
TROVE EVALUATION SURVEY

PURPOSE

- 1 To inform the Libraries Australia Advisory Committee of the outcomes of the 2013 survey of Trove customer satisfaction. These outcomes validate the Library's commitment to this national collaboration, which has the Australian National Bibliographic Database as its core. User demographic data, satisfaction levels, expressions of appreciation and a strong sense of the ways in which Trove has revolutionised research in Australia all come together in the evaluation to demonstrate the ways in which collaboration has transformed access to our collective cultural content.

BACKGROUND

- 2 Gundabluey Pty Ltd was selected via a Request For Quote to do the evaluation, which was the first formal evaluation of customer responses to Trove. Gundabluey has previously completed evaluations of other National Library services, e.g. reference services. The evaluation consisted of three phases: a workshop to draw out desired outcomes and to shape the initial qualitative study; a qualitative survey completed over several days by 33 Trove users (15 professional and 18 non-professional users); and a quantitative survey shaped by responses to the qualitative phase. The latter attracted 1086 self-selecting respondents, considerably more than the 700 required for statistical validity. High quality reports were delivered by the consultant in early July, together with 200 pages of fascinating and informative verbatim comments from the quantitative survey.

KEY FINDINGS

- 3 The overwhelming majority of users (84%) rated Trove as excellent or very good, with a further 14% rating it good; a total of 98% of Trove users are happy with their experience.
 - 4 Trove achieved a 'net promoter' rating of 81. This method of measuring customer satisfaction is used by large service industries such as telecommunications and banking. Data on cultural websites is difficult to obtain, but one known benchmark is a past rating of 70 for a National and State Libraries Australasia (NSLA) member library website. This suggests that Trove rates well against its peers in the same domain.
 - 5 Satisfaction levels varied across different aspects of the Trove service and among different user groups. As a whole, Trove users were confident in the quality of information in Trove, and very satisfied with the speed and ease of access to information, and the ability to find unique material. They were least likely to agree with the statement that they felt that they are members of a Trove 'community'.
 - 6 However, this broad finding belies some differences between four broad user types identified by the consultant: Total enthusiasts (very high satisfaction, very high recommender rates, much more likely to feel they are part of a community); Voracious searchers (still satisfied, but Trove is just one of many sources they used); Professional exclusives (very happy with the research efficiencies Trove offers and the quality of content, but do not see themselves as part of a Trove community); and Non-exclusive passives (more neutral on most measures). The first two user types comprised 73% of respondents.
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USER DEMOGRAPHICS AND BEHAVIOUR

- 7 Trove usage is proportional to Australian population by state (with the exception that the ACT is over-represented), and by metropolitan, regional or rural place of residence¹. This is an excellent result and means Trove has truly national reach. Usage is also proportional to the population by workforce participation, i.e. those working full time, studying, or retired.

Trove has transformed my research. I am unable to visit my State Library due to the distance. And I may never get the chance to visit the National Library. So Trove puts so much information at my fingertips.

Lots of info in the newspapers that would not be able to access otherwise. Living in a country area makes going to the National library impossible. Distance is a major problem for people living in small country towns as we have no access like people living in the city do.

- 8 A portion of Trove users do not regularly use other library services and so may represent a completely new audience for the contributors whose collections are represented in Trove.

TABLE 1: TROVE USERS WHO USE OTHER LIBRARY TYPES

	At least monthly	At least annually
Public	43%	73%
State	17%	53%
National	8%	22%
Academic	22%	34%
Other	13%	28%

- 9 Other Trove user demographics are not in proportion to the Australian population. The survey respondents were older (65% aged 50 or older against 32% of population), more likely to be female (70% against 50% of population), much better educated (45% completing or holding postgraduate qualifications against 3% of population) and significantly better paid (49% earning more than \$40K against 28% of population) than the general Australian population. Respondents under the age of 30 were in a small minority (7%, with only 1% under 20), suggesting that there may be opportunities for further growth in Trove's use by the school and undergraduate student populations. Cultural diversity among survey respondents was minimal; based on Australian population demographics, less than half the expected proportion of Trove users spoke a language other than English as their first language at home or were of Indigenous heritage.

¹ Information on the proportion of metropolitan, regional rural users by state can be made available on request, as can a map and list of postcodes of respondents. NSW and Queensland respondents were more likely to be located in a regional centre, while ACT, Victorian and Western Australian respondents were more likely to be located in a metropolitan location.

- 10 While a majority of Trove users nominated family history as one of their reasons for using Trove, slightly less than one-half cited family history as their main reason for using the service. Trove is used by many for multiple purposes: 30% use Trove for work-related research; 25% use Trove for post-secondary academic research; and 28% use Trove to assist others in their research. It appears that, once Trove is discovered, users find many uses for Trove:

... it's such a fun and interesting site - whether you want to just research or do text correcting or just have a general read.

It has been a great help to me on many levels and is so easy to use. I use it for so many aspects of my personal and academic research ... and for fun!

Everyone would have some reason they could use Trove.

- 11 A significant subgroup of users (16%) were librarians using Trove in order to provide reference assistance to clients of university libraries (23%), public libraries (23%), state and parliamentary libraries (14%), special Libraries 13%, government libraries (12%), other cultural institutions (4%), and school libraries (3%). Librarians also use Trove as an adjunct to Libraries Australia to support cataloguing, interlibrary loan, and collection development activities. Use of Trove for reference inquiries is being encouraged in library studies courses, with several respondents specifically mentioning using Trove as part of their coursework. (See Appendix A for more details.)
- 12 The evaluation methodology favoured more frequent users (self-selection from a click through link on the website). Survey respondents were on average accessing Trove seven times per month, with 59% of respondents visiting Trove either daily or weekly. The majority of respondents (87%) had been using Trove for over a year.
- 13 Many respondents access Trove from multiple locations including home (83%) and work (44%). The majority (82%) accessed Trove using a desktop computer at least some of the time, with many users accessing Trove via a number of devices. Over half the respondents (52%) access Trove via two or more devices. Access to Trove via mobile devices stood at just under 22% at the end of December 2013, more than double the rate of twelve months ago. This is despite the fact that Trove newspapers functionality is limited on mobile devices. When these limitations have been addressed (with delivery of the new Newspapers interface later in 2014), the Library expects access via mobile devices to climb still further.

RESPONSES TO THE SERVICE

- 14 Survey respondents identified time-saving, efficiency, flexibility, and the benefits of increased access to content as Trove's major advantages, or as the consultant noted 'The flexibility Trove provided in terms of geographic, free resources and ability to set themselves up with a cup of tea in their own time and space were seen as significant advantages'. Respondents provided comments such as 'vastly downscaled the time on research', 'I love finding serendipitous things in Trove', 'we are certainly finding more now than when we did the same search five years ago', and 'Trove has made research cheaper and more easy by orders of magnitude'. One respondent seemed to cover all bases by writing:

Now I don't have to fork out a train fare, spend more than an hour in getting into the City, ages winding through miles of microfilm, going hungry until I find what I'm looking for, and I can contribute to the community by way of editing while I make a coffee, feed my wild

birds, have my lunch and so forth, at no additional cost. I've put on weight, but at least I can get more done each day.

Others noted:

I have spent years going through bound volumes of newspapers then many more years scrolling through microfilm. Trove has made these Australian newspapers available and searchable at a moment's notice. What five years ago was a month-long project at the State Library (if you could get to a microfilm reader before everyone else) is now literally a five-minute exercise from home - and an extra hour enables to you find and link information on a scale that could never previously have been imagined.

[I would recommend Trove because of the] accessibility from home to a range of historical sources I would never otherwise have found. In my case I am writing a unit history of the 4th SA contingent to serve in South Africa 1900-1901. It was a small unit only 230 men but they were big letter writers and their families would often take these letters to either the two Adelaide dailies or the local country papers saying 'Do you want to publish my son's letter?' Of course they did! Through Trove I now have access to these letters from home through a simple search. Yes, I could have found these letters through laborious searches in the State Library but it would be like searching for a needle in a haystack. I've already identified letters from almost 50 of the 230 men who served in the 4th contingent - an extraordinarily rich trove of material.

- 15 While explicit responses from respondents are extremely useful, some more intuitive conclusions can also be drawn from the mass of textual comments received. These include a strong sense that Trove is an important digital literacy tool for older users, that they see their research as keeping their minds active (perhaps more broadly as part of healthy aging), and that they have a strong sense of contributing to the community in their retirement years, both through text correcting and sharing information with other users. There is also a more diffuse sense - and one also apparent as an undercurrent in blog posts, contact with the Trove Helpdesk and at face to face forums - that those living in rural and regional areas strengthen their sense of community identity by learning and sharing more about the history of the local town or district. This strengthening of identity seems all the more important as many rural towns face shrinking populations and less vibrant economic activity.

Easy to use even for those not terribly familiar with computers and searching (such as elderly/retired clients); very clear and intuitive search results; effective full text searching.

... the text editing process can be valuable for people recovering from some brain injuries or as a worthwhile alternative to playing endless games of solitaire for elderly people with mobility problems or poor sleep patterns. I've introduced some local Occupational Therapists to the site and am currently working on doing some demonstrations for stroke support groups.

You can find things in Trove that Google has no hope of discovering. So if you are looking for information on a bit of Australian local history - particularly in the non-urban areas it is great. It is also a great way for the community of these non-urban local areas to be involved in a project of national significance - correcting texts - contributing photos and documents etc.

[I would recommend Trove ...] because it is such a wide reaching database and has so much to offer in a variety of formats. Because it offers a great opportunity for community

participation (in relation to correcting newspapers). Because it's free and readily accessible with an internet connection and because the results of searches are reliable and can be trusted.

Barcaldine Qld is such a small town I was amazed to find such places all covered in the Trove Newspapers. Getting to the papers and research is so easy.

- 16 Many comments were received on the way in which Trove has transformed the research landscape, particularly in relation to humanities research.

[Trove] is a research tool that has significantly changed the way so much research is conducted in Australia.

From an historian's perspective Trove is unique and unparalleled in the wealth of historical, social and personal information about people, places and events from bygone eras.

[Trove] is of critical importance to the scholarly researcher/author of texts with historical themes.

As a professional historian and researcher I find Trove an invaluable tool for research. It is my first port of call when looking for published and unpublished materials.

At this point in time Trove is the best online information service in Australia for humanities researchers.

[Trove] points to curated resources of intellectual rigour which still have a very important place to play in [Science, Technology and Medicine] education, research and practice.

Trove allows local historians, family historians and the general researcher access to information that they would not otherwise have. It democratizes the search for information and allows people in rural and regional areas access to primary sources in a convenient and user friendly way. I love the way that I have been able to trace my complicated family tree and find photographs of relatives we lost due to houses burning down. I really appreciate the way Trove allows me to find primary sources which make history come alive for people and to be able to share this knowledge.

I recommend Trove on a daily basis. ... it is amazing how many researchers - both genealogy and local history - don't know about this amazing resource. When I show it to them they are always blown away by its potential to have major benefits to their research. I usually don't see them for a while afterwards as they become Trove addicts too!

- 17 Many comments addressed a more personal sense of enrichment. More than 90% of 'general public' users agreed with the statement 'Trove has made me more interested in learning and discovering more', and this sense of Trove stimulating curiosity and a thirst for learning was considerably higher for those living in rural and regional areas. Together with the survey's finding that the proportion of Trove use by those in regional and rural areas closely mirrors actual population distribution, these results suggest that Trove's value to rural and regional Australians, and its potential impact on their lives, is considerable. Respondents frequently used the word 'curious', and shared their delight in making serendipitous discoveries that prompted them to delve deeper into areas in which they previously had little knowledge. One user probably speaks for many in saying using Trove 'fills an enormous amount of my leisure time'.

- 18 Despite performance issues over the last year (the result of Trove content and usage outgrowing its original platform, issues which are being addressed), few respondents evinced any concern about outages or slow performance. Interestingly, 37% of respondents felt that Trove had improved a lot and 36% felt that Trove had improved a little over the last 12 months; only 2% felt their experience had deteriorated. The addition of new digitised newspaper content was the most common reason given for positive perceptions of change; Trove users appear to value the addition of new content highly.
- 19 Respondents were asked a set of questions about the performance of each 'zone'. Assessments of each zone varied slightly, and some responses to zones varied according to user type. Respondents used an average of four zones, suggesting that even those focused on newspaper articles find content in other formats relevant to their research. Overall, users were most satisfied with the Newspapers, Journals, and Articles and datasets zones, and least satisfied with the Music, sound and video, Archived websites, and People and organisations zones (it should be noted that these zones account for a tiny proportion of overall use and of zone use by survey respondents). Interestingly, the Pictures zone (where around 5% of Trove searches originate) was rated by only 70% of users as 'good or above'. While many comments were about image quality (over which the Library has little control), others were more generic and suggested that Pictures zone users are now accustomed to an array of very well designed services which focus on images themselves (e.g. Pinterest), rather than on metadata describing images, which is the current Trove paradigm. The Diaries, letters and archives zone also attracted around 70% good or above assessments, but with significantly fewer excellent or very good ratings.
- 20 OCR quality issues were a focus for newspaper users, suggesting the Library's efforts to facilitate the work of software developers who may be able to offer enhanced OCR quality in the future are appropriate.
- I might whinge about the need to improve the OCR but fonts used in newspapers are notoriously difficult to scan and fuzzy images of newsprint makes it almost miraculous that Trove works as well as it does. It is a great idea that users are allowed to make corrections. I just feel that the technology is already available to reduce the need for me to make those corrections.*
- 21 Likewise, a perfect Trove for newspaper users would be able to identify and retrieve personal and place names. External groups (such as the Smart Services Cooperative Research Centre at the Queensland University of Technology) are researching in the area of programmatically deriving 'named entities' from full text, but it is not clear how effective solutions might be, nor whether we could resource implementation in Trove. The Library maintains a strong interest in offering new engagement features to Trove users; the ability to disambiguate personal and place names, and to allow users to geotag place names have been on the Trove drawing board for some time.
- 22 A fairly consistent theme across the zones was that users wanted the ability to 'refine extended searches to suit my needs', i.e. by adding more options to the advanced search feature, or the ability to more finely filter results via facets ('facets' in Trove allow users to filter results by time period, subject, format etc.). This desire is likely to increase as Trove content increases, and users find they need more tools to help them to find the 'best' content to meet their needs.
- 23 Users were less enthusiastic (that is, were less likely to use very good or excellent ratings) in their responses on the Trove website itself, in terms of clarity, ease of use, and 'look and

feel', but were still positive overall. It should be noted, however, that between one-third and one-half of respondents could not offer suggestions for improvement to individual Trove zones or the website itself (43%), and that users suggesting changes sometimes offered sharply conflicting views. The consultant noted that she was very surprised that - in contrast to other website evaluations she has conducted - the variations in user responses to different aspects of the website by user type were minimal, suggesting that the zones and website make a good job of 'being all things to all people', even those with very different motivations and senses of attachment to Trove.

- 24 The survey also found that the majority of Trove users are able to navigate the basic service without assistance, with only a small number seeking assistance from the Trove Helpdesk. However, consistent with other data, some of Trove's more advanced features and their benefits appear to be opaque to many users, something that can be addressed with improved interface design, help information and user communication.
- 25 While the overwhelming majority of users are very satisfied with the service, responses received suggest that users would like to see:
- More of an upfront sense of what Trove has to offer (especially for new users)
 - A revamp of website colours, 'look and feel'
 - Less 'clutter' on the homepage and results screens
 - Easier ways to identify new content
 - Options for more precise searches (or refinements of search results)
 - More prominent links to help and other information; and
 - A revamped or rebadged or 'different' user forum, perhaps for different kinds of users.

OTHER ISSUES

- 26 Unsurprisingly, users wanted more digital content of every possible type, not just newspapers. A number of respondents wanted to see more museum and archival content in Trove; the addition of unique Australian materials from museum and archival collections is already a major focus of Trove Support team work. They also wanted better notification about new content; something for the Support team to consider as it reworks website information.
- 27 Many users felt passionately that more Australians should know about Trove, and they made a myriad of suggestions for how to promote Trove to potential new users. These included many activities already undertaken but which respondents would perhaps like to see happen more often or in their local community (e.g. talks to family history societies, radio interviews, articles in genealogy and family history magazines, participation at family and local history weeks).
- 28 Other interesting ideas require more thought and would require reprioritisation of resources, e.g. press releases around historic events, 'on this day' opportunities, Trove presence at university O weeks, and training for academic historians. Some may be difficult to achieve, such as involvement with the television programs *Who do you think you are*, and *Who's been sleeping in my house*, and embedded links in popular family history services such as *Find My Past and Ancestry*. Others - for example, prime time television advertisements (like *Ancestry's* on SBS) - are well beyond the Library's resources, but it is possible that a community advertisement may reach new audience segments. The Trove Support team will seek NLA Public Programs advice about the best ways of moving forward on a manageable number of marketing fronts.

NEXT STEPS

- 29 The Library continues to use the final report, and the 200 page compendium of verbatim comments as a valuable source to guide development priorities. The Trove Support team has intensively analysed verbatim comments, especially to try to understand responses by specific user groups such as the tertiary research community.
- 30 Members of the Trove Reference Group further considered the four ‘personas’ identified by the consultant, and what additional clues this kind of clustering presents for the Library’s future thinking. For example, the ‘professional exclusive’ group - somewhat less ‘attached’ to Trove - is more likely to be young, male and/or conducting postgraduate research, and is therefore a user group with significant growth potential. If being part of the Trove ‘community’ is not particularly important to this group, how can we increase the usefulness of Trove content to them? One potential solution is to focus on the future of API access to Trove content and services, so that this group can access useful content through their preferred services and interfaces.
- 31 The team is classifying and actioning suggestions for improvements into: those that already exist (raising questions about what is needed to make them more visible); those that require Trove Support team effort but no Information Technology support; those that require Information Technology effort and will either be quick to implement or require significant effort; those that will be met by development activities already underway; those that are outside the Library’s control, and those that may be within the Library’s sphere of influence. Of course, while the evaluation is an important source of evidence, the Library’s work on Trove cannot be totally reactive, and all potential improvements need to be placed within a broader context of possible future changes in Trove and the broader online environment.

ISSUES AND CHALLENGES

- 32 The evaluation has provided much valuable data about existing Trove users, what is important to them, what they value about the service, and changes they would like to see made. However, the evaluation does not and cannot provide the Library with other kinds of information, including whether the service has the potential to attract population segments that are significantly under-represented in the user base - the young, those from lower socio-economic groups, Australians from non-English speaking backgrounds, and Indigenous Australians - and what content, features or marketing changes might be required to reach these groups.
- 33 This raises questions about whether the Library’s resources should be focused on maintaining or improving the already very high satisfaction of our user base - especially given the expected growth in the older Australian demographic - or on reaching new audience segments, or a combination. It is likely that significantly different strategies would need to be deployed to achieve these aims. Lower level decisions such as whether to aim to move any of the ‘less attached’ user segments into a ‘more attached’ relationship with Trove will also need to be considered. For example, a disproportionate number of respondents were professional librarians, using Trove to assist their clients as well as to pursue their own research. This group was over-represented in the non-exclusive passives persona, possibly a lost opportunity in terms of librarians as an important element of dispersed Trove marketing.
- 34 In addition, the evaluation was focused solely on users of the Trove web interface. The Library is committed to maintaining and improving the discovery interface, but is also strategically committed to making Trove content and services openly available for re-use in other services, including those offered to specific audiences (e.g. family history services), or

for specific purposes (e.g. specialised apps such as Pixtory, use of the Trove annotations service by other research libraries, data mining and visualisation applications). Making cultural collections open for re-use can be a powerful source for innovation, participation and development. Balancing prioritisation of high value interface enhancements against these longer term aims will clearly require ongoing discussion. In a 2013 conference paper, Trove Manager Dr Tim Sherratt characterised the need for longer term changes in strategic focus as ‘portals are for visiting, platforms are for building on’. Dr Sherratt’s quote featured prominently in the keynote address at the recent Europeana Annual General Meeting and Trove’s sister services - Europeana, Digital Public Library of America and Digital NZ - are all investing in the potential for platforms to drive innovation, social and economic value.

- 35 These questions all arise in a context in which resources are necessarily primarily devoted to underlying infrastructure and platform upgrades, essential to maintaining service performance as the volume of content and visits increase, and to constraining the hardware and human resources required to support Trove. This work is largely invisible to Trove users, except in the form of improved service stability and speed. Users are also unaware of underlying issues that we need to address to meet their stated needs, such as the need for improved metadata to support some services.
- 36 Some suggestions for change will be resource intensive and are unlikely to be possible within this triennium, even with additional positions funded in both Resource Sharing and Information Technology Divisions over that period. Much of the Trove interface is ‘hard-wired’ into the service application, requiring scarce specialist resources to effect even small changes (such as being able to regularly update content on the zone homepages), let alone much larger interface changes (such as rethinking the utility of the zones approach, which is increasingly stretched as new kinds of content are added). However, the Library does have a clear development roadmap, expressed in the Resource Sharing and Information Technology Strategic plans, and regularly reviews progress against these aims.
- 37 Work underway in 2013-2014 will go a long way towards meeting the major needs expressed by respondents. The redevelopment of Trove Newspapers infrastructure will deliver much faster response times and more stable performance in the very near future, and the implementation of the new Newspapers interface will address many of the Advanced Search, text correction and mobile optimisation suggestions. Similarly, a project to completely redevelop support material - including a mix of text, videos and infographics - and to move this to a more easily updatable Drupal framework will address many implicit and explicit suggestions for making self-help more discoverable and intuitive. It is pleasing that the Library’s close connections with the user community mean that planning for these developments preceded the findings of the evaluation, and equally pleasing that implementing these changes will demonstrate the Library’s responsiveness to user needs.

CONCLUSION

- 38 The 2013 evaluation of Trove customer satisfaction yielded new insights into who uses Trove, how, and for what purposes. It also provided a rich seam of information on which aspects of the Trove service already serve users very well, and which could be improved. Perhaps just as importantly, survey respondents shared many thoughtful comments on the ways in which Trove has changed their research and indeed changed their lives.
- 39 These responses clearly demonstrate Trove’s value to the Australian community. They add to a growing knowledge base that will support rigorous assessment of Trove’s impact, for example through a tool such as Dr Simon Tanner’s Balanced Value Impact Model. Trove’s development and its reception by the Australian public has resulted in significant changes to

the Library's own priorities and capabilities, with these changes mirrored (albeit to a lesser extent) in other major Australian libraries. It has clearly fostered innovation among the many organisations taking advantage of Trove's open access platform. It has transformed Australian humanities research, generating major research efficiencies and supporting the creation of new knowledge. And perhaps most importantly, Trove has clearly built social capital among its many users, fostering curiosity, a love for learning, and a passion for sharing discoveries with others in the digital environment.

- 40 The challenge for the Library will be how to continue to meet the needs of the existing Trove user base, and to find ways to change the lives of other significant groups not yet benefiting from Trove. The Library looks forward to continued engagement and collaboration with our content partners as these issues are addressed in future years.

RECOMMENDATION(S)

1. The Libraries Australia Advisory Committee notes the report.

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APPENDIX A : LIBRARY USES OF TROVE - SAMPLE RESPONSES TO THE QUESTION ON RECENT REASON TO USE TROVE

COLLECTION DEVELOPMENT

- Checking to see which other libraries hold items when assessing whether to include items in our collections
- Often use Trove for collection development purposes to identify possible acquisitions

BIBLIOGRAPHIC CHECKING

- had a student from another uni contact me about some journal proceedings which I couldn't find at my uni...went to Trove to check.
- Checking bib details editions available for a particular title
- Trying to find info about Australian (usually) publications that I can't find elsewhere especially publisher details and ISSNs
- In my uni module a book was mentioned with a quote but not a lot of information was given about it. I used trove to find the book author and what libraries it was available in
- I use it a lot to verify publication details and bibliographic info.
- Bibliographic checking confirming journal change of title

CATALOGUING

- Primary use is to find existing Libraries Australia records such as DVDs which are not amenable to location via z39.50.
- To find catalogue records of AV resources
- I use Trove inadvertently. I use Pandora a lot to fix broken links in our catalogue or find material no longer on the net and now the results screen takes me to Trove.
- Examining catalogue records from other libraries to compare call numbers and other information
- I have used Trove to enable me to catalogue books for an Islamic university
- I use Trove to find library records that aren't on SCIS.
- 'I am a music cataloguer. if I can't find a download record in z39.50 from OCLC worldcat or from worldcat.org and the disc I'm cataloguing is from an Australian artist I check trove for a record before doing a z39.50 search of libraries Australia catalogue (as these searches are charged for).
- I catalogued a WWII diary to go into our manuscript collection and I created a list for both the person (and his immediate family) and the company he formed and I linked the list into the record as a See also so that anyone who wanted to know the impact this person had on the NT could look at all the entries on TROVE. I am now doing the same for his wife as she will also be added to our Territory Stories database in her own right
- to get cat. information to help with cataloging an item
- To check catalogue records to copy catalogue
- I am currently cataloguing Riley Posters and require trove to double check items that have previous been catalogued in order to confirm subject headings material detail with in the record I am creating
- I mostly search for the TROVE display of known items in our catalogue and see how it is displayed in relation to other manifestations of same items or works by same author etc.

OTHER

- For evaluation of library services
- using Trove to see how our institution's resources appear on Trove. Not directly dealing with client requests
- I work as Manager Scholarly Content at a university library. I recently used Trove to determine whether whole digital collections could be searched independently of the rest of the material in Trove. I often do these types of checks to see the possibilities for how people could access the information my library provides through Trove.
- Locating death dates to answer copyright queries

INTERLIBRARY LOAN

- Working in Document Delivery when LA Search was down early this week (starting 13/5) we were using Trove to locate library holdings of where we wanted to send our request. What we dislike is the NUC codes are not supplied in Trove this is one thing we love about LA search.
- I use it several times a week to identify holdings for specifically requested titles. I rarely use it for topic / literature searching. You don't have this book in your catalogue can you find it for me? I use Trove as a quicker better and more user friendly alternative to llv. Especially when the books are potentially in an academic library.
- Verifying the locations of a book for a potential Inter-Library Loan request.
- Article request for client; seeking correct citation details before placing LADD request
- Check for locations that hold a specific book for a customer request at work
- Finding books for purchase or interlibrary loan
- Trying to find a copy of a publication for a client so we can arrange an interlibrary loan.
- I look up books that are not on the university library catalogue or the Bonus libraries where we can also get books to see if the books I want actually exist or are available in Australia then I use the details I find on Trove to ask my university library for an Inter Library Loan.

CHECKING HOLDINGS - NOT EXPLICITLY FOR ILL

- TAFE student needing a particular title not held in our library
- I was looking for a copy of a book by an Aboriginal woman named Mollie Dyer. The student didn't know the title of the book and wanted a copy in Victoria.
- Identifying location of obscure material for a student
- A student wanted to know if there was a library in Canberra which held a particular book we did not have.
- To see holdings of items in other libraries that a patron (of my uni library) is looking for which we don't hold.
- To find out where a particular title is held; Locating books and journals held by other libraries; Newspaper holdings
- I generally conduct searches to locate information on an item e.g. book bibliographic or location details.
- Holdings of pre-1900 issues of the Bulletin
- Holdings for legal texts not held by us; Discovering which library has holdings of a particular legal journal.
- Looking for holdings of Social Work books from 1950-1970
- To look for holdings of AV materials (specifically DVDs) on medical ethics in Australian Libraries.
- Looking for the holdings of manuscript collections for various Australian authors.
- To find libraries in Sydney which hold copies of works by a particular fiction author.
- I use Trove to find out what libraries stock publications that I'm interested in. I use Trove when the publication is not listed in the Library catalogue at my work (govt department university).

- Locating books and articles not at the library for research in archaeology

LIBRARY STUDIES

- For library studies checking on publications and seeing what the resource of Trove offers.
- For one of my classes which is about inter library loans we had to complete an activity in class where the teacher had listed 10 books/articles/DVD's and we had to find which libraries in Australia had the items via Trove
- I am a Library Studies student and we recently had to source a range of items for imaginary clients. In an exam we also had to locate items and I used Trove to see a) if they were available and b) where and what format they were available in. One item was an agricultural text from the 1960's another was a newspaper article about the Storm financial issue. I was also looking for information about trends in digital collections.
- Investigated interactive contribution to Trove by users as part of course studies

REFERENCE INQUIRIES

- Finding recent resources for lecturer in plant propagation
- There was a reference question on the Sydney Ducks - a criminal gang on the goldfields in San Francisco and the Committee of Vigilance of 1851.
- A client was looking for information about a piano teacher who taught at the Conservatorium in the 1920s-1940.
- Assisting users to understand Trove records - where materials are held and if they're online
- Client looking for short stories written in 1926 by a family member and published in an Australian newspaper. Found some in digitised newspapers so was able to send links.
- Finding a client's great grandfather was an inpatient at Fremantle Asylum in 1901 as he absconded then and in 1924 (from Claremont poor bugger was still mad!) Oh and another 'lunatic' (the wife of the Moderator of the Presbyterian Church 1911 for my work as Archivist at PLC) completely disappeared from all social engagement birth/death notices etc. in Trove. When I found she died in Claremont I suspected she was in Claremont Asylum. Sure enough she was. Couldn't have determined that without Trove...
- Most recently A client wanted to view typical kitchens from the 60s we tried browsing Women's Weekly for the period.
- Show a family history researcher how to find articles including family notices.