Benchmarked Library Websites Comparative study

RINDRA RAMLI (E-RESOURCES SPECIALIST),
JANIS TYHURST (SENIOR SUBJECT SPECIALIST)
Abstract

• Analysis of services provided by the benchmarked library websites.

• Comparison of these websites against a list of criterion and presents a list of services that are most commonly deployed by the selected websites.

• Proposed a list of services that could be provided via the KAUST library website.
Checklist

- Site Description
- Currency
- Discovery / Search Features
- Information Architecture
- Aids / Tools
- Library General Information
- Resources
- Services
- Value-Added
- Repositories
- Data Libraries
- Research Data Storage Services
- Data Management Planning
- Digital Collections: Non-theses / Dissertations
- Specimen collections
Benchmarked Library Websites

- King AbdulAziz University, Saudi Arabia
- King Fahd University of Petroleum and Minerals, Saudi Arabia
- National University of Singapore, Singapore
- University of Cambridge, United Kingdom
- ETH Bibliothek, Switzerland
- Carnegie Mellon University, United States of America
- Korea Advanced Institute of Science and Technology (KAIST), South Korea
- Hong Kong University of Science and Technology, (HKUST), Hong Kong
- Ecole Polytechnique Federale De Lausanne (EPFL), Switzerland
- Princeton University, United States of America
- Michigan Institute of Technology (MIT), United States of America
- Harvard University, United States of America
- CalTech, United States of America
- North Carolina State University (NCSU), United States of America
- Stanford University, United States of America
- University of Queensland, Australia
- Victoria University, New Zealand
Breakdown of websites by countries

Breakdown

KSA  Singapore  UK  Switzerland  USA  Korea  Hong Kong  Australia  New Zealand
Top 5 services

1. User Services: checking personal accounts
2. Reference / Research Services: Ask a librarian
3. ILL/Doc Delivery request
4. New materials recommendations
5. Library alerts, news events

<table>
<thead>
<tr>
<th>Service</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>User Services: checking personal accounts</td>
<td>100</td>
</tr>
<tr>
<td>Reference / Research Services: Ask a librarian</td>
<td>100</td>
</tr>
<tr>
<td>ILL/Doc Delivery request</td>
<td>100</td>
</tr>
<tr>
<td>New materials recommendations</td>
<td>94</td>
</tr>
<tr>
<td>Library alerts, news events</td>
<td>83</td>
</tr>
</tbody>
</table>
Least deployed

- Others: Plugins, widgets, mobile website, Content curation request: 61%
- Union catalogue: 44%
- Report issues regarding e-resources: 17%
Summary of Data Management Resources

In our website review we looked at 6 types of data management and collection. These are:

- Institutional Repositories
- Data Libraries
- Research data storage services
- Data management planning
- Digital collections (Special Collections--non-theses/dissertations)
- Specimen collections
Services

All libraries have their own institutional repositories
No library has a specimen collection on their website
Data Management Services

- Data Libraries: 28%
- Research data storage services: 17%
- Data management planning: 50%
- Digital collections (Special Coll): non-theses/dissertations coll: 78%
University Breakout

<table>
<thead>
<tr>
<th>University</th>
<th>Digital Special Collections</th>
<th>DM Planning Services</th>
<th>Data Library</th>
<th>Research Data Storage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Carnegie Mellon</td>
<td>x</td>
<td></td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>Georgia Tech</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>Princeton</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>MIT</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>Harvard</td>
<td>x</td>
<td>x</td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>CalTech</td>
<td>x</td>
<td></td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>NCSU</td>
<td>x</td>
<td></td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>Stanford</td>
<td>x</td>
<td></td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>U Queensland</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cambridge</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ETH Zurich</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HKUST</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>EPFL</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Victoria</td>
<td>x</td>
<td></td>
<td></td>
<td>x</td>
</tr>
</tbody>
</table>
## Services

<table>
<thead>
<tr>
<th>Services</th>
<th>Present</th>
<th>Non-Existent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data Libraries</td>
<td>28%</td>
<td>72%</td>
</tr>
<tr>
<td>Research data storage services</td>
<td>17%</td>
<td>83%</td>
</tr>
<tr>
<td>Data management planning</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>Digital collections (Special Collection): non-theses/dissertations collection</td>
<td>78%</td>
<td>22%</td>
</tr>
<tr>
<td>Social Media Tools</td>
<td>Deployed</td>
<td></td>
</tr>
<tr>
<td>-------------------</td>
<td>----------</td>
<td></td>
</tr>
<tr>
<td>Facebook</td>
<td>89%</td>
<td></td>
</tr>
<tr>
<td>Twitter</td>
<td>67%</td>
<td></td>
</tr>
<tr>
<td>Youtube</td>
<td>50%</td>
<td></td>
</tr>
<tr>
<td>Blog</td>
<td>39%</td>
<td></td>
</tr>
<tr>
<td>Flickr</td>
<td>22%</td>
<td></td>
</tr>
<tr>
<td>Instagram</td>
<td>11%</td>
<td></td>
</tr>
</tbody>
</table>
Proposed services
KAUST website

KAUST library website against the services provided by the other benchmarked library websites. It showed that we do have 75% of the services on our website.
KAUST website

User services: My account
Research/Reference Services
ILL/document delivery requests
New materials recommendations
Reserve library facility – (need to check the email account)
Course Reserves
Off-Campus services
Feedback/comments
Library news
Proposed services

• Data Management:
  • Consider the various methods of hosting data and provide information on the planning aspects of storing and documenting the data

• Data Libraries:
  • Consider hosting various data collections. May consider connecting to the various data sets from other universities / databases.

• Data research storage
  • Explore the possibility of creating a central storage of data created by our community (Faculty members and Researchers).

• Enhanced My Account features
  • Select respective email alerts for subject areas, reading history, wish list, review posts.

• Print, Copy, Scan
• Mobile website
• Video Guides
Questions?