

# LibQUAL+ Survey Analysis of Comments re: Interface / Library Website / Authentication Summer 2003

## I. Remote Access / Authentication

### >> FACULTY / STUDENT COMMENTS:

There were several comments about remote access and authentication such as:

- *I mostly want to access Library resources remotely, but I can't. The combination of which things are accessible on-campus and which aren't, passwords that are different from OIT's and that I can never remember, and user interfaces that make no sense to me prevent this.*
- *It would be nice for us to have a wider access to databases, electronic journals from our office, home, and from off campus. Access to library off campus is often down or has problems. Unfortunately, I think the problem is one of licensing.*

### >> LIBRARY RESPONSE:

Most Library resources are available both on and off campus. The Library is implementing new hardware and software for the web site this that we believe will correct sporadic problems that have been encountered with off-campus access. There are some resources, however, that are limited by license, including SciFinder Scholar and Lexis Nexis -- we will continue to seek ways to increase access to these resources.

## II. Access to Journals and Articles

### >>FACULTY / STUDENT COMMENTS:

There were several comments about journal, article, and database access

- *While the web interface has improved significantly over the years, it is still not very "user-friendly." This is particularly true when I try to access on-line journal articles. This is probably due to the deficiencies of the commercial software that you use. If there is a feature that I can use, from within the electronic resources, to locate html or pdf versions of an article by specifying the authors' names or DOI, I have not figured it out.*
- *I think the library ought to provide a bit more in the way of search tools that help users identify the journal holdings in each database. One spends a great deal of time tracking down particular journal holdings.*

### >> LIBRARY RESPONSE:

This summer, the Library will implement a new application to facilitate access called SFX. SFX is used to create dynamic links that fully integrate their information resources. The user is presented with context-sensitive links that are dynamically configured on the basis of the institution's e-resources. If you want to test this new software, go to: <http://www.sfxit.com/trysfx/>. For more information on DOI and OpenURL, go to: <http://www.sfxit.com/open/doicrossref.html>.

## III. Interface problems (Google preferred)

### >> FACULTY / STUDENT COMMENTS:

There were 9 comments about interface problems such as:

- *The web site is confusing, cumbersome, etc.*

- *What would be most useful to me? To be able to search journals without moving up and down through Galileo -- selecting general areas, then specific areas or databases. It's much too easy to wander down one particular path, then forget the other alternatives that also should have been searched. We need something like Google for Galileo: a simple one-stop search engine. Too much work at GT is interdisciplinary and straddles the database classifications in Galileo. Electronic access improving but still scattered over too many databases.*
- *It's very difficult to find the articles that you want in the library website. Sometimes, it really confuses me. The multiple databases with multiple search pages are confounding. The electronic services need some work. The website for searching the papers I need is terribly not convenient. The web site is confusing, cumbersome, etc. Information is often misrepresented on GTEL; parts of GTEL do not work and there is no way to know which ones those are except by trial and error.*

#### >> LIBRARY RESPONSE:

The Library has redesigned its web interface several times in the past 9 years in an attempt to facilitate student and faculty ease of use and to be responsive to the many requests for improved access. Over the years the Library has solicited regular feedback from faculty and students on ways to make our site more user-friendly. Whenever possible, we have made modifications based on those suggestions and appreciate your suggestions. A new design incorporating the look and feel of the Georgia Tech web site and including many new features, improved navigability and much more will go live for fall semester 2003.

The Library continues to research the possibility of a federated search option for Library resources, but as yet there is not a good product in the marketplace. We are aware that many faculty and students would prefer a more Google-like front-end and will continue to pursue opportunities in this area.

## IV. Library Catalog / ISBN Searching

#### >> STUDENT / FACULTY COMMENTS:

There were 5 comments about the Library's Catalog, 1 positive and 4 negative:

##### **Negative:**

- *The database search which requires you to enter the exact title which is absurd! I think the card catalog website is HORRENDOUS. It is hard to use and the search engines often return irrelevant information.*
- *The cataloging system is still difficult to navigate at times*
- *The online search engine needs improvement. The search engine at amazon.com and other online bookstores are much better. One improvement would be the option of entering the ISBN number of a book the way users could use Amazon to get the ISBN number and then plug into the library engine for a quick answer.*

##### **Positive:**

- *The online card catalog services are fine.*

#### >> LIBRARY RESPONSE:

The Georgia Tech Library participates in a University System of Georgia (USG) consortium of 35 libraries all of whom are using the same Library Catalog interface and integrated library system (ILS); we call it "GIL." When this ILS was purchased approximately 5 years ago, it was considered the consensus best. A major advantage at the time for Georgia Tech to participate in the USG consortium was that the vendor chosen offered a universal catalog and universal borrowing, which they still have not delivered on. We hope that both will be available in fall '03 – they will both provide a significant improvement in faculty and student ability to obtain resources from other USG libraries in a self-service and expedited way. There are statewide committees of the

USG consortium that attempts to keep all of us happy and continues to make enhancements to the Library Catalog interface when possible. A new interface was introduced in August 2003 that we hope will provide easier navigation, increased functionality, and be more user-friendly. Please let us know if you have further suggestions. We continue to strive to provide the best interface possible within the limitations of the vendor-driven system that we have consortiumally purchased.

The ISBN number searching that was recommended is available on the Exact Search and Keyword Search screens in the GIL catalog in the "Search in" drop down menu. To access this option, you will need to scroll down using the button on the right of the "Search in" menu. If you need assistance with this, please contact us via one of the following options:

[http://www.library.gatech.edu/research\\_help/ask.html](http://www.library.gatech.edu/research_help/ask.html)

## V. Requests for Endnote (bibliographic management software)

### >> STUDENT / FACULTY COMMENTS:

There were 2 requests for bibliographic management software, such as EndNote:

- *Would \*REALLY\* like to see catalog/databases updated so that they might be accessed directly using bibliographic software such as endnote.*
- *Develop online "search" software that helps users assemble as well as find information. It would be nice to save searches on databases into reference software like Endnote etc. which the "web of science" allows.*

### >> LIBRARY RESPONSE:

Georgia Tech does not have a site license to EndNote. If you have access to EndNote, to use it you first have to make a connection and/or filter file to import references to EndNote from Library resources such as the Library Catalog or the subscription databases. The Georgia Tech library website has information on how to connect EndNote to the Library Catalog as well as several databases such as *Web of Science*, *Science Direct* and *GALILEO FirstSearch* databases. To retrieve the instruction, go to - [http://www.library.gatech.edu/search\\_locate/pdf/endnote.pdf](http://www.library.gatech.edu/search_locate/pdf/endnote.pdf). It brings up a pdf file that gives directions on connecting EndNote version 5 and 6 to the Library Catalog. The directions for creating a filter to connect to the following databases: *GALILEO FirstSearch* databases, *Web of Science*, and *Science Direct* is written for Endnote version 5.

## VI. Electronic Reserves

### >> STUDENT / FACULTY COMMENTS:

We had one comment about electronic reserves:

- Easier/web-based system to request reprints and add/remove electronic course reserves

### >> LIBRARY RESPONSE:

We are developing an enhancement to the E-Reserves application that would allow faculty to add material using web-based forms. We expect that it will be available by the end of fall semester '03.