



**REGIONE TOSCANA**  
**Giunta Regionale**

Settore biblioteche, archivi, istituzioni culturali e catalogo dei  
beni culturali

## **Biblioteca Luigi Crocetti**

di biblioteconomia, archivistica e scienze della documentazione

### **Bibliografia**

#### **Uso e non uso delle biblioteche pubbliche**

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2009

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2008

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1, p. 27-37

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Olivier Moeschler, Revue électronique suisse de science de l'information, n. 6 (2007)

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Bibliografia - 2 novembre 2009

Uso-non uso delle biblioteche pubbliche

Regione Toscana - Biblioteca Luigi Crocetti p. 2

BIBLIO: 025.5 BIB

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BIBLIO 027.662 DUD

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economico / Roberto Ventura. «Bollettino AIB», 47 (2007), n. 3, p. 291-327, riassunto

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Aline Girard-Billon, Jean-François Hersent, Les usagers des bibliothèques parisiennes, bbf 1998,  
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Regione Toscana - Biblioteca Luigi Crocetti p. 3  
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A proposito del 4 per cento: quale uso viene fatto delle biblioteche pubbliche? (Attualità).  
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Fuori di sé, cioè  
normali, p. 10

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### **Selezione di articoli dalla Banca Dati: LISA: Library and Information Science Abstracts**

Query: DE="libraries" and DE=("non use")

DN: Database Name

LISA: Library and Information Science Abstracts

TI: Title

Non-use of library services by students in a UK Academic Library

AU: Author

Toner, Lisa Jane

SO: Source

Evidence Based Library and Information Practice, vol. 3, no. 2, pp.

Bibliografia - 2 novembre 2009

Uso-non uso delle biblioteche pubbliche

Regione Toscana - Biblioteca Luigi Crocetti p. 4

18-31, 2008

DE: Descriptors

Non use; User services; College libraries; UK

AB: Abstract

Objective: This study examined low or non-use of the library at St.  
Martin's College, UK and determined the possible reasons for this.

Additionally, this study investigated the other sources of information  
non-users were accessing. The results were then fed into the library's  
future strategic planning cycle. Results: The findings showed that

students in part-time and distance learning courses were the largest  
group of non-users. Other factors influencing non-use included the  
purchase of books, use of the Internet, and a lack of awareness of

services available. Conclusions: The library service needs to target

non-traditional student groups, particularly those taught off-campus, with innovative induction techniques. This survey highlighted the need to embed information skills teaching into the curriculum and a recent restructure of the department has enabled this to happen with a more focused approach to academic liaisonship. Adapted from the source document.

RL: Resource Location

<http://ejournals.library.ualberta.ca/index.php/EBLIP>

Record 2 of 22

DN: Database Name

LISA: Library and Information Science Abstracts

TI: Title

A case for professional level staffing for microforms.

AU: Author

Madsen, Debra

SO: Source

Microform & Imaging Review, vol. 35, no. 3, pp. 103-104, Jun 2006

DE: Descriptors

Library materials; Microforms; Non use; Academic libraries; Staffing levels; Access to materials; Cataloguing; Promotion; Preservation; User training; Use statistics; Professional staff

AB: Abstract

Looks at the current status of microform collections in academic libraries. Argues that, although microform collections can be rich resources for students and researchers, these collections suffer from poor accessibility and are underutilized through lack of promotion, mainly as a result of inadequate staffing levels in many libraries. Illustrates how the appointment of a professional librarian at Hale Library, Kansas State University led to immediate improvements in the microform unit. By rescheduling tasks, time was freed up for microform related work, such as cataloguing resources, promoting collections amongst faculty, students and subject librarians, providing instruction, addressing preservation issues and setting up usage statistics. Concludes that only a professional level of staffing can make sure that microform collections remain a vital part of any research library.

Record 3 of 22

DN: Database Name

LISA: Library and Information Science Abstracts

TI: Title

Bibliografia - 2 novembre 2009

Uso-non uso delle biblioteche pubbliche

Regione Toscana - Biblioteca Luigi Crocetti p. 5

Social inclusion and the City of Swan public libraries in Western Australia

AU: Author

Lockyer-Benzie, Maureena

SO: Source

Health Information and Libraries Journal; 21 (Supplement 2) Sep 2004, pp.36-44

DE: Descriptors

Public libraries; Social exclusion; Australia; Western Australia; Libraries; User satisfaction; Non use; Public libraries; Australia; User surveys

AB: Abstract

The focus of this paper is on an understanding of social exclusion /inclusion: the concept and how a specific public library service, namely the City of Swan Public Library service, has responded to this social issue. The terms social inclusion/exclusion are explored and clarified from an international, Western Australian State Government, and public library perspective. This is followed by a brief overview of Western Australia as an Australian state, and how public libraries operate based on a partnership with the State Library of Western Australia and Local Government. The City of Swan Public Libraries are described in some depth and also portrayed in their local setting namely the City of Swan, a city of extensive growth that offers a unique environment of both rural and urban areas. The concept of social inclusion is then applied to the City of Swan Public Library service and how the library service addresses social inclusion within its physical environment, policies, operations, future planning, programmes and services. This includes the results of a Library Non-user Survey that was conducted in 2001. The aims of this survey were to: ascertain why non-users within the City of Swan do not make use of the library facilities; explore why past members were not using the library services; examine the effectiveness of library promotions; and investigate the access to and usage of the Internet. The paper concludes with a list of the potential social conditions of which public libraries need to be aware in their strategic planning activities so that community members are not excluded from participating and accessing the public library service. (Original abstract)

Record 4 of 22

DN: Database Name

LISA: Library and Information Science Abstracts

TI: Title

Investigating non-use of libraries in the UK using the massobservation archive

AU: Author

McNicol, Sarah

SO: Source

Journal of Librarianship and Information Science; 36 (2) Jun 2004, pp.79-87

DE: Descriptors

Libraries; User behaviour; Non use; Users; Public; Evaluation; Mass observation; Public libraries; UK; User surveys

AB: Abstract

The Mass-Observation Archive at the University of Sussex sends regular "directives" to its panel of volunteer correspondents around the UK

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asking them to reflect on various issues relating to the day-to-day lives of ordinary people. Two directives from the 1980s and 1990s relate to libraries, books and reading habits. These sets of written responses are valuable resources for library history and information science researchers because they include the opinions of non-users, which are notoriously difficult to obtain using conventional research methods. The use of such an approach may help to counter some of the criticisms of current library history practices as being outmoded and irrelevant. Not only is library history undervalued by historians, it is also frequently dismissed within the LIS field in general. Linking library history to issues of current concern, such as non-users, may create opportunities to demonstrate the relevance of library history more widely. This article reports on the findings of a study of the directive responses, focusing on non-use of libraries, and highlights the implications for librarians and library historians. (Original abstract)

Record 5 of 22

DN: Database Name

LISA: Library and Information Science Abstracts

TI: Title

An e-solution

AU: Author

Kerr, G

SO: Source

Scottish Libraries; 15 (5) 2001, p.16-17

DE: Descriptors

Libraries; Use; Non use; Public libraries; West Lothian, Scotland;

User surveys; Use for; Electronic mail

AB: Abstract

Describes the work undertaken by West Lothian Libraries, Scotland, to follow up a Bertelsmann Foundation funded project, which investigated the extent of lapsed public library readers, to develop a technique for tracking such lapsed readers on a regular basis and contacting them by electronic mail.

Record 7 of 22

DN: Database Name

LISA: Library and Information Science Abstracts

TI: Title

Non use of business libraries and information services: a study of the library and information managers' perception, experience and reaction to non use

AU: Author

Brick, L

SO: Source

Aslib Proceedings; 51 (6) Jun 1999, p.195-205

DE: Descriptors

Business libraries; Non use; Research; Company libraries

AB: Abstract

Describes a survey of 54 information managers in business companies on their perception, experience and reaction to non use. The study found that non use is widespread. The most commonly perceived cause of non



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use was a lack of awareness of the services' capabilities. A significant majority of the managers had a positive attitude to non use and were worried about the extent of non users. Some tackled non use head on and implemented remedial treatment but less than a third could identify their non users. Stresses that a positive attitude to tackling the non user will only bear fruit if it is converted into a reality and becomes an integral part of the information managers' marketing strategy. (Original abstract - amended)

Record 8 of 22

DN: Database Name

LISA: Library and Information Science Abstracts

TI: Title

Library lapsed-users survey

SO: Source

British Library. Research and Innovation Report; (166) 1999, p.81-3

DE: Descriptors

Libraries; Use; Lapsed users; Public libraries; Sandwell, UK; User surveys; Non use

AB: Abstract

Article included in Perspectives of public library use 2. A compendium of survey information: the second in an annual series of collected papers, published by Loughborough University, Library and Information Statistics Unit (LISU) and Book Marketing Ltd, bringing together the results of surveys (published and unpublished) collecting information about different aspects of UK public libraries. Reports results of a questionnaire survey, conducted by the library staff of Sandwell Community Libraries, UK, supported by the Policy and Research Unit, to investigate the reasons for public library borrowers not using the library. The postal survey involved a sample of 138 library members who had not borrowed on their library tickets for three years. Results indicated that most of those users thought to be lapsed were in fact using the library for various purposes other than lending and the main reasons for non use were connected with access (particularly opening hours) and library stock inadequacies.

Record 9 of 22

DN: Database Name

LISA: Library and Information Science Abstracts

TI: Title

Une estime lointaine: les non-usagers des bibliotheques municipales. A respectful distance: non-users of public libraries

AU: Author

Bertrand, A-M

SO: Source

Bulletin des Bibliotheques de France; 43 (5) 1998, p.38-42

DE: Descriptors

Libraries; Non use; Public libraries; France

AB: Abstract

Three-quarters of the French population are not users of public libraries. They have a positive regard for libraries but from a distance. Several explanations are possible, one being that they differ from users both in their relationship with books and in their reading practices. The image that they have of the library, creates 3 obstacles: the library is a useful establishment, but austere; it is not very accessible; it neither offers the sort of books that weak readers would like to read, nor a sample of modern culture which might arouse the appetite. Even if librarians may judge this image unjust or erroneous, their service policy cannot ignore it. (Original abstract - amended)

Record 10 of 22

DN: Database Name

LISA: Library and Information Science Abstracts

TI: Title

Library utilization and academic growth: an assessment of the National University of Lesotho

AU: Author

Braimoh, D; Jegede, J O; Moshoeshoe-Chadzingwe, M M

SO: Source

African Journal of Library, Archives and Information Science; 7 (1)

Apr 97, p.63-9

DE: Descriptors

Libraries; Non use; Students; University libraries; Nigeria; National University of Lesotho; Surveys

AB: Abstract

Describes the findings of a survey of undergraduate students of the National University of Lesotho Library in order to determine the level of utilization of the services offered and the reasons for non-use.

Recommends the introduction of information literacy programmes by the library to provide students with the necessary skills.

Record 11 of 22

DN: Database Name

LISA: Library and Information Science Abstracts

TI: Title

Non-users of the Upper Goulburn Library Service

AU: Author

Flowers, L

SO: Source

Australian Library Journal; 44 (2) May 95, p.67-85

DE: Descriptors

Libraries; Non use; Public libraries; Australia; Upper Goulburn, Victoria; Non user surveys

AB: Abstract

The Upper Goulburn Regional Library Service, Victoria, Australia, is characterized by a large area, but the lowest population density of any library service in Victoria. Library management wished to maximize use of the service and attempted to achieve this by a survey of non users. Describes the survey conducted and reports its detailed findings. The main reasons for non use were reported as being: not

enough time to read (46 per cent); books obtained elsewhere (39 per cent); library hours not suitable (17 per cent); no interest in reading (16 per cent); ignorance of services offered (14 per cent); library too far from home (11 per cent); library does not provide anything user requires (7 per cent); user never finds anything user wants (6 per cent); lack of confidence in how to use the library (5 per cent); unable to drive (4 per cent); unable to get around (2 per cent); sight or hearing too poor (less than 1 per cent). Evidence from the survey suggests that between 55 per cent and 78 per cent of

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current non users are potential users of the Upper Goulburn Library Service. Indicators for future planning were to promote the service more generally within the community, and to introduce more technology based services. Original abstract-amended.

Record 12 of 22

DN: Database Name

LISA: Library and Information Science Abstracts

TI: Title

Non-use of CD-ROM databases in an academic environment

AU: Author

Omaji, A

SO: Source

Computers in Libraries; 14 (9) Oct 94, p.45-6

DE: Descriptors

CD-ROM databases; Non use; Technological university libraries; Australia; Curtin University of Technology, Western Australia

AB: Abstract

Part of the special section CD-ROM Librarian. Reports on a survey of CD-ROM non use at the Curtin University of Technology Library and Information Service, Western Australia, Australia. Of 217 interviewed 117 had not used CD-ROM databases to search for journal articles. Analyses the data gathered from this study and discusses its implications. Examines the use of posters and faculty involvement to promote use of CD-ROMs.

Record 13 of 22

DN: Database Name

LISA: Library and Information Science Abstracts

TI: Title

Non-use and non-users of libraries

AU: Author

Sridhar, M S

SO: Source

Library Science with a Slant to Documentation and Information Studies; 31 (3) Sep 94, p.115-28

DE: Descriptors

Libraries; Non use; Aerospace engineering; India; Surveys; ISRO Satellite Centre Library, India

AB: Abstract

Non user research is a neglected area of library studies. The ratio of actual users to potential users of a library serves as a rough measure of the impact of the library and its market penetration capabilities. Use of a library is a minority event since only a small segment of rightful users of a library really makes use of it. Defines non use, enumerates types of non users and presents a conceptual framework for use and non use of information. Discusses possible reasons for non use of library collections. Presents a case study of non use and non users at the ISRO Satellite Centre (ISAC) library, Bangalore, India. Those in the organization involved in planning, systems analyses, design, development and management are more likely to be users than those whose work involves manufacture, testing and operational activity. Increase in status and level of professional achievements leads non users to become users.

Record 14 of 22

DN: Database Name

LISA: Library and Information Science Abstracts

TI: Title

The non-use of Manchester's library service: an investigation

AU: Author

Jackson, Andrew; Martin, Paul

SO: Source

Public Library Journal; 6 (4) July/Aug 91, 109,111-113

DE: Descriptors

Libraries; Library materials; Information work; Use; Surveys; Wythenshawe UK; Public libraries; Non use; Manchester UK; Manchester (UK) Public libraries; Wythenshawe (UK) Public libraries

AB: Abstract

A survey to investigate the non-use of Wythenshawe Area Libraries was conducted in 1990, via a face-to-face questionnaire in the people's homes. Tabulates results and concludes that although there is scope for the marketing of services, particularly Wythenshawe Central Library's audio-visual collection, the library's location and its immediate environment are critical. 00 E.A.B.

Record 16 of 22

DN: Database Name

LISA: Library and Information Science Abstracts

TI: Title

Surveying non-use of serials

AU: Author

Rooke, Su

SO: Source

Serials Librarian; 18 (1/2) 1990, 81-96.s

DE: Descriptors

Technical services; Acquisitions; Stock revision; Withdrawals; Revision; Discards; Policies; Data collection; Polytechnic libraries; Statistics; Periodicals; Non use data; Use statistics; Newcastle upon Tyne Polytechnic (UK) Library

AB: Abstract

Describes a method based on that developed at Newcastle Polytechnic,

UK, for collecting data on non-usage of periodicals in a polytechnic library, together with a formula for analysing the results. The method uses disturbance of slips of paper inserted into the periodicals as an indicator of usage, and does not rely heavily on either user cooperation or library staff time. The results are easily analysed using a commercial spreadsheet package. The likely application of this type of information is to aid in the making of difficult decisions about cancellations of subscriptions. 00 Original abstract--amended

Record 17 of 22

DN: Database Name

LISA: Library and Information Science Abstracts

TI: Title

Reflections on non-users

AU: Author

Zhang, Xiaolin

SO: Source

Library and Information Service; (3) 1987, 18-19

DE: Descriptors

Non use; Libraries; Library materials; Information work; Use

AB: Abstract

Analyses possible reasons for not using libraries. Outlines the factors and tendencies involved in non-use. Accepting these facts does not justify the neglect of this group of 'potential users'. Presents possible areas for change which might attract these people and satisfy their information needs. Stresses the importance of studying non-users so as to stimulate change in the methods of organisations which might remain stagnant otherwise.

Record 18 of 22

DN: Database Name

LISA: Library and Information Science Abstracts

TI: Title

Non-use of public libraries: a literature review

AU: Author

Roberts, N

SO: Source

Sheffield University, Centre for Research on User Studies, 1986, 23p. bibliog (BLRD report 5896

DE: Descriptors

State of the art reviews; UK; Public libraries; Non use; Libraries;

Library materials; Information work; Use; British Library Research and Development Department BLRD report 5896

AB: Abstract

Review of the literature dealing with the phenomenon of non-use of public library services in the UK and other countries relevant to UK circumstances.

Record 19 of 22

DN: Database Name

LISA: Library and Information Science Abstracts

TI: Title

The non-use of Nigerian public libraries by the silent majority: a historical survey and discursus

AU: Author

Alegbeleye, G D

SO: Source

Libri; 36 (3) Sept 86, 187-201.s

DE: Descriptors

Nigeria; Public libraries; Non use; Libraries; Library materials; Information work; Use

AB: Abstract

Addresses the issue of the non-use of Nigerian public libraries by the poor, the illiterate, semi-literate and the emergent wage-earning labouring class. Presents historical, philosophical and social reasons for non-use. The suggested solution to the problem is the establishment of an information and referral centre as an adjunct to the traditional public library. The possible activities of an information and referral service are listed and the resource file is suggested as the basic tool of such a service.

Record 20 of 22

DN: Database Name

LISA: Library and Information Science Abstracts

TI: Title

Folosleges konyvek a kozmuvelodesi konyvtarakban. Needless books in public libraries

AU: Author

Arato, Antal

SO: Source

Konyvtari Figyelo; 32 (2) 1986, 139-157

DE: Descriptors

Public libraries; Non use; Technical services; Acquisitions; Selection

AB: Abstract

For those who are engaged in the questions of acquisition the user reaction to the books bought offers a significant feedback. Librarians pay attention to successful books and unsatisfied needs, although a survey of books not used or borrowed less than the average would also be a substantial contribution. It is likely that in public libraries great quantities of books purchased needlessly have settled down. To bear this assumption out, the circulation of the books bought 7 years before in 3 copies was examined in Jaszbereny Municipal Library, Hungary. It was found that at 1/SD3 of the titles the readers' interest had been overestimated. Later the list of the non-borrowed books was made in this same library. Gives an in-depth analysis of the list. Concludes that a more careful acquisition policy and a new approach are necessary.

Record 21 of 22

DN: Database Name

LISA: Library and Information Science Abstracts

TI: Title

Les bibliotheques de college confrontees au probleme des non-usagers.

College libraries and the problem of non-users

AU: Author

Baillargeon, Daniele; Dufort, Robert

SO: Source

Documentation et Bibliothèques; 28 (4) Oct Dec 82, 155-160.s

DE: Descriptors

College libraries; Non use; Libraries; Library materials; Information work; Use

AB: Abstract

At a discussion group at the ASTED conference in 1980, college librarians exchanged impressions and information about the characteristics of non-users and ways of persuading them to use libraries by better promotion of services in cooperation with teaching staff. To investigate the problem further, a questionnaire, based on a thesis (1977) surveying non-users of the University of Pittsburgh library, was distributed to users and non-users at 2 Quebec colleges in 1982. The response showed little knowledge among non-users about library services, while users were in general satisfied with their libraries. Both groups made suggestions freely about how services could be improved, further elucidating their respective characteristics and needs. Similar results in US college libraries emphasise the importance of publicising services; studies in public libraries, however, suggest that non-users are unlikely to be converted by soft-sell techniques. Such opinion surveys can provide useful guides for improving services in particular circumstances, but point to no universally efficacious strategy for attracting non-users.

Record 22 of 22

DN: Database Name

LISA: Library and Information Science Abstracts

TI: Title

The neglected resource: non-usage of library-information services in industry and commerce

AU: Author

Slater, Margaret

SO: Source

London, Aslib, 1981, 68p.s

DE: Descriptors

UK; Company libraries; Managers; Non use; Libraries; Library materials; Information work; Use; British Library Research and Development Department BLRD report 5628

AB: Abstract

A small-scale exploratory study of sub-optimal usage of industrial and commercial library and information services was carried out by Aslib in Summer 80. Non-use, misuse, and abuse were examined from the viewpoint of unit managers. Major aims were to assess the reality, nature, and extent of any non-usage problem and the feasibility and usefulness of further investigation.