Tämä kyselylomake on osa yllä mainittua Yhteiskuntatieteelliseen tietoarkistoon arkistoitua tutkimusaineistoa.

Kyselylomaketta hyödyntävien tulee viitata siihen asianmukaisesti lähdeviitteellä.

Lisätiedot: http://www.fsd.uta.fi/

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/

Detta frågeformulär utgör en del av den ovannämda 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/

National user survey of public 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. THE LIBRARY/BRANCH WHOSE SERVICES I WILL EVALUATE:

_____

2. LIBRARY USE

2.1 I visit the library which I will evaluate

- ○ 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 If you visit the library, which of the following library services do you use?

You can choose more than one alternative.

- ☐ I borrow, return, reserve or renew material
- ☐ I browse the resources and collections
- ☐ I search for information on a particular subject
- ☐ I read books
- ☐ I read journals and/or newspapers
- ☐ I listen to music
- ☐ I consult the reference and information services
- ☐ I use the interlibrary lending service (I ask the library to order material from other libraries)
- ☐ I study or work on my own
- ☐ I study or work in a group
- ☐ I use the computers (e.g. for word processing, reading e-mail or using the internet)
- ☐ I use my own computer
- ☐ I copy, print out or scan materials
- ☐ I digitise and/or edit materials
- ☐ I take part in courses, training or instruction offered by the library (e.g.instruction on information retrieval or using a computer)
- ☐ I take part in cultural arrangements or other events organized by the library (e.g. exhibitions, author visits or reading groups)
- ☐ I spend time at the library
- ☐ I meet friends
- ☐ Other, please specify:

If you use the electronic services: which of the following electronic services do you use?

2.4.1 E-services (searching, reserving and renewing loans and material)

○ 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

2.4.2 The library website (e.g. searching information on openig hours, events or other services)

○ 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

2.5 Please specify your reason for not using the above-mentioned electronic services:

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2.6 Do you follow the library in the social media?

○ yes

○ no

3. THE LIBRARY AS A SERVICE ENVIRONMENT

Tell us how we are doing! How important do you rate the Library's resources and services? Please use the box at the end of the questionnaire for any additional comments.

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 = not relevant to me, 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 library is in a good location	○	○	○	○	○	○	○	○	○	○	○	○
3.2 The library's opening hours are convenient	○	○	○	○	○	○	○	○	○	○	○	○
3.3 The library premises answer my needs	○	○	○	○	○	○	○	○	○	○	○	○
3.4 The computers at the library are adequate for my needs	○	○	○	○	○	○	○	○	○	○	○	○
3.5 The library provides enough information about its services	○	○	○	○	○	○	○	○	○	○	○	○
3.6 The electronic library services function well	○	○	○	○	○	○	○	○	○	○	○	○
3.7 The information I need is easy to find on the library website	○	○	○	○	○	○	○	○	○	○	○	○

3.8 Comments and suggestions regarding the library as a service environment:

4. THE LIBRARY COLLECTIONS AND RESOURCES

Tell us how we are doing! How important do you rate the Library's collections and resources? Please use the box at the end of the questionnaire for any additional comments.

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 = not relevant to me, 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.	○	○	○	○	○	○	○	○	○	○	○	○
4.2 The library's audio-visual materials (movies, music, audio books) meet my needs.	○	○	○	○	○	○	○	○	○	○	○	○
4.3 The library's electronic journals (e.g. PressDisplay) meet my needs.	○	○	○	○	○	○	○	○	○	○	○	○
4.4 The library's electronic books (e.g. the e-books in Ellibs) meet my needs	○	○	○	○	○	○	○	○	○	○	○	○
4.5 The online classical music catalogue service Naxos meets my needs	○	○	○	○	○	○	○	○	○	○	○	○

4.6 Comments and suggestions regarding the library collections and resources:

5. CUSTOMER SERVICE

Tell us how we are doing in customer service! How important do you rate the Library's services? Please use the box at the end of the questionnaire for any additional comments.

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 = not relevant to me, 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
5.1 The staff is able to help me with my enquiries	○	○	○	○	○	○	○	○	○	○	○	○
5.2 The staff is able to instruct me in the use of computers and other equipment (e.g. Internet use)	○	○	○	○	○	○	○	○	○	○	○	○
5.3 The staff is readily available when needed	○	○	○	○	○	○	○	○	○	○	○	○
5.4 The library staff is friendly and competent	○	○	○	○	○	○	○	○	○	○	○	○

5.5 Comments and suggestions regarding advice and guidance:

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	○	○	○	○	○	○	○	○	○	○	○	○

7. THE LIBRARY'S BENEFITS AND IMPACT

Finally, let us know how the library services you rated have affected your life.

	Not at all	Some-what	Substantially	Don't know
7.1 The library services have helped me find the information I need (e.g. for work or studies).	○	○	○	○
7.2 Improved my computer skills (such as using the Internet, using online services)	○	○	○	○
7.3 Supported my cultural interests, such as reading	○	○	○	○
7.4 Offered new ideas for recreational activities and interests	○	○	○	○
7.5 Increased the number of my social contacts	○	○	○	○
7.6 Improved the quality of my life	○	○	○	○

7.7 Something else, please specify:

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8. BACKGROUND INFORMATION

8.1 Gender

○ Male

○ Female

8.2 Age

○ under 13

○ 13-18

○ 19-24

○ 25-34

○ 35-44

○ 45-54

○ 55-64

○ 65-74

○ Over 74

8.3 Education

- ○ Elementary school
- ○ Comprehensive school
- ○ Vocational college or course
- ○ Upper secondary/matriculation exam
- ○ College-level vocational training
- ○ University of applied sciences or university: Bachelor's degree
- ○ University: Master's degree
- ○ Other

8.4 My employment status

- ○ Employed or self-employed
- ○ Comprehensive school student
- ○ Student
- ○ Unemployed
- ○ Retired
- ○ Stay-at-home parent
- ○ Other

9 FURTHER COMMENTS

9.1 Comments and suggestions concerning library services in general:

9.2 Comments and suggestions regarding the questionnaire:

THANK YOU FOR YOUR RESPONSE TO THE QUESTIONNAIRE!