What Do Students and Faculty Need in a Research Database?

SANLiC 2019

Stephen Hawthorne – VP Sales EMEA
Universities at the heart of solving global challenges

Complex, societal issues that touch every area of the university...

- **Collaborative & multi-disciplinary** responses required
- From teaching through to research
- **Funding** opportunities and new business models
- Provision of services and content that researchers need to be successful
Example: Food Security

• Relates to availability and affordability of food and individuals’ accessibility to food

• Risk of economic or political instability and droughts or flooding impacting shipping disruptions or fuel shortages

• Multidisciplinary: agriculture, political science, manufacturing, education, climate change, religion, health care, macroeconomics.
University of Cape Town

“Vision

• UCT enhancing the lives of its students and staff; advancing a more equitable and sustainable social order and influencing the global higher education landscape.

Mission

• UCT aims to produce graduates and future leaders who are influential locally and globally... underpinned by values of engaged citizenship and social justice. Our scholarship and research have a positive impact on our society and our environment.”
University of Johannesburg

“Vision

• An international University of choice, anchored in Africa, dynamically shaping the future.

Mission

• Inspiring its community to transform and serve humanity through innovation and the collaborative pursuit of knowledge.”
UNISA

“Vision
• Towards the African university shaping futures in the service of humanity”

Mission
• We are guided by the principles of lifelong learning, student centredness, innovation and creativity.
• Our efforts contribute to the knowledge and information society, advance development, nurture a critical citizenry and ensure global sustainability.”
Monash South Africa

“Our Vision

• To positively impact lives through higher education in Africa and the world.

Mission

• To provide innovative and exceptional learning experiences to students to ensure intellectual engagement and critical thinking. Our students are empowered to maximise their potential and equipped to meet real needs to advance the development of society.”
Academic research is changing...
Scholarship moving away from exclusive dependence on text

Ithaka S&R US Library Survey 2016: "As scholarship moves steadily away from its exclusive dependence on text, libraries must shift their own collecting to include new material types."

Bar chart showing survey responses from Baccalaureate, Master's, and Doctoral levels. The chart indicates the percentage of respondents who strongly agree, neither agree nor disagree, and disagree with the statement. The data is from the Ithaka S&R US Library Survey 2016 (Pub: Mar 2017).
Ebooks

Videos

Reference materials

Newspapers

Journal Articles

Grey Literature

Primary Sources

Dissertations
We wanted to explore...

• What is the **scope & scale** of this change?
• How does this **impact students, faculty and librarians**?
• What **challenges and opportunities** does this present?
• How can we **better serve your needs**?
Faculty and Student Perspective (2018)

- **N=1,353 faculty and students:**
  - Tenured Faculty (659)
  - Pre-tenure faculty/lecturer (243)
  - Students (188)
  - Other (61)

- **Global distribution** with highest responses from North America (358), EMEA (174), ANZ (138), and East Asia (99)

- **Wide field of studies:** Social Sciences (732), Humanities (569), STEM (204), other (181)*

* Some respondents selected multiple disciplines
Faculty believe that **varied content is essential** to student success

- **72%** Faculty agree
  - Achieve **better grades** on their course

- **91%** Faculty agree
  - Produce **better quality assignments**

- **93%** Faculty agree
  - Conduct more thorough lit. reviews

- **96%** Faculty agree
  - Understand concepts and ideas more fully

Source: In response to the prompt: “Using a wide variety of different types of information allows students to...” from the 2017 ProQuest global survey of graduate-level through faculty researchers (N=410)
Librarian Perspective (2019)

- **N=611 librarians:**
  - Final purchasing decision (38%)
  - Decision contributor (51%)
  - Uninvolved with purchase decisions (11%)
- Broad **range of institutional sizes**
- **Global distribution** with highest responses from
  - North America (85%)
  - EMEA & ROW (11%)
  - Australia/New Zealand (4%)
7 Key Take-Aways

1. Information is available in more formats and via more channels than ever before
2. Research must go beyond the traditional journal
3. Different tasks require different formats
4. Students should seek a variety of viewpoints
5. Students struggle to know which sources to trust
6. Unifying content access simplifies administration of library resources
7. Multi-disciplinary and multi-format databases help users discover and use the most relevant and reliable content
Information is available in more *formats* and via more *channels* than ever before

**Figure 1.** How strongly do you agree or disagree with the following statement: Academic discussion takes place via more channels and different formats (e.g., blogs, videos, working papers, etc.) than ever before; library users can find it difficult to discover and use all of these sources in their own research.

Source: 2019 Librarian survey (N=611)
All users work with a variety of content types in teaching, research, and learning.

<table>
<thead>
<tr>
<th>Faculty Use for Research</th>
<th>Faculty Recommend in Teaching...</th>
<th>...Students Use</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Scholarly Journals</td>
<td>1 Scholarly Journals</td>
<td>1 Books (electronic)</td>
</tr>
<tr>
<td>2 Books (print)</td>
<td>2 Books (print)</td>
<td>2 Scholarly Journals</td>
</tr>
<tr>
<td>3 Dissertations or Theses</td>
<td>3 Books (electronic)</td>
<td>3 Books (print)</td>
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<td>4 Books (electronic)</td>
<td>4 Dissertations or Theses</td>
<td>4 Dissertations or Theses</td>
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<tr>
<td>5 Conference Proceedings</td>
<td>5 Case Studies</td>
<td>5 Case studies</td>
</tr>
<tr>
<td>7 Statistics</td>
<td>7 Videos</td>
<td>7 Government Documents</td>
</tr>
<tr>
<td>8 Historical Books</td>
<td>8 Statistics</td>
<td>8 Working Papers</td>
</tr>
<tr>
<td>9 Working Papers</td>
<td>9 Historical Books</td>
<td>9 News &amp; Newspapers (current)</td>
</tr>
<tr>
<td>10 Historical Periodicals</td>
<td>10 Conference Proceedings</td>
<td>10 Conference Proceedings</td>
</tr>
</tbody>
</table>

Source: 2018 Faculty & Student Survey (N=1,353)
Research must go *beyond* the traditional journal.

**Figure 2.** How strongly do you agree or disagree with the following statement: Academic research is expanding beyond the traditional journal and monograph into new formats; libraries must evolve their collections to account for this.

Source: 2019 Librarian survey (N=611)
“Academic research is expanding beyond the traditional journal and monograph into new formats. Libraries must evolve their collections to account for this.”

Source: 2019 Librarian survey (N=611)
Different tasks require different formats

Figure 3. How strongly do you agree or disagree with the following statement: Different formats and content types are more appropriate than others depending on what the researcher is trying to achieve and what stage of the research cycle they are at; it is important for students and faculty to understand the pros and cons of different content types and what to use when.

Source: 2019 Librarian survey (N=611)
“Different formats and content types are more appropriate than others depending on what the researcher is trying to achieve and what stage of the research cycle they are at.”

Source: 2019 Librarian survey (N=611)
Students should seek a variety of viewpoints to improve critical thinking

Figure 5. How strongly do you agree or disagree with the following statement: It is important for students to seek a variety of viewpoints often published in different formats so they can draw their own conclusions and build critical thinking skills.

Source: 2019 Librarian survey (N=611)
“It is important for students to seek a variety of viewpoints often published in different formats, so they can draw their own conclusions and build critical thinking skills.”

Source: 2019 Librarian survey (N=611)
Students struggle to know which sources to trust

Source: 2019 Librarian survey (N=611)

Figure 5. How strongly do you agree or disagree with the following statement: Students often struggle to identify which information sources are accurate, reliable, and trustworthy.
“This is necessary to become better citizens! In this era where **fake news** spreads on old and new media alike, this skill is so vital to our democracy.”

**Source:** In response to the prompt: “Using a wide variety of different types of information allows students to...” from the 2017 ProQuest global survey of graduate-level through faculty researchers (N=410)
Unifying content access simplifies administration of library resources

Figure 6. How strongly do you agree or disagree with the following statement: Having all of your library databases and content on one platform would simplify the administration of electronic resources at your library.

Source: 2019 Librarian survey (N=611)
“The ideal database would include books, ebooks, periodicals and streaming media, etc. but each type of information would be clearly identified. It would also be possible to easily filter content to a specific format so that students aren't overwhelmed with 999,000 results from their initial search.” —Library Dean

Source: 2019 Librarian survey (N=611)
Multi-disciplinary and multi-format databases help users discover and use the most relevant and reliable content.

Source: 2019 Librarian survey (N=611)

Figure 7. How strongly do you agree or disagree with the following statement: Access to multidisciplinary, multi-format research database would help library users to discover and use the most relevant and reliable content.
“...I would like to talk about the functionality - I wish the multidisciplinary dbase would offer **the best of the discipline specific ones** - really good ways to narrow down topics when getting back so many results.”

—Subject Librarian

Source: 2019 Librarian survey (N=611)
One Unified Experience, Four Extraordinary Resources
Providing benefits to the entire academic community

Extraordinary content...
- 175+ subject areas
- Authoritative & diverse content types:
  - 21,000+ periodical titles
  - 67,000+ videos
  - 2.5M+ FT dissertations & theses
  - 150,000+ ebooks
  - 2,500+ news sources

..on a unified platform...
- Authoritative resources in all disciplines across research and learning
- Easily discoverable through Discovery services and Google Scholar
- Award-winning interface for students and researchers of all skill levels

...helping librarians
- Integrated with Primo, Summon and other discovery services for better discovery, better usage, better insights
- Content for researchers at every level
- Customer experience and support
- Dedicated, experienced account team
- Ease of set-up and promotion
Thank You