SUMMARY OF RECENT LIBER SURVEY RESULTS

LIBER recently issued two surveys. The first (in November 2018) focused on overall satisfaction with LIBER and requested suggestions for improvement. The second (in February 2019) focused on LIBER's activities and services and sought to identify and prioritise potential new services in terms of their value to our institutions.

This document summarises the results of both surveys. To learn more about the concrete steps LIBER proposes to take in response, please see the Proposal sent in the March Quarterly Mailing, entitled *Proposal: Ensuring LIBER's Viability & Building on Success*.

Satisfaction Survey – November 2018

The Satisfaction Survey was taken by **173 people** from **33 countries**.

38%	**45%**	**17%**
Heads of LIBER institutions	*Staff in LIBER institutions*	*Broader network (eg. partners, social media followers)*

Survey respondents were highly familiar with LIBER: 72% had participated in an Annual Conference, half followed LIBER on social media and over a third said they were part of a Working Group or had attended a LIBER webinar.

Reasons to Participate

The top three reasons for being part of the LIBER network were 1) **representing research library views** at a European and global level 2) making a **positive contribution** to the broader research library community and 3) **staying updated** on professional trends and information.

Respondents were asked to indicate their agreement with a set of statements.

80%	**79%**	**72%**
of library directors and staff said they made valuable connections through LIBER.	*of library directors and 85% of staff said LIBER helped them to do a better job professionally.*	*of directors believe that LIBER offers good value for money.*

Approximately **two-thirds** agreed that they make a difference to their library and/or the research library community through LIBER, and that LIBER is worth the time which respondents invest in it (e.g., through Working Group participation).

Would You Recommend LIBER?

Eighty percent of directors and library staff said they would **definitely or very probably recommend LIBER** to a colleague.

Current & Future Activities

Respondents awarded LIBER's services and activities a 7.7/10 for quality, with library directors giving a slightly higher score of 8/10. Our work to raise the profile of research libraries on Europe's political stage was especially appreciated.

> " This is something we cannot do as a single university library but through LIBER, the library view is represented at relevant political developments. *– LIBER Participant*

When asked to suggest future activities, **forty percent** of answers were requests for **more training and events**. Most training requests fell into one of four categories.

#1. Mentoring, fellowship or exchange possibilities between LIBER libraries.
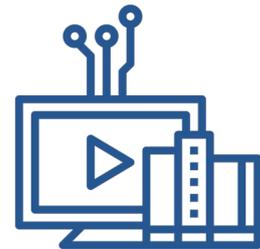
#2. Tutorials/workshops/webinars on themes including innovative metrics, RDM, UX, Library Carpentry and storytelling

#3. Scientific conferences on special issues.

#4. Preparing a new generation of data professionals.

Twenty percent of respondents to this question explicitly asked LIBER to make a **special effort to engage library staff** beyond the director level.

Overall Recommendations

Taking all survey responses into account, the following recommendations for improving LIBER were identified.

1. **Strive for more inclusivity, reaching all levels of library staff.** Library staff would like more opportunities to get involved but do not always see how to do so.
2. **Clarify the work of the Executive Board.** Ensure that their work, the issues with which they are dealing, and the decision-making process is clear to all Participants.
3. **Increase hands-on training and learning opportunities.** The Annual Conference is highly appreciated but, as a single event, cannot meet the topical needs of all Participants. It is very popular and sells out quickly.
4. **Highlight the specific value LIBER offers to Participants.** Although many respondents appreciate LIBER as a positive force in the research library world, the exact benefits of participating could be clearer.
5. **Give attention to a wider variety of issues.** We have focused on Open Science but there are many other topics which could be developed.
6. **Ensure the stability of the Office.** Recent staff changes were explicitly mentioned by some survey respondents.
7. **Promote the value of LIBER's participation in funded projects.** What does this bring to libraries? Can they be more directly involved?

Activities & Services Survey – February 2019

This survey was open to all heads and staff of LIBER institutions. **Ninety people** responded: 36% identified themselves as heads of LIBER institutions and 64% as staff.

The main outcomes are as follows:

1. Information presented in a **written format**, such as reports and factsheets, is strongly preferred, followed by in-person events and workshops.
2. Of the services suggested in the document *Proposal: Ensuring LIBER's Viability & Building on Success*, **74%** selected **detailed Europe-wide studies** as their top choice. Library directors showed strong interest in a **strategic planning event** and **increased lobbying capacity** in Brussels very highly. Staff were focused on **regional workshops**, an **events agenda** and **thematic mailings**.
3. When looking at needs by topic, the top choices for both groups combined were **Digital Skills for Library Staff & Researchers** (82%), **Research Data Management** (72%) and **Copyright** (66%). Library directors had similar priorities but put **Innovative Metrics** at the top of their list.

Biggest Challenge

Respondents were asked to identify their biggest professional challenge, and how LIBER could help with this challenge. Many issues were mentioned, including:

- Lack of sufficient funding in terms of the services required.
- Uncertainty about how to measure impact and engagement, and how to make the library's importance obvious to institutional leaders.
- Changing the culture of libraries and their users, specifically regarding the transition to Open Science and digital transformation.
- Building strong leadership and motivating staff.
- Staying updated with long-term trends, specifically those related to Open Science, Open Access, innovative and alternative metrics, and Research Data Management.
- Training staff and researchers so that their skills are in-line with current needs and trends.
- General time and work pressure.