

Old services, new ways -- the Usage Survey of the Cloud Digital Book Wall of Taipei Medical University Library (TMUL)

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Objective

In 2017, the Taipei Medical University Library (TMUL) set up a "Cloud Digital Book Wall" (Interactive Information Wall) at the entrance of the library hall. It consists of six 55-inch thin-frame monitors, which display thousands of electronic book collections in a sphere. The purpose of this research is to explore the use experience and user satisfaction of the Cloud Digital Book Wall by analyzing the usage statistics of e-book collections and survey results of the Cloud Digital Book Wall. The research findings can serve as the reference to promote the use of Cloud Digital Book Wall in the future.

Methods

An online questionnaire survey was conducted to reveal users' perspectives on the Cloud Digital Book Wall, which included use experience, favorite topic of e-book collection and degree of satisfaction, etc. It was distributed to TMU students and staff through their email and carried out over 1 month from May to June 2020. A total of 293 valid questionnaires were collected. The questionnaire results were cross-analyzed with the usage statistics of e-book collections.

Findings

Among the total 293 respondents, 67.6% (198) of them were undergraduate students and 15.7% (46) were staff. And 86.3% (253) knew that there was a Cloud Digital Book Wall at the entrance of the library hall, of which 36.4% (92) had ever used it. User

satisfaction questions used a Likert scale. The scoring system was 1–5, where 5 represented strong agreement and 1 represented strong disagreement. The overall user satisfaction of the Cloud Digital Book Wall reached 4.4 points.

Compared to the usage statistics of e-book collections before the Cloud Digital Book Wall imported and after. During April 2016 to March 2017, before the import, there were 571 times of borrowing and 4,023 times of browsing of e-book collections; After the import (April 2017 to March 2018), there were 819 times of borrowing and 4,307 times of browsing. The results showed that after the Cloud Digital Book Wall was imported, the usage statistics of e-book collections grew obviously.

Conclusion

Setting up the Interactive Information Wall in the library, like the Cloud Digital Book Wall, attracts users who have no experience with the e-book lending service. It allows them to easily select e-books to borrow by scanning QR Code on the digital book wall. Consequently, it can increase the usage of e-book collections and provide a new way to use e-book lending service.

To Sum up, 86.3% of the respondents knew that there was a Cloud Digital Book Wall in TMU library, but only 36.4% actually used it. In the future, more promotional activities will be organized to improve the utilization. Moreover, through this study, we also collected improvement suggestions from users, including the addition of the Top 10 lending category, current events category, etc. We'll refer these feedbacks for improvement plan, in order to provide high quality e-book collections service by the Cloud Digital Book Wall.