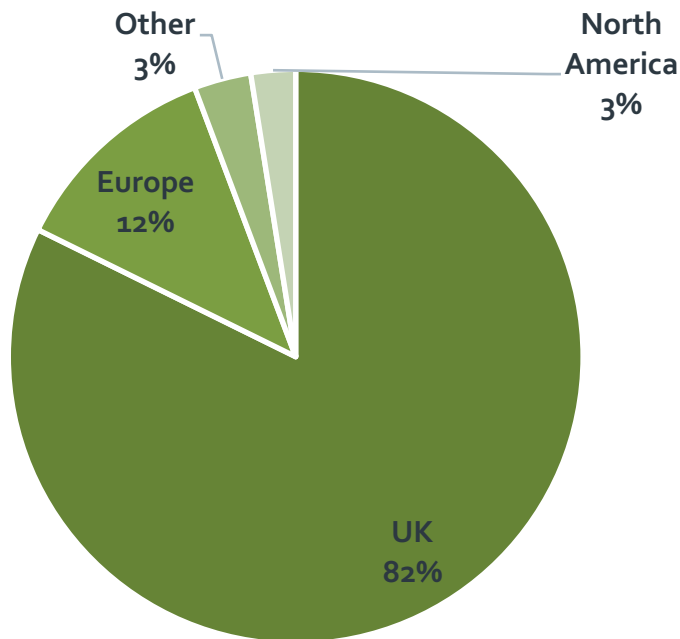




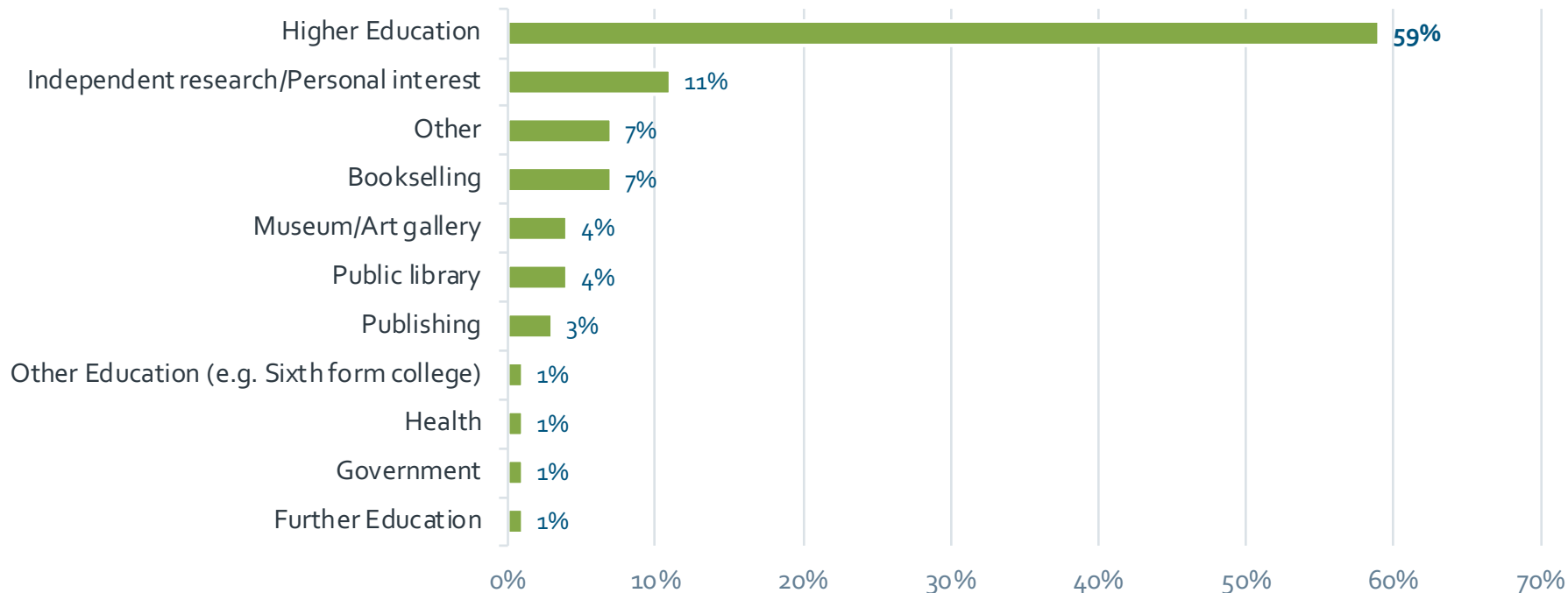
Copac user survey 2018 Summary of findings

717 people completed the survey. The majority of responses came from the UK and over three-quarters of those in the sample (79%) use Copac once a week or more often, with only 2% being first time users.

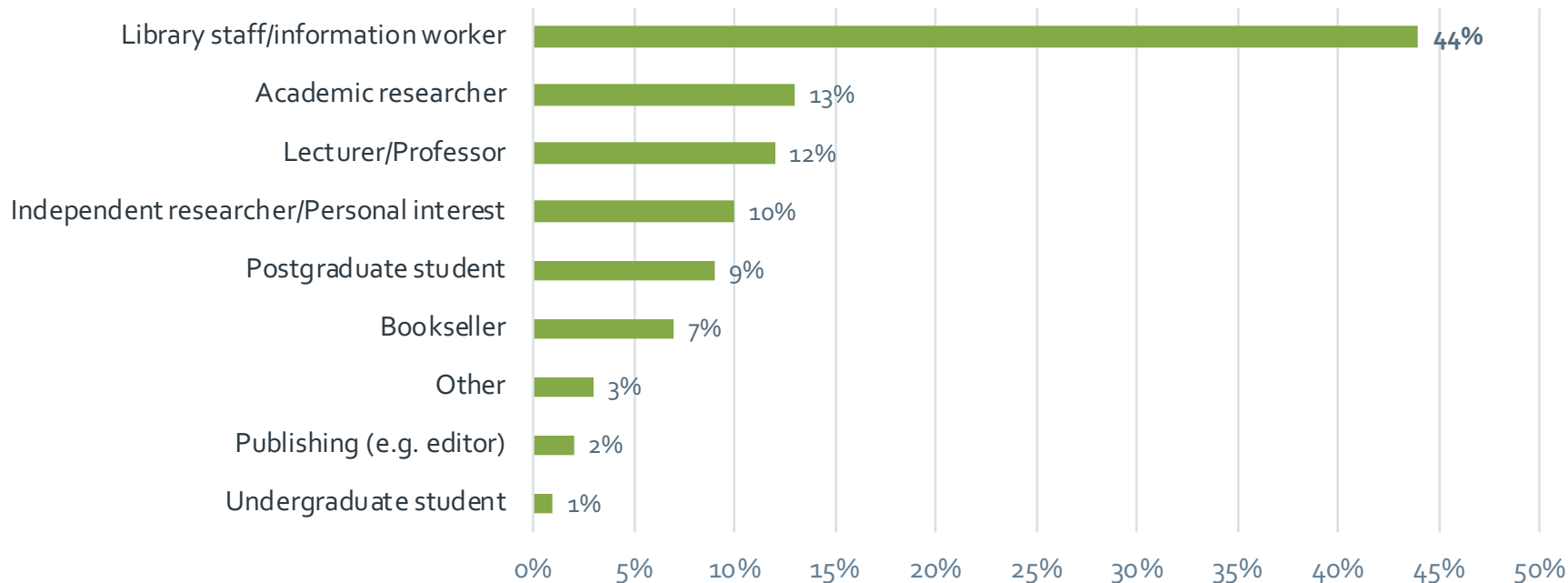


Frequency use service	% of total responses
Several times a week	63%
Once a week	16%
Once or twice a month	17%
Less often	3%
This is my first use	2%

The majority of responses were from higher education (59%), with independent research/personal interest in second position (11%).



44% of responses were from library staff/information workers, followed by academic researchers and lecturers. 74% of those identifying as library staff use Copac several times a week



Most respondents study History or are interdisciplinary. Although the majority chose 'other', the free-text responses suggest that these respondents are largely in the library profession and could be categorised as interdisciplinary. A large number also identify as History of Art and Classics scholars.

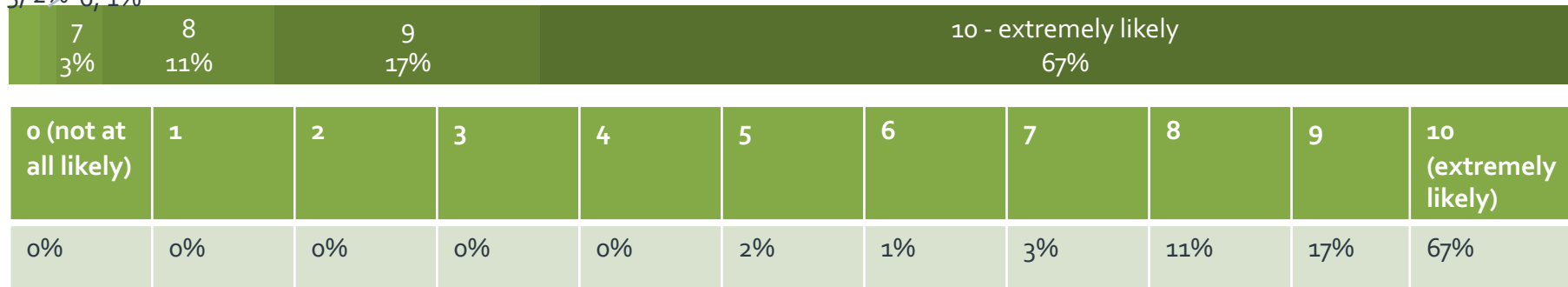
Subject area of respondents (top 10)	%
Other	26%
History	19%
Interdisciplinary	15%
English Literature	6%
Library & Archive Studies	5%
Modern Languages and Area Studies	4%
Creative and Performing Arts	4%
Philosophy and Theology	4%
Law	3%
Social Sciences	3%

Satisfaction for Copac is high, with 97% choosing 'very satisfied' or 'fairly satisfied'. Overall, academic researchers indicate higher levels of satisfaction than the overall score, with 67% indicating they are very satisfied.



Recommendation score is very high, with over two thirds of users indicating they would be extremely likely to recommend the service

5; 2% 6; 1%



Copac scored positively on both ease of use and for the perception of time saved. 90% 'somewhat agree' or 'strongly agree' that their work would take longer without Copac. The majority (89%) find Copac easy to use.

My work would take longer if Copac were not available



Copac is as easy to use as I'd expect it to be



Theme	No. of references
Increase the coverage	94
No improvements needed/I can't think of anything	81
Improve the search interface	76
Improve data quality	52
Deduplication and consolidation	45
Miscellaneous suggestions	24
Make it easier to download/export references	14
Direct links to record information in library catalogues	13
Results display and sorting options	13
Make sure data is updated frequently	13
More current availability information	11
Increased visibility of classmarks	11
Add MARC view	11
Improve journal search	10
Update the look and feel	7
Link to more digitized/online content	7
Facilitate easier ILL requests/include ILL contact information	7
Language support	5

