

A Toolbar especially for students of the Central Medical Library: The CMBStudent Toolbar

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Introduction

At the start of the Academic Year 2006/2007 the Central Medical Library (CMB) of the University Medical Center Groningen launched the CMBStudent Toolbar (<http://cmbstudent.mylibrarytoolbar.com/>). This Toolbar is a special version of our Library Toolbar.

In general students are particularly easy persuaded to use freely available web-sources instead of the traditional library resources. Research shows that medical staff use the *digital* library resources pretty well, while students are frequent users of the *physical* library for computer facilities and study opportunities and do not use the offered resources (by choice or by mere ignorance).

The CMB has some years ago decided to buy a great number of e-books to support the curriculum. In an attempt to improve the awareness and usage of these and other expensive and high-quality, the CMB has launched both the CMBStudent Toolbar, and created a Library community tool in the E-learning environment Nestor (Blackboard).

Aim

With this survey, we would like to get to know whether the CMBStudent Toolbar is known at all and how the students use it. Another aim of the survey is to receive input to improve the Toolbar.

Methods

A questionnaire was made with five open and six closed questions (see attachment 1). This questionnaire was handed out in the library, on eight working days. There was an electronic version as well. Students were alerted via the CMB website, in Nestor, via the information display in the CMB and via the Toolbar itself. Respondents could fill in the electronic version during a two-week period.

The questions covered the following subject fields:

1. whether the Toolbar is known,
2. the use of the Toolbar, and
3. about how to improve the Toolbar.

The students were also asked if they were willing to contribute to the future development of the Toolbar.

To encourage the students to fill in the questionnaire, there were five gift-vouchers raffled among the respondents. If they wanted to participate in the raffle, they had to give their

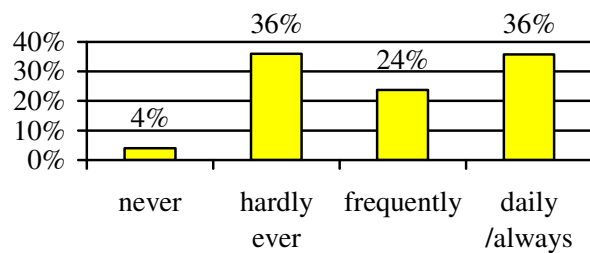
name and e-mail address. In this way it was possible to track down respondents who filled in the form more than once.

Results

The number of questionnaires returned was 374. There were 6 doubles, so the total number to use was 368, 55% on paper (203) and 45% electronic (165). Of the 368 students, 70 % said they knew the Toolbar existed (257). Of these students 58% had downloaded the Toolbar (148).

Frequency of use (by the students who downloaded the Toolbar)

36 % of the respondents who downloaded the toolbar use it daily. Nearly a quarter use it frequently. And another 36% uses the toolbar hardly ever.



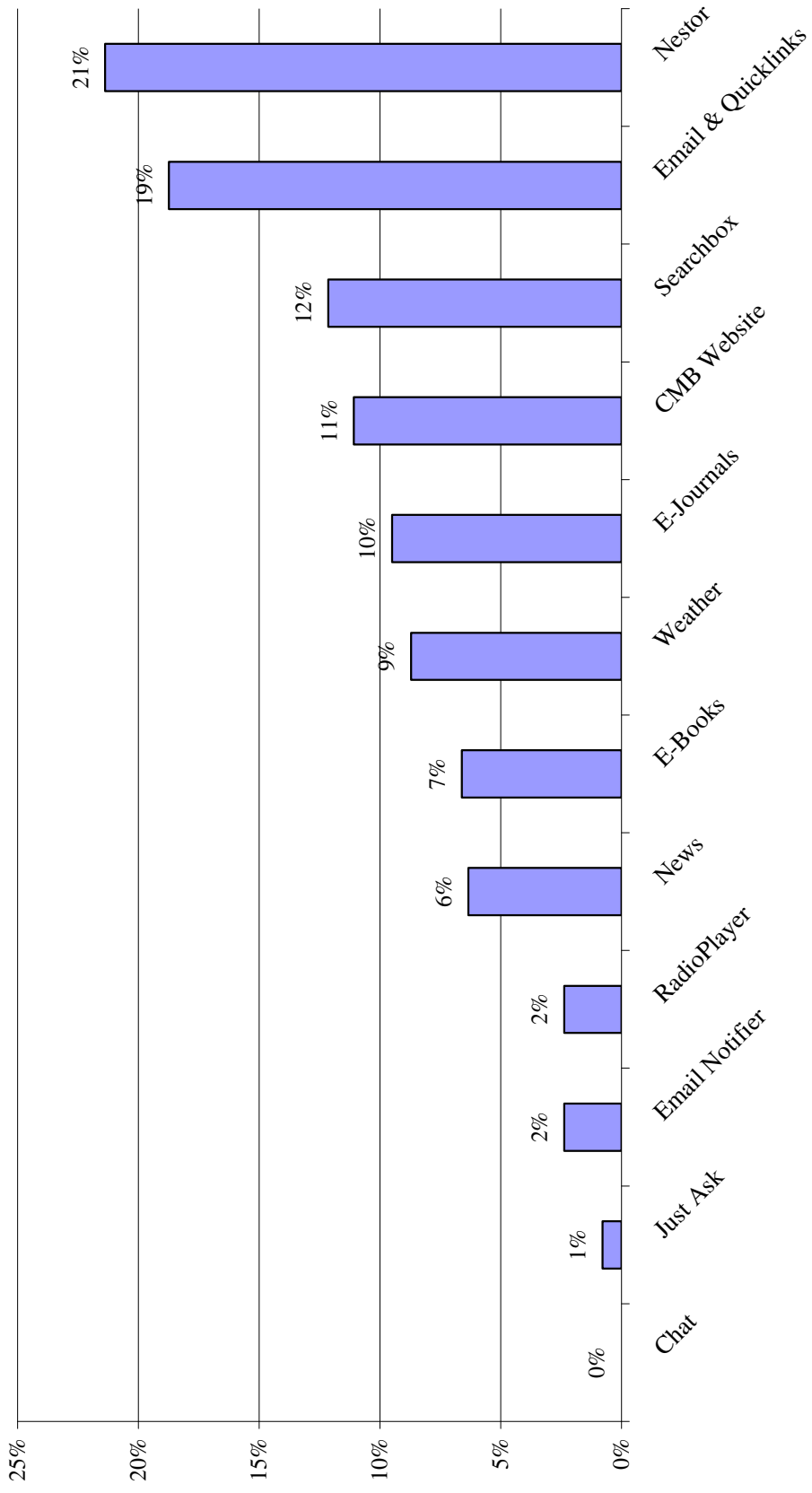
Components most frequently used

The respondents could chose one or more components, they use most frequently.

Nestor (blackboard), Email & Quicklinks and the searchbox are the components most used, respectively 21%, 19% and 12%. The chat function was never mentioned as being frequently used. The E-books were most frequently used by 7 % of the respondents.

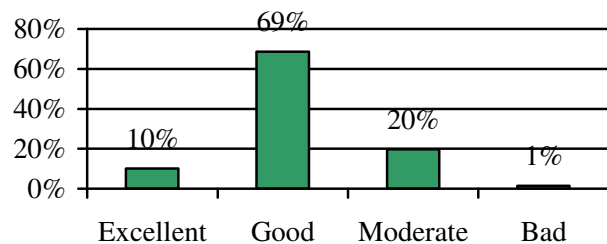
The overview of the use of the components (see next page), shows that the CMB offers a good collection of sources and handy links for the medical students.

Components most frequently used



Appreciation of the Toolbar

The toolbar is by most respondents very well appreciated. 79% of the respondents expressed a good to excellent overall appreciation



Suggestions made to improve the Toolbar

11% of the respondents made one or more suggestions to improve the Toolbar. The suggestions made were:

- Suggested components already available at the date of the survey. (14 times)
- To add specific links (see attachment 2, point 1). (13 times)
- The possibility to customize the Toolbar by the user. (7 times)
- To include in the searchfunction specific components (see attachment 2, point 2). (7 times)
- To make the Toolbar more businesslike / professional. (6 times)
- To add specified objects (see attachment 2, point 3). (4 times)
- The possibility to go to Nestor (the student network) without having to fill in their password. (3 times)
- Make the access to their own network-disc more visible. (2 times)
- To expand the E-books with all the compulsory study-books. (1 time)
- The Toolbar in Dutch. (1 time)

1,3% of the students suggested also to give the Toolbar more publicity. They thought the Toolbar was not well-known among students.

Further explicitly expressed 41% of the students, who downloaded the Toolbar, their happiness with the Toolbar.

Most of the suggestions made, deal with the three components most used: Nestor (blackboard), Email & Quicklinks and the Searchbox.

Reasons for not downloading the Toolbar

The main reason the students gave for not downloading the Toolbar was that they did not see the point of it and think of it as an unnecessary luxury. Some answers show that a number of students (4% of the respondents) don't know the possibilities and / or the functions of the Toolbar.

Contribution on the future development

2% of the students said they want to contribute to the future development of the Toolbar. 12% might be willing to contribute.

Observations

During the survey we made some observations. We noticed that to hand out a questionnaire is a very good way of advertising the Toolbar. Among the students who worked in the library during the survey and filled in the questionnaire, 44% didn't know the Toolbar. The number of downloads during the month of the survey was three times more than the month before.

Also was it remarkable that after a note was put in the Student Toolbar, the electronic questionnaires were rolling in.

Conclusions

One aim of this survey was to get to know whether the toolbar is known at all and how the students make use of it. Notwithstanding the fact that we are content with the results, there is enough room for improvement.

We can conclude that there is the familiarity with the Toolbar (70%), which we would prefer to increase. It has also become clear, that a fairly large number of students don't fully know the possibilities of the Toolbar yet. Therefore we will pay more attention to the Toolbar, i.e. give more publicity to the possibilities of the components and to the possibility to customize the Toolbar.

Another aim of the survey was to receive input to improve the Toolbar. This aim is achieved. The respondents made enough suggestions to improve the Toolbar. We may reconsider which components we offer in the Toolbar. E.g. we are thinking of removing the CMB Student Chat, and adding Livetrix (meta / federated-search-engine of the University of Groningen).

We are pleased with the number of students that may want to contribute to the future development. At the start of the new Academic Year, we will contact them, to see how we can give shape to the cooperation.

A message in the Toolbar itself attracts a lot of attention. To hand out a questionnaire is a very good way of advertising. In the month of this survey the number of downloads increased three times with the month before.

Attachment 1

Hanzeplein 1, P.O.Box 30001, 9700 RB Groningen, the Netherlands

University Medical Center Groningen

Central Medical Library

Telefoon +31 50363 2634 / 3048

E-mail d.c.h.wondergem@med.umcg.nl

CMBStudent Toolbar

At the start of this Academic Year the Central Medical Library (CMB) has launched the CMBStudent Toolbar. With this survey, we would like to get to know whether the toolbar is known at all and how the students make use of it. The aim of this survey is to improve the toolbar. We hope you are willing to answer the questions below. Five € 20,- gift-vouchers are raffled among the respondents of this survey.

1. Do you know that the CMBStudent Toolbar exists yes / no

If not, please look at CMB-Online in Nestor, under Tips & Manuals. The questions below no longer apply to you. Thanks for your cooperation.

If you do, how do you know the Toolbar exists?

.....

2. Did you download the Toolbar? yes / no

- If so, how did you download de Toolbar? Please tick the option that is valid for you:

- from the Student Workplace
- from the CMB Website
- from Nestor CMB Online

Please continue with question 3.

- If not, why not?

.....

If you did not download the toolbar, the questions below do not apply to you. Thank you very much for your time and cooperation.

3. How often do you use the Toolbar?

.....

4. Which components do you use most:

- | | |
|---|---|
| <input type="checkbox"/> to the CMB Website | <input type="checkbox"/> News |
| <input type="checkbox"/> Searchbox | <input type="checkbox"/> Nestor |
| <input type="checkbox"/> Just Ask | <input type="checkbox"/> Email & QuickLinks |

- | | |
|---|---|
| <input type="checkbox"/> CMB Student Chat | <input type="checkbox"/> RadioPlayer |
| <input type="checkbox"/> E-Books | <input type="checkbox"/> Email Notifier |
| <input type="checkbox"/> E-Journals | <input type="checkbox"/> Weather |

5. What would you like to be included in the Toolbar (e.g. certain databases, sources). Do you have any other suggestions to improve the Toolbar?

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6. Would you please express your appreciation of the Toolbar and explain it?

- Overall appreciation of the Toolbar:

- excellent
- good
- moderate
- bad

- Comment on the appreciation given above:

.....

7. Would you to contribute on the future development of the Toolbar?

- yes (Please enter your e-mail address below.)
- no
- maybe (Please enter your e-mail address below.)

8. If you want to participate in our raffle for a gift voucher, please enter your name and e-mail address. You'll get an email if you're lucky enough to win a voucher. The results of the survey and the names of the happy winners will be published on the CMB website.

Name:

.....

Email-address:

.....

- | | |
|---------------------------------------|---|
| <input type="checkbox"/> gift voucher | <input type="checkbox"/> yes, I want to contribute to the future development of the Toolbar |
|---------------------------------------|---|

Any further comments, suggestions, please write down here.

Many thanks for your cooperation.

Specification of the suggestions made to improve the Toolbar

1) The links that were mentioned once or more:

- To specific student-websites (bloodystudy.nl, NTVG-S (the student edition of the leading Dutch Medical Journal), etc.)
- To the University Medical Center Groningen
- To other universities (outside Groningen)
- To Progress (Study result monitor)
- To twigger mail
- To 9292ov.nl (site for public transport in the Netherlands)
- To the common google-site
- To Panacea (the magazine of the medical students)
- To Up-to-date and the farmacotherapeutic compas

2) The respondents asked to be included:

- Wikipedia
- Livetrix
- Google (common)
- The possibility to chose the databases in which you want to search

3) The aspects that were suggested to be added:

- NOS-news (Dutch Broadcasting Foundation-news)
- The most important medical magazines
- A translation-program / dictionary
- Information on Human Movement Science