



Understanding information behaviour in digital library services

Evidence from Spain’s “Ask a Librarian” service (2016–2025)

Access to Information

- More than 80% of users access through search engines.
- Google is the main entry point.
- The library website is losing centrality.

Immediate Search

- Chat has been the dominant channel since 2018.
- In 2025, it represents 56,77% of all queries.
- Users prioritise real-time responses.

In-Depth Search

- Email accounts for 43.23% of queries.
- It is used for complex information needs.
- It enables detailed and well-documented responses.

Multichannel Strategy

- Users combine chat and email.
- They seek both speed and depth within the same query.
- A hybrid search strategy is developed.

Information Autonomy

- Users increasingly seek information independently.
- The use of digital resources is growing.
- Autonomous learning is expanding.

Technological Influence

- 67,53% of users access the service via mobile phones (2024).
- Access is immediate and ubiquitous.
- Mobile devices drive the use of chat.

User Profiles

- Mainly aged 31 to 50
- Academic and technical users
- Support for study

Information needs

- 70% about Library and Information Science
- Academic support service
- Specialized information demand

Target groups: Library staff, Teaching staff, Students

References

Ministerio de Cultura (España). Pregunte: las bibliotecas responden – Estadísticas. <https://www.pregunte.es/consulta/pregunte.cmd>

Ministerio de Cultura (España). (2025). Pregunte: las bibliotecas responden. Informe estadístico 2025.

Data based on statistical reports (2016–2025).

GEDIS project context

This resource is part of the European project GEDIS (Gender Diversity in Information Science), which promotes open educational tools to tackle gender inequalities in higher education, with an emphasis on disciplines related to Information and Library Science.

GEDIS - Gender Diversity in Information Science: Challenges in Higher Education. <https://ub.edu/gedis>

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