

Directory of CDL-Licensed Content Survey Findings & Recommendations

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Background:

The Directory of CDL-Licensed Content will be retired October 31, 2005. An inventory was undertaken within the CDL to discover how staff use the Directory and what measures needed to be put in place to offset the loss of the Directory.

A survey was then placed on the Directory to determine

- If non-CDL users of the Directory had other needs not yet identified by CDL
- What additional measures need to be put in place to mitigate for the loss of existing functions
- Publicity about existing mechanisms not readily visible to our users needing further highlighting

Methodology:

With the assistance of Ellen Meltzer and Jayne Dickson, Felicia Poe developed an online web survey consisting of 7 questions. Jane Lee put up and monitored the survey. The survey, available from April 21-May 22, 2005 was placed on all pages of the Directory so that users would encounter it wherever they entered the Directory. A mention of the upcoming survey was sent to Users Council as part of a longer message about the retirement of the Directory. We specifically did not do a great deal of publicity about this survey because we wanted actual users of the Directory to respond to it, not necessarily those who didn't regularly use it, but who might have opinions about it in the abstract. There were 77 responses to the survey.

Primary Findings and Recommendations:

Following are the primary findings of the survey, including recommendations and brief supporting data.

Finding 1 The majority of survey respondents use the Directory 1-2 times a week, followed by daily use.

Support Data In answer to the question, "How often do you use the Directory of CDL-licensed resources?", responses included:

1-2 times per week	52.0%
Daily	22.7%
1-2 times per month	14.7%
Less than once a month	10.7%

Recommendation(s) The CDL is providing a chart, with instructions, of other tools to use instead of the Directory, since this is a heavily used tool. The chart and other mitigations will need to be publicized via CDL's regular channels.

When the Directory is removed, replace page with a static list of options, leading, for example, to campus e-journal lists.

Include the Citation Linker form on the page so that users can find their journal or item.

Finding 2

The main three uses of the Directory are to access electronic journals; to locate electronic resources available at the campus; and to discover or access an electronic database. Additional uses included finding PIDs (Persistent Identifiers) and searching by publisher or vendor.

Support Data

In answer to the question, "For what purposes do you use the Directory? (Check all that apply)", responses included:

To access electronic journals	79.2%
To locate the electronic resources (ejournals or databases) available to my campus	55.8%
To discover or access an electronic database	36.4%
To browse or search by subject/topic	32.5%
To verify if a resource is available UC systemwide	26.0%
To verify dates of coverage for an electronic journal	26.0%
To view a list of titles included in a database	19.5%
To search for resources freely available to the general public	13.0%

Other

- Search by author
- To get PIDs for different resources
- Search by publisher or vendor
- Search by publisher/aggregator
- To view dates of coverage for databases.
- I use the Directory Updates to add or delete ejournal titles available to my campus (UCSB).
- To download journal articles and print them locally
- To gain information about UC access to the journal or resource important for collection development decisions.
- To review by publisher packages
- To check reference citations

Recommendations:

Publicize other means of finding this information. Communicate these needs to those working on the ERMS and other tools.

Finding 3

The majority of respondents (51.9%) bookmark the Directory, indicating it is an important and regularly used tool.

Support Data

In answer to the question, "How do you get to the Directory? (Check all that apply)", responses included:

I have it bookmarked	51.9%
I use a link from my campus library web page	39.0%
I use a link from the California Digital Library (CDL) website	18.2%

Other

- Use a link from my medical center library web page
- Link from library's web site
- I type in the url
- e-mail updates from campus liaison
- Link via CDL logo on Melvyl, then to Collections page

Recommendations: Access to Directory-type information must be made readily available at the campus level. Campuses may need to better publicize their tools. CDL should contact those who have direct links from their campus library web sites to the Directory to redirect.

Finding 4 **The majority of respondents (50.6%) use the Directory because they are familiar with it, followed by the belief that they can find resources in the Directory their campus does not have (42.9). They find the Directory to be “quick”. “accurate”, “up-to-date”, and “easy to use”.**

Support Data In answer to the question, “What do you value most about the Directory? (Check all that apply)”, responses included

I've used it in the past; I am familiar with it	50.6%
I can find resources my campus does not have	42.9%
I can search or browse by subject/topic access	40.3%
My searches retrieve electronic journals, databases and reference texts simultaneously	32.5%
I can limit to either systemwide or resources available to my campus	20.8%
I can find resources freely available to the general public	18.2%

Other

- The direct link to the appropriate gateway for electronic access for a journal.
- I can search by author
- Easy to use; I just want ejournals so I don't have to wade through print resources; nice simple search
- Almost instantaneous access to Online journals
- Easy to use
- The directory allows me access to journals that i cannot obtain from my university.
- The update is a quick way to track changes (additions, deletions) in available resources.
- I have a journal article reference and I want to download to read or print
- Quickest way of figuring out which of the UC campuses are licensed for different databases and ejournal packages; quicker than Melvyl
- Easy to find information without having to look at various lists in Inside CDL and at publishers' Web sites.
- Quick access when JSTOR does not have it
- I can find more up-to-date information on UC e-journal subscriptions.
- It is very accurate
- It's up to date.
- I can get access to almost any electronic journal I want.

Recommendation(s) Several respondents wrote that they value the ease of use of the interface and the accuracy and currency of its data. These criteria should inform the consideration of replacement systems.

Finding 5 **Directory users wanted a number of features in the Directory replacement, such as:**

- **Alphabetic increments for easy browsing of large retrieval**

- **Large number of search results per page (200 vs.20)**
- **Ability to search by publisher vendor**
- **A place to find PIDs**

The survey uncovered some misunderstandings about the Directory and online resources (e.g., JSTOR seeming to be the main provider of online journals).

Support Data

In answer to the question, "Is there anything else you want to tell us about the Directory or your use of it?", responses included"

- From question 4: no, I do NOT use it to browse by subject. I think that is actually asking too much of it. . . .
- The CDL directory is the ONLY readily accessible location that I have been able to find that permits me to directly link to electronic resources. I've tried to use the Berkeley's library website to access electronic journals. It is completely unhelpful and usually refers me to the journal main page where the kind publishers inform me that access to that article will cost me this much and then ask what credit card I would like to use. The CDL directory points me to the appropriate portal where I can just access the journal. The portal is especially useful for digging up references outside of my discipline. If it MUST be cancelled, I hope that some means of directly accessing ONLY electronic journals is implemented. Maybe it has been and I'll have to figure it out when forced off the CDL system in August. So, to sum up, whatever takes its place should have (1) direct access to articles in the electronic resource and (2) produce results exclusively for electronic journals.
- Include alphabetic increments for easy browsing of large retrieval
- It is a powerful tool. I am sorry it will end. Most campus electronic tools have been failures.
- The search results are too few per page. It should default to 200 not to 20. The search results should be confined to one page, sorted by the way the word starts. E.g. keyword "medicine" from Galen journal title search. A-Ed,Ed-Ma,Ma-L,L-Z for those of us who know what journal we are looking for. You shouldn't have to hit NEXT 12 times to get through all the B's. Also, the search engine from Galen is too
- I report technical problems from my campus to CDL. I mainly use the directory to figure out whether a resource is licensed by CDL. The A-Z list doesn't help me figure this out for databases, only ejournals. Also, many of my colleagues in our Serials Dept. and our Web Manager use the CDL Directory Update to add or delete new resources from our online lists of databases and ejournals. We need a way to be updated on these changes.
- I use it so much, and it is so useful that I am very worried indeed that it is going to be discontinued. I have just tried to use Melvyl to access a journal that came up in about half a second w/ CDL - and the result? A complex initial page; an extra step; and a 'Times Out' message.
- I use the directory when I am working on links on our web site. Often, I am investigating a problem report from a user. It is an easy way to tell if we get access through CDL or if it is a locally-subscribed item. I also use it to find the PIDs I need.
- When a citation, or part of a citation is known, it is often much quicker than going through a Melvyl search. That's why I use it a lot.
- Please, please, please do not get rid of the Directory!!!
- Concerned about the directory being phased out.
- The other mechanisms to go to electronic journals are cumbersome

- I am really surprised the CDL directory is going to go away. I think it is a great research tool and I think that it should definitely be continued in some form, especially the ability to search and download articles from journals. otherwise, I would have to order the through interlibrary loan. Thus, it saves an enormous amount of time.
- I'm the music librarian at UCSB. We maintain a webpage that lists all music journals available electronically at UCSB (<http://www.library.ucsb.edu/subjects/music/musjournals.html>). The page is very popular with our music graduate students and faculty. Now that the CDL Directory is being discontinued, our page will be a unique list for our campus so it will be needed all the more. We rely on the CDL Directory updates to keep our page up to date. Please continue to provide the updates!
- It is very important to my research to find and download articles from journals which are available on-line. I hope that any replacement will make this easy to do.
- I think it is a vital tool, especially because of the critical backlogs of electronic serials & electronic data base cataloging concerns
- If it's going away, what will replace it?
- The descriptive blurbs about the content and coverage of the product are very useful to share w/ users and for public svcs staff who are not subject experts.
- I'm a collection development librarian at a UC campus, and using the Directory can save me time.
- Please don't close this site!
- The CDL database incorporates many journals not in J-stor or unavailable through e-journals. This service is a great boon when tracking down cited sources. Also, I live over 50 miles from campus; accessing this information from home saves a lot of time and money!!
- Until we replace the Directory with the ERMS, I'm not sure where I can get the same information with "one stop shopping"
- For Resource Liaisons, the date titles are added is useful as is the searching by publisher or by "package" titles
- I have been using the CDL Directory with groups of UC students who are interns in Sacramento with the UC Sacramento Center. Each quarter a new group is in Sacramento, they are from all UC campuses. As the closest campus they have been coming here (UCD)for library/research orientation. Because they are from all UC campuses, I have been showing them how to use the directory to find a database or ejournal and how to check the availability by campus and to check dates of coverage. Access varies by campus and web sites differ enough that having this option seems to help. I also use it to verify holdings and availability when a question comes up and I need to trouble shoot why something isn't working.
- It is difficult to locate the directory. I hope it is a button on the CDL site where we can just click and get to the directory. I use the directory in the hope to find up-to-date information on e-journals UC subscribe to. I usually have to three places before deciding whether we have access to a certain journal: local OPAC, MELVYL, and CDL Directory. I hope at least CDL Directory has the most up-to-date information. Unfortunately, it seems none of the three has the complete current holdings information. I hope the new system to replace the CDL directory has the capability.
- A valuable resource that must be renewed.

- I use it as an adjunct to looking on Medline & InfoTrac/UC-links, and sometimes directly on journal websites. This seems to be the most complete source of licensed content.
- The CDL is one of my favorite websites. I always use it whenever I want to get an electronic copy of any journal article. I am sad that you will be closing it down.
- This is a vital resource for my research. It greatly speeds up the process of discovering if a particular journal is available online. Also serves as a great center resource to quickly access numerous web sites without having to bookmark them individually.

Recommendations An accurate and up-to-date “one stop shopping” site is a must for users. Communicate desired enhancements to appropriate people. Add a link to campus lists of e-journals via the Article Databases link in Melvyl
 < http://melvyl.cdlib.org/F/?func=file&file_name=article-databases >. Change the link to read “Article Databases/E-Journals”. Also add link to these resources on the “CDL Collections” page
 < <http://www.cdlib.org/collections/> >. Add the Citation Linker form to CDL web pages where users come to look for journals or articles.

Finding 6 The majority of respondents were from UCSF, a campus that uses the Directory exclusively for finding electronic journals.

In response to the question, “For UC affiliated, what is your campus?” responses were

San Francisco	38.0%
Los Angeles	16.9%
Berkeley	14.1%
Santa Barbara	12.7%
Davis	8.5%
Riverside	2.8%
Irvine	1.4%
Merced	1.4%
Santa Cruz	1.4%
UCOP	1.4%
LBL / LLNL	1.4%

Recommendation(s) Since there was a heavy response rate from UCSF faculty and clinicians, indicating the importance of the Directory to them, it is imperative that another system be in place for UCSF before the Directory is completely retired.

Demographic Data

The majority of survey respondents were UC faculty members and library employees, followed by graduate students.

In answer to the question, “You are...”, respondents replied

UC faculty member	28.4%
UC Library employee	27.0%
UC graduate student	23.0%
Other	12.2%
UCOP employee	2.7%
General public	2.7%
LBL/LLNL employee	1.4%
UC alumni	1.4%
UC undergraduate student	1.4%