

KYSELYLOMAKE: FSD2872 KIRJASTOJEN KANSALLINEN KÄYTTÄJÄKYSELY: AMMATTI-KORKEAKOULUKIRJASTOT 2013

QUESTIONNAIRE: FSD2872 NATIONAL USER SURVEY OF FINNISH UNIVERSITY OF APPLIED SCIENCES LIBRARIES 2013

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Tämä kyselylomake on osa yllä mainittua Yhteiskuntatieteelliseen tietoaarkistoon arkistoitua tutkimusaineistoa.

Kyselylomaketta hyödyntävien tulee viitata siihen asianmukaisesti lähdeviitteellä.

Lisätiedot: <http://www.fsd.uta.fi/>

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This questionnaire forms a part of the above mentioned dataset, archived at the Finnish Social Science Data Archive.

If the questionnaire is used or referred to in any way, the source must be acknowledged by means of an appropriate bibliographic citation.

More information: <http://www.fsd.uta.fi/>

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Detta frågeformulär utgör en del av den ovannämnda datamängden, arkiverad på Finlands samhällsvetenskapliga dataarkiv.

Om frågeformuläret är utnyttjat eller refererat till måste källan anges i form av bibliografisk referens.

Mer information: <http://www.fsd.uta.fi/>

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# NATIONAL USER SURVEY OF ACADEMIC LIBRARIES 2013

**Dear library user!**

We kindly ask you to participate in our user survey. The results of the questionnaire will be used in evaluating and developing the library services.

Completing the survey will take about 10 - 15 minutes. All responses will be handled anonymously.

If you want to enter the prize draw, please submit your contact information on a separate form provided by the staff. Your contact details will only be used in connection with the prize draw.

Your opinion is important to us! By taking the survey, you will help us develop the library services.

## 1.1 THE LIBRARY/BRANCH WHOSE SERVICES I WILL EVALUATE:

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**1.2.1 Which of the following user groups best describes your status? Choose one of the following:**

- University of applied science student or staff -> go to question 1.2.2
- University student or staff -> go to question 1.2.3
- Other customer -> go to question 1.2.4

**1.2.2 Customers of universities of applied science:**

- A university of applied sciences Bachelor's degree student
- A university of applied sciences Master's degree student
- An open university of applied sciences student
- Other university of applied sciences student
- An exchange student
- A university of applied sciences teacher
- Other staff member

**1.2.3 University customers:**

- Studying for a Bachelor's degree
- Studying for a Master's degree
- Studying for a post-graduate degree
- An exchange student
- Studying at the Open University
- A researcher
- A lecturer / teacher
- A professor
- Other staff member

**1.2.4 Other customers:**

- Involved in research and development
- From a company/industry/commerce
- From public administration
- Student, from which organization \_\_\_\_\_
- Other, please specify: \_\_\_\_\_

**2 LIBRARY USE**

2.1 I visit the library I will be evaluating

- daily
- at least once a week
- a few times a month
- once a month
- a few times a year or less frequently
- not at all

**2.2 Please specify your reason for not visiting the library:**

**2.3 Which of the following library services do you usually use? You can choose more than one option.**

- Borrowing, returning, reserving or renewing loans and material
- Using the printed library materials
- Using the electronic library materials (electronic journals, electronic books, databases)
- Searching for information on a particular subject
- Consulting the reference and information services
- Using the interlibrary lending service
- Studying or working on my own
- Studying or working in a group
- Taking part in courses, training or instruction offered by the library (e.g. instruction on information retrieval)
- Using the computers at the library (e.g. for word processing, reading e-mail or accessing the Internet)
- I use my own computer
- I use the Internet wirelessly
- Copying or printing out materials
- I use teamwork rooms or other premises
- I spend time at the library
- I meet friends/colleagues
- Other, please specify: \_\_\_\_\_

**2.4 If you use the electronic services, which of the following electronic services do you use?**

	not at all	at a few times a year or less frequently	once a month	a few times a month	at least once a week	daily
The local library catalogue (searching for or reserving materials, renewing loans)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The library website or intranet	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Nelli portal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electronic journals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electronic books	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reference databases	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Thesis databases	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The MOT dictionary	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other services, please specify \_\_\_\_\_

**2.5 Please specify your reason for not using the electronic services:**

**2.6 How often do you contact the library by phone, e-mail or online form?**

- daily
- at least once a week
- a few times a month
- once a month
- a few times a year or less frequently
- not at all

**2.7 Do you follow the library in the social media?**

- yes
- no

### 3 THE LIBRARY AS A SERVICE AND LEARNING ENVIRONMENT

In the following section you will be presented with statements on the library as a service and learning environment. Please evaluate the importance of the different library services at your own library and how well the library has succeeded in offering the services. You can add comments and suggestions after each section.

Importance: Evaluate the importance of library services on a scale from 1 to 5 where 1 = not at all important, 2 = not very important, 3 = neither important nor unimportant, 4 = quite important, 5 = very important, or indicate don't know/not relevant.

Success: Evaluate how well the library has succeeded in providing these services on a scale from 1 to 5 where 1 = very poorly, 2 = poorly, 3 = moderately, 4 = well, 5 = very well, or indicate don't know/not relevant.

	Importance						Success					
	1	2	3	4	5	not relevant	1	2	3	4	5	not relevant
3.1 The opening hours of the library are convenient	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3.2 The library premises answer my needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3.3 The library as a service environment is easy to navigate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3.4 The library provides enough information about its services and collections/resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3.5 The group work rooms meet my needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3.6 The electronic library services function well	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3.7 The information I need is easy to find on the library website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3.8 I am able to influence the library and its services if I wish to (e.g. make acquisition requests, give feedback on services)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3.9 Comments and suggestions regarding the library as a service and learning environment:

## 4 THE LIBRARY COLLECTIONS AND RESOURCES

In the following section you will be presented with statements on the library collections and resources. Please evaluate the importance of the library collections and resources and how well the library has succeeded in offering them. You can add comments and suggestions after each section.

Importance: Evaluate the importance of library services on a scale from 1 to 5 where 1 = not at all important, 2 = not very important, 3 = neither important nor unimportant, 4 = quite important, 5 = very important, or indicate don't know/not relevant.

Success: Evaluate how well the library has succeeded in providing these services on a scale from 1 to 5 where 1 = very poorly, 2 = poorly, 3 = moderately, 4 = well, 5 = very well, or indicate don't know/not relevant.

	Importance						Success					
	1	2	3	4	5	not relevant	1	2	3	4	5	not relevant
4.1 The printed library collections meet my needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4.2 The electronic library collections meet my needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4.3 The printed materials I need are easy to find	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4.4 The electronic materials I need are easy to locate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4.5 Comments and suggestions regarding the library collections:





5.7 Comments and suggestions regarding advice, guidance and instruction in information retrieval:

## 6 THE LIBRARY SERVICES AS A WHOLE

Please evaluate the library services as a whole.

	Importance						Success					
	1	2	3	4	5	not relevant	1	2	3	4	5	not relevant
6.1 As a whole, the library services function well	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## 7 THE BENEFITS AND IMPACT OF THE LIBRARY

How have the library services had an impact on your work, studies or other activities?

	Not at all	Somewhat	Substantially	Don't know
7.1 Helped me find the materials I need	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7.2 Helped me to monitor my field of work/study	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7.3 Improved the quality of my work or studies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7.4 Made me more effective in my work/studies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7.5 Helped me generate new ideas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7.6 Promoted the recognition of my research	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7.7 Something else, please specify:				

## 8 BACKGROUND INFORMATION

### 8.1 Gender

- Male
- Female

### 8.2 Age

- 18 or less
- 19 - 21
- 22 - 24
- 25 - 34
- 35 - 44
- 45 - 54
- 55 - 64
- 65 - 74
- Over 74

### 8.3 Year of study

- 1st-2nd year
- 3rd-4th year
- 5th year or more

### 8.4 I study/teach/work mainly at the university in the following discipline/field:

- Theology and the humanities
- Education
- Economic Sciences
- Visual arts, theatre and dance, industrial design
- Sport and health science
- Natural sciences
- Medicine, dentistry, veterinary medicine
- Agriculture and forestry
- Law
- Engineering
- Social sciences and psychology

**8.4 I study/teach/work mainly at the university of applied sciences in the following discipline/field:**

- The humanities and education
- Culture
- Social sciences, business and administration
- Natural resources and the environment
- Technology, communications and transport
- Natural sciences
- Social services, health and sports
- Tourism, catering and domestic services
- Military and security services

**9 FURTHER COMMENTS**

**9.1 Comments and suggestions regarding library services in general:**

**9.2 Comments and suggestions regarding the questionnaire:**

**THANK YOU FOR YOUR RESPONSE TO THE QUESTIONNAIRE!**