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Survey of readership in public patent libraries



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H. Bank

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Directorate General
Scientific and Technical Information
and Information Management

EUR 5831 e

SURVEY OF READERSHIP IN PUBLIC PATENT LIBRARIES

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S U M M A R Y

The report contains the results of an enquiry of the users of 31 patent libraries in the Member Countries of the Community.

Presented are geographical analyses and analyses of the users, their employment and their reasons for visiting the library. A special chapter is devoted to the dissatisfied users and their reasons for being dissatisfied.

It is shown that there is in most of the Member Countries a strong correlation between the number of persons served by patent libraries and the number of persons employed in industry.

The users of the libraries are shown to belong to two distinct groups. A small group of nearly full-time users who practically only frequent the patent office libraries and a much larger group of occasional users. The characteristics and needs of the two groups of users are analysed.



I - INTRODUCTION

The present study of the readership of public patent libraries was made in September and October 1976. It covers most of the patent libraries and similar institutions within the Member States of the EEC, libraries connected with patent offices as well as specialised patent libraries and public libraries with patent collections.

The study covers eight of the nine Member States, Luxembourg was omitted, and was planned and carried out by the Secretariat of the CIDST Working Group Patents Documentation assisted by correspondents in each participating country.

The results of the study will be used to substantiate the recommendations the Working Group will make for improving the access to and promoting the use of patent literature as a source of technological information.

The objective of the study was to provide information on the services offered to the public by public patent libraries. An important part of this information has already been published in the book:

Patent Information and Documentation.
An Inventory of Services available to
the Public in the European Community

The present survey has, therefore, aimed to ascertain:

- How many people use the libraries, how frequently, and for how long each visit lasted;
- who uses the libraries;

- for what purpose the visits were made;
- whether the users are satisfied with the facilities provided by the libraries.

The study was made through a short questionnaire which the users of the patent collections were requested to complete. The questionnaire was pre-tested at one library. The English version of the questionnaire is attached as Appendix A. Other versions exist in Danish, Dutch, French, German and Italian.

35 libraries were invited to participate and 32 actually did by returning completed questionnaires. In one case the questionnaires were unfortunately received too late for taking them into consideration, and the study therefore only covers 31 libraries distributed as shown below.

Distribution of participating libraries

	Patent Office libraries	Provincial libraries
Belgium	1	0
Denmark	1	0
France	1	6
Germany	2	8
Ireland	1	0
Italy	1	0
Netherlands	1	0
United Kingdom	1*)	8

*) Science reference library

The libraries, in particular the provincial libraries, are organised in a different way in the various countries. In France they are in some cases directly owned or at least controlled by the Patent Office in Paris. In Germany the libraries, the "Patentschriften-Auslegestellen", are sponsored by local authorities and are fully independent of the German Patent Office. In the United Kingdom the patent collections are held by ordinary public libraries which are also fully independent of the United Kingdom Patent Office.

Also the patent office libraries are very different. Most hold very extensive collections, the collections of the Irish and Italian Patent Offices are, however, rather small. In most countries the patent office library is a part of the patent office, but in the United Kingdom the Science Reference Library is independent of the Patent Office and has a large collection of both patent documents and technical literature. In Germany the main patent office is in München but a subsidiary with an own library exists in Berlin.

The enquiry was made on the same five days in all countries. The days

Monday	27	September
Thursday	30	"
Wednesday	6	October
Friday	15	"
Tuesday	19	"

were chosen at random to cover each of the five working days of the week and fall within a period of five consecutive weeks.

In total 2833 completed questionnaires were received and analysed. The distribution of answers from the participating libraries is shown in table I.1.*) The number of answers received vary from 1 in the case of Belfast to 657 in the case of München. In several cases the number of answers is obviously too small to allow for a detailed analysis or for any important conclusions to be drawn. Arbitrarily all cases where the number of answers is less than 20 have been excluded from the detailed analysis of answers, but they are of course included in the over-all figures.

The data obtained from each library are shown in appendix B.

*) In this and the following tables the number of the question of the questionnaire to which the data refer is indicated, preceded by a "Q".

TABLE I.1

Number of visitors of libraries

	Total	1st visit (Q 1.2)
Belgium		
Bruxelles	114	56
Denmark		
København	31	24
France		
Paris	234	118
Lyon	65	52
Marseille	79	70
Besançon	6	4
Bordeaux	10	10
Nice	5	4
Toulouse	4	4
Germany		
München	657	283
Berlin ¹⁾	150	97
Aachen	77	74
Bochum	28	26
Darmstadt	65	59
Dortmund	48	28
Hamburg	105	81
Kaiserslautern	40	35
Nürnberg	229	163
Stuttgart ²⁾	58	51
Ireland		
Dublin	20	19
Italy		
Roma	59	43
Netherlands		
s'-Gravenhage	108	73

	Total	1st visit
United Kingdom		
London	442	338
Belfast	1	1
Birmingham	45	31
Glasgow ³⁾	17	17
Leeds	10	10
Liverpool	61	46
Manchester	55	46
Newcastle/Tyne ⁴⁾	16	16
Sheffield	10	6

1) 3 1/2 day only - extrapolation gives 225 visitors

2) 4 days only - closed Mondays

3) 3 days only - closed two days because of inundation

4) some questionnaires are reported to have disappeared in the post

II - CATCHMENT AREA

The distances travelled by visitors to the patent libraries are shown in table II.1. On this basis table II.2 has been compiled showing the same data converted into accumulated percentages. Table II.2 clearly shows that in general the majority of visitors come from the city or agglomeration where the library is situated, and in nearly all cases more than 80 % of the visitors come from within a distance of less than 50 km. For the sake of simplicity the catchment area has in most cases been defined as cities with more than 50.000 inhabitants within a distance of 50 km from the library. Exceptions are Berlin, where only West Berlin has been included. Aachen, where Köln and Mönchen Gladbach are considered within the catchment area, Bochum and Dortmund, which have been considered as covering together the whole Ruhr-area, Liverpool, where 20 km has been used as limit of the catchment area, and the libraries from which less than 20 answers have been received, where only the town or agglomeration has been included in the catchment area.

A statistical analysis shows that there is a strong correlation between the number of persons served by patent libraries and the number of persons employed in industry in the Member States (Italy excluded), ref table II.3 and fig. II.1. That is to say both figures may simply reflect the differences in the degree of industrialization in seven of the Member States. Italy is of course an exception in that the only patent library is situated in Roma far away from the concentrations of industry and population in the north of the country.

Sources of data on population etc have been:

Encyclopedia Britannica 1976 ed

Britannica Atlas 1974 ed

Statistische Grundzahlen der Gemeinschaft, Eurostat 1975-1976

TABLE II.1

		<u>Distance travelled by visitors (km)</u>						
		Question 6						
		< 2	3-5	6-10	11-20	21-50	51-100	>100
Belgium								
	Bruxelles	5	37	34	9	17	9	0
Denmark								
	København	12	4	5	4	2	0	0
France								
	Paris	25	33	41	18	15	2	15
	Lyon	11	16	10	7	2	7	5
	Marseille	14	10	8	8	12	6	8
Germany								
	München	95	84	137	96	58	29	36
	Berlin	8	11	68	46	5	0	0
	Aachen	26	6	4	0	6	26	9
	Bochum	0	4	5	6	9	3	1
	Darmstadt	13	14	3	6	22	7	0
	Dortmund	5	1	2	5	11	3	3
	Hamburg	19	18	40	13	12	1	2
	Kaiserslautern	8	14	4	3	5	6	0
	Nürnberg	19	34	35	61	66	6	3
	Stuttgart	6	5	15	14	11	3	1
Ireland								
	Dublin	7	2	3	3	2	2	1
Italy								
	Roma	13	6	10	11	1	0	4
Netherlands								
	s'-Gravenhage	2	35	32	21	5	4	7
United Kingdom								
	London	105	57	42	50	71	45	18
	Birmingham	7	9	16	4	3	4	1
	Liverpool	24	11	12	7	6	0	1
	Manchester	11	4	6	15	10	3	3

TABLE II.2

Distance travelled - Accumulated percentages

	< 2	3-5	6-10	11-20	21-50	51-100
Belgium						
Bruxelles	5	38	68	77	92	100
Denmark						
København	46	62	81	96	100	
France						
Paris	17	37	66	79	89	90
Lyon	19	47	64	76	79	90
Marseille	21	36	48	61	79	88
Germany						
München	18	33	59	77	88	93
Berlin	6	14	63	96	100	
Aachen	34	42	47	47	55	88
Bochum	0	14	32	54	86	96
Darmstadt	20	42	46	55	89	100
Dortmund	17	20	27	43	80	90
Hamburg	8	35	73	86	97	98
Kaiserslautern	20	55	65	73	85	100
Nürnberg	8	24	39	67	96	99
Stuttgart	11	20	47	73	93	98
Ireland						
Dublin	35	45	60	75	85	95
Italy						
Roma	29	42	64	89	91	91
Netherlands						
s'-Gravenhage	2	35	65	85	90	93
United Kingdom						
London	27	42	53	65	84	95
Birmingham	16	36	73	82	89	98
Liverpool	39	57	77	88	98	98
Manchester	21	29	40	69	88	94

TABLE II.3

Relationship between employment of industry and
number of persons served by a public patents library

	Million persons served	Employment of industry Million persons
Belgium	3.55	1.57
Denmark	1.77	0.76
France	14.00	8.30
Germany	31.53	12.22
Ireland	0.82	0.33
Italy	3.03	8.26
Netherlands	3.05	1.63
United Kingdom	26.45	10.47

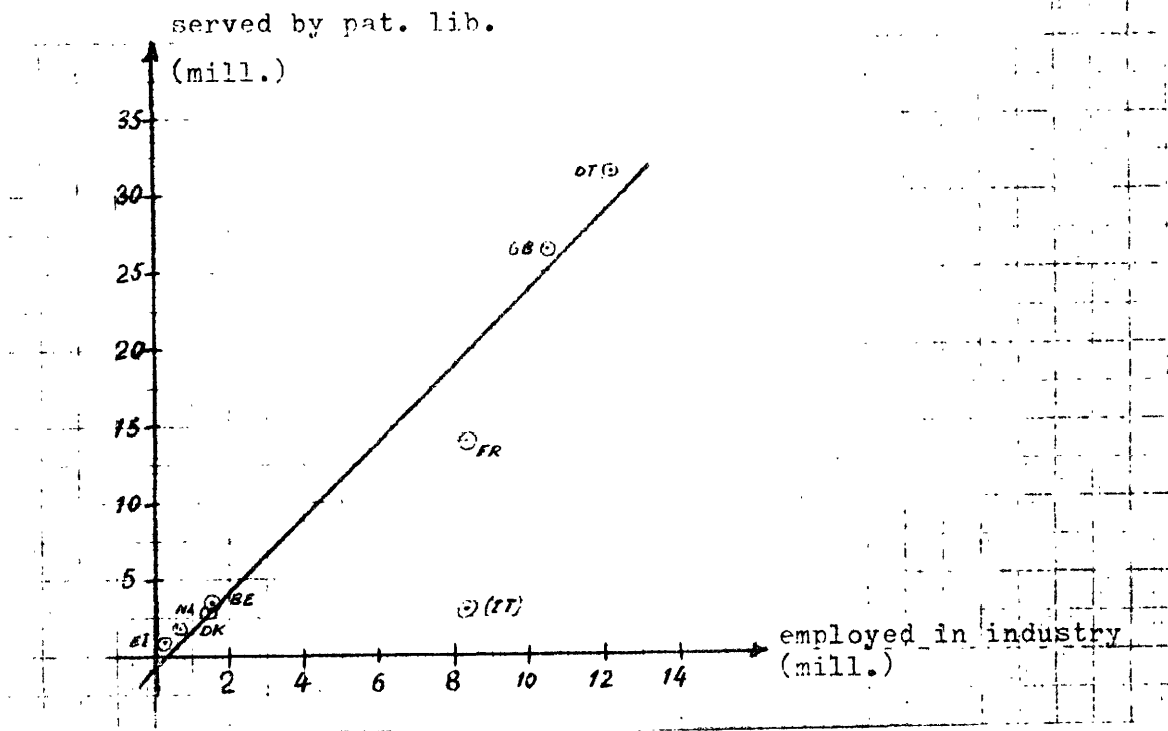


Fig. II.1 Result of linear regression analysis of data in table II.3

III - USERS OF THE LIBRARIES - FREQUENCY OF VISITS

We know from table II.1 how many of the visitors come from within the catchment area. It is, therefore, a simple calculation to estimate the number of visits within the test period per million inhabitants of the catchment area. The result of this calculation is shown in table III.1. Already this result is quite interesting; it suggests that the high number of visitors to certain patent office libraries may simply be due to the fact that the patent office library serves a metropolitan area with a large population.

There is, however, one factor which must be taken into account. Table III.2 shows the frequency of visits as indicated by the visitors themselves the first time they completed the questionnaire. In München, for example, 138 visitors state that they come more often than once a week and 75 even say that they come every day. But the provincial libraries have no or only a few such users. What is the consequence of this for our comparison?

People who stay at the patent office library every day and more than five hours a day obviously do not work for themselves only, but are to a large extent professionals who make searches on behalf of clients who may live outside the catchment area. The validity of a comparison between the patent office libraries and the provincial libraries might, therefore, possibly be improved by eliminating the full-time users from the data.

TABLE III.1

<u>Visitors from within catchment area</u>			
	Number of visits	Mill. inhab. of catchment area	Ratio %
Belgium			
Bruxelles	105	3.55	30
Denmark			
København	31	1.77	18
France			
Paris	208	9.06	23
Lyon	52	1.43	36
Marseille	62	1.02	61
Germany			
München	578	1.77	326
Berlin*	225	3.90	58
Aachen	68	2.56	27
Bochum (Ruhr)	62	8.02	8
Darmstadt	58	3.33	17
Dortmund included in figure for Bochum (Ruhr)			
Hamburg	102	2.36	43
Kaiserslautern	34	0.99	34
Nürnberg	220	1.07	206
Stuttgart*	68	2.43	28
Ireland			
Dublin	17	0.82	21
Italy			
Roma	54	3.03	18
Netherlands			
s'-Gravenhage	98	3.05	32
United Kingdom			
London	371	11.18	33
Birmingham	40	3.41	12
Liverpool	54	1.82	30
Manchester	48	3.35	14

*) Extrapolated figure - ref. table I.1

TABLE III.2

	<u>Frequency of visits</u>				
	More than once a week Q 4.1-4.2	Once a week Q 4.3	Once per month Q 4.4	Less than once per month Q 4.5-4.8	Never before Q 4.9
Belgium					
Bruxelles	13	6	7	9	16
Denmark					
København	3	5	5	7	4
France					
Paris	41	24	12	28	12
Lyon	6	6	4	16	21
Marseille	7	5	3	27	25
Germany					
München	138	41	28	54	19
Berlin	53	5	12	15	12
Aachen	0	5	11	40	18
Bochum	2	1	9	7	7
Darmstadt	7	9	17	18	8
Dortmund	1	3	6	12	6
Hamburg	21	19	7	20	14
Kaiserslautern	1	7	6	9	12
Nürnberg	31	27	27	40	37
Stuttgart	1	8	9	25	8
Ireland					
Dublin	0	6	4	4	5
Italy					
Roma	20	5	1	7	9
Netherlands					
s'-Gravenhage	18	13	9	14	18
United Kingdom					
London	121	70	59	53	32
Birmingham	4	7	6	8	6
Liverpool	5	8	8	12	13
Manchester	5	10	7	8	16
TOTALS					
Patent Offices	467	175	158	191	127
Provincial Libraries	36	130	153	264	207
France	13	13	10	48	57
Germany	4	79	92	171	110
United Kingdom	19	38	51	45	40
GRAND TOTAL	503	305	271	455	334

To do this, the full time users have been defined as the persons, who in their first reply to the questionnaire have stated that they come every day or that they come several times each week and at this particular occasion they intend to stay more than five hours.

Among the replies to the questionnaire there are 273 persons who belong to this category. Most on them are users of the patent office libraries. Only 19 use the provincial libraries, 11 of them Patentschriften-Auslegestelle Nürnberg.

When the most regular users are excluded it is necessary to limit the data to first answers, and the results are therefore not directly comparable with the results based on the whole material. It is practical in this context to distinguish between "users" and "visitors". The first time a person completed the questionnaire he was asked to answer all questions and was registered as a user and visitor of the library. On later occasions he was only asked to state the purpose of his visit, how far he travelled and how long he will stay. Such replies give a count of the number of visitors.

Table III.3 and table III.4 show the number of visiting users and the ratio between the number of users from within the catchment area and the number of inhabitants of cities in this area. Most of the libraries belong to a group where the ratio is between 10 and 30. Two libraries fall definitely outside the group - München and Nürnberg - and one - Marseille - slightly outside.

If a conclusion can be drawn on basis of this rather small sample, it must be that it is a rather small part of the users of the patent literature to whom the facilities of the patent office libraries are important. The 273 most regular users constitute only about 15 % of the 1884 users, who have completed the questionnaire at least once. The rest the 85 % are well served by more limited collections of documents, and whether they go to the patent library or not may be determined by other factors such as: the personal assistance they can expect from the library staff or the effort made by the library to "sell" its services to the public.

TABLE III.3

Number of 1st visits - Most regular visitors excluded

Belgium	
Bruxelles	48
Denmark	
København	28
France	
Paris	183
Lyon	54
Marseille	74
Germany	
München	284
Berlin	68
Aachen	74
Bochum	25
Darmstadt	58
Dortmund	28
Hamburg	81
Kaiserslautern	35
Nürnberg	153
Stuttgart	51
Ireland	
Dublin	19
Italy	
Roma	31
Netherlands	
s'-Gravenhage	65
United Kingdom	
London	265
Birmingham	32
Liverpool	46
Manchester	47

TABLE III.4

Visitors from within catchment area - Most regular visitors excluded

	Number of 1st visits	Number of 1st visits per million inhabitants
Belgium		
Bruxelles	41	12
Denmark		
København	28	16
France		
Paris	163	18
Lyon	43	30
Marseille	58	57
Germany		
München	250	141
Berlin	105	27
Aachen	65	25
Bochum (Ruhr)	44	5
Darmstadt	52	16
Dortmund included in figure for Bochum (Ruhr)		
Hamburg	79	33
Kaiserslautern	30	30
Nürnberg	147	137
Stuttgart	47	19
Ireland		
Dublin	16	20
Italy		
Roma	28	9
Netherlands		
s'-Gravenhage	58	19
United Kingdom		
London	225	20
Birmingham	28	8
Liverpool	45	25
Manchester	41	12

This result is supported by other data, e.g. very few people seem to travel from Nürnberg to München where the collections are much larger but also less readily accessible - only four visitors of the München library indicate that they have travelled 130 to 170 km which could mean that they come from the vicinity of Nürnberg - another example: no visitor of the libraries in Liverpool, Lyon, Marseille and Nürnberg has indicated that he finds the collections of foreign documents inadequate, whereas the largest number of complaints on this subject come from the libraries in Berlin and 's-Gravenhage, the two libraries having the greatest proportion of full-time users (Ref. Chapter IV).

For the sake of completeness a more complete analysis of the two groups - the most regular users and the rest - is attached as appendix C.

EMPLOYMENT OF USERS

The employment of the users of the libraries is shown in table III.5 divided into the three categories: patents; science, technology and technical information and others.

The line "Grand total" gives the overall figures patents 47 %, technical information etc. 37 %, others 16 %. There is a tendency for the percentage of patents people to be higher than average at patent office libraries and below average at provincial libraries. It is interesting to note that the patent office libraries in Dublin and Roma have a visitor distribution similar to that of provincial libraries. This might be because their collections of patent documents are too limited to allow for the novelty searches needed by patent professionals. On the other hand, although the libraries of Nürnberg, Lyon, Marseille, Birmingham, Liverpool and Manchester all hold extensive collection, their proportion of patent professionals among the visitors is not consistently above average.

TABLE III.5

<u>Employment of users (percent of 1st answers)</u>			
	Patents	Science, technology and technical informat.	Others
	Q 2.1	Q 2.2.-2.3	Q 2.4
Belgium			
Bruxelles	53	25	22
Denmark			
København	50	29	29
France			
Paris	45	46	9
Lyon	25	51	25
Marseille	12	42	45
Germany			
München	70	23	8
Berlin	72	16	11
Aachen	19	65	16
Bochum	46	35	19
Darmstadt	37	51	12
Dortmund	29	50	21
Hamburg	49	28	22
Kaiserslautern	29	46	26
Nürnberg	35	47	18
Stuttgart	27	45	27
Ireland			
Dublin	32	47	21
Italy			
Roma	32	46	22
Netherlands			
's-Gravenhage	68	20	13
United Kingdom			
London	59	30	11
Birmingham	45	32	23
Liverpool	22	69	9
Manchester	17	46	37
TOTALS			
Patent Offices	60	29	11
Provincial Libraries	30	48	22
France	19	47	35
Germany	34	46	19
United Kingdom	27	53	20
GRAND TOTAL	47	37	16

WHO ARE THE USERS REPRESENTING

The answers to the question: on whose behalf the visitor is at the library, are displayed in table III.6.

The private sector is by far the greatest. The only exception seems to be Manchester where the group "others" is relatively large. A closer look at the questionnaires reveals that among the "others" about 13 persons or 28 % of the total are students searching for information.

DURATION OF VISITS

The distribution of the durations of visits is displayed in table III.7 for the main categories of libraries.

There is a pronounced difference between patent office libraries and provincial libraries. In the former the long visits are dominant and in the latter the short visits are. This to such an extent that the GRAND TOTAL average is nearly constant.

Table III.8 shows the percentages of visitors who have indicated that they will have to come back another day to complete the search they are working on.

PURPOSE OF VISITS

The purpose of the visits as indicated by the visitors is shown in table III.9.

In general technical searches are more important than bibliographic and prior art searches more important than searches for technical information. Bruxelles is an exception, probably because a patent application filed in Belgium is laid open to public inspection a few month after filing. This makes Bruxelles an ideal place for doing certain monitoring jobs.

TABLE III.6

Visit on behalf of (percent of ls visits)

	Public sector	Private sector	Others
Belgium			
Bruxelles	12	80	8
Denmark			
København	4	71	25
France			
Paris	9	83	9
Lyon	6	66	28
Marseille	20	58	22
Germany			
München	3	89	8
Berlin	7	86	6
Aachen	15	73	12
Bochum	0	81	19
Darmstadt	10	76	14
Dortmund	0	89	11
Hamburg	5	91	4
Kaiserslautern	6	65	29
Nürnberg	12	76	12
Stuttgart	4	71	25
Ireland			
Dublin	21	79	0
Italy			
Roma	7	76	17
Netherlands			
's-Gravenhage	14	77	8
United Kingdom			
London	7	83	10
Birmingham	19	58	23
Liverpool	22	70	9
Manchester	7	50	43
TOTALS			
Patent offices	7	84	9
Provincial libraries	11	72	17
France	15	61	24
Germany	9	78	14
United Kingdom	17	60	23
GRAND TOTAL	9	78	13

TABLE III.7

Duration of visits
(Percent of total number of answers)

Question 5a

	Hours						Average Hours
	< 1	1-2	2-3	3-4	4-5	> 5	
Patent Offices	14	15	14	13	12	33	3.6
Provincial Libraries	18	24	21	15	9	12	2.6
France	23	22	16	16	9	14	2.6
Germany	15	23	21	15	11	15	2.8
United Kingdom	24	30	25	14	3	5	2.1
GRAND TOTAL	16	18	17	14	11	25	3.2

TABLE III.8

Visitors having to come back (percentages)

Question 5b

	Duration of visit in hours					
	< 1	1-2	2-3	3-4	4-5	> 5
Patent Offices	20	39	51	66	74	82
Provincial Libraries	42	49	53	58	64	77
France	53	56	65	67	62	75
Germany	47	55	62	59	63	80
United Kingdom	22	30	25	47	67	60
GRAND TOTAL	29	44	52	62	71	81

TABLE III.9

<u>Purpose of visit (percent of total number of answers)</u>					
	Prior art search Q 7.1	Technical information Q 7.2	Names search Q 7.3	Pat. fam. search Q 7.4	Others Q 7.5
Belgium					
Bruxelles	26	29	50	29	40
Denmark					
København	47	19	35	13	13
France					
Paris	29	29	26	31	6
Lyon	35	34	20	17	20
Marseille	28	30	10	15	22
Germany					
München	56	24	37	27	19
Berlin	55	37	45	29	19
Aachen	57	45	9	3	4
Bochum	75	18	14	4	4
Darmstadt	75	37	26	11	14
Dortmund	74	19	16	0	0
Hamburg	74	13	15	1	1
Kaiserslautern	75	28	13	3	0
Nürnberg	66	38	17	6	27
Stuttgart	67	28	19	5	9
Ireland					
Dublin	30	50	5	10	0
Italy					
Roma	32	51	41	32	10
Netherlands					
's -Gravenhage	72	58	51	53	33
United Kingdom					
London	48	40	41	24	22
Birmingham	44	36	24	20	38
Liverpool	31	38	31	18	20
Manchester	38	49	15	5	22
TOTALS					
Patent Offices	48	33	39	29	20
Provincial Libraries	56	33	18	8	16
France	33	32	15	16	21
Germany	69	31	17	5	13
United Kingdom	36	39	23	12	25
GRAND TOTAL	51	33	31	21	18

IV - DISSATISFIED USERS

Of particular interest are those users who find the facilities offered to be inadequate.

How many are they?

Who are they?

What do they complain about?

1837 visitors have answered question 8 of the questionnaire and 239 or 13 % have answered that they are dissatisfied.

Table IV.1 shows in more detail the distribution of the dissatisfied users. The percentages vary between 0 and 40, but some of the results are based on so few answers that they can hardly be considered significant. From the totals it appears that the patent offices have 18.3 % dissatisfied users and the provincial libraries 5.7 %.

Now, one should not of course just take this as an indication that provincial libraries offer better services than patent offices, there might be other explanations. It would be natural for instance if a regular user was more inclined to make a critical remark than one who comes for the first time, and as shown earlier in particular the patent office libraries have many users who come very often. Table IV.2 shows that this is actually the case. 26 % of those who come more often than once a week complain about inadequate facilities, whereas the corresponding figure for those who come for the first time is 5.4 %.

There is, however, no reason to believe that a client who comes each week should be less dissatisfied than one who comes each month. In the following calculations the probability that a client who comes several times a week is dissatisfied has therefore been set to 26 %, the corresponding figure for one who comes for the first time is 5.4 %, and for all others 8.2 %.

These percentages together with the known distribution of frequency of visits may be used to calculate the number of dissatisfied users to be expected in the case that frequency of visit was the only significant factor. The calculation is quite simple and gives as result:

TABLE IV.1

	Number of dissatisfied visitors (users) Q 8.2	Total 1st answers Q 1.2	Dissatisfied %
Belgium			
Bruxelles	12	56	21
Denmark			
København	6	24	25
France			
Paris	28	118	24
Lyon	2	52	4
Marseille	3	70	4
Germany			
München	51	283	18
Berlin	21	97	22
Aachen	5	74	7
Bochum	1	26	4
Darmstadt	8	59	14
Dortmund	0	28	0
Hamburg	1	81	1
Kaiserslautern	5	35	14
Nürnberg	4	163	2
Stuttgart	0	51	0
Ireland			
Dublin	0	19	0
Italy			
Roma	11	43	26
Netherlands			
's'-Gravenhage	20	73	27
United Kingdom			
London	45	338	13
Birmingham	4	31	13
Liverpool	0	46	0
Manchester	2	46	4
Patent offices	192	1051	18.3
Provincial libraries	47	833	5.7
GRAND TOTAL	239	1884	12.7

Patent offices 174 dissatisfied users or 16.5 %.

Provincial libraries 65 or 7.8 %.

Another factor that might be of importance is the number of working hours spent. A simple attempt has been made to take also this into account by introducing the average length of the visit for patent offices and provincial libraries as weight factors in the calculations. This changes the result to:

Patent offices: 189 or 18.0 %.

Provincial libraries: 50 or 6.0 %.

The calculated figures correspond remarkably well to the results in Table IV.1. This is probably only a coincidence, but it hints that from an overall point of view the decisive factors for the degree of dissatisfaction, or at least for the inclination to complain, is the frequency of visits and their length - with other words the more people stay there the less happy they are.

TABLE IV.2

Frequency of visits of dissatisfied users

	Number dissatisfied	Total	Ratio %
More than once a week	130	503	26
Once a week	24	305	7.9
Once per month	22	271	8.1
Less frequently than once per month	39	455	8.3
Never before	18	334	5.4

More detailed insight can be gained from the written comments made by the users. 205 such comments have been received.

The most criticised point is the collections of documents and their availability (87 comments), more specifically

56 are dissatisfied with the availability
of foreign patent documents

and 34 with the domestic documents or with availability
in general

64 are not satisfied with the access they have or the means of access.

21 find access in general too difficult

17 find classification inadequate

and 29 criticise access means in general or specifically
(indexes, file lists etc....)

51 criticise the organization of the library they use:

7 organization in general

14 the long wait for ordered documents

10 library equipment, chiefly reading and copying
machines for microforms

19 accommodation

6 collections in different buildings

and 3 opening hours too short

37 comments on the staff of the library.

15 find their library understaffed

15 find the staff incompetent

whereas 8 say that the staff is good.

The much criticised microforms call for only 7 adverse comments.

In the case of some libraries a single problem is considered so important that most comments deal with this, examples are:

Poor availability of foreign patent documents in

Berlin - 16 out of 20 comments

and The Hague - 10 out of 13 comments

Understaffing of Patentauslegestelle Darmstadt - 10 out of
11 comments.

The last question on the questionnaire was whether the dissatisfied user would be willing to pay for improved services. The mere suggestion that this could be a possibility has provoked a number of very angry comments from hard pressed tax payers. In general the users of the provincial libraries are the most positive 47 % (22 visitors) answer yes to the question whereas only 35 % or 68 of the dissatisfied users of the patent office libraries would be willing to pay. One reason for this difference, which may be seen from the written comments, is that the collections of the patent offices are considered a public record to which access should be free.

In this connection is interesting to note that Patentschriftenauslegestelle Nürnberg is the only library covered by the survey where an entrance fee is collected.

In many, if not in most, of the cases it **would be difficult for us to decide** which of the critical remarks are justified and which are not. We have, therefore, omitted the details of the complaints.

V - CONCLUSIONS

A large proportion of the users of the patent libraries belong to the patents profession and use the patent literature for chiefly legal purposes. But as table III.5 shows, a significant proportion of the users comes from circles outside the patents profession and in particular the provincial libraries seem to serve this category of users. Similarly, table III.9 shows that in several libraries an unexpected high percentage of the visitors indicate that searches for technical information is one or the only purpose of their visit.

It had to be expected that there would be significant differences between the use and the users of the central (patent office) libraries and the provincial libraries, because the central libraries normally have the obligation to make certain legal records available to the public. But, the results of the study shows that even the simplest attempt to disregard the specialized users of the central libraries strongly reduces the differences between these and the provincial libraries. This makes it a fair assumption that the difference between the facilities of the two kinds of libraries are not very important to most users.

It is clear from the written comments made that for libraries where the collections are mostly stored in numerical order, the most frequent complaint is the difficulty of access. This indicates to a certain extent that if only one set of documents is available the users would prefer it to be in classified order.

If one looks at the figures in table III.4 it becomes apparent that most of the differences in number of users are within what can reasonably be attributed to random effects and differences in the structure of industry in the catchment area. But it is also apparent that the figures for Patentschriftenauslegestelle in Nürnberg are much and certainly significantly higher than for any other library except München.

It would be interesting to see what is peculiar for Nürnberg.

The industry in and around Nürnberg is very diversified, but this is true also for other cities. The toy industry is, however, very important and is reported to be very interested in information on patents.

The library is a special patents library with rather large collection in classified order and housed in suitable rooms. The same could be said on the libraries in Lyon and Marseille where the number of visitors is much lower. It may nevertheless be a significant factor because the libraries of Lyon and Marseille in their present form are relatively new and their numbers of users are reported to be constantly increasing.

In the opinion of the Director of Landesgewerbeamt Bayern, under whose orders the Patentschriften-Auslegestelle is, the most important factors are, however, the facts that the library

- has an adequate, competent, full-time staff;
- is adapted to serve as an active information centre and not only as a passive library;

and last but not least that a constant effort is made to make the library and its services known within the local community.

The conclusion of this must be that as there is nothing very particular about the Nürnberg area, and as the exploitation of most other patent collections is much lower than that of the collection in Nürnberg, most patent collections if not all must be under-exploited. The best remedy against this seems to be an activation of the libraries.

The results of the study also suggest that the facilities of some libraries are inadequate. It may become very expensive to make significant improvements and it should therefore be studied how an action at Community level, e.g. creation of suitable EURONET services, could help.

Another point of interest is: Do the existing libraries provide an adequate geographical coverage of the Community?

The results of the study suggest that the primary catchment area extends to about 50 km from the library and that no user ought to have more than about 100 km to the nearest library, dependent, of course, on local conditions such as quality of roads or railway services.

As examples Germany and Italy could be selected.

In Germany 10 libraries with complete collections of German patent documents serve about 32 millions out of an urban population of about 50 millions or about 62 %. The libraries are situated in the cities listed below in the leftmost column.

München	München
Berlin	Berlin
Aachen	Aachen
Bochum	Bochum
Darmstadt	Darmstadt
Dortmund	
Hamburg	Hamburg
Kaiserslautern	Kaiserslautern
Nürnberg	Nürnberg
Stuttgart	Stuttgart
	Bremen
	Hannover
	Koblenz
	Kassel
	Osnabrück
	Schleswig

To achieve a substantial improvement 15 libraries would be needed distributed as shown above in the rightmost column. They would serve directly at least 72 % of the urban population and Köln would be the only major city more than 50 km from a library. It should be noted that there exist already Patentschriftenauslegestellen in Bremen and Hannover with large but not complete collections of German patent documents.

In countries where the population is less concentrated, the same high level coverage would of course be practically impossible to reach. But even in Italy libraries in

Roma
Napoli
Milano
Torino
Genova
Bologna
Padova
Firenze

would serve a city population of 16.12 mill. or 44 % of the whole urban population, a coverage quite close to the present average of the Community.

Country _____	(1 - 2)
Institution _____	(3 - 4)
Serial no. _____	(6 - 9)
Day _____	(10)

QUESTIONNAIRE

1 Have you already during an earlier visit completed this questionnaire? (11)

Yes..... 1

No..... 2

If yes we only ask you to answer question 5, 6 and 7

2 What is the nature of your present employment? (please tick one category only) (12)

2.1 Employed in the patenting field (e.g. patent agent, patent searcher)..... 1

2.2 Employed in the technical information field (e.g. librarian, information officer, abstractor)..... 2

2.3 Otherwise employed in the scientific or technical field (e.g. research, manufacturing, freelance inventor)..... 3

2.4 Other (including student or apprentice)..... 4

3 On whose behalf are you here today? (please tick one category only; use 3.3 if in doubt) (13)

3.1 Public sector (e.g. central or local government, nationalised industry, university)..... 1

3.2 Private sector

3.2.1 Manufacturing industry, all departments..... 2

3.2.2 Research organisation..... 3

3.2.3 Patent agency 4

3.2.4 Patent information or documentation organisation..... 5

3.3 Other (please describe)..... 6

- 4 About how frequently do you consult the patent collections available here (please tick one category only) (14)
- 4.1 Every day 1
 - 4.2 Several days a week 2
 - 4.3 Once every week 3
 - 4.4 Once every month 4
 - 4.5 Every 3 months 5
 - 4.6 Every 6 months 6
 - 4.7 Less frequently than every 6 months 7
 - 4.8 Very irregularly 8
 - 4.9 Never before 9

- 5 (a) How many working hours did you or will spend here today? (15)
- 5.1 Up to 1 hour 1
 - 5.2 Between 1 and 2 hours 2
 - 5.3 Between 2 and 3 hours 3
 - 5.4 Between 3 and 4 hours 4
 - 5.5 Between 4 and 5 hours 5
 - 5.6 Over 5 hours 6
- 5 (b) Will another visit another day be necessary to enable you to complete your present enquiry (16)
- Yes 1
 - No 2

6 Approximately how far have you travelled with the specific objective of visiting this library? _____ miles (17-19)

NB: If you are in this town for several reasons, please indicate only the distance travelled in-town for reaching the library

- 3 -

- 7 What is the object of your visit (please indicate the approximate number of searches in each category)
- 7.1 To search for prior art to an invention made by you or others..... (20)
- 7.2 To search the patents exclusively for technical information without regard to the aspect of legal protection..... (21)
- 7.3 To make a names search e.g. for patents held by the same applicant (22)
- 7.4 To make a patent family search i.e. for patents of different countries but on the same invention..... (23)
- 7.5 Other (24)
- Please specify
-

- 8 Are the collections of patent documents, the staff and the technical facilities available at this library (25)
- 8.1 Adequate for your purpose..... 1
- 8.2 Inadequate 2
- Please specify what is inadequate
-

- 9 If you answered 8.2 and a charge had to be made to overcome the inadequacy you have described, what would be the maximum you would be willing to pay each time to use such an extra facility (26)
- £ 1 1
- £ 10 2
- £ 50 3
- £ 100 4
-

BRUXELLESAppendix B. 1

<u>VISITORS</u>	Total per day	1st answers
Monday	18	18
Tuesday	26	8
Wednesday	23	10
Thursday	22	8
Friday	25	12
Total	114	56

<u>EMPLOYMENT</u>		<u>VISIT ON BEHALF OF</u>
Patents	27	Public sector 6
Science, techn. & techn. inform.	13	Private sector 39
Others	11	Others 4

FREQUENCY OF VISITS

More freq. than once a week	13
Once a week	6
Once very month	7
Less freq. than once every month	9
Never before	16

DURATION OF VISIT

		Have to come back
Less than 1 hour	12	2
Between 1 and 2 hours	25	13
Between 2 and 3 hours	15	9
Between 3 and 4 hours	10	2
Between 4 and 5 hours	3	3
Over 5 hours	47	26

DISTANCE TRAVELLED (km)

2 or less	5
3 to 5	37
6 to 10	34
11 to 20	9
21 to 50	17
51 to 100	9
More than 100	0

PURPOSE OF VISIT

Prior art search	30
Technical information	33
Names search	57
Patent family search	33
Others	46

FACILITIES ADEQUATE

Yes	39
No	12

WILLING TO PAY FOR IMPROVED FACILITIES

Yes	8
No	4

<u>VISITORS</u>	Total per day	1st answers	
Monday	7		7
Tuesday	6		3
Wednesday	8		5
Thursday	5		5
Friday	5		4
Total	31		24
<u>EMPLOYMENT</u>		<u>VISIT ON BEHALF OF</u>	
Patents	12	Public sector	1
Science, techn. & techn. inform.	7	Private sector	17
Others	5	Others	6
<u>FREQUENCY OF VISITS</u>			
More freq. than once a week	3		
Once a week	5		
Once very month	5		
Less freq. than once every month	7		
Never before	4		
<u>DURATION OF VISIT</u>		Have to come back	
Less than 1 hour	9		3
Between 1 and 2 hours	8		4
Between 2 and 3 hours	7		2
Between 3 and 4 hours	1		1
Between 4 and 5 hours	2		1
Over 5 hours	0		0
<u>DISTANCE TRAVELLED (km)</u>			
2 or less	12		
3 to 5	4		
6 to 10	5		
11 to 20	4		
21 to 50	2		
51 to 100	0		
More than 100	0		
<u>PURPOSE OF VISIT</u>			
Prior art search	13		
Technical information	6		
Names search	11		
Patent family search	4		
Others	4		
<u>FACILITIES ADEQUATE</u>			
Yes	18		
No	4		
<u>WILLING TO PAY FOR IMPROVED FACILITIES</u>			
Yes	3		
No	1		

PARIS

<u>VISITORS</u>	Total per day	1st answers
Monday	78	60
Tuesday	44	12
Wednesday	43	16
Thursday	39	18
Friday	30	12
Total	234	118

<u>EMPLOYMENT</u>		<u>VISIT ON BEHALF OF</u>
Patents	53	Public sector 10
Science, techn. & techn. inform.	54	Private sector 97
Others	11	Others 10

<u>FREQUENCY OF VISITS</u>	
More freq. than once a week	41
Once a week	24
Once very month	12
Less freq. than once every month	28
Never before	12

<u>DURATION OF VISIT</u>		Have to come back
Less than 1 hour	8	3
Between 1 and 2 hours	20	12
Between 2 and 3 hours	39	25
Between 3 and 4 hours	38	27
Between 4 and 5 hours	20	14
Over 5 hours	27	22

<u>DISTANCE TRAVELLED (km)</u>	
2 or less	25
3 to 5	33
6 to 10	41
11 to 20	18
21 to 50	15
51 to 100	2
More than 100	15

<u>PURPOSE OF VISIT</u>	
Prior art search	69
Technical information	68
Names search	60
Patent family search	73
Others	14

<u>FACILITIES ADEQUATE</u>	
Yes	86
No	28

<u>WILLING TO PAY FOR IMPROVED FACILITIES</u>	
Yes	12
No	16

<u>VISITORS</u>	Total per day	1st answers
Monday	10	9
Tuesday	17	10
Wednesday	10	10
Thursday	13	11
Friday	15	12
Total	65	52
<u>EMPLOYMENT</u>		<u>VISIT ON BEHALF OF</u>
Patents	13	Public sector 3
Science, techn. & techn. inform.	27	Private sector 33
Others	13	Others 14
<u>FREQUENCY OF VISITS</u>		
More freq. than once a week	6	
Once a week	6	
Once very month	4	
Less freq. than once every month	16	
Never before	21	
<u>DURATION OF VISIT</u>		Have to come back
Less than 1 hour	11	5
Between 1 and 2 hours	9	6
Between 2 and 3 hours	9	6
Between 3 and 4 hours	12	9
Between 4 and 5 hours	6	5
Over 5 hours	13	9
<u>DISTANCE TRAVELLED (km)</u>		
2 or less	11	
3 to 5	16	
6 to 10	10	
11 to 20	7	
21 to 50	2	
51 to 100	7	
More than 100	5	
<u>PURPOSE OF VISIT</u>		
Prior art search	23	
Technical information	22	
Names search	13	
Patent family search	11	
Others	13	
<u>FACILITIES ADEQUATE</u>		
Yes	49	
No	2	
<u>WILLING TO PAY FOR IMPROVED FACILITIES</u>		
Yes	0	
No	2	

MARSEILLE

Appendix B.5

<u>VISITORS</u>	Total per day	1st answers	
Monday	35		32
Tuesday	2		2
Wednesday	13		12
Thursday	18		16
Friday	11		8
Total	79		70
<u>EMPLOYMENT</u>		<u>VISIT ON BEHALF OF</u>	
Patents	8	Public sector	13
Science, techn. & techn. inform.	28	Private sector	37
Others	30	Others	14
<u>FREQUENCY OF VISITS</u>			
More freq. than once a week	7		
Once a week	5		
Once very month	3		
Less freq. than once every month	27		
Never before	25		
<u>DURATION OF VISIT</u>		Have to come back	
Less than 1 hour	16		10
Between 1 and 2 hours	17		10
Between 2 and 3 hours	10		6
Between 3 and 4 hours	10		6
Between 4 and 5 hours	4		1
Over 5 hours	7		6
<u>DISTANCE TRAVELLED (km)</u>			
2 or less	14		
3 to 5	10		
6 to 10	8		
11 to 20	8		
21 to 50	12		
51 to 100	6		
More than 100	8		
<u>PURPOSE OF VISIT</u>			
Prior art search	22		
Technical information	24		
Names search	8		
Patent family search	12		
Others	17		
<u>FACILITIES ADEQUATE</u>			
Yes	58		
No	3		
<u>WILLING TO PAY FOR IMPROVED FACILITIES</u>			
Yes	1		
No	2		

<u>VISITORS</u>	Total per day	1st answers
Monday	1	0
Tuesday	1	1
Wednesday	1	1
Thursday	1	0
Friday	2	2
Total	6	4
<u>EMPLOYMENT</u>		<u>VISIT ON BEHALF OF</u>
Patents	1	Public sector 0
Science, techn. & techn. inform.	3	Private sector 4
Others	0	Others 0
<u>FREQUENCY OF VISITS</u>		
More freq. than once a week	0	
Once a week	0	
Once very month	1	
Less freq. than once every month	2	
Never before	1	
<u>DURATION OF VISIT</u>		Have to come back
Less than 1 hour	0	0
Between 1 and 2 hours	1	1
Between 2 and 3 hours	1	1
Between 3 and 4 hours	2	1
Between 4 and 5 hours	0	0
Over 5 hours	0	0
<u>DISTANCE TRAVELLED (km)</u>		
2 or less	1	
3 to 5	0	
6 to 10	0	
11 to 20	1	
21 to 50	0	
51 to 100	1	
More than 100	0	
<u>PURPOSE OF VISIT</u>		
Prior art search	2	
Technical information	3	
Names search	0	
Patent family search	0	
Others	0	
<u>FACILITIES ADEQUATE</u>		
Yes	4	
No	0	
<u>WILLING TO PAY FOR IMPROVED FACILITIES</u>		
Yes	0	
No	0	

<u>VISITORS</u>	Total per day	1st answers	
Monday	3		3
Tuesday	0		0
Wednesday	2		2
Thursday	3		3
Friday	2		2
Total	10		10
<u>EMPLOYMENT</u>		<u>VISIT ON BEHALF OF</u>	
Patents	2	Public sector	5
Science, techn. & techn. inform.	3	Private sector	5
Others	5	Others	3
<u>FREQUENCY OF VISITS</u>			
More freq. than once a week	0		
Once a week	1		
Once very month	2		
Less freq. than once every month	2		
Never before	5		
<u>DURATION OF VISIT</u>		Have to come back	
Less than 1 hour	3		1
Between 1 and 2 hours	4		1
Between 2 and 3 hours	2		2
Between 3 and 4 hours	0		0
Between 4 and 5 hours	1		1
Over 5 hours	0		0
<u>DISTANCE TRAVELLED (km)</u>			
2 or less	2		
3 to 5	0		
6 to 10	4		
11 to 20	1		
21 to 50	1		
51 to 100	0		
More than 100	1		
<u>PURPOSE OF VISIT</u>			
Prior art search	6		
Technical information	3		
Names search	4		
Patent family search	3		
Others	3		
<u>FACILITIES ADEQUATE</u>			
Yes	6		
No	4		
<u>WILLING TO PAY FOR IMPROVED FACILITIES</u>			
Yes	2		
No	2		

<u>VISITORS</u>	Total per day	1st answers	
Monday	2		1
Tuesday	0		0
Wednesday	1		1
Thursday	1		1
Friday	1		1
Total	5		4
<u>EMPLOYMENT</u>		<u>VISIT ON BEHALF OF</u>	
Patents	2	Public sector	0
Science, techn. & techn. inform.	2	Private sector	3
Others	0	Others	1
<u>FREQUENCY OF VISITS</u>			
More freq. than once a week	0		
Once a week	1		
Once very month	1		
Less freq. than once every month	0		
Never before	2		
<u>DURATION OF VISIT</u>		Have to come back	
Less than 1 hour	3		1
Between 1 and 2 hours	0		0
Between 2 and 3 hours	1		0
Between 3 and 4 hours	0		0
Between 4 and 5 hours	0		0
Over 5 hours	0		0
<u>DISTANCE TRAVELLED (km)</u>			
2 or less	1		
3 to 5	2		
6 to 10	0		
11 to 20	1		
21 to 50	0		
51 to 100	0		
More than 100	0		
<u>PURPOSE OF VISIT</u>			
Prior art search	2		
Technical information	1		
Names search	0		
Patent family search	1		
Others	1		
<u>FACILITIES ADEQUATE</u>			
Yes	4		
No	0		
<u>WILLING TO PAY FOR IMPROVED FACILITIES</u>			
Yes	0		
No	0		

<u>VISITORS</u>	Total per day	1st answers
Monday	2	2
Tuesday	1	1
Wednesday	0	0
Thursday	0	0
Friday	1	1
Total	4	4

<u>EMPLOYMENT</u>		<u>VISIT ON BEHALF OF</u>
Patents	0	Public sector 2
Science, techn. & techn. inform.	1	Private sector 1
Others	3	Others 0

FREQUENCY OF VISITS

More freq. than once a week	0
Once a week	0
Once very month	0
Less freq. than once every month	1
Never before	4

DURATION OF VISIT

		Have to come back
Less than 1 hour	1	1
Between 1 and 2 hours	1	0
Between 2 and 3 hours	0	0
Between 3 and 4 hours	2	1
Between 4 and 5 hours	0	0
Over 5 hours	0	0

DISTANCE TRAVELLED (km)

2 or less	1
3 to 5	1
6 to 10	0
11 to 20	0
21 to 50	0
51 to 100	0
More than 100	2

PURPOSE OF VISIT

Prior art search	1
Technical information	0
Names search	0
Patent family search	3
Others	0

FACILITIES ADEQUATE

Yes	4
No	0

WILLING TO PAY FOR IMPROVED FACILITIES

Yes	0
No	0

<u>VISITORS</u>	Total per day	1st answers
Monday	128	104
Tuesday	138	40
Wednesday	131	37
Thursday	143	59
Friday	117	43
Total	657	283
<u>EMPLOYMENT</u>		<u>VISIT ON BEHALF OF</u>
Patents	192	Public sector 7
Science, techn. & techn. inform.	62	Private sector 248
Others	21	Others 21
<u>FREQUENCY OF VISITS</u>		
More freq. than once a week	138	
Once a week	41	
Once very month	28	
Less freq. than once every month	54	
Never before	19	
<u>DURATION OF VISIT</u>		Have to come back
Less than 1 hour	41	5
Between 1 and 2 hours	65	22
Between 2 and 3 hours	54	26
Between 3 and 4 hours	67	51
Between 4 and 5 hours	70	50
Over 5 hours	258	226
<u>DISTANCE TRAVELLED (km)</u>		
2 or less	95	
3 to 5	84	
6 to 10	137	
11 to 20	96	
21 to 50	58	
51 to 100	29	
More than 100	36	
<u>PURPOSE OF VISIT</u>		
Prior art search	368	
Technical information	160	
Names search	243	
Patent family search	179	
Others	125	
<u>FACILITIES ADEQUATE</u>		
Yes	219	
No	51	
<u>WILLING TO PAY FOR IMPROVED FACILITIES</u>		
Yes	22	
No	29	

BERLIN

Appendix B. 11

<u>VISITORS</u>	Total per day	1st answers
Monday	50	45
Tuesday	0	0
Wednesday	45	25
Thursday	40	20
Friday	15	7
Total	150	97

<u>EMPLOYMENT</u>		<u>VISIT ON BEHALF OF</u>
Patents	70	Public sector 7
Science, techn. & techn. inform.	16	Private sector 83
Others	11	Others 6

<u>FREQUENCY OF VISITS</u>	
More freq. than once a week	53
Once a week	5
Once very month	12
Less freq. than once every month	15
Never before	12

<u>DURATION OF VISIT</u>		Have to come back
Less than 1 hour	5	0
Between 1 and 2 hours	20	9
Between 2 and 3 hours	17	7
Between 3 and 4 hours	16	8
Between 4 and 5 hours	31	25
Over 5 hours	49	42

<u>DISTANCE TRAVELLED (km)</u>	
2 or less	8
3 to 5	11
6 to 10	68
11 to 20	46
21 to 50	5
51 to 100	0
More than 100	0

<u>PURPOSE OF VISIT</u>	
Prior art search	82
Technical information	55
Names search	68
Patent family search	44
Others	28

<u>FACILITIES ADEQUATE</u>	
Yes	74
No	21

<u>WILLING TO PAY FOR IMPROVED FACILITIES</u>	
Yes	0
No	21

<u>VISITORS</u>	Total per day	1st answers
Monday	6	6
Tuesday	18	17
Wednesday	20	19
Thursday	18	17
Friday	15	15
Total	77	74
<u>EMPLOYMENT</u>		<u>VISIT ON BEHALF OF</u>
Patents	14	Public sector 11
Science, techn. & techn. inform.	48	Private sector 54
Others	12	Others 9
<u>FREQUENCY OF VISITS</u>		
More freq. than once a week	0	
Once a week	5	
Once very month	11	
Less freq. than once every month	40	
Never before	18	
<u>DURATION OF VISIT</u>		Have to come back
Less than 1 hour	20	12
Between 1 and 2 hours	18	14
Between 2 and 3 hours	8	5
Between 3 and 4 hours	7	4
Between 4 and 5 hours	12	7
Over 5 hours	12	7
<u>DISTANCE TRAVELLED (km)</u>		
2 or less	26	
3 to 5	6	
6 to 10	4	
11 to 20	0	
21 to 50	6	
51 to 100	26	
More than 100	9	
<u>PURPOSE OF VISIT</u>		
Prior art search	44	
Technical information	35	
Names search	7	
Patent family search	2	
Others	3	
<u>FACILITIES ADEQUATE</u>		
Yes	68	
No	5	
<u>WILLING TO PAY FOR IMPROVED FACILITIES</u>		
Yes	5	
No	0	

BOCHUM

Appendix B.13

<u>VISITORS</u>	Total per day	1st answers
Monday	6	6
Tuesday	5	5
Wednesday	5	5
Thursday	5	3
Friday	7	7
Total	28	26
<u>EMPLOYMENT</u>		<u>VISIT ON BEHALF OF</u>
Patents	12	Public sector 0
Science, techn. & techn. inform.	9	Private sector 21
Others	5	Others 5
<u>FREQUENCY OF VISITS</u>		
More freq. than once a week	2	
Once a week	1	
Once very month	9	
Less freq. than once every month	7	
Never before	7	
<u>DURATION OF VISIT</u>		Have to come back
Less than 1 hour	5	4
Between 1 and 2 hours	8	5
Between 2 and 3 hours	1	0
Between 3 and 4 hours	4	3
Between 4 and 5 hours	1	1
Over 5 hours	9	6
<u>DISTANCE TRAVELLED (km)</u>		
2 or less	0	
3 to 5	4	
6 to 10	5	
11 to 20	6	
21 to 50	9	
51 to 100	3	
More than 100	1	
<u>PURPOSE OF VISIT</u>		
Prior art search	21	
Technical information	5	
Names search	4	
Patent family search	1	
Others	1	
<u>FACILITIES ADEQUATE</u>		
Yes	25	
No	1	
<u>WILLING TO PAY FOR IMPROVED FACILITIES</u>		
Yes	1	
No	0	

VISITORS

Total per day

1st answers

Monday	13	13
Tuesday	18	17
Wednesday	8	6
Thursday	14	13
Friday	12	10
Total	65	59

EMPLOYMENTVISIT ON BEHALF OF

Patents	22	Public sector	6
Science, techn. & techn. inform.	30	Private sector	45
Others	7	Others	8

FREQUENCY OF VISITS

More freq. than once a week	7
Once a week	9
Once very month	17
Less freq. than once every month	18
Never before	8

DURATION OF VISIT

Have to come back

Less than 1 hour	8	5
Between 1 and 2 hours	18	11
Between 2 and 3 hours	24	21
Between 3 and 4 hours	6	5
Between 4 and 5 hours	1	1
Over 5 hours	8	6

DISTANCE TRAVELLED (km)

2 or less	13
3 to 5	14
6 to 10	3
11 to 20	6
21 to 50	22
51 to 100	7
More than 100	0

PURPOSE OF VISIT

Prior art search	49
Technical information	24
Names search	17
Patent family search	7
Others	9

FACILITIES ADEQUATE

Yes	51
No	8

WILLING TO PAY FOR IMPROVED FACILITIES

Yes	3
No	5

<u>VISITORS</u>	Total per day	1st answers
Monday	4	4
Tuesday	6	4
Wednesday	6	6
Thursday	7	7
Friday	8	7
Total	31	28
<u>EMPLOYMENT</u>		<u>VISIT ON BEHALF OF</u>
Patents	8	Public sector 0
Science, techn. & techn. inform.	14	Private sector 25
Others	6	Others 3
<u>FREQUENCY OF VISITS</u>		
More freq. than once a week	4	
Once a week	3	
Once very month	6	
Less freq. than once every month	12	
Never before	6	
<u>DURATION OF VISIT</u>		Have to come back
Less than 1 hour	4	2
Between 1 and 2 hours	6	4
Between 2 and 3 hours	7	3
Between 3 and 4 hours	4	0
Between 4 and 5 hours	5	3
Over 5 hours	5	3
<u>DISTANCE TRAVELLED (km)</u>		
2 or less	5	
3 to 5	1	
6 to 10	2	
11 to 20	5	
21 to 50	11	
51 to 100	3	
More than 100	3	
<u>PURPOSE OF VISIT</u>		
Prior art search	23	
Technical information	6	
Names search	5	
Patent family search	0	
Others	0	
<u>FACILITIES ADEQUATE</u>		
Yes	28	
No	0	
<u>WILLING TO PAY FOR IMPROVED FACILITIES</u>		
Yes	0	
No	0	

<u>VISITORS</u>	Total per day	1st answers
Monday	21	21
Tuesday	26	15
Wednesday	20	16
Thursday	22	18
Friday	16	11
Total	105	81

<u>EMPLOYMENT</u>		<u>VISIT ON BEHALF OF</u>	
Patents	40	Public sector	4
Science, techn. & techn. inform.	23	Private sector	74
Others	18	Others	3

FREQUENCY OF VISITS

More freq. than once a week	21
Once a week	19
Once very month	7
Less freq. than once every month	20
Never before	14

DURATION OF VISIT

		Have to come back
Less than 1 hour	5	3
Between 1 and 2 hours	19	10
Between 2 and 3 hours	32	22
Between 3 and 4 hours	30	21
Between 4 and 5 hours	19	16
Over 5 hours	0	0

DISTANCE TRAVELLED (km)

2 or less	19
3 to 5	18
6 to 10	40
11 to 20	13
21 to 50	12
51 to 100	1
More than 100	2

PURPOSE OF VISIT

Prior art search	78
Technical information	14
Names search	16
Patent family search	1
Others	1

FACILITIES ADEQUATE

Yes	80
No	1

WILLING TO PAY FOR IMPROVED FACILITIES

Yes	1
No	0

<u>VISITORS</u>	Total per day	1st answers
Monday	7	7
Tuesday	9	6
Wednesday	9	9
Thursday	7	7
Friday	8	6
Total	40	35
<u>EMPLOYMENT</u>		<u>VISIT ON BEHALF OF</u>
Patents	10	Public sector 2
Science, techn. & techn. inform.	16	Private sector 22
Others	9	Others 10
<u>FREQUENCY OF VISITS</u>		
More freq. than once a week	1	
Once a week	7	
Once very month	6	
Less freq. than once every month	9	
Never before	12	
<u>DURATION OF VISIT</u>		Have to come back
Less than 1 hour	5	2
Between 1 and 2 hours	10	5
Between 2 and 3 hours	6	5
Between 3 and 4 hours	9	3
Between 4 and 5 hours	2	2
Over 5 hours	8	7
<u>DISTANCE TRAVELLED (km)</u>		
2 or less	8	
3 to 5	14	
6 to 10	4	
11 to 20	3	
21 to 50	5	
51 to 100	6	
More than 100	0	
<u>PURPOSE OF VISIT</u>		
Prior art search	30	
Technical information	11	
Names search	5	
Patent family search	1	
Others	0	
<u>FACILITIES ADEQUATE</u>		
Yes	30	
No	5	
<u>WILLING TO PAY FOR IMPROVED FACILITIES</u>		
Yes	1	
No	4	

<u>VISITORS</u>	Total per day	1st answers
Monday	43	42
Tuesday	44	24
Wednesday	38	27
Thursday	54	38
Friday	50	32
Total	229	163

<u>EMPLOYMENT</u>		<u>VISIT ON BEHALF OF</u>
Patents	57	Public sector 19
Science, techn. & techn. inform.	75	Private sector 123
Others	29	Others 19

<u>FREQUENCY OF VISITS</u>	
More freq. than once a week	31
Once a week	27
Once very month	27
Less freq. than once every month	40
Never before	37

<u>DURATION OF VISIT</u>		Have to come back
Less than 1 hour	41	13
Between 1 and 2 hours	47	17
Between 2 and 3 hours	44	17
Between 3 and 4 hours	23	12
Between 4 and 5 hours	23	10
Over 5 hours	48	42

<u>DISTANCE TRAVELLED (km)</u>	
2 or less	19
3 to 5	34
6 to 10	35
11 to 20	61
21 to 50	66
51 to 100	6
More than 100	3

<u>PURPOSE OF VISIT</u>	
Prior art search	152
Technical information	88
Names search	40
Patent family search	14
Others	61

<u>FACILITIES ADEQUATE</u>	
Yes	159
No	4

<u>WILLING TO PAY FOR IMPROVED FACILITIES</u>	
Yes	1
No	3

<u>VISITORS</u>	Total per day	1st answers
Monday	-	-
Tuesday	17	10
Wednesday	19	19
Thursday	9	9
Friday	13	13
Total	58	51
<u>EMPLOYMENT</u>		<u>VISIT ON BEHALF OF</u>
Patents	14	Public sector 2
Science, techn. & techn. inform.	23	Private sector 36
Others	14	Others 13
<u>FREQUENCY OF VISITS</u>		
More freq. than once a week	1	
Once a week	8	
Once very month	9	
Less freq. than once every month	25	
Never before	8	
<u>DURATION OF VISIT</u>		Have to come back
Less than 1 hour	9	5
Between 1 and 2 hours	20	15
Between 2 and 3 hours	12	10
Between 3 and 4 hours	9	6
Between 4 and 5 hours	5	3
Over 5 hours	3	3
<u>DISTANCE TRAVELLED (km)</u>		
2 or less	6	
3 to 5	5	
6 to 10	15	
11 to 20	14	
21 to 50	11	
51 to 100	3	
More than 100	1	
<u>PURPOSE OF VISIT</u>		
Prior art search	39	
Technical information	16	
Names search	11	
Patent family search	3	
Others	5	
<u>FACILITIES ADEQUATE</u>		
Yes	49	
No	0	
<u>WILLING TO PAY FOR IMPROVED FACILITIES</u>		
Yes	0	
No	0	

<u>VISITORS</u>	Total per day	1st answers
Monday	4	4
Tuesday	5	5
Wednesday	3	3
Thursday	2	2
Friday	6	5
Total	20	19
<u>EMPLOYMENT</u>		<u>VISIT ON BEHALF OF</u>
Patents	6	Public sector 4
Science, techn. & techn. inform.	9	Private sector 15
Others	4	Others 0
<u>FREQUENCY OF VISITS</u>		
More freq. than once a week	0	
Once a week	6	
Once very month	4	
Less freq. than once every month	4	
Never before	5	
<u>DURATION OF VISIT</u>		Have to come back
Less than 1 hour	6	1
Between 1 and 2 hours	6	0
Between 2 and 3 hours	6	1
Between 3 and 4 hours	2	1
Between 4 and 5 hours	0	0
Over 5 hours	0	0
<u>DISTANCE TRAVELLED (km)</u>		
2 or less	7	
3 to 5	2	
6 to 10	3	
11 to 20	3	
21 to 50	2	
51 to 100	2	
More than 100	1	
<u>PURPOSE OF VISIT</u>		
Prior art search	6	
Technical information	11	
Names search	1	
Patent family search	2	
Others	0	
<u>FACILITIES ADEQUATE</u>		
Yes	19	
No	0	
<u>WILLING TO PAY FOR IMPROVED FACILITIES</u>		
Yes	0	
No	0	

ROMA

Appendix B.21VISITORS

	Total per day	1st answers
Monday	17	16
Tuesday	9	6
Wednesday	12	6
Thursday	13	11
Friday	8	4
Total	59	43

EMPLOYMENT

Patents
Science, techn.
& techn. inform.
Others

13
19
9

VISIT ON BEHALF OF
Public sector 3
Private sector 32
Others 7

FREQUENCY OF VISITS

More freq. than once
a week 20
Once a week 5
Once very month 1
Less freq. than once
every month 7
Never before 9

DURATION OF VISIT

Less than 1 hour 12
Between 1 and 2 hours 14
Between 2 and 3 hours 18
Between 3 and 4 hours 9
Between 4 and 5 hours 3
Over 5 hours 0

Have to come back

5
10
10
5
3
0

DISTANCE TRAVELLED (km)

2 or less 13
3 to 5 6
6 to 10 10
11 to 20 11
21 to 50 1
51 to 100 0
More than 100 4

PURPOSE OF VISIT

Prior art search 19
Technical information 30
Names search 24
Patent family search 19
Others 6

FACILITIES ADEQUATE

Yes 28
No 11

WILLING TO PAY FOR IMPROVED FACILITIES

Yes 5
No 6

<u>VISITORS</u>	Total per day	1st answers
Monday	23	23
Tuesday	21	9
Wednesday	15	7
Thursday	25	18
Friday	25	16
Total	109	73
<u>EMPLOYMENT</u>		<u>VISIT ON BEHALF OF</u>
Patents	48	Public sector 10
Science, techn. & techn. inform.	14	Private sector 55
Others	9	Others 6
<u>FREQUENCY OF VISITS</u>		
More freq. than once a week	18	
Once a week	13	
Once very month	9	
Less freq. than once every month	14	
Never before	18	
<u>DURATION OF VISIT</u>		Have to come back
Less than 1 hour	11	0
Between 1 and 2 hours	8	2
Between 2 and 3 hours	15	7
Between 3 and 4 hours	23	17
Between 4 and 5 hours	29	23
Over 5 hours	22	19
<u>DISTANCE TRAVELLED (km)</u>		
2 or less	2	
3 to 5	35	
6 to 10	32	
11 to 20	21	
21 to 50	5	
51 to 100	4	
More than 100	7	
<u>PURPOSE OF VISIT</u>		
Prior art search	79	
Technical information	63	
Names search	56	
Patent family search	58	
Others	36	
<u>FACILITIES ADEQUATE</u>		
Yes	53	
No	20	
<u>WILLING TO PAY FOR IMPROVED FACILITIES</u>		
Yes	6	
No	14	

<u>VISITORS</u>	Total per day	1st answers
Monday	64	63
Tuesday	111	68
Wednesday	101	81
Thursday	65	60
Friday	101	66
Total	442	338
<u>EMPLOYMENT</u>		<u>VISIT ON BEHALF OF</u>
Patents	200	Public sector 23
Science, techn. & techn. inform.	100	Private sector 288
Others	37	Others 34
<u>FREQUENCY OF VISITS</u>		
More freq. than once a week	121	
Once a week	70	
Once very month	59	
Less freq. than once every month	53	
Never before	32	
<u>DURATION OF VISIT</u>		Have to come back
Less than 1 hour	120	25
Between 1 and 2 hours	68	19
Between 2 and 3 hours	56	29
Between 3 and 4 hours	40	23
Between 4 and 5 hours	37	25
Over 5 hours	117	90
<u>DISTANCE TRAVELLED (km)</u>		
2 or less	105	
3 to 5	57	
6 to 10	42	
11 to 20	50	
21 to 50	71	
51 to 100	45	
More than 100	18	
<u>PURPOSE OF VISIT</u>		
Prior art search	211	
Technical information	175	
Names search	183	
Patent family search	108	
Others	96	
<u>FACILITIES ADEQUATE</u>		
Yes	289	
No	45	
<u>WILLING TO PAY FOR IMPROVED FACILITIES</u>		
Yes	12	
No	33	

<u>VISITORS</u>	Total per day	1st answers
Monday		
Tuesday		
Wednesday		
Thursday		
Friday		
Total	1	1
<u>EMPLOYMENT</u>		<u>VISIT ON BEHALF OF</u>
Patents	0	Public sector 0
Science, techn. & techn. inform.	0	Private sector 0
Others	1	Others 1
<u>FREQUENCY OF VISITS</u>		
More freq. than once a week	0	
Once a week	0	
Once very month	0	
Less freq. than once every month	0	
Never before	1	
<u>DURATION OF VISIT</u>		Have to come back
Less than 1 hour	0	0
Between 1 and 2 hours	0	0
Between 2 and 3 hours	0	0
Between 3 and 4 hours	1	0
Between 4 and 5 hours	0	0
Over 5 hours	0	0
<u>DISTANCE TRAVELLED (km)</u>		
2 or less	0	
3 to 5	0	
6 to 10	1	
11 to 20	0	
21 to 50	0	
51 to 100	0	
More than 100	0	
<u>PURPOSE OF VISIT</u>		
Prior art search	0	
Technical information	0	
Names search	0	
Patent family search	0	
Others	1	
<u>FACILITIES ADEQUATE</u>		
Yes	1	
No	0	
<u>WILLING TO PAY FOR IMPROVED FACILITIES</u>		
Yes	0	
No	0	

<u>VISITORS</u>	Total per day	1st answers
Monday	8	8
Tuesday	6	3
Wednesday	12	7
Thursday	10	9
Friday	9	4
Total	45	31

<u>EMPLOYMENT</u>		<u>VISIT ON BEHALF OF</u>
Patents	14	Public sector 6
Science, techn. & techn. inform.	10	Private sector 18
Others	7	Others 7

<u>FREQUENCY OF VISITS</u>	
More freq. than once a week	4
Once a week	7
Once very month	6
Less freq. than once every month	8
Never before	6

<u>DURATION OF VISIT</u>		Have to come back
Less than 1 hour	5	1
Between 1 and 2 hours	15	4
Between 2 and 3 hours	14	5
Between 3 and 4 hours	8	4
Between 4 and 5 hours	1	1
Over 5 hours	1	0

<u>DISTANCE TRAVELLED (km)</u>	
2 or less	7
3 to 5	9
6 to 10	16
11 to 20	4
21 to 50	3
51 to 100	4
More than 100	1

<u>PURPOSE OF VISIT</u>	
Prior art search	20
Technical information	16
Names search	11
Patent family search	9
Others	17

<u>FACILITIES ADEQUATE</u>	
Yes	27
No	4

<u>WILLING TO PAY FOR IMPROVED FACILITIES</u>	
Yes	3
No	1

GLASGOW

Appendix B. 26

<u>VISITORS</u>	Total per day	1st answers
Monday	-	-
Tuesday	6	6
Wednesday	6	6
Thursday	-	-
Friday	5	5
Total	17	17

EMPLOYMENT

Patents	10
Science, techn. & techn. inform.	5
Others	2

VISIT ON BEHALF OF

Public sector	2
Private sector	13
Others	2

FREQUENCY OF VISITS

More freq. than once a week	2
Once a week	5
Once very month	5
Less freq. than once every month	4
Never before	1

DURATION OF VISIT

Less than 1 hour	8
Between 1 and 2 hours	6
Between 2 and 3 hours	3
Between 3 and 4 hours	0
Between 4 and 5 hours	0
Over 5 hours	0

Have to come back

1
2
1
0
0
0

DISTANCE TRAVELLED (km)

2 or less	11
3 to 5	0
6 to 10	1
11 to 20	3
21 to 50	2
51 to 100	0
More than 100	0

PURPOSE OF VISIT

Prior art search	5
Technical information	3
Names search	7
Patent family search	2
Others	4

FACILITIES ADEQUATE

Yes	12
No	5

WILLING TO PAY FOR IMPROVED FACILITIES

Yes	3
No	2

LEEDS

Appendix B27.

<u>VISITORS</u>	Total per day	1st answers
Monday	4	4
Tuesday	1	1
Wednesday	3	3
Thursday	1	1
Friday	1	1
Total	10	10

<u>EMPLOYMENT</u>		<u>VISIT ON BEHALF OF</u>	
Patents	2	Public sector	2
Science, techn. & techn. inform.	6	Private sector	8
Others	2	Others	0

FREQUENCY OF VISITS

More freq. than once a week	1
Once a week	6
Once very month	1
Less freq. than once every month	2
Never before	0

DURATION OF VISIT

		Have to come back
Less than 1 hour	2	0
Between 1 and 2 hours	5	4
Between 2 and 3 hours	1	0
Between 3 and 4 hours	2	1
Between 4 and 5 hours	0	0
Over 5 hours	0	0

DISTANCE TRAVELLED (km)

2 or less	3
3 to 5	5
6 to 10	1
11 to 20	0
21 to 50	1
51 to 100	0
More than 100	0

PURPOSE OF VISIT

Prior art search	2
Technical information	3
Names search	0
Patent family search	0
Others	5

FACILITIES ADEQUATE

Yes	9
No	1

WILLING TO PAY FOR IMPROVED FACILITIES

Yes	0
No	1

LIVERPOOL

Appendix B.28

<u>VISITORS</u>	Total per day	1st answers
Monday	10	10
Tuesday	9	7
Wednesday	11	5
Thursday	23	21
Friday	8	3
Total	61	46

<u>EMPLOYMENT</u>		<u>VISIT ON BEHALF OF</u>
Patents	10	Public sector 10
Science, techn. & techn. inform.	32	Private sector 32
Others	4	Others 4

FREQUENCY OF VISITS

More freq. than once a week	5
Once a week	8
Once very month	8
Less freq. than once every month	12
Never before	13

DURATION OF VISIT

		Have to come back
Less than 1 hour	14	2
Between 1 and 2 hours	24	3
Between 2 and 3 hours	19	1
Between 3 and 4 hours	2	0
Between 4 and 5 hours	2	0
Over 5 hours	0	0

DISTANCE TRAVELLED (km)

2 or less	24
3 to 5	11
6 to 10	12
11 to 20	7
21 to 50	6
51 to 100	0
More than 100	1

PURPOSE OF VISIT

Prior art search	19
Technical information	23
Names search	19
Patent family search	11
Others	12

FACILITIES ADEQUATE

Yes	46
No	0

WILLING TO PAY FOR IMPROVED FACILITIES

Yes	0
No	0

<u>VISITORS</u>	Total per day	1st answers
Monday	12	13
Tuesday	7	5
Wednesday	10	9
Thursday	11	7
Friday	15	12
Total	55	46
<u>EMPLOYMENT</u>		<u>VISIT ON BEHALF OF</u>
Patents	8	Public sector 3
Science, techn. & techn. inform.	21	Private sector 23
Others	17	Others 20
<u>FREQUENCY OF VISITS</u>		
More freq. than once a week	5	
Once a week	10	
Once very month	7	
Less freq. than once every month	8	
Never before	16	
<u>DURATION OF VISIT</u>		Have to come back
Less than 1 hour	17	6
Between 1 and 2 hours	11	5
Between 2 and 3 hours	7	1
Between 3 and 4 hours	12	8
Between 4 and 5 hours	2	2
Over 5 hours	5	3
<u>DISTANCE TRAVELLED (km)</u>		
2 or less	11	
3 to 5	4	
6 to 10	6	
11 to 20	15	
21 to 50	10	
51 to 100	3	
More than 100	3	
<u>PURPOSE OF VISIT</u>		
Prior art search	21	
Technical information	27	
Names search	8	
Patent family search	3	
Others	12	
<u>FACILITIES ADEQUATE</u>		
Yes	44	
No	2	
<u>WILLING TO PAY FOR IMPROVED FACILITIES</u>		
Yes	0	
No	2	

<u>VISITORS</u>	Total per day	1st answers
Monday	2	2
Tuesday	2	2
Wednesday	6	6
Thursday	1	1
Friday	5	5
Total	16	16

<u>EMPLOYMENT</u>		<u>VISIT ON BEHALF OF</u>
Patents	1	Public sector 5
Science, techn. & techn. inform.	13	Private sector 10
Others	2	Others 1

<u>FREQUENCY OF VISITS</u>	
More freq. than once a week	0
Once a week	2
Once very month	4
Less freq. than once every month	7
Never before	3

<u>DURATION OF VISIT</u>		Have to come back
Less than 1 hour	1	0
Between 1 and 2 hours	3	1
Between 2 and 3 hours	5	2
Between 3 and 4 hours	4	1
Between 4 and 5 hours	1	1
Over 5 hours	2	2

<u>DISTANCE TRAVELLED (km)</u>	
2 or less	4
3 to 5	2
6 to 10	4
11 to 20	2
21 to 50	3
51 to 100	0
More than 100	1

<u>PURPOSE OF VISIT</u>	
Prior art search	8
Technical information	5
Names search	4
Patent family search	0
Others	1

<u>FACILITIES ADEQUATE</u>	
Yes	14
No	1

<u>WILLING TO PAY FOR IMPROVED FACILITIES</u>	
Yes	0
No	1

SHEFFIELD

Appendix B.31

<u>VISITORS</u>	Total per day	1st answers
Monday	2	1
Tuesday	0	0
Wednesday	4	3
Thursday	3	2
Friday	1	0
Total	10	6

<u>EMPLOYMENT</u>		<u>VISIT ON BEHALF OF</u>
Patents	1	Public sector 0
Science, techn. & techn. inform.	5	Private sector 3
Others	0	Others 3

<u>FREQUENCY OF VISITS</u>	
More freq. than once a week	2
Once a week	0
Once very month	0
Less freq. than once every month	4
Never before	0

<u>DURATION OF VISIT</u>		Have to come back
Less than 1 hour	3	1
Between 1 and 2 hours	0	0
Between 2 and 3 hours	3	3
Between 3 and 4 hours	1	0
Between 4 and 5 hours	0	0
Over 5 hours	2	1

<u>DISTANCE TRAVELLED (km)</u>	
2 or less	3
3 to 5	2
6 to 10	2
11 to 20	2
21 to 50	0
51 to 100	0
More than 100	0

<u>PURPOSE OF VISIT</u>	
Prior art search	2
Technical information	6
Names search	0
Patent family search	0
Others	1

<u>FACILITIES ADEQUATE</u>	
Yes	5
No	1

<u>WILLING TO PAY FOR IMPROVED FACILITIES</u>	
Yes	1
No	0

<u>VISITORS</u>	Total per day	1st answers
Monday	389	340
Tuesday	360	151
Wednesday	381	190
Thursday	354	201
Friday	332	169
Total	1.816	1.051

<u>EMPLOYMENT</u>		<u>VISIT ON BEHALF OF</u>
Patents	621	Public sector 71
Science, techn. & techn. inform.	294	Private sector 874
Others	118	Others 94

<u>FREQUENCY OF VISITS</u>	
More freq. than once a week	467
Once a week	175
Once very month	138
Less freq. than once every month	991
Never before	127

<u>DURATION OF VISIT</u>		Have to come back
Less than 1 hour	224	44
Between 1 and 2 hours	234	91
Between 2 and 3 hours	227	116
Between 3 and 4 hours	206	135
Between 4 and 5 hours	195	144
Over 5 hours	520	425

<u>DISTANCE TRAVELLED (km)</u>	
2 or less	270
3 to 5	269
6 to 10	372
11 to 20	258
21 to 50	176
51 to 100	91
More than 100	83

<u>PURPOSE OF VISIT</u>	
Prior art search	877
Technical information	601
Names search	703
Patent family search	520
Others	355

<u>FACILITIES ADEQUATE</u>	
Yes	825
No	192

<u>WILLING TO PAY FOR IMPROVED FACILITIES</u>	
Yes	68
No	124

<u>VISITORS</u>	Total per day	1st answers
Monday	191	183
Tuesday	196	137
Wednesday	204	172
Thursday	221	184
Friday	205	157
Total	1.017	833

<u>EMPLOYMENT</u>		<u>VISIT ON BEHALF OF</u>
Patents	249	Public sector 92
Science, techn. & techn. inform.	394	Private sector 583
Others	186	Others 140

<u>FREQUENCY OF VISITS</u>	
More freq. than once a week	36
Once a week	130
Once very month	133
Less freq. than once every month	264
Never before	207

<u>DURATION OF VISIT</u>		Have to come back
Less than 1 hour	181	75
Between 1 and 2 hours	242	118
Between 2 and 3 hours	209	111
Between 3 and 4 hours	148	85
Between 4 and 5 hours	85	54
Over 5 hours	123	95

<u>DISTANCE TRAVELLED (km)</u>	
2 or less	189
3 to 5	158
6 to 10	173
11 to 20	159
21 to 50	182
51 to 100	76
More than 100	41

<u>PURPOSE OF VISIT</u>	
Prior art search	569
Technical information	335
Names search	179
Patent family search	84
Others	167

<u>FACILITIES ADEQUATE</u>	
Yes	773
No	47

<u>WILLING TO PAY FOR IMPROVED FACILITIES</u>	
Yes	22
No	25

<u>VISITORS</u>	Total per day	1st answers
Monday	53	47
Tuesday	21	14
Wednesday	27	26
Thursday	36	31
Friday	32	26
Total	169	144

<u>EMPLOYMENT</u>		<u>VISIT ON BEHALF OF</u>
Patents	26	Public sector 20
Science, techn. & techn. inform.	63	Private sector 83
Others	48	Others 32

<u>FREQUENCY OF VISITS</u>	
More freq. than once a week	13
Once a week	13
Once very month	10
Less freq. than once every month	47
Never before	54

<u>DURATION OF VISIT</u>		Have to come back
Less than 1 hour	34	18
Between 1 and 2 hours	32	18
Between 2 and 3 hours	23	15
Between 3 and 4 hours	24	16
Between 4 and 5 hours	13	8
Over 5 hours	20	15

<u>DISTANCE TRAVELLED (km)</u>	
2 or less	30
3 to 5	29
6 to 10	22
11 to 20	18
21 to 50	15
51 to 100	14
More than 100	16

<u>PURPOSE OF VISIT</u>	
Prior art search	56
Technical information	53
Names search	25
Patent family search	30
Others	34

<u>FACILITIES ADEQUATE</u>	
Yes	125
No	9

<u>WILLING TO PAY FOR IMPROVED FACILITIES</u>	
Yes	3
No	6

<u>VISITORS</u>	Total per day	1st answers
Monday	100	99
Tuesday	143	98
Wednesday	125	107
Thursday	136	112
Friday	129	101
Total	633	517

<u>EMPLOYMENT</u>		<u>VISIT ON BEHALF OF</u>
Patents	177	Public sector 44
Science, techn. & techn. inform.	238	Private sector 401
Others	100	Others 70

<u>FREQUENCY OF VISITS</u>	
More freq. than once a week	4
Once a week	79
Once very month	92
Less freq. than once every month	171
Never before	110

<u>DURATION OF VISIT</u>		Have to come back
Less than 1 hour	97	46
Between 1 and 2 hours	146	81
Between 2 and 3 hours	134	83
Between 3 and 4 hours	92	54
Between 4 and 5 hours	68	43
Over 5 hours	93	74

<u>DISTANCE TRAVELLED (km)</u>	
2 or less	96
3 to 5	96
6 to 10	108
11 to 20	108
21 to 50	142
51 to 100	55
More than 100	19

<u>PURPOSE OF VISIT</u>	
Prior art search	436
Technical information	199
Names search	105
Patent family search	29
Others	80

<u>FACILITIES ADEQUATE</u>	
Yes	490
No	24

<u>WILLING TO PAY FOR IMPROVED FACILITIES</u>	
Yes	12
No	12

<u>VISITORS</u>	Total per day	1st answers
Monday	38	37
Tuesday	32	25
Wednesday	52	39
Thursday	49	41
Friday	44	30
Total	215	172

<u>EMPLOYMENT</u>		<u>VISIT ON BEHALF OF</u>
Patents	46	Public sector 28
Science, techn. & techn. inform.	92	Private sector 99
Others	35	Others 38

<u>FREQUENCY OF VISITS</u>	
More freq. than once a week	19
Once a week	38
Once very month	31
Less freq. than once every month	45
Never before	40

<u>DURATION OF VISIT</u>		Have to come back
Less than 1 hour	50	11
Between 1 and 2 hours	64	19
Between 2 and 3 hours	52	13
Between 3 and 4 hours	30	14
Between 4 and 5 hours	6	4
Over 5 hours	10	6

<u>DISTANCE TRAVELLED (km)</u>	
2 or less	63
3 to 5	33
6 to 10	43
11 to 20	33
21 to 50	25
51 to 100	7
More than 100	6

<u>PURPOSE OF VISIT</u>	
Prior art search	77
Technical information	83
Names search	49
Patent family search	25
Others	53

<u>FACILITIES ADEQUATE</u>	
Yes	158
No	14

<u>WILLING TO PAY FOR IMPROVED FACILITIES</u>	
Yes	7
No	7

GRAND TOTAL

Appendix B.37

VISITORS

Total per day

1st answers

Monday	580	523
Tuesday	556	288
Wednesday	585	382
Thursday	575	385
Friday	537	326
Total	2.833	1.884

EMPLOYMENTVISIT ON BEHALF OF

Patents	870	Public sector	163
Science, techn. & techn. inform.	688	Private sector	1.457
Others	304	Others	234

FREQUENCY OF VISITS

More freq. than once a week	503
Once a week	305
Once very month	271
Less freq. than once every month	455
Never before	334

DURATION OF VISIT

Have to come back

Less than 1 hour	405	119
Between 1 and 2 hours	476	209
Between 2 and 3 hours	436	227
Between 3 and 4 hours	354	220
Between 4 and 5 hours	280	198
Over 5 hours	643	520

DISTANCE TRAVELLED (km)

2 or less	461
3 to 5	427
6 to 10	545
11 to 20	417
21 to 50	358
51 to 100	167
More than 100	122

PURPOSE OF VISIT

Prior art search	1.446
Technical information	936
Names search	882
Patent family search	604
Others	522

FACILITIES ADEQUATE

Yes	1.598
No	239

WILLING TO PAY FOR IMPROVED FACILITIES

Yes	90
No	149

MOST REGULAR VISITORS 273 persons

Employment

Patents	224	83 %
Science, Techn. & Techn. Inf.	39	14 %
Others	7	3 %

Visit on behalf of

Public sector	6	2 %
Private sector	248	92 %
Others	16	6 %

Distance travelled (km)

2 or less	40	16 %	
3 to 5	39	31 %	Accumulated
6 to 10	74	60 %	"
11 to 20	40	76 %	"
21 to 50	41	92 %	"
51 to 100	15	98 %	"
More than 100	5	100 %	"

Purpose of visit

Prior art search	177	65 %
Technical information	87	32 %
Names search	165	61 %
Patent family search	120	44 %
Others	80	29 %

Facilities adequate

yes	182	69 %
no	83	31 %

Willing to pay for improved facilities

yes	19	23 %
no	64	77 %

WITHOUT MOST REG. VISITORS

Employment (Percents of 1st visits)

	Patents	Science, Techn. & Techn.Inf.	Others
Patent Off.	52	33	14
Prov. Lib.	29	48	23
France	18	45	37
German	32	47	20
U.K.	26	53	20
GRAND TOTAL	41	41	19

Visit on behalf of (Percents of 1st visits)

	Public Sector	Private sector	Others
Patent Off.	9	80	11
Prov. Lib.	11	67	21
France	14	58	28
German	9	78	18
U.K.	16	61	22
GRAND TOTAL	10	74	16

Purpose of visit (Percents of 1st visits)

	Prior art search	Technical inform.	Names search	Pat. Fam. search	Others
Patent Off.	35	23	18	16	10
Prov. Lib.	55	34	17	9	17
France	38	33	14	19	20
Germany	67	32	16	4	13
U.K.	35	41	25	13	20
GRAND TOTAL	45	28	18	12	13

WITHOUT MOST REGULAR VISITORS

Distance travelled (Acc. perc.)

	≤ 2	3-5	6-10	11-20	21-50	51-100	> 100
Patent Off.	16	34	60	77	86	90	100
Prov. Lib.	20	36	53	69	86	95	100
France	22	40	55	67	78	89	100
Germany	17	31	50	67	86	96	100
U.K.	31	45	63	80	94	96	100
GRAND TOTAL	19	35	56	72	86	93	100

	Facilities adequate		Willing to pay	
	yes	no	yes	no
Patent Off.	84 %	16 %	42	37
Prov. Lib.	95 %	5 %	20	22
France	94 %	6 %	3	5
Germany	96 %	4 %	11	11
U.K.	93 %	7 %	6	6
GRAND TOTAL	91 %	9 %	62	59

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