BIBLIOSTORIAQUIZ
A Study on Library Induction at Università degli Studi di Milano

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PURPOSE AND CONTEXT

Our project focused on **library induction**, the first step of information literacy, using an interactive and informal approach.
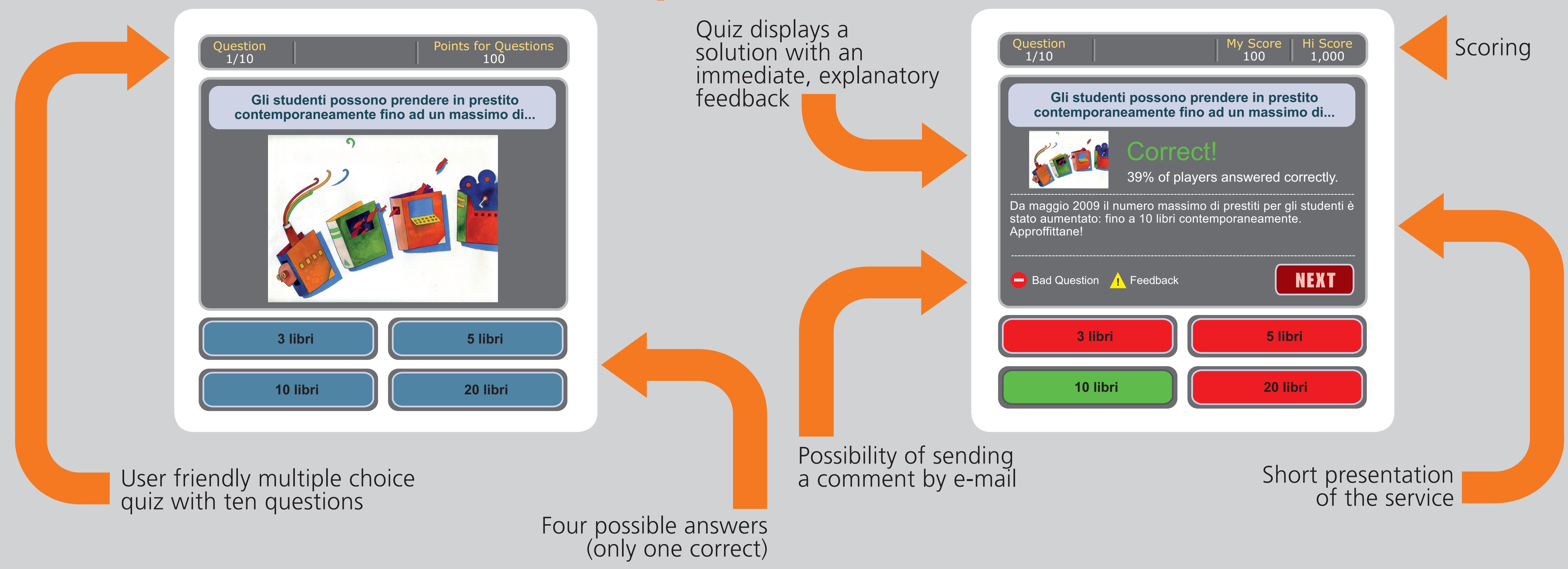
We aimed to let users discover our library services and facilities in an enjoyable and active manner through user-oriented instructions. In particular:

- new library web site (on-line in November 2009)
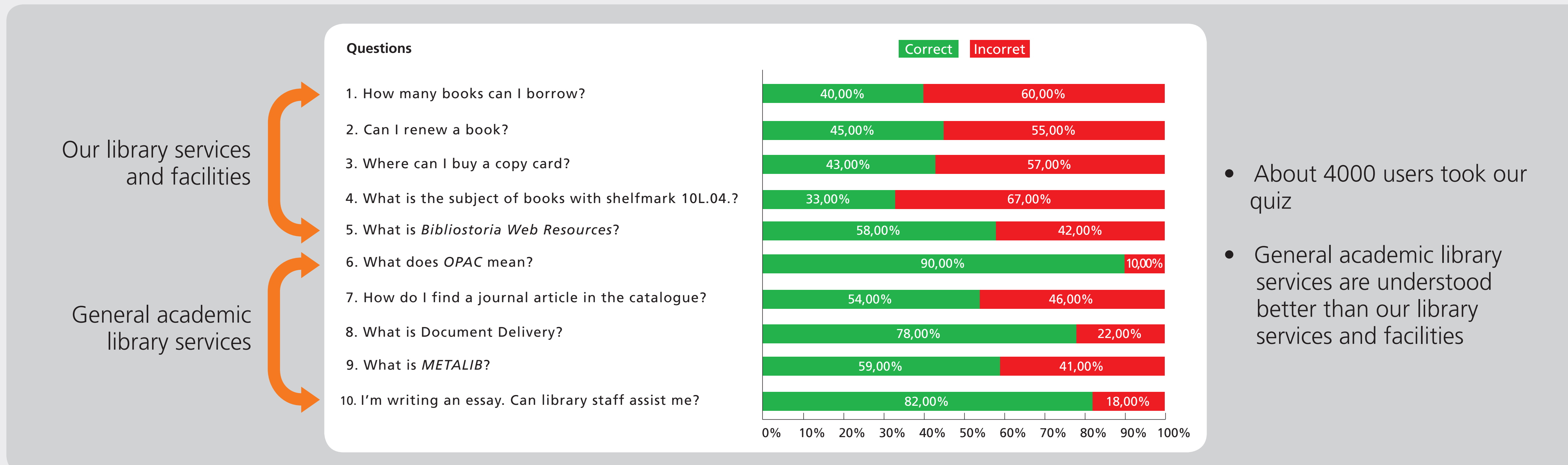- new circulation rules (from May 2009)

METHODS USED FOR THE STUDY

- On-line **quiz** embedded in the library website homepage and in the library blog
- Software freely available on-line: MyStudio, now Quizrevolution
- Period: November 2009-December 2011

QUIZ DISPLAY

Quiz displays a solution with an immediate, explanatory feedback

Scoring

| Question 1/10 | Points for Questions 100 |

Gli studenti possono prendere in prestito contemporaneamente fino ad un massimo di...

3 libri | 5 libri
10 libri | 20 libri

| Question 1/10 | My Score 100 | Hi Score 1,000 |

Gli studenti possono prendere in prestito contemporaneamente fino ad un massimo di...

Correct!
39% of players answered correctly.

Da maggio 2009 il numero massimo di prestiti per gli studenti è stato aumentato: fino a 10 libri contemporaneamente. Approfittane!

Bad Question | Feedback | NEXT

3 libri | 5 libri
10 libri | 20 libri

User friendly multiple choice quiz with ten questions

Four possible answers (only one correct)

Possibility of sending a comment by e-mail

Short presentation of the service

STUDY FINDINGS

Our library services and facilities

General academic library services

Questions	Correct	Incorret
1. How many books can I borrow?	40,00%	60,00%
2. Can I renew a book?	45,00%	55,00%
3. Where can I buy a copy card?	43,00%	57,00%
4. What is the subject of books with shelfmark 10L.04.?	33,00%	67,00%
5. What is *Bibliostoria Web Resources*?	58,00%	42,00%
6. What does *OPAC* mean?	90,00%	10,00%
7. How do I find a journal article in the catalogue?	54,00%	46,00%
8. What is Document Delivery?	78,00%	22,00%
9. What is *METALIB*?	59,00%	41,00%
10. I'm writing an essay. Can library staff assist me?	82,00%	18,00%

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

- About 4000 users took our quiz

- General academic library services are understood better than our library services and facilities

CONCLUSION AND FURTHER DEVELOPMENTS

This project gave us the opportunity
- to deliver informal user education, making it fun
- to check users library skills, motivating them to discover library web site pages and innovations
- to **evaluate** which services are poorly understood by users and need to be more effectively promoted (our library services and facilities)
- to improve our library communications strategy

Unfortunately the software didn't allow us to analyse the population who answered the quiz because it is not suitable for in-depth analysis.

Further developments:
- re-organization of students' information literacy training
- development of the library communications strategy: for example, more effective signs