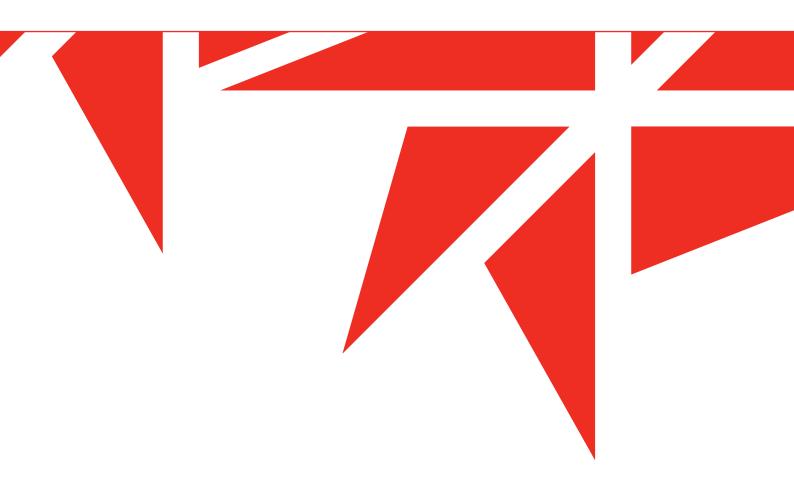


ALIA SPECIAL LIBRARIES SURVEY SNAPSHOT OF THE SURVEY FINDINGS



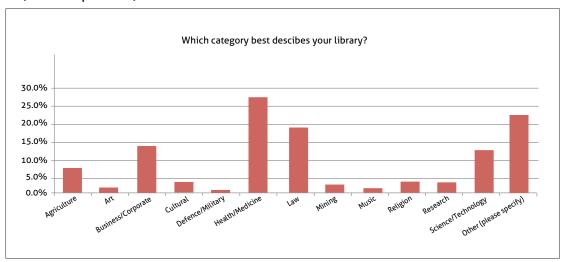
AUSTRALIAN SPECIAL LIBRARIES SNAPSHOT OF THE SURVEY FINDINGS

The purpose of the ALIA Special Libraries Study was to gain a better understanding of special libraries in Australia and was a major project for the ALIA Special Libraries **Advisory Committee.**

In total 380 responses were received with some respondents choosing not to answer all questions.

The Sector

- 74% (265) of responses came from libraries based in capital cities.
- Over 50% (187) of responses were from government funded special libraries.
- The types of libraries covered in the survey is diverse the largest response rate 28% (101 responses) was from the health/medicine sector.



- 70% of respondents worked in libraries which employ 1-3 staff with only 12 respondents working in libraries with more than 10 staff.
- 19% (49) of pondents have volunteers working in their library service.
- 76% (192) of respondent's libraries are corporate members of ALIA.

Clients

The most frequently identified client bases of Special Libraries are:

- 97% Internal users
- 57% Other libraries
- 52% Researchers
- 45% External organisations
- 43% Students

(258 answered question)

Services

A diverse range of services are provided by Special Libraries. The most frequently identified services provided by special libraries are:

- 90% Cataloguing
- 90% Document supply
- 87% Reference inquiries
- 86% Research
- 84% Current awareness services

(256 answered question)

Business Services

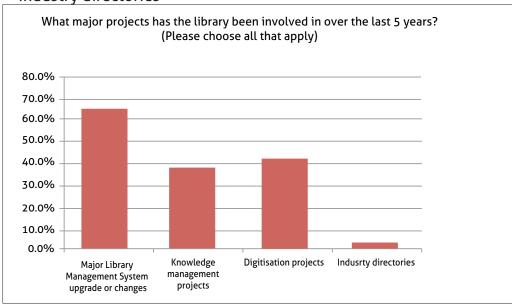
A range of business services are provided by Special Libraries. These include:

- 35% (90) of respondent libraries manage their organisation's publications
- 32% (82) manage the organisations' archive.
- 23% (58) provide knowledge management services.
- 19% (51) provide the photographic repository for their organisation.

Organisational Projects

A number of Special Libraries have been involved in major organisational projects including:

- Library Management System upgrades or changes
- Knowledge management projects
- Digitalisation projects
- Industry directories



(187 answered question)

Collections

Collection sizes range from less than 5,000 items to over 100,000 items.

- 140 of 148 respondents have special collections.
- 71% (160) of respondent libraries participate in networks and resource sharing.
- 71% (164) of respondents are members of Libraries Australia.

Results from the survey provided the following data on current subscriptions:

- 224 respondents collections include contain hard copy journals
- 216 respondent's collections include electronic journals
- 205 respondent's collections include electronic databases

(233 answered question)

Budgets

Library budgets varied significantly.

- 54% reported a budget of less than \$300,000
- 14% reported a budget of less than \$50,000
- 8% of respondents had a library budget of \$1 million plus (250 answered question)

Performance Indicators

- 34% (74) of respondents have KPIs for their library service
- 87% (191) of respondents identified informal feedback at the time of service delivery as the most common method of gathering feedback
- 64% (141) of respondents indicated their library service did not cost its services
- 66% (141) of respondents are unable to demonstrate the value of their library to the organisation

Policies

The following documents are produced by Special Libraries

- 58% Collection Development Policy
- 54% Procedures manual
- 34% Business/operational plan
- 25% Strategic plan
- 22% Annual report
- 19% Service level agreement
- 12% Customer service charter
- 11% Marketing plan
- 10% Risk Management Plan

(225 answered question)

[Data source ALIA Special Libraries Survey Report December 2010]