Tell us what you think! - Mannheim University Library Survey

Welcome to the Mannheim University Library Survey
12 March – 8 April 2012

What’s it about?
We would like to hear your opinions about our services and the areas where you think we can improve.

How long will it take?
The survey will take about 15 minutes to complete.

You could even win a prize!
The judges’ decision is final! All survey participants can be included in the prize draw.
Main prize:
- A tablet PC
Runner-up prizes:
- Spirit t-shirts and music CDs from the University of Mannheim Campus Shop
- Tickets for the Reiss-Engelhorn-Museen
- Tickets for the NATIONAL THEATER MANNHEIM

Mini prize draw every Monday:
- Two tickets for the TECHNOSEUM

Many thanks to the prize sponsors for their generous support!
Library staff is excluded from the prize draw.

There are 50 questions in this survey

Participant information

1 [Teilnehmerinfo01] Which user group do you belong to? *
Please choose only one of the following:
- Student
- MBS student
- Doctoral student
- Professor or lecturer
- University of Mannheim admin staff
- External user / other user group

2 [Teilnehmerinfo01a] Which is your home university? *
Only answer this question if the following conditions are met:
* Answer was ‘Student’ or ‘Doctoral student’ or ‘Professor or lecturer’ at question ‘1 [Teilnehmerinfo01]’ (Which user group do you belong to?)
Please choose only one of the following:
- University of Mannheim
- Partner university (exchange program)
- Other

3 [Teilnehmerinfo02] Which degree course are you studying 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 ‘University of Mannheim’ at question ‘2 [Teilnehmerinfo01a]’ (Which is your home university?)
Please choose only one of the following:

- Bachelor's
- Master's
- Teacher training (Lehramt)
- Diploma
- Other

4 [Teilnehmerinfo03] Which school / department are you member of? *

Only answer this question if the following conditions are met:

------ Scenario 1 ------
Answer was 'Doctoral student' at question '1 [Teilnehmerinfo01]' (Which user group do you belong to?) and Answer was 'University of Mannheim' at question '2 [Teilnehmerinfo01a]' (Which is your home university?)

------ or Scenario 2 ------
Answer was 'Student' at question '1 [Teilnehmerinfo01]' (Which user group do you belong to?) and Answer was 'University of Mannheim' at question '2 [Teilnehmerinfo01a]' (Which is your home university?)

------ or Scenario 3 ------
Answer was 'Professor or lecturer' at question '1 [Teilnehmerinfo01]' (Which user group do you belong to?) and Answer was 'University of Mannheim' at question '2 [Teilnehmerinfo01a]' (Which is your home university?)

Please choose only one of the following:

- Business School
- School of Law and Economics, Dept. of Law
- School of Law and Economics, Dept. of Economics
- School of Social Sciences
- School of Humanities
- School of Business Informatics and Mathematics
Using the library

5 [Bibliotheksnutzg01] For what purpose and how regularly do you use the University Library services? *

Please choose the appropriate response for each item:

<table>
<thead>
<tr>
<th>Purpose</th>
<th>Frequently</th>
<th>Sometimes</th>
<th>Rarely</th>
<th>Never</th>
</tr>
</thead>
<tbody>
<tr>
<td>Borrowing and returning resources</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Individual work in the library</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Group work in the library</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Advice or subject information</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Photocopying, scanning, printing</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Using electronic resources (journals, ebooks, databases, ...)</td>
<td></td>
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</tr>
</tbody>
</table>

The Mannheim University Library system consists of five libraries:
- Library "Schloss Schneckenhof" (business studies, interdisciplinary reading room)
- 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 Documentary Center)
- textbook collection

6 [Bibliotheksnutzg02a] How happy are you with the opening hours of the loan desks? *

Only answer this question if the following conditions are met:

* Answer was 'Frequently' or 'Sometimes' or 'Rarely' at question 5 [Bibliotheksnutzg01] (For what purpose and how regularly do you use the University Library services? (Borrowing and returning resources)) and Answer was 'Student' at question 1 [Teilnehmerinfo01] (Which user group do you belong to?) and Answer was 'University of Mannheim' or 'Partner university (exchange program)' at question 2 [Teilnehmerinfo01a] (Which is your home university?)

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

Answer was 'Frequently' or 'Sometimes' or 'Rarely' at question 5 [Bibliotheksnutzg01] (For what purpose and how regularly do you use the University Library services? (Borrowing and returning resources)) and Answer was 'Student' at question 1 [Teilnehmerinfo01] (Which user group do you belong to?) and Answer was 'University of Mannheim' or 'Partner university (exchange program)' at question 2 [Teilnehmerinfo01a] (Which is your home university?)

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

Answer was 'Frequently' or 'Sometimes' or 'Rarely' at question 5 [Bibliotheksnutzg01] (For what purpose and how regularly do you use the University Library services? (Borrowing and returning resources)) and Answer was 'MBS student' at question 1 [Teilnehmerinfo01] (Which user group do you belong to?)

Please choose the appropriate response for each item:

<table>
<thead>
<tr>
<th>Location</th>
<th>Very happy</th>
<th>Happy</th>
<th>Not so happy</th>
<th>Very unhappy</th>
<th>No comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Central loan library</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Textbook collection</td>
<td></td>
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</tbody>
</table>

Current opening hours:
Central loan library, Schloss Schneckenhof-West: Mon-Fri, 9:00a.m. - 6:00p.m. / Sat, 10:00a.m. - 1p.m.
Textbook collection: Mon-Fri, 9:00a.m. - 6:00p.m.

7 [Bibliotheksnutzg02b] How happy are you with the opening hours of the loan desks? *

Only answer this question if the following conditions are met:

* Answer was 'Frequently' or 'Sometimes' or 'Rarely' at question 5 [Bibliotheksnutzg01] (For what purpose and how regularly do you use the University Library services? (Borrowing and returning resources)) and Answer was 'Doctoral student' or 'Professor or lecturer' at question 1 [Teilnehmerinfo01] (Which user group do you belong to?) and Answer was 'University of Mannheim' or 'Partner university (exchange program)' at question 2 [Teilnehmerinfo01a] (Which is your home university?)

Please choose the appropriate response for each item:

<table>
<thead>
<tr>
<th>Location</th>
<th>Very happy</th>
<th>Happy</th>
<th>Not so happy</th>
<th>Unhappy</th>
<th>No comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Central loan library</td>
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</tr>
<tr>
<td>Reference libraries in the library sections</td>
<td></td>
<td></td>
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</tbody>
</table>

Current opening hours:
Central loan library, Schloss Schneckenhof-West: Mon-Fri, 9:00a.m. - 6:00p.m. / Sat, 10:00a.m. - 1p.m.
Reference library loans: Mon-Fri, 9:00a.m. - 3:00/4:00p.m.

8 [Bibliotheksnutzg02c] How happy are you with the opening hours of the loan desks? *

Only answer this question if the following conditions are met:

* Answer was 'Frequently' or 'Sometimes' or 'Rarely' at question 5 [Bibliotheksnutzg01] (For what purpose and how regularly do you use the University Library services? (Borrowing and returning resources)) and Answer was 'Doctoral student' or 'Professor or lecturer' at question 1 [Teilnehmerinfo01] (Which user group do you belong to?) and Answer was 'University of Mannheim' or 'Partner university (exchange program)' at question 2 [Teilnehmerinfo01a] (Which is your home university?)

Please choose the appropriate response for each item:

<table>
<thead>
<tr>
<th>Location</th>
<th>Very happy</th>
<th>Happy</th>
<th>Not so happy</th>
<th>Unhappy</th>
<th>No comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Central loan library</td>
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<tr>
<td>Reference libraries in the library sections</td>
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<td></td>
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</tbody>
</table>
Only answer this question if the following conditions are met:

*  

-------- Scenario 1 --------
Answer was 'Frequently' or 'Sometimes' or 'Rarely' at question 5 [Bibliotheksnutzg01] (For what purpose and how regularly do you use the University Library services? (Borrowing and returning resources)) and Answer was 'External user / other user group' at question 1 [Teilnehmerinfo01] (Which user group do you belong to?)

-------- or Scenario 2 --------
Answer was 'Frequently' or 'Sometimes' or 'Rarely' at question 5 [Bibliotheksnutzg01] (For what purpose and how regularly do you use the University Library services? (Borrowing and returning resources)) and Answer was 'Other' at question 2 [Teilnehmerinfo01a] (Which is your home university?)

-------- or Scenario 3 --------
Answer was 'Frequently' or 'Sometimes' or 'Rarely' at question 5 [Bibliotheksnutzg01] (For what purpose and how regularly do you use the University Library services? (Borrowing and returning resources)) and Answer was 'University of Mannheim admin staff' at question 1 [Teilnehmerinfo01] (Which user group do you belong to?)

Please choose the appropriate response for each item:

<table>
<thead>
<tr>
<th></th>
<th>Very happy</th>
<th>Happy</th>
<th>Not so happy</th>
<th>Unhappy</th>
<th>No comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Central loan library</td>
<td></td>
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</tbody>
</table>

Current opening hours:
Central loan library, Schloss Schneckenhof-West: Mon-Fri, 9:00a.m. - 6:00p.m. / Sat, 10:00a.m. - 1p.m.

9 [Bibliotheksnutzg02d] What changes would you make to the opening hours of the central loan library? *

Only answer this question if the following conditions are met:

*  

-------- Scenario 1 --------
Answer was 'Frequently' or 'Sometimes' or 'Rarely' at question 5 [Bibliotheksnutzg01] (For what purpose and how regularly do you use the University Library services? (Borrowing and returning resources)) and Answer was 'Not so happy' or 'Very unhappy' at question 6 [Bibliotheksnutzg02a] (How happy are you with the opening hours of the loan desks? (Central loan library))

-------- or Scenario 2 --------
Answer was 'Frequently' or 'Sometimes' or 'Rarely' at question 5 [Bibliotheksnutzg01] (For what purpose and how regularly do you use the University Library services? (Borrowing and returning resources)) and Answer was 'Not so happy' or 'Unhappy' at question 7 [Bibliotheksnutzg02b] (How happy are you with the opening hours of the loan desks? (Central loan library))

-------- or Scenario 3 --------
Answer was 'Frequently' or 'Sometimes' or 'Rarely' at question 5 [Bibliotheksnutzg01] (For what purpose and how regularly do you use the University Library services? (Borrowing and returning resources)) and Answer was 'Not so happy' or 'Unhappy' at question 8 [Bibliotheksnutzg02c] (How happy are you with the opening hours of the loan desks? (Central loan library))

Please choose at most 5 answers:

- Open before 9:00 a.m. Mon-Fri
- Open later than 9:00 a.m. Mon-Fri
- Close before 6:00 p.m. Mon-Fri
- Close after 6:00 p.m. Mon-Fri
- Open before 10:00 a.m. Sat
- Open later than 10:00 a.m. Sat
- Close before 1:00 p.m. Sat
- Close after 1:00 p.m. Sat
- Other: [ ]

10 [Bibliotheksnutzg02e] What changes would you make to the opening hours of the textbook collection? *

Only answer this question if the following conditions are met:

*  

Answer was 'Frequently' or 'Sometimes' or 'Rarely' at question 5 [Bibliotheksnutzg01] (For what purpose and how regularly do you use the University Library services? (Borrowing and returning resources)) and Answer was 'Not so happy' or 'Very unhappy' at question 6 [Bibliotheksnutzg02a] (How happy are you with the opening hours of the loan desks? (Textbook collection)) and Answer was 'MBS student' or 'Student' at question 1 [Teilnehmerinfo01] (Which user group do you belong to?) and Answer was 'Partner university (exchange program)' or 'University of Mannheim [MANNHEIM]' at question 2 [Teilnehmerinfo01a] (Which is your home university?)

Please choose at most 4 answers:

- Open before 9:00 a.m. Mon-Fri
- Open later than 9:00 a.m. Mon-Fri
- Close before 6:00 p.m. Mon-Fri
11 [Bibliotheksnutzg02f] What changes would you make to the lending desk hours of the library sections - reference libraries? *

Only answer this question if the following conditions are met:

- Answer was 'Frequently' or 'Sometimes' or 'Rarely' at question 5 [Bibliotheksnutzg01] (For what purpose and how regularly do you use the University Library services? (Borrowing and returning resources)) and Answer was 'Professor or lecturer' or 'Doctoral student' at question 1 [Teilnehmerinfo01] (Which user group do you belong to?) and Answer was 'University of Mannheim' or 'Partner university (exchange program)' at question 2 [Teilnehmerinfo01a] (Which is your home university?) and Answer was 'Not so happy' or 'Unhappy' at question 7 [Bibliotheksnutzg02b] (How happy are you with the opening hours of the loan desks? (Reference libraries in the library sections))

Please choose at most 3 answers:

- Close after 6:00 p.m. Mon-Fri
- Open on Saturday
- Other: 

12 [Bibliotheksnutzg03] Which section of the library do you use most for your work? *

Only answer this question if the following conditions are met:

- Answer was 'Frequently' or 'Sometimes' or 'Rarely' at question 5 [Bibliotheksnutzg01] (For what purpose and how regularly do you use the University Library services? (Individual work in the library))

- Answer was 'Frequently' or 'Sometimes' or 'Rarely' at question 5 [Bibliotheksnutzg01] (For what purpose and how regularly do you use the University Library services? (Group work in the library))

Please choose only one of the following:

- (business studies, interdisciplinary reading room) Library "Schloss Schneckenhof" (business studies, interdisciplinary reading room)
- (economics, law, history, accounting & taxation, economic geography) Library "Schloss Ehrenhof" (economics, law, history, accounting & taxation, economic geography)
- (philology, psychology, media center, media and communication studies, teaching and educational science, philosophy, theology) Library "A3" (philology, psychology, media center, media and communication studies, teaching and educational science, philosophy, theology)
- (mathematics, information technology, sociology, political science, European Documentary Center) Library "A5" (mathematics, information technology, sociology, political science, European Documentary Center)

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

13 [Bibliotheksnutzg03a] How happy are you with the opening hours of the library section you use most? *

Only answer this question if the following conditions are met:

- Answer was 'Frequently' or 'Sometimes' or 'Rarely' at question 5 [Bibliotheksnutzg01] (For what purpose and how regularly do you use the University Library services? (Individual work in the library))

- Answer was 'Frequently' or 'Sometimes' or 'Rarely' at question 5 [Bibliotheksnutzg01] (For what purpose and how regularly do you use the University Library services? (Group work in the library))

Please choose the appropriate response for each item:

<table>
<thead>
<tr>
<th>Regular opening hours</th>
<th>Very happy</th>
<th>Happy</th>
<th>Not so happy</th>
<th>Unhappy</th>
<th>No comment</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>[ ]</td>
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<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Exam periods</th>
<th>Very happy</th>
<th>Happy</th>
<th>Not so happy</th>
<th>Unhappy</th>
<th>No comment</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>[ ]</td>
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<td>[ ]</td>
<td>[ ]</td>
</tr>
</tbody>
</table>
Current library opening hours:
Regular opening hours: Mon-Fri, 8:00 a.m. – midnight / Sat-Sun & public holidays, 10:00 a.m. – midnight

Exam periods: Open until 2:00 a.m.

14] [Bibliotheksnutzg03b] What changes would you make to the regular opening hours of the library section you use most? *

Only answer this question if the following conditions are met:

------ Scenario 1 ------
Answer was 'Rarely' or 'Sometimes' or 'Frequently' at question '5 [Bibliotheksnutzg01]' (For what purpose and how regularly do you use the University Library services? (Individual work in the library)) and Answer was 'Unhappy' or 'Not so happy' at question '13 [Bibliotheksnutzg03a]' (How happy are you with the opening hours of the library section you use most? (Regular opening hours))

------ or Scenario 2 ------
Answer was 'Frequently' or 'Sometimes' or 'Rarely' at question '5 [Bibliotheksnutzg01]' (For what purpose and how regularly do you use the University Library services? (Group work in the library)) and Answer was 'Not so happy' or 'Unhappy' at question '13 [Bibliotheksnutzg03a]' (How happy are you with the opening hours of the library section you use most? (Regular opening hours))

Please choose at most 5 answers:

- Open before 8:00 a.m. Mon-Fri
- Open after 8:00 a.m. Mon-Fri
- Close before midnight Mon-Fri
- Close after midnight Mon-Fri
- Open before 10:00 a.m. Sat, Sun and public holidays
- Open after 10:00 a.m. Sat, Sun and public holidays
- Open before midnight Sat, Sun and public holidays
- Open before midnight Sat, Sun and public holidays
- Other: [ ]

15] [Bibliotheksnutzg03c] What changes would you make to the opening hours during exam periods? *

Only answer this question if the following conditions are met:

------ Scenario 1 ------
Answer was 'Rarely' or 'Sometimes' or 'Frequently' at question '5 [Bibliotheksnutzg01]' (For what purpose and how regularly do you use the University Library services? (Individual work in the library)) and Answer was 'Unhappy' or 'Not so happy' at question '13 [Bibliotheksnutzg03a]' (How happy are you with the opening hours of the library section you use most? (Exam periods))

------ or Scenario 2 ------
Answer was 'Sometimes' or 'Frequently' or 'Rarely' at question '5 [Bibliotheksnutzg01]' (For what purpose and how regularly do you use the University Library services? (Group work in the library)) and Answer was 'Not so happy' or 'Unhappy' at question '13 [Bibliotheksnutzg03a]' (How happy are you with the opening hours of the library section you use most? (Exam periods))

Please choose at most 5 answers:

- Open before 8:00 a.m. Mon-Fri
- Open after 8:00 a.m. Mon-Fri
- Close before midnight Mon-Fri
- Close after midnight Mon-Fri
- Open before 10:00 a.m. Sat, Sun and public holidays
- Open after 10:00 a.m. Sat, Sun and public holidays
- Open before midnight Sat, Sun and public holidays
- Open after midnight Sat, Sun and public holidays
- Close before 2:00 a.m. Sat, Sun and public holidays
- Close after 2:00 a.m. Sat, Sun and public holidays
- Other: [ ]

16] [Bibliotheksnutzg04] How happy are you with the opening hours of the information desks? *

Only answer this question if the following conditions are met:

Answer was 'Frequently' or 'Sometimes' or 'Rarely' at question '5 [Bibliotheksnutzg01]' (For what purpose and how regularly do you use the University Library services? (Advice or subject information))

Please choose only one of the following:
17 [Bibliotheksnutzg04a] What changes would you make to the information desks opening hours? *

Only answer this question if the following conditions are met:

° Answer was ‘Frequently’ or ‘Sometimes’ or ‘Rarely’ at question 5 [Bibliotheksnutzg01] (For what purpose and how regularly do you use the University Library services? (Advice or subject information)) and Answer was ‘Not so happy’ or ‘Very unhappy’ at question 16 [Bibliotheksnutzg04] (How happy are you with the opening hours of the information desks?)

Please choose at most 3 answers:

☐ Open before 9:00 a.m. Mon-Fri
☐ Open after 9:00 a.m. Mon-Fri
☐ Close before 3:00 p.m. / 4:00 p.m. Mon-Fri
☐ Close after 3:00 p.m. / 4:00 p.m. Mon-Fri
☐ Other: ____________________________

18 [Bibliotheksnutzg05] Comments on how and how often you use the library as well as your satisfaction with our opening hours (optional).

Please write your answer here:
**Information resources supply and services**

### 19 [Medienangebot01] How happy are you with the library's range of print resources? *

Please choose the appropriate response for each item:

<table>
<thead>
<tr>
<th>Item</th>
<th>Very happy</th>
<th>Happy</th>
<th>Not so happy</th>
<th>Very unhappy</th>
<th>No comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Textbooks, course books</td>
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<tr>
<td>Specialist academic publications</td>
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<tr>
<td>Other books (Guides, popular science, literature, etc.)</td>
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<tr>
<td>Academic journals</td>
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<tr>
<td>Newspapers</td>
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<tr>
<td>Overall satisfaction</td>
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</table>

### 20 [Medienangebot02] How happy are you with the library's range of electronic resources? *

Please choose the appropriate response for each item:

<table>
<thead>
<tr>
<th>Item</th>
<th>Very happy</th>
<th>Happy</th>
<th>Not so happy</th>
<th>Very unhappy</th>
<th>No comment</th>
</tr>
</thead>
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<td>Databases</td>
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<td>Electronic journals</td>
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<td>E-books</td>
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<tr>
<td>Newspapers (online editions)</td>
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<tr>
<td>Other resources (DVDs, interactive audio books, etc.)</td>
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<tr>
<td>Overall satisfaction</td>
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</tr>
</tbody>
</table>

### 21 [Medienangebot03] When you want to borrow an item, how often is the item you require... *

Please choose the appropriate response for each item:

<table>
<thead>
<tr>
<th>Scenario</th>
<th>Frequently</th>
<th>Sometimes</th>
<th>Rarely</th>
<th>Never</th>
<th>No comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>... not in stock?</td>
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<td></td>
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<tr>
<td>... out on loan?</td>
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<td>... reserved?</td>
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<tr>
<td>... not available for loan?</td>
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<td>... not traceable at all?</td>
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</tbody>
</table>

### 22 [Medienangebot04] How happy are you with the library's departmental services? *

Only answer this question if the following conditions are met:

* Answer was 'Professor or lecturer' or 'Doctoral student' at question 1 [Teilnehmerinfo01] (Which user group do you belong to?) and Answer was 'University of Mannheim' at question 2 [Teilnehmerinfo01a] (Which is your home university?)

Please choose the appropriate response for each item:

<table>
<thead>
<tr>
<th>Service</th>
<th>Very happy</th>
<th>Happy</th>
<th>Not so happy</th>
<th>Very unhappy</th>
<th>Not aware of it</th>
</tr>
</thead>
<tbody>
<tr>
<td>University bibliography and publications server MADOC</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Scanning service</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ordering service for departmental reference libraries</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(Electronic) reading lists</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Overall satisfaction</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### 23 [Medienangebot05] Comment:

Please write your answer here:
Online services

24 [Online-Services01] Do you think the library website design is... *
Please choose the appropriate response for each item:

<table>
<thead>
<tr>
<th>... informative?</th>
<th>Very</th>
<th>Quite</th>
<th>Not really</th>
<th>Not at all</th>
<th>No comment</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>☐</td>
<td>☐</td>
<td>☑</td>
<td>☑</td>
<td>☑</td>
</tr>
<tr>
<td>... clearly structured?</td>
<td>☐</td>
<td>☐</td>
<td>☑</td>
<td>☑</td>
<td>☑</td>
</tr>
<tr>
<td>... attractive?</td>
<td>☐</td>
<td>☐</td>
<td>☑</td>
<td>☑</td>
<td>☑</td>
</tr>
<tr>
<td>... all in all well done?</td>
<td>☐</td>
<td>☐</td>
<td>☑</td>
<td>☑</td>
<td>☑</td>
</tr>
</tbody>
</table>

25 [Online-Services02] How happy are you with our PRIMO library catalogue? *
Please choose the appropriate response for each item:

<table>
<thead>
<tr>
<th>Search options</th>
<th>Very happy</th>
<th>Happy</th>
<th>Not so happy</th>
<th>Very unhappy</th>
<th>Not aware of it</th>
</tr>
</thead>
<tbody>
<tr>
<td>Search results (ranking, etc.)</td>
<td>☐</td>
<td>☐</td>
<td>☑</td>
<td>☑</td>
<td>☑</td>
</tr>
<tr>
<td>Presentation and retrieval of electronic resources</td>
<td>☐</td>
<td>☐</td>
<td>☑</td>
<td>☑</td>
<td>☑</td>
</tr>
<tr>
<td>Account functions (renewals, reservations, book lists, etc.)</td>
<td>☐</td>
<td>☐</td>
<td>☑</td>
<td>☑</td>
<td>☑</td>
</tr>
<tr>
<td>Interlibrary loans (search, order)</td>
<td>☐</td>
<td>☐</td>
<td>☑</td>
<td>☑</td>
<td>☑</td>
</tr>
<tr>
<td>Referral services (BbTip, BX)</td>
<td>☐</td>
<td>☐</td>
<td>☑</td>
<td>☑</td>
<td>☑</td>
</tr>
<tr>
<td>Mobile version of PRIMO</td>
<td>☐</td>
<td>☐</td>
<td>☑</td>
<td>☑</td>
<td>☑</td>
</tr>
<tr>
<td>Help pages</td>
<td>☐</td>
<td>☐</td>
<td>☑</td>
<td>☑</td>
<td>☑</td>
</tr>
<tr>
<td>Overall satisfaction</td>
<td>☐</td>
<td>☐</td>
<td>☑</td>
<td>☑</td>
<td>☑</td>
</tr>
</tbody>
</table>

26 [Online-Services03] How happy are you with the following online library services? *
Please choose the appropriate response for each item:

<table>
<thead>
<tr>
<th>Blog (News section of the website)</th>
<th>Very happy</th>
<th>Happy</th>
<th>Not so happy</th>
<th>Very unhappy</th>
<th>Not aware of it</th>
</tr>
</thead>
<tbody>
<tr>
<td>Newsletter</td>
<td>☐</td>
<td>☐</td>
<td>☑</td>
<td>☑</td>
<td>☑</td>
</tr>
<tr>
<td>Subjects section on the website</td>
<td>☐</td>
<td>☐</td>
<td>☑</td>
<td>☑</td>
<td>☑</td>
</tr>
<tr>
<td>Electronic Journals Library (EZB)</td>
<td>☐</td>
<td>☐</td>
<td>☑</td>
<td>☑</td>
<td>☑</td>
</tr>
<tr>
<td>Database Information System (DBIS)</td>
<td>☐</td>
<td>☐</td>
<td>☑</td>
<td>☑</td>
<td>☑</td>
</tr>
<tr>
<td>Stock check via the SFX link resolver</td>
<td>☐</td>
<td>☐</td>
<td>☑</td>
<td>☑</td>
<td>☑</td>
</tr>
<tr>
<td>Contact / Subject advice by e-mail</td>
<td>☐</td>
<td>☐</td>
<td>☑</td>
<td>☑</td>
<td>☑</td>
</tr>
<tr>
<td>Overall satisfaction</td>
<td>☐</td>
<td>☐</td>
<td>☑</td>
<td>☑</td>
<td>☑</td>
</tr>
</tbody>
</table>

27 [Online-Services04] Comment:
Please write your answer here:
Tell us what you think! - Mannheim University Library

http://wiki.bib.uni-mannheim.de/limesurvey/admin/admin.php?action=...
Information services

28 [Infoservice01] 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
Website, blog (News section), UL newsletter
RSS news feeds
Information from staff on site
Information from staff via e-mail or phone
University Facebook page

29 [Infoservice02] How else would you like to find out information about library services? *
Please choose all that apply:
- A separate UL Facebook page
- Twitter
- UL app or widget for smartphones and tablets
- I don't need any more sources of information about the library
- Other:

30 [Infoservice03] How happy are you with the staff services (friendliness, quality of information, etc.) in the section of the library you use most? *
* Only answer this question if the following conditions are met:

-------- Scenario 1 ---------
Answer was 'Rarely' or 'Sometimes' or 'Frequently' at question '5 [Bibliotheksnutzg01]' (For what purpose and how regularly do you use the University Library services? (Individual work in the library))

-------- or Scenario 2 --------
Answer was 'Rarely' or 'Sometimes' or 'Frequently' at question '5 [Bibliotheksnutzg01]' (For what purpose and how regularly do you use the University Library services? (Group work in the library))

Please choose only one of the following:
- Very happy
- Happy
- Not so happy
- Very unhappy
- No comment

*In Section 2 of the survey you said that the area of the library you use most was: [INSERTANS:54264X17X268]

31 [Infoservice04] How happy are you with the services at the loan desks (waiting times, friendliness, etc.)? *
* Only answer this question if the following conditions are met:

Answer was 'Rarely' or 'Sometimes' or 'Frequently' at question '5 [Bibliotheksnutzg01]' (For what purpose and how regularly do you use the University Library services? (Borrowing and returning resources))

Please choose only one of the following:
- Very happy
- Happy
- Not so happy
Very unhappy
No comment

32 [Infoservice05] Have you ever taken part in an event related to the library’s training programme? *

Please choose all that apply:
- Yes – a guided tour of the library
- Yes – general courses on library services, e.g. RefWorks, PRIMO...
- Yes – courses on researching subject-specific literature
- I know the library offers courses, but I haven't taken part in one yet
- I didn't know the library offered courses

33 [Infoservice06] How did you hear about the library’s training courses? *

Only answer this question if the following conditions are met:

Scenario 1
Answer was at question '32 [Infoservice05]' (Have you ever taken part in an event related to the library's training programme?)

Scenario 3
Answer was at question '32 [Infoservice05]' (Have you ever taken part in an event related to the library's training programme?)

Scenario 4
Answer was at question '32 [Infoservice05]' (Have you ever taken part in an event related to the library's training programme?)

Please choose all that apply:
- Posters and notices
- Website, blog or UL newsletter
- Student Portal
- "Studium Generale" brochure
- School newsletters
- Recommendations from professors or course instructors
- Information from library staff
- Other:

34 [Infoservice07] Would you be interested in a UL guided tour or training course? *

Only answer this question if the following conditions are met:

Scenario 1
Answer was at question '32 [Infoservice05]' (Have you ever taken part in an event related to the library's training programme?)

Scenario 2
Answer was at question '32 [Infoservice05]' (Have you ever taken part in an event related to the library's training programme?)

Please choose all that apply:
- Yes – in a guided tour of the library
- Yes – in general courses on library services, e.g. RefWorks, Primo...
- Yes – in courses on researching subject-specific literature
- No, not interested
- Other:
35 [Infoservice08] How happy are you with the courses or events you took part in? *

Only answer this question if the following conditions are met:

------- Scenario 1 -------
Answer was at question '32 [Infoservice05]' (Have you ever taken part in an event related to the library's training programme?)
------- or Scenario 3 -------
Answer was at question '32 [Infoservice05]' (Have you ever taken part in an event related to the library's training programme?)
------- or Scenario 4 -------
Answer was at question '32 [Infoservice05]' (Have you ever taken part in an event related to the library's training programme?)

Please choose only one of the following:

☐ Very happy
☐ Happy
☐ Not so happy
☐ Very unhappy
☐ No comment

36 [Infoservice09] Comment:

Please write your answer here:
Library study and reading rooms

37 [Arbeitsumfeld01] How happy are you with the technical equipment in the area of the library you use most*?*

Only answer this question if the following conditions are met:

------ Scenario 1 ------
Answer was 'Frequently' or 'Sometimes' or 'Rarely' at question '5 [Bibliotheksnutzg01]' (For what purpose and how regularly do you use the University Library services? (Individual work in the library))

------ or Scenario 2 ------
Answer was 'Frequently' or 'Sometimes' or 'Rarely' at question '5 [Bibliotheksnutzg01]' (For what purpose and how regularly do you use the University Library services? (Group work in the library))

Please choose the appropriate response for each item:

<table>
<thead>
<tr>
<th>Range of user PCs in the library</th>
<th>Very happy</th>
<th>Happy</th>
<th>Not so happy</th>
<th>Very unhappy</th>
<th>No comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Infrastructure for laptop users (W-LAN, sockets...)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lockers (quantity/operation)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Photocopiers</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Printers</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Book scanners</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Overall satisfaction</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*In Section 2 of the survey you said that the area of library you use most was: [INSERTANS:54264X17X268]*

38 [Arbeitsumfeld02] How happy are you with the working atmosphere in the area of the library you use most*?*

Only answer this question if the following conditions are met:

------ Scenario 1 ------
Answer was 'Frequently' or 'Sometimes' or 'Rarely' at question '5 [Bibliotheksnutzg01]' (For what purpose and how regularly do you use the University Library services? (Individual work in the library))

------ or Scenario 2 ------
Answer was 'Frequently' or 'Sometimes' or 'Rarely' at question '5 [Bibliotheksnutzg01]' (For what purpose and how regularly do you use the University Library services? (Group work in the library))

Please choose the appropriate response for each item:

<table>
<thead>
<tr>
<th>Range of individual workspaces</th>
<th>Very happy</th>
<th>Happy</th>
<th>Not so happy</th>
<th>Very unhappy</th>
<th>No comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Range of group workspaces</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Room temperature</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Noise level</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Furniture</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cleanliness</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Range of drinks and snacks</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Overall atmosphere</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*In Section 2 of the survey you said that the area of the library you use most was: [INSERTANS:54264X17X268]*

39 [Arbeitsumfeld05] Comment:

Only answer this question if the following conditions are met:

------ Scenario 1 ------
Answer was 'Frequently' or 'Sometimes' or 'Rarely' at question '5 [Bibliotheksnutzg01]' (For what purpose and how regularly do you use the University Library services? (Individual work in the library))

------ or Scenario 2 ------
Answer was 'Frequently' or 'Sometimes' or 'Rarely' at question '5 [Bibliotheksnutzg01]' (For what purpose and how regularly do you use the University Library services? (Group work in the library))
services? (Individual work in the library))

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

Answer was 'Frequently' or 'Sometimes' or 'Rarely' at question '5 [Bibliothecksnutzg01]' (For what purpose and how regularly do you use the University Library services? (Group work in the library))

Please write your answer here:
## Services financed by tuition fees

40 [Studiengeb01] How important are the following tuition-fee-funded library services to you? How happy are you with the quality of these services? *  

Please choose the appropriate response for each item:

<table>
<thead>
<tr>
<th>Services</th>
<th>WICHTIGKEIT/IMPORTANCE</th>
<th>ZUFRIEDENHEIT/HAPPINESS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Online language courses</td>
<td>Very important</td>
<td>Important</td>
</tr>
<tr>
<td>Language labs</td>
<td>Very important</td>
<td>Important</td>
</tr>
<tr>
<td>Extended opening hours before 2006</td>
<td>Very important</td>
<td>Important</td>
</tr>
<tr>
<td>Book scanners</td>
<td>Very important</td>
<td>Important</td>
</tr>
<tr>
<td>Extended range of print resources</td>
<td>Very important</td>
<td>Important</td>
</tr>
<tr>
<td>Extended range of electronic resources</td>
<td>Very important</td>
<td>Important</td>
</tr>
<tr>
<td>Literature management programme</td>
<td>Very important</td>
<td>Important</td>
</tr>
<tr>
<td>Overall</td>
<td>Very important</td>
<td>Important</td>
</tr>
</tbody>
</table>
### Expectations of the UL and overall satisfaction

#### 41 [Erwartungen01] In which of the following resource services would you like the library to invest more effort?

<table>
<thead>
<tr>
<th>Service</th>
<th>Very Important</th>
<th>Important</th>
<th>Not so important</th>
<th>Superfluous</th>
<th>No comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wider range of printed books</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Replacing printed books with e-books</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wider range of e-books</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wider range of print journals</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Replacing print journals with electronic versions</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wider range of electronic journals</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wider range of databases</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### 42 [Erwartungen02] In which of the following technical or electronic services would you like the library to invest more effort?

<table>
<thead>
<tr>
<th>Service</th>
<th>Very Important</th>
<th>Important</th>
<th>Not so important</th>
<th>Superfluous</th>
<th>No comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Facilities for smartphones and tablet PCs (catalogue searches user account, library guidance apps, etc...)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Media facilities in group work rooms (smartboards, projectors, etc...)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### 43 [Erwartungen03] In which of the following information services would you like the library to invest more effort?

<table>
<thead>
<tr>
<th>Service</th>
<th>Very Important</th>
<th>Important</th>
<th>Not so important</th>
<th>Superfluous</th>
<th>No comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>More subject-specific research advice in the library</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wider range of courses and guided tours</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### 44 [Erwartungen04] How happy are you with the Mannheim University Library overall?

Please choose only one of the following:

- Very happy
- Happy
- Not so happy
- Very unhappy

#### 45 [Erwartungen05] Comment:

Please write your answer here:
Thank you for your opinion!

Please click here if you want to take part in the prize draws.

The results of the survey and the names of the winners will be published when the survey period is over.

Please submit by 04-09-2012 – 00:00

Submit your survey.
Thank you for completing this survey.