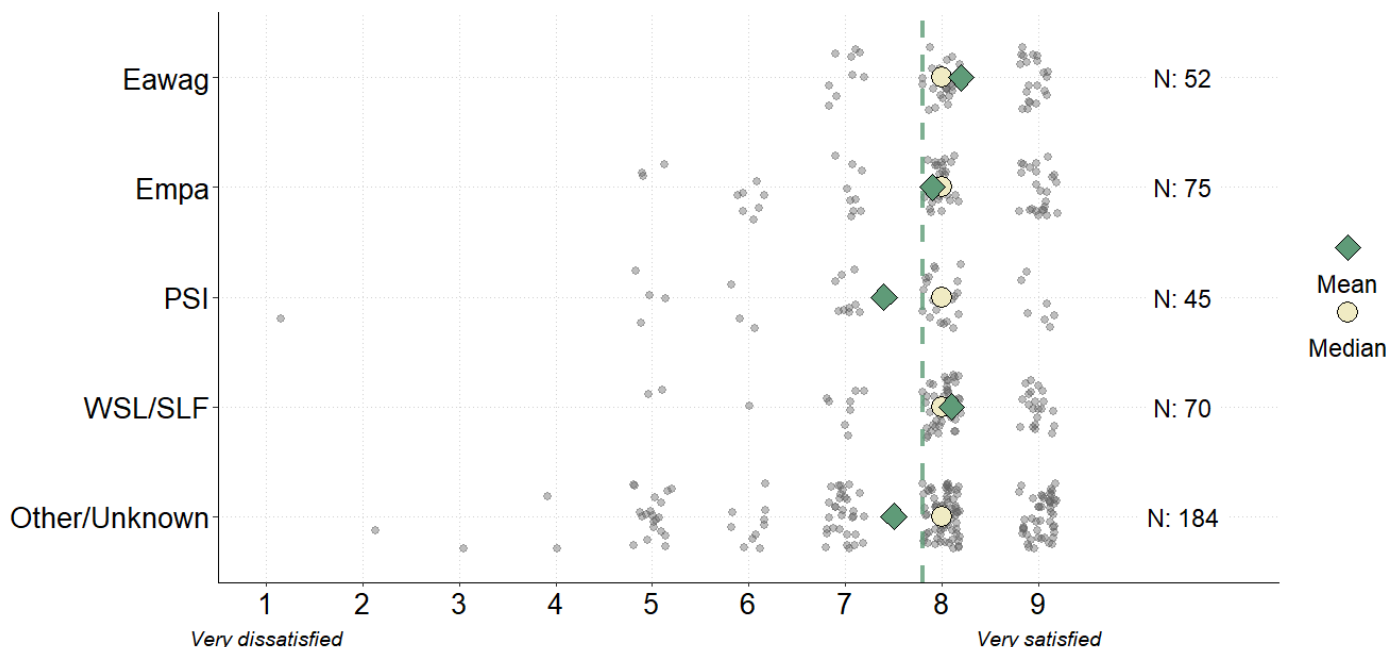# Now published: report on the Lib4RI user survey 2024

During May and June 2024, we conducted a user survey, open to all employees of the four research institutes. It revealed strong user satisfaction with our library's service quality, staff friendliness and expertise. Users also pointed out opportunities for service improvements and expansion. Our newly published report provides a detailed analysis of all feedback received.

High overall satisfaction among all institutes

Overall, users were very satisfied with the library in general and the services offered. The portfolio of eJournals and eBooks satisfies the overall needs of our users with only few specialised journals mentioned as missing. Several users also were curious about lesser-known services, such as access to standards or bibliometric analyses.

How would you rate your overall satisfaction with the library?

AI services are highly demanded

Unsurprisingly, AI-related topics were among the most requested service developments. Suggestions ranged from more detailed information about AI and copyright practices to developing a chatbot for DORA. We have already responded to the rise of generative AI in science in parallel with the survey by compiling information on LLMs and AI tools on our website, as well as hosting a special lecture series and implementing two new modules in our training series. We are additionally evaluating further measures to support our users in this area.

Search Tool: improvements in presentation and planned functions

We are also grateful for the feedback on our Search Tool. This helps us a lot to align our ongoing development of the tool with the users' needs. For example, we have improved the presentation of the results, particularly for information on open access conditions on the level of individual journals. In response to user feedback, we are focusing our efforts on further improving the clarity of the information display and expanding the filter and search functions. We will provide regular updates on our developments on our website and are always open to your suggestions!

Thanks to all participants for their valuable feedback!

While we cannot satisfy all requests, we gained a lot of inspiration to enhance our portfolio and stick with our claim: excellent service for excellent research!

Read the full report, including our answers to all free text comments:

Click here

Library news

ETH Domain MOOCathon: E-Learning for Research Data Management

We would like to invite you to our Data Management Campus MOOCathon, an event in which researchers co-create e-learning modules on Research Data Management, to be then published and shared across the ETH Domain! Read more here.

Summary of the workshop on Diamond Open Access

The workshop on Diamond Open Access sparked engaged discussions during the WSL Research Day on 24 June. This community-owned publishing model poses a promising alternative to commercial publishers and has received great interest. Questions from the audience tackled impact, findability and funding. Read more here.

Lib4RI Search Tool presented at LIBER Conference

This week, at the 54th annual LIBER Conference (4-6 July in Laussane), Lib4RI's head of library, Lothar Nunnenmacher, is presenting on our library Search Tool. Read more here.

New Open Access Agreement between swissuniversities and Wiley (2025-2027)

Earlier this week, swissuniversities and Wiley signed a new Open Access agreement, effective through 2027. Researchers affiliated with Eawag, Empa, PSI or WSL can publish their articles Open Access at no additional costs in all journals published by Wiley. Additionally, reading access covers the entire Wiley journal portfolio. Read more here.

Journal Citation Reports 2025 released

Clarivate has released their annual Journal Citation Report, covering more than 22'000 journals. This year's release also marks the 50th anniversary of the report. Read more here.

Call for contributions for open educational resources

The call aims at creating and disseminating Open Educational Resources (OER) on research data management for researchers in the ETH Domain and beyond. Read more here.

Plagiarism check service available again at Lib4RI

After a brief interruption earlier this year, Lib4RI is once again offering its plagiarism check service to members of the four research institutes (4RIs). Read more [here](#).

Lib4Run & Friends completed the 2025 Sola-Stafette

Members of Lib4RI and Eawag participated in this year's SOLA-Staffette relay race. On Saturday, May 17th, the team with starting number 535 successfully completed the relay! Read more [here](#).

Did you know ...?

... the library InfoSheets provide a quick reference on various library topics?

Confused about copyright and CC licenses? Want to know more about the institutional repository DORA? Is the scientific publishing process a black box? [Check out our InfoSheets](#), which provide an easy-to-understand, quick reference on various topics.

Source: [streamlinehq.com](#)

Beyond the library

Opinion / Research assessment reform is tied to publishing reform

The need to reform research assessment and scientific publishing practices is widely recognised. However, Ludo Waltman argues that the assessment and publishing reform movements will be successful only if they manage to align their agendas. Read more [here](#).

Publishing / Clarivate to stop counting citations to retracted articles in journals' impact factors

Clarivate will no longer include citations to and from retracted papers when calculating journal impact factors. Concerns are raised that this could incentivise against retraction. Read more [here](#).

Publishing / Geographic and linguistic diversity of Gold and Diamond OA journals

Is Diamond Open Access a way towards increased visibility of research produced by researchers in low-income/non-English speaking countries? This article analyses the difference in geographic location and language of various gold and diamond Open Access journals. Read more [here](#).

Open Access / MQL editorial board resigns to start Diamond OA journal

In April, the entire editorial board of Mathematical Logic Quarterly (MQL) resigned. In an open letter, the board cited differences with the publisher Wiley and concerns about the commercial interests affecting quality. They are now founding a Diamond Open Access journal: [Zeitschrift für Mathematische Logik und Grundlagen der Mathematik](#). Read more [here](#).

AI / AI has a citation problem

AI has all the answers, but are they correct? This study reveals that AI models are consistently confident about incorrect information. By prompting the models to find the citation information from various news article excerpts, they found that a general search result would provide more accurate information. Read more [here](#).

Science tracking / "Oxford University Press is going all-in on surveillance capitalism"

Oxford University Press (OUP) is being called out for "surveillance capitalism" by restricting authors' access to their own work and treating distribution, such as putting it on their website or emailing a

Open Science / **A small encyclopedia of open science**

The Small Encyclopedia of Science has ten articles about ten key topics in Open Science, with topics covering 'Research transparency', 'Economics of open science' and more. Read them all here.

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