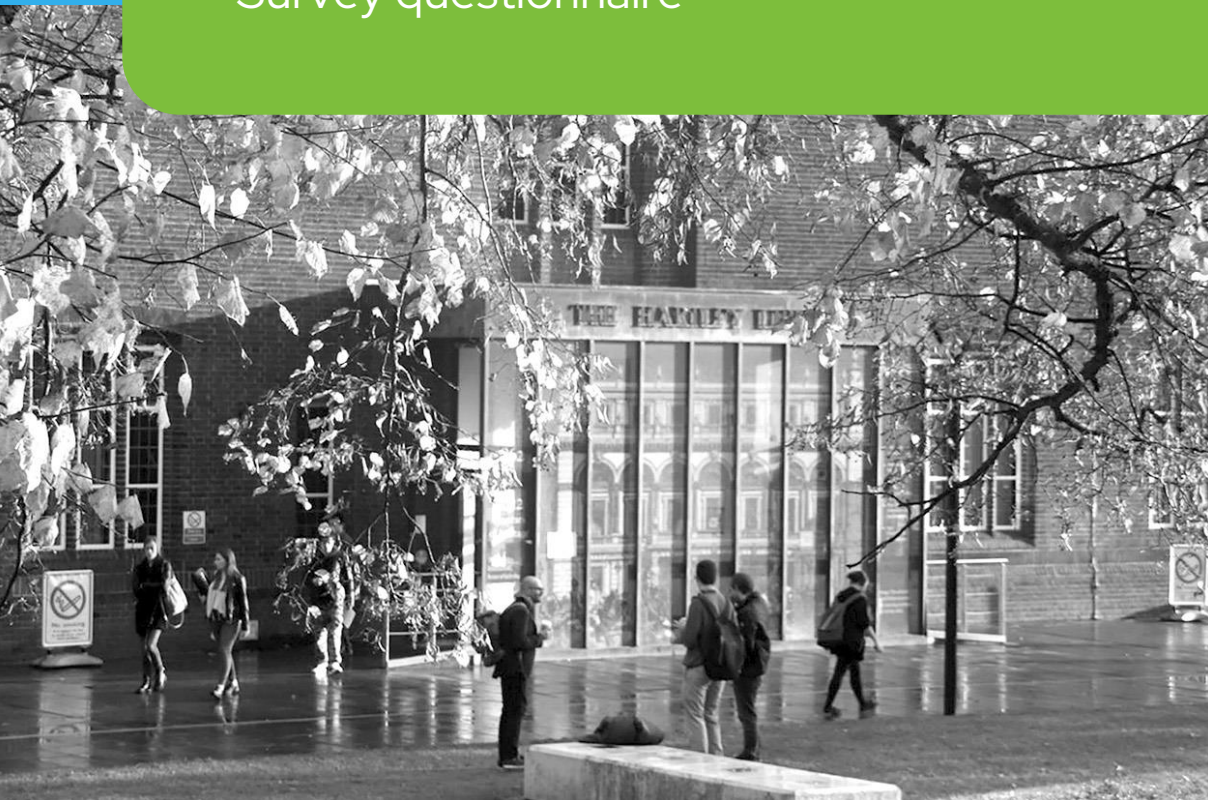




The Library Technology Landscape

Survey questionnaire





Library Technology Landscape: survey questionnaire

SCONUL Technology Survey 2024

The information provided in this survey will help SCONUL and its members make better use of technology. It builds on SCONUL's existing work in delivering benchmarking statistics for the sector, and will help SCONUL and its members to:

- review suppliers and solutions in key areas of library activity and understand how others in the sector view these
- allow SCONUL and its members to identify suppliers or products where there are concerns about functionality and/or value for money
- identify emerging technologies and novel uses for existing technologies.

The information required is likely to require input from across the library team and we are asking for a collective view.

The questions ask for an opinion on functionality and value for money and we understand the latter can be more difficult to quantify if the library doesn't pay for the system, but we ask that you try and make this judgement call for each product. This may involve consultation with other departments in your institution.

This survey follows SCONUL's privacy policy. Only aggregated survey results will be made publicly available. Individual survey results will not be shared.

Should you have any questions, please contact Lisa McLaren at lisa.mclaren@sconul.ac.uk.

Contact information

1. Contact details for person coordinating the library's response:

Full name:	<input type="text"/>
Job title:	<input type="text"/>
Institution:	<input type="text"/>
E-mail:	<input type="text"/>

Resource spend on library technology

2. Please estimate your institution's annual spend on technology to support library services and functions within the bands provided. Please exclude spend on content.

- £0 - £49,999
- £50,000 - £99,999
- £100,000 - £149,999
- £150,000 - £199,999
- £200,000 - £249,999
- £250,000 - £299,999
- £300,000 - £349,999
- £350,000 - £399,999
- £400,000 - £449,999
- £450,000 - £499,999
- More than £500,000

3. Please estimate the number of staff (FTE) devoted to supporting library technology:

Please include library staff that manage, support and develop library technology solutions and also non library (e.g. IT) staff that may be involved in supporting library relevant infrastructure such as servers. Please do not count a full FTE, if they do not support library technologies on a full-time basis. For example, someone who works on reading list infrastructure one day per week, would be 0.2 FTE.

Core resource discovery solutions

Core discovery tools is intended to include options that the majority of your users would start their journey when looking for content and resources. It is the main "platform" and does not include plug-ins or small specialist tools designed for a minority of users. It also does not include any other system where there is a technical link/integration into your core tool (so not your intranet or VLE).

Please include the following types of discovery solution:

- a library system online catalogue (OPAC) such as Enterprise from SirsiDynix, Prism from ESS or Encore for Innovative Interfaces.
- services with a central index (e.g. Primo, Summon (Ex Libris/Clarivate), EBSCO Discovery Services or WorldCat discovery from OCLC)
- discovery layers without a central index for example open source VuFind, BlackLight, Aspen and federated search solutions such as Explorit (Deep Web Technologies/Amplifyfi)
- mobile 'App' solutions that are downloadable from an app store such as Campus M (Ex Libris/Clarivate) or Solus.

Please ensure you choose the product, not the vendor.

4. Which of the following core discovery solutions do you currently use, and how do you rate them in terms of (a) value for money and (b) functionality?

	Do you use this service?	How do you rate this service in terms of value for money?	How do you rate this service in terms of functionality?
EBSCO Discovery Service (EDS)	Select	Select	Select
Primo	Select	Select	Select
SirsiDynix Enterprise	Select	Select	Select
Summon	Select	Select	Select
WorldCat Discovery	Select	Select	Select
Other (1) please specify below	Select	Select	Select
Other (2) please specify below	Select	Select	Select
Other (3) please specify below	Select	Select	Select

Please provide the names of any services included as "Other (1), (2) and (3)".

5. Do you have any comments on core resource discovery solutions?

Products and services to enhance discovery

Please include:

- journal reading solutions such as BrowZine
- browser extension solutions such as Lean Library, LibKey etc., that assume users start in Google, A&I databases or publisher platforms and provide links to library-licensed resources
- tools enabling access to open access/free-to-read resources such as Unpaywall and OAbutton and aggregated services such as CORE
- linked data services such as those from SirsiDynix (BLUEcloud Visibility+) and OCLC.

6. Which of the following products and services designed to enhance discovery do you currently use, and how do you rate them in terms of (a) value for money and (b) functionality?

	Do you use this service?	How do you rate this service in terms of value for money?	How do you rate this service in terms of functionality?
BrowZine	Select	Select	Select
Lean Library	Select	Select	Select
LibKey	Select	Select	Select
Unpaywall	Select	Select	Select
Other (1) please specify below	Select	Select	Select
Other (2) please specify below	Select	Select	Select
Other (3) please specify below	Select	Select	Select

Please provide the names of any services included as "Other (1), (2) and (3)".

7. Do you have any comments on products and services designed to enhance discovery?

Identity management

Please include:

- IP-based, SAML, and federated solutions
- widely used solutions include OpenAthens (from Jisc), Shibboleth and EZproxy (OCLC)

SeamlessAccess is a more recent service that developed from RA21 Initiative.

If your service uses more than one authentication type for different sets of users, please include both.

Regarding value for money, please consult with your IT team if you do not pay for this service.

8. Which of the following identity management products and services do you currently use, and how do you rate them in terms of (a) value for money and (b) functionality?

	Do you use this service?	How do you rate this service in terms of value for money?	How do you rate this service in terms of functionality?
EZproxy	Select	Select	Select
OpenAthens	Select	Select	Select
Seamless Access	Select	Select	Select
Shibboleth	Select	Select	Select
Other (1) please specify below	Select	Select	Select
Other (2) please specify below	Select	Select	Select

Please provide the names of any services included as "Other (1) and (2)".

9. Do you have any comments on identity management products and services?

Journal subscription management

Please note that management of open access is dealt with in subsequent questions.

Please include:

- subscription agent services from EBSCO, LM Prenax, and ProQuest/Clarivate and Jisc License subscriptions manager
- locally managed databases or spreadsheets
- electronic Resource Management (ERM) solutions that are separate from but may integrate with the library system such as Coral and Folio ERM.

If you are using your library management system to manage subscriptions, please choose the 'other' option and name the system you are using.

10. What tools or agents do you use to manage your journal subscriptions and how do you rate these tool(s) in terms of (a) value for money and (b) functionality?

	Do you use this service?	How do you rate this service in terms of value for money?	How do you rate this service in terms of functionality?
EBSCO	Select	Select	Select
Jisc subscription manager	Select	Select	Select
Locally managed - e.g.spreadsheet	Select	Select	Select
Prenax (LM)	Select	Select	Select
ProQuest/Clarivate	Select	Select	Select
Other (1) please specify below	Select	Select	Select
Other (2) please specify below	Select	Select	Select

Please provide the names of any services included as "Other (1) and (2)".

11. Do you have any comments on journal management products and services?

Management of open access journals

Please include services such as Unpaywall, OAbutton, SirsiDynix's CloudsourceOA and DOAJ and subscription agents such as EBSCO, Prenax and ProQuest/Clarivate.

12. Which of the following open access journal management products and services do you currently use, and how do you rate them in terms of (a) value for money and (b) functionality?

	Do you use this service?	How do you rate this service in terms of value for money?	How do you rate this service in terms of functionality?
Cloudsource OA	Select	Select	Select
DOAJ	Select	Select	Select
OA Button	Select	Select	Select
Subscription agent	Select	Select	Select
Unpaywall	Select	Select	Select
Other (1) please specify below	Select	Select	Select
Other (2) please specify below	Select	Select	Select

Please provide the names of any services included as "Other (1) and (2)".

13. Do you have any comments on open access journal products and services?

Administration of open access

Please include:

- publisher dashboards
- the OA Switchboard which is a community led initiative designed to simplify the sharing of information between stakeholders about open access publications
- (Jisc) Monitor UK which helps higher education institutions (HEIs) review and interrogate national data relating to the publication of open access (OA) outputs
- (Jisc) OpenDOAR which is a global directory of academic open access repositories
- Oable (Knowledge Unlatched) which provides one workflow and one dashboard to manage open access approval, payment (including APCs) and reporting across publishers
- in-house tools and spreadsheets.

Please do not include your CRIS in this answer, this will be dealt with in a later question.

14. Which of the following products and services for the administration of open access do you currently use, and how do you rate them in terms of (a) value for money and (b) functionality?

	Do you use this service?	How do you rate this service in terms of value for money?	How do you rate this service in terms of functionality?
Publisher dashboards	Select	Select	Select
Oable	Select	Select	Select
OA Switchboard	Select	Select	Select
OpenDOAR	Select	Select	Select
Other (1) please specify below	Select	Select	Select
Other (2) please specify below	Select	Select	Select
Other (3) please specify below	Select	Select	Select

Please provide the names of any services included as "Other (1), (2) and (3)".

15. Do you have any comments on products and services for the administration of open access?

Ebook and etextbook management

Please include ebook/etextbook platforms/aggregators including Kortext, BibliU Perlego, ProQuest/Clarivate, EBSCO, Askews, VitalSource etc. as well as individual ebook platforms from publishers (e.g. OUP, Sage, Wiley etc.).

If you have selected direct from the publisher (if you don't use an aggregator), please enter the name of the publisher in the textbox underneath.

16. Which of the following ebook and etextbook products and services do you currently use, and how do you rate them in terms of (a) value for money and (b) functionality?

	Do you use this service?	How do you rate this service in terms of value for money?	How do you rate this service in terms of functionality?
Askews	Select	Select	Select
BibliU	Select	Select	Select
Direct from publisher	Select	Select	Select
EBSCO	Select	Select	Select
Kortext	Select	Select	Select
ProQuest/Clarivate	Select	Select	Select
Other (1) please specify below	Select	Select	Select
Other (2) please specify below	Select	Select	Select
Other (3) please specify below	Select	Select	Select

Please provide the names of any services included as "Other (1), (2) and (3)".

17. Do you have any comments on ebook and etextbook products and services?

Library management systems

Please include conventional library management systems such as Alto (ESS), Koha (open source) Symphony (SirsiDynix) and Sierra (Innovative Interfaces) and library services platforms such as Alma (Ex Libris/Clarivate) and WMS (OCLC).

If you have indicated an open source provider, please give details of whether it is supported or self-managed in the textbox below.

18. Which of the following library management system products and services do you currently use, and how do you rate them in terms of (a) value for money and (b) functionality?

	Do you use this service?	How do you rate this service in terms of value for money?	How do you rate this service in terms of functionality?
Alma	Select	Select	Select
Alto	Select	Select	Select
Koha	Select	Select	Select
Sierra	Select	Select	Select
Symphony	Select	Select	Select
WMS	Select	Select	Select
Other (1) please specify below	Select	Select	Select
Other (2) please specify below	Select	Select	Select
Other (3) please specify below	Select	Select	Select

Please provide the names of any services included as "Other (1), (2) and (3)".

19. Do you have any comments on library management system products and services?

Self-service

Please include (typically RFID based) 'kiosks', smartphone (app) based solutions and products to enable unstaffed libraries, as well as self-service laptop loan solutions such as LapSafe.

20. Which of the following self-service products and services do you currently use, and how do you rate them in terms of (a) value for money and (b) functionality?

	Do you use this service?	How do you rate this service in terms of value for money?	How do you rate this service in terms of functionality?
2CQR/Lyngsoe	Select	Select	Select
AdvaNova (formerly Telepen)	Select	Select	Select
Bibliotheca	Select	Select	Select
D-Tech	Select	Select	Select
Lapsafe	Select	Select	Select
Smartphone app	Select	Select	Select
Other (1) please specify below	Select	Select	Select
Other (2) please specify below	Select	Select	Select
Other (3) please specify below	Select	Select	Select

Please provide the names of any services included as "Other (1), (2) and (3)".

21. Do you have any comments on self-service and laptop loan products and services?

Laptop and equipment loans

Please include (typically RFID based) 'kiosks', smartphone (app) based solutions and products to enable unstaffed libraries, as well as self-service laptop loan solutions such as LapSafe.

22. Which of the following laptop and equipment loans products and services do you currently use, and how do you rate them in terms of (a) value for money and (b) functionality?

	Do you use this service?	How do you rate this service in terms of value for money?	How do you rate this service in terms of functionality?
2CQR/Lyngsoe	Select	Select	Select
AdvaNova (formerly Telepen)	Select	Select	Select
Bibliotheca	Select	Select	Select
D-Tech	Select	Select	Select
Lapsafe	Select	Select	Select
Smartphone app	Select	Select	Select
Other (1) please specify below	Select	Select	Select
Other (2) please specify below	Select	Select	Select
Other (3) please specify below	Select	Select	Select

Please provide the names of any services included as "Other (1), (2) and (3)".

Gate entry solutions

If your gate entry system is paid for centrally, please liaise with the relevant department to come up with an accurate value for money appraisal.

23. Which of the following gate entry products and services do you currently use, and how do you rate them in terms of (a) value for money and (b) functionality?

	Do you use this service?	How do you rate this service in terms of value for money?	How do you rate this service in terms of functionality?
AdvaNova (includes Sentry and Telepen)	Select	Select	Select
Bibliotheca	Select	Select	Select
Gunnebo	Select	Select	Select
Lyngsoe/2CQR	Select	Select	Select
Salto	Select	Select	Select
Sateon	Select	Select	Select
Other (1) please specify below	Select	Select	Select
Other (2) please specify below	Select	Select	Select

Please provide the names of any services included as "Other (1) and (2)".

24. Do you have any comments on gate entry products and services?

Library and learning spaces management

Please include solutions to monitor the occupancy of the library (e.g. Bibliotheca open+ count).
Please also include Virtual Reading Rooms (VRR) and Virtual Teaching Spaces (VTS) solutions.

25. Which of the following library and learning space management products and services do you currently use, and how do you rate them in terms of (a) value for money and (b) functionality?

	Do you use this service?	How do you rate this service in terms of value for money?	How do you rate this service in terms of functionality?
AdvaNova occupancy count	Select	Select	Select
Bibliotheca open+ count	Select	Select	Select
LibCal	Select	Select	Select
Other occupancy monitoring solutions (please specify below)	Select	Select	Select
Virtual Reading Rooms (VRR)/Virtual Teaching spaces (VTS) solutions	Select	Select	Select
Other space management technologies (please specify below)	Select	Select	Select

Please provide the names of any other technologies referred to above.

26. Do you have any comments on library and learning spaces management products and services?

Shared catalogues

Please include regional, national and international catalogues such as WorldCat (OCLC) and Library Hub Discover (Jisc) as well as shared catalogues based on a shared library system.

27. Which of the following shared catalogue products and services do you currently use, and how do you rate them in terms of (a) value for money and (b) functionality?

	Do you use this service?	How do you rate this service in terms of value for money?	How do you rate this service in terms of functionality?
Library Hub Discover	Select	Select	Select
Regional shared catalogue	Select	Select	Select
Shared library system catalogue	Select	Select	Select
WorldCat	Select	Select	Select
Other (1) please specify below	Select	Select	Select
Other (2) please specify below	Select	Select	Select

Please provide the names of any services included as "Other (1) and (2)".

28. Do you have any comments on shared catalogue products and services?

Institutional repositories

Please include repositories for the management of research outputs (including articles, theses and research data) typically managed by institutional repository products such as Eprints, Dspace, Fedora, Haplo, Pure, Figshare, Zenodo etc.

Please note, Q33 refers to CRIS systems, where you can include more detail on your specific system.

29. Which of the following institutional repository products and services do you currently use, and how do you rate them in terms of (a) value for money and (b) functionality?

	Do you use this service?	How do you rate this service in terms of value for money?	How do you rate this service in terms of functionality?
DSpace	Select	Select	Select
Eprints	Select	Select	Select
Fedora	Select	Select	Select
Figshare	Select	Select	Select
Haplo	Select	Select	Select
Repository function is embedded in our CRIS	Select	Select	Select
Other (1) please specify below	Select	Select	Select
Other (2) please specify below	Select	Select	Select
Other (3) please specify below	Select	Select	Select

Please provide the names of any services included as "Other (1), (2) and (3)".

30. Do you have any comments on institutional repository products and services?

Research impact measurement

Please include solutions from publishers as well as other providers to measure the impact of research outputs.

31. Which of the following research assessment metric providing services do you currently use and how do you rate them (if applicable) in terms of (a) value for money and (b) functionality?

	Do you use this service?	How do you rate this service in terms of value for money?	How do you rate this service in terms of functionality?
Altmetric	Select	Select	Select
Dimensions	Select	Select	Select
Google Scholar	Select	Select	Select
Incites	Select	Select	Select
Open Alex	Select	Select	Select
Plum analytics	Select	Select	Select
SciVal	Select	Select	Select
Scopus	Select	Select	Select
Web of Science	Select	Select	Select
Wizdom.ai	Select	Select	Select
Other (1) please specify below	Select	Select	Select
Other (2) please specify below	Select	Select	Select
Other (3) please specify below	Select	Select	Select

Please provide the names of any services included as "Other (1), (2) and (3)".

32. Do you have any comments on research impact measurement products and services?

Research support management

Please include CRIS solutions (also known as Research Information Management (RIM) Systems) such as Pure (Elsevier), Converis (Clarivate), Symplectic (Digital Science) and Worktribe.

Please also include open access management software such as Oable (Knowledge Unlatched) that unify publisher workflows and streamline management operations.

If your CRIS is paid for by your Research Office, please consult with them over the value for money appraisal.

33. Which of the following current research information systems (CRIS) do you currently use, and how do you rate them in terms of (a) value for money and (b) functionality?

	Do you use this service?	How do you rate this service in terms of value for money?	How do you rate this service in terms of functionality?
Converis	Select	Select	Select
Oable	Select	Select	Select
Pure	Select	Select	Select
Symplectic	Select	Select	Select
Worktribe	Select	Select	Select
Other (1) please specify below	Select	Select	Select
Other (2) please specify below	Select	Select	Select
Other (3) please specify below	Select	Select	Select

Please provide the names of any services included as "Other (1), (2) and (3)".

34. Do you have any comments on research management products and services?

Archive management, digital repository and preservation solutions

Please include:

- commercial (e.g Calm from Axiell,) and open source (e.g. ArchivesSpace) solutions designed to manage archive collections and museum objects
- digital repository solutions (e.g. for special collections) such as ContentDM (OCLC), Luna (Luna Imaging) and Rosetta (Ex Libris/Clarivate)
- digital preservation systems (e.g. open source Preservica)
- solutions such as Archives hub (Jisc) that aggregate archive data.

35. Which of the following archive management, digital repository and preservation products and services do you currently use, and how do you rate them in terms of (a) value for money and (b) functionality?

	Do you use this service?	How do you rate this service in terms of value for money?	How do you rate this service in terms of functionality?
Access to Memory (AtM)	Select	Select	Select
Alma Digital	Select	Select	Select
Archivematica	Select	Select	Select
Archives Hub	Select	Select	Select
ArchivesSpace	Select	Select	Select
Arkivum	Select	Select	Select
Calm	Select	Select	Select
Preservica	Select	Select	Select
Other (1) please specify below	Select	Select	Select
Other (2) please specify below	Select	Select	Select
Other (3) please specify below	Select	Select	Select

Please provide the names of any services included as "Other (1), (2) and (3)".

36. Do you have any comments on archive management, digital repository and preservation products and services?

Collection development

Please include collection analytics tools within a library system as well as:

- Jisc Library Hub Compare (which allows a library to use Library Hub data to benchmark monograph and serials collections against those of other libraries)
- UK Research Reserve (UKRR) (which allows libraries to de-duplicate their journal holdings)
- Greenglass and Choreo Insights (collection management tools from OCLC)
- tools such as Unsub (OurResearch) and CloudSource OA (SirsiDynix).

37. Which of the following collection analysis and development products and services do you currently use, and how do you rate them in terms of (a) value for money and (b) functionality?

	Do you use this service?	How do you rate this service in terms of value for money?	How do you rate this service in terms of functionality?
Your library system analytics	Select	Select	Select
CloudSourceOA	Select	Select	Select
Greenglass	Select	Select	Select
Library Hub Compare	Select	Select	Select
UK Research Reserve	Select	Select	Select
Other (1) please specify below	Select	Select	Select
Other (2) please specify below	Select	Select	Select

Please provide the names of any services included as "Other (1) and (2)".

38. Do you have any comments on collection development products and services?

Resource sharing and ILL

Please include:

- the use of an ILL module within your library system as well as separate 'add on' ILL solutions
- peer to peer services using ISO ILL functionality built into the library system
- peer to peer resource sharing solutions such as RapidILL, Tipasa, ReShare etc.
- British Library (BLDSS) service
- services such as Reprints Desk
- brokering solutions such as (Ex Libris/Clarivate) Rapido that allows users to select the best delivery solution from a range of options.

39. Which of the following resource sharing/ILL products services do you currently use, and how do you rate them in terms of (a) value for money and (b) functionality?

	Do you use this service?	How do you rate this service in terms of value for money?	How do you rate this service in terms of functionality?
British Library (BLDSS)	Select	Select	Select
ILL module of the library system	Select	Select	Select
OCLC Worldshare	Select	Select	Select
OpenRS	Select	Select	Select
RapidILL	Select	Select	Select
Rapido	Select	Select	Select
Tipasa	Select	Select	Select
WHELP+	Select	Select	Select
Other (1) please specify below	Select	Select	Select
Other (2) please specify below	Select	Select	Select
Other (3) please specify below	Select	Select	Select

Please provide the names of any services included as "Other (1), (2) and (3)".

40. Do you have any comments on resource sharing/ILL products and services?

Bibliographic record creation and supply

Please include:

- record download services such as the ESS library system 'Base' service, SkyRiver (Innovative Interfaces/Clarivate), OCLC, BDS, Library of Congress, Library Hub Cataloguing (Jisc) etc.
- catalogue record provision as part of the acquisitions process via library suppliers such as Askews, EBSCO or ProQuest.

41. Which of the following bibliographic record creation products and supply services do you currently use, and how do you rate them in terms of (a) value for money and (b) functionality?

	Do you use this service?	How do you rate this service in terms of value for money?	How do you rate this service in terms of functionality?
BDS	Select	Select	Select
OCLC	Select	Select	Select
Library book supplier	Select	Select	Select
Library Hub Cataloguing	Select	Select	Select
Other (1) please specify below	Select	Select	Select
Other (2) please specify below	Select	Select	Select
Other (3) please specify below	Select	Select	Select

Please provide the names of any services included as "Other (1), (2) and (3)".

42. Do you have any comments on bibliographic record creation and supply products and services?

Analytics and management information

Please include:

- management information and analytics capabilities provided as part of the library system
- third party solutions such as Tableau that are used to analyse library data
- institutional business information/analytics solutions such as e.g. MS Power BI or Qlik that pull in library data and mix it with other institutional data
- learning analytics solutions that ingest library data such as Civitas Learning and Jisc Learning Analytics.

Please include the name of the product for library management system and third party vendors in the text box below.

43. Which of the following analytics/management information products and services do you currently use, and how do you rate them in terms of (a) value for money and (b) functionality?

	Do you use this service?	How do you rate this service in terms of value for money?	How do you rate this service in terms of functionality?
Institutional analytics solution	Select	Select	Select
Learning analytics solution	Select	Select	Select
Library system analytics module	Select	Select	Select
Third party analytics solutions	Select	Select	Select
Other (1) please specify below	Select	Select	Select
Other (2) please specify below	Select	Select	Select

Please provide the names of any services included as "Other (1) and (2)".

44. Do you have any comments on analytics/management information products and services?

Resource/reading list solutions

Please include reading/resource lists include Aspire (Talis/Sage), Keylinks (Kortext), Leganto (Ex Libris/Clarivate), as well as related solutions such as Talis Elevate or Social Reading (Ex Libris/Clarivate) for student and academic engagement with texts (annotations, comments etc.).

45. Which of the following resource/reading list and related products and services do you currently use, and how do you rate them in terms of (a) value for money and (b) functionality?

	Do you use this service?	How do you rate this service in terms of value for money?	How do you rate this service in terms of functionality?
Aspire	Select	Select	Select
Elevate	Select	Select	Select
Keylinks	Select	Select	Select
Leganto	Select	Select	Select
Social Reading	Select	Select	Select
Other (1) please specify below	Select	Select	Select
Other (2) please specify below	Select	Select	Select
Other (3) please specify below	Select	Select	Select

Please provide the names of any services included as "Other (1), (2) and (3)".

46. Do you have any comments on resource/reading list and related products and services?

Student training and information literacy

Please include the wide variety of tools which may be used to support user education and training in terms of both teaching and learning and research including:

- solutions such as LibGuides that enhance the library website
- products such as Infobase which provide a content management system (CMS) with content
- locally developed library web pages based on a variety of CMS solutions
- collaboration tools such as Slack or Teams Whiteboard.

47. Which of the following student training/information literacy products and services do you currently use, and how do you rate them in terms of (a) value for money and (b) functionality?

	Do you use this service?	How do you rate this service in terms of value for money?	How do you rate this service in terms of functionality?
InfoBase	Select	Select	Select
LibAnswers	Select	Select	Select
LibGuides	Select	Select	Select
Library website	Select	Select	Select
Slack	Select	Select	Select
Teams whiteboard	Select	Select	Select
Other (1) please specify below	Select	Select	Select
Other (2) please specify below	Select	Select	Select

Please provide the names of any services included as "Other (1) and (2)".

48. Do you have any comments on student training/information literacy products and services?

Virtual learning environment/learning management solutions

Please include information about your virtual learning environment/learning management system irrespective of whether or not the library provides or manages it. You should consult with Learning Technologies or IT to give greater clarity on the value for money and functionality questions.

49. Which of the following virtual learning environment/learning management system products and services do you currently use, and how do you rate them in terms of (a) value for money and (b) functionality?

	Do you use this service?	How do you rate this service in terms of value for money?	How do you rate this service in terms of functionality?
Blackboard	Select	Select	Select
Brightspace	Select	Select	Select
Desire2Learn -D2L	Select	Select	Select
Canvas	Select	Select	Select
Moodle	Select	Select	Select
Sakai	Select	Select	Select
Other (1) please specify below	Select	Select	Select
Other (2) please specify below	Select	Select	Select
Other (3) please specify below	Select	Select	Select

Please provide the names of any services included as "Other (1), (2) and (3)".

50. Do you have any comments on virtual learning environment/learning management system products and services?

Open institutional publishing

Excluded here are 'conventional' university presses. This section is concerned with the trend towards the open publication of institutional journals and ebooks.

Please include:

- publishing platforms by specialist providers like Ubiquity Press and Highwire
- services from universities, such as the University of Edinburgh's journal-hosting service, the University of St. Andrews's journal-hosting service and the University of Warwick journals
- the institutional repository.

51. Which of the following institutional publishing products and services do you currently use, and how do you rate them in terms of (a) value for money and (b) functionality?

	Do you use this service?	How do you rate this service in terms of value for money?	How do you rate this service in terms of functionality?
Janeway	Select	Select	Select
Hosting by another university	Select	Select	Select
OJS	Select	Select	Select
Pressbooks	Select	Select	Select
Ubiquity Press	Select	Select	Select
University repository	Select	Select	Select
Other (1) please specify below	Select	Select	Select
Other (2) please specify below	Select	Select	Select

Please provide the names of any services included as "Other (1) and (2)".

52. Do you have any comments on open institutional publishing products and services?

Enquiry management

Please include:

- enquiry management solutions that are library-specific e.g. LibAnswers
- solutions from other providers such as ServiceNow that may be licensed by the institution
- AI-based ChatBot services such as LibAnswers Chatbot from Springshare
- locally developed enquiry and Chatbot services.

53. Which of the following enquiry management products and services do you currently use, and how do you rate them in terms of (a) value for money and (b) functionality?

	Do you use this service?	How do you rate this service in terms of value for money?	How do you rate this service in terms of functionality?
LibAnswers	Select	Select	Select
LibAnswers Chatbot	Select	Select	Select
NORMAN	Select	Select	Select
Olark	Select	Select	Select
ServiceNow	Select	Select	Select
Other (1) please specify below	Select	Select	Select
Other (2) please specify below	Select	Select	Select

Please provide the names of any services included as "Other (1) and (2)".

54. Do you have any comments on enquiry management products and services?

The technology landscape

55. Are there new or emerging technologies/services you are exploring within your own institution or have discovered in another institution? If so, what objective(s) are you trying to address?

56. How is your library making use of AI? What tools are you using in your institution?

57. Are you using any AI tools in any functional areas of the website not covered by this survey?

58. Are there areas in library technology or specific providers you are particularly concerned about? This could be from your own internal library perspective or what you are seeing at other institutions and in the market.

59. Thinking about existing and emerging technologies, how do you think SCONUL could support your institution?

Evaluation questions

60. Are there areas of technology you would expect to be covered that are not yet included?

61. Has undertaking this process revealed anything to you that you weren't aware about before at your institution?

62. Do you envisage using the findings of this survey to inform your own practices and develop further?

- Yes
- No
- Not sure

Any additional comments?



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