Use of e-journals by academic staff and researchers at Loughborough University

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Executive summary

At the end of the 2006/ 2007 academic year, Loughborough University Library undertook an electronic survey of how academics and researchers perceived e-journals. A related study also took place in the University Library approximately 10 years ago. The purpose of the survey was to allow the Library to develop a more informed perspective on how e-journals should be provided in the coming years. An electronic questionnaire was developed and made available after it was piloted. The questionnaire explored frequency of journal usage, importance attached to age of journals, barriers to e-journal use, individuals location when accessing e-journals and also training need.

There were 225 responses which represents approximately 15% of the possible total. Respondents were spread evenly across the three University Faculties. E-journals are accessed by 84% of respondents either daily or weekly, mostly in the academics' office/ lab. Having access to journals as a far back as possible is seen as important. The major barrier to e-journal usage is the lack of subscriptions to specific e-journal titles. Most of the barriers identified in the previous study are no longer present.

Academics and researchers use a wide range of approaches to locate e-journal references with the most popular being freely available search engines. Commercial databases are particularly important in the Faculty of Science compared to the Faculty of Social Sciences & Humanities. There is a modest need for training in e-journal usage (mostly around managing e-journal references). The survey indicates to the Library that print journals are still important, but only when the electronic format is not available. This would appear to be mainly for reasons of convenience.

The study has shown that academics and researchers share the same perceptions of e-journals across the University. E-journals perform an increasingly important role in research which engenders an ever increasing demand for new titles and back-runs. For researchers, the Library is declining in importance as a physical place where journals are consulted. Various recommendations are made as a result of the outcomes from this study.

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Executive summary

1. Introduction

1.1 Context and purpose of research: As with most university libraries, Loughborough University Library is seeking to increase its provision of e-journals. If this is to be done effectively, it is important that the Library has an informed perspective on how e-journals are used and valued by the University's academic community. The purpose of this study was to establish this perspective in order to enhance future e-journal service provision. The changing landscape can be seen by looking at the last journal study undertaken at Loughborough University (Woodward et al, 1998) when there were some 300 e-journals provided by the Library. The University Library now makes available over 7,000 e-journals. Other university libraries across the world are undertaking similar studies around e-journal usage at the local level (Palazzolo and O'Reilly, 2006; Stanford University, 2002).

1.2 Funding e-journals: At Loughborough University, the Library is spending an increasing amount of its budget on electronic resources, the majority of which are e-journals. The amount spent on serial subscriptions in 2005/ 2006 was £952,052[1] of which £743,171 (78%) was for e-journals[2]. In numerical terms 3,861 e-journal titles (56%) out of 6,704 are received in electronic format only with a further 883 received in both electronic & print format. The number of electronic journals has risen again this year particularly due to the purchase of 400 Wiley e-journals. This is the broad direction indicated in the Library's collection policy: *whale the Library aims to retain a reasonable*

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[1] Representing 59% of the materials budget of £1,613,916
[2] *.£434,624 were electronic only and a further £ 308,547was spent on electronic & print subscriptions

balance between print and electronic materials, it actively pursues the purchase of electronic resources in preference to print where economically viable (Brown, 2007) Further emphasis in increasing access to electronic resources is detailed in the Library's strategic plan: *to increase access to local and external sources of information for all users, moving towards a predominantly electronic Library…"* (Loughborough University Library, 2006).

1.3 E-journals and research support: While serious space constraints are one reason for the electronic resource provision, the main driver is the advantages that e-resources have over print in giving more effective support for research.

- "big deals" provide access to a greater number of serial titles than was previously possible with print subscriptions

- remote access saves researchers time in that they can trace resources and read appropriate articles from their desk tops

- e-resources provide far greater search power in locating information.

Heavy investment in e-journals is in line with national activity in support of research. A recent report from the Research Information Network (RIN) suggests that nationally researchers are largely happy with their access to information discovery tools but that access to full text e-journals needs improvement (Research Information Network, 2006). A second RIN study (Brown and Swan, 2007) confirmed that researchers visits to university libraries are dwindling as a result of enhanced provision of e-resources which can be accessed from home or office.

With the increasing expenditure[3] and growing reliance on electronic information provision there is an obvious necessity to acquire as much information about the use of the resources as possible. The Library needs to verify its perception that e-resources provide more effective research support. This will allow the Library to both spend its budget effectively in supporting research and also identify areas that require further investment. Evidence is also needed on e-resources usage so the Library can maximise the return on such a large investment both in budgetary terms and staff time.

The Library has gathered much statistical and anecdotal evidence on the importance of electronic resources to academic and research staff. Until this study there was little formal data on either Loughborough's researchers perceptions and utilisation of these resources or what importance they attach to electronic information provision vs. traditional print resources. Thus, in order to understand users' needs more thoroughly, a survey was identified as part of the Library's operational plan for 2006/07.

2. Methodology

A questionnaire was used to gather the data for this study covering five broad areas of e-journal use:

- frequency of use of journals

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[3] It should be noted that individual e-journal subscriptions are generally more expensive than their hard copy equivalent due to the addition of VAT and occasionally, when publishers have concerns over loss of multiple copy revenues, the discrepancy can be considerable. Nature is a notable example; the paper format costs £1183 and the e-journal costs £5734.

- importance attached to age of journals,

- barriers to e-journal use

- individuals' location when accessing e-journals

- training needs.

There was also a need to gain a deeper understanding of academics'
attitudes towards e-journals. A similar study was undertaken at Emery
University Library (Palazzolo and O'Reilly, 2006) and some of their questions
were adapted for the Loughborough research. The survey used at
Loughborough is included in Appendix 1 and represents the first occasion
that a user survey had been undertaken solely on-line at Loughborough
University Library. Using an electronic survey has various advantages
including increasing access, being easier to complete and also the data is
analysed automatically. The questionnaire was designed specifically to be
completed in as short a time as possible. This proved successful in that the
average time taken to complete the survey was between 5 and 6 minutes.
The on-line questionnaire was piloted with six academic staff in the
Department of Information Science.

 Feedback obtained from the pilot was used to re-phrase and clarify some of
the questions. The questionnaire was available for electronic completion
during April and May 2007. Invitations to complete the survey were available
from the University Library web page and through the weekly staff 'Lboro
notice board'. The Library Liaison Officers (LLOs) in each academic
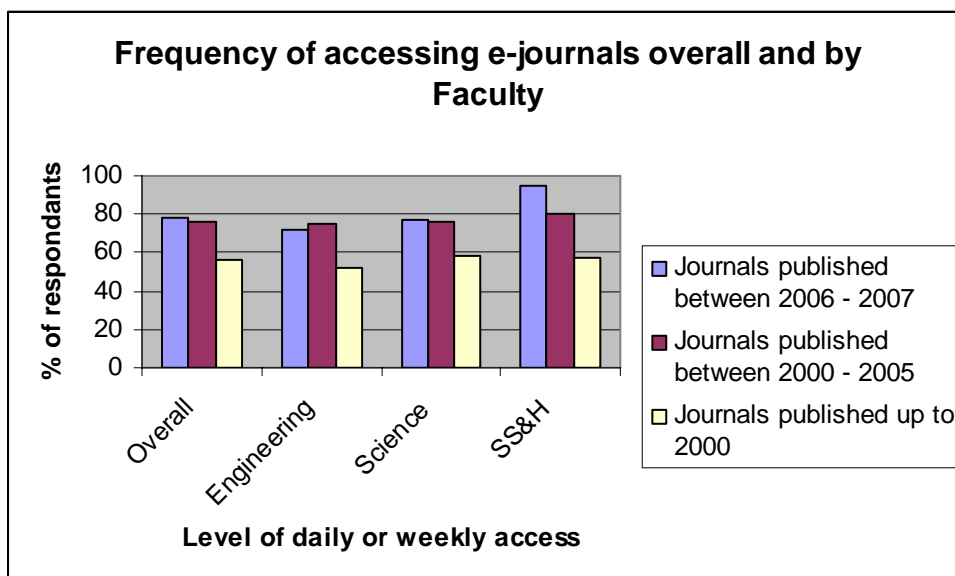department were also asked to circulate the request.

3. Results

3.1 Response rate: There were 225 completed responses The questionnaire was completed by staff across the University:

- Faculty of Engineering: 63 (28%)

- Faculty of Science: 95 (42%)

- Faculty of Social Sciences and Humanities: 65 (29%)

- Other: 2

This represents approximately 15% of the total number of academic and research staff in the University (Loughborough University, 2007). The responses are relatively evenly distributed across the three University Faculties. The comments received are included in Appendix 3 (pages 18 – 22). These observations alone have provided the Library with some valuable indicators of views and concerns around the provision of e-journals to the academic community.

3.2 Frequency of use: Researchers across all Faculties most commonly use e-journals in their offices with 84% viewing them either daily or weekly. Off campus is also popular with 48% accessing e-journals at least weekly. Unsurprisingly, all Faculties use the Library infrequently to access e-journals with only 2% doing so daily and indeed 49% never use the Library for this purpose. There is little variance between the Faculties.

Frequency of accessing e-journals overall and by Faculty

3.3 Age of e-journals used: E-journals of all years are regularly accessed across the 3 Faculties, though those prior to 2000 are accessed less often. Science makes most frequent use of older material. Responses to these questions indicate that the Library should purchase **both** current subscriptions and deep back files of e-journals as researchers need access from Vol. 1, issue 1. It should be noted that current subscriptions generally only include access to the most recent years of a journal and that earlier issues have to be subscribed to separately if available at all.

3.4 Barriers: All barriers are encountered occasionally. The main barrier to access of e-journals is the lack of journal subscriptions with 60% of respondents often encountering this problem. Extra funds in this year's budget has allowed the purchase of some additional e-resources including IEEE conference material which will be a significant resource for engineering researchers and has addressed one of the more strident free text comments. It is recognised that more subscriptions are needed. Other barriers are
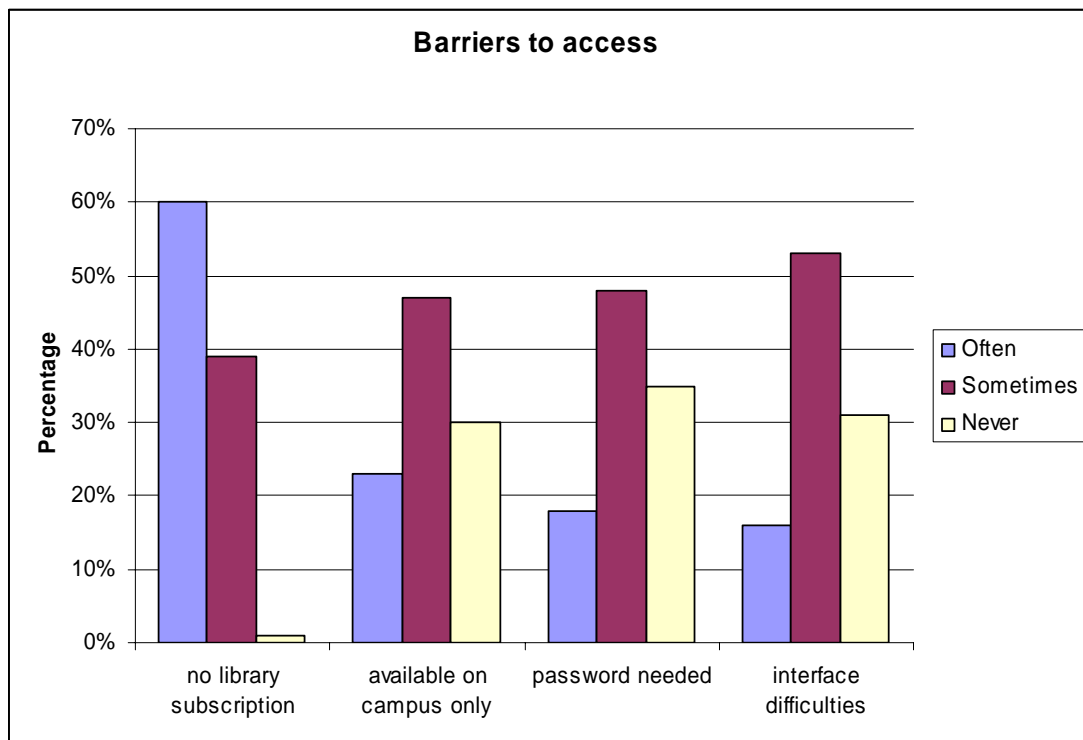
secondary with e-journals which are only available on campus often affecting 23% of respondents, passwords often affecting 18% and interfaces (16%). Free text comments indicated the range of interface problems which users can face and give scope to improve, notably:

the interface to reach a journal is too convoluted. It is much more productive to search in Google Scholar and then hope the link to the full text works

Sometimes confusing to have more than one provider of a given journal

From Web of Science sfx links there often seem to be many browser windows opened before you reach the content of interest

3.5 Locating e-journals: The results show that researchers use a wide range of approaches to locate references. Overall the most popular source of e-journals is freely available search engines (54% of respondents often use

these to retrieve e-journals), closely followed by commercial databases (50%), publishers web sites (44%). MetaLib is used often by 32% and e-journal sites are bookmarked by 31%.

There are significant differences across Faculties though, with commercial databases being particularly important as a source in Science (63%) and less so in SSH (30%). Free text comments further indicated the plethora of sources used and the end of the free Scopus trial was mourned.

3.6 Training in e-journals: There is a modest need for training. Some respondents indicated that they would appreciate training in managing e-journals references (48%) and locating full text from references (40%) and the Engineering Faculty were especially keen on training with 60% requiring training on managing e-journals references and 50% wanting training in locating full text from references. Across the 3 Faculties only 30% wanted training in using e-journals for current awareness and on retrieving e-journal references.

3.7 The Future of print journals: The results suggest that print is still important but only when electronic format is not available, summed up neatly by some of the many free text comments on this section:

- *E-journals are more convenient, but I go to the Library to get those which are not available*

- *Journal articles are my life blood and I need daily access during periods of the year when I can be fully committed to research. 2. E-*

journals have transformed my life and I can only encourage even greater investment in a wider range of titles. 3. I do not use printed articles where e-journals are available
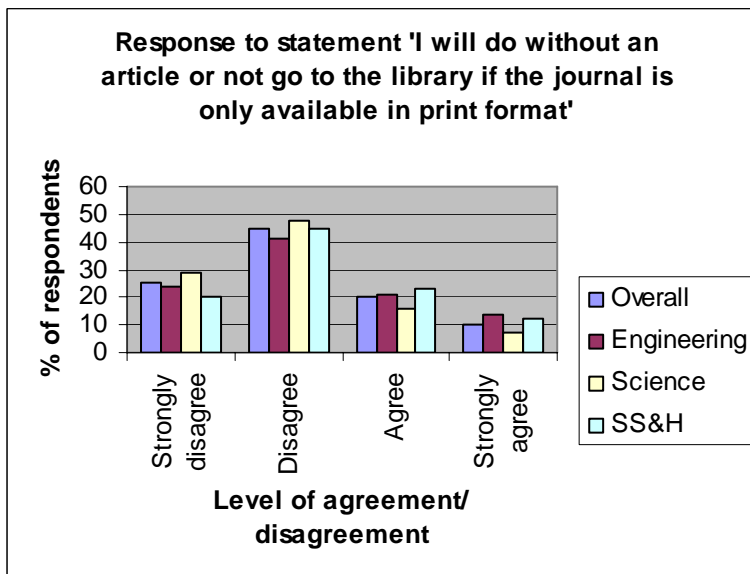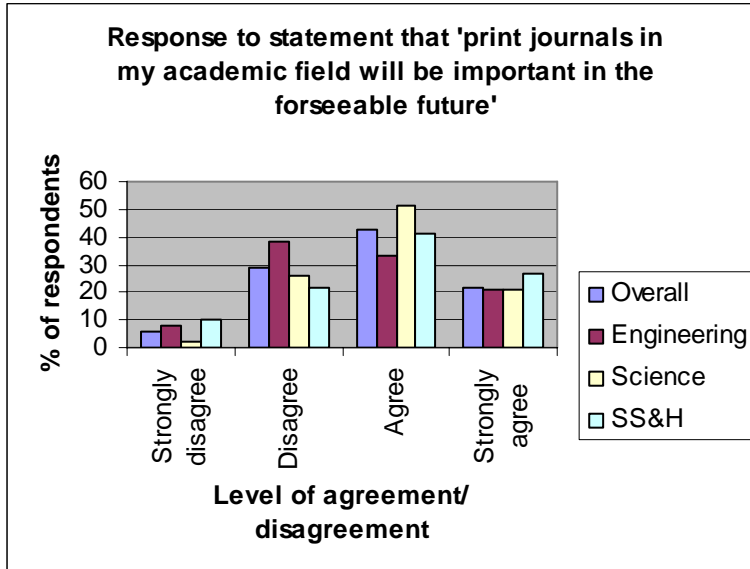
Many comments reflected the convenience of e-journals, one explained why

- *it is often hard to assess the usefulness of a journal from just the title or even an abstract (so it is often not worth a 40 minute trip to the Library). Yet glancing at the whole paper for 10 seconds will indicate its usefulness. Therefore, to assess the merits of 20 papers is very tedious using print versions compared to electronic versions. Personally, I would happily have no print versions at all, if I could have more papers available on line*

Whilst anther explained the importance of print: *Print journals are important because amongst them the oldest, the most prestigious and therefore the ones most valued by RAE panels.*

Another recognised that limitations of IP addressing as authentication used by some publishers needs to be overcome, commenting that *it is much more convenient to access e-journals, but we do need access to them, via the university, from anywhere in the world – at home or when at a conference in Timbuktu.* 65% of respondents agreed that print journals would be important for the foreseeable future and this was fairly consistent across the 3 Faculties. It is a cause for concern that 31% agreed they would do without an article or

not go to the Library if the journal is only available in print format. Again figures were similar across the 3 Faculties.

Response to statement that 'print journals in my academic field will be important in the forseeable future'

Response to statement 'I will do without an article or not go to the library if the journal is only available in print format'

4. Conclusions

A significant conclusion from this study is that across the Faculties, academic staff and researchers share the same perceptions about e-journals. The study

has shown that e-journals perform an increasingly important role in research at Loughborough University. Not only is required to current e-journals, but academics also need to be able to use significant electronic back runs as well. There is an ever increasing demand for subscriptions to more e-journal titles. Insight is also provided about how academic staff perceive paper journals with the majority still using print at some time. If a journal is not available electronically then having access to the print version in the Library is still crucial. More importance is attached to subscriptions to current e-journal titles than access to back runs (especially those only available in print).

For researchers, the Library is declining in importance as a physical place to consult journals (whether electronic or paper). The individuals' office or lab is the location frequently used when accessing e-journals. It is interesting to note that a minor (but significant percentage) of respondents would not visit the Library even if that was the only way of accessing a specific article that they required. The only major barrier in accessing e-journals is the lack of back runs or subscriptions. The Library's current practice in considering the various barriers when new e-journal subscriptions are taken has proved appropriate. The study has also shown that the Library work in linking open URLs to University e-journals may not be widely known. When locating references to journal articles, academics use a wide range of different approaches. There also appears to be little need for academics to be provided with training in using e-journals. The area where the greatest need for training is around managing references.

It is interesting to compare the findings in this study to the earlier investigation at Loughborough (Woodward, 1998). A wide range of low level access problems was identified as a demotivating factor for users as well as the need for 'considerable training exercises'. In the intervening period, it is apparent that many problems have been resolved and e-journal users are more informed and aware. There still remain aspects of e-journal use that need further exploration. This includes gathering more intelligence on the different training needs across the various Faculties and also further study exploring the many approaches used to locate e-journal references.

4.1 Recommendations

1. The Library should continue developing electronic collections in preference to print.

2. There is a need for the Library to manage the journal archive carefully. An electronic archive should be provided wherever possible. When this cannot take place, the physical archive needs to be retained.

3. When assessing on-line subscriptions, the high levels of off-campus use indicates that the Library should opt for Athens authentication/ Shibboleth where choice is possible. The Library should pursue the provision of a proxy server to make off campus access possible for journals authenticated by IP address.

4. The Library should increase its access to back files of e-journals through further one-off payments.

5. There is clear direction from this study that the Library should increase the number of e-journal subscriptions.

6. Training in reference management should continue to be offered to academic staff.

7. The study did indicate differences in training needs between Faculties. The Library Faculty teams should use this study to review their information literacy programmes. An example of an area of difference is how journal references are located.

8. This study indicates that for some academic staff print journals are still significant. Therefore the Library should continue to monitor its collections' print/ electronic balance and not ignore its paper copy provision.

9. Where possible, relevant academic librarians should analyse the results at Departmental level to determine any subject specific implications.

10. Accessing e-journals by academics and researchers primarily takes place outside the Library. It is therefore appropriate for the Library to consider the implications of this in the communication processes with the Library's user community

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Appendix 1 Electronic questionnaire

YOUR ACADEMIC DEPARTMENT
1. Please indicate below which University Department you are located in

How often do you access e-journals in the following locations?

	Daily	Weekly	Monthly	Yearly	Never
2. University office/ lab	☐	☐	☐	☐	☐
3. University Library	☐	☐	☐	☐	☐
4. Off campus	☐	☐	☐	☐	☐

How frequently do you need access to journals (whether print or electronic)published over the following time periods?

	Daily	Weekly	Monthly	Yearly	Never
5. Published between 2000 and 2005	☐	☐	☐	☐	☐
6. Published between 2006 and 2007	☐	⦿	☐	☐	☐
7. Published before 2000	☐	☐	☐	☐	☐

Have you experienced difficulty in accessing e-journals for the following reasons?

	Often	Sometimes	Never
8. Required password not known	☐	☐	☐
9. Access has been restricted to campus only	☐	☐	☐
10. The e-journal interface has been difficult to navigate	☐	☐	☐
11. The University Library does not have a subscription to the required titles	☐	☐	☐

Other reason
12. Please state other reasons
Which of the following approaches do you use to locate e-journal articles?

	Often	Sometimes	Never
13. Commercial databases (such as Web of Science)	☐	☐	☐

14. Freely available search engines (such as Google)	☐	☐		☐
15. Functions supplied by MetaLib	☐	☐		☐
16. Publishers' web sites (such as Elsevier's ScienceDirect)	☐	☐		☐
17. E-journal sites I have bookmarked	☐	☐		☐
18. Other	☐	☐		☐

19. Please state other approaches used to locate e-journal articles
In which of the following areas around e-journals would you value training?

	Yes	No
20. Retrieving e-journal references	☐	☐
21. Using e-journals for current awareness	☐	☐
22. Locating full text articles from specific e-journal references	☐	☐
23. Managing e-journal references	☐	☐
24. Other areas	☐	☐

25. Which other areas of training around e-journal use would you value?
Please indicate your views on the following statements

	Strongly agree	Agree	Disagree	Strongly disagree
26. Print journals will be an important in my academic area for the foreseeable future	☐	☐	☐	☐
27. I will do without an article or not go to the Library if the-journal is only available in print format	☐	☐	☐	☐

28. Please detail any other comments you may have about journals (both print and electronic)

Appendix 2 Academic staff respondents to the electronic survey regarding e-journals

Department where respondents were located	Number	Percentage
Engineering	**63**	**28%**
Aeronautical & Automotive Engineering	9	4.00%
Chemical Engineering	0	0.00%
Civil and Building Engineering	18	8%
Electronic and Electrical Engineering	24	10.67%
Mechanical and Manufacturing Engineering	12	5.33%
Systems Engineering	0	0.00%
Science	**95**	**43%**
Chemistry	22	9.78%
Computer Science	6	2.67%
Ergonomics and Safety Research Institute	2	0.89%
Human Sciences	11	4.89%
Information Science	10	4.44%
IPTME	11	4.89%
Mathematical Science	30	13.33%
Physics	3	1.33%
SS&H	**65**	**29%**
Art and Design (LUSAD)	2	0.89%
Business School	28	12.44%
Design and Technology	2	0.89%
Economics	4	1.78%
English and Drama	5	2.22%
Geography	3	1.33%
Politics, International Relations & European Studies	1	0.44%
Social Sciences	14	6.22%
Sport and Exercise Sciences	6	2.67%
Teacher Education Unit	0	0.00%
Other	**2**	0.89%
Overall total	**225**	**100%**

Appendix 3 Comments from academics and researchers regarding e-journals

Loughborough University e-journal textual comments

Barriers

- Sometimes its difficult to reach the correct page when the-journal title is abbreviated and difficult to reach.
- The interface to reach a journal is too convoluted. It is much more productive to search in Google Scholar and then hope the link to the full text works.
- Archaic home PC prevents full internet use.
- SFX links from Web of Science do not link properly to the article.
- My research area covers psychology and related disciplines and hence the University does not have a subscription for them
- Sometimes confusing to have more than one provider of a given journal
- There does not seem to be a clear list of which subject-specific journals are available in electronic form. This makes it a bit hit and miss.
- Some web interfaces don't alter significantly when the username / password doesn't work; it takes multiple attempts to realise that there is small print somewhere on the page that is telling you that the Uni doesn't have a subscription.
- The University Athens subscription does not always cover the-journals I require
- Subscription does not cover more than the last few years
- As I am an emeritus professor of Nottingham University I mainly use its library which is more complete for my purposes. I have used Loughborough only under the new system that has been installed, the links do not always work. Then you have to access the web site directly. The new system is much worse than the previous version.
- Honestly, the-journal subscription for engineers is crap. If i want to, i can find all the-journals i want about pregnant woman in Greece or the history of honkey tonk pianos, but there is no way that i can get any useful stuff from IEEE. Furthermore access was cut in 2-3 months to Scitation because the agent failed to renew the subscription. This used to be an engineering university, keep that in mind.
- Journal just as paper copy in library for past 6 years and only pre-2000 as online-journal - very annoying, indeed.
- egg Emerald taking serials out of our subscription and making them "premium"
- From Web of Science sfx links there often seem to be many many browser windows opened before you reach the content of interest
- Access is limited to certain years or in one case access was not as described (supposedly full articles but restricted to title)
- I have had lots of problems when trying to access things of campus, the system is not intuitive and seems to block access even when logged in?
- no longer subscribing to scopus is a pain
- Journal site down. Time delay between alert message and availability of journal to lib. With regards to Q9 I put never although this is not really the correct answer as I have not attempted to access from off campus as I do not have internet access from home. Therefore, restricting access to campus only does not affect me.
- Online abstract databases sometimes give incorrect or unusable citations
- Some-journals to which we have subscribed for many years, and have hard copies, do not allow e-access to all past years of the-journals, even though we were subscribers for those years.
- Lack of subscriptions is the main problem. Sometimes also I have gotten ordered journal articles electronically and then had trouble printing them out.
- Some-journals not yet online - or limited time coverage
- Requires this to be answered but I had no others

Other approaches to accessing e-journals

- Math Sci Net
- Look up references in known journal articles.
- **.** From e.mail alerts
- Math Sci Net (by the American Mathematical Society)
- Mentions from other websites/sources.
- Conference websites and literature reviews from theses/other papers
- not sure what you mean by 'locate'
- Accountingeducation.com web site which has an abstracting service.
- Following links from mailing lists of tables of contents or current awareness services.
- Citation for journals or colleagues
- word of mouth by colleagues
- I often use the "SFX links" on "Math Sci Net"
- IEEE digital library, ACM digital library. IEEE personal subscription gets me stuff I can't get anywhere else.
- Directly contacting either publisher or author.
- google search
- AMS search publication database
- zetoc alert
- project euclid
- links and suggestions sent by colleagues and other academics
- References/bibliographies in other books/articles.
- people's websites (occasionally)
- Via the library catalogue
- Wider reading and recommendations
- Author's personal web page
- Personal home pages of authors and academic websites.
- Reference lists and recommendations from others
- Alerting services - e.g. from UKeIG and DPC/PADI
- Recommendation from others, or from sites such as HEA, UKGRAD, CETLs
- references
- Derived from references applied to articles i have read
- Friends / colleagues direct me to papers
- websites of key research groups; pre-publication pool websites
- Table of contents alerts
- e-mail the author of the article, interlibrary loans
- **.** proquest, EBSCO
- pubmed
- word of mouth e mail notifications
- **.** references in citing articles
- Mimas zetoc alert service sends me info on latest issues of journals I have selected to be of interest.
- Scholar.google.com
- Authors Personal Home Pages (though I guess this could be Google)
- Updates sent out automatically by publishers based on saved settings. SCOPUS, until the subscription ended (it was so much better than web of science)
- Finding the author on line and seeing what I can download from their sites.
- weekly journal email-alert
- **.** ZETOC MIMAS
- Zetoc alert service, this was reached through MetaLib though.
- ZETOC, NATURE, E-JOURNAL DIRECT
- MLA-IB
- online reading lists

Other

- E-journals are more convenient, but I go to the library to get those which are not available
- Last year, a trial scheme was advertised for electronic access to the-journal of Fluid Mechanics archive (pre-1999 issues). However, when I tested the electronic archive shortly afterwards I couldn't download any articles as "the institution has exceeded the number of downloads in the current trial". An electronic archive of all past Journal of Fluid Mechanics journals would be extremely useful to me (and it seems many other people), mainly because the bound print copies of older journals are heavy, cumbersome and difficult to pass through the photocopier without damaging the binding (and without having part of each page close to the binding missing from the photocopy). Is it possible to re-run the trial, or gauge the level of interest in the JFM archive e-journals within the university? thanks.
- I prefer print journals for the same reasons that I prefer books - working from paper is much easier than from screen. I also recognise that journals take up a lot of room on library shelves, and that it is easier to acquire complete runs & back issues in electronic form. I would like to see us having print and electronic where possible for the time being.
- Both are important, but electronic editions are much better in terms of searching for words within the article. T
- The availability of journals for polymers is limited. Most of the-journal papers I need, have to be ordered via interlibrary loan. Also, the on-line-journals are only few. And some of those are only available for the recent years. The library needs to add more polymer journals to the catalogue.
- It is important that e-journals should be accessible via a Mac as well as a PC
- Both print and electronic format will be useful. electronic format will save time by not going to library; print format will always be considered if there is a problem in opening the document (or particular formats like pictures, tables etc)and for clarity and availability.
- E-access should be available for all years that we have print editions. This is not currently the case.
- My feeling is that over time print journals are going to disappear and that everything will become electronic; I am happy for this process to be accelerated. It is MUCH more convenient to access e-journals, but we do need access to them, via the University, from anywhere in the world - at home or when at a conference in Timbuktu!
- I prefer the convenience of e-journals, but would not want to lose access to print journals.
- There are several journals useful for my research which the University does not subscribe to (either in print or in electronic format). Could you please assess the needs of the users and make sure the University subscribes to all the key journals related to the area in which it is conducting research. Whether they are in electronic or print format is not such an important issue for me. I personally, do not mind using the Library for journals.
- Are the citation rankings becoming skewed in favour of electronic journals simply because they are more easily accessible?
- Difficulty in getting new or important journals added to library collection. Overall, access to e-journals has improved access and change the way I work.
- e-journals are not available for all years and print versions are the only ones available. Secondly, newly agreed e-journal access does not necessarily give access to all electronic issues, even though the printed issues are available in the library.
- I prefer electronic articles to printed ones
- The 'Find e-journals' function on the library website has deteriorated hugely since the system changed. Now running through Metalib, it takes a lot longer to retrieve articles after going through all of the windows. My students also find it incredibly confusing.
- Please make-journals available in electronic form rather than hard copy. This should also save money as well as space in the library, both of which can be used for other purposes.
- I prefer electronic versions - if a version is only available in print I need to be sure I will really need it before I go to the library and check it/copy it. That said, however, I

regularly need articles from older issues of journals that are not available in electronic version, and unless those are all digitalised (highly unlikely), print version will continue to be an important source for my research.

- Journal articles are my life blood and I need daily access during periods of the year when I can be fully committed to research. 2. E-journals have transformed my life and I can only encourage even greater investment in a wider range of titles. 3. I do not use printed articles where e-journals are available.

- Print journals remain important until all back issues are available online.

- Print journals will only be important if we don't subscribe electronically to particular journals. I have put disagree on qu 27, however, I often don't go to the library if I can't get things electronically if the research is not as important/high standard. I only go to the library when it is VITAL for the research quality to get the article. It is a time issue - going to the library, finding the-journal and then photocopying it takes so much longer.

- Most frequent problem is that my Athens login and password is not accepted at e-journals open to most academic institutions.

- Although it isn't too relevant, i do not understand why the University has decided to cancel their subscription to Scopus. It was an EXTREMELY useful tool for me, and i know for a lot of other people within the department, as it is the easiest search engine to use, and has very useful applications (i.e. seeing how many papers have cited a particular article etc). It's a shame that the university got rid of it.

- Print journals are important because amongst them the oldest, the most prestigious and therefore the ones most valued by RAE panels. Moreover American Psychological Association journals are not available electronically to my knowledge. Finally, when possible, I like going to the library and browsing.

- Really, really miss electronic access to Royal Society of Chemistry (more than 5 years old).

- Interlibrary loan, which I access at Nottingham, is invaluable.

- Print journals in Mathematics are NEVER out of date

- Please, subscribe to more mathematical e-journals.

- You need to beef up your access to electronic journals. It is very poor, making Loughborough the poor academics' university for on-line-journal access. Most of my colleagues and students rely on using other universities' library facilities to download on-line-journal articles because L'bor access is so poor. On a scale of 1 (never) to 5 (every day), how often do I need articles that Loughborough does not have on-line? Answer - 5 (every day). I shall raise this once more at research committee.

- IEEE-journals/papers before 2000 are important for historical research and on-line access would be helpful.

- I would like to have access to all e-journals in my field work but if they are not available then I will go to Library for print version.

- Although I wouldn't ignore a journal because it is not available online, there is less chance that I will acquire references from this journal unless it is of great importance. I would strongly advise the library to subscribe to all journals electronically.

- I prefer electronic because they are faster and more practice to get and are up to date. I think scopus is a great and very useful database and it's a shame we don't have it anymore. As engineering research, it would be very useful to have access to the important engineering journals like SPIE, ASME, IEEE (all its journals and conferences, not some of them). It's very frustrating to find the article you have been looking for and not have access to its full-text.

- It is often hard to assess the usefulness of a journal from just the title or even an abstract (so it is often not worth a 40minute trip to the library). Yet glancing at the whole paper for 10 seconds will indicate its usefulness. Therefore, to assess the merits of 20 papers is very tedious using print versions compared to electronic versions. Personally, I would happily have no print versions at all, if I could have more papers available on line.

- Access to IEEE and SPIE e-journals is very essential for my research purpose and this is something that needs to be addressed.

- Electronic copies are easier to manage. However, when writing papers, you sometimes need to go back to the old papers and they are often not available electronically, so I am happy to have a print copy if that is all that is available.
- Having electronic material is great because (i) I can access from my desk, (ii) finding material is generally easier and (iii) there are no problems with access (or theft) if students need them
- Print journals are not important to me per se. However, I regularly need access to back issues. I can see a case for subscribing to the print journal because access can be retained if the subscription is ever cancelled, whereas access to electronic journal archives is blocked.
- Print will be important for back issues but not current content.
- Access to Japanese-journal of Applied Physics would be useful, this is likely to be true for other departments as well.
- Electronic journals is a "must" nowadays so the library so gain online access to as many titles as possible. Hardcopies access is not needed so much, however, the online access agreement should be such so that we have access to the-journals archive as well.
- electronic journals save paper and storage space and are easier to move between the office and home than paper
- Many important management e-Journals are not available through the library, e.g., Academy of management Journal. My work would benefit a lot from more subscriptions by the library.
- Both versions are useful for different reasons. E-versions are good for storage and searching via ctrl f, and paper versions are easier to read and make notes on.
- It is incredibly frustrating when the University has a subscription to an e-journal but the last 12 months are not available. There is a lack of journals in the public health/health promotion area either in print or on-line.
- It is a very confusing process to get to journals of your chosen subject and then you have to spend hours looking through them to see if the university has the texts on site which more than often we don't! Very annoying!!
- As a PhD student, I find the life difficult without the online access of IEEE conference articles and journals published by SPIE (These are just two prominent examples in Engineering). And I usually get this through friends studying in other universities, which have access. Many of my colleagues too complain about this often. Thank you.
- zetoc alerts limited no. of journals -> need of print copies
- Why did you stop using scopus?
- The quality of the-journal (i.e., its standing in the subject area) has to be the first criterion in deciding which journals we should subscribe to.

Training

- The process should be simple enough that you do not need training.
- Members of academic staff do not need training to do simple things like this.
- Would not be able to attend scheduled training sessions, however support material available online would be of use.
- This set of questions Q20-24 was not very clear. What are e-journal references? how do they differ from other references? Since the form requires that a response MUST be given, even when i did not want to give a response, you should ignore my answers for Qs20-22 and Q24.
- Trying together the library catalogue, e-journals and refworks for reference management.
- software that allows different catagorizations under different sets of key words
- searching different databases
- transferring bibliographic references (at end of 1 e-journal articles) on to refworks
- The specifics of advanced searching (proximity, Boolean) in specific databases.
- learning by doing better than training
- More guides on importing/exporting to from library catalogue/metalib into Refworks
- None. I would appreciate e-access to more years of more-journals