THE JAGIELLONIAN LIBRARY BULLETIN

SPECIAL ISSUE 2020

MARZANNA BAŚ
https://orcid.org/0000-0003-3075-6442
ANNA GRZĘDA
https://orcid.org/0000-0002-0634-9866
IWONA WAWRZYNEK
https://orcid.org/0000-0002-8758-8286
Jagiellonian University in Kraków

DOI: 10.26106/DKJQ-NG60

THE SURVEY OF THE FUNCTIONING OF THE COMPUTER CATALOGUE OF THE JAGIELLONIAN UNIVERSITY LIBRARIES COLLECTIONS

In February 2014, a questionnaire survey was conducted among the users of the Computer Catalogue of the Jagiellonian University Libraries Collections (Katalog Komputerowy Zbiorów Bibliotek Uniwersytetu Jagiellońskiego, KKZBUJ). The survey was anonymous and available online on the homepage of the Jagiellonian Library, as well as directly on the Computer Catalogue website. Publishing the survey on the website was preceded by a trial version: a hardcopy questionnaire shared with the readers in the rooms with catalogue access, as well as the Reference Reading Room. The objective of the survey was to learn the functionality of KKZBUJ by determination of the satisfaction indicator of users of the Catalogue, as well as the frequency of individual services usage. The survey area encompassed: KKZBUJ website, individual functions of KKZBUJ, as well as instructions and information for readers published on the website. Additionally, the survey measured the assessment of competences and friendliness of the Jagiellonian Library staff, mainly the Catalogue personnel.

Over 700 respondents took part in the survey, however the number of complete questionnaires, i.e. the ones with all obligatory questions answered, is 541. The analysis was conducted on the complete questionnaires only. The breakdown of respondents is as follows: students 50% (281 persons), academic staff 16% (89 persons),

postgraduate students 14% (82 persons), other Library users 10% (58 persons), librarians 10% (56 persons). In line with the user status, persons aged 24 or younger constituted 42% of the respondents, persons aged 25–35 – 34%. In total, 76% of the respondents were young people. Persons aged 36–56 constituted 20% of the respondents, while only 4% of the respondents were older than 56 years of age.

The main part of the survey encompassed multiple choice questions with a 5-stage, verbal measurement scale. The survey of user satisfaction regarding individual KKZBUJ services consisted of 15 questions. In the case of the majority of the questions, the scale had a form of verbal statements which were assigned scores 1 to 5 in the results analysis. (Very good = 5, good = 4, satisfactory = 3, unsatisfactory = 2, no opinion = 1.) The satisfaction indicators were determined by summing up the respondent scores for each service, followed by dividing the results by the number of respondents.[1]

The survey of frequency of using individual KKZBUJ-related services encompassed 5 "How often?" style questions. Majority of the questions had a scale consisting of verbal statements: very often, often, rarely, very rarely, never. Results for these questions were calculated as percentages. Questions containing a definite scale were obligatory. Additionally, the survey contained 4 non-obligatory and unscaled open-ended questions, allowing the respondents to freely formulate their answers and express their opinions.

Survey results:

I. USER SATISFACTION INDICATORS

The first question concerned the assessment of the appearance of the KKZBUJ website. Answering the question "How do you rate the appearance of the Catalogue website?," 61% of respondents rated the website as not user-friendly, 23% rated it as very user-friendly, 4% of the respondents rated it as definitely not user-friendly, while 3% had no opinion.

The satisfaction indicator of the appearance of the catalogue website equaled 3.70.

The second question, "How do you rate the results of your actions while using individual functions available in KKZBUJ?," consisted of 9 sections related to various functions offered by the catalogue. These are shown below, starting from functions with the highest user satisfaction indicators:

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[1] The survey was based on the PN-ISO 11620:2012 *Informacja I dokumentacja – Wskaźniki funkcjonalności bibliotek* (*Information and documentation – Library performance indicators*) recommendations. The standard contains descriptions and methods of calculating library performance indicators, including the (B.2.4.2) *Satysfakcja użytkowników* (*User Satisfaction*) parameter.

1. Online extension of borrowing time of books by the user

This service was rated the highest. The vast majority of ratings (71%) were "very good," with 16% "good" and 3% "satisfactory." Overall, 90% of people gave a positive rating. In the case of 2% of respondents, the rating was negative, while 8% admitted to not using that service. The satisfaction indicator for this service was 4,40.

Such a good rating of the self-operated extension of the loan time is worth noticing, especially since this service has been in place only since 2012. Evidently, it provides for the user needs.

2. Searching for a particular item with known author or title

In this case, 52% of ratings were "very good," 31% "good," 13% "satisfactory," so overall 96% of the users were happy with the results of such searches. 4% of the respondents gave the service the "unsatisfactory" rating, while less than 1% (3 persons) admitted to not using this service. This basic functionality of the Computer Catalogue is the one users are most familiar with. It, therefore, comes as no surprise that it has the lowest percentage of non-users. The satisfaction indicator for this service was 4.30.

3. Making orders for items found in the catalogue

This service also received a high rating, with 52% of "very good" ratings, 32% "good" ratings and 9% "satisfactory" ratings – 93% positive ratings overall. 4% of respondents gave the service the "unsatisfactory" rating, while 3% admitted to not using this service. The satisfaction indicator for this service was 4.27.

4. Using the reservation function for checked-out books

This service was rated highly. 52% of ratings were "very good," 29% "good," and 8% "satisfactory," meaning 89% positive ratings overall. 4% of respondents gave the service the "unsatisfactory" rating, while 7% admitted to not using this service. The satisfaction indicator for this service was 4.14.

5. Navigating from the index to an individual item the user would like to check out

This service was rated "very good" by 25% of respondents, "good" by 36%, "satisfactory" by 21%. 9% of respondents gave the service the "unsatisfactory" rating, while 8% admitted to not using this service. The satisfaction indicator for this service was 3.62.

6. Searching for an item related to a specific topic

This service was rated "very good" by 10% of respondents, "good" by 28%, "satisfactory" by 29%. 22% of respondents gave the service the "unsatisfactory" rating, while 11% stated that they hadn't used the service. The satisfaction indicator for this service was 3.05. Overall, the majority (67%) of respondents gave this function a positive rating.

7. Searching for a specific volume or issue of a periodical

This service received highly varied ratings, as follows: 14% of "very good" ratings, 26% of "good" ratings and 29% of "satisfactory" ratings, meaning 69% of positive ratings overall. Unfortunately, 12% of respondents gave the service the "unsatisfactory" rating, while 26% admitted to not using this service. The satisfaction indicator for this service was 2.90, one of the lowest in this survey.

8. Creating a bibliography with the Clipboard functionality

This service received a "very good" rating from 10% of respondents, "good" from 15% of respondents and "satisfactory" from 12% of respondents, meaning 37% positive ratings overall. 9% of respondents gave the service the "unsatisfactory" rating, while 54% admitted to not using this service. The satisfaction indicator for this service was 2.18.

9. Browsing databases using the "Media" link available in the bibliography record

This service was rated the lowest, as follows: 8% of "very good" ratings, 16% of "good" ratings and 12% of "satisfactory" ratings, meaning 36% of positive ratings overall. 6% of respondents gave the service the "unsatisfactory" rating, while 58% admitted to not using this service. The satisfaction indicator for this service was 2.09.

As can be seen in the two last examples, the low satisfaction indicator can stem not only from low ratings, but also from the users' inability to utilize a service. The last case can be explained in part by the fact that using the "Multimedia" link in the bibliography record is the newest service offered by KKZBUJ and users did not have enough time to learn it yet. Taking this into account, we can say that as an additional benefit, our survey resulted in familiarizing a significant number of our users with a previously unknown functionality of KKZBUJ.

Two subsequent questions were related to the help available to a user. In a response to "How do you rate information and help regarding KKZBUJ available on

the Jagiellonian Library website?," 12% of respondents rated this help as "very good," 43% as "good," and 21% as "satisfactory." Overall, positive ratings of the information and help available on the Jagiellonian Library website amounted to 76%. 7% of respondents gave the "unsatisfactory" rating, while 17% had no opinion in this matter. The satisfaction indicator for this service was 3.27.

In a response to "How do you rate the help related to using KKZBUJ received from the Jagiellonian Library staff?," 30% of respondents rated this help as "very good," 28% as "good," and 7% as "satisfactory." Overall, positive ratings of the help received from the Jagiellonian Library staff amounted to 65%. 4% of respondents gave the "unsatisfactory" rating, while 31% had no opinion in this matter. The satisfaction indicator for this service was 3.24. This last question shows that a significant number of people does not ask librarians for help regarding using the computer catalogue, while users that do ask for it are generally satisfied with it.

The goal of the three last questions was to get a general opinion of users regarding KKZBUJ. The first objective was to show the rating of KKZBUJ in comparison to computer catalogues of other libraries. KKZBUJ received a "very good" rating from 26% of respondents, "good" from 34% of respondents, and "satisfactory" from 17% of respondents. Overall, 76% of respondents gave KKZBUJ a positive rating in comparison to other catalogues, 3% gave it an "unsatisfactory" rating, and 14% indicated not using the computer catalogues of other libraries. The satisfaction indicator for this service was calculated without taking into account the last answer, thus it pertained only to the persons that had some experience in working with other computer catalogues. This indicator was equal to 3.93.

The objective of the second general question was to learn how users rate overall fulfillment of their needs by KKZBUJ. There were 24% of "very good" ratings, 52% of "good" ratings and 18% of "satisfactory" ratings – 94% positive ratings overall. 5% of respondents gave the service the "unsatisfactory" rating, while only 1% had no opinion on this matter. The satisfaction indicator here was 3.93.

The third general question was the last one related to user satisfaction and pertained to the level of this satisfaction regarding their last visit on the KKZBUJ website. The question "How do you rate the results of activities undertaken during your last visit on the KKZBUJ website?" received a "very good" answer from 43% of respondents, "good" from 38% of respondents, and "satisfactory" from 13% of respondents – 94% positive ratings overall. 4% of the respondents gave an "unsatisfactory" rating, and 1% had not used the computer catalogue recently. The satisfaction indicator for this service was 4.18.[2]

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[2] M. B a ś, *Badanie funkcjonalności katalogu online BJ przez ustalenie wskaźnika satysfakcji użytkowników* survey has been published on the Jagiellonian Digital Library website, [*online*] https://jbc.bj.uj.edu.pl/publication/290561 [accessed on: June 25, 2020].

II. SURVEY OF THE FREQUENCY OF USING THE SERVICES OF THE COMPUTER CATALOGUE OF THE JAGIELLONIAN UNIVERSITY LIBRARIES COLLECTIONS

Subsequent questions included in the survey pertained to the frequency of using the computer catalogue, as well as individual search criteria in the catalogue. The most numerous category of KKZBUJ users turned out to be those using it a few times a week (37%), slightly lower number (32%) visited it a few times a month, while 15% declared using the catalogue once a weeks. The smallest group of users used the catalogue a few times a year (8%). 10% of respondents admitted to using KKZBUJ every day.

The next group of questions pertained to the frequency of searching KKZBUJ using a variety of indices. The compute catalogue allows users to browse indices of authors, titles, periodical titles, subject entries and shelfmarks.

In respect of searching by the index of authors, the vast majority of users (74.3%) declared using it very often, 20.4% often, 3.5% rarely, 0.7% very rarely, 1.1% never. Answers regarding utilization of title index were quite similar, with 77% of users admitting to using it very often, 18.8% often, 2.9% rarely, 0.9% very rarely, 0.4% never. Such results are quite understandable, as most of the readers usually search for a specific entry, knowing its author and/or title.

Another option for browsing the catalogue is searching by a periodical title. In this case, 27.8% of users declared using this feature very often, 21.9% often, 22.2% rarely, 13.2% very rarely, 14.9% never.

Reader preferences related to browsing the catalogue with subject entries were quite similar. It should be added that the computer catalogue offers four categories of subject indices:

- subject index – allows a concurrent search in two available indices of subjects: KABA and MeSH;
- KABA subject index – allows searching for books using the KABA subject entry language, used in the JL and Jagiellonian University institute libraries;
- MESH subject index – allows searching for books using the medicine and related sciences subject entry language, used by the Jagiellonian University Medical College Medical Library;
- subject index in English and French – allows searching in the catalogue using the English and French equivalents of KABA terminology.

20.2% of respondents declared using the first subject index very often, 26.1% often, 26.1% rarely, 14% very rarely, 13.6% never. Despite the fact that users can choose searching the subject entries using only KABA or MeSH classification, answers to subsequent questions suggest a lack of their knowledge regarding the meaning of these acronyms. Preferences expressed by the users are as follows: 1. Searching in the catalogue using KABA subject entries: 6.8% very often, 11.4% often,

18.7% rarely, 17.5% very rarely, 45.6% never. 2. Searching in the catalogue using MeSH subject entries: 3.4% very often, 4.8% often, 15.1% rarely, 19.5% very rarely, 57.2% never.

The last index of subjects, used for browsing the catalogue with English and French equivalents of KABA terminology, is a specialized tool for a small group of readers. 3.4% of the respondents declared using it very often, 6.6% often, 10.9% rarely, 21.1% very rarely, 59.7% never.

Answers to the question regarding user preferences pertaining to browsing the catalogue with shelfmarks were quite similar. Only 2.2% of the respondents declared using this feature very often, 7.5% often, 13.8% rarely, 20.8% very rarely, while 55.7% of the respondents never used it.

The third group of questions checked the frequency of using other methods of subject searches than indexes. In KKZBUJ those are:

- searching by words (allowing to find items using words that appear in selected fields of bibliographic descriptions). 17.8% of the respondents had been using this feature very often, 30.2% often, 24.5% rarely, 9.7% very rarely, 17.8% never;
- searching by words in entries (allowing to search indices using various words and phrases that may appear in any part of the title entry, subject entry or author entry). 25% of the respondents had been choosing this method very often, 32.2% – often, 21.1% rarely, 7% very rarely, 14.7% never.

As evident, both aforementioned methods are quite popular among the users, since they allow finding relevant items without the need to browse the subject index, which can get troublesome due to its formality.

Experienced users have one more method of subject search at their disposal: advanced search. Results of this search can be additionally narrowed by the use of various filters. 5.9% of the respondents had been choosing this method very often, 13.8% often, 27.9% rarely, 19.5% very rarely, 32% never.

The next group of questions regarding the method of searching for items pertaining to a relevant subject allowed for determining search strategies which were most often used by the catalogue users. Subject search by words had been chosen very often by 31.6% of the respondents, often by 35.1%, rarely by 16.6%, very rarely by 5.3%, never by 11.4%. The distribution of answers in the case of searching the catalogue by subjects turned out to be very similar. It was chosen very often by 34.4% of the respondents, often by 33.8%, rarely by 14.7%, very rarely by 5.5%, never by 11.6%. The aforementioned answers suggest that a large group of readers is able to use the quite specific language of subject entries in addition to the intuitive search by keywords.

The two other methods are much less popular among readers in this type of search. The method of merging word search with index search had been chosen very often by 7.7% of the respondents, often by 17.3%, rarely by 26.6%, very rarely by 13.8%, never by 34.6%. The numbers look similar in the case of advanced search:

4.8% of the respondents had been choosing this method very often, 12.9% often, 22.8% rarely, 21.3% very rarely, 38.2% never.

The objective of the last group of questions was to study user preferences regarding the choice of methods of searching for the more detailed information regarding the functioning of the computer catalogue. As regards asking for a direct librarian assistance, only a small minority (8.3%) declared requesting such help very often, 13.8% often, 22.4% rarely, 18.2% very rarely, while 37.3% stated that they had never asked the library staff for assistance. Such a distribution of answers may suggest a high level of competence in searching for information among the majority of users or using identical search strategies constantly. Additional information regarding the computer catalogue available in the online manuals had been searched very often by 6.4% of the respondents, often by 25.9%, rarely by 26.1%, very rarely by 16.4%, never by 25.2%. Conclusions here are similar to the ones pertaining to the previous question. Moreover, almost 30% of the respondents declaring frequent or very frequent utilization of this method of assistance may suggest that these are the users browsing the catalogue via the Internet. Naturally, in such a case, this is the most effective form of obtaining assistance.

The distribution of answers regarding the utility of *Ars Quaerendi* lectures in gaining a broader knowledge of KKZBUJ is somewhat puzzling. These lectures have been provided by the Jagiellonian Library since 2005 and encompass not just familiarizing the users with the specificity and methods of using all JL catalogues at the basic and advanced levels, but also teach the tools and search strategies regarding information for scientific needs and private interests. The vast majority (78.3%) of the users declared never using this form of assistance, 8.3% used it very rarely, 9.9% rarely, 3.1% often, and merely 0.4% very often. Perhaps this form of trainings needs additional promotion or it should be accepted that only an elite group of users has advanced needs regarding information/search.

The two last questions of this part of the survey pertained to acquiring additional information regarding the computer catalogue by email and phone. Phone seems to be the preferred option for the larger percentage of the users – 3.7% of them contacted the library by phone often or very often, with only 1.3% using email so frequently. 83% of the respondents never asked for additional help by phone, 88% by email. 6.1% of the users rarely used phone help, with 7.4% using it very rarely. In the case of email assistance, these numbers are 5.5% and 5.2%, respectively.[3]

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[3] A. G r z ę d a, *Badanie częstotliwości korzystania z usług Komputerowego Katalogu Zbiorów Bibliotek Uniwersytetu Jagiellońskiego (KKZBUJ)* survey is available on the Jagiellonian Digital Library website, [*online*] https://jbc.bj.uj.edu.pl/publication/290722 [accessed on: June 25, 2020].

III. USER OPINIONS

The survey contained 4 open-ended questions. By answering them, the respondents could express their own opinions regarding KKZBUJ.

The first open-ended question was as follows: "What type of activities did you undertake during your last visit on the KKZBUJ website?" The objective was to see which functions of the catalogue are utilized by users. 485 persons answered this question, 56 surveys left it unanswered. The most frequent answer was: "searching and ordering books with known author or title." Such an answer was given by over 90% of the respondents. This confirms the findings at an earlier question regarding frequency of using individual KKZBUJ functions, where 74.3% of the respondents declared using the author index very often. The remaining 8% of the users declared using various catalogue functions of KKZBUJ during their last visit, while 2% of the respondents indicated making orders for periodicals and searching for relevant literature by subject entries.

The second open-ended question pertained to the assessment of computer catalogues of other Polish and foreign libraries used by the respondents. 341 readers answered this question. KKZBUJ was named the best catalogue by 141 respondents, while 25 persons named the catalogue of the Regional Public Library in Kraków as the best one. Fewer votes went to the National Library in Warsaw (17) and the Library of the Pedagogical University of Kraków (14). The libraries of the University of Silesia in Katowice and AGH University of Science and Technology in Kraków got 6 votes each. Foreign libraries also appeared in the answers: University of Texas at Austin, Albert Ludwig University of Freiburg in Germany, Bibliothèque nationale de France, King's College in London, British Library, as well as the libraries of universities of Berlin, Erlangen and Leipzig.

In the third question, we asked respondents to describe additional expectations and needs that KKZBUJ should satisfy. 305 respondents answered this question, with 4 persons answering "no opinion," 1 person: "it's quite OK," 5 persons: "I don't know" and 2 persons: "everything is fine." The remaining answers, although individual, make it possible to define the problems our readers face, learn their expectations and consider possible changes that would contribute to satisfying their needs. The analysis of all the answers to this open-ended question allowed us to divide them into three groups: suggestions for changes in KKZBUJ, answers stemming from insufficient knowledge regarding the catalogue functions and descriptions of difficulties the readers face while using KKZBUJ.

The first group contains suggestions of changes and improvements that the Library should introduce to KKZBUJ. Among these answers, frequent was the opinion that the catalogue "should be integrated with other search tools into a multisearch engine." In the case of KKZBUJ, this probably means an integration of all search tools offered by the Jagiellonian Library, i.e. catalogues, Jagiellonian Digi-

tal Library, databases (including the database of biographical entries and theatre iconography), and the A–Z list (a list of all periodicals the Jagiellonian University subscribes and foreign books, full-text), allowing a simultaneous search in all these tools. According to one of the respondents, the catalogue "should allow searching for entries sounding similar to the main term." The respondents also indicated that a chat or an "Ask A Librarian" function available when displaying the KKZBUJ search results would be helpful. The KKZBUJ option "index search" lists the author index first by default; the respondents claimed that title search (as in, for example, the NUKAT catalogue) would be more convenient. They also pointed out difficulties in using the catalogue on smartphones. In this respect, a mobile version of the catalogue (i.e. website), adapted to mobile devices, such as smartphones, palmtops and tablets, would be helpful.

The largest number of suggestions were related to the contents of the catalogue, however. The majority of users stated that the catalogue should contain the whole library collection. One of the respondents claimed that the catalogue should be supplemented to contain all the entries from the hardcopy catalogues of Jagiellonian collections available in the Jagiellonian Library. Incomplete collection of the 19th and 20th century newspapers had also been pointed out. Some answers pertained to overly generic descriptions of items (subject entries), explaining that "they should be more precise," "book descriptions are too general and superficial," "usually nothing can be determined from the descriptions." These opinions are probably related to the difficulties readers face when using the subject search function. Some respondents also pointed out that user session during catalogue browsing expires too quickly.

The aforementioned suggestions seem to hint to a direction of changes in the method of accessing the collections and their presentation in the library catalogues. Nowadays, readers also use the internet portals, such as Google, YouTube, internet shops and bookstores, as well as social media. Hence, they have certain expectations regarding the design and functionality of library catalogues: they should be intuitive, more akin to an internet browser, and the catalogue search method should contain context help options (i.e. information regarding documents similar to the ones being searched).

The second group contains answers stemming from insufficient knowledge regarding the construction and features of the catalogue. A significant number of users gave answers suggesting a lack of familiarity with search options. Among these answers, there is an opinion that the catalogue should sort all found publications of a specific author alphabetically, while such sorting can be set by the user on the intermediary screen, containing the list of titles. Some respondents suggested the possibility of viewing the number of people who wait for a specific copy, while this information is visible on the copy list page. One of the respondents claimed: "I'm under impression that it's not possible to find a book in the catalogue

in case of entering a title with articles" – the catalogue manual states clearly that articles should be omitted in a title search. Some users had difficulties with searching by several criteria – this may pertain to search by keywords or merging word searches and index searches.

The third group of answers contains descriptions of difficulties the readers face while searching. The vast majority of respondents pointed out troubles searching for specific issues of periodicals. It is also difficult for the readers to check if a specific book can be borrowed. Several people stated that in some cases they learned a book cannot be borrowed only at the circulation desk. Problems with checking books out are quite frequent, however at every computer station in the Library, one can find information regarding items that cannot be borrowed. Additionally, the respondents mentioned issues with using the advanced search and keyword search, as well as difficulties with searching publication series. The survey clearly shows that the majority of the issues of the users are related to searching for periodical titles and series, as well as making orders for specific volumes of periodicals.

In the last open-ended question, respondents were asked to provide their scientific field, study major, profession, interests, and hobbies. Such information helps the Jagiellonian Library to adapt to user needs, for example by introducing additional topics to the *Ars Quaerendi* lectures. Naturally, the majority of answers regarding study majors showed the fields studied and taught at the Jagiellonian University. Answers regarding interests and hobbies pointed to literature, reading, history, architecture, tourism, film, sport and politics.

All three parts of the survey provided valuable information regarding the perception of KKZBUJ by the users, as well as the users themselves, their expectations, problems, and behaviors regarding information gathering. Determination of satisfaction indicators allowed us to see how the users view the individual features of KKZBUJ. On the one hand, the 4.18 satisfaction indicator for the last visit on the Catalogue website is satisfactory to both the users and librarians of the Jagiellonian Library. On the other hand, the analysis showed that more attention should be given to the services whose satisfaction factor was below 3, i.e. searching for a specific issue of a periodical, creating bibliography with the Clipboard feature, as well as browsing databases with the "Media" link available in the bibliography record. Additionally, learning the frequency of utilization of individual functions as well as answers to the open-ended questions made it possible to envision changes that need to be implemented in order to increase the satisfaction indicators. The analysis of the survey also helped with resolving problems stemming from the introduction of Chamo, i.e. the new KKZBUJ user interface.

The librarians of the Jagiellonian Library know very well that a visit in the Library can be quite stressful for some users. This is caused not only by the size and specificity of the collection, but also the relatively complicated rules of making use of them. Hence, we should strive to educate the readers effectively and increase their

information competences. And these are exactly the objectives of our activities like open training for the readers, library lessons, collection presentations, printed and virtual catalogue guides, direct Library staff assistance, as well as phone and email help. We are aware of the constantly growing group of readers who use the library via the Internet. Heuristic skills and search behaviours of this group has been shaped to a large extent by this medium. In order to satisfy the needs of these users and encourage them to communicate via the Internet, we should put more stress on the creation and development of interactive query forms, helping the readers to solve various problems without the need to leave their homes. Due to this, the Reference Department of the Jagiellonian Library created the "Ask A Librarian" online service. After several months of this service being active, an analysis of the number and type of reported problems confirms that the introduction of this service was a proper answer to the needs of the Jagiellonian Library users.

Translated by Jacek Smycz

SUMMARY

This article presents the results of the survey of the functioning of the Computer Catalogue of the JU Libraries Collections, conducted in February 2014 among the users of the catalogue. The survey was anonymous and available online directly from the website of the Computer Catalogue of the JU Libraries Collections.

It covered the website of the Computer Catalogue of the JU Libraries Collections, individual functions of the catalogue, as well as the information and instructions for the readers available on the website of the Jagiellonian Library and pertaining the Computer Catalogue of the JU Libraries Collections. It also included the evaluation of the competence and friendliness of the staff of the Library, mainly the Catalogue staff.

The survey resulted in calculating the rate of user satisfaction regarding the Computer Catalogue of the JU Libraries Collections as a whole, as well as its individual functions. Thanks to the statistical tool for the frequency of service utilization, it also revealed preferences of the users regarding the choice of individual services.

KEYWORDS:

Jagiellonian Library, OPAC catalogue, user satisfaction indicator, survey of functioning, library users

BADANIE FUNKCJONALNOŚCI KATALOGU KOMPUTEROWEGO ZBIORÓW BIBLIOTEK UNIWERSYTETU JAGIELLOŃSKIEGO

STRESZCZENIE

Artykuł przedstawia wyniki badania funkcjonalności Komputerowego Katalogu Zbiorów Bibliotek Uniwersytetu Jagiellońskiego. Podstawę artykuły stanowi analiza badania ankietowego przeprowadzonego w lutym 2014 roku wśród użytkowników Komputerowego Katalogu Zbiorów Bibliotek Uniwersytetu Jagiellońskiego. Ankieta była anonimowa i dostępna online ze strony głównej Biblioteki Jagiellońskiej oraz bezpośrednio ze strony Komputerowego Katalogu Zbiorów Bibliotek Uniwersytetu Jagiellońskiego. Obszar badania obejmował: stronę WWW Komputerowego Katalogu Zbiorów Bibliotek Uniwersytetu Jagiellońskiego, poszczególne funkcje Komputerowego Katalogu Zbiorów Bibliotek Uniwersytetu Jagiellońskiego, umieszczone na stronie instrukcje i informacje dla czytelników, a dotyczące Komputerowego Katalogu Zbiorów Bibliotek Uniwersytetu Jagiellońskiego. Badania objęły również ocenę kompetencji i życzliwości personelu Biblioteki Jagiellońskiej, głównie pracowników Katalogu. Rezultatem badań jest ustalenie wskaźnika satysfakcji użytkowników z Komputerowego Katalogu Zbiorów Bibliotek Uniwersytetu Jagiellońskiego w całości i dla poszczególnych jego funkcji, a także ustalenie preferencji użytkowników w wyborze poszczególnych usług przez określenie częstotliwości korzystania z danej usługi.

SŁOWA KLUCZOWE:

Biblioteka Jagiellońska, katalog OPAC, wskaźnik satysfakcji, badanie funkcjonalności, użytkownicy bibliotek