

# Information @ Your Fingertips: Myth Or Reality? Lessons Learned From User Perception Evaluation At Perpustakaan Hamdan Tahir



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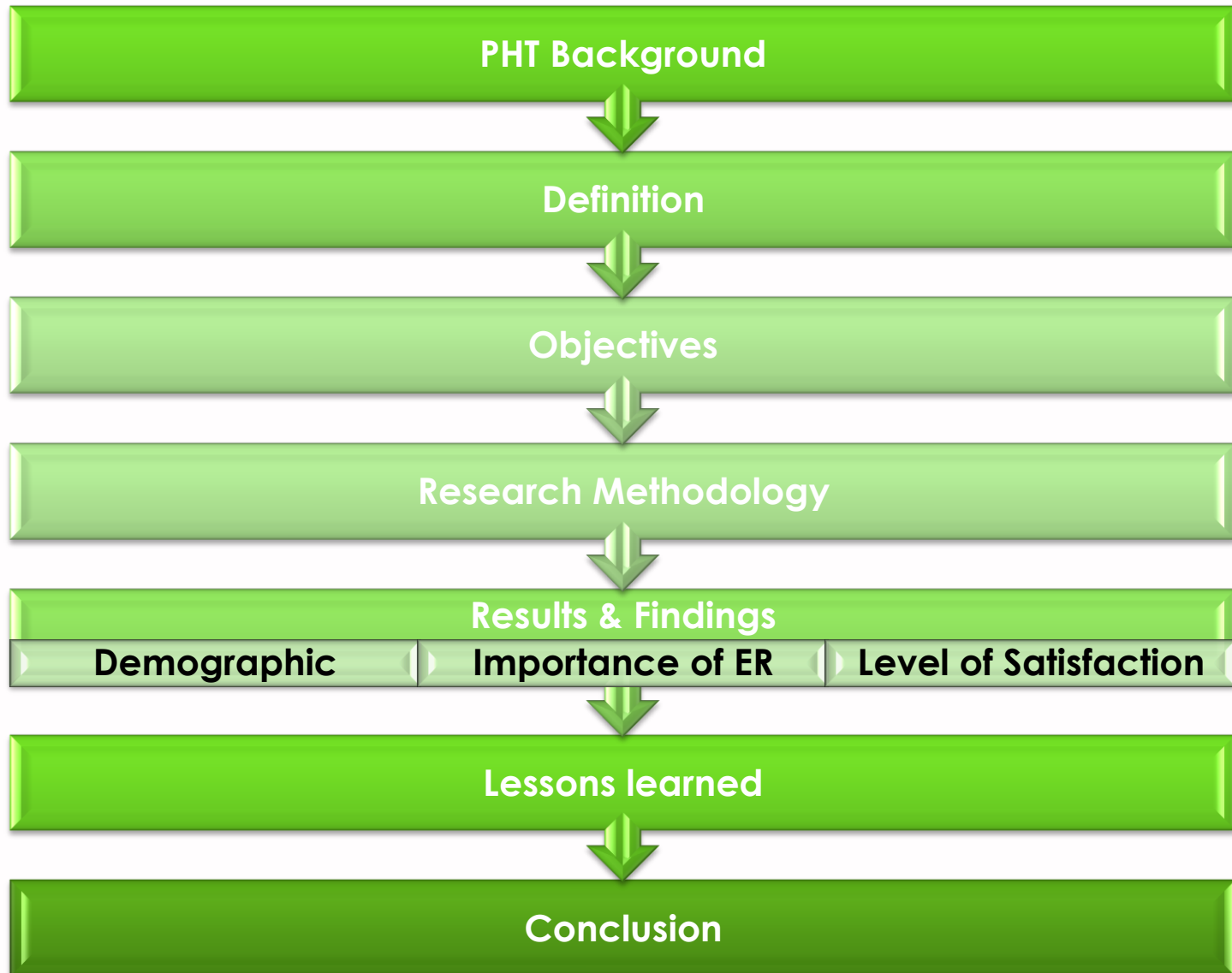
**Perpustakaan Hamdan Tahir, Universiti Sains Malaysia**



# Information @ your fingertips?



# Presentation Outline



# PHT Background



- Started its operation in 1980
- The second branch of USM Library
- Focuses on the need of learning, teaching, and research of the schools in the Health Campus
- The library building comprises 3 service levels
- Managed by 9 librarians with the help of 25 support staff.
- Number of users: 4900



E-books = 226 titles



E-journals = 245 titles



AV materials = 6,015 items



Online databases = 6

(as of 31 Dec 2011)

# Definition : E-resources



Haridasan and Khan (2007): **information is stored electronically and can be accessed through electronic systems and network such as OPACS, CD-ROMs, e-journals, e-books, online databases, internet resource, email, web publishing etc.**

Our focus: **information resources in a digital format consisting of online databases, e-journals, e-books, audio visual materials (diskettes, CD-ROMs, DVDs) and OPACs.**

# Objectives



- to identify **the demographic features of the users of electronic resources**
- to discover **the importance of electronic resources to their study/research or work**
- to measure **the degree of satisfaction with the coverage of the electronic resource collections.**

# Research Methodology



**Survey: This survey uses a set of questionnaire that is measured based on Likert scale. Questionnaires are distributed to the respondents through online medium ([www.kwiksurveys.com](http://www.kwiksurveys.com))**

Respondents

**Response rates: 16%**

- **voluntary basis and no incentives were offered**
- **many non-users of e-resources did not respond**

**Academic staff and postgraduate students**

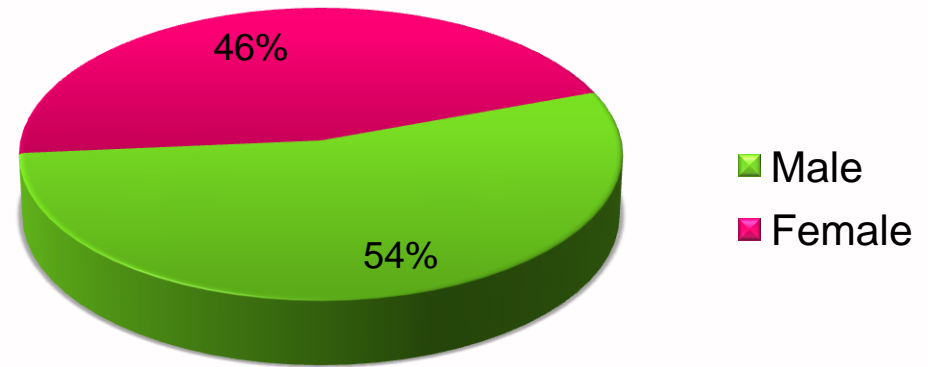
- **School of Medical Sciences, School of Dental Science and School of Health Sciences and one excellence centre, INFORMM**

# Demographic findings



1

## Gender



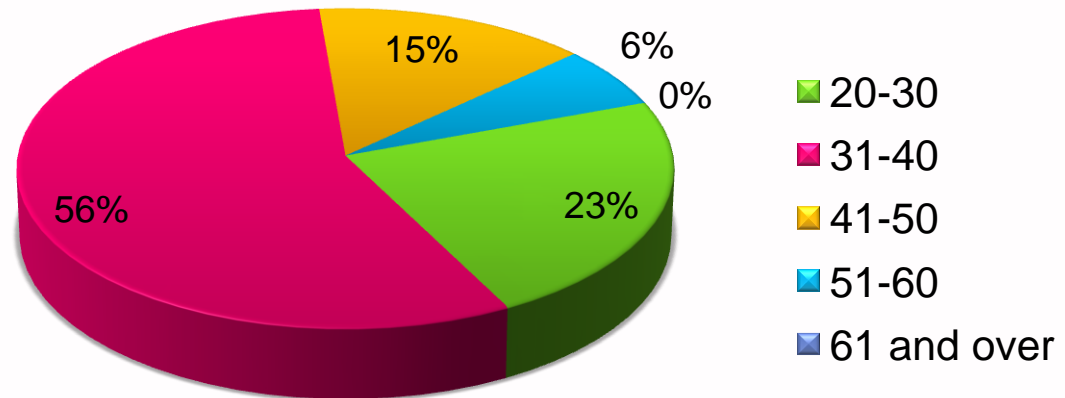


# Demographic findings



**1** Gender

**2** Age



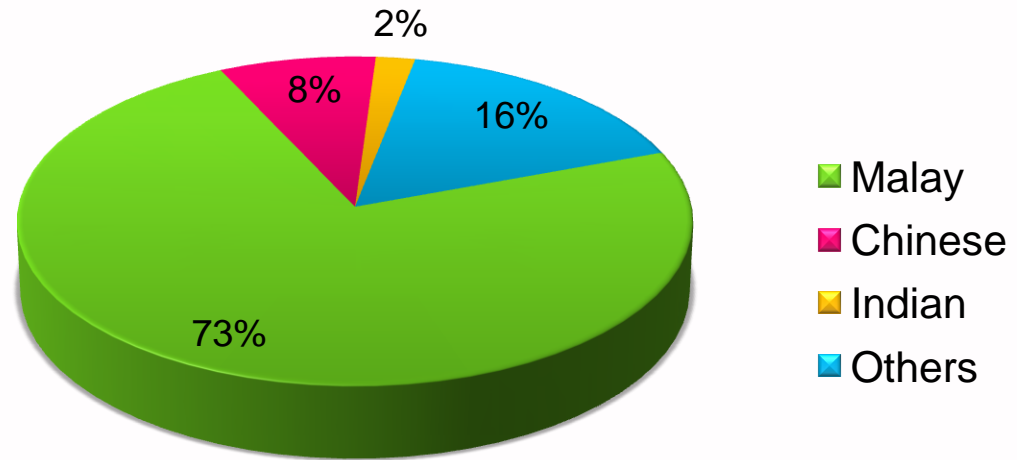
# Demographic findings



**1** Gender

**2** Age

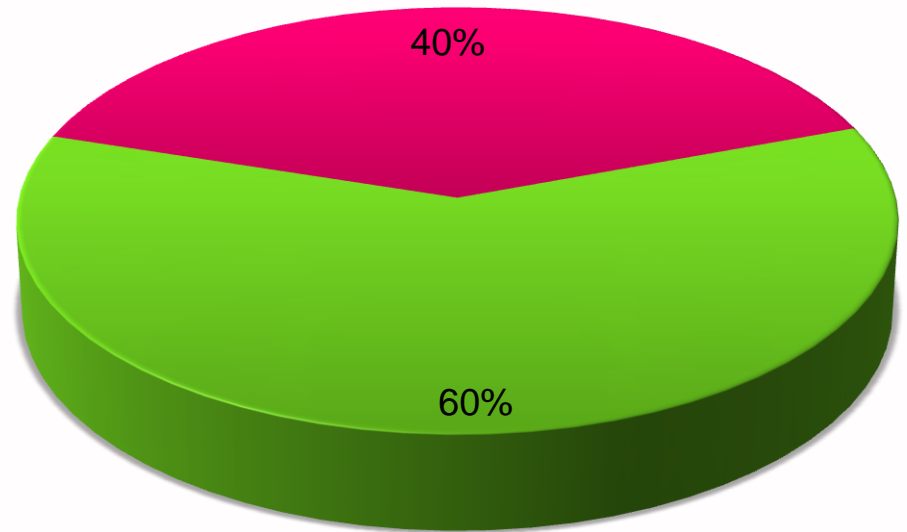
**3** Race



# Demographic findings



- 1 Gender
- 2 Age
- 3 Race
- 4 Role

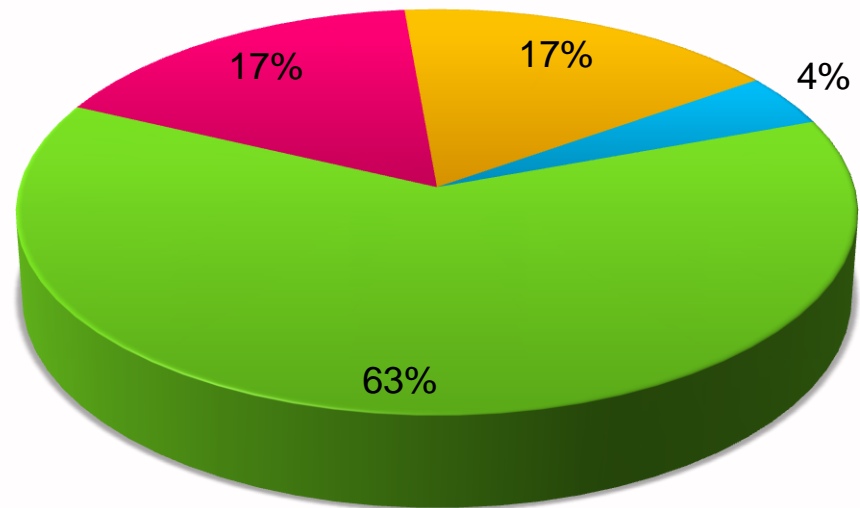


■ Postgraduate student    ■ Academic staff

# Demographic findings



- 1 Gender
- 2 Age
- 3 Race
- 4 Role
- 5 School

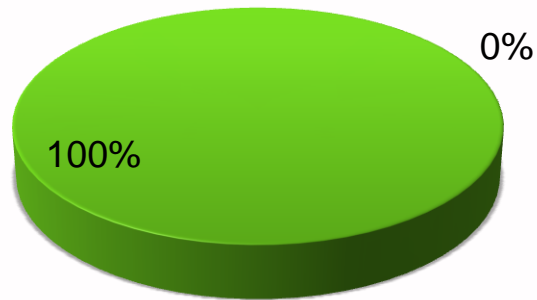


- Pusat Pengajian Sains Perubatan (PPSP)
- Pusat Pengajian Sains Kesihatan (PPSK)
- Pusat Pengajian Sains Pergigian (PPSG)
- INFORMM

# Usage vs. Preferences



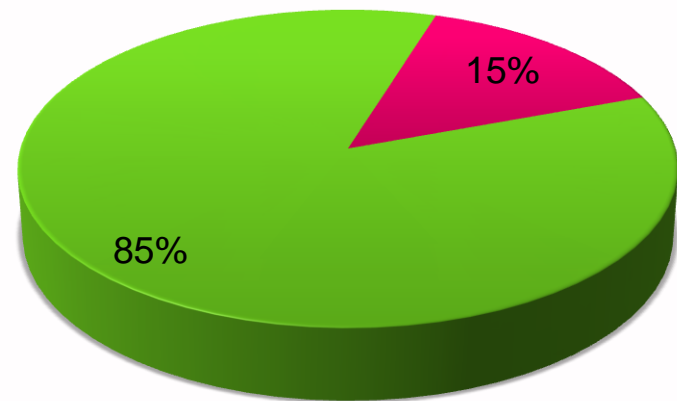
## Usage of Electronic Resources



■ Yes ■ No

*"I much prefer to use printed resources because I am in charge of using them. I can turn the pages and use the indexes properly and manually without worrying about wasting valuable time"*

## Preferences of Electronic Resources



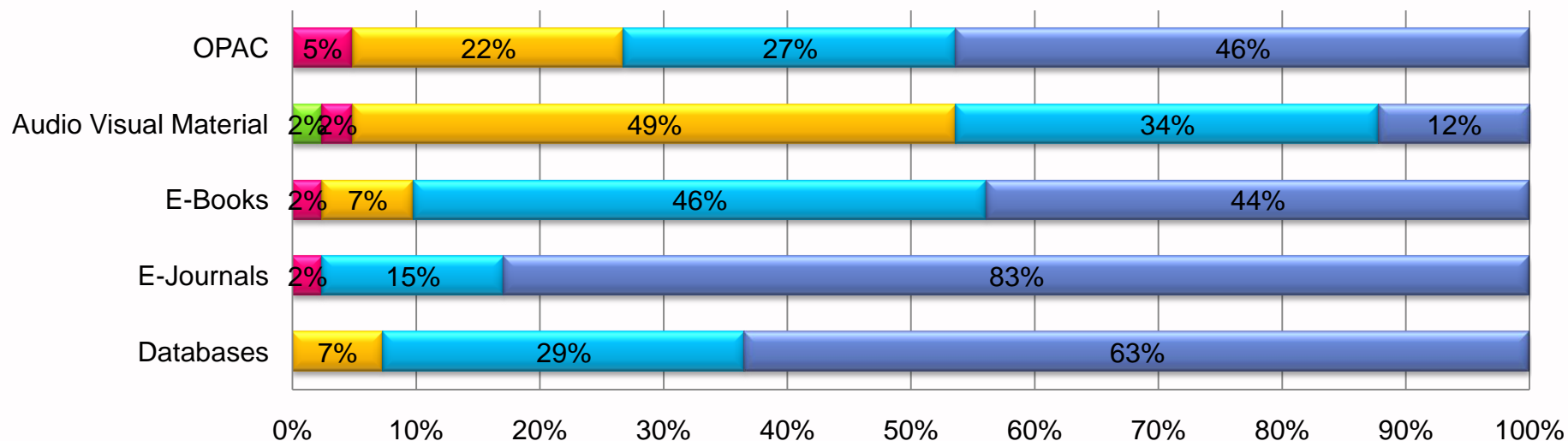
■ Electronic resources ■ Printed



# Importance of electronic resources



## Value of Electronic Resources in Conducting Research and Teaching

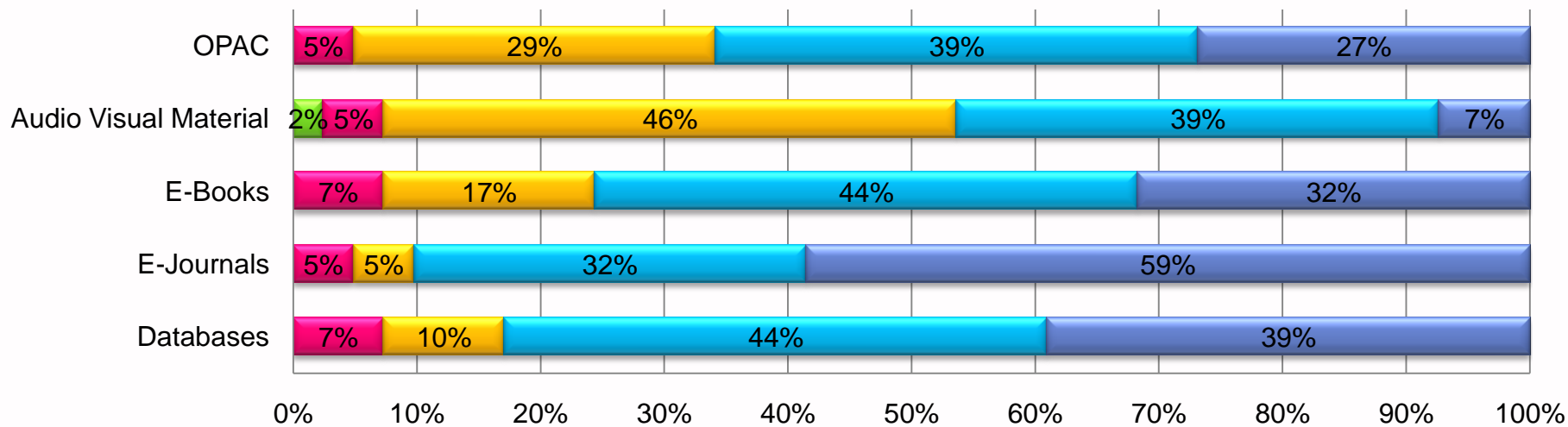


	Databases	E-Journals	E-Books	Audio Visual Material	OPAC
Very Unimportant	0%	0%	0%	2%	0%
Unimportant	0%	2%	2%	2%	5%
Neutral	7%	0%	7%	49%	22%
Important	29%	15%	46%	34%	27%
Very Important	63%	83%	44%	12%	46%

# Importance of electronic resources



## Electronic Resources Provided By The Library Fulfill Research, Teaching and Educational Requirement

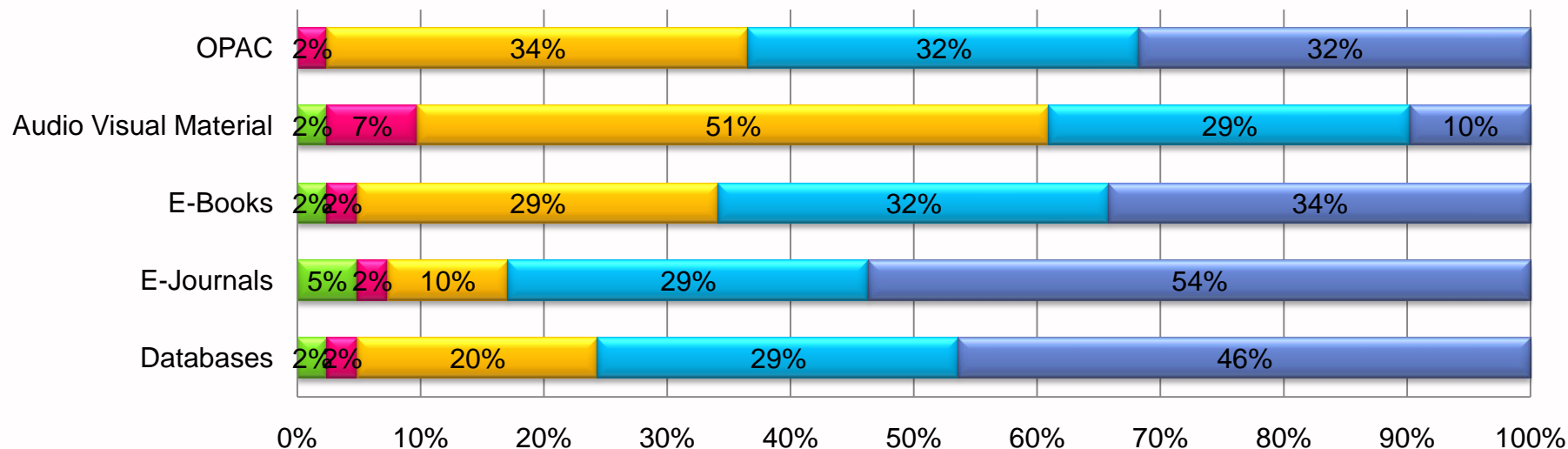


	Databases	E-Journals	E-Books	Audio Visual Material	OPAC
Very Unimportant	0%	0%	0%	2%	0%
Unimportant	7%	5%	7%	5%	5%
Neutral	10%	5%	17%	46%	29%
Important	44%	32%	44%	39%	39%
Very Important	39%	59%	32%	7%	27%

# Importance of electronic resources



## Electronic Resources Are Easily Accessed



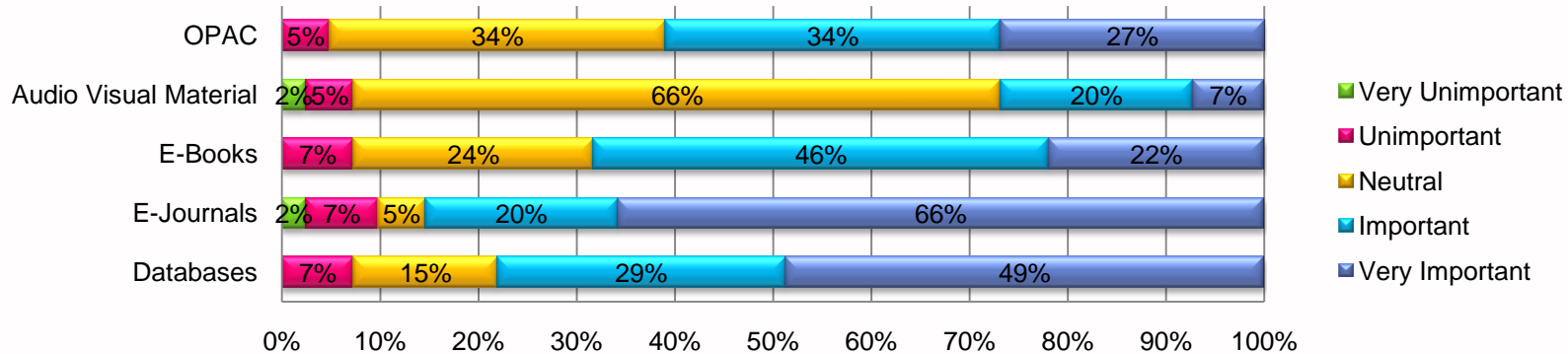
	Databases	E-Journals	E-Books	Audio Visual Material	OPAC
Very Unimportant	2%	5%	2%	2%	0%
Unimportant	2%	2%	2%	7%	2%
Neutral	20%	10%	29%	51%	34%
Important	29%	29%	32%	29%	32%
Very Important	46%	54%	34%	10%	32%



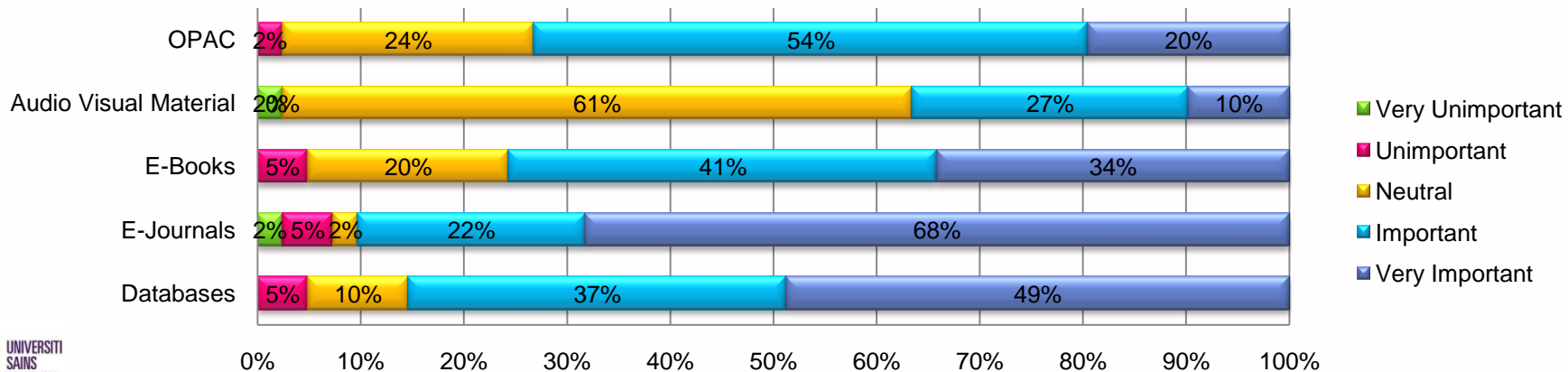
# Quantity vs. Quality



## Quantity of Search Results From The Electronic Resources



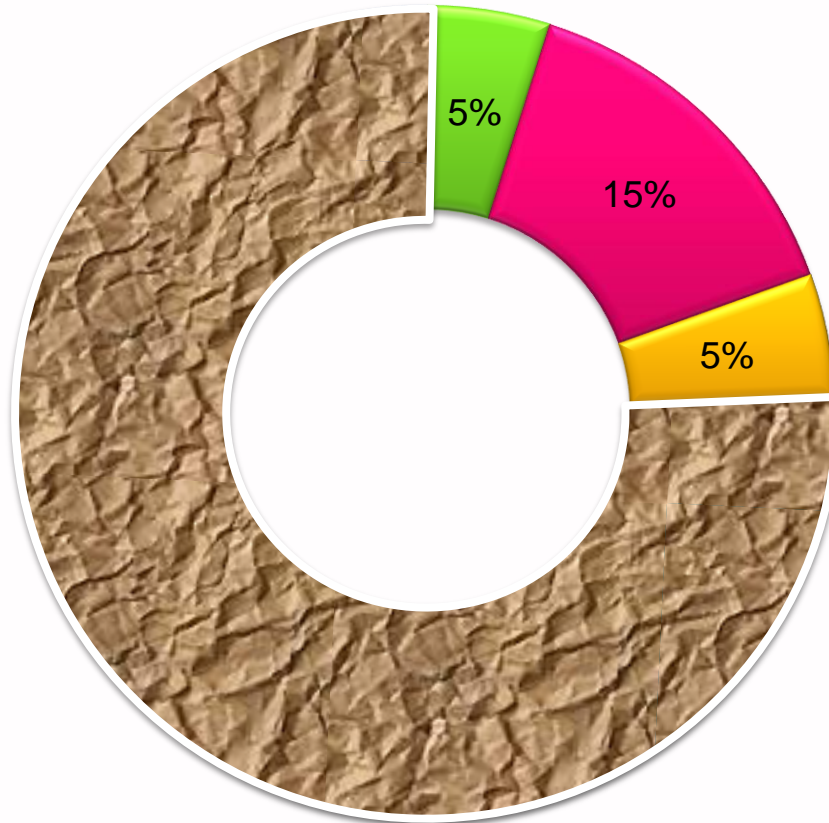
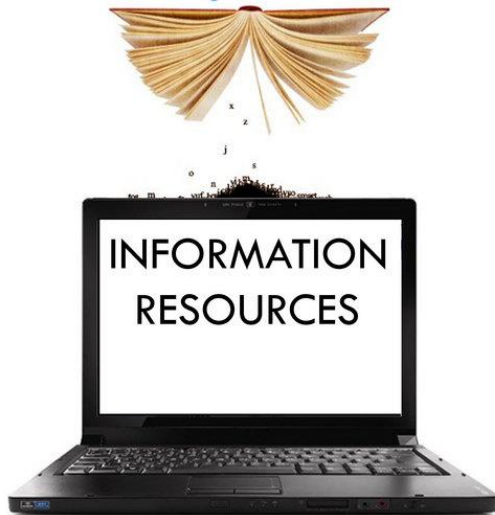
## Quality of Information That I Acquire From The Electronic Resources



# User satisfaction



The quantity of electronic resources provided by your library

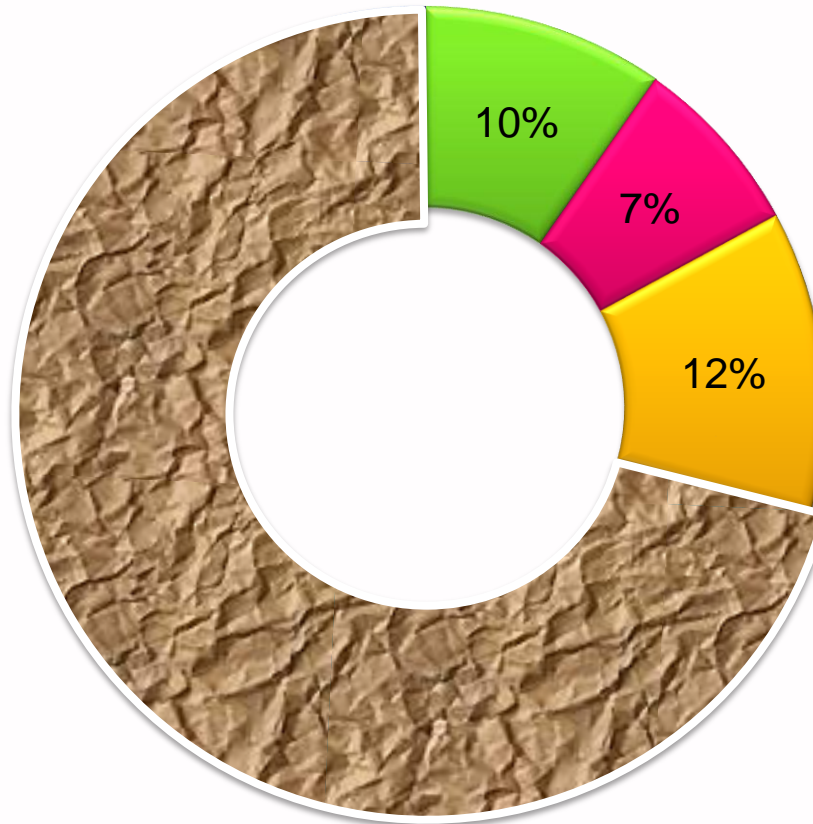


- Very Dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Very Satisfied

# User satisfaction



## The ease of access to the electronic resources

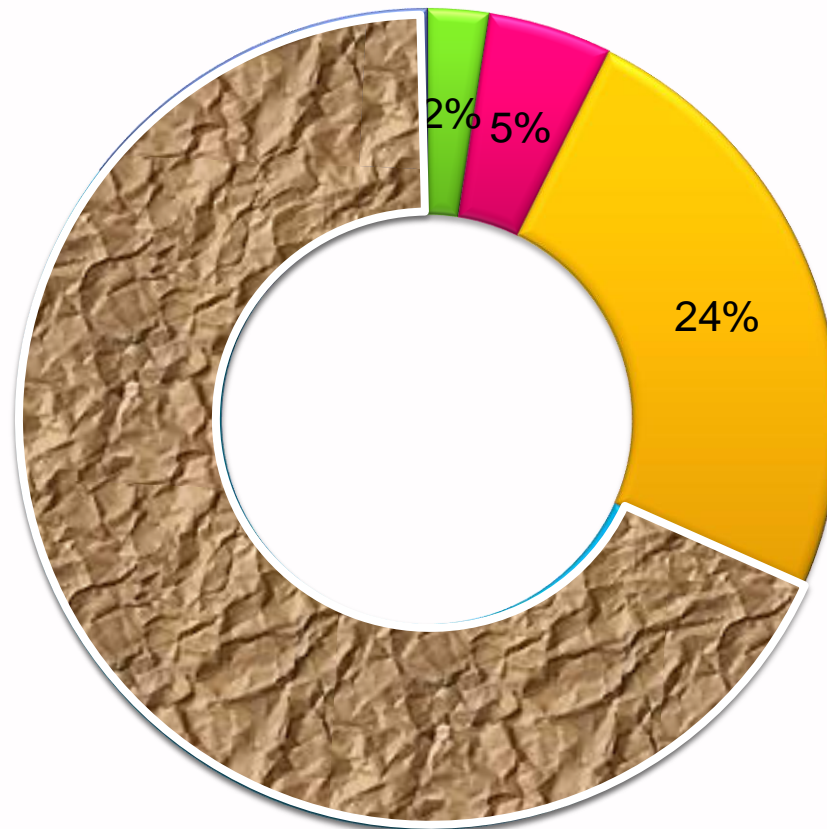


- Very Dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Very Satisfied

# User satisfaction



The library provides adequate training on how to use electronic resources



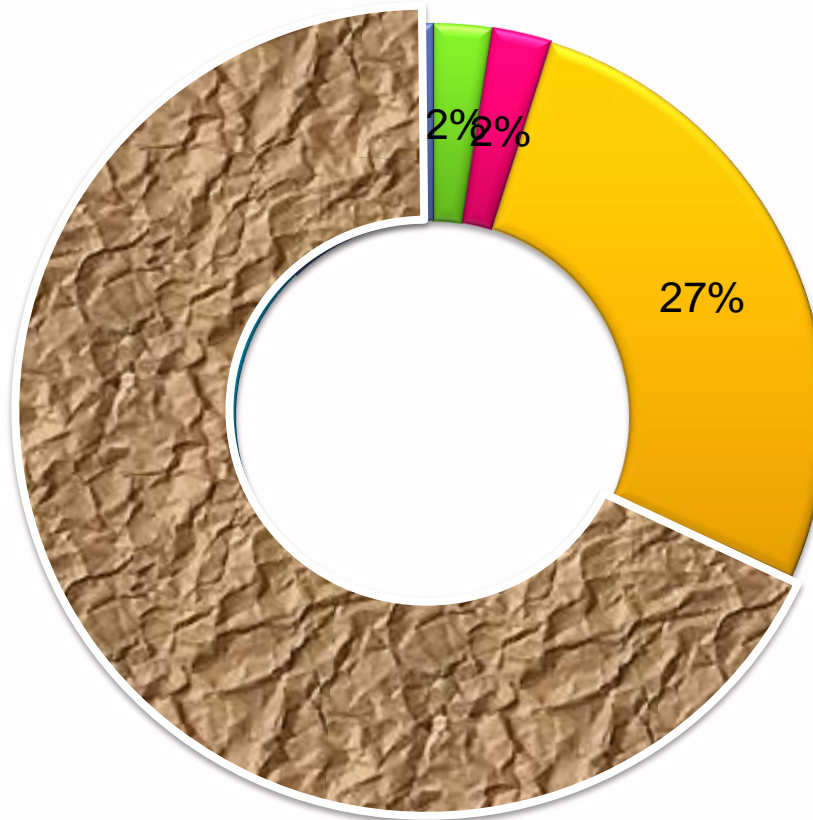
- Very Dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Very Satisfied



# User satisfaction



The librarians offer enough instructions and assistance that enable me to use the electronic resources effectively

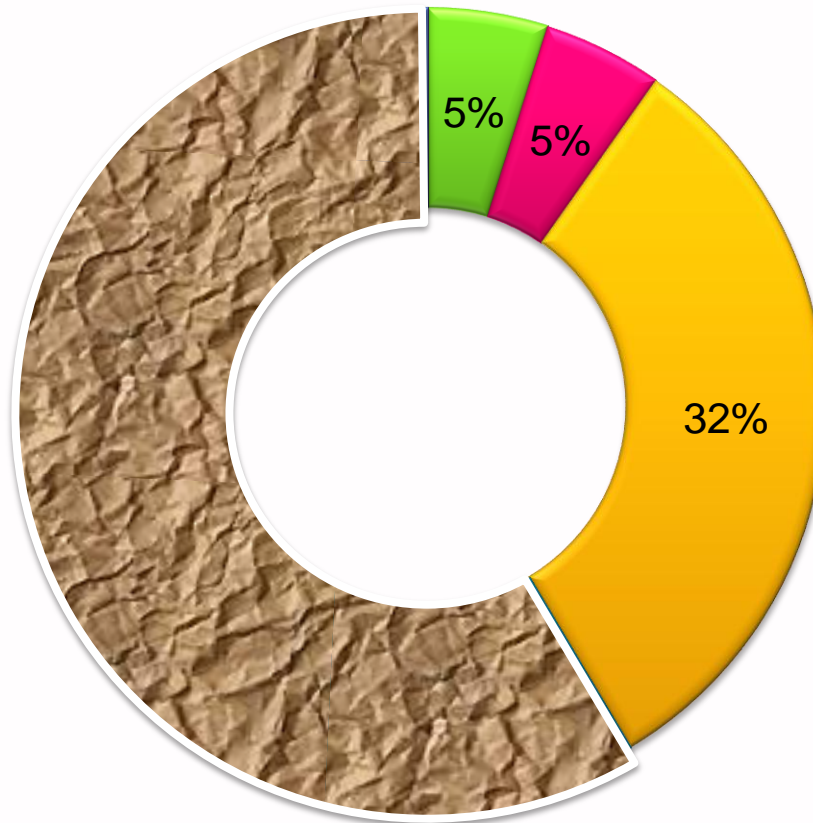


- Very Dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Very Satisfied

# User satisfaction



The library web page provides clear and useful information



- Very Dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Very Satisfied



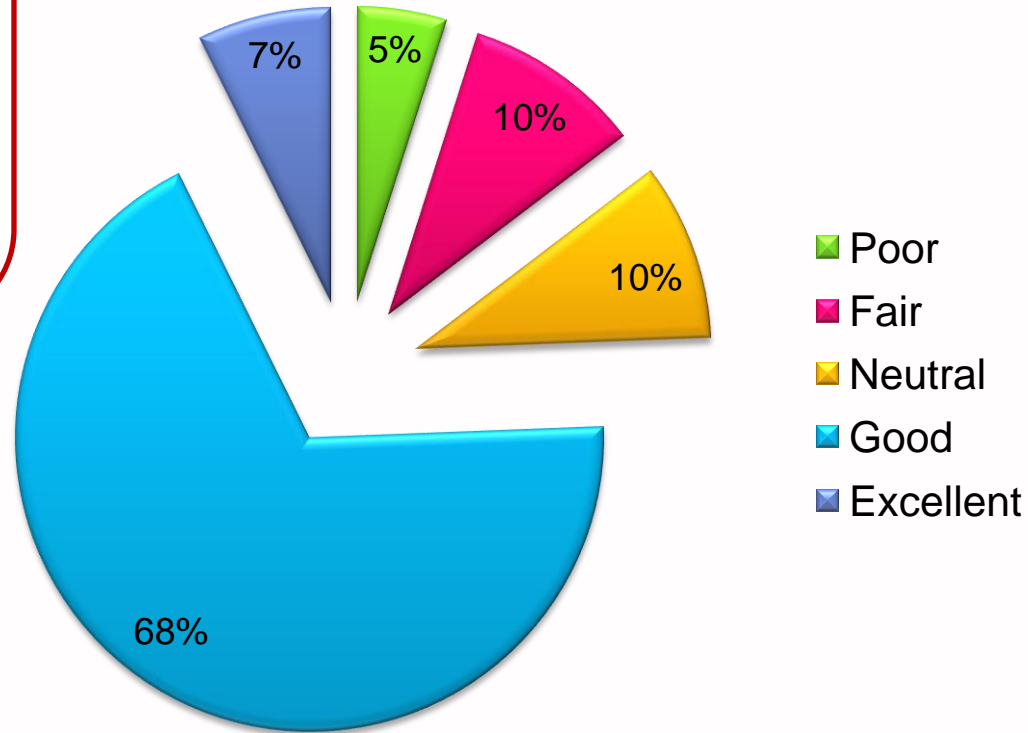
# User satisfaction



**Please give your personal assessment of the overall quality of electronic resources provided by the library**



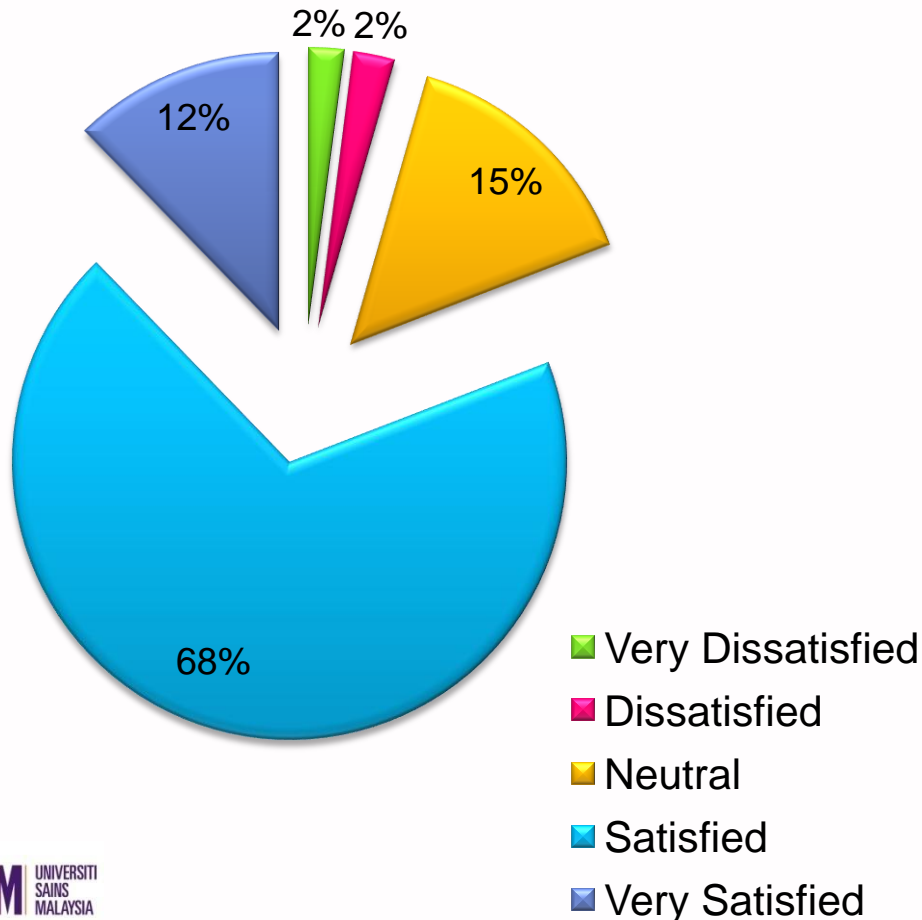
**Quality of electronic resources provided by the library**



# User satisfaction



General assessment of how satisfied you are with PHT library as a whole



Please give your general assessment of how satisfied you are with PHT library as a whole



# The real lessons learned...



## Obstacles

**Very low response from users**

**Time constraint**

**Single survey approach**

**Respondent attitude – lack of cooperation**

**Technology barrier**

## How to overcome

**Incentives to those participating in survey**

**Proper planning – gantt chart & contingency plan**

**Multiple approach to reach respondents**

**Human interaction to induce more positive feedback**

**Various outreach strategy**

# Conclusion



- E-resources are vital instrument to academics and post graduates students.
- The respondents were aware of the e-resources but some still prefer using printed format.
- Majority of them use these resources to support their research, study and teaching.
- Quantity and quality of e-resources are very important to the respondents.
- All respondents are satisfied with the e-resource service provided by PHT.
- The speed of availability and ease of accessibility of information may increase the use of e-resources provided by the library.

**Thank You** *Mahalo*  
**Kiitos**  
*Tack* **Thanks** *Toda*  
*Grazie*  
*Obrigado*  
*Takk*  
**Gracias** **Merci**

