest most up-to-date holdings information which may not be available on SUNCAT as the service moves into streamlining its data processing and away from providing summary holdings statements</p>
<p>Limit by library/location to exclude extraneous holdings from other libraries/locations.</p>	<p>Future plans for SUNCAT also involve improving the limit by library/location to exclude any holdings from extraneous libraries/locations – currently SUNCAT allows users to limit their search to serials held in a particular library or location but still displays other libraries which also hold the serials. It would be desirable to remove these extra holdings to clarify the display for the user.</p>
<p>Return to Advanced Search page after setting preferences</p>	<p>This change has been implemented by the SUNCAT Team.</p>
<p>Clearer information on the scope and aims of SUNCAT</p>	<p>It is recommended that the SUNCAT Team ensure that the SUNCAT website and documentation includes clear information on the aims and scope of SUNCAT.</p>
<p>Clearer holdings display with regard to multiple locations per library</p>	<p>Future plans for SUNCAT involve changing the holdings display in order to cope with a larger number of libraries and this may help to address this issue. However it may not be possible to fully solve this due to the way data is supplied and within the constraints of the Aleph software.</p>
<p>Clearer full record display with regard to field headers appearing in one line</p>	<p>The field headers all currently display on one line.</p>
<p>Indication of records with no holdings on results list</p>	<p>It is recommended that the SUNCAT Team investigate how these records can be more easily identified or “limited out” of a search within the constraints of the Aleph software.</p>

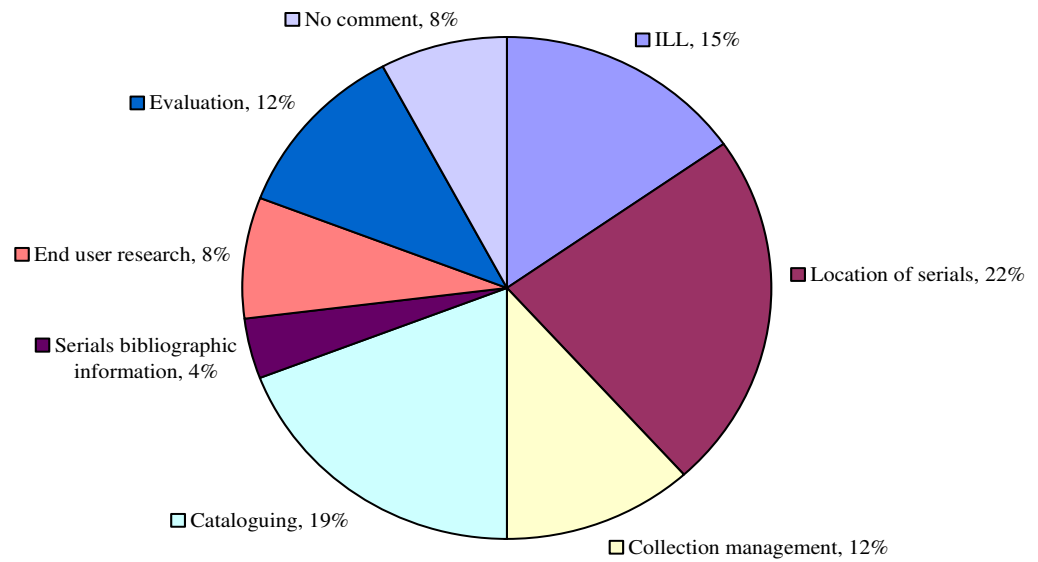
## **Conclusion**

Overall the response to the survey was very positive, with almost all users saying that they had found what they were looking for on SUNCAT and would use SUNCAT again. Most of the suggestions for improvements have either been implemented since the completion of the survey or had already been identified as desirable by the SUNCAT Team and have been scheduled for development during the remainder of Phase Two. With regard to the few minor issues where this is not the case the Team will investigate how best to achieve satisfactory solutions within the constraints of the Aleph software.

## Appendix A: Responses from Institutions

<b>Institution</b>	<b>SUNCAT Contributing Library</b>
York, St. John College	No
University of Exeter X2	Yes
University of Leicester Library, Harrogate District Hospital/Univ of York	No Yes
National Library of Wales	Yes
University of Reading	Yes
Strathclyde University	No
University of Cambridge X4	Yes
University of Bath	No
Cardiff University	Yes
British Library	Yes
Durham University	Yes
Swansea University	Yes
North East Worchester College	No
IEE	Yes
Courtauld Institute	Yes
Manchester Metropolitan University	Yes
Loughborough University	No
University of Warwick	Yes

## Appendix B: Purposes for Using SUNCAT



## Appendix C: Questionnaire

- 1 a) Name of institution:
- 1 b) Position:
- 2 a) How many times have you used SUNCAT?
  - Never
  - 1-5
  - 6-10
  - 11-20
  - >20
- 2 b) For what purpose(s) have you used SUNCAT?
- 3 a) Was your search successful?
  - Yes
  - No
- 3 b) If not, what would have made your search more successful?
- 4 a) Would you use SUNCAT again?
  - Yes
  - No
- 4 b) If no, please provide more detail.
- 5) Is there anything additional you would like to see in SUNCAT?