# LIBER PARTICIPANT SURVEY 2015

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# MANAGEMENT SUMMARY

A survey among LIBER participants was held with the following aims:

- To have an indication of the satisfaction with LIBER services
- To measure the relevance of the LIBER strategy to the LIBER members
- To inform the development of the next strategic plan for LIBER.

The survey was spread among directors of participating organisations and LIBER All list. In total 144 questionnaires were filled out.

The overall results of the survey are very positive for LIBER:

- The Net Promoter Score is positive (26%) and the majority of the respondents is very positive and can be seen as active promoters.
- The LIBER services and events are generally rated well.
- The LIBER strategy is generally seen as relevant and as adding value.
- With regard to the communication channels used by LIBER, there might be room for improvement as only one of the six LIBER communication channels (the LIBER website) was used by more than half of the respondents).
- 16% of the respondents are less positive about LIBER and can be seen as 'detractors' and this group might require more attention, especially with regard to communication.

An elaborate summary can be found in Chapter 11.

# 1. INTRODUCTION

LIBER (Ligue des Bibliothèques Européennes de Recherche – Association of European Research Libraries) is the main network for research libraries in Europe. Founded in 1971, the association (a Foundation or stichting under Dutch law from 2009) has grown steadily to include 407 participants: national, university and other libraries from over 40 countries.

The LIBER participant survey 2015 had the following aims:

- to have an indication of the satisfaction with LIBER services
- to measure the relevance of the LIBER strategy to the LIBER members
- to inform the development of the next strategic plan for LIBER.

This participant survey is the first for LIBER and comes amid a move  towards a more professional association with increasing staff and participation in European projects.

Pleiade Management & Consultancy has carried out the 2015 LIBER participant survey under the supervision of Susan Reilly, Executive Director and Hege van Dijke, Communications & Events Officer.

# 2.   METHODS

## 2.1   DEVELOPMENT OF THE QUESTIONNAIRE

A first draft of the questionnaire based on an elaborate discussion with Ms. Reilly at August 31. The draft questionnaire was tested by the members of the Executive Board and the Chairmen of the Steering Committees. The feedback received from this test has been used to develop the final questionnaire.

## 2.2   INVITATIONS TO PARTICIPATE

A list of 424 email addresses of directors of libraries and institutions that participate in LIBER was used to send out personalised invitations by email on 1st October. A reminder was sent out after 10 days. The questionnaire was closed on the 31st of October.

In addition, the link to the questionnaire was published via the LIBER-ALL mailing list.

## 2.3   RESPONSE

| Response | Invitations sent | undeliverable | Responses | Net Response rate |
|---|---|---|---|---|
| mailing directors participants | 424 | 15 | 87 | 21.2% |
| LIBER-ALL mailing list | | | 57 | |
| total filled out questionnaires | | | 144 | |

In the table above, an overview is given of the responses to the questionnaire: in total 144 responses were received. The mailing to the directors of the participants gave a response of 20.5%, the listing of the questionnaire on the LIBER-ALL mailing list resulted in an additional 57 responses.

## 2.4   SET-UP OF THE REPORT

In the report, the diagrams and tables mostly present the results of *all* respondents to the LIBER participant survey[1].

Most sections of the questionnaire gave an opportunity to respondents to leave comments. These comments are presented in appendix A.

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[1] Several cross analyses have been carried out focusing on statistical significant differences in the Net Promoter Score, but without statistically significant results. These cross analyses compared directors versus non-directors; University libraries versus other libraries; respondents from Western European countries versus other countries; respondents from institutions that participate longer than three years in LIBER versus less than three years.

## Aspects of LIBER's Advocacy activities rated
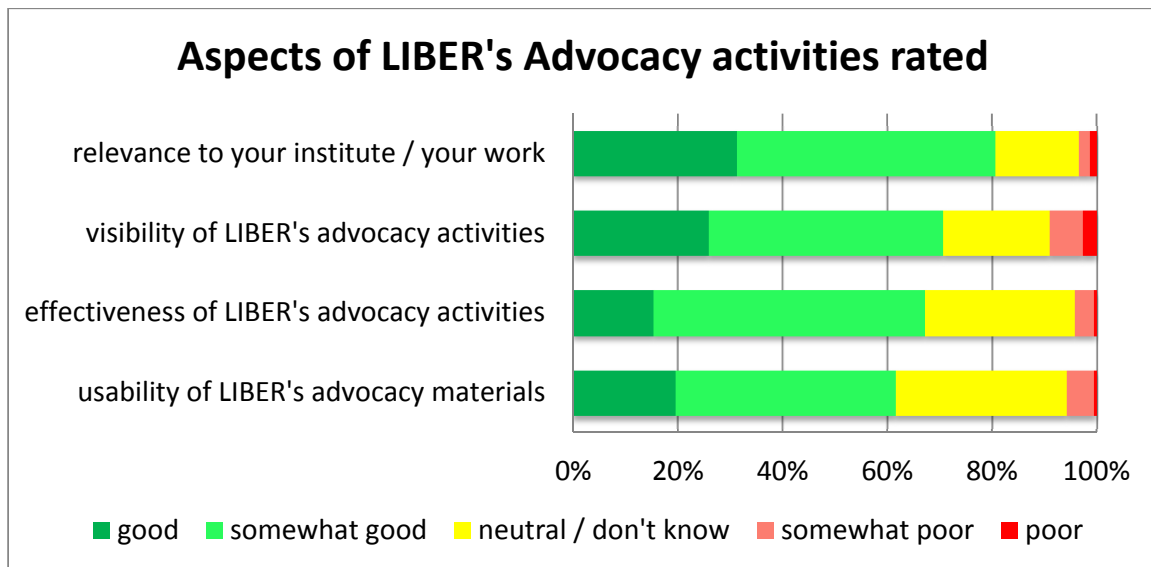


|  | good | somewhat good | neutral / don't know | somewhat poor | poor |
|---|---|---|---|---|---|
| *usability of LIBER's advocacy materials* | 19.6 | 42 | 32.6 | 5.1 | 0.7 |
| *effectiveness of LIBER's advocacy activities* | 15.3 | 51.8 | 28.5 | 3.6 | 0.7 |
| *visibility of LIBER's advocacy activities* | 25.9 | 44.8 | 20.3 | 6.3 | 2.8 |
| *relevance to your institute / your work* | 31.2 | 49.3 | 15.9 | 2.2 | 1.4 |

In the diagram and the table above, the rating by the respondents of the various aspects of LIBER's advocacy activities are presented:

- 80.5% of the respondents rated the relevance to his/her institute and work as (somewhat) good; 3.5% rated this aspect as (somewhat) poor.
- 70.7% of the respondents rated with the visibility of LIBER's advocacy activities as (somewhat) good; 9.1% rated this aspect as (somewhat) poor.
- 67.1% of the respondents rated the effectiveness of LIBER's advocacy activities as (somewhat) good; 4.3% rated this aspect as (somewhat) poor.
- 61.6% of the respondents rated the usability of LIBER's advocacy materials as (somewhat) good; 5.8% rated this aspect as (somewhat) poor.

 In summary, the relevance of the advocacy activities are rated best. The other aspects (effectiveness, feasibility and usability of the materials) are rated somewhat lower. In addition, the percentage of respondents that rated the visibility of LIBER's advocacy activities as poor is remarkably high (9.1%). 16 remarks made by the respondents are presented in appendix A.
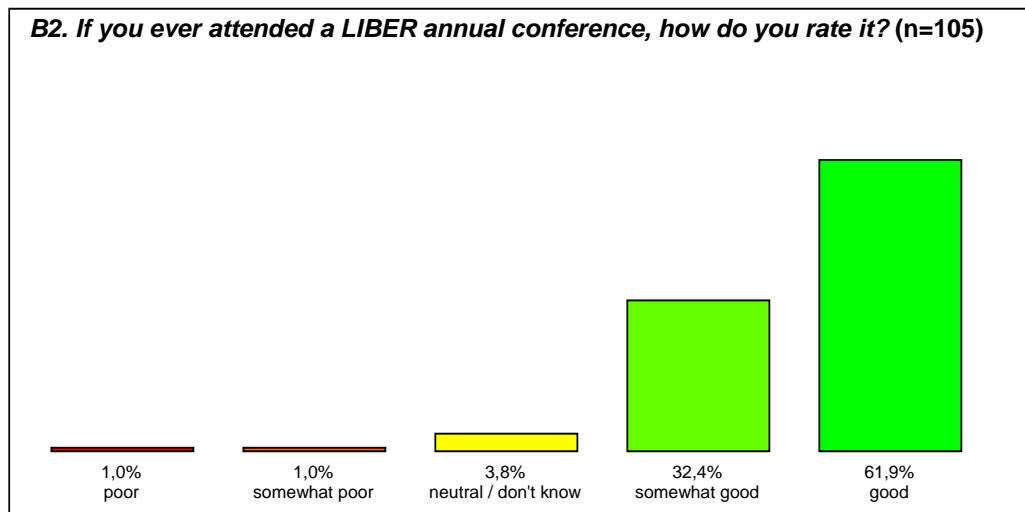
# 4. LIBER EVENTS

## 4.1 LIBER ANNUAL CONFERENCE

| B1. Have you attended a LIBER Annual Conference? | n | Answers % |
|---|---|---|
| yes, once | 26 | 18.1 |
| yes, twice | 21 | 14.6 |
| yes, several times | 58 | 40.3 |
| no, but I am interested in attending in the future | 36 | 25.0 |
| no, I am not interested | 3 | 2.1 |
| 144 Answers | | 100.0 |

In the table above, the percentages of the respondents that have attended a LIBER Annual Conference in the past are presented:

- 73% of the respondents did attend at least one LIBER Annual conference.
- 25% of the respondents indicate that they are interested in attending such a conference in the future.
- Only 2.1% of the respondents indicate they are not interested in this conference.

**B2. If you ever attended a LIBER annual conference, how do you rate it? (n=105)**

| 1,0% poor | 1,0% somewhat poor | 3,8% neutral / don't know | 32,4% somewhat good | 61,9% good |

In the bar diagram above, the ratings of the LIBER annual conference are presented by those respondents who did attend one or more conferences:

- 94.3% of the respondents rate the LIBER annual conference good or somewhat good.
- 2% of the respondents rated the LIBER annual conference for or somewhat poor.
- 3.8% of the respondents has selected the option neutral.
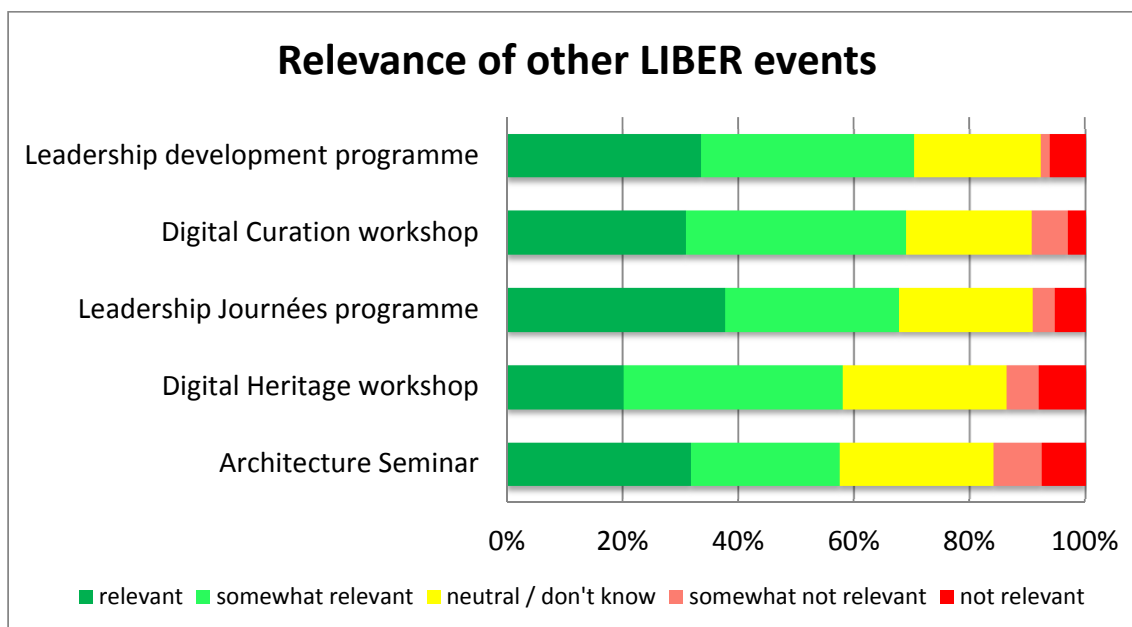
## Relevance of other LIBER events



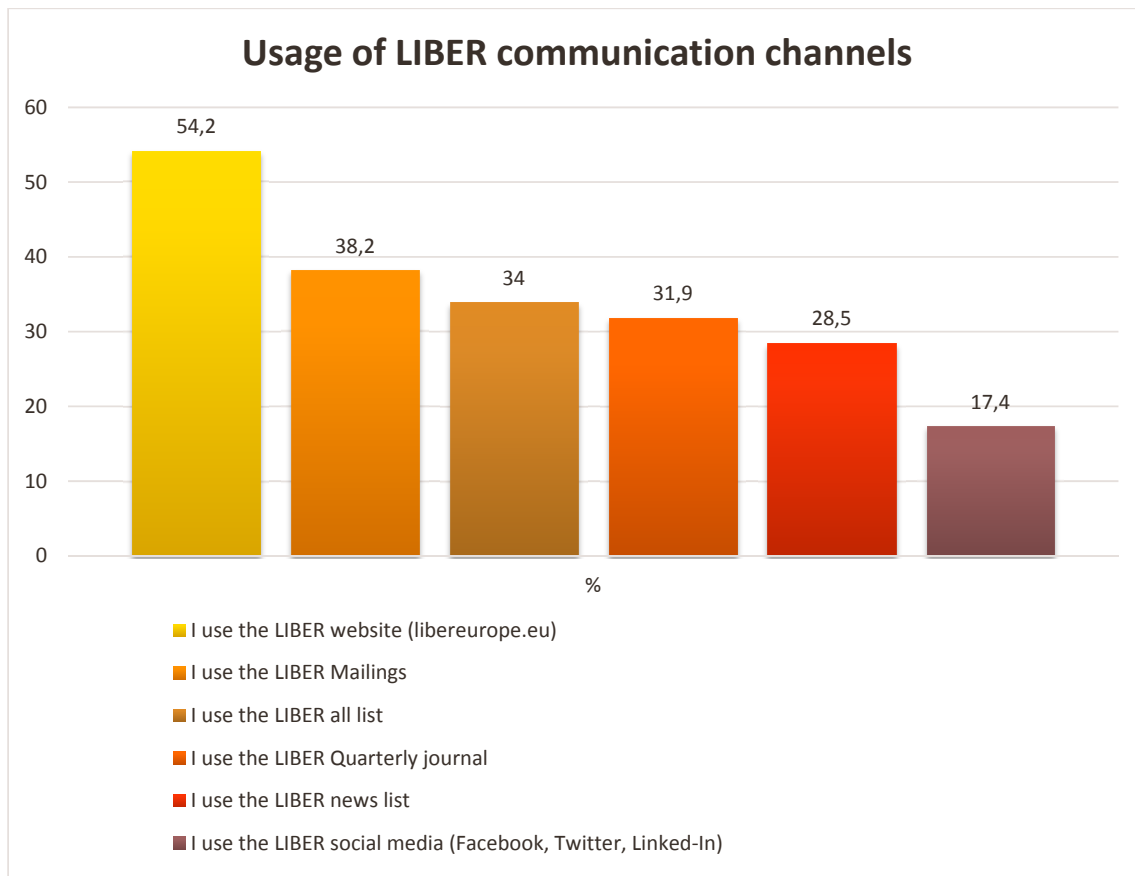| | relevant | somewhat relevant | neutral / don't know | somewhat not relevant | not relevant |
|---|---|---|---|---|---|
| *Architecture Seminar (held once every 2 years)* | 31.8 | 25.8 | 26.5 | 8.3 | 7.6 |
| *Digital Heritage workshop* | 20.2 | 37.9 | 28.2 | 5.6 | 8.1 |
| *Leadership Journées programme for Library Directors* | 37.7 | 30 | 23.1 | 3.8 | 5.4 |
| *Digital Curation workshop (held once every 2 years)* | 31 | 38 | 21.7 | 6.2 | 3.1 |
| *Leadership development programme (for middle management up to deputy directors)* | 33.6 | 36.7 | 21.9 | 1.6 | 6.2 |

In the diagram and the table above, the ratings by the respondents of the relevance of other LIBER events are presented:

- The leadership development programme (middle management up to deputy directors) is seen as most relevant: 70.3% of the respondents find this (somewhat) relevant; 7.8% find this (somewhat) not relevant.
- The Digital Curation workshop, which is held once every two years, is seen as (somewhat) relevant by 69% of the respondents; 9.3% find this (somewhat) not relevant.
- The Leadership Journées programme for Library Directors is seen as (somewhat) relevant by 67.7% of the respondents; 9.2% of the respondents find this (somewhat) not relevant.
- The Digital Heritage workshop is seen as (somewhat) relevant by 58.1% of the respondents; 13.7% of the respondents find this (somewhat) not relevant.
- The Architecture Seminar, which is held once every two years, seen as (somewhat) relevant by 57.6% of the respondents; 15.9% of the respondents find this (somewhat) not relevant.

In an open question, the respondents were asked to have suggestions for other LIBER events. The answers are listed in the table below.

| B4. Do you have suggestions for other LIBER events? |
| --- |
| It might be interesting to shift the focus a bit from traditional collection focused topics to a focus on the interaction with researchers, teachers and students. |
| Activities around peer review, research assessment, (alt)metrics. |
| A joint event with other Research Library Groups (ARL, RLUK etc.) could be very helpful to share good practice etc. |
| A session on *IT-*architecture, especially relating to open access, would be useful. Knowledge Exchange is working on this. Highly relevant now OA is growing.<br>Along the same lines: a session on dependencies in the scholarly communication infrastructure: WorldCat and other platforms, WorldCat Knowledge Base vs KB+, harvesters, etc. |
| Scholarly Communication |
| Encourage the participation of all librarians (not only directors), and give them tools to develop their carrers in research libraries. |
| More interactive formats. |
| University of applied sciences and their research activities should be interesting. |
| Advert out of LIBER network, go out of the association frontiers and get directly to university and research |
| Modern Library structure |
| old and rare books collections |
| Project, cooperation. There is very big gap in level of digitalization between libraries. How to involve first time in international library projects... |
| To organize workshops at universities with a profile of library science training. |
| Supporting/collaborating on cross European bids for Horizon 2020 funding, from a Library perspective? |
| Keep up the good work |
| Open science / open access / open data interactive workshops |
| Legal Affairs - Copyright, Data Protection,... |
| All LIBER events have to be open announced before they acts. |
| Something upon communication, new themes in libraries, the future of libraries and so on... |

# 5. LIBER COMMUNICATIONS

## Usage of LIBER communication channels



Bar chart values:
- I use the LIBER website (libereurope.eu): 54,2
- I use the LIBER Mailings: 38,2
- I use the LIBER all list: 34
- I use the LIBER Quarterly journal: 31,9
- I use the LIBER news list: 28,5
- I use the LIBER social media (Facebook, Twitter, Linked-In): 17,4

The respondents were asked to indicate if they make use of a certain LIBER communication channel and if yes, if they would rate it.

In the diagram above, the results with regard to the usage of the various LIBER communication channels are presented:

- The LIBER website is used by 54.2% of the respondents.
- The LIBER mailings are used by 38.2% of the respondents.
- The LIBER all list is used by 34% of the respondents.
- The LIBER quarterly journal is used by 31.9% of the respondents.
- The LIBER news list is used by 28.5% of the respondents.
- The LIBER social media (Facebook, Twitter, and LinkedIn) are used by 17.4% of the respondents.

## Rating of LIBER communication channels
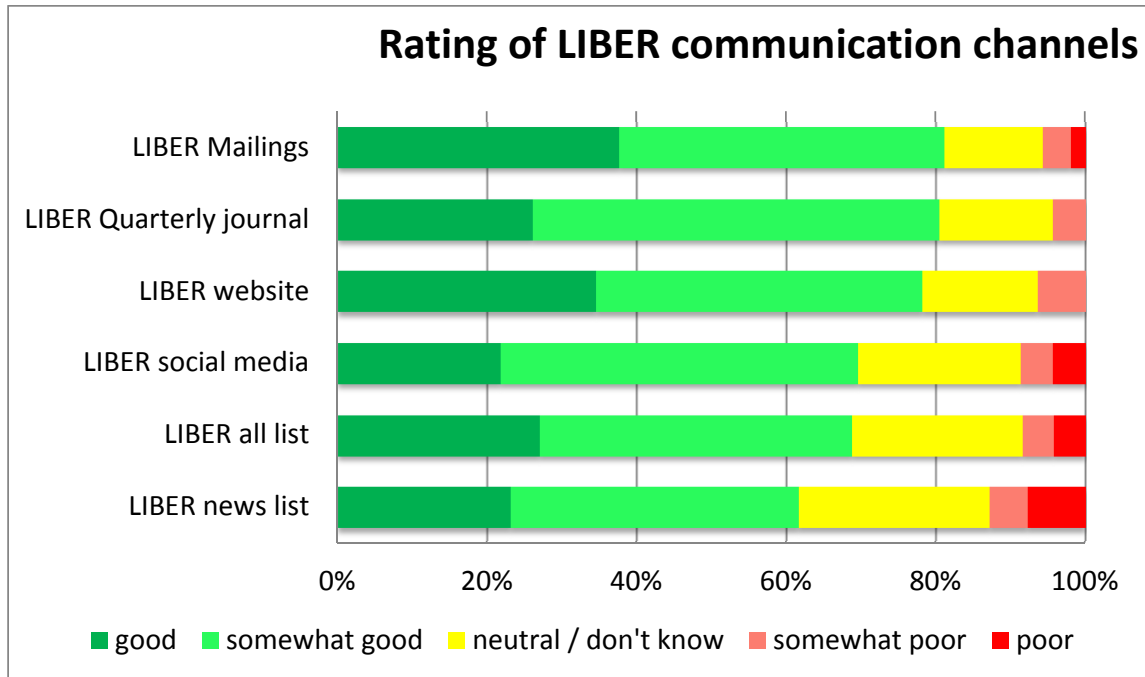


| | good | somewhat good | neutral / don't know | somewhat poor | poor | respondents |
|---|---|---|---|---|---|---|
| LIBER news list | 23.1 | 38.5 | 25.6 | 5.1 | 7.7 | 39 |
| LIBER all list | 27.1 | 41.7 | 22.9 | 4.2 | 4.2 | 48 |
| LIBER social media (Facebook, Twitter, Linked-In) | 21.7 | 47.8 | 21.7 | 4.3 | 4.3 | 23 |
| LIBER website (LIBEReurope.eu) | 34.6 | 43.6 | 15.4 | 6.4 | 0 | 78 |
| LIBER Quarterly journal | 26.1 | 54.3 | 15.2 | 4.3 | 0 | 46 |
| LIBER Mailings | 37.7 | 43.4 | 13.2 | 3.8 | 1.9 | 53 |

In the diagram and table above, the results of the ratings of the various LIBER communication channels are presented. It is important to note that only the ratings are given by respondents who actually did use the given LIBER communication channel. Therefore, the number of respondents are sometimes rather low.

The LIBER Mailings, the LIBER Quarterly Journal and the LIBER website are rated best: respectively 81.1%, 80.4% and 78.2% of the respondents rate these as (somewhat) good; respectively 5.7%, 4.3% and 6.4% rate these as (somewhat) poor.

The LIBER social media, the LIBER all list and the LIBER news list are rated lower: respectively 69.5%, 68.8% and 61.6% of the respondents rate these as (somewhat) good; respectively 8.6%, 8.4% and 12.8% rate these as (somewhat) bad.

| C2. All communications by LIBER are in English. Is the English language a barrier to reading LIBER communications? | n | Answers % |
|---|---|---|
| yes | 11 | 7.6 |
| no | 133 | 92.4 |
| 144 Answers | | 100.0 |

In a final question, the respondents were asked to state if the English language was a barrier to reading the LIBER communications. Only 7.6% of the respondents answered positively.

## Relevancy of other LIBER services
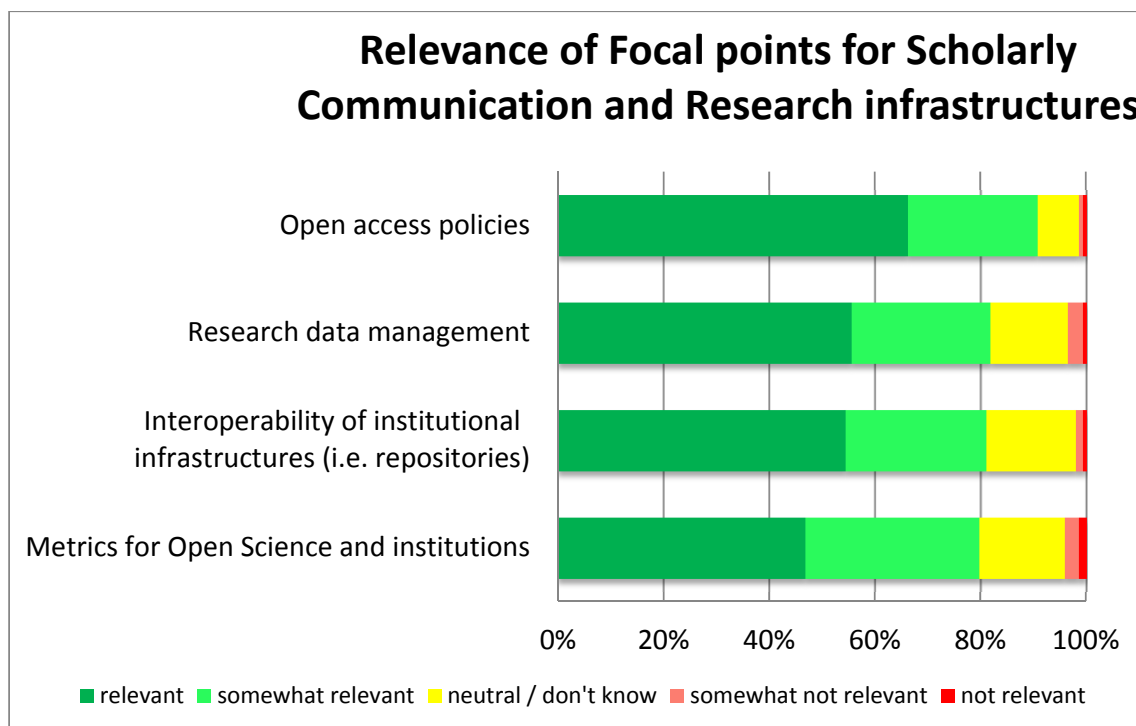
| | relevant | somewhat relevant | neutral / don't know | somewhat not relevant | not relevant |
|---|---|---|---|---|---|
| *Architecture Forum* | 20.3 | 29.7 | 32 | 7.8 | 10.2 |
| *Digital Cultural Heritage Forum* | 20.8 | 30.4 | 33.6 | 6.4 | 8.8 |
| *opportunities to collaborate with like-minded professionals via LIBER (e.g. via participation in the Steering Committees, Working groups or the Executive Board)* | 32.6 | 38.5 | 20.7 | 3.7 | 4.4 |
| *opportunities to participate in LIBER EU-funded projects* | 33.3 | 38.8 | 24 | 0.8 | 3.1 |

The respondents were asked to rate the relevancy of a number of other LIBER services. The results are presented in the diagram and table above:

- The opportunities to participate in LIBER EU-funded projects was seen as (somewhat) relevant by 72.1% of the respondents; 3.9% of the respondents rated this as (somewhat) not relevant.
- The opportunities to collaborate with like-minded professionals via LIBER was seen as (somewhat) relevant by 71.1% of the respondents; 8.1% of the respondents rated this as (somewhat) not relevant.
- The Digital Cultural Heritage Forum was seen as (somewhat) relevant by 51.2% of the respondents; 15.2% of the respondents rated this as (somewhat) not relevant.
- The Architecture Forum was seen as (somewhat) relevant by 50% of the respondents; 18% of the respondents rated this as (somewhat) not relevant.

# 7. LIBER STRATEGY FOCAL POINTS

## 7.1 FOCAL POINTS FOR SCHOLARLY COMMUNICATION AND RESEARCH INFRASTRUCTURES

**Relevance of Focal points for Scholarly Communication and Research infrastructures**



|  | relevant | somewhat relevant | neutral / don't know | somewhat not relevant | not relevant |
|---|---|---|---|---|---|
| *Metrics for Open Science and institutions* | 46.9 | 32.9 | 16.1 | 2.8 | 1.4 |
| *Interoperability of institutional infrastructures (i.e. repositories)* | 54.5 | 26.6 | 16.8 | 1.4 | 0.7 |
| *Research data management* | 55.6 | 26.4 | 14.6 | 2.8 | 0.7 |
| *Open access policies* | 66.2 | 24.5 | 7.9 | 0.7 | 0.7 |

As well as Advocacy and Communications, the present LIBER strategy focuses on Scholarly Communication and Research Infrastructures and on Reshaping the Research Library. Each area has its focal points. In the next section, the respondents could indicate the relevance of these focal points to their organisations/themselves. In the diagram and table above, the relevance of the focal points for Scholarly Communication and Research Infrastructures are presented:

- Open Access policies are seen as most relevant: 90.7% of the respondents see this as (somewhat) relevant; 1.4% of the respondents see this as (somewhat) not relevant.
- Research data management is seen as relevant by 82% of the respondents; 3.5 % of the respondents see this as (somewhat) not relevant.
- Interoperability of institutional infrastructures is seen as relevant by 81% of the respondents; 2.1% of the respondents see this as (somewhat) not relevant.

- Metrics for Open Science and institutions is seen as relevant by 79.8% of the respondents; 4.2% of the respondents see this as (somewhat) not relevant.

# Relevance of Focal points for Reshaping the Research Library
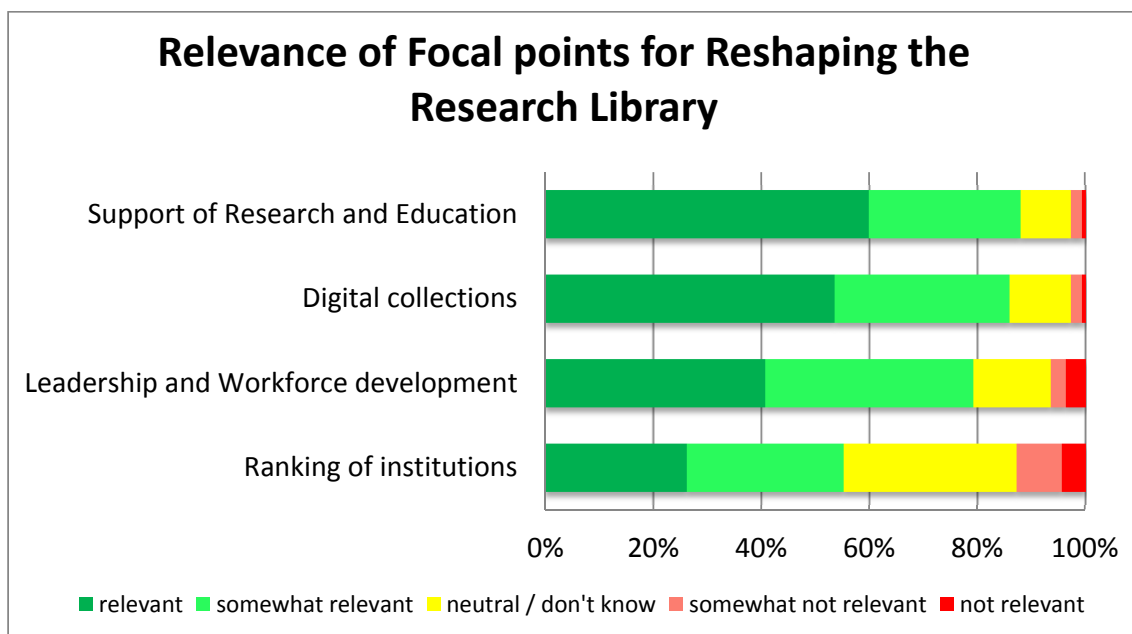


|  | relevant | somewhat relevant | neutral / don't know | somewhat not relevant | not relevant |
|---|---|---|---|---|---|
| *Ranking of institutions* | 26.2 | 29.1 | 31.9 | 8.5 | 4.3 |
| *Leadership and Workforce development* | 40.7 | 38.6 | 14.3 | 2.9 | 3.6 |
| *Digital collections* | 53.5 | 32.4 | 11.3 | 2.1 | 0.7 |
| *Support of Research and Education* | 59.9 | 28.2 | 9.2 | 2.1 | 0.7 |

The relevance of the focal points for reshaping the research library according to the respondents are presented in the diagram and table above:

- Support of Research and Education is seen as (somewhat) relevant by 88.1% of the respondents; 2.8% of the respondents find this (somewhat) not relevant.
- Digital collections is seen as (somewhat) relevant by 85.9% of the respondents; 2.8% of the respondents find this (somewhat) not relevant.
- Leadership and Workforce development is seen as (somewhat) relevant to by 79.3% of the respondents; 6.5% of the respondents find this (somewhat) not relevant.
- Ranking of institutions is seen as (somewhat) relevant by 55.3% of the respondents; 12.8% of the respondents find this (somewhat) not relevant.

## Added value of LIBER Strategy directions
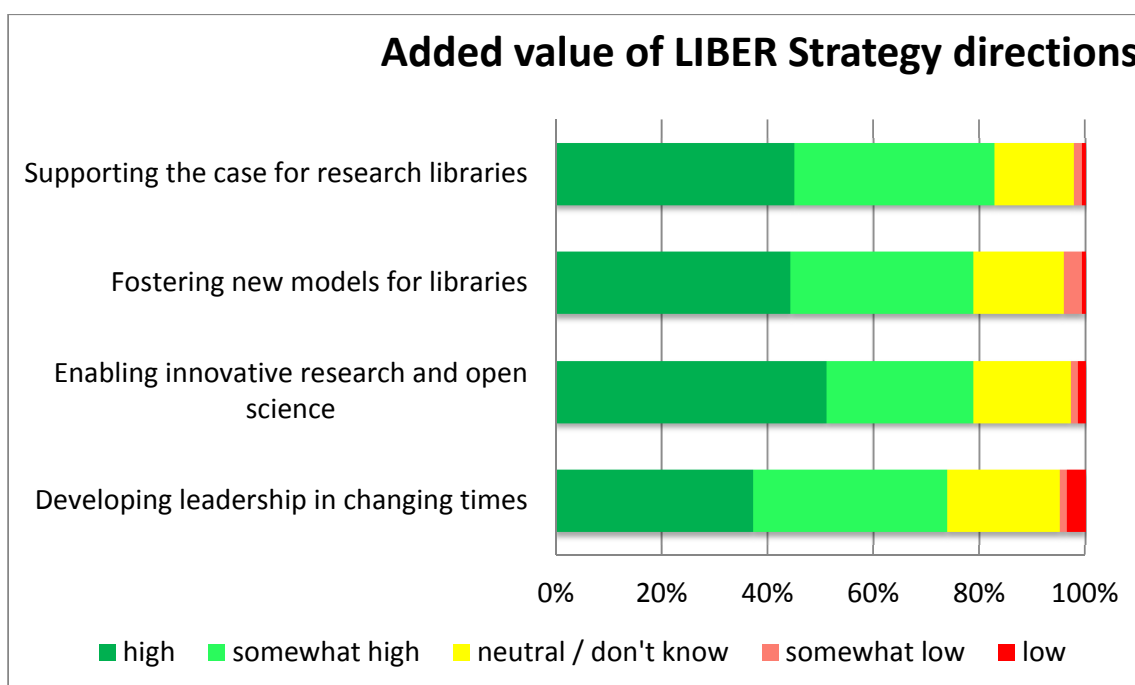


|  | high | somewhat high | neutral / don't know | somew hat low | low |
|---|---|---|---|---|---|
| *Developing leadership in changing times* | 37.3 | 36.6 | 21.1 | 1.4 | 3.5 |
| *Enabling innovative research and open science* | 51.1 | 27.7 | 18.4 | 1.4 | 1.4 |
| *Fostering new models for libraries* | 44.4 | 34.5 | 16.9 | 3.5 | 0.7 |
| *Supporting the case for research libraries* | 45 | 37.9 | 15 | 1.4 | 0.7 |

LIBER works at a European level and has developed four high-level strategic directions. The respondents were asked to rate the added value of LIBER in the European context from their perspective with regard to these four strategic directions. The results are presented in the diagram and table above:

- Supporting the case for research libraries: the added value of this strategic direction is rated (somewhat) high by 82.9% of the respondents; 2.1% of the respondents rate the added value (somewhat) low.
- Fostering new models for libraries: the added value of this strategic direction is rated (somewhat) high by 78.9% of the respondents; 4.2% of the respondents rate the added value (somewhat) low.
- Enabling innovative research and open science: the added value of this strategic direction is rated (somewhat) high by 78.8% of the respondents; 2.8% of the respondents rate the added value (somewhat) low.
- Developing leadership in changing times: the added value of this strategic direction is rated (somewhat) high by 73.9% of the respondents; 4.9% of the respondents rate the added value (somewhat) low.

# 9.    OVERALL EVALUATION OF LIBER

## 9.1 THE NET PROMOTER SCORE

The Net Promoter Score is a measure for client satisfaction (see the figure on this page). The client is asked to indicate the likelihood of recommending the product or service to a colleague or friend on a scale of 0 to 10:
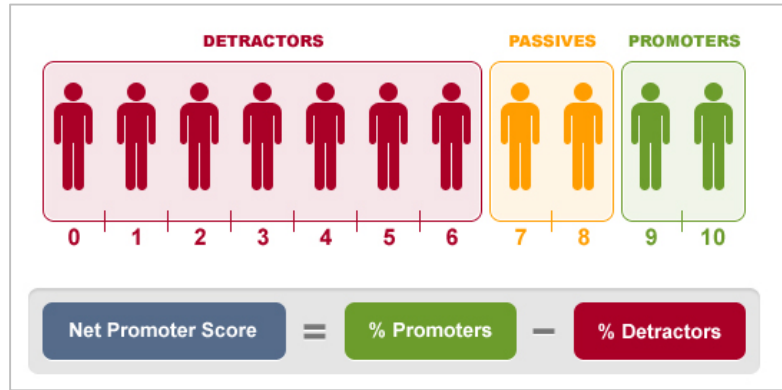


- Clients who rate this likelihood with 6 or lower are seen as 'detractors'.
- Clients who rate this likelihood with 7 or 8 are seen as 'passive promotors'.
- Clients who rate this likelihood with 9 or 10 lower are seen as 'active promotors'.
- The Net Promoter Score is calculated by detracting the percentage 'active promotors' with the percentage 'detractors'.

In the table below, the results are given for LIBER:

- 16% of the respondents can be seen as detractors.
- 41.7% of the respondents can be seen as passive promotors.
- 42.3% of the respondents can be seen as active promotors.
- The Net Promoter Score for LIBER is calculated as 26.3%

| G1. Your overall evaluation of LIBER: would you recommend LIBER to a colleague? (0 to 10; 0 - very unlikely, 10 - very likely) | n | % |
|---|---|---|
| 0 | 0 | 0.0 |
| 1 | 0 | 0.0 |
| 2 | 1 | 0.7 |
| 3 | 1 | 0.7 |
| 4 | 1 | 0.7 |
| 5 | 8 | 5.6 |
| 6 | 12 | 8.3 |
| *Detractors* | *23* | *16%* |
| 7 | 19 | 13.2 |
| 8 | 41 | 28.5 |
| *Passive promotors* | *60* | *41.7%* |
| 9 | 25 | 17.4 |
| 10 | 36 | 25.0 |
| *Active promotors* | *61* | *42.3%* |
| **Net Promoter Score** | | **26.3%** |

What are the characteristics of the 16% respondents can be categorised as 'detractors'? A cross analysis has been carried out in order to identify differences between the detractors and the active promotors. In the table below, the main results are presented:

- Detractors are less frequently active in LIBER than active promotors.
- Detractors have more often the position of library director.
- Detractors attended less frequently the LIBER annual conference
- Detractors make less use of most LIBER communication channels.

Based on these results, it seems that detractors are relatively less engaged in LIBER. However, it appears that detractors are not necessarily writing off LIBER, as 43,5% of them, who did not attend a LIBER annual conference yet, are interested in attending the conference in the future.

| | detractors | active promotors |
|---|---|---|
| *LIBER annual conference* | | |
| attended (once or more) | 43% | 85.2% |
| no, but interested in attending in the future | 43.5% | 14.8% |
| no, not interested | 13% | 0% |
| *Usage of LIBER communication channels* | | |
| LIBER website | 34.8% | 57.4% |
| LIBER Quarterly journal | 13% | 36.1% |
| LIBER all list | 8.7% | 44.3% |
| LIBER news list | 8.7% | 32.8% |
| LIBER social media | 13% | 16.4% |
| LIBER mailing | 13% | 36.1% |
| **Active in LIBER** | 13% | 39.3% |
| **Library directors** | 91.3% | 72.1% |

In addition, it is important to note that no differences were found with regard to detractors and active promotors that relate to:

- respondents from Western European countries versus other countries
- respondents from institutions that participate longer than three years in LIBER versus less than three years.

# 10. BACKGROUND OF THE RESPONDENTS

## 10.1 COUNTRY OF THE RESPONDENTS

|  | n | 144 Answers % |
|---|---|---|
| France | 15 | 10.4 |
| United Kingdom | 13 | 9.0 |
| Netherlands | 12 | 8.3 |
| Germany | 11 | 7.6 |
| Spain | 9 | 6.2 |
| Sweden | 8 | 5.6 |
| Denmark | 7 | 4.9 |
| Belgium | 6 | 4.2 |
| Finland | 6 | 4.2 |
| Turkey | 6 | 4.2 |
| Czech Republic | 5 | 3.5 |
| Lithuania | 5 | 3.5 |
| Greece | 4 | 2.8 |
| Italy | 4 | 2.8 |
| Poland | 4 | 2.8 |
| Switzerland | 4 | 2.8 |
| Austria | 3 | 2.1 |
| Bulgaria | 3 | 2.1 |
| Hungary | 3 | 2.1 |
| Ireland | 3 | 2.1 |
| Latvia | 3 | 2.1 |
| Croatia | 2 | 1.4 |
| Estonia | 2 | 1.4 |
| Albania | 1 | 0.7 |
| Bosnia and Herzegovina | 1 | 0.7 |
| Cyprus | 1 | 0.7 |
| Malta | 1 | 0.7 |
| Romania | 1 | 0.7 |
| non-European country | 1 | 0.7 |

In the table above, the countries of the respondents are presented. A number of countries are not represented among the respondents: Armenia, Norway, Portugal, Slovenia, Slovakia, Serbia and Russia.

## 10.2 TYPE OF ORGANISATION

| My organisation is best described as: | n | % |
|---|---|---|
| University Library | 90 | 62.5 |
| National or State Library | 24 | 16.7 |
| Library of a Research Institute | 11 | 7.6 |
| Public Library with a major research collection | 3 | 2.1 |
| National Archive | 0 | 0.0 |
| Combination of the above (please comment) | 3 | 2.1 |
| Library Association | 2 | 1.4 |
| Consortium of research libraries | 5 | 3.5 |
| Other (please comment) | 4 | 2.8 |
| not affiliated to a library | 2 | 1.4 |
| 144 Answers | | 100,0 |

In the table above, the various types of organisation of the respondents are presented. Clearly, most respondents are affiliated to a University library, with a second place for national or state library.

## 10.3 POSITION OF THE RESPONDENTS

| My position is best described as: | n | Answers % |
|---|---|---|
| Library Director | 93 | 64.6 |
| Deputy Director/ Assistant Director | 14 | 9.7 |
| Library department head | 11 | 7.6 |
| Associaton Director | 1 | 0.7 |
| Collection Manager | 2 | 1.4 |
| Acquisition Manager | 1 | 0.7 |
| Subject Librarian | 1 | 0.7 |
| Research Support Manager | 2 | 1.4 |
| Data Librarian | 3 | 2.1 |
| Repository Manager | 1 | 0.7 |
| other | 15 | 10.4 |
| 144 Answers | | 100.0 |

In the table above, the positions of the respondents are presented. 75% of the respondents are director or deputy director.

In the tables below, the results with regard to a number of questions the about the activity of the respondents in LIBER are presented. The main results are:

- 29.2% of the respondents are active in LIBER: most as working group member.
- 30.6% of the respondents would like to be active in LIBER. Their reasons are stated in the table below.
- 40.3% of the respondents have no intention to become active in .LIBER

| Are you active in LIBER? | n | Answers % |
|---|---|---|
| yes | 42 | 29.2 |
| no, but I would like to be [Please fill out question H4B] | 44 | 30.6 |
| no, and I have no intention | 58 | 40.3 |
| 144 Answers | | 100.0 |

| If yes, please indicate your role(s) in LIBER: [active in LIBER only] | n | Answers % |
|---|---|---|
| Executive Board | 6 | 14.3 |
| Steering Committee member | 8 | 19.0 |
| Working Group member | 18 | 42.9 |
| Other roles | 12 | 28.6 |
| 42 Answers | | 100.0 |

| If you are not active in LIBER but would like to be, please comment: |
|---|
| Founding a kind of subject branches as special working groups in LIBER, e. g. social sciences or economics or humanities |
| I sent two e-mails mentioning my desire to participate in LIBER works regarding research libraries but I never got an answer! |
| new member of LIBER interested in any activity related to areas of mutual strategic interest especial OA and the case for research libraries |
| I think that I could support the goals of LIBER by participating in that. |
| Information on what opportunities there are would be really helpful (perhaps with some comment from those who have previously done the role to explain what is involved, to inform my decision-making) |
| Working group member |
| I would like to see more areas where non-university libraries could engage more deeply. |
| I expect to be more active in LIBER as soon as I finish other commitments |
| I see need for stronger advocacy for the national libraries |
| I don't know very much about the organisation as a whole. The overwhelming focus on OA and OS is not the whole picture for research libraries (or for research) |
| see above |

| |
|---|
| We would like to be active in Working group on Digital Collections |
| Only in medium-terms, not now. |
| My experience in the training of librarians will be useful for development of the activities of LIBER in this direction. |
| I would like to collaborate in any task regarding events and conferences organization |
| expertise on copyright issues |
| Wherever possible, yes, i would like to be involved especially in training and application of open source-based library systems. |
| Generally prefer to sponsor involvement of key members of my strategic team |
| In special collections field. |
| Steering Committee member Open Science |
| Now my library is going through big changes but after next two years I will have time for LIBER. |
| I personally am about to retire but I think my colleagues and perhaps the incoming director would be interested. |
| Text and Data Mining are research areas of mine and I am most interested in LIBER activities related to this subject. |
| This is our 3 year in the higher education we are very new and working on set up systems and developing strategic plans. We start to give service to our users in the prepatory library and now planning to move our main library which is under construction. SO for now the priority is to move the main library, develop our collection, but in coming years I would like to be more active. |

## 10.5 HOW LONG A LIBER PARTICIPANT?

| How long has your organisation been a LIBER participant? | n | Answers % |
|---|---|---|
| more than 3 years | 112 | 77.8 |
| 3 years or less | 20 | 13.9 |
| don't know | 12 | 8.3 |
| 144 Answers | | 100.0 |

In the table above, the number of years of the participation in LIBER by the organisation of the respondents are presented:

- 77.8% of the organisations of the respondents are longer than three years participating in LIBER.
- 13.9% of the organisations of the respondents are three years or less participating in LIBER.

# 11. SUMMARY AND CONCLUSIONS

## LIBER PARTICIPANTS SURVEY 2015

A survey among LIBER participants was held with the following aims:

- to have an indication of the satisfaction with LIBER services
- to measure the relevance of the LIBER strategy to the LIBER members
- to inform the development of the next strategic plan for LIBER.

All directors of participating organisations were invited to participate by email, while in addition others were invited to participate fired the LIBER-ALL mailing list. The response rate to the directors mailing was 21.2%. In total 144 questionnaires were filled out.

## NET PROMOTER SCORE

The Net Promoter Score (see for explanation chapter 9) for the participation in LIBER is 26.3 %: 42.3% of the respondents is very positive about LIBER and can be seen as 'active promoters'. 16% of the respondents is less positive and can be seen as 'detractors'.

## LIBER SERVICES AND COMMUNICATION

- **Advocacy:** The advocacy activities by LIBER are seen as relevant by most respondents (80.5%). The disability, the effectiveness and the usability of the materials are rated somewhat lower by the respondents (respectively 70.7%, 67.1% and 61.6%).
- **LIBER annual conference:** The LIBER annual conference has been attended by 73% of the respondents, while the large majority of the other respondents are interested in attending this conference in the future. Those who have attended the conference, rate it very high (94.3% is positive).
- **Other LIBER events:** Three LIBER events (Leadership development programme, Digital curation workshop and the Leadership Journées program) are seen as relevant by around 70% of the respondents. Two other LIBER events (Digital Heritage workshop, Architecture seminar) are seen as relevant by somewhat less than 60% of the respondents.
- **LIBER communications channels:** Of the 6 LIBER communication channels, only the LIBER website is used by more than half of the respondents (54.2%). For other communication channels (LIBER mailings, LIBER all list, LIBER Quarterly journal and the LIBER news list) are used by around 30 to 40% of the respondents. The LIBER social media are only used by 17%. The LIBER Mailings, the LIBER Quarterly Journal and the LIBER website are rated as (somewhat) good by around 80% of the respondents. The other three communication channels score between 60 and 70%. Finally, 7.6% of the respondents indicated that the use of English language in the LIBER communications is a barrier for them.
- **Other LIBER services:** two other LIBER services (participate in EU funded projects: opportunities to collaborate with like-minded professionals) are seen as relevant by around 70% of the respondents, while two other services (Digital Cultural Heritage forum: Architecture Forum) are seen as relevant by around 50% of the respondents.

## LIBER STRATEGY

- **LIBER strategy with regard to Scholarly Communication and Research infrastructures:** the four focal points for the LIBER strategy all are seen as relevant by a large majority of the respondents. Open access policies scores highest with over 90%, the other three focal points (research data management, interoperability of institutional infrastructures and metrics for open signs and institutions) score around 80%.
- **LIBER strategy with regard to Reshaping the Research library:** three focal points of this strategy are seen as relevant by a large majority of the respondents: Support of Research and Education (88.1%), Digital Collections (85.9%) and Leadership and Workforce development (79.3%). The fourth focal point - Ranking of institutions - is seen as relevant by just over half of the respondents (55%).
- **LIBER strategic directions:** The first outlines for a new strategic plan for 2017 onwards that will build on the success of the earlier strategy focus on four strategic directions have been discussed via an online open discussion platform and during a Strategy Pub session at the recent LIBER annual conference in London. In this survey, the respondents were asked to rate the added value of LIBER in the European context from their perspective for these four strategic directions. The results are as follows:
  - *Supporting the case for research libraries* is rated (somewhat) high by 82.9% of the respondents.
  - *Fostering new models for libraries* is rated (somewhat) high by 78.9% of the respondents.
  - *Enabling innovative research and Open Science* is rated (somewhat) high by 78.8% of the respondents.
  - *Developing leadership in changing times* is rated (somewhat) high by 73.9% of the respondents.

## FINAL CONCLUSIONS

The overall results of the LIBER Participant survey are very positive for LIBER: the Net Promoter Score is positive, the majority of the respondents very positive and can be seen as active promoters. However, 16% of the respondents can be seen as detractors and this group might require more attention (see below).

The LIBER annual conference is attractive, also for the large majority of those respondents who have not attended the annual conference yet, and rated very highly by those who did attend one or more conferences. Most other LIBER services and LIBER events also score well.

Many questions in the survey related to the LIBER strategy in the fields of Advocacy, Scholarly Communication and Research infrastructures and Reshaping the Research Library. All focal points with one exception were rated as relevant by around 80% of the respondents or more. The only exception was the focal point 'Ranking of institutions', which was seen as relevant by 55% of the respondents.

In addition, the four high-level strategic directions for the strategy from 2017 onwards were tested in the survey. Again, large majorities of the respondents saw the added value of LIBER in the European context for the strategic directions.

In conclusion, the LIBER services and events are rated well, the LIBER strategy is generally seen as relevant and as adding value. Only with regard to the communication channels used by LIBER, might there be room for improvement: only one of the six LIBER communication channels was used by more than half of the respondents (the LIBER website). The other channels were each used by minorities of the respondents. In addition, the results of the comparison of the 16% of

the respondents that can be seen as 'detractors' versus the 'active promoters' also suggest that the various communication channels do not sufficiently reach the 'detractors', which might cause their relative disengagement from LIBER, which in turn probably causes their less positive ratings.