RE-space - Repository Enhancement for e-space, the digital e-prints repository at Manchester Metropolitan University

Manchester Metropolitan University Library

e-space: current usage survey 1

REPORT – October 2007

Helen Standish (RE-space Project Manager)
22/10/2007

Contents

1. Executive Summary

1.1 e-space current usage survey

Between 20th June 2007 and 28th September 2007 Manchester Metropolitan University (MMU) Library, as part of the JISC funded RE-space project, conducted a survey of all MMU academics and researchers to determine current awareness and usage of e-space, the University's institutional repository for research output. The survey also aimed to establish views on general Open Access (OA) and Institutional Repository (IR) issues. The results of the survey will be used to inform future advocacy of the service and will be disseminated to the wider Higher Education (HE) community.

1.2 Key findings

Current awareness and usage of e-space
Before the survey, 83.9% of respondents had heard of e-space, however, 44.6% of respondents said they don't use it at all. The main reasons for not using e-space were lack of awareness and time. Of those who do use e-space, approximately half use it to deposit research only.

Facilitating increased usage
Greater awareness of benefits and clarification of copyright issues were the two main areas where respondents felt the library could help/enable increased usage of e-space. Email and Faculty or Departmental events were listed as the top two methods by which respondents would like to receive more information about e-space.

General perceptions about e-space
The majority of comments about the benefits of e-space were positive. Those respondents who currently use e-space felt it benefits the institution as a centralised location for the deposit of research output. It enables colleagues to gain access to each others work thus promoting collaborative research and from an individual point of view it helps to increase awareness of publications in order to advance personal research profiles. Some respondents who deposit their work in e-space were not sure how it benefited them.

The main area of concern was uncertainty about copyright issues. Concerns were also expressed regarding academic credibility and peer review and the ability to indicate the type of publication within e-space.

General perceptions about Institutional Repositories (IRs) and Open Access (OA)
The majority of respondents agreed that e-space is a showcase for MMU's research output, helps to increase the prestige of the University and exposes MMU's research to a global audience.

Whilst the majority of respondents also agreed with the concept of OA, their main concerns were about copyright and quality issues and that depositing research in e-space takes up too much time.

1.3 Conclusions

Respondents were generally positive towards the idea of IRs and OA and e-space is widely recognized amongst respondents. The main areas for concern are copyright issues and lack of time. In most instances, individual responses to address specific comments were not possible as respondents had not included contact details.

2. **Introduction**

Manchester Metropolitan University has had a repository project, e-space, since April 2005 which led to the launch of its repository of research publications in October 2006. The project was led by Library Services as a natural extension of its role of managing information and assisting scholarly communication.

This survey was conducted as part of the RE-space project, a JISC funded project addressing key issues and challenges relating to repository enhancement: advocacy; content acquisition; embedding of the repository into University strategy and workflows. This is the first of two surveys being undertaken, the results of which will present formative and summative evaluation reports from a post-1992, multi-site and multi-discipline university that has outsourced its hybrid e-prints repository service.

3. **Methodology**

The aim of the survey was to determine current awareness and usage of e-space, as well as views on general Open Access (OA) and Institutional Repository (IR) issues amongst all Manchester Metropolitan University (MMU) academics and researchers.

3.1 Questionnaire

The questionnaire was compiled in collaboration with the Project Steering Group and divided into sections using the following rationale:

Introduction
- Why we're running the survey *(context)*
- What we want to know and why *(purpose)*
- What will happen with the results *(involvement)*
- What is e-space *(background)*

About you
- Who are they *(faculty/dept. information needed for targeting in future advocacy; option to remain anonymous may encourage participation)*

About e-space
- Have they heard of it, if so how *(inform future promotion/advocacy)*
- Do they use it and if so, what for *(establish current usage and if not used, why)*
- What would help them use it more *(how we can help)*
- What do they think are the benefits *(gauge perceptions to inform advocacy)*
- What do they think are the barriers *(gauge perceptions to inform advocacy)*

About IRs
- Views on benefits and barriers *(determine general views and raise awareness of issues; inform future advocacy)*

Further information
- Do they/how do they want further information *(how we can help; inform future promotion/advocacy)*

e-space current usage survey 1 – Report (October 2007)

[Bristol Online Surveys](#) (BOS) software was used to formulate the survey and provide a URL link. This method was chosen as it was felt that offering an online survey would be an easy way to target the maximum number of people. This will be reviewed for future surveys which will also investigate the use of a paper based questionnaire to be distributed by library staff responsible for academic liaison.

The survey was launched on 20th June 2007 and ran till 28th September 2007.

3.2 Response rate

The survey was marketed through the all staff mailing list; researchers' mailing list; News section on the Library Website; link on the e-space homepage. Follow up emails were sent each month to the all staff and researchers' mailing lists.

The response rate (4%) was very poor and possibly can be attributed to the timing of the survey. The survey was launched two days before the end of the Summer term. The survey was left open until two weeks after the start of the Autumn term, however, this is one of the busiest times of the year for academics and although regular email reminders were sent, this didn't achieve the desired response.

The timing of this survey was dictated by the timing of the start of the project and although measures were taken to increase the response rate, they were unsuccessful. Timing will be considered as a major success factor in future surveys.

4. Survey Results

4.1 Number of respondents

Number of respondents: 61
Number of completed surveys: 54
Number of incomplete surveys: 7
Potential number of respondents: 1480
Response rate: 4.1%

4.2 Breakdown of respondents by Faculty

Faculty of Humanities, Law & Social Science	22	36.1%
Faculty of Science & Engineering	12	19.7%
MMU Business School	9	14.8%
MMU Cheshire	8	13.1%
Faculty of Health, Social Care and Education	7	11.5%
Hollings Faculty	3	4.9%
Faculty of Art & Design	0	0.0%

Of those who responded –
46 (75.4%) are Lecturer/Professor
15 (24.6%) are Research Assistant/Associate
Of these -
38 (62.3%) are members of a Research Institute
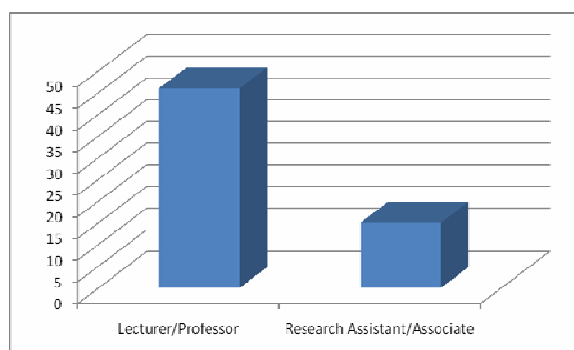
Before the survey 47 (83.9%) had heard of e-space
They found out about e-space by –

Email	21
Library/Institutional Newsletter	16
Colleague	12
Flyer/Pamphlet/Poster	6
Library presentation	5
Other	7

- As RID I have been aware of e-space at MMU since its inception
- frankly can't recall but certainly knew of it well before Jayne presented to RI directors
- from library
- mmu website
- Professional contact
- RAE prep
- Research Institute

4.3 Current usage of e-space
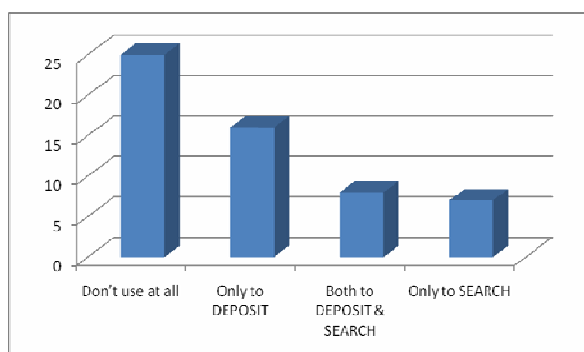
Don't use at all	25	44.6%
Only to DEPOSIT	16	28.6%
Both to DEPOSIT & SEARCH	8	14.3%
Only to SEARCH	7	12.5%

Those who don't use at all stated their reasons as –

Lack of awareness	11
Don't have the time	7
Copyright issues	3
Don't agree with it	1
Other	10

- Have kept meaning to have a look at it but haven't got around to it yet
- Haven't had the time to organise my published work to be logged with the service.
- I intend to use it in the future. It just wasn't an appropriate outlet for the work I've been doing.
- I wasted a lot of time a couple of months back trying to add data to my e-Space and it wouldn't work and your team couldn't work out why so I abandoned it. It seems to work now though I still cannot add items to Dalton Research Institute so I won't bother trying to add material until I can access this DRI area.

- In principle interested in researching content and depositing material
  I have not used it because I only joined mmu 6 weeks ago
- Need final published articles - no need for pre publications
- Not got round to it and uncertainty re copyright of articles (I understand some publishers allow depositing, others don't). Re electronic copies of reports, would need to do some editing work first
- Put off after initial exchange with e-space staff ground to a halt. For journal articles I was told I could scan them and then have them posted. The ERI board felt it was not appropriate to expect academics to scan pages of their material (who has a scanner?) so it can be displayed on espace
- use other sources for literature first.
- Don't have the time for gentle cogitation about what's going on in the world of university publications

4.4 What would help/enable you to use e-space?

Greater awareness of benefits   31
Clarification of copyright issues   20
Help from Research Administrators   17
Help from the Library   14
I wouldn't use e-space   2
Other   19

- It needs to be far more visible. There's still no obvious link to it from the library web page. Search is very flaky and comes up with some very odd results.
- I might be wrong but quite a few entries are for bibliographic data rather than full text. I only want to use it to get the full text.
- A clear institutional policy that authors must retain IPR in all papers and that papers should be deposited.
- A better understanding of the questions asked. The field to be filled in can be ambiguous.
- More time
- specific repository of Reusable Learning Objects
- Better technical support when problems arise.
- Finding time
- getting some time to input to it
- greater awareness of service in general (i.e. more flyers, emails, etc), option to subscribe to TOC alerts or similar (e.g. announcing new postings); link to e-space on departmental or staff websites; more encouragement from managers/ supervisors (also for research students)/ Heads of Dept to deposit papers on e-space and general change in the university's attitude towards publications (which currently seem to be of interest only at 'RAE times')
- greater awareness of service itself/ more PR needed I am not at a stage in my research to publish and there is very little on e-space that is relevant to my field.
- I do use it.
- I do use it.
- I think we need a mechanism to encourage all academics to inform you of publications and to deposit material with you for inclusion. eventually this needs to be a part of normal practice.
- on the search side we need to have a bigger database. i guess that at present i know what is there which is relevant to me.

- again as it grows I guess I may change my behaviour to see it as a means of storing copies of material to save my doing it.
- i would not need to use our espace
- I'm sure there may well be a good use for it, in terms of finding people within MMU who are doing particular research. However, it seems rather clunky in its layout and structure. Also, I am not confident that everyone has their work on there.
- It's hard to navigate. Selecting a dept/RI doesn't show all publications but only allows you to then search for something you know is there.. or guess. It would become more useful to RI's if it was clear which articles are pdfs of published articles not available elsewhere online - book chapters etc. There is opportunity to get some of these from the scanning being done for the RAE via RED office maybe??
- more time
- No help needed
- TIME!

4.5 Views about e-space

If you currently use e-space, please tell us how it benefits you and others

- A centralised location to document research outputs is useful.
- Access of work sometimes not otherwise available on-line
- alternative channel of communication, making research output available to others
- Benefits the institution having all its research outputs in one place, but I'm not yet convinced that it benefits me
- Easy to find full text of my ad my colleagues papers
- frankly it does not really benefit me at present. but i understand the notions of open access and IRs and am trying to set a good example!
- Gives everyone within the Research Institute access to their colleagues' work and hence heightens mutual awareness and promotes collaborative research.
- Hopefully, increases awareness of my publications and thus encourages citations of my work - important for personal research profile as an indicator of esteem (in the RAE sense).
- I do not know, I upload my publications in departmental solidarity to improve the portfolio of the department and institute online
- I don't know how it benefits anybody yet.
- I have directed people to e-space and also to find out other people's work.
- I have only used e-space once so far, this was to see what literature and research has been carried out around Equalities and Diversity subjects. This will help me and my new Team, to prepare for the EIA project at MMU
- I strongly believe that scientific information should be spread far and wide and be made available and shared with as many people as possible - in the interest of research in general and me personally. e-space is yet another way to disseminate my findings, and thus an opportunity to raise my professional profile. I think the e-space service is a great idea and very useful in this respect. I also think that it could help in increasing the university's profile and international standing if new publications were regularly posted on e-space.
- I tell students to look up work of myself and colleagues
- I'm not sure how! Although I was recently contacted by a publisher who asked me to write a book. So, I don't know if external people like that get information from there?
- It gives students and public access.
- Other than make my work more visible, it doesn't. Though long term with wider usage, a good facility.

- To be honest it doesn't (yet).
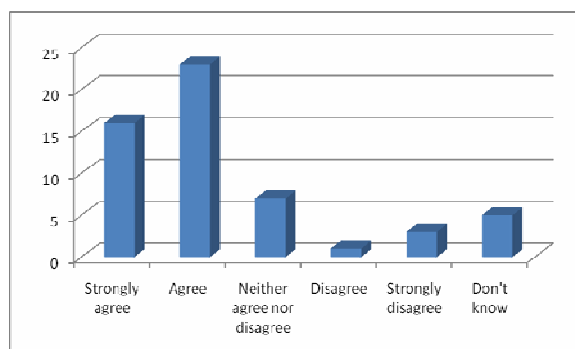- wider dissemination of research findings/ publications; first step towards "open access" publications

If you have any concerns about e-space, please tell us what they are

- Copyright
- copyright issues for published papers, where copyright normally has to be assigned to the publisher as part of the publication process
- how effective is the espace depository in flagging its contents in search engines. would it come up in google for example.
- I find submitting deposits is too time consuming on the few occasions I've used it.
- I keep forgetting to deposit stuff!
- I'm unsure of copyright issues.
- If academic credibility is allied to the production of peer reviewed papers on a regular basis why give research information away for no return. It would be really useful to more obviously declare the type of publication.. that is pre print, final published version etc.. coming in from a search engine it's very easy to mistake it for the journal's own website of published articles.. or at least similar sites have that problem. If it isn't the final copy it needs to be really obvious and it would be useful to not duplicate ones that are already available but instead just point via http://dx.doi.org/DOI.
- Nil
- None really
- Not convinced enough people will use the service to justify the effort of submitting content. Search seems to retrieve results which are not relevant to the term. For example, I searched on my name and results relating to articles I had nothing to do with were retrieved (I searched the full text on one and my name did not appear anywhere in the document).
- people ripping off your work? presumably cutting and pasting isn't possible, but there's easy enough ways! Personally I'm not bothered by this but some might be
- See above! But visibility is probably the biggest issue. Why not put a link on the MMU home page?
- that it becomes larger and becomes embedded in our behaviour as academics
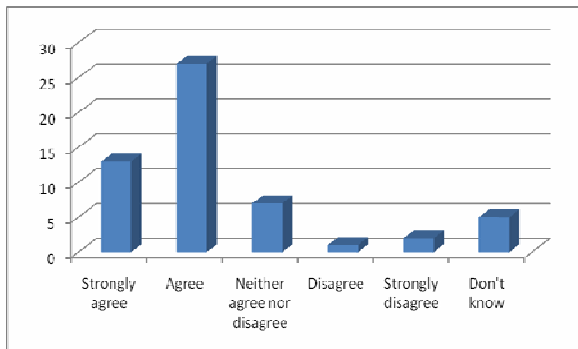- what are we allowed to deposit there?

4.6 Views on perceived benefits of IRs

The IR increases MMU's prestige and is a showcase for research output

Strongly agree	16
Agree	23
Neither agree nor disagree	7
Disagree	1
Strongly disagree	3
Don't know	5

The IR exposes MMU's research output to a global audience

Strongly agree	13
Agree	27
Neither agree nor disagree	7
Disagree	1
Strongly disagree	2
Don't know	5

The IR helps reduce the time between discovery and dissemination of research findings

Strongly agree	9
Agree	22
Neither agree nor disagree	12
Disagree	3
Strongly disagree	3
Don't know	6
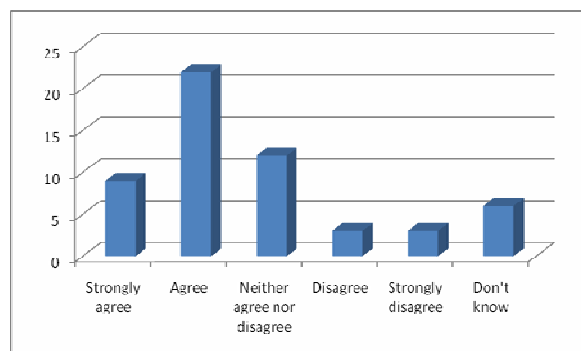
The IR helps increase citation rates to MMU's research output
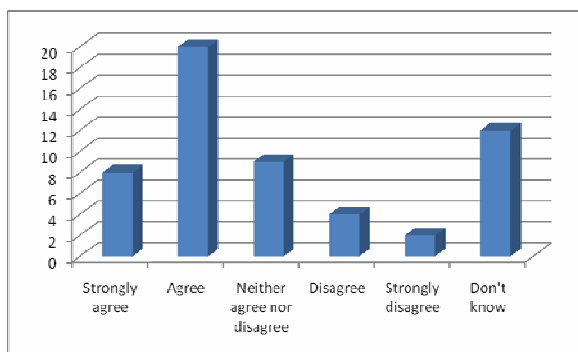
Strongly agree	8
Agree	20
Neither agree nor disagree	9
Disagree	4
Strongly disagree	2
Don't know	12

The IR will help with the RAE submission process

Strongly agree	10
Agree	19
Neither agree nor disagree	11
Disagree	2
Strongly disagree	4
Don't know	9
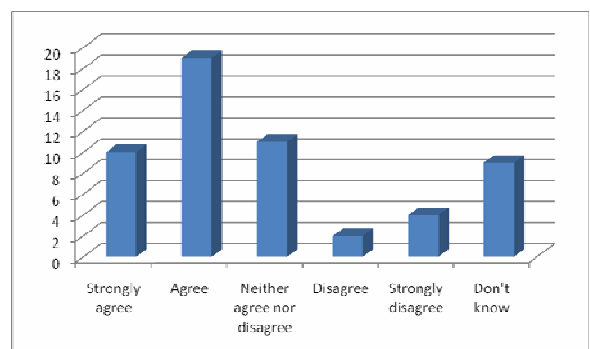
4.7 Views on perceived barriers to IRs

**I'm concerned that depositing research output in an IR takes too much time**
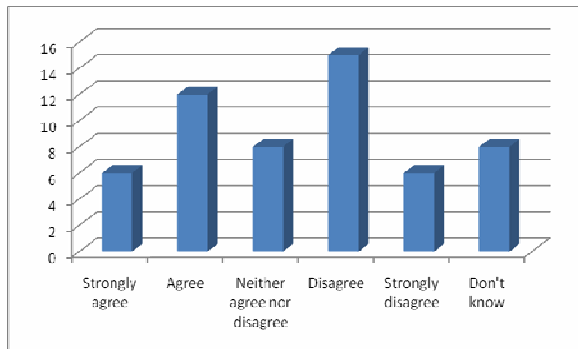
Strongly agree	6
Agree	12
Neither agree nor disagree	8
Disagree	15
Strongly disagree	6
Don't know	8

I'm concerned about copyright and IPR issues

Strongly agree	5
Agree	12
Neither agree nor disagree	15
Disagree	11
Strongly disagree	8
Don't know	4
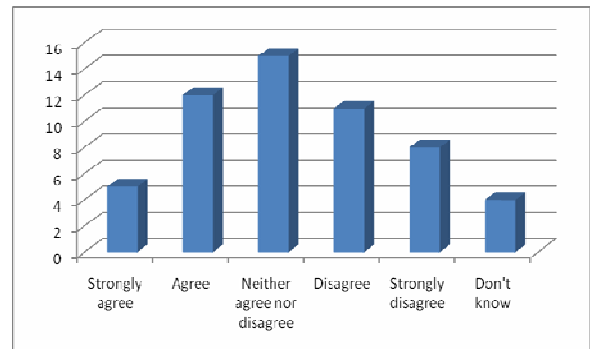
I'm concerned about quality issues and would rather just publish my research output in peer reviewed journals
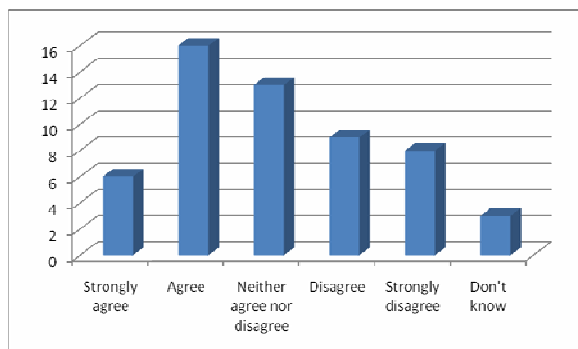
Strongly agree	6
Agree	16
Neither agree nor disagree	13
Disagree	9
Strongly disagree	8
Don't know	3

I'm concerned about increased plagiarism if my research output is freely available

Strongly agree	5
Agree	14
Neither agree nor disagree	5
Disagree	14
Strongly disagree	14
Don't know	3
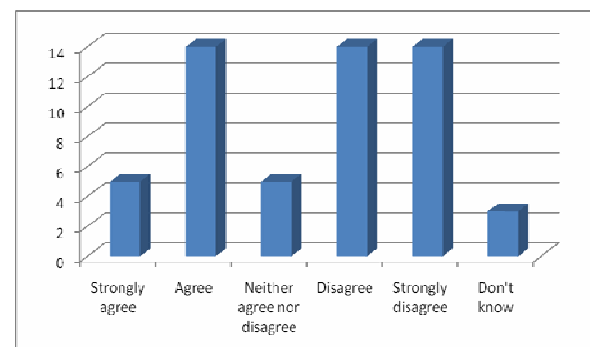
I don't agree with the concept of Open Access
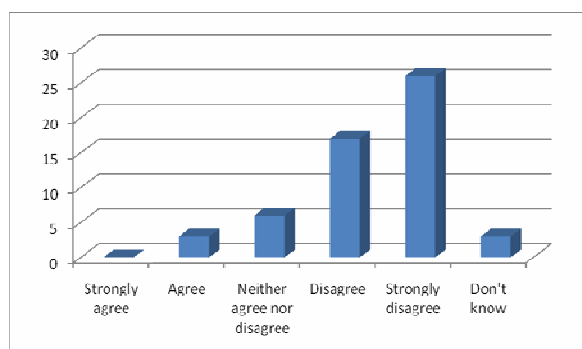
Strongly agree	0
Agree	3
Neither agree nor disagree	6
Disagree	17
Strongly disagree	26
Don't know	3

4.8 How would you like us to provide more information about e-space?

Email	30
Faculty/Department event	20
Library presentation	10
One to one	7
Phone	3
Other	11

- Hard to know the answer to those questions above; it depends, doesn't it, on how successful espace becomes?
- I think more could be done to encourage academics to give their publications for this.. there are certainly plenty of outputs that could be included and it would be really useful to give the world access to otherwise hardcopy only works but acas don't have the time to think about admin issues like this. One to one, go to them, would help with this. The RI's admins should be able to give you clear detail of outputs available if they aren't already all on the RMS/Tardis.
- i would like to think that I know!!!!
- MMU and Library website.
- More access unnecessary.
- None of the above. I will contact relevant colleagues if I require further information.
- possible L&T event
- There is a real problem with information overload. If you could identify some institutional info that people could stop sending us then that would help make space for info on the repository.
- website
- Website
- Would like to understand 'things' better

5. Conclusions and recommendations

Survey method and timing

The response rate to the survey was poor and we can assume that the timing of the survey, during the summer vacation and at the beginning of the academic year, had a significant impact on this. The decision to offer the survey as an online option only was made in order to increase distribution. Timing and multiple methods of distribution will be considered more carefully in future surveys in order to maximise both distribution and response rate.

Raising awareness of e-space
Although a high percentage of respondents had heard of e-space, just over half of these actively use it. The breakdown of respondents by Faculty indicates that awareness in some Faculties may be low. Those Faculties and Departments with a poor response rate to the survey and those with little or no content in e-space will be targeted for future advocacy and promotion in order to raise awareness of both the service and its benefits. Email, Faculty/Department event and Library presentation were identified as the preferred methods of communication of information. Appropriate Faculty/Department events will be identified as possible opportunities for future advocacy.

Issues for advocacy
The main areas of concern for respondents are greater awareness of the benefits of using e-space, understanding of copyright issues and lack of time to deposit material. These areas will be addressed in future advocacy and promotion. In order to enable library staff to advocate and promote the e-space service, general awareness sessions were delivered over the summer to library staff at all levels. It is proposed that a more in-depth training session will be developed and delivered to library staff responsible for academic liaison with the aim of increasing knowledge and confidence amongst library staff in order to facilitate more effective advocacy. This training will cover general awareness of the Open Access movement and will focus specifically on the benefits of using the e-space service, copyright issues and the role the library takes in providing a mediated deposit service.

Content acquisition
Help from Research Administrators and the Library were both identified as areas which would enable greater use of e-space. The mediated deposit service offered by the Library is the method used by the majority of e-space depositors. Future work will look at the role of Research Administrators in the deposit process. This will include identification of how deposit into e-space could become a part of research administrative workflows, including current processes for gathering research data and input into the University's Research Management System (RMS) and how the library/e-space could be informed of new research data.

Appendix A: Survey questionnaire

Introduction

RE-space - Repository enhancement for e-space, the digital e-prints repository at MMU
This survey is being run as part of **RE-space**, a library-led JISC (Joint Information Systems Committee) funded project to develop and enhance **e-space**, the Institutional Repository (IR) at Manchester Metropolitan University.

The survey is aimed at Academic/Research staff and is designed to investigate current usage and your experience of **e-space.** It will only take a few minutes to complete and the results will provide a valuable resource to inform future advocacy and development of the IR.

An *Open Access* repository, **e-space** aims to capture and preserve the intellectual output of Manchester Metropolitan University and make it freely
available over the Web.

A *showcase* for research at MMU, **e-space** can contain pre-prints (journal articles submitted for peer-review), post-prints (final versions of papers that have gone through the peer-review process and that have been accepted for publication), book chapters, working papers, conference presentations, datasets and multimedia files.

e-space is available at http://www.e-space.mmu.ac.uk/e-space/

If you have any queries or problems completing the survey please contact **Helen Standish (h.standish@mmu.ac.uk, 0161 247 6110)**, or for further information about **e-space**, please contact the **e-space team (e-space@mmu.ac.uk)**

Please note, the survey will close on 28th September 2007

All data collected in this survey will be held securely and personal data will not be disclosed.

About you

You do not have to give your name and e-mail address if you do not wish to do so, however, this would be helpful to us as we may want to follow up/discuss your responses. Please provide your contact details if you are happy for us to do so.

1. Which faculty are you from? (select from list)

2. Which department are you from? (select from list)

3. Are you a ...?

      Lecturer/Professor   Research Assistant/Associate

4. Are you a member of an MMU Research Institute?

      No   Yes

      If Yes, which one? (select from list)

5. What is your name, job title and contact details? (optional)

About e-space

We would like to know if you have heard of e-space and if so, how you use it.

6. Before this survey, had you heard of e-space?

      No   Yes

      If Yes, how did you find out about e-space? (select all that apply)

      Library/Institutional newsletter
      Flyer/pamphlet/poster
      Email
      Library presentation
      Colleague
      Other (please specify)

7. Do you use e-space and if so, how?

      Only to DEPOSIT research output
      Only to SEARCH/RETRIEVE research output
      Both to DEPOST and SEARCH/RETRIEVE research output
      Don't use at all

If you don't use at all, please state why (select all that apply)

Lack of awareness
Copyright issues
Don't have the time
Don't agree with it
Other (please specify)

8. What would help/enable you to use e-space? (select all that apply)

Greater awareness of benefits
Clarification of copyright issues
Help from Research Administrators
Help from the Library
I wouldn't use e-space
Other (please specify)

9. If you currently use e-space, please tell us how it benefits you and others (optional)

10. If you have any concerns about e-space, please tell us what they are (optional)

About Institutional Repositories (IRs)

Please tell us your views on some perceived benefits and barriers to IRs

11. Please tell us your views on the following perceived benefits of Institutional Repositories (IRs)

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
The IR increases MMU's prestige and is a showcase for research output						
The IR exposes MMU's research output to a global audience						
The IR helps reduce the time between discovery and dissemination of research findings						
The IR helps increase citation rates to MMU's research output						
The IR will help with the RAE submission process						

12. Please tell us your views on the following perceived barriers to Institutional Repositories (IRs)

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
I'm concerned that depositing research output in an IR takes too much time						
I'm concerned about copyright and IPR issues						
I'm concerned about quality issues and would rather just publish my research output in peer reviewed journals						
I'm concerned about increased plagiarism if my research output is freely available						
I don't agree with the concept of Open Access						

Further information

Please tell us if you would like to know more about e-space

13. How would you like us to provide more information? (optional)

       Email
       Phone
       Library presentation
       One to one
       Faculty/Department event
       Other (please specify)