

How do They Find us?

Elizabeth Psyck

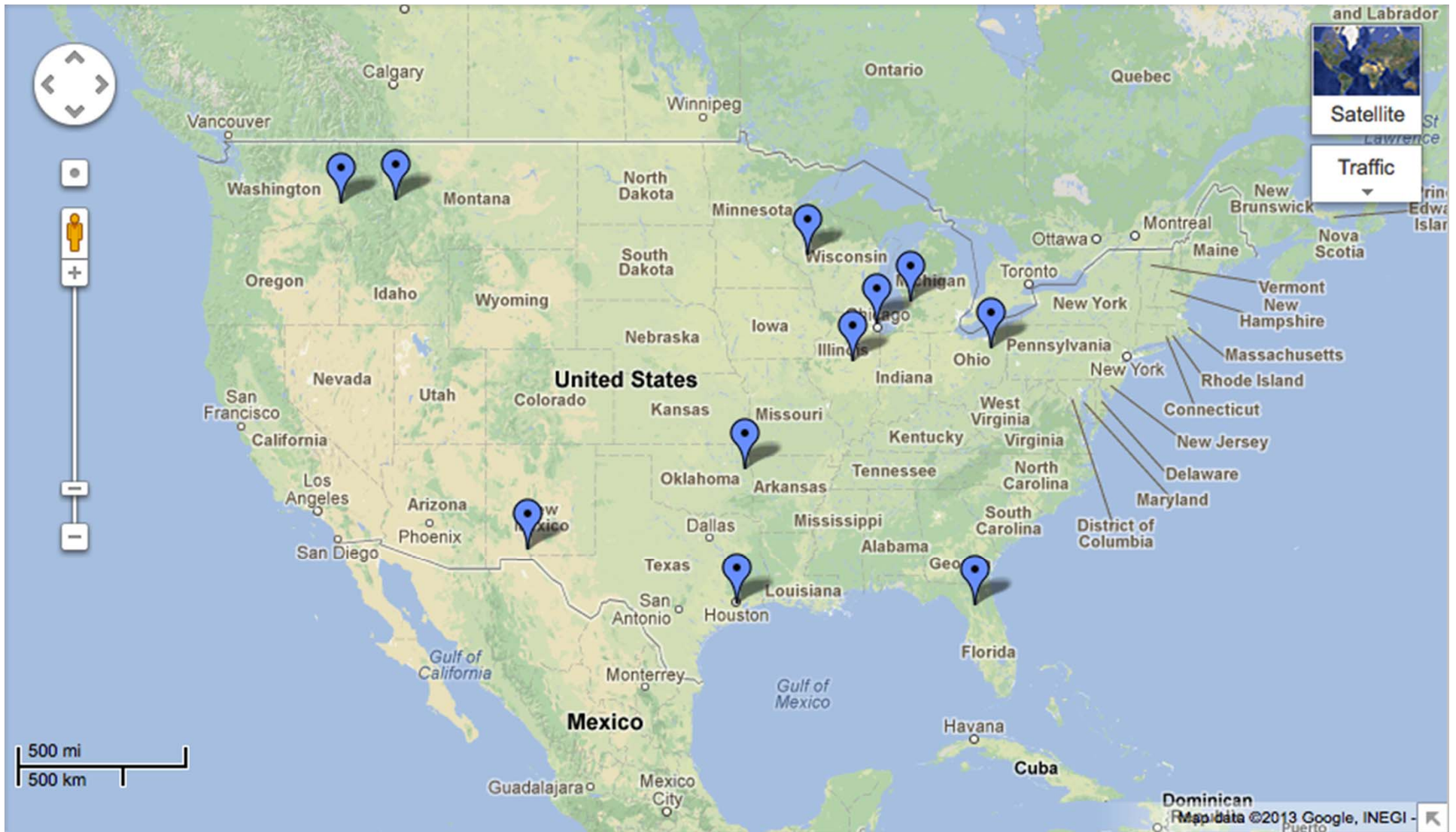
Grand Valley

State University

ABOUT THE SURVEY

The Original

Burroughs, J. M. (2009). What users want: Assessing government information preferences to drive information services. *Government Information Quarterly*, 26(1), 203-218. doi:DOI: 10.1016/j.giq.2008.06.003



University of Montana
 Illinois State University
 Rice University
 University of Florida

University of Idaho
 Northeastern State University
 New Mexico State University
 University of Wisconsin – Eau Claire

Grand Valley State University
 Northwestern University
 University of Akron

IRB Approval

This EXEMPT research protocol has been approved by the Human Research Review Committee at Grand Valley State University.
File No. 11-73-H.

Please tell us about how you find information and what formats you prefer.

3. How often do you find government information using each of the following tools or methods?

Tool/Method	Weekly	Monthly	Quarterly	Rarely	Never
Asking a librarian	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Asking a peer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Asking a professor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Browsing government websites directly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Browsing the library shelves	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Google (or a similar search engine)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Google Books or Internet Archive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
GPO Access or FDSys	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library catalog	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library databases	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library web-based subject guides	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
References in scholarly books or articles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
USA.gov	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
WorldCat	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

RESULTS

WHAT IS A VALID RESPONSE?

Average = 2198

Highest: 2639 (Google)

Lowest: 2115 (GPO Access)

Frequency Options

– Weekly

– Monthly

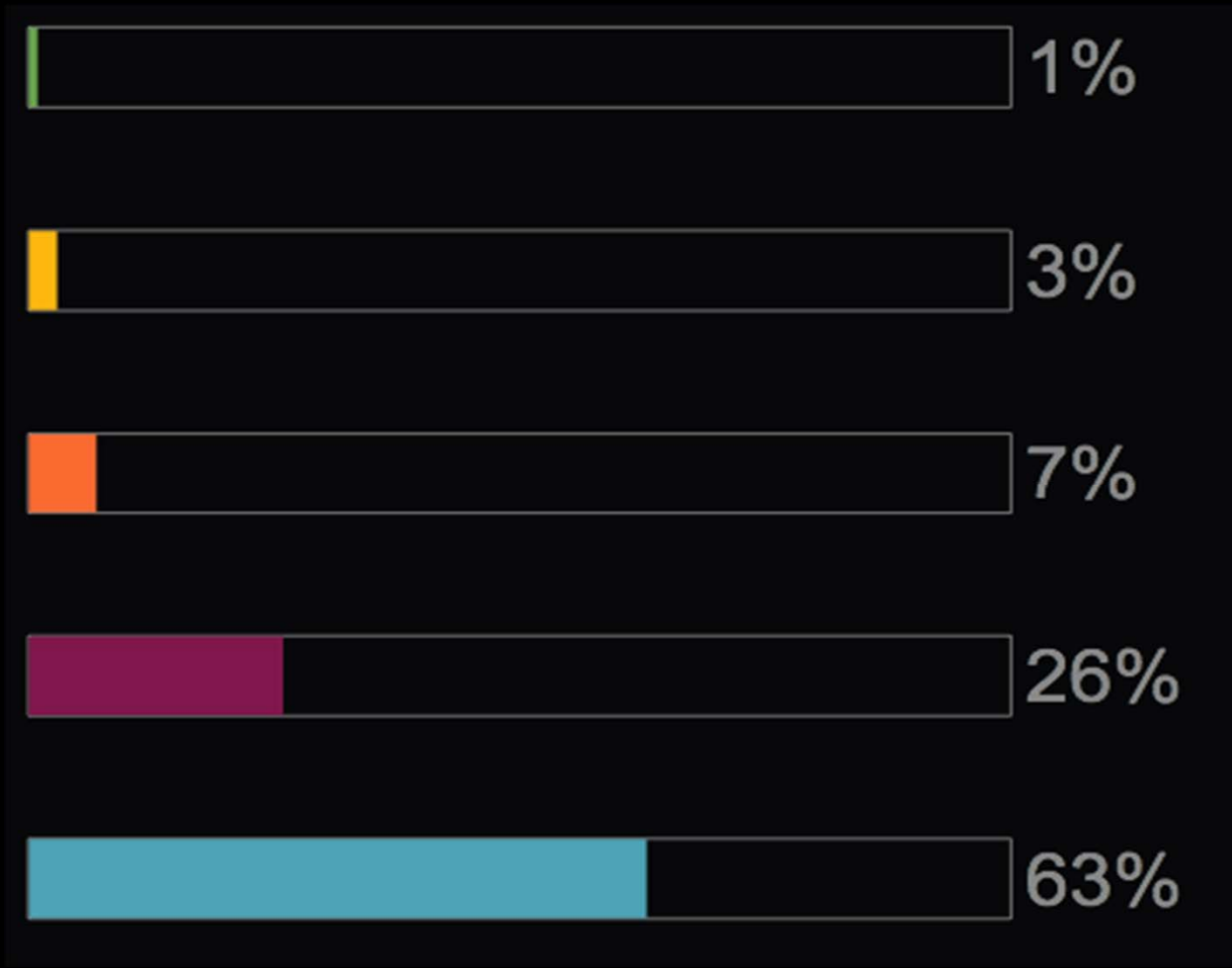
– Quarterly

– Rarely

– Never



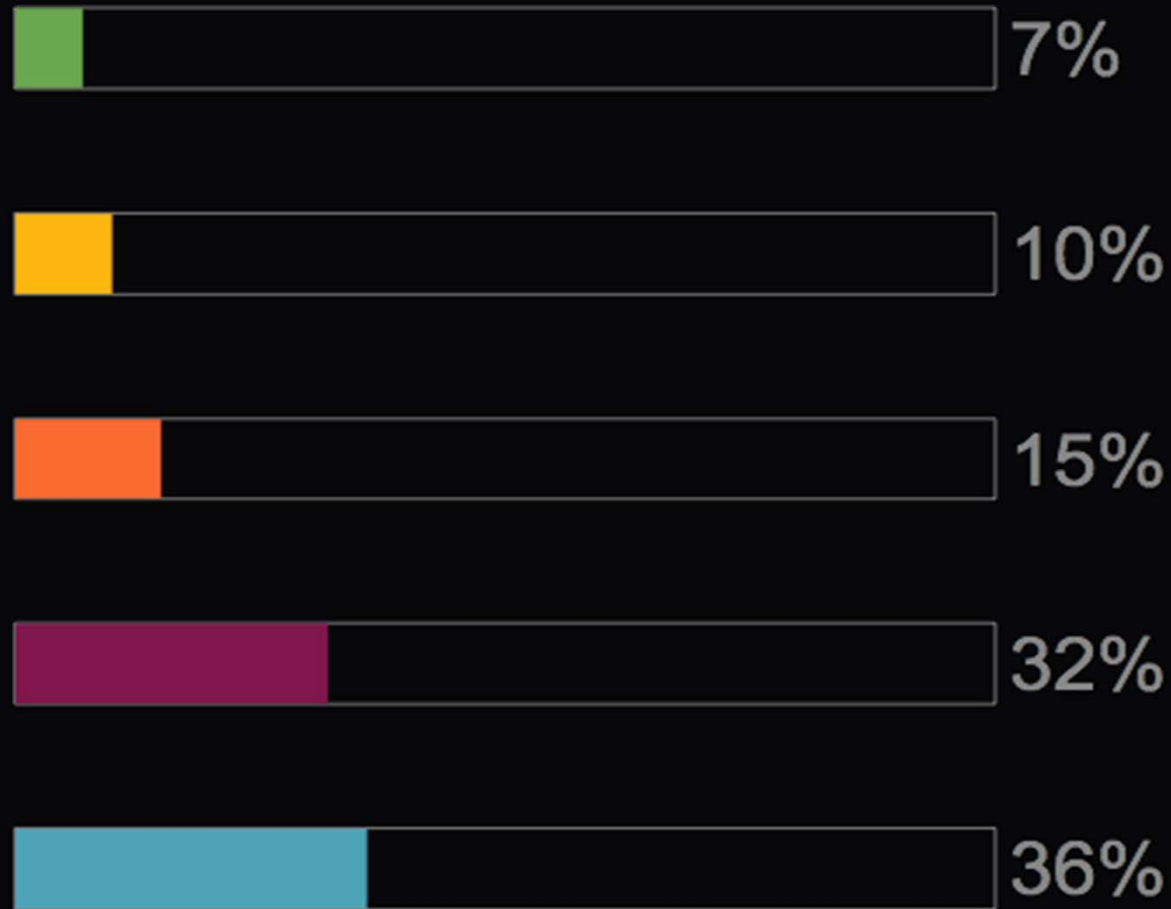
Ask a librarian



Ask a librarian



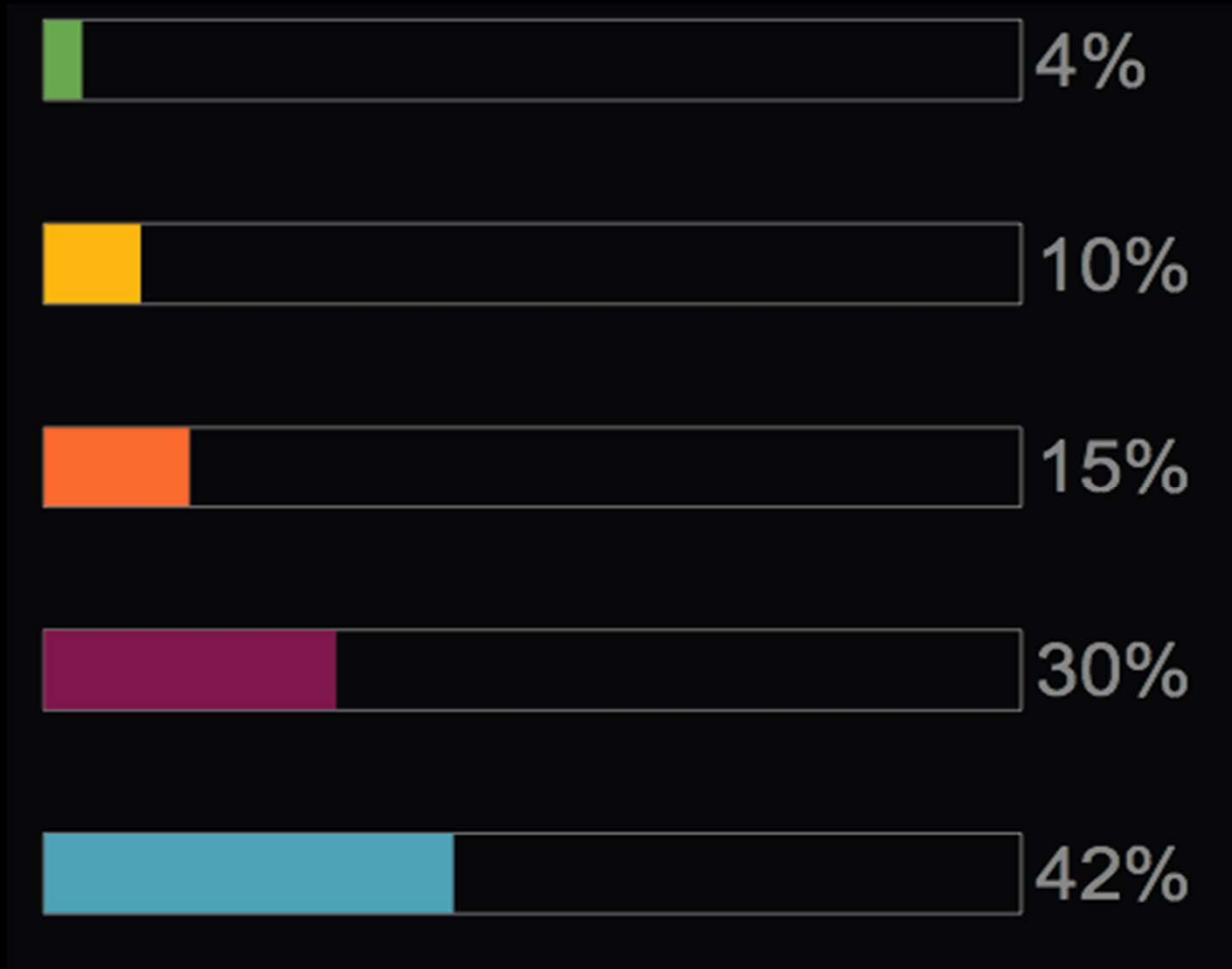
Ask a peer



Ask a peer



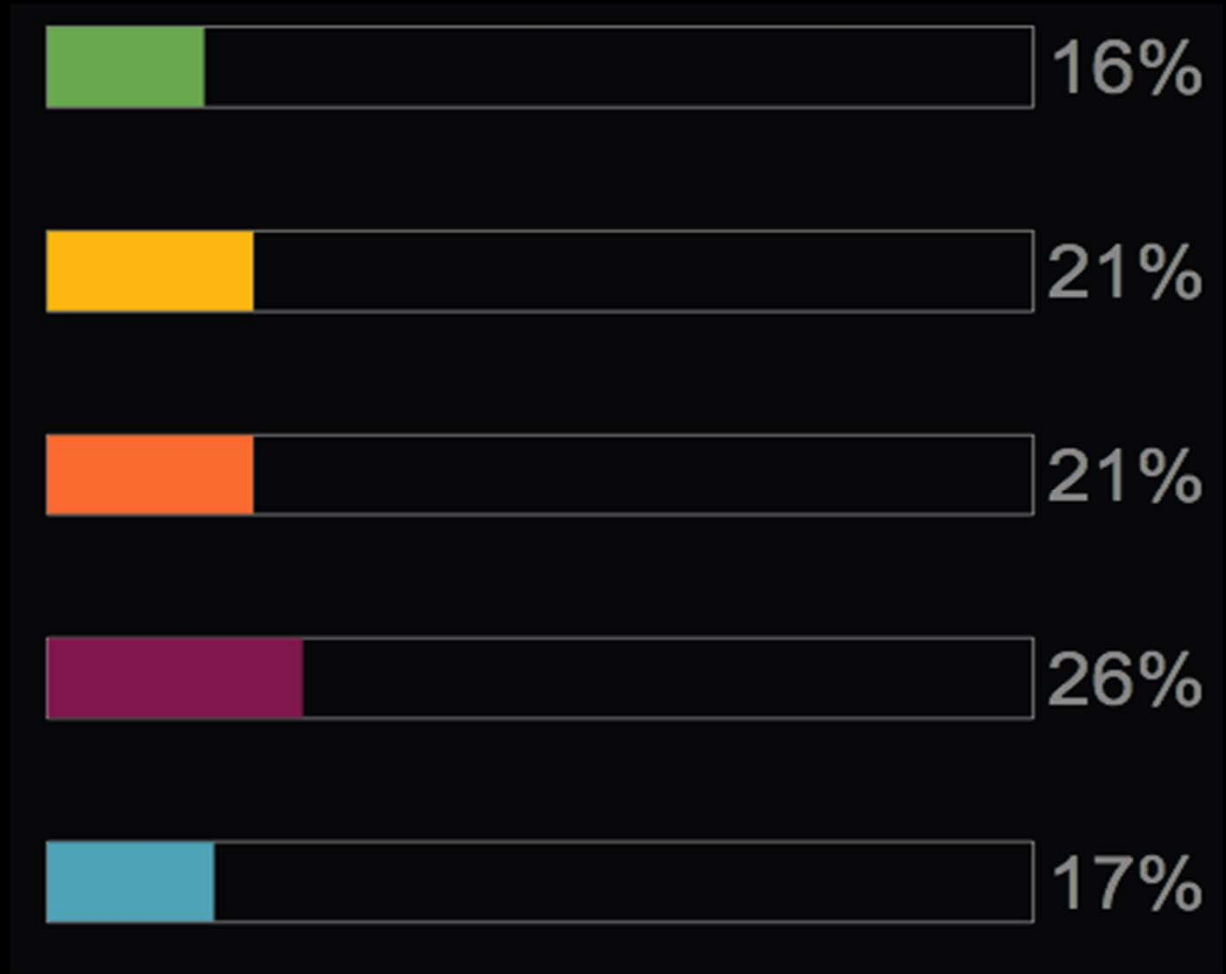
Ask a professor



Ask a professor



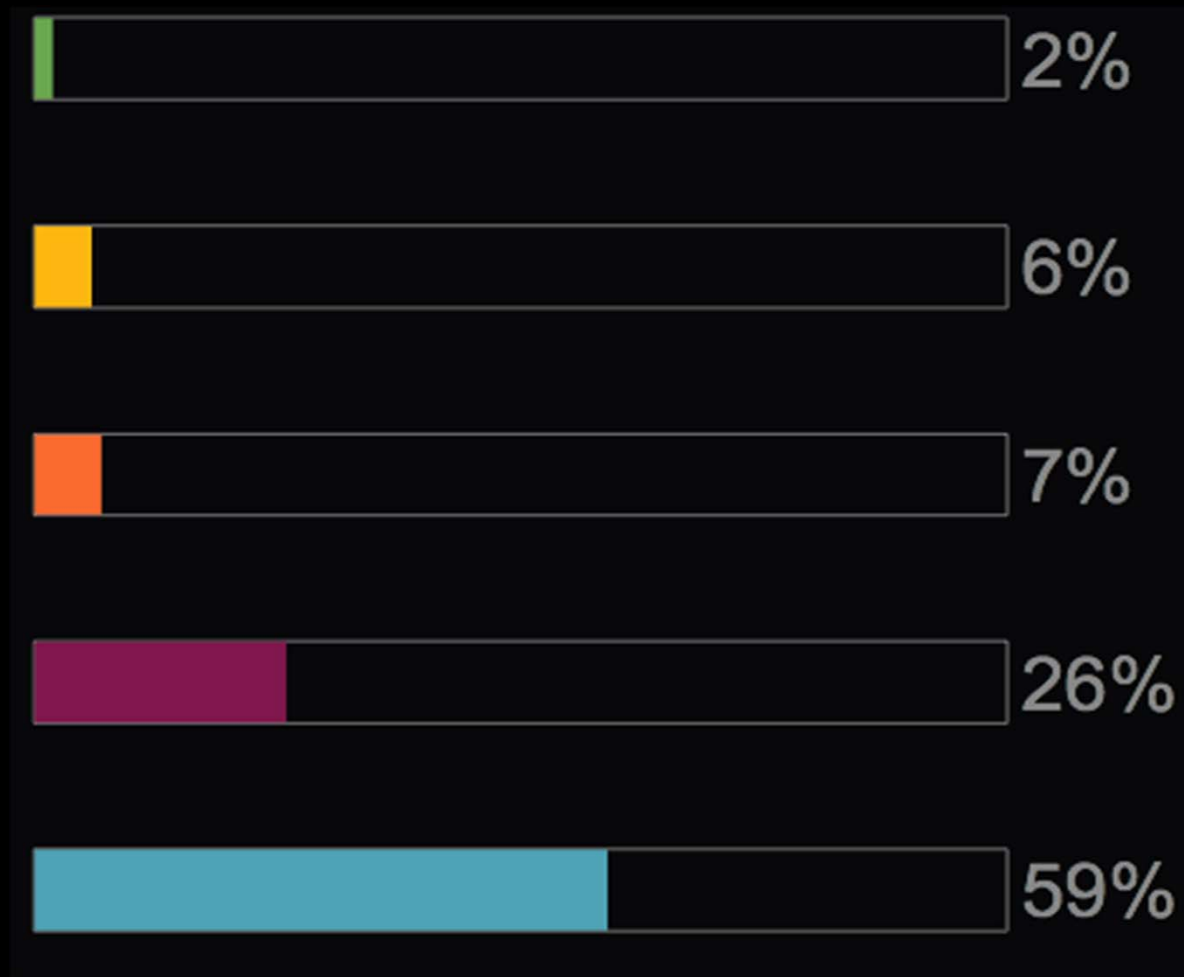
Browse government websites



Browse government websites



Browse library shelves



Browse library shelves



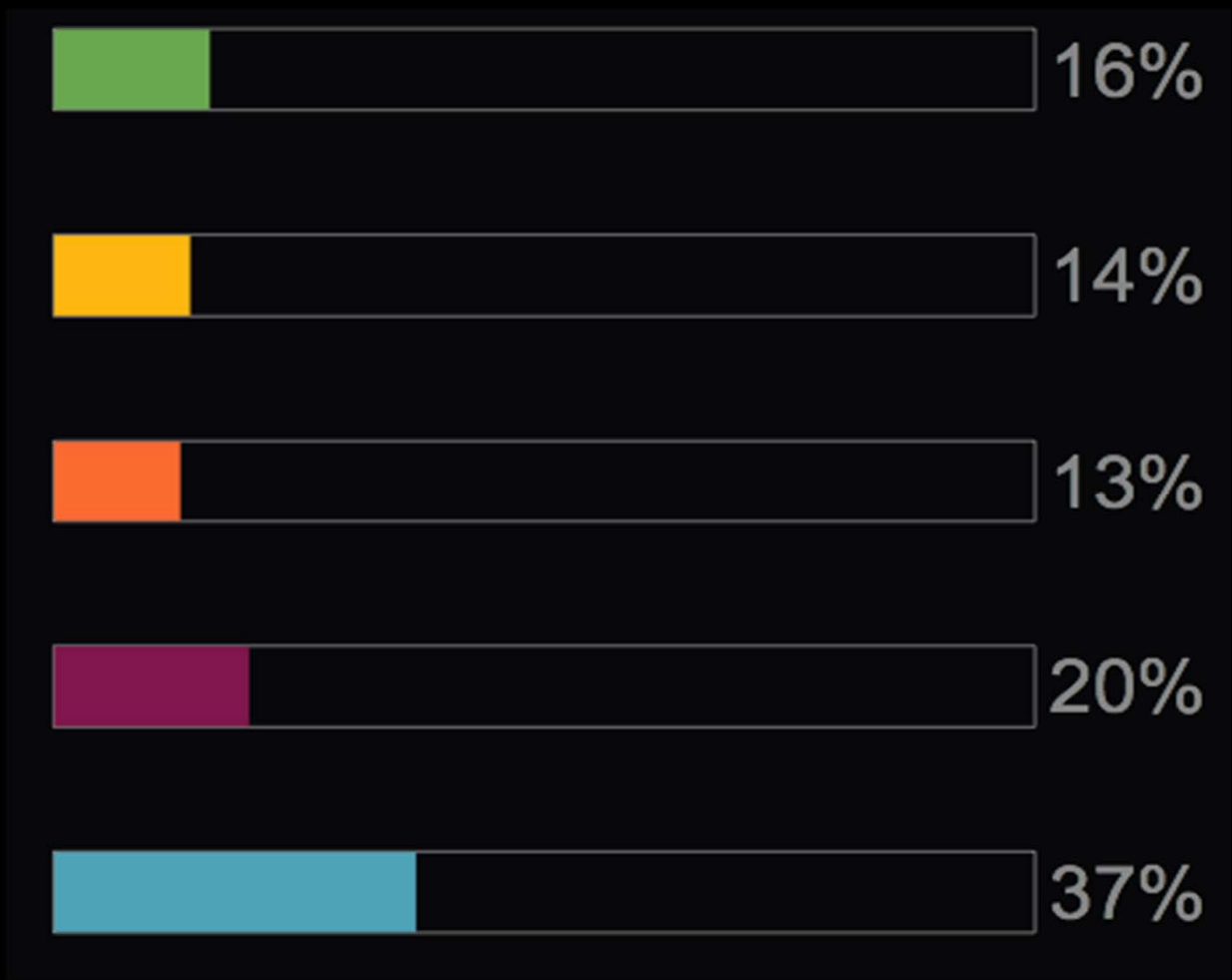
Google



Google



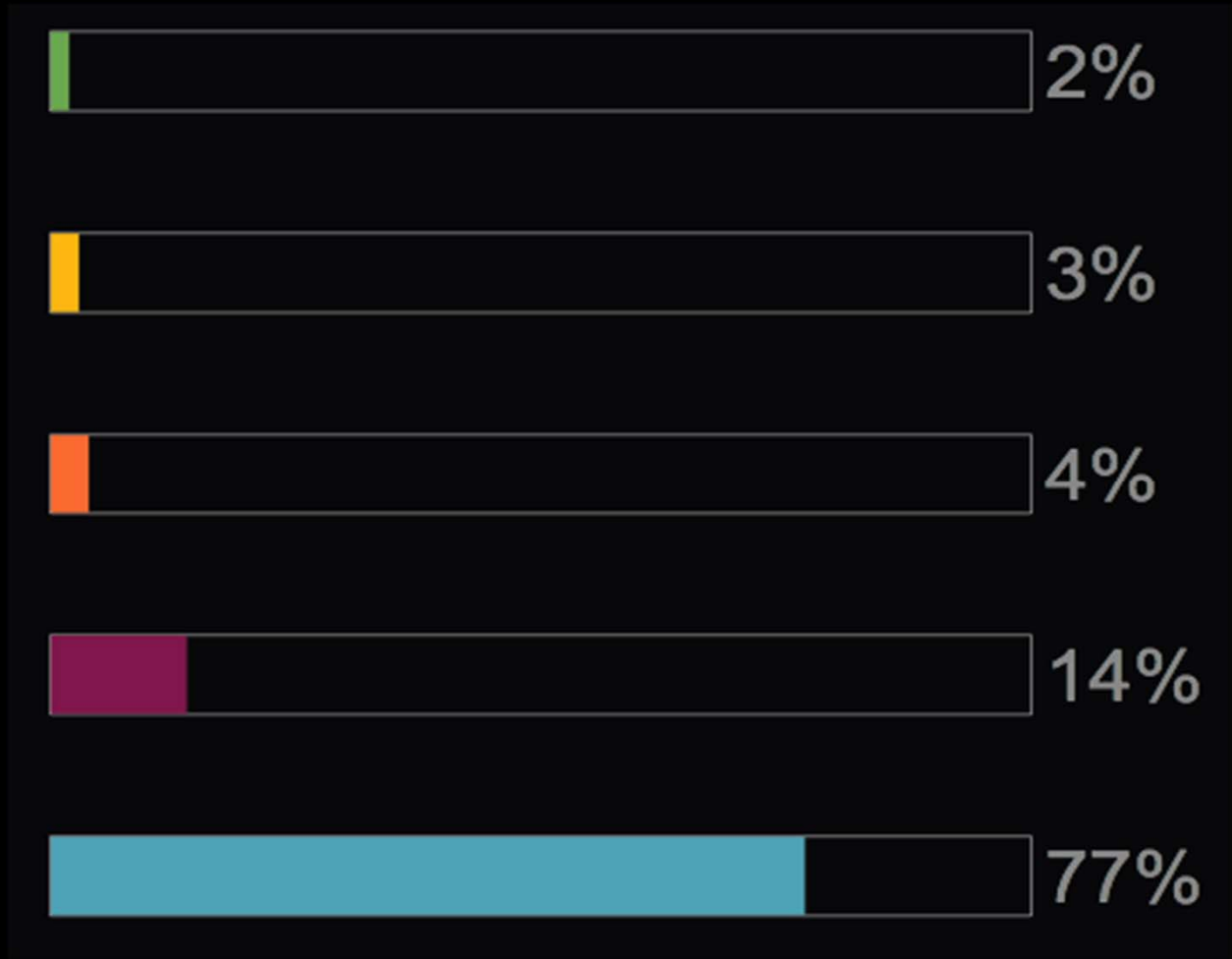
Google Books or Internet Archive



Google Books or Internet Archive



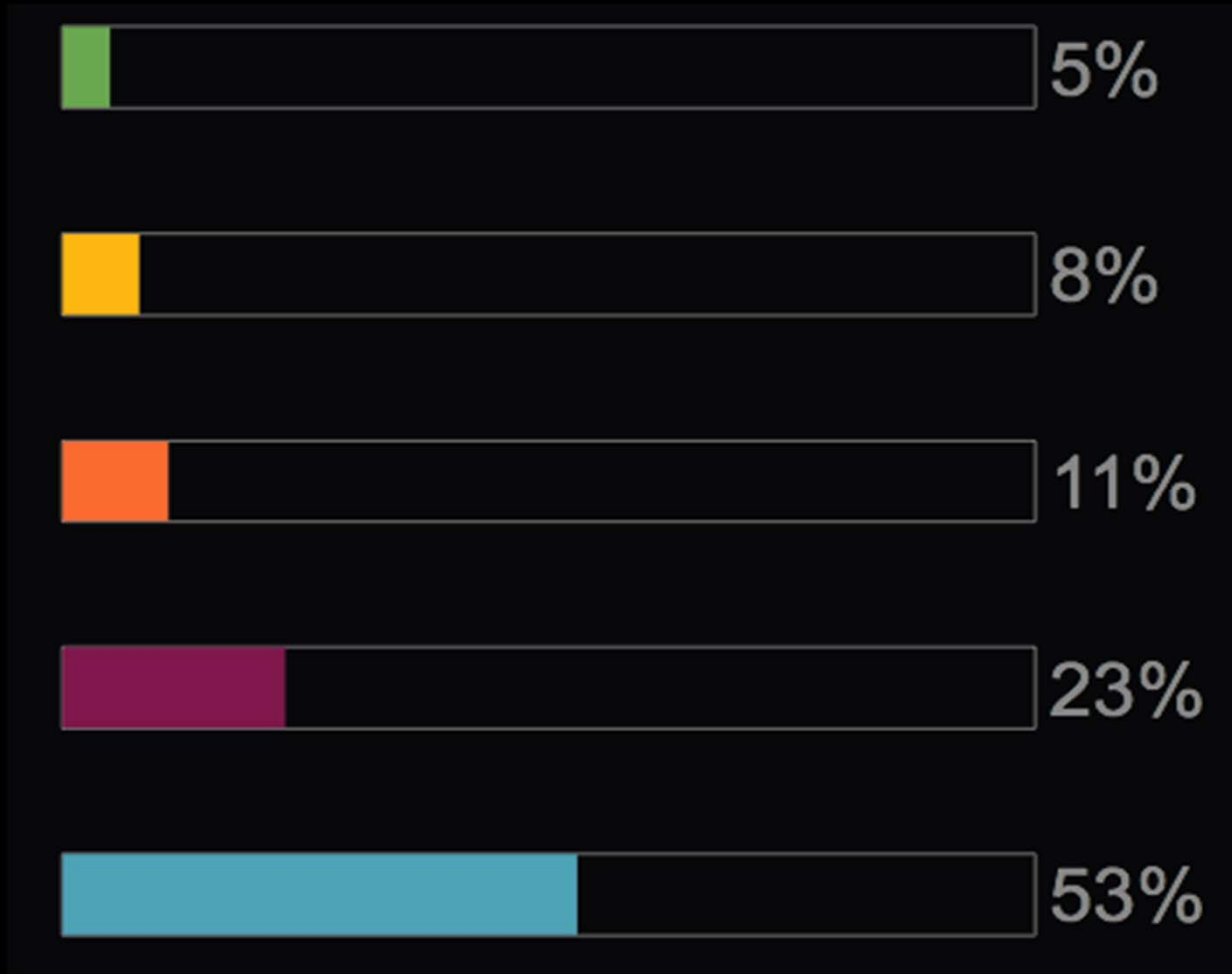
GPO Access



GPO Access



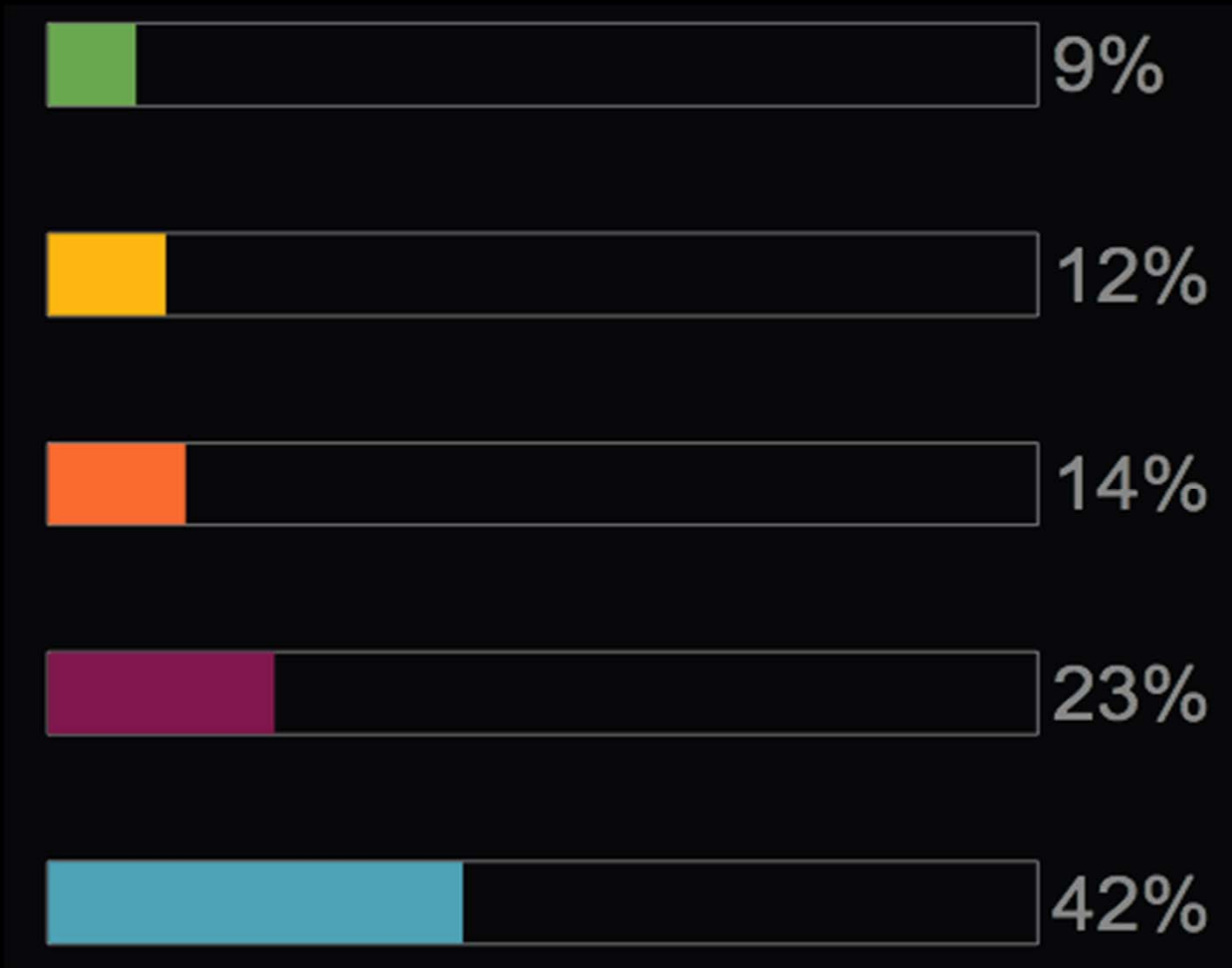
Library catalog



Library catalog



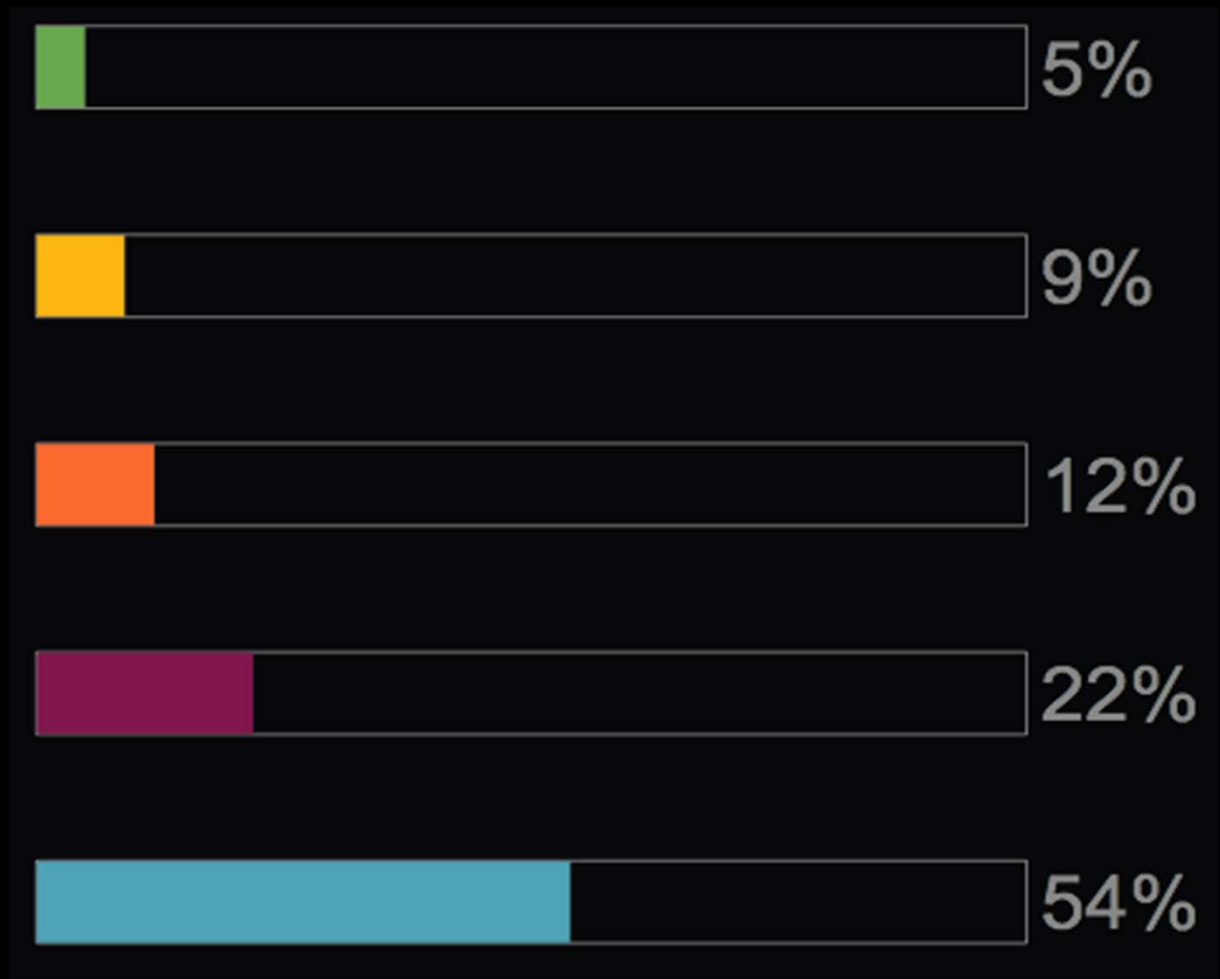
Library databases



Library databases



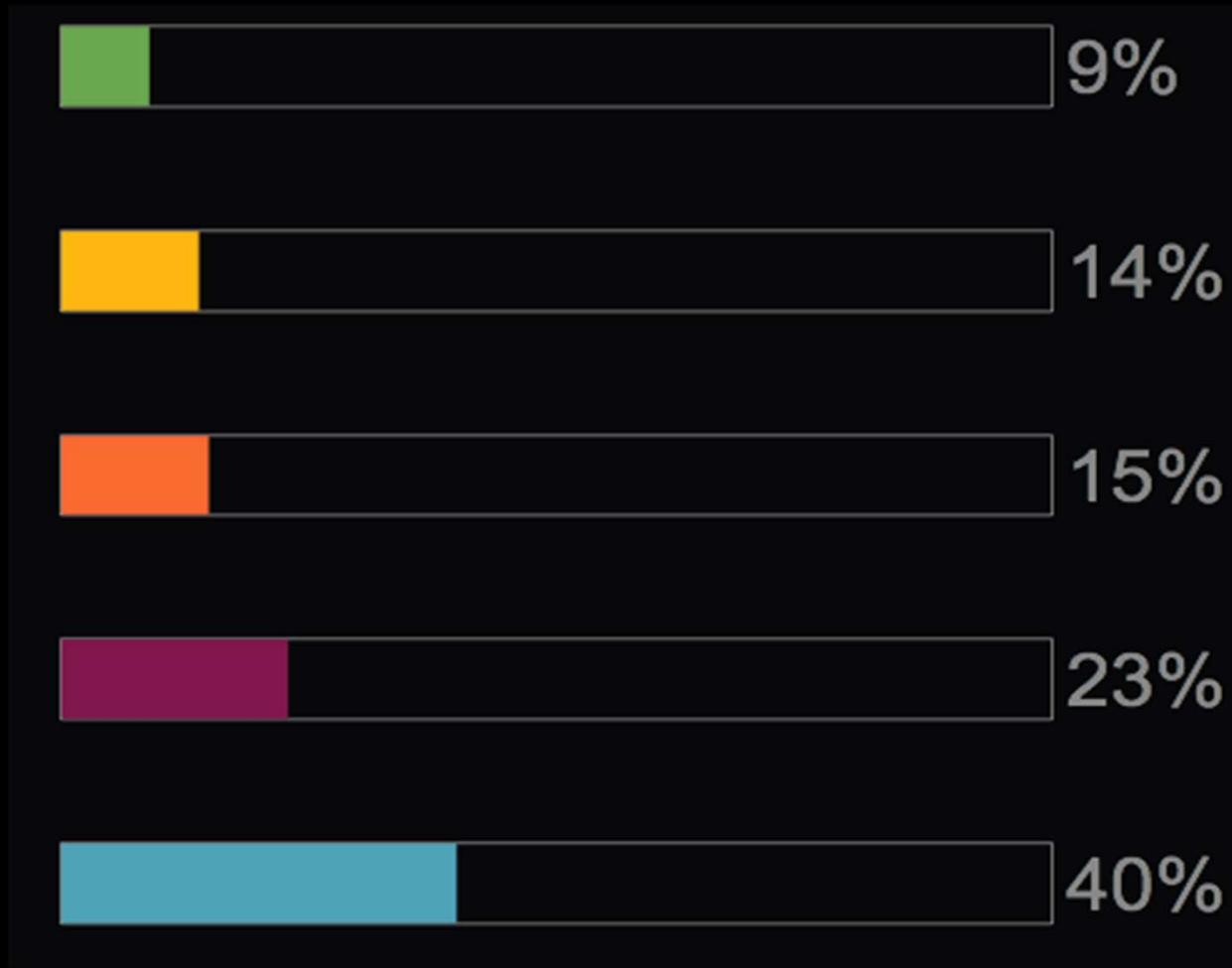
Library subject guides



Library subject guides



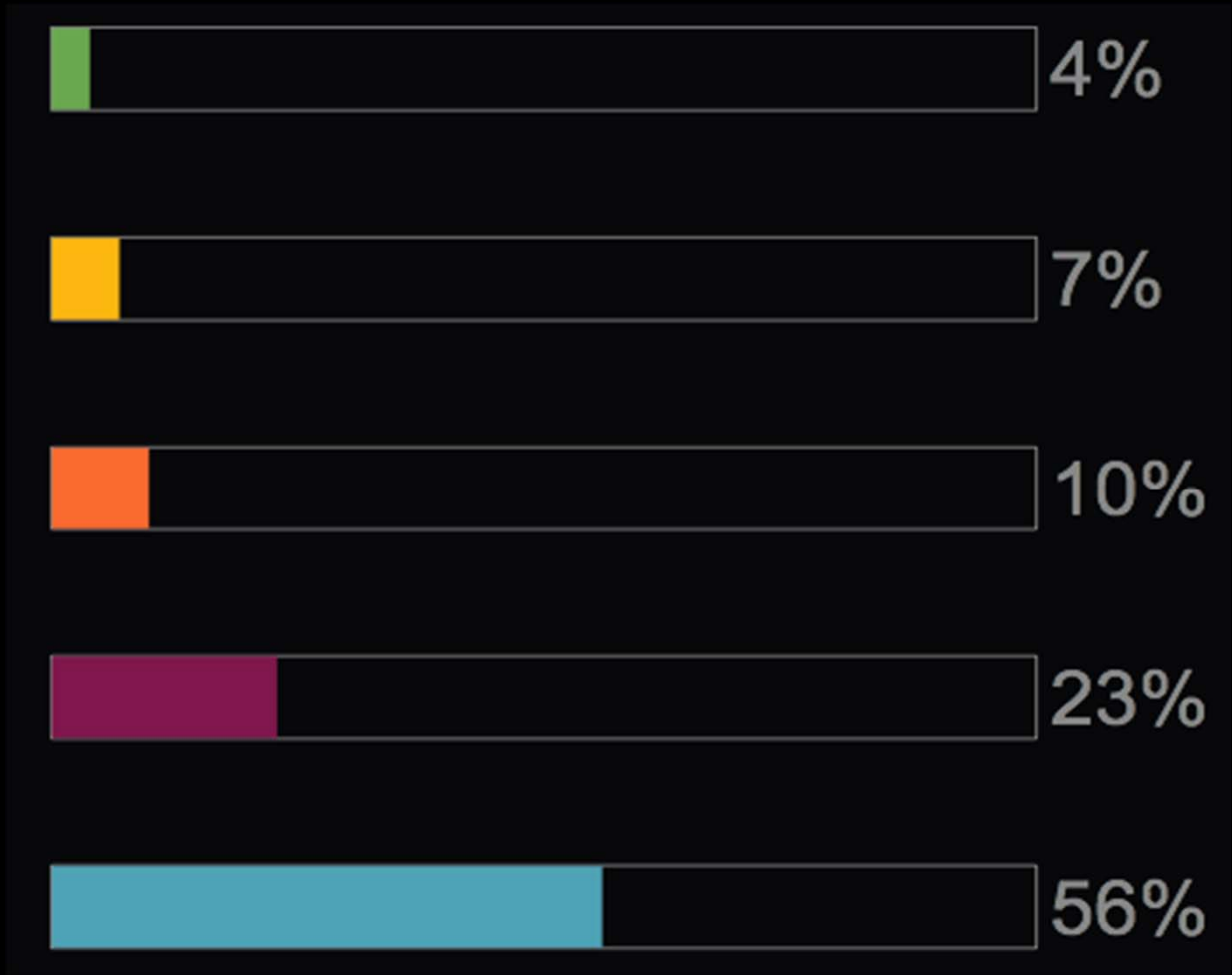
References in scholarly books
or articles



References in scholarly books
or articles



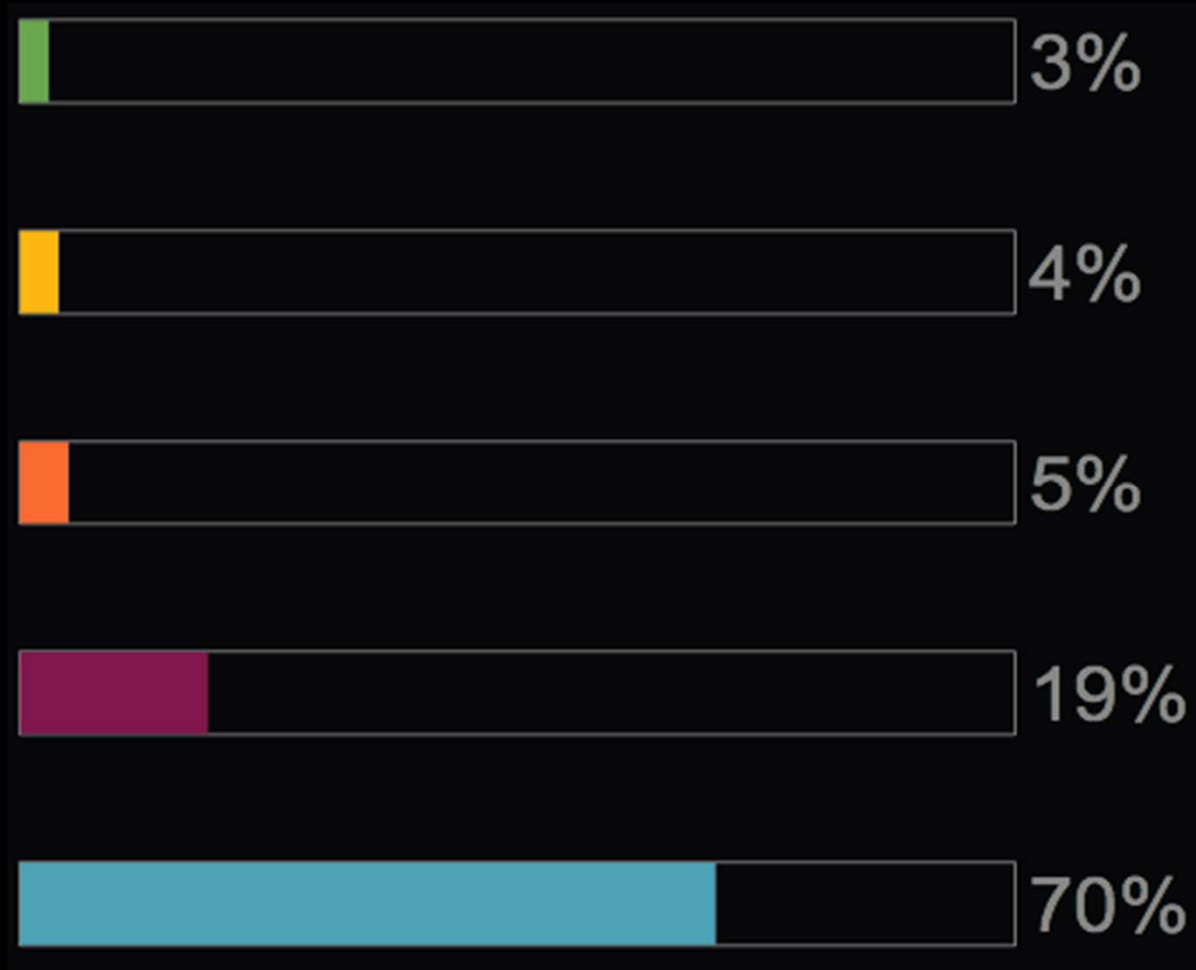
FirstGov



FirstGov



WorldCat



WorldCat

DISCUSSION

Patrons are unlikely to ask us
for help.

63% report never asking a
librarian.

Or search the library catalog.

76% report rarely or never
searching the library catalog.

(don't even ask about shelf
browsing)

Only 16% report browsing shelves at
least quarterly. And most of those
are probably librarians.

But they are using
government information.

They search Google.

56% report searching on a weekly or monthly basis. Only 9% never search Google for government information.

Or they go directly to the
source.

57% reported browsing government
websites directly on a quarterly (or
more frequent) basis.

And sometimes they use our
guides and databases.

24% use guides at least quarterly.

35% use databases quarterly.

Takeaway?

Patrons don't act the way they used to. And they definitely don't act like us.

We're collecting the wrong statistics.

Catalogs, databases, and print are the minority. We're only seeing a fraction of actual use.

QUESTIONS?

Contact

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