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Curaçao Marriott Beach Resort  
Willemstad, Curaçao



# Bridging the Gap

## Enhancing Digital Discoverability of Library Resources & Services



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**LEAN LIBRARY**  
Technology from SAGE

# Librarian Futures Report



- The library **‘in the life of the user’**
- Key data points:
  - Survey of 4,000 librarians and patrons across 1,500 institutions
  - Interviews with librarians and other stakeholders
  - Contributions from Springshare, scite and OCLC
  - Data from Lean Library on user workflows
  - Student studies conducted for Lean Library at Pearson College London

Download now at

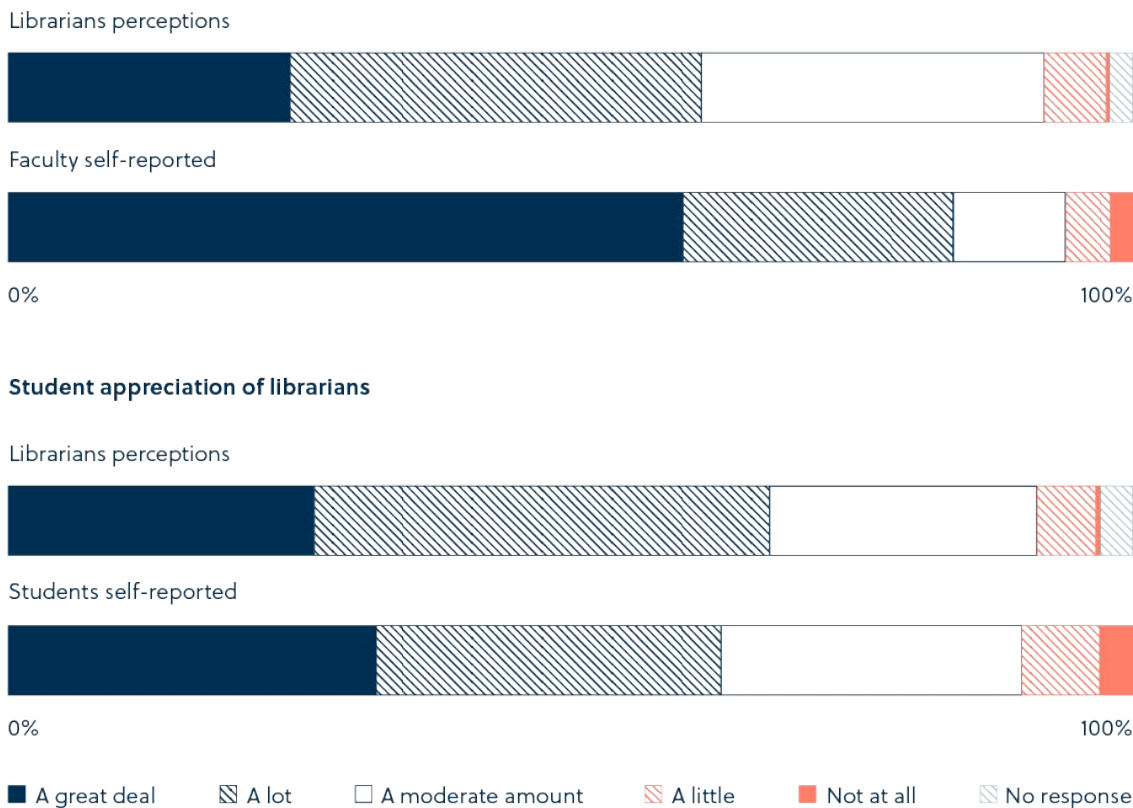
[www.librarianfutures.com](http://www.librarianfutures.com)

**Do you feel appreciated by your patrons?**

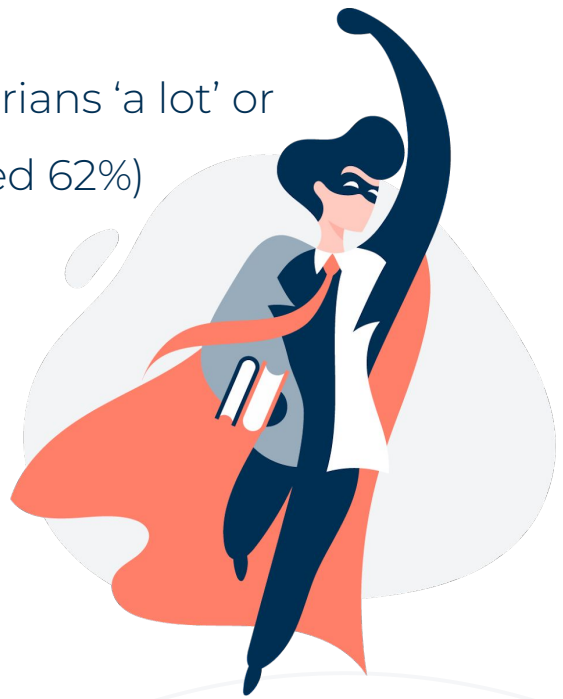
# Librarians are highly appreciated by their patrons

Fig 10. How are librarians appreciated by their patrons?

## Faculty and Other University Staff appreciation of librarians



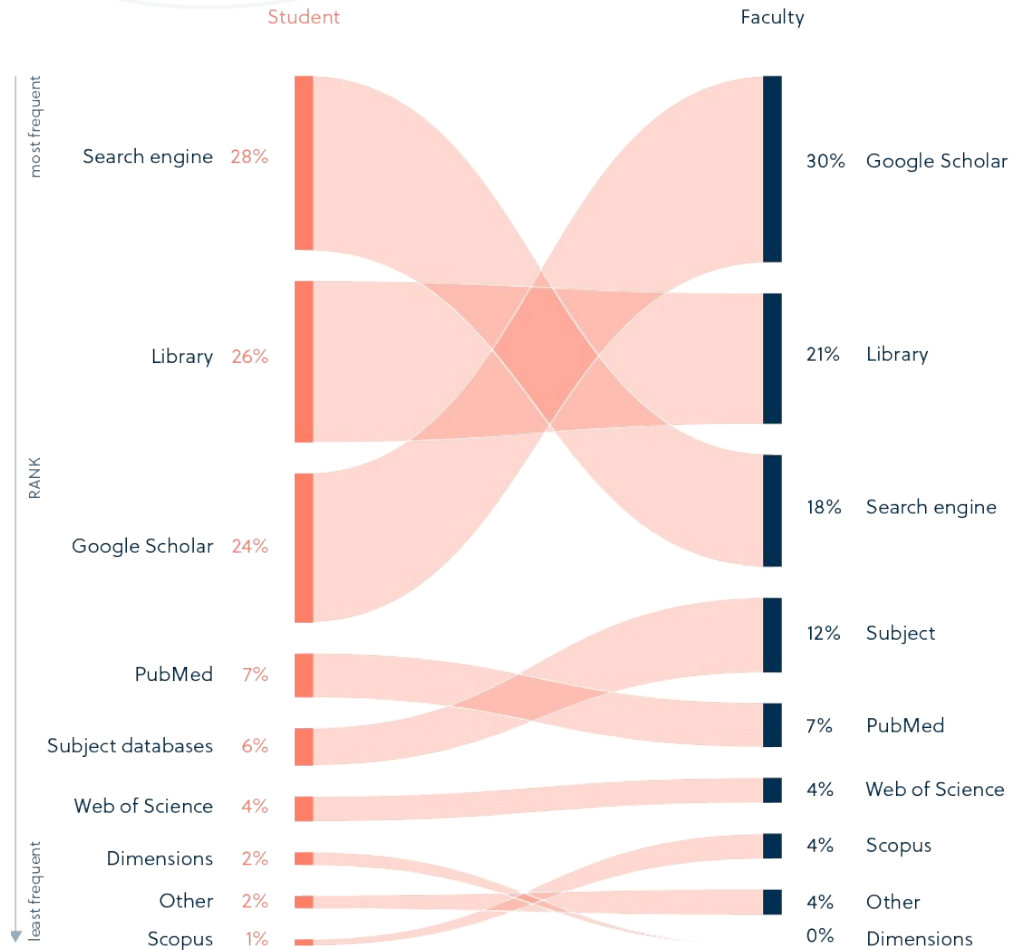
- Librarians are highly appreciated by their patrons & more than librarians anticipated
- 84% of faculty** appreciate librarians 'a lot' or 'a great deal' (librarians assumed 62%)
- 64% of students** appreciate librarians 'a lot' or 'a great deal'



**Do you know how much of your patrons' discovery begins outside the library, and where?**

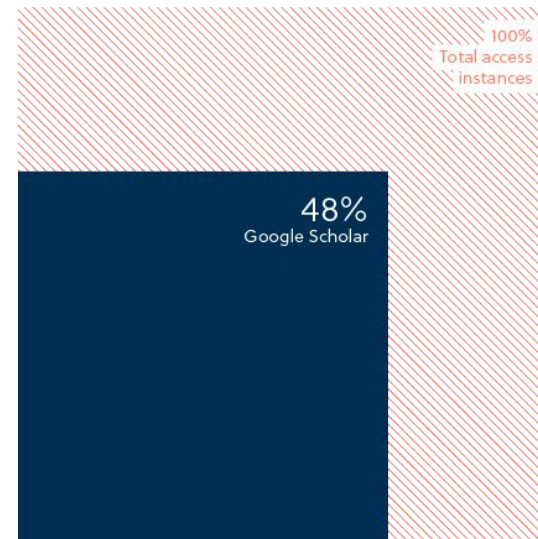
# Modern patron workflows often begin outside the library

**Fig 10. Where do patrons begin discovery?**



- 79% of faculty and 74% of students begin discovery outside of the library.
- 30% of faculty and 28% of students begin discovery on Google Scholar

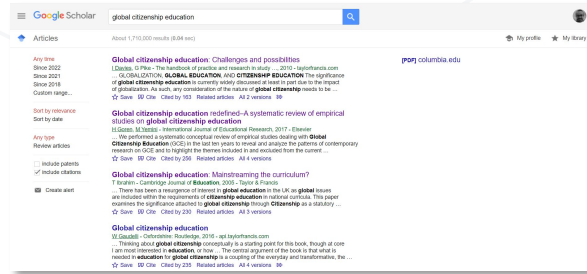
**Fig 11. % of Lean Library users beginning their discovery process on Google Scholar**



- Lean Library data shows **48% of patrons begin on Google Scholar**

# ...where accessing the library collection can be painful & time-consuming

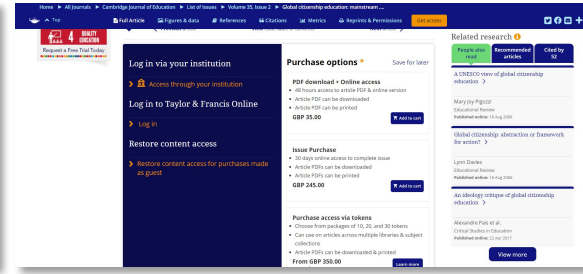
## Access outside the library takes an average 12 clicks & 3:49 minutes



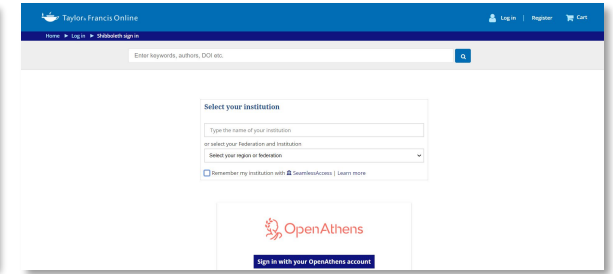
Google Scholar



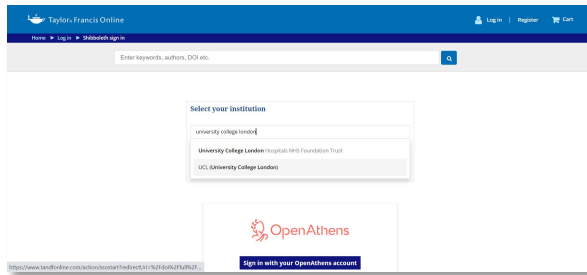
Publisher website 1



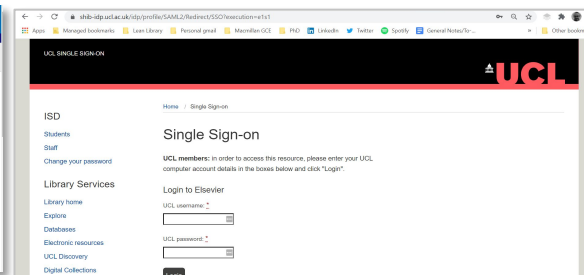
Publisher website 2



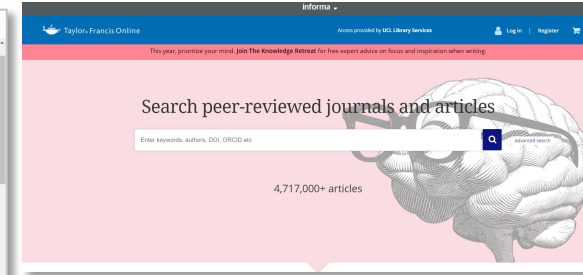
Publisher website 3



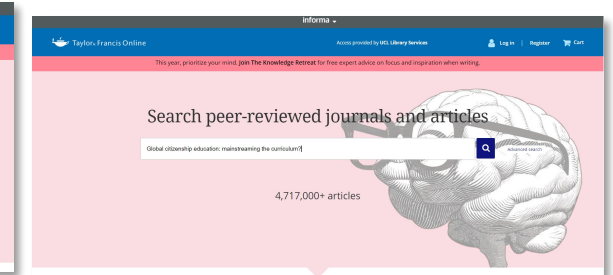
Publisher website 4



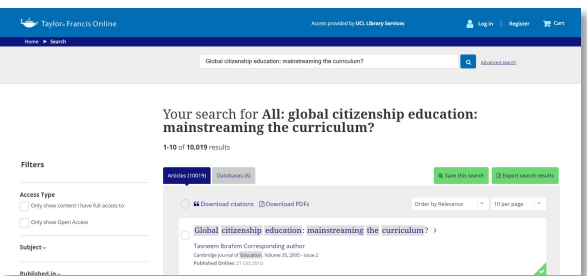
University credentials



Publisher website 5



Publisher website 6



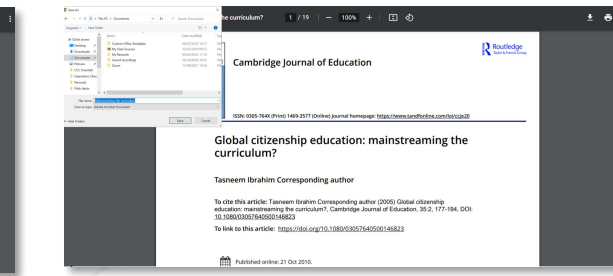
Publisher website 7



Publisher Website 8



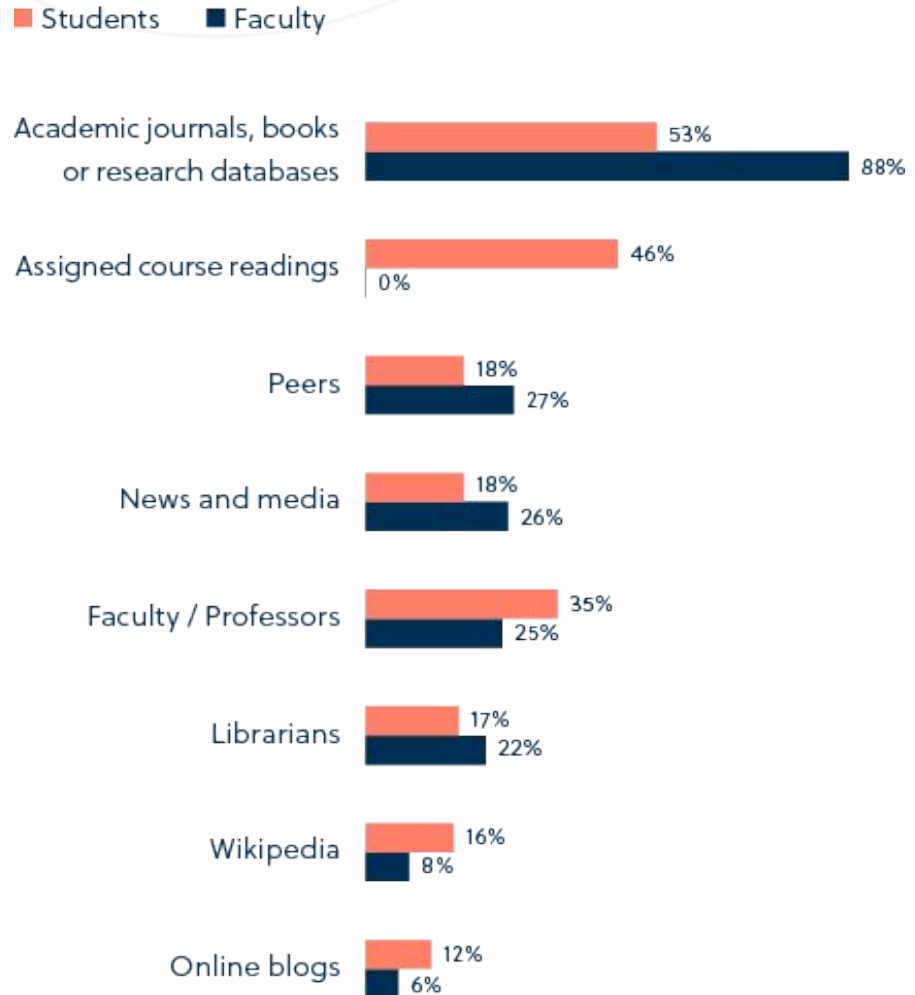
Accessing PDF



Saving PDF to desktop

# ...and the librarian is an underused resource

**Fig 1. Sources of information 'Often' used by patrons**



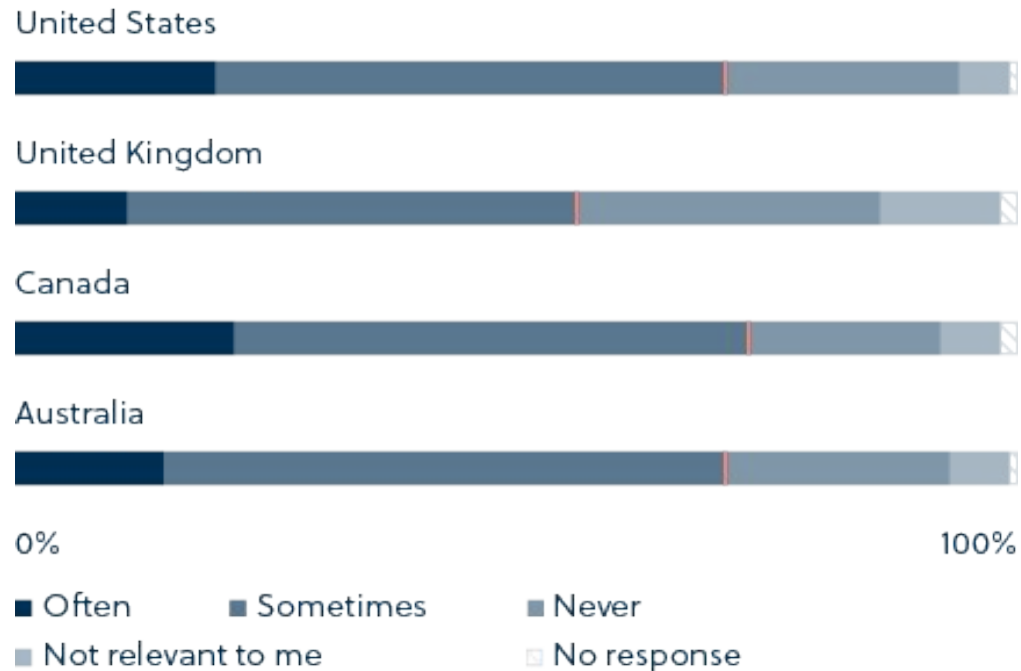
- Compared to other sources, notable that librarians are not consulted more often
- Note similar student use of librarian (17%) and Wikipedia (16%)



**Do you think your patrons are sufficiently aware of all the library services and resources available to them?**

# There is a knowledge gap about the librarian role

**Fig 5. UK students are less likely to use the librarian than those from the US, Canada and Australia**

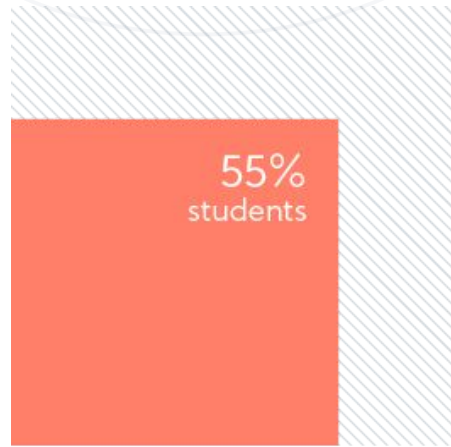


- UK students were less likely to use librarian help for their learning than those in other countries
- **42% of respondents from the UK said they would 'never' use a librarian or deemed this 'not relevant to me', compared to just 28%, 25% and 28% of respondents from the United States, Canada and Australia**

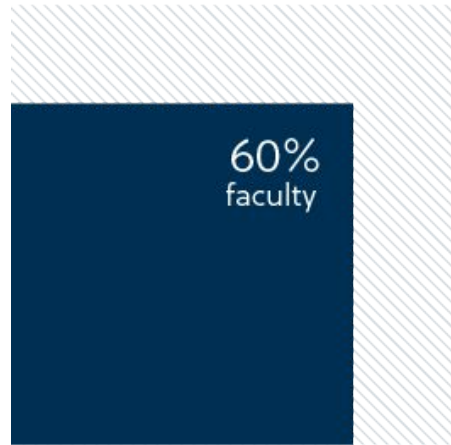
**Do you have a patron engagement/outreach strategy  
and how much of this is delivered 'at the point of  
need'?**

# Could libraries enhance communication strategies?

Fig 14. Patrons favor receiving library communication at the point of need



- Patron preferences for library communication align with those in the wider consumer landscape, preferring self-service support 'at the point of need', with 1:1 interactions reserved for higher level queries
- **55% of students** and **60% of faculty** favor receiving information about library services or resources in this way.



I want us to deliver our [pre-written guidance] at the point of need...[to] **shift my patron interactions to higher level queries**, which is where I really want to spend my time as a librarian – rather than constantly referring patrons back to the 1,2,3 guidance I've already written for them.

MATTHEW SMITH, ACADEMIC LIBRARIAN  
UNIVERSITY OF EAST ANGLIA

# ...and embed the library in patron workflows?

**Fig 27. Would patrons and librarians adopt a comprehensive digital application of their library?**

**82%**

**OF LIBRARIANS**

'definitely would'  
or 'probably would'

**88%**

**OF PATRONS**

'definitely would'  
or 'probably would'

- Contrary to any notions that patrons 'just want to be left alone', **88% of patrons want the library more deeply embedded in their workflow**



**Do you have confidence in the quality of content and materials your patrons use for their learning and research?**

# Could 'being in the workflow' improve learning outcomes & research quality?

## What are patrons reading?

An analysis of Cambridge University patron reading habits using scite's citation context analysis tool



- 13% of papers read had citations that primarily contrasted the author's findings
- 831 papers read (0.05%) were retracted or withdrawn by the publisher



[It is] difficult to analyze who our researchers and students are reading, particularly when it comes to assessing the **quality of the information they are reading**, for example, in supporting their learning outcomes, or **the initial stages of research discovery**.

ELIZABETH TILLEY  
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CAMBRIDGE UNIVERSITY LIBRARIES

Thank you.



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