



# AFBI Library Impact Survey 2022

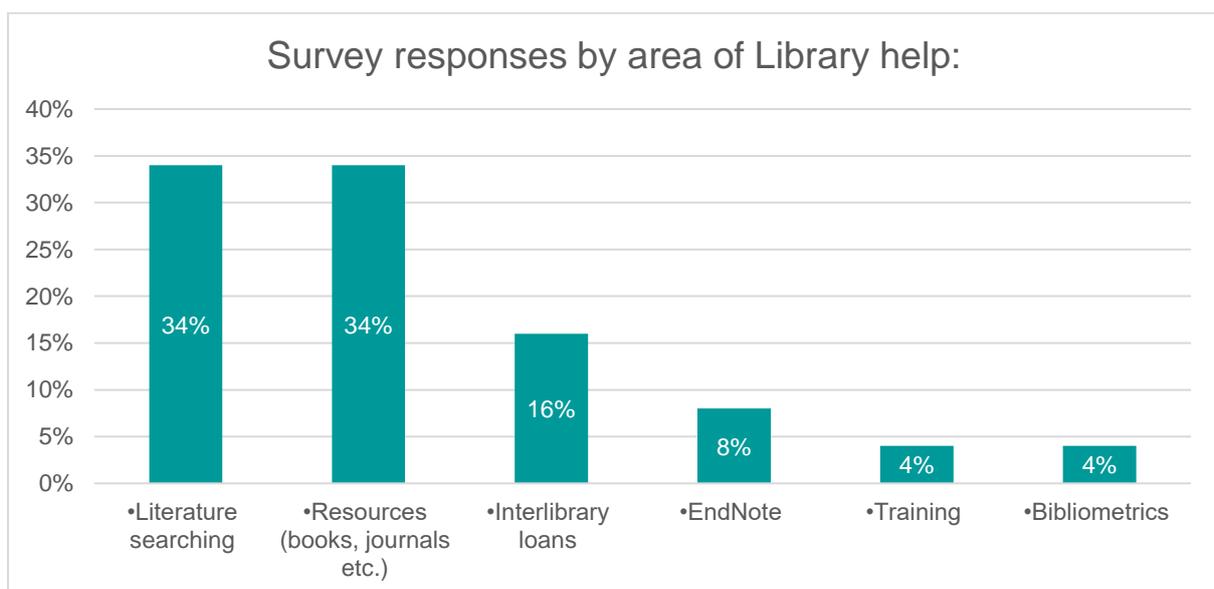
## 1. Introduction

The AFBI Library ran a brief impact survey from 14<sup>th</sup> – 25<sup>th</sup> March 2022 to help to identify the value of the AFBI Library service to AFBI staff. This was the first time an impact survey had been disseminated to AFBI Staff since February 2019, and was the first post-pandemic survey undertaken by the Library. The four questions were:

1. What has the Library helped you with recently?
2. In what way did the Library help?
3. What was the outcome?
4. Did our help have a positive impact on your work? Tell us how.

26 responses were received, providing the Library with valuable evidence of the positive impact of our service. The responses highlighted the importance of AFBI Library’s services and resources in supporting the research-intensive work undertaken by AFBI Staff.

The responses to the impact survey broadly fell into the categories shown in the chart below.



## 2. Examples of responses to the impact of Library Services by area of help:

Area of Help	You asked	We did	Impact
Literature Searching	I approached the library for help to run an atypical literature search that was likely to return few hits given the obscure subject matter and very specific requirements.	Patrick was of enormous help and really went above and beyond helping to run several iterations with different combinations of key words and phrases and targeted searches.	A comprehensive literature review was submitted to DAERA as part of an E&I project on time
Resources	A request was made for a subscription to IHS Markit. IHS Markit provides a 24/7 online service to UK, European and agricultural market news and policy analysis.	The library worked with economists to identify the most useful bundle of services to meet research needs and organised an online training session with IHS Markit to introduce the service to economists and to help us get full benefit from the website.	The service is beneficial to all ERB teams, providing economists with news of policy developments. The analysis of market moves and trends will help with scenario analysis and development of modelling platforms maintained in ERB.
Interlibrary loans	I approached the Library for help and assistance in obtaining old published papers e.g. from 1960s	A Library staff member located the papers, scanned them and sent them to me by email.	Yes, the old papers were the reference points for my work regarding effects of climate change and this work was then published.
EndNote	I approached the Library help install EndNote on my computer	EndNote was installed on my computer and I was also got the papers I requested for	I have been able to publish a paper on the basis of the literature review conducted and the use of the EndNote reference management software
Training	When I joined AFBI in 2020, I have been on a couple of training courses provided by the AFBI Library team. I received training on how to use	The library provided online training during the pandemic via WebEx. We received an online demonstration of how to use the library resources	Accessing library resources is essential in my work. We need access to publications to allow us to reference

Area of Help	You asked	We did	Impact
	library resources online and how to search for the most relevant material.	and also the most effective way to use EndNote.	previous work and to build our credibility.
Bibliometrics	Identifying which quartiles journals belong in.	I emailed the library with a list of 5 journals and they quickly responded by email listing the quartiles to which these journals were assigned.	Without this help from the librarians I would have gone on impact factor alone and not chosen the most appropriate journal.

### 3. Analysis

The responses reflected the importance of the literature searching service to AFBI Staff in helping their work (34%). Clearly, Library users appreciated being able to request a literature search and subsequently access key results from these searches, in order to further their work. Library staff use their skills and experience to provide high quality results list of full relevance to the topic requested.

Provision of resources (34%) is also very important to AFBI staff, with books, journals and databases all available to Library users via the website. Throughout the pandemic, an increase in electronic resource usage has been identified. Interlibrary loans continue to be appreciated by users (16%), as any published work that they may require in the course of their research can be obtained. Due to the systems, support and expertise that the QUB Library provides, the AFBI Library enables users to experience and enjoy a fast, seamless interlibrary loan service. Obtaining literature not held within AFBI Libraries has a direct effect in enabling AFBI Staff to produce high-quality papers.

Support for AFBI staff with EndNote (8%), as well as with Library training (4%) and bibliometrics (4%) was also acknowledged, reflecting the importance of these services in delivering positive outcomes for AFBI staff.

Around half the responses mentioned the staff of AFBI Library as being helpful (50%); this is consistent with the recent AFBI Customer Satisfaction Survey where similar comments regarding Library staff were received. It is pleasing for AFBI Library staff to be acknowledged in this way.

Another theme, identified in 60% of responses, mentioned the quick speed with which their enquiry was dealt with. This is encouraging in that the Library is mindful of, and responsive to, the deadline pressures of some AFBI work. This is an area where the Library's Standards of Service are applied to day-to-day work. The QUB Library has recently revalidated its Customer Service Excellence accreditation, and AFBI staff are a key beneficiary of the ongoing high standards of customer service.

#### **4. Conclusion**

The results of the survey will be invaluable to the Library in reporting to the AFBI Library Contract Monitoring Group and to support future bids on the AFBI Library Contract. The Library constantly seeks to improve services to AFBI staff, demonstrate value for money, and provide a high standard of customer service. The survey has confirmed that AFBI Staff appreciate the Library's efforts in this regard, and that the Library plays a key role in helping staff deliver their work, whether it is projects or publishing, via a range of Library services and resources.

Thank you to all who took the time to respond to the survey. Although the survey has closed the Library is always grateful for case studies highlighting the impact of our service. If you have any such examples please contact [afbilib@qub.ac.uk](mailto:afbilib@qub.ac.uk).