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SUNCAT Impact and Satisfaction Survey

2009

Introduction

SUNCAT conducted this online survey in Spring 2009 to ascertain information about:

- Who is using the service
- How the service is being used
- The current level of satisfaction with the service
- How users would like to see the service develop

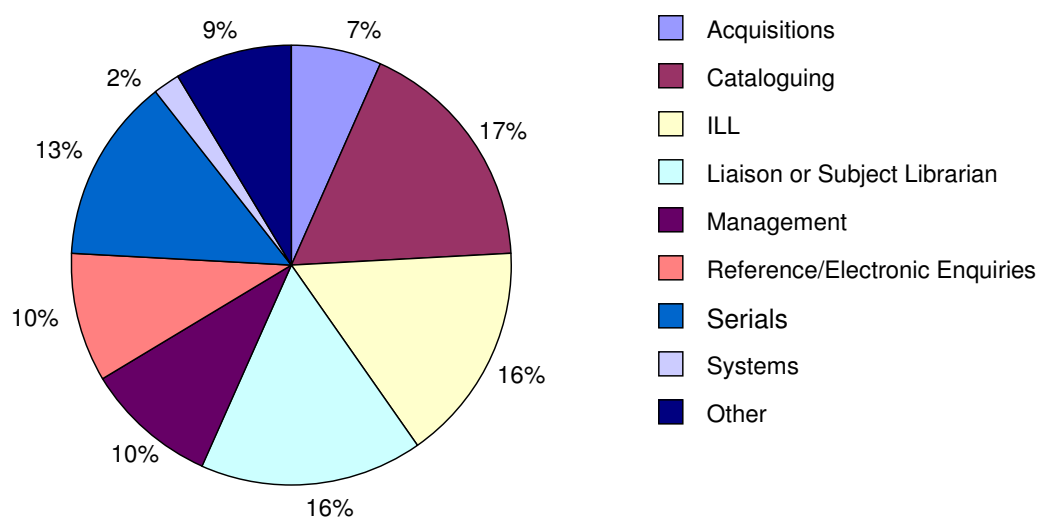
The survey was made available online via the SUNCAT login page and was advertised on a number of library/information professional email discussion lists.

Respondents

Sixty-nine respondents completed the survey, with almost all of them, 91%, identifying themselves as Library/Information Professionals. The remaining six respondents consisted of one Researcher, two Lecturer/Teachers, two Postgraduates and one Publisher.

The Library/Information Professionals were asked to specify their primary areas of responsibility. The results demonstrate that a varied range of library and information professionals use SUNCAT. Almost 50% of the respondents were evenly distributed among the most popular categories of Cataloguing, Inter Library Loan (ILL) and Liaison or Subject Librarians. The next most common category was Serials, followed by Reference/Electronic Enquiries and Management.

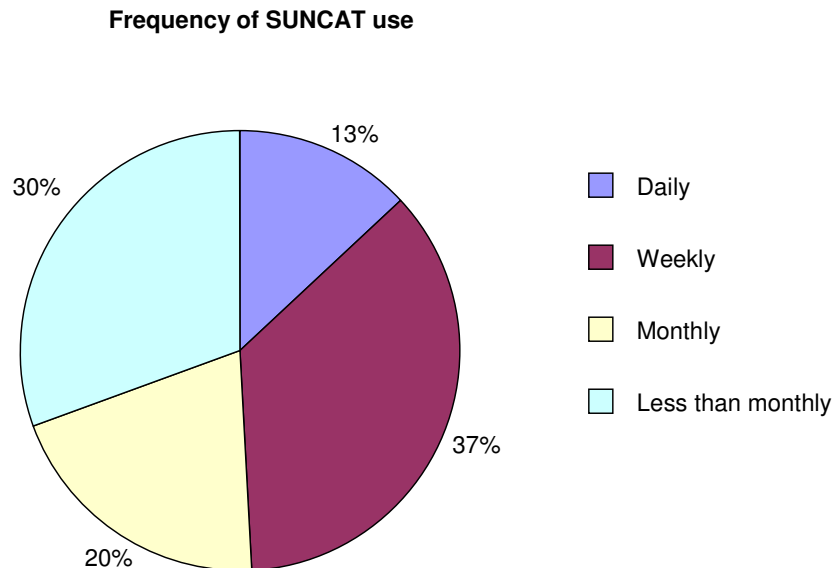
Primary responsibilities of library/information professionals



Respondents were based at a range of organisations, the majority of these were UK Higher Education institutions, but others included charitable organisations, NHS trusts, government agencies, museums and learned societies. Please see the appendix for a full list of the institutions.

Frequency of Use

Fifty percent of the respondents used SUNCAT regularly on either a daily or weekly basis, with the remaining 50% using SUNCAT only occasionally on a monthly or less frequent basis.



Purposes for Using SUNCAT

Respondents were asked to select from a range of options the main purposes for which they used SUNCAT.

- To find where specific journals are held in the UK
- To check if specific journals are held in particular libraries, cities or regions
- To find out about the existence of journals in particular subject areas
- To improve or create journal records for your local library catalogue
- To check the bibliographic details of a journal
- To compare your local library journal holdings to holdings in other UK libraries
- For a particular library project (please specify)

Unsurprisingly, the most popular option was to find where specific journals are held in the UK, with nearly two thirds of respondents selecting this option.

Almost half of the respondents reported that they used to SUNCAT to check the bibliographic details of journals and to check if specific journals are held in particular libraries, cities or regions.

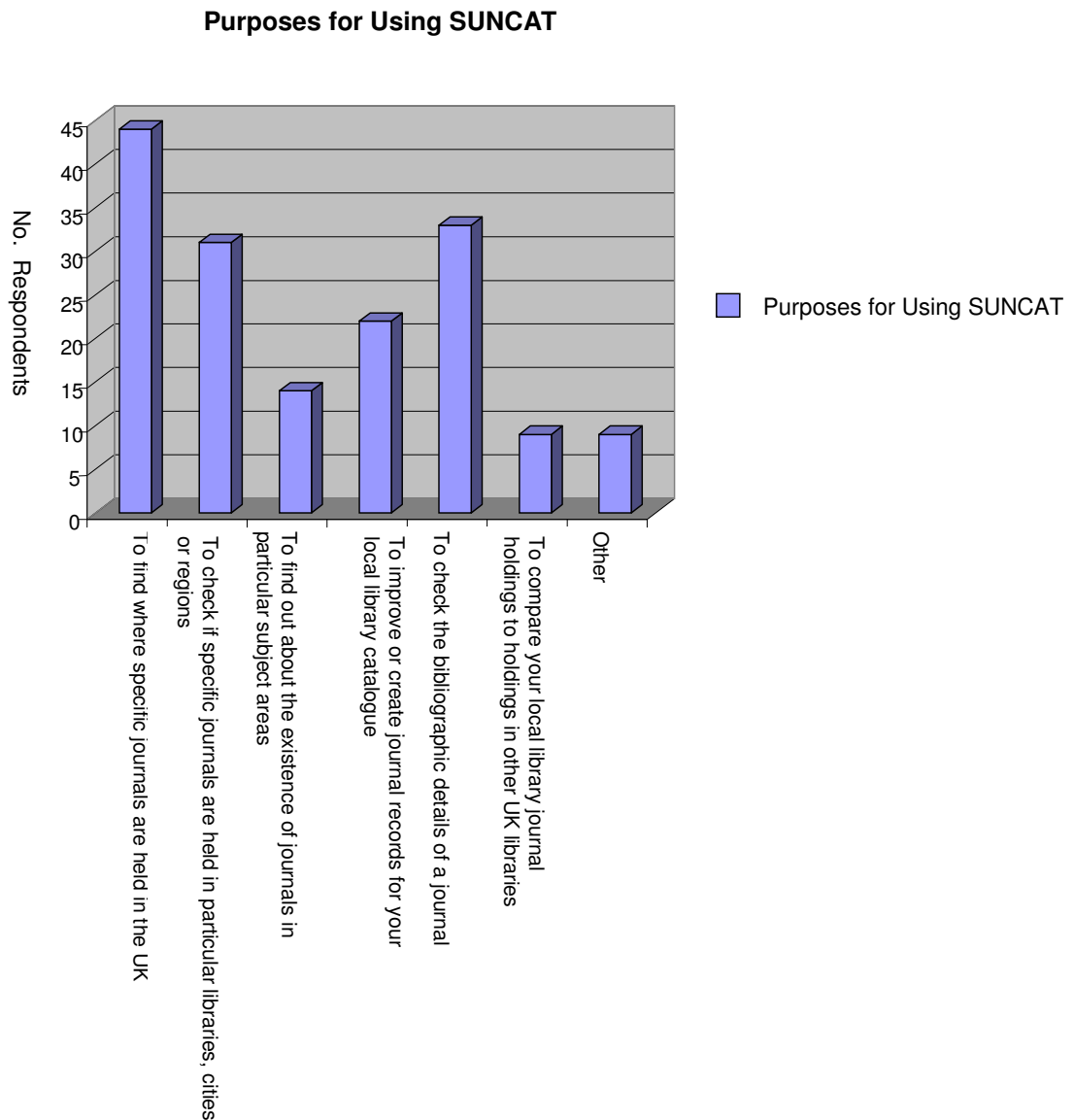
Around one third of the respondents used SUNCAT to create or improve their local library catalogue records.

Less popular reasons to use SUNCAT were to check on the existence of journals in particular subject areas and to compare journal holdings across Contributing Libraries (CLs).

A few respondents reported that they used SUNCAT for other purposes including specific library projects. These included:

- *Project to upgrade our substandard print serial bibliographic records*
- *UKRR*

- *Special Collections Britain in Print*
- *Journal Binding Rationalisation*
- *Teaching information skills*
- *Find books not available at institution of study*
- *Research and support supply*
- *SUNCAT is useful for checking the precise date ranges and titles of journals, and to check whether we have the complete run*



Twenty-eight of the respondents provided specific examples of how they had used SUNCAT. When categorised into broad themes the majority of these responses, 61%, related to locating journal titles or holdings.

“Regularly use SUNCAT to find locations for journals not available through British Library. Saves paying for a search!”

“Helpful if a journal can be found in the UK saves time/money applying overseas”

“It is crucial utility for the location of easily accessible journal runs. As a historian this is a very important part of my research practices.”

“SUNCAT is invaluable in helping me locate libraries that hold journals when British Library is unable to satisfy ILL requests. SUNCAT is my first choice for serials location checking. It is easy to use and has exceptional coverage. I use it daily to trace journals and correct reference information. It has speeded my work up tremendously since it's introduction and I'd be lost without it.”

Eighteen percent related to verifying serials' bibliographic details and 18% to creating or improving serials' records.

“It has become one of our primary sources for locating and downloading serials bib records”

“Some of our journal records are quite rudimentary, records from SUNCAT allow me to upgrade the records to international standard”

“SUNCAT was very helpful in my previous role as a periodicals administrator as it allowed me to quickly check bibliographic details for obscure titles”

“Quick way to check on title changes, ISSNs”

Finally 3% related to collection management tasks.

“Comparing holdings lists so inform our collection management policy”

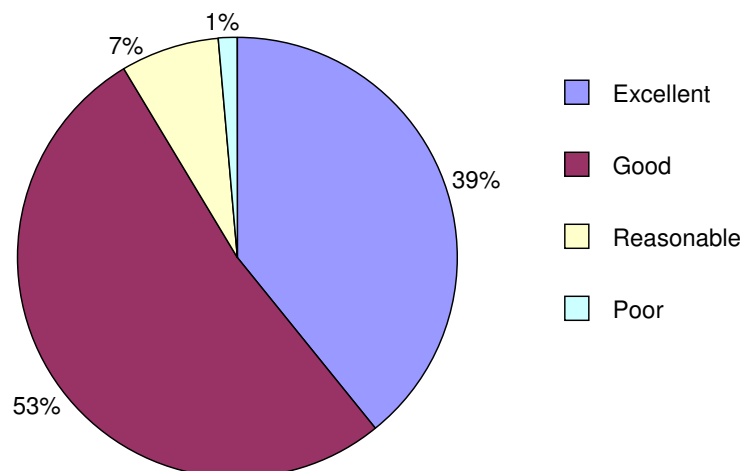
These examples of usage largely corroborate the results for the purposes for using SUNCAT. Both the reported purposes and examples of use confirm SUNCAT's major role as a journal location tool, but with a secondary role as a source of serials' records and bibliographic data. They highlight how SUNCAT regularly save both library staff and researcher's time and money in locating journals and improving their local journal information.

Please see the appendix for the full list of examples provided by the respondents.

Finding Information on SUNCAT

The majority of respondents, 92%, rated the service as “Good” or “Excellent” with respect to finding the information they were seeking. Only 1% rated the service as “Poor” in this respect.

Rating of SUNCAT for finding information required



Future Developments for SUNCAT

Respondents were asked to rate the usefulness of five potential developments for the SUNCAT service.

- Increase number of libraries included in SUNCAT
- Links from journal records in SUNCAT to the equivalent journal records in each library's local catalogue
- Links from journal records in SUNCAT to Table of Contents services, e.g. Zetoc
- Links from journal records in SUNCAT to local ILL or Documentary Delivery services
- New search and browse interface

The most popular development among the respondents was the addition of new libraries to the catalogue. With almost 90% of the respondents indicating that this would be "Very useful" or "Useful".

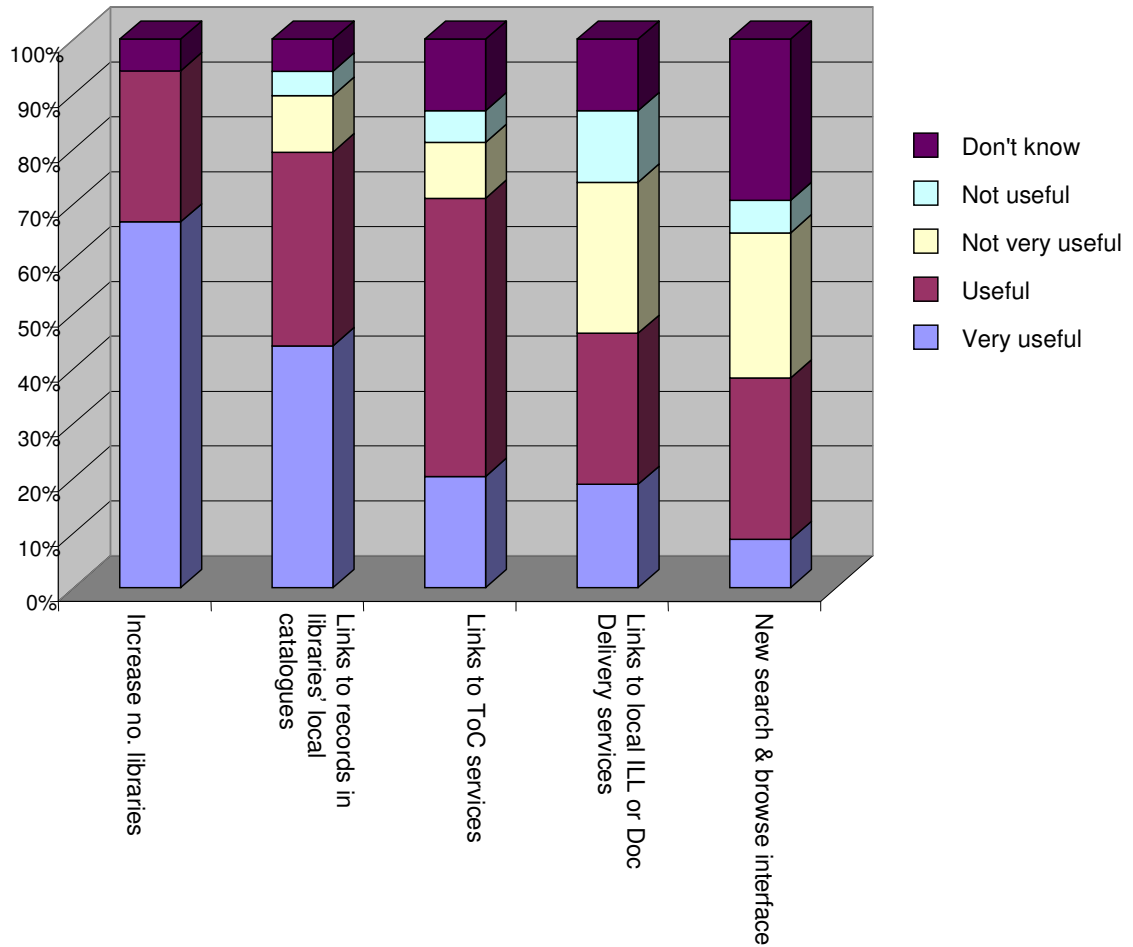
The next was the addition of links from SUNCAT records directly to the equivalent records on Contributing Libraries local catalogues with over 70% of the respondents indicating that this would be "Very Useful" or "Useful".

Next was linking from SUNCAT records to Table of Contents services such as Zetoc, with around 65% of the respondents indicating that this would be "Very useful" or "Useful".

Less popular was the potential development linking SUNCAT to local ILL or Document Delivery services, with only around 40% of respondents indicating that this would be "Very Useful" or "Useful".

The least popular development was that of a new search interface for the service, with just over 30% of respondents indicating that this would be "Very Useful" or "Useful". The low desirability of this option may, in part, be due to the lack of information or detail about a potential new interface, whereas the other options were more easily defined. Indeed around 35% of the respondents indicated that they "Didn't Know" if this would be a desirable development which would also suggest that more information might have produced a different result. However, the SUNCAT interface has generally been described as a simple, easy to use interface in previous surveys so it may be that there is genuinely no great desire for change among the respondents.

Usefulness of potential SUNCAT developments

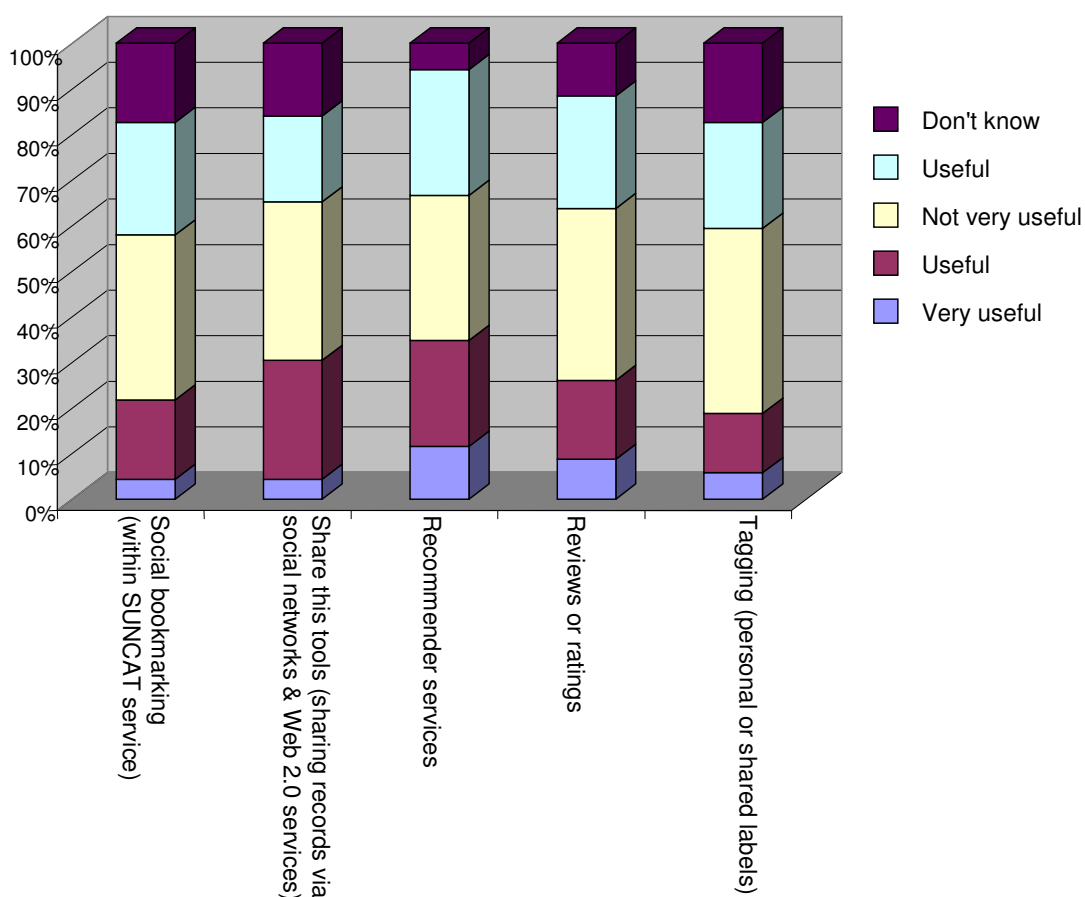


Potential Web 2.0 Developments

Respondents were also asked to state the usefulness of five potential Web 2.0 developments.

- Social bookmarking (marking & sharing records within SUNCAT service)
- Share this tools (sharing records via social networks & Web 2.0 services)
- Recommender services (people who used this, also used...)
- Reviews or ratings
- Tagging (personal or shared labels)

Usefulness of potential Web 2.0 features in SUNCAT



None of these developments were particularly popular with the respondents, with the most popular being Recommender services with around 30% of the respondents indicating that this would be “Very Useful” or “Useful”. This was followed by Share this tools with around 25% of the respondents indicating that these would be “Very Useful” or “Useful”.

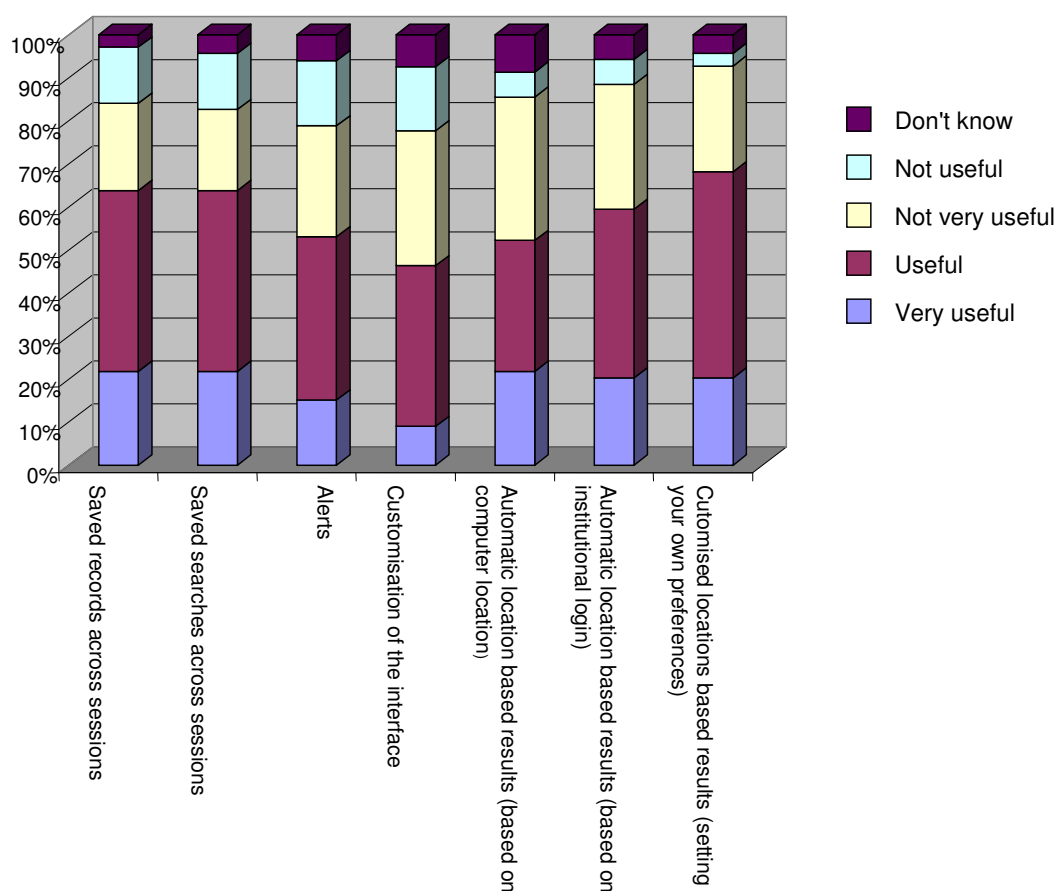
These results might reflect that these developments are indeed not particularly useful for a service such as SUNCAT where the primary function is as a location tool at the journal title level. Most resource sharing or recommender services operate at the more granular article title, book title or author level. The low level of interest may also reflect the respondents profile and their use of SUNCAT as a professional tool.

Potential Personalisation Developments

The final area of developments that respondents were asked to comment on were seven connected to potential personalisation features for the service

- Saved records across sessions
- Saved searches across sessions
- Alerts
- Customisation of interface (look & feel or accessibility options)
- Automatic location based results (based on computer location)
- Automatic location based results (based on institutional login)
- Customised locations based results (setting your own preferences)

Usefulness of potential personalisation features on SUNCAT



The potential personalisation features proved more popular with the respondents than the Web 2.0 developments. The most popular feature was the location focussed results based on users own preferences with around 65% marking this as “Very useful” or “Useful”.

Next were the options to save records or searches across sessions both of which had around 60% marking them as “Very Useful” or “Useful”.

Adding New Libraries to SUNCAT

Respondents were asked to state their preference for the types of library they would like added to SUNCAT and further to recommend particular libraries for addition. The addition of Specialist or Higher Education Libraries received almost equal support from the respondents with 78% and 74% respectively. The addition of more Public Libraries was not as popular with only 38%. Only a few respondents recommended particular libraries. Requests included:

- *British Film Institute* (SUNCAT team are already in communication with the Institute)
- *Theosophical Society United Grand Lodge*
- *Library and Museum of Freemasonry*
- *Museum of the History of Science, Oxford*
- *The London Library*
- *Any health libraries* (SUNCAT currently contains London School of Hygiene & Tropical Medicine, Royal College of Nursing, Royal Society of Medicine and is in the process of converting and loading the National Institute for Medical Research)
- *Major public libraries with large holdings - Manchester Central, Birmingham Central etc* (SUNCAT currently contains Manchester Public Libraries)
- *Higher education would be the priority*

Desirable Improvements or Developments for SUNCAT

In addition to the potential listed developments respondents were given the opportunity to suggest how SUNCAT could be improved or developed in the future. Sixty-one or 88% of the respondents provided a response to this query, with 33% of these indicating that they were happy with the current service and could suggest no further improvements.

"I think it is already intuitive to use and provides a full range of info - bib record info and holdings"

"Nothing. It is very user friendly and meets the information needs to improve the quality of records that we have currently."

"Sunecat gives me all the information I need"

From the remaining responses two major improvements can be highlighted

- Addition of more libraries
- Improved deduplication of records

"EVERY HE Institutions serials holdings would be really useful."

"More libraries - more records!"

"Reduction of duplication for similar title entries"

"There is still considerable title duplication - inevitable given the variable quality of data supplied by participating institutions"

The remaining suggestions can be categorised into either improvements to the SUNCAT search or interface or improvements to the data on SUNCAT.

Data improvements are not generally directly under the control of the SUNCAT team and would rely on significant input by the Contributing Libraries. The development of the SUNCAT Librarian's Interface is intended to help improve data quality in the long term by allowing CLs to manually deduplicate records and improve low quality records. The existing MARC download service provides CLs with a source of high quality records enabling them to improve their records locally and subsequently on SUNCAT. However, improving data quality on SUNCAT can only be a long term aim for the service.

Improvements to the interface and search facility are generally more within the control of the SUNCAT team at EDINA or their partners, Ex Libris; although the current Aleph 500 software would place constraints on such developments. The team are already considering some of the Search or Interface improvements for the service and will consider all the suggestions in due course.

"The addition of library contact details. Link to institution library homepage/contact details"

"Restrict searches to chosen universities"

"Include all the records into WorldCat rather than (or as well as) having SUNCAT... Providing the data to WorldCat or providing APIs so that WorldCat and other interfaces can extract data from SUNCAT without users having to visit the SUNCAT site"

"Some libraries still lack holdings information. I'm assuming that you're working on this as best you can and those that don't show up are due to technical difficulties."

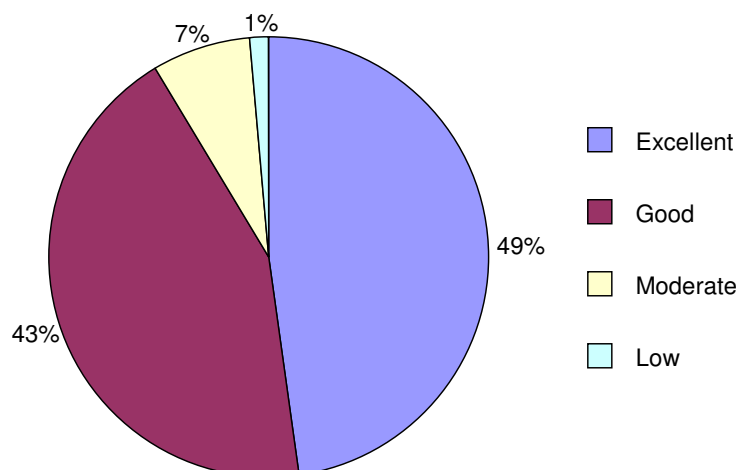
"Consistency of titles (easier said than done, but variations are pretty dramatic between institutions)."

Please see the Appendix for the full list of respondents' suggestions and, where appropriate, comments from the SUNCAT team.

Overall Satisfaction with SUNCAT

Finally, respondents were asked to state their overall satisfaction with SUNCAT. The majority of the respondents, 92% reported that their level of satisfaction with the service was “Excellent” or “Good”, with almost 50% of the respondents rating the level as Excellent. Only 1% reported their level of satisfaction as “Low”.

Overall level of satisfaction with SUNCAT



Additional Comments

A small number of additional comments were received and these largely reflected earlier comments either expressing satisfaction with the service or requesting that duplication be improved.

“n/a really - but it seems strange to be continuing to develop it as a separate resource when OCLC are looking to turn WorldCat into a truly global tool. Work with them not against them.”

“A lot of work needs to be done to deduplicate and clean up records”

“There are still too many displays for the same title with the print and electronic holdings sometimes being on the same record and sometimes not. I know this is the result of lack of standardisation on individual catalogues. However if you are trying to provide a 'Find-it' tool people need to know if is in print or not and whether they are able to access the electronic. It would also be helpful to see when the last update was received from a Library as this impacts on the reliability of the information”

“Using SUNCAT is now an integral part of my work as an ILL librarian and I'd be lost without it.”

“service is useful for my needs ie quick checking of the catalogue.”

Summary and Recommendations

Although the survey received a good number of completed responses the results should be considered in the context of the respondents' grouping or designation. Almost all of the respondents were library or information professionals with only a handful of end-users, e.g. researchers, lecturers, postgraduates providing responses. In this respect the survey provides a useful insight into the use of SUNCAT as a professional tool and the level of satisfaction for these users and their opinions on potential improvements or developments for the service. A survey with a higher representation from end-users might produce different results.

SUNCAT's primary aim as a location tool was confirmed with the most popular uses of SUNCAT being:

- To find where specific journals are held in the UK
- To check if specific journals are held in particular libraries, cities or regions

Respondents' specific examples of usage also reflected the above purposes and highlighted that SUNCAT helps this group of users save both time and money.

The most desirable improvements or developments for SUNCAT include adding more libraries and reducing duplication. Other developments which respondents favoured included:

- Deep linking from SUNCAT records to the equivalent records on libraries' local catalogues
- Linking from SUNCAT records to Table of Contents services
- Enabling users to be able to save records and searches across search sessions
- Enabling users to request customised locations based results based on their preferences

Ninety-two percent of respondents reported that their overall level of satisfaction with SUNCAT was "Excellent" or "Good".

The results highlight that the professional users of SUNCAT are largely happy with the service. One major issue is that of the variable data quality provided by the CLs and the subsequent duplication of records on the catalogue. The issue of variable serials data quality pre-dates SUNCAT and will continue into the foreseeable future. The SUNCAT team are aware of the importance of this issue and are continuing to make efforts to improve the quality of data in SUNCAT in the long term and to alleviate the effects of duplication on the service in the shorter term.

Another key development for SUNCAT is the addition of new libraries. The team are in the process of adding new libraries but the process must be balanced with keeping the existing libraries' data current and also ensuring that inevitable increases in duplication are minimised.

Key recommendations include:

- Add more libraries to SUNCAT, particularly Higher Education libraries and specialist libraries with unique collections.
- Reduce duplication on the catalogue
- Introduce linking to Table of Contents services
- Investigate deep linking to local library catalogues
- Investigate providing customised locations based results
- Consider optional registration for SUNCAT users to enable saved records, searches and preferences across sessions
- Investigate integrating value added services within the search interface
 - linking from holdings records to SCONUL access details

- linking from holding records to the SUNCAT map
 - linking from holding records to the latest update date
- Investigate providing better limits/restricted views to particular library/geographic groups

Additional recommendations include:

- Test out more restrictive title searches to reduce result sets
- Test out a title begins with search
- Investigate highlighting records where the search matches the 245\$a in the preferred record
- Investigate making print and electronic holdings easier to distinguish
- Investigate highlighting records which have previously been viewed in the same session, e.g. change colour of title link
- Consider providing APIs to WorldCat and other services to allow the extraction of data from SUNCAT

Appendix

Respondents' Institutions

Aberdeen University
Amnesty International
Ashford and St. Peters NHS Trust
Birkbeck College
Birmingham University
British Geological Survey
Cambridge University
Cambridge University Press
Central Science Laboratory
Cumbria University
Durham University
Edinburgh Napier University
Edinburgh University
Exeter University
Glasgow University
Heriot Watt University
HM Revenue and Customs Valuation Office Agency
Institute of Education
Institute of Technology, Tallaght, Dublin
Institution of Engineering and Technology
Lancashire County Library and Information Service
Lancaster University
Leeds University
Lincoln University
Liverpool University
London Metropolitan University
Manchester University
Nottingham Trent University
Open University
Portsmouth University
Robert Gordon University
Royal Botanic Garden, Edinburgh
Royal College of Nursing
Royal Institute of British Architects
Salford University
Sheffield University
Society of Antiquaries of London
South Birmingham Primary Care Trust
Southampton University
St Mary's University College
St. Andrews University
Stirling University
Sunderland University
Sussex University
University College London
Victoria and Albert Museum
Wolverhampton University
York St John University

Examples of Use

| Locating journal titles and particular holdings | Creating or improving serials' records | Verifying serials' bibliographic details | Collection management |
|---|---|--|--|
| <i>Greater awareness of UK holdings in general, improving scope for Document supply requests to BL etc, or visits to other institutions (SCONUL schemes etc). confirmed bibliographic details of old, obscure or specialist titles when lecturers have sent reading lists.</i> | <i>It has been useful for updating holdings or improving poor serial records that have been imported.</i> | <i>SUNCAT was very helpful in my previous role as a periodicals administrator as it allowed me to quickly check bibliographic details for obscure titles.</i> | <i>Comparing holdings lists so inform our collection management policy</i> |
| <i>It helps locate titles we don't hold when we get an enquiry from a researcher</i> | <i>When new records have been required the have been obtained from SUNCAT</i> | <i>Identifying libraries with serials for checking references in bibliography</i> | |
| <i>Regularly use SUNCAT to find locations for journals not available through British Library. Saves paying for a search!</i> | <i>It has become one of our primary sources for locating and downloading serials bib records</i> | <i>when we chase journals we like to sure that they have been published (a number of our titles are erratic) so we check other holdings - it is useful especially when journal suppliers so not yet published when it is</i> | |
| <i>Invaluable for finding locations to try for obtaining articles on ILL</i> | <i>We are currently improving our bibliographic records for many of our serial titles. SUNCAT makes this easier as other libraries we search via Z39.50 return false hits</i> | <i>Quick way to check on title changes, ISSNs</i> | |
| <i>Helping a dissertation student find where wartime copies Good Housekeeping magazine are held</i> | <i>Some of our journal records are quite rudimentary, records from SUNCAT allow me to upgrade the records to international standard</i> | <i>verifying ISSN and correct title details</i> | |
| <i>SUNCAT is invaluable in helping me locate libraries that hold journals when British Library is unable to satisfy ILL requests. SUNCAT is my first choice for serials location checking. It is easy to use and has exceptional coverage. I use it daily to trace journals and correct reference information. It has speeded my work up tremendously since it's introduction and I'd be lost without it.</i> | | | |

| | | | |
|---|--|--|--|
| <i>Used as an additional ILL resource locator along with COPAC, M25, FirstSearch etc.</i> | | | |
| <i>Helps students locate non-subscribed journals they urgently need for research at other London libraries where they can go and look at them</i> | | | |
| <i>It helped indicate who might have holdings of specific years of a journal</i> | | | |
| <i>Finding journals to fulfil ILL requests</i> | | | |
| <i>Helpful if a journal can be found in the UK saves time/money applying overseas</i> | | | |
| <i>Given further options for obtaining an obscure journal</i> | | | |
| <i>When we did not hold a particular issue of a journal, I was able to direct a reader to other libraries which do hold it.</i> | | | |
| <i>By finding appropriater journal in other libraries have been able to request photocopies etc.</i> | | | |
| <i>It is crucial utility for the location of easily accessible journal runs. As a historian this is a very important part of my research practices.</i> | | | |
| <i>helped idntify a holding location</i> | | | |
| <i>I use SUNCAT most often for reader enquiries. When I have to tell someone that we don't hold a particular issue, SUNCAT helps me suggest likely alternative locations.</i> | | | |

Suggestions for Improvements or Developments

| No Improvements Required | Additional Libraries SUNCAT Response: New libraries will be added in 2010 and beyond | Further Deduplication SUNCAT Response: The SUNCAT team are aware of this issue and are making best efforts to reduce duplication and/or reduce the effects of duplication on the search experience. | Search/Interface Improvements | Data Improvements |
|---|---|--|---|---|
| <i>it's helpful, so nothing immediate springs to mind</i> | <i>Additional libraries</i> | <i>Reduction of duplication for similar title entries</i> | <i>Include all the records into WorldCat rather than (or as well as) having SUNCAT. Providing the data to WorldCat or providing APIs so that WorldCat and other interfaces can extract data from SUNCAT without users having to visit the SUNCAT site</i> | <i>Make faster the availability of current issues</i> |
| <i>Suncat gives me all the information I need</i> | <i>EVERY HE Institutions serials holdings would be really useful.</i> | <i>Deduplication of records</i> | <i>Ideally it would be helpful to be able to import the records from a Z39.50 search via our Library Management System. SUNCAT Response: Z39.50 connections to SUNCAT are available. There is a free connection and also a password protected connection to enable Contributing Libraries to download records in MARC21 format. Further details can be found at http://www.suncat.ac.uk/support/</i> | <i>some libraries do not have their holdings SUNCAT Response: SUNCAT displays the summary holdings information as provided by the Contributing Libraries.</i> |
| <i>Can't think of anything specific</i> | <i>the holdings of more libraries!</i> | <i>Less duplication of records</i> | <i>The search interface can be slightly fiddly at times and the visual appearance of the pages could be made clearer.</i> | <i>Some libraries still lack holdings information. I'm assuming that you're working on this as best you can and those that don't show up are due to technical difficulties. SUNCAT displays the summary holdings information as provided by the Contributing Libraries.</i> |
| <i>Can't think of anything</i> | <i>More libraries - more records!</i> | <i>Single entry for each title</i> | <i>The addition of library contact details. Link to institution library homepage/contact details SUNCAT Response: Links to Contributing Libraries' homepages are available from the holdings display in SUNCAT. Links to libraries' homepages, catalogues, directions and contact details are available at http://www.suncat.ac.uk/description/</i> | <i>The quality of the records available varies hugely but that's the contributing libraries' problem SUNCAT displays the serials information as provided by the Contributing Libraries.</i> |

| | | | | |
|---|---|---|---|---|
| | | | suncatmap/Suncatsubs_final.htm and http://www.suncat.ac.uk/description/contributing_libraries.html The SUNCAT team are also investigating linking to this additional information from the holdings display in SUNCAT. | |
| nothing, it's fine | Additional libraries, particularly specialist institutions with unusual holdings such as British Film Institute SUNCAT Response: SUNCAT has been in contact with the British Film Institute and hope to add their records in the future | The deduplication of records | Links to SCONUL Access scheme for HE libraries. Add latest update dates for a library. SUNCAT Response: The SUNCAT team are investigating adding links to the SCONUL Access scheme from the holding display in SUNCAT and from the Contributing Libraries Map at http://www.suncat.ac.uk/description/suncatmap/Suncatsubs_final.htm | Consistency of titles (easier said than done, but variations are pretty dramatic between institutions). SUNCAT displays the serials information as provided by the Contributing Libraries. |
| I think it is already intuitive to use and provides a full range of info - bib record info and holdings | More libraries adding their holdings! | It kind of annoys me that there are multiple records for the same title | Option of displaying more than 10 results at a time SUNCAT Response: It is possible to set preferences on the SUNCAT Advanced Search screen to display 3, 10, 15 or 20 search results per page. | Clearer details on how to obtain materials (even microform versions) on some of the holdings - esp BL newspapers, and/or old (often stored) journal holdings. SUNCAT is unable to provide access details on individual items, however, links are available from the holdings display on SUNCAT to the relevant Contributing Libraries' homepages, where more information is available. The SUNCAT team are also investigating providing links from the holdings display on SUNCAT to the SCONUL Access scheme. |
| nothing | more libraries | There is still considerable title duplication - inevitable given the | Print and electronic holdings are clearly distinguished. Current ISSN is highlighted over previous ones. | |

| | | | | |
|---|------------------------------------|--|--|--|
| | | variable quality of data supplied by participating institutions | | |
| Web-based searching probably remains the easiest & most efficient form of database searching. However, considering that we use SUNCAT via Innovative Millenium software, the database and simple to search, efficient and reliable. | Adding more libraries' holdings | Better de-duplication | When a title is made up of common words, a year search facility would be helpful SUNCAT Response: It is possible to limit searches by year using the "Year first published" limit on the SUNCAT Advanced Search screen. | |
| The system is fine as it is. | Expansion to cover more libraries. | De-duplication of records | More effective linking to record holdings at institutions SUNCAT Response: The SUNCAT team are investigating linking from records on SUNCAT directly to the equivalent records on Contributing Libraries' local catalogues. | |
| It seems ok to me | More member libraries. | The perennial issue of variant records for the same title. However, this is something I know that is tackled by the SUNCAT team. Records for titles that are not held in participating UK Libraries are also sometimes confusing, as they raise expectation that a UK library might hold that elusive journal. Could such records be marked in such a way that it was obvious that their function was solely | Could be clearer in listing which runs of journals are held in which libraries. | |

| | | | | |
|--|--|-----------------------|--|--|
| | | <i>bibliographic.</i> | | |
| <i>It currently fulfils our info needs</i> | | | <i>Restrict searches to chosen universities. SUNCAT Response: It is possible to limit searches by individual libraries or regional locations using the Library and Location limits on the SUNCAT Basic and Advanced Search screens.</i> | |
| <i>Fine as it is.</i> | | | <i>In search results for exact title, have one section for exact title, and one for the same title that is displayed slightly differently, as these are not always the exact same journal as what is searched for.</i> | |
| <i>not much.</i> | | | <i>Further to my previous submission, I wanted to say it would be helpful if the links that had already been clicked on showed in a different colour when you return to the search results list, such as on Google, because I check all records in a list and when I am returning from the 5th or 6th record I am not sure which ones I have already looked at. SUNCAT Response: The SUNCAT team is investigating this development.</i> | |
| <i>It satisfies our needs</i> | | | <i>OpenURL enabled SUNCAT Response: SUNCAT is OpenURL enabled. Details are available at http://www.suncat.ac.uk/support/OpenURL_linking.html</i> | |
| <i>nothing</i> | | | <i>Add a "begins with" search choice on the Basic Search screen SUNCAT Response: The SUNCAT plan to investigate new more restrictive title indexes onto SUNCAT; following this they will look at different title searches.</i> | |
| <i>Find it OK at the moment</i> | | | | |
| <i>Nothing</i> | | | | |

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|--|--|--|--|--|
| <i>Nothing. It is very user friendly and meets the information needs to improve the quality of records that we have currently.</i> | | | | |
| <i>Nothing</i> | | | | |
| <i>For our purposed SUNCAT is fine</i> | | | | |