

Library Survey 2016

Welcome to the Mannheim University Library Survey

October 17th to October 30th 2016



What is it about?

We would like to know how satisfied you are with our services and where you think there is room for improvement.

How long will it take?

It will take about 15 minutes to complete the survey.

Raffle:

For all submissions, we are raffling off a **mobile hard disk (1 tb)**, **2 laptop carrying cases**, a **breakfast for two at Café Sammo** and attractive articles from University of Mannheim's **Campus Shop**. Many thanks to the prize sponsors for their generous support! The judges' decision is final! Employees of Mannheim University Library cannot participate in the raffle.

Notice of Confidentiality:

This survey is anonymous. Personal data is not collected. The answers can not be linked to you as a person. If you participate in the raffle, there will be no correlation between your e-mail address and your answers.

There are 55 questions in this survey

Participant information

[] Which user group do you belong to? *

Please choose **only one** of the following:

- Student
- Scientific staff (professor, research associate, lecturer)
- External doctoral student
- Pupil
- Administrative staff
- External user / other user group

[] Which institution do you belong to? *

Only answer this question if the following conditions are met:

Answer was 'Student' or 'External doctoral student' or 'Scientific staff (professor, research associate, lecturer)' at question '1 [Teilnehmerinfo01]' (Which user group do you belong to?)

Please choose **only one** of the following:

- University of Mannheim, Business School
- University of Mannheim, School of Social Sciences
- University of Mannheim, School of Business Informatics and Mathematics

- University of Mannheim, School of Humanities
- University of Mannheim, Department of Law
- University of Mannheim, Department of Economics
- Graduate School of Economic and Social Sciences (GESS)
- Mannheim Business School
- Mannheim Centre for European Social Research (MZES)
- Mannheim University of Applied Sciences
- Baden-Wuerttemberg Cooperative State University Mannheim
- Heidelberg University
- University of Applied Sciences Ludwigshafen
- Partner university (exchange program)
- Other

[]Which degree program are you registered for? *

Only answer this question if the following conditions are met:

Answer was 'Student' at question '1 [Teilnehmerinfo01]' (Which user group do you belong to?) *and* Answer was 'Mannheim Business School' *or* 'University of Mannheim, Department of Economics' *or* 'University of Mannheim, Department of Law' *or* 'University of Mannheim, School of Humanities' *or* 'University of Mannheim, School of Business Informatics and Mathematics' *or* 'University of Mannheim, School of Social Sciences' *or* 'University of Mannheim, Business School' at question '2 [Teilnehmerinfo02]' (Which institution do you belong to?)

Please choose **only one** of the following:

- Bachelor
- Master
- Staatsexamen (teacher's training)
- Staatsexamen (law)
- Diploma
- Other

Using the library

[] How often do you use the various services of the University Library? *

Please choose the appropriate response for each item:

	daily	at least once a week	several times a month	on rare occasions	never
Borrowing and returning of items	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using print resources inside the library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individual study in the library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Group study in the library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Counseling or subject related information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Copying, printing or scanning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using electronic resources (journals, databases, ebooks, ...)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Mannheim University Library consists of five library sections:

- **Schloss Schneckenhof** (Business Studies, Learning Center)
- **Schloss Ehrenhof** (Economics, Law, Accounting & Taxation, Economic Geography, History)
- **A3** (Modern Languages, Media Center, Media and Communication, Education, Philosophy, Theology)
- **A5** (Mathematics, Information Technology, Sociology and Political Science, the European Documentation Centre)
- **Schloss Westflügel** (text book collection, Central Lending Library)

[] How satisfied are you with the opening hours of the Central Lending Library in Schloss Westflügel? *

Only answer this question if the following conditions are met:

Answer was 'on rare occasions' or 'several times a month' or 'at least once a week' or 'daily' at question '4 [Bibliotheksnutz01]' (How often do you use the various services of the University Library? (Borrowing and returning of items))

Please choose **only one** of the following:

- very satisfied
- satisfied
- less satisfied
- not satisfied at all
- no comment

Current opening hours:

Central Lending Library, Schloss Westflügel: Mon-Fri, 9:00 a.m. - 6:00 p.m. / Sat, 10:00 a.m. - 1:00 p.m. **Important to know: An extension of the opening hours can only be financed through the Quality Assurance Funds available to the students.**

[] How satisfied are you with the opening hours during which you can loan items from the open-stack collections of the library sections? *

Only answer this question if the following conditions are met:

----- Scenario 1 -----

Answer was 'Scientific staff (professor, research associate, lecturer)' at question '1 [Teilnehmerinfo01]' (Which user group do you belong to?) and Answer was 'University of Applied Sciences Ludwigshafen' or 'Heidelberg University' or 'Baden-Wuerttemberg Cooperative State University Mannheim' or 'Partner university (exchange program)' or 'Mannheim University of Applied Sciences'

or 'Mannheim Centre for European Social Research (MZES)' or 'Mannheim Business School' or 'Graduate School of Economic and Social Sciences (GESS)' or 'University of Mannheim, Department of Economics' or 'University of Mannheim, Department of Law' or 'University of Mannheim, School of Humanities' or 'University of Mannheim, School of Business Informatics and Mathematics' or 'University of Mannheim, School of Social Sciences' at question '2 [Teilnehmerinfo02]' (Which institution do you belong to?)

----- or Scenario 2 -----

Answer was 'External doctoral student' at question '1 [Teilnehmerinfo01]' (Which user group do you belong to?) and Answer was 'University of Mannheim, Department of Law' or 'University of Mannheim, School of Business Informatics and Mathematics' or 'University of Mannheim, School of Social Sciences' or 'University of Mannheim, Business School' or 'University of Mannheim, School of Humanities' or 'University of Applied Sciences Ludwigshafen' or 'Heidelberg University' or 'Baden-Wuerttemberg Cooperative State University Mannheim' or 'Mannheim University of Applied Sciences' or 'Mannheim Centre for European Social Research (MZES)' or 'Mannheim Business School' or 'Graduate School of Economic and Social Sciences (GESS)' or 'University of Mannheim, Department of Economics' or 'Partner university (exchange program)' at question '2 [Teilnehmerinfo02]' (Which institution do you belong to?)

Please choose **only one** of the following:

- very satisfied
- satisfied
- less satisfied
- not satisfied at all
- no comment

(Special) loan from the open-stack collections of the library sections: Mon-Fri, 8:00 a.m. - 6:00 p.m.

[]How would you change the opening hours of the Central Lending Library? *

Only answer this question if the following conditions are met:

Answer was 'less satisfied' or 'not satisfied at all' at question '5 [Bibliotheksnutzg02a]' (How satisfied are you with the opening hours of the Central Lending Library in Schloss Westflügel?)

Please write your answer(s) here:

Desired opening hours Mon-Fri:

Desired opening hours on Saturday:

Other changes of the opening hours:

[]Which library section do you use most frequently when working in the library? *

Only answer this question if the following conditions are met:

----- Scenario 1 -----

Answer was 'on rare occasions' or 'several times a month' or 'at least once a week' or 'daily' at question '4 [Bibliotheksnutzg01]' (How often do you use the various services of the University Library? (Individual study in the library))

----- or Scenario 2 -----

Answer was 'on rare occasions' or 'several times a month' or 'at least once a week' or 'daily' at question '4 [Bibliotheksnutzg01]' (How often do you use the various services of the University Library? (Group study in the library))

Please choose **only one** of the following:

- Library "Schloss Schneckenhof"** (business studies, learning center)
- Library "Schloss Schneckenhof"** (learning center)
- Library "Schloss Ehrenhof"** (economics, law, history, accounting & taxation, economic geography)

- Library "A3"** (philology, psychology, media center, media and communication studies, teaching and educational science, philosophy, theology)
- Library "A5"** (mathematics, information technology, sociology, political science, European Documentation Center)

Please select the library section you use most frequently. This section will be referred to throughout the survey.

[]How satisfied are you with the opening hours of the library section most important to you? *

Only answer this question if the following conditions are met:

----- Scenario 1 -----

Answer was 'on rare occasions' or 'several times a month' or 'at least once a week' or 'daily' at question '4 [Bibliotheksnutzg01]' (How often do you use the various services of the University Library? (Individual study in the library))

----- or Scenario 2 -----

Answer was 'on rare occasions' or 'several times a month' or 'at least once a week' or 'daily' at question '4 [Bibliotheksnutzg01]' (How often do you use the various services of the University Library? (Group study in the library))

Please choose the appropriate response for each item:

	very satisfied	satisfied	less satisfied	not satisfied at all	no comment
Regular opening hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Opening hours during exam periods	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Current library section opening hours:

- Library section "**Schloss Schneckenhof**": Mon-Fri, 8:00 a.m. – 10:30 p.m. / Sat-Sun & public holidays, 10:00 a.m. – 10:30 p.m.
- Library section "**Schloss Ehrenhof**": Mon-Fri, 8:00 a.m. – midnight / Sat-Sun & public holidays, 10:00 a.m. – midnight / Examination Period: open till 01:00 a.m.
- Library section "**A3**": Mon-Fri, 8:00 a.m. – 10:30 p.m. / Sat-Sun & public holidays, 10:00 a.m. – 10:30 p.m.
- Library section "**A5**": Mon-Fri, 8:00 a.m. – 10:30 p.m. / Sat-Sun & public holidays, 10:00 a.m. – 10:30 p.m.

Important to know: The library finances daily opening hours until 7:00 p.m. An extension of the opening hours can only be financed through the Quality Assurance Funds available to the students.

[]How would you change the current opening hours of the library section most important to you?

Only answer this question if the following conditions are met:

----- Scenario 1 -----

Answer was 'daily' or 'at least once a week' or 'several times a month' or 'on rare occasions' at question '4 [Bibliotheksnutzg01]' (How often do you use the various services of the University Library? (Individual study in the library)) *and* Answer was '**Library "A5"** (mathematics, information technology, sociology, political science, European Documentation Center) or '**Library "A3"** (philology, psychology, media center, media and communication studies, teaching and educational science, philosophy, theology) or '**Library "Schloss Schneckenhof"** (learning center) or '**Library "Schloss Schneckenhof"** (business studies, learning center) or '**Library "Schloss Ehrenhof"** (economics, law, history, accounting & taxation, economic geography)' at question '8 [Bibliotheksnutzg03a]' (Which library section do you use most frequently when working in the library?) *and* Answer was 'less satisfied' or 'not satisfied at all' at question '9 [Bibliotheksnutzg03b]' (How satisfied are you with the opening hours of the library section most important to you? (Regular opening hours))

----- or Scenario 2 -----

Answer was 'daily' or 'at least once a week' or 'several times a month' or 'on rare occasions' at question '4 [Bibliotheksnutzg01]' (How often do you use the various services of the University Library? (Group study in the library)) *and* Answer was '**Library "A5"** (mathematics, information technology, sociology, political science, European Documentation Center) or '**Library "A3"** (philology, psychology, media center, media and communication studies, teaching and educational science, philosophy, theology) or '**Library "Schloss Schneckenhof"** (learning center) or '**Library "Schloss Schneckenhof"** (business studies, learning center) or '**Library "Schloss Ehrenhof"** (economics, law, history, accounting & taxation, economic geography)' at question '8 [Bibliotheksnutzg03a]' (Which library section do you use most frequently when working in the library?) *and* Answer was 'less satisfied' or 'not satisfied at all' at question '9 [Bibliotheksnutzg03b]' (How satisfied are you with the opening hours of the library section most important to you? (Regular opening hours))

Please write your answer(s) here:

Desired opening hours Mon-Fri:

Desired opening hours on Saturday:

Desired opening hours on Sunday and public holidays:

Other changes of the opening hours:

[] How would you change the opening hours during exam periods?

Only answer this question if the following conditions are met:

----- Scenario 1 -----

Answer was 'on rare occasions' or 'several times a month' or 'at least once a week' or 'daily' at question '4 [Bibliotheksnutzg01]' (How often do you use the various services of the University Library? (Individual study in the library)) and Answer was '**Library "A5"** (mathematics, information technology, sociology, political science, European Documentation Center) or '**Library "A3"** (philology, psychology, media center, media and communication studies, teaching and educational science, philosophy, theology) or '**Library "Schloss Schneckenhof"** (learning center) or '**Library "Schloss Schneckenhof"** (business studies, learning center) or '**Library "Schloss Ehrenhof"** (economics, law, history, accounting & taxation, economic geography)' at question '8 [Bibliotheksnutzg03a]' (Which library section do you use most frequently when working in the library?) and Answer was 'not satisfied at all' or 'less satisfied' at question '9 [Bibliotheksnutzg03b]' (How satisfied are you with the opening hours of the library section most important to you? (Opening hours during exam periods))

----- or Scenario 2 -----

Answer was 'daily' or 'at least once a week' or 'several times a month' or 'on rare occasions' at question '4 [Bibliotheksnutzg01]' (How often do you use the various services of the University Library? (Group study in the library)) and Answer was '**Library "Schloss Schneckenhof"** (learning center) or '**Library "A3"** (philology, psychology, media center, media and communication studies, teaching and educational science, philosophy, theology) or '**Library "Schloss Schneckenhof"** (business studies, learning center) or '**Library "A5"** (mathematics, information technology, sociology, political science, European Documentation Center) or '**Library "Schloss Ehrenhof"** (economics, law, history, accounting & taxation, economic geography)' at question '8 [Bibliotheksnutzg03a]' (Which library section do you use most frequently when working in the library?) and Answer was 'less satisfied' or 'not satisfied at all' at question '9 [Bibliotheksnutzg03b]' (How satisfied are you with the opening hours of the library section most important to you? (Opening hours during exam periods))

Please write your answer(s) here:

Desired opening hours Mon-Fri:

Desired opening hours on Saturday:

Desired opening hours on Sunday and public holidays:

Other changes of the opening hours:

[] How satisfied are you with the service hours in the library sections? *

Only answer this question if the following conditions are met:

Answer was 'daily' or 'at least once a week' or 'several times a month' or 'on rare occasions' at question '4 [Bibliotheksnutzg01]' (How often do you use the various services of the University Library? (Counseling or subject related information))

Please choose the appropriate response for each item:

very satisfied
satisfied
less satisfied
not satisfied at all
no comment

InfoCenter in library section Schloss Schneckenhof-West	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information desks in the other library sections	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Current library service hours:

InfoCenter in library section Schloss Schneckenhof-West: Mon-Fri, 9:00 a.m.– 4:00 p.m.

Information desks in the remaining library sections: Mon-Fri, 8:00 a.m. – 6:00 p.m.

[]How would you change the service hours of the InfoCenter?

Only answer this question if the following conditions are met:

Answer was 'not satisfied at all' or 'less satisfied' at question '12 [Bibliotheksnutzg04a]' (How satisfied are you with the service hours in the library sections? (InfoCenter in library section Schloss Schneckenhof-West))

Please write your answer here:

[]How would you change the service hours of the library sections?

Only answer this question if the following conditions are met:

Answer was 'not satisfied at all' or 'less satisfied' at question '12 [Bibliotheksnutzg04a]' (How satisfied are you with the service hours in the library sections? (Information desks in the other library sections))

Please write your answer here:

[]Do you have any comments on service hours and opening hours? (optional)

Please write your answer here:

Bitte geben Sie Ihre Antwort hier ein:

Media resources

[] How satisfied are you with the library's range of print resources? *

Only answer this question if the following conditions are met:

----- Scenario 1 -----

Answer was 'on rare occasions' or 'several times a month' or 'at least once a week' or 'daily' at question '4 [Bibliotheksnutz01]' (How often do you use the various services of the University Library? (Borrowing and returning of items))

----- or Scenario 2 -----

Answer was 'daily' or 'at least once a week' or 'several times a month' or 'on rare occasions' at question '4 [Bibliotheksnutz01]' (How often do you use the various services of the University Library? (Using print resources inside the library))

Please choose the appropriate response for each item:

	very satisfied	satisfied	less satisfied	not satisfied at all	no comment
Textbooks, course related books	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Academic monographs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other books (guidebooks, popular scientific literature, ...)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Academic journals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Newspapers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[] How satisfied are you with the library's range of electronic resources? *

Only answer this question if the following conditions are met:

Answer was 'daily' or 'on rare occasions' or 'several times a month' or 'at least once a week' at question '4 [Bibliotheksnutz01]' (How often do you use the various services of the University Library? (Using electronic resources (journals, databases, ebooks, ...)))

Please choose the appropriate response for each item:

	very satisfied	satisfied	less satisfied	not satisfied at all	no comment
Databases	<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"/>
E-books	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Newspapers (online editions)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other resources (DVDs, interactive audio books, ...)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[] How important is it to you that also in the future quality assurance funds are used for improving the library's range of media resources? *

Only answer this question if the following conditions are met:

Answer was 'Student' at question '1 [Teilnehmerinfo01]' (Which user group do you belong to?) and Answer was 'University of Mannheim, Business School' or 'University of Mannheim, School of Social Sciences' or 'University of Mannheim, School of Business Informatics and Mathematics' or 'University of Mannheim, School of Humanities' or 'University of Mannheim, Department of Law' or 'University of Mannheim, Department of Economics' or 'Mannheim Business School' at question '2 [Teilnehmerinfo02]' (Which institution do you belong to?)

Please choose the appropriate response for each item:

	very important	important	less important	not important at all	no comment
Extended range of print resources (i.e. in the textbook collection)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Extended range of electronic resources (i.e. e-books)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[]When you need access to a resource, how often is that the item you require ... *

Only answer this question if the following conditions are met:

----- Scenario 1 -----

Answer was 'on rare occasions' or 'several times a month' or 'at least once a week' or 'daily' at question '4 [Bibliotheksnutz01]' (How often do you use the various services of the University Library? (Borrowing and returning of items))

----- or Scenario 2 -----

Answer was 'on rare occasions' or 'several times a month' or 'at least once a week' or 'daily' at question '4 [Bibliotheksnutz01]' (How often do you use the various services of the University Library? (Using print resources inside the library))

----- or Scenario 3 -----

Answer was 'daily' or 'at least once a week' or 'several times a month' or 'on rare occasions' at question '4 [Bibliotheksnutz01]' (How often do you use the various services of the University Library? (Using electronic resources (journals, databases, ebooks, ...)))

Please choose the appropriate response for each item:

	frequently	sometimes	rarely	never	no comment
... not in the collection?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... out on loan?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... already on hold request for someone else?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... not available for loan?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... misplaced and not findable?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[]Do you have any comments on the library's range of media resources? (optional)

Please write your answer here:

Services for researchers and lecturers

[]How satisfied are you with the library's services for academic and teaching staff? *

Only answer this question if the following conditions are met:

Answer was 'Scientific staff (professor, research associate, lecturer)' at question '1 [Teilnehmerinfo01]' (Which user group do you belong to?) *and* Answer was 'Graduate School of Economic and Social Sciences (GESS)' *or* 'University of Mannheim, Department of Economics' *or* 'University of Mannheim, Department of Law' *or* 'University of Mannheim, School of Humanities' *or* 'University of Mannheim, School of Business Informatics and Mathematics' *or* 'University of Mannheim, School of Social Sciences' *or* 'University of Mannheim, Business School' *or* 'Mannheim Centre for European Social Research (MZES)' *or* 'Partner university (exchange program)' at question '2 [Teilnehmerinfo02]' (Which institution do you belong to?)

Please choose the appropriate response for each item:

	very satisfied	satisfied	less satisfied	not satisfied at all	not aware of it / no comment
<u>MADOC</u> as the university bibliography	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<u>MADOC</u> as a repository (for series, dissertations, parallel and secondary editions)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Research Data Repository <u>MADATA</u>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Digitization service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ordering service for departmental reference libraries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Course reserves	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Consulting services regarding copyright questions in e-learning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[]Do you have any comments on the library's services for academic and teaching staff? (optional)

Only answer this question if the following conditions are met:

Answer was 'Scientific staff (professor, research associate, lecturer)' at question '1 [Teilnehmerinfo01]' (Which user group do you belong to?) *and* Answer was 'Mannheim Centre for European Social Research (MZES)' *or* 'Mannheim Business School' *or* 'Graduate School of Economic and Social Sciences (GESS)' *or* 'University of Mannheim, Department of Economics' *or* 'University of Mannheim, Department of Law' *or* 'University of Mannheim, School of Humanities' *or* 'University of Mannheim, School of Business Informatics and Mathematics' *or* 'University of Mannheim, School of Social Sciences' *or* 'University of Mannheim, Business School' *or* 'Partner university (exchange program)' at question '2 [Teilnehmerinfo02]' (Which institution do you belong to?)

Please write your answer here:

Online services

[]How satisfied are you with PRIMO, our library catalog? *

Please choose the appropriate response for each item:

	very satisfied	satisfied	less satisfied	not satisfied at all	do not use	not aware of it
Search options	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Search results (ranking, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Retrieval of electronic resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
User account (renewal, hold request, e-shelf, ...)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Inter-library loan (search, request)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recommender services (BibTip, BX)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Virtual bookshelf for the holdings of the open-stack reference libraries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3D-plan for the open-stack collections	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mobile version of PRIMO	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Help pages	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[]How satisfied are you with the following online services of the library? *

Please choose the appropriate response for each item:

	very satisfied	satisfied	less satisfied	not satisfied at all	do not use	not aware of it
Blog (news section of the website)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Newsletter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Subject information on the website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electronic Journals Library (EZB)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Database Information System (DBIS)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
information > and advice by email	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
UB-Chat	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
UB Mannheim App for iOS and Android	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Visual display of the percentage of available seats in the library sections	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[]Do you have any comments on the online services of the library? (optional)

Please write your answer here:

Information services

[] How frequently do you use the following sources to find out information about the library? *

Please choose the appropriate response for each item:

	frequently	sometimes	rarely	never	not aware of it
Posters, notices, flyers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Website and blog (news section) of the UL	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electronic newsletter of the UL	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information provided by library staff on site	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information provided by library staff via e-mail or phone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Facebook page of the University Library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Twitter 	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
UB Mannheim App for iOS and Android	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
UB-Chat	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[] Would you like to be informed by the UL through other communication channels? Which channels? (optional)

Please write your answer here:

[] How satisfied are you with the services (friendliness, quality of information, ...) of the library staff in the library section you most frequently use*? *

Only answer this question if the following conditions are met:

----- Scenario 1 -----

Answer was 'daily' or 'at least once a week' or 'several times a month' or 'on rare occasions' at question '4 [Bibliotheksnutzg01]' (How often do you use the various services of the University Library? (Individual study in the library))

----- or Scenario 2 -----

Answer was 'daily' or 'at least once a week' or 'several times a month' or 'on rare occasions' at question '4 [Bibliotheksnutzg01]' (How often do you use the various services of the University Library? (Group study in the library))

----- or Scenario 3 -----

Answer was 'on rare occasions' or 'several times a month' or 'at least once a week' or 'daily' at question '4 [Bibliotheksnutz01]' (How often do you use the various services of the University Library? (Counseling or subject related information))

Please choose **only one** of the following:

- very satisfied
- satisfied
- less satisfied
- not satisfied at all
- no comment

*In Section 2 of the survey you stated that the library section you most frequently use is: {INSERTANS:38684X122X2045}

[]Why are you not satisfied with the services (friendliness, quality of information, ...) of the library staff in the in the section of the library you use most*? What could be improved?

Only answer this question if the following conditions are met:

Answer was 'less satisfied' or 'not satisfied at all' at question '28 [Infoservice03a]' (How satisfied are you with the services (friendliness, quality of information, ...) of the library staff in the library section you most frequently use*?)

Please write your answer here:

[]How satisfied are you with the subject related consulting services offered by the library staff? *

Only answer this question if the following conditions are met:

Answer was 'on rare occasions' or 'several times a month' or 'at least once a week' or 'daily' at question '4 [Bibliotheksnutz01]' (How often do you use the various services of the University Library? (Counseling or subject related information))

Please choose **only one** of the following:

- very satisfied
- satisfied
- less satisfied
- not satisfied at all
- not aware of it
- do not use

[]Why are you not satisfied with the subject related consulting services? What could be improved?

Only answer this question if the following conditions are met:

Answer was 'less satisfied' or 'not satisfied at all' at question '30 [Infoservice04a]' (How satisfied are you with the subject related consulting services offered by the library staff?)

Please write your answer here:

[] How satisfied are you with the service (queue time, friendliness, quality of information, ...) of the Central Lending Library? *

Only answer this question if the following conditions are met:

Answer was 'daily' or 'at least once a week' or 'several times a month' or 'on rare occasions' at question '4 [Bibliotheksnutzg01]' (How often do you use the various services of the University Library? (Borrowing and returning of items))

Please choose **only one** of the following:

- very satisfied
- satisfied
- less satisfied
- not satisfied at all
- no comment

[] Why are you not satisfied with the service (queue time, friendliness, quality of information, ...) of the Central Lending Library? What could be improved?

Only answer this question if the following conditions are met:

Answer was 'less satisfied' or 'not satisfied at all' at question '32 [Infoservice05a]' (How satisfied are you with the service (queue time, friendliness, quality of information, ...) of the Central Lending Library?)

Please write your answer here:

[] Have you ever joined one of the library's training courses or the writing consultancy? (Multiple answers are possible) *

Please choose **all** that apply:

- Yes – a guided tour of the library
- Yes – general courses (e.g. PRIMO, Citavi, ...)
- Yes – subject specific courses (e.g. on searching subject-specific databases)
- Yes – the lecture series [Zwölfdreissig](#)
- Yes – the [Writing Consultancy](#) in the Learning Center
- I know that the library offers courses, but did not join one yet.
- I wasn't aware that the library offers courses.

[]How did you find out about the library's training courses? ***Only answer this question if the following conditions are met:**

----- Scenario 1 -----

Answer was at question '34 [Infoservice06]' (Have you ever joined one of the library's training courses or the writing consultancy? (Multiple answers are possible))

----- or Scenario 2 -----

Answer was at question '34 [Infoservice06]' (Have you ever joined one of the library's training courses or the writing consultancy? (Multiple answers are possible))



----- or Scenario 3 -----

Answer was at question '34 [Infoservice06]' (Have you ever joined one of the library's training courses or the writing consultancy? (Multiple answers are possible))

----- or Scenario 4 -----

Answer was at question '34 [Infoservice06]' (Have you ever joined one of the library's training courses or the writing consultancy? (Multiple answers are possible))

Please choose **all** that apply:

- Posters, notices, flyers
- Website and blog of the UL
- Newsletter of the UL
- Screen saver on the UL public workstations
- Facebook page  of the University Library
- Twitter 
- Student Portal
- "Studium Generale" brochure
- Newsletters of faculties or student organizations
- Recommendations from professors or course instructors
- Information from library staff
- Other:

[]Would you be interested in joining a UL guided tour or training course? ***Only answer this question if the following conditions are met:**

----- Scenario 1 -----

Answer was at question '34 [Infoservice06]' (Have you ever joined one of the library's training courses or the writing consultancy? (Multiple answers are possible))

----- or Scenario 2 -----

Answer was at question '34 [Infoservice06]' (Have you ever joined one of the library's training courses or the writing consultancy? (Multiple answers are possible))

Please choose **all** that apply:

- Yes – a guided tour of the library
- Yes – general courses (e.g. PRIMO, Citavi, ...)
- Yes – subject specific courses (e.g. on searching subject-specific databases)
- Yes - the lecture series [Zwölfdreissig](#)
- Yes - the [Writing Consultancy](#) in the Learning Center

No, not interested.

Other:

[] Why are you not interested in the library's training courses at the moment? *

Only answer this question if the following conditions are met:

Answer was at question '36 [Infoservice08a]' (Would you be interested in joining a UL guided tour or training course?)

Please choose **all** that apply:

My regular studies convey all necessary competences to me.

I am able to acquire these skills on my own.

No courses relevant to me are offered.

At the moment I do not have the time to join.

Other:

[] How satisfied are you with the courses or events you joined? *

Only answer this question if the following conditions are met:

----- Scenario 1 -----

Answer was at question '34 [Infoservice06]' (Have you ever joined one of the library's training courses or the writing consultancy? (Multiple answers are possible))

----- or Scenario 2 -----

Answer was at question '34 [Infoservice06]' (Have you ever joined one of the library's training courses or the writing consultancy? (Multiple answers are possible))

----- or Scenario 3 -----

Answer was at question '34 [Infoservice06]' (Have you ever joined one of the library's training courses or the writing consultancy? (Multiple answers are possible))

----- or Scenario 4 -----

Answer was at question '34 [Infoservice06]' (Have you ever joined one of the library's training courses or the writing consultancy? (Multiple answers are possible))

Please choose **only one** of the following:

Very happy

Happy

Not so happy

Very unhappy

No comment

[] Why are you not satisfied with the training courses and events you joined? What could be improved?

Only answer this question if the following conditions are met:

Answer was 'Not so happy' or 'Very unhappy' at question '38 [Infoservice09a]' (How satisfied are you with the courses or events you joined?)

Please write your answer here:

[] On which topics would you like additional training courses by the UL? (optional)

Please write your answer(s) here:

1.

2.

3.

[]Do you have any comments on information services and training courses of the library? (optional)

Please write your answer here:

Studying and working in the library

[]How satisfied are you with the technical equipment of the library sections? *

Only answer this question if the following conditions are met:

----- Scenario 1 -----

Answer was 'daily' or 'at least once a week' or 'several times a month' or 'on rare occasions' at question '4 [Bibliotheksnutzg01]' (How often do you use the various services of the University Library? (Individual study in the library))

----- or Scenario 2 -----

Answer was 'daily' or 'at least once a week' or 'several times a month' or 'on rare occasions' at question '4 [Bibliotheksnutzg01]' (How often do you use the various services of the University Library? (Group study in the library))

Please choose the appropriate response for each item:

	very satisfied	satisfied	less satisfied	not satisfied at all	no comment
Public workstations in the library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Infrastructure for laptop usage (WIFI, sockets, ...)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lockers (quantity/operation)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Copy machines and printers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Book scanners	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
PalMA team monitors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Virtual textbook collection on display on screens in Learning Center and Central Lending Library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Smartboards	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Borrowing mobile devices (laptops, tablets, e-book readers)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*In Section 2 of the survey you said that the area of library you use most was: {INSERTANS:38684X122X2045}

[]How satisfied are you with the Central Lending Library? *

Only answer this question if the following conditions are met:

Answer was 'daily' or 'at least once a week' or 'several times a month' or 'on rare occasions' at question '4 [Bibliotheksnutzg01]' (How often do you use the various services of the University Library? (Borrowing and returning of items))

Please choose the appropriate response for each item:

	very satisfied	satisfied	less satisfied	not satisfied at all	no comment
Free access to the open stacks in the Central Lending Library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Finding items in the open stacks collection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	very satisfied	satisfied	less satisfied	not satisfied at all	no comment
Finding requested items from the closed stacks in the pick-up room	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Self-service checkout	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Self return machines	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[]What exactly should be improved at the Central Lending Library?

Only answer this question if the following conditions are met:

----- Scenario 1 -----

Answer was 'less satisfied' or 'not satisfied at all' at question '43 [Raum02a]' (How satisfied are you with the Central Lending Library? (Free access to the open stacks in the Central Lending Library))

----- or Scenario 2 -----

Answer was 'less satisfied' or 'not satisfied at all' at question '43 [Raum02a]' (How satisfied are you with the Central Lending Library? (Finding requested items from the closed stacks in the pick-up room))

----- or Scenario 3 -----

Answer was 'less satisfied' or 'not satisfied at all' at question '43 [Raum02a]' (How satisfied are you with the Central Lending Library? (Self-service checkout))

----- or Scenario 4 -----

Answer was 'less satisfied' or 'not satisfied at all' at question '43 [Raum02a]' (How satisfied are you with the Central Lending Library? (Self return machines))

----- or Scenario 5 -----

Answer was 'less satisfied' or 'not satisfied at all' at question '43 [Raum02a]' (How satisfied are you with the Central Lending Library? (Finding items in the open stacks collection))

----- or Scenario 6 -----

Answer was 'less satisfied' or 'not satisfied at all' at question '43 [Raum02a]' (How satisfied are you with the Central Lending Library? (Overall satisfaction))

Please write your answer here:

[]How satisfied are you with the equipment and the working environment in the library section you most frequently use? *

Only answer this question if the following conditions are met:

----- Scenario 1 -----

Answer was 'daily' or 'at least once a week ' or 'several times a month' or 'on rare occasions' at question '4 [Bibliotheksnutzg01]' (How often do you use the various services of the University Library? (Individual study in the library))

----- or Scenario 2 -----

Answer was 'daily' or 'at least once a week ' or 'several times a month' or 'on rare occasions' at question '4 [Bibliotheksnutzg01]' (How often do you use the various services of the University Library? (Group study in the library))

Please choose the appropriate response for each item:

	very satisfied	satisfied	less satisfied	not satisfied at all	no comment
Individual workspaces	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Group workspaces	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Room climate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Noise level	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Furniture	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall atmosphere	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*In Section 2 of the survey you stated that the library section you most frequently use is: {INSERTANS:38684X122X2045}

[] Do you have any comments on the working environment in the library? (optional)

Only answer this question if the following conditions are met:

----- Scenario 1 -----

Answer was 'daily' or 'at least once a week' or 'several times a month' or 'on rare occasions' at question '4 [Bibliotheksnutz01]' (How often do you use the various services of the University Library? (Individual study in the library))

----- or Scenario 2 -----

Answer was 'daily' or 'at least once a week' or 'several times a month' or 'on rare occasions' at question '4 [Bibliotheksnutz01]' (How often do you use the various services of the University Library? (Group study in the library))

Please write your answer here:

Expectations from the library and overall satisfaction

[]In which of the following resource services would you like the library to engage more actively? *

Please choose the appropriate response for each item:

	very important	important	less important	not important at all	no comment
Wider range of printed books	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Replacing printed books with e-books	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wider range of e-books	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wider range of electronic journals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wider range of databases	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[]In which of the following information services would you like the library to engage more actively? *

Please choose the appropriate response for each item:

	very important	important	less important	not important at all	no comment
More subject-specific research consultancy in the library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wider range of courses and guided tours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Writing consultancy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Extended consulting services at the information desks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[]In which of the following services for academic and teaching staff would you like the library to engage more actively? *

Only answer this question if the following conditions are met:

Answer was 'Scientific staff (professor, research associate, lecturer)' at question '1 [Teilnehmerinfo01]' (Which user group do you belong to?) *and* Answer was 'Mannheim Centre for European Social Research (MZES)' or 'Mannheim Business School' or 'Graduate School of Economic and Social Sciences (GESS)' or 'University of Mannheim, Department of Economics' or 'University of Mannheim, Department of Law' or 'University of Mannheim, School of Humanities' or 'University of Mannheim, School of Business Informatics and Mathematics' or 'University of Mannheim, School of Social Sciences' or 'University of Mannheim, Business School' or 'Partner university (exchange program)' at question '2 [Teilnehmerinfo02]' (Which institution do you belong to?)

Please choose the appropriate response for each item:

	very important	important	less important	not important at all	no comment
Automatic transfer of publication data from other data sources into the university bibliography MADOC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	very important	important	less important	not important at all	no comment
Simplified creation of personal publication lists for personal websites through MADOC.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improved display of information regarding post publishing rights in MADOC.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Extended counseling services regarding open access publishing. (i.e. requirements of research funding organizations, pre-/postprint publications)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provision of a platform for the (technical) support for the publication of peer reviewed open access journals and books	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Administration of open access publication fees by the UL.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Support of collaborative work of research groups on research data	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Support of the creation of data management plans	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Support of the legally compliant creation of digital course reserves	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[]Would you like additional offers concerning media resources and information services?

Please write your answer here:

Alternatives to the UL

The aim of this section is to establish the value that the library has for your studies and research.

[] How often do you use the following alternatives in order to get access to the items (journals, papers, databases, books, ...) you need? *

Only answer this question if the following conditions are met:

Answer was 'Mannheim Business School' or 'Graduate School of Economic and Social Sciences (GESS)' or 'University of Mannheim, Department of Economics' or 'University of Mannheim, Department of Law' or 'University of Mannheim, School of Humanities' or 'University of Mannheim, School of Business Informatics and Mathematics' or 'University of Mannheim, School of Social Sciences' or 'University of Mannheim, Business School' or 'Mannheim Centre for European Social Research (MZES)' or 'Partner university (exchange program)' at question '2 [Teilnehmerinfo02]' (Which institution do you belong to?)

Please choose the appropriate response for each item:

	frequently	sometimes	rarely	never
Other library (e.g. Heidelberg University Library, Public Library, ...)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Inter-library loan or document delivery services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Private acquisition of the required media	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Subject-specific information from the internet (free of charge)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[] How often do you use the following alternatives for the library study areas? *

Only answer this question if the following conditions are met:

Answer was 'Mannheim Centre for European Social Research (MZES)' or 'Mannheim Business School' or 'Graduate School of Economic and Social Sciences (GESS)' or 'University of Mannheim, Department of Economics' or 'University of Mannheim, Department of Law' or 'University of Mannheim, School of Humanities' or 'University of Mannheim, School of Business Informatics and Mathematics' or 'University of Mannheim, School of Social Sciences' or 'University of Mannheim, Business School' or 'Partner university (exchange program)' at question '2 [Teilnehmerinfo02]' (Which institution do you belong to?)

Please choose the appropriate response for each item:

	frequently	sometimes	rarely	never
Other library (e.g. Heidelberg University Library, Public Library, ...)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Private office or residence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other public premises (EO, cafeteria, seminar rooms of the university ...)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[] How often do you use the following alternatives to the library information services (e.g. training courses, guided tours, retrieval advice)? *

Only answer this question if the following conditions are met:

Answer was 'Graduate School of Economic and Social Sciences (GESS)' or 'University of Mannheim, Department of Economics' or 'University of Mannheim, Department of Law' or 'University of Mannheim, School of Humanities' or 'University of Mannheim, School of Business Informatics and Mathematics' or 'University of Mannheim, School of Social Sciences' or 'University of Mannheim, Business School' or 'Mannheim Business School' or 'Mannheim Centre for European Social Research (MZES)' or 'Partner university (exchange program)' at question '2 [Teilnehmerinfo02]' (Which institution do you belong to?)

Please choose the appropriate response for each item:

	frequently	sometimes	rarely	never
Other library (e.g. Heidelberg University Library, Public Library, ...)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Colleagues or fellow students	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Research on the internet	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

General comments

[]How satisfied are you with Mannheim University Library all in all? *

Please choose **only one** of the following:

- very satisfied
- satisfied
- less satisfied
- not satisfied at all

[]Is there anything else you want to tell us about?

Please write your answer here:

Thank you for your opinion!

Please click [here](#) if you want to take part in the raffle.

The results of the survey and the names of the winners will be published after the end of the survey period.

10-31-2016 – 20:00

Submit your survey.
Thank you for completing this survey.