### 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 <u>Reiss-Engelhorn-Museen</u>
- 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

Only answer this question if the following conditions are met:

question '2 [Teilnehmerinfo01a]' (Which is your home university?)

1 [Teilnehmerinfo01]Which user group do you belong to?*
Please choose only one of the following:
O Student
O MBS student
O Doctoral student
O Professor or lecturer
O University of Mannheim admin staff
O External user / other user group
2 [Teilnehmerinfo01a] Which is your home university? *
Only answer this question if the following conditions are met:  o 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:
O" class="input-radio" /> University of Mannheim UNIVERSITÄT
O Partner university (exchange program)
Other
3 [Teilnehmerinfo02]Which degree course are you studying for? *

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\* Answer was 'Student' at question '1 [Teilnehmerinfo01]' (Which user group do you belong to?) and Answer was 'University of Mannheim UNIVERSITÄT

Disease shaces why one of the fallouing.	
Please choose <b>only one</b> of the following:	
O Bachelor's	
O Master's	
O Teacher training (Lehramt)	
O 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 UNIVERSITAT ' at question '2 [Teilnehmerinfo01a]' (Which is your home university?)	y of Mannheim
or Scenario 2	
Answer was 'Student' at question '1 [Teilnehmerinfo01]' (Which user group do you belong to?) and Answer was 'University of Management (Which user group do you belong to?)	nheim <u>UNIVERSITÄT</u> '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 'Universitat' 'at question '2 [Teilnehmerinfo01a]' (Which is your home university?)	ersity of Mannheim
Please choose <b>only one</b> of the following:	
O Business School	
O School of Law and Economics, Dept. of Law	
O School of Law and Economics, Dept. of Economics	
O School of Social Sciences	
O School of Humanities	
O School of Business Informatics and Mathematics	

## Using the library

5 [Bibliotheksnutzg	_		nd how regulari	y do you use	the University Lib	orary services? *
Please choose the appropria	•					
Demonitor and astronica	Fred	luently	Sometimes	5	Rarely	Never
Borrowing and returning resources	1	0	0		0	0
Individual work in the libra	ary	0	0		0	0
Group work in the library	1	0	0		0	0
Advice or subject information	1	0	0		0	0
Photocopying, scanning, printing	I	0	0		0	0
Using electronic resource (journals, ebooks, databases,)	S	0	0		0	0
The Mannheim University - Library "Schloss Schned - Library "Schloss Ehrenh - Library "A3" (philology, ps - Library "A5" (mathematics - textbook collection	kenhof" (business of" (economics, lav sychology, media ce	studies, interdi v, history, accou enter, media and	sciplinary reading room unting & taxation, econo d communication studies	mic geography) s, teaching and educ		hy, theology)
6 [Bibliotheksnutzç	_		_	ing hours of t	he loan desks? *	
Only answer this question	if the following c	onditions are	met:			
Scenario 1						
Answer was 'Frequently' or 's services? (Borrowing and re was 'University of Mannheim	turning resources))	and Answer wa	as 'Student' at question '	1 [Teilnehmerinfo01	]' (Which user group do y	
or Scenario 2						
Answer was 'Frequently' or 's services? (Borrowing and re						
Please choose the appropria	ate response for ea	ch item:				
	Vory hanny	Царру	Not so hanny	Very	No comment	
Central loan library	Very happy	Happy	Not so happy	unhappy	O	
Textbook collection	Ö	ŏ	Ö	Õ	Ö	
Current opening hours: Central loan library, Schloss Textbook collection: Mon-Fri			0a.m 6:00p.m. / Sat, 1	0:00a.m 1p.m.		
7 [Bibliotheksnutzç	j02b]How ha	ppy are yo	u with the open	ing hours of t	he loan desks? *	
Only answer this question ° Answer was 'Frequently' or services? (Borrowing and re do you belong to?) and Answ	'Sometimes' or 'Ra	rely' at question	n '5 [Bibliotheksnutzg01]	Professor or lecture	' at question '1 [Teilnehm	use the University Library erinfo01]' (Which user group tion '2 [Teilnehmerinfo01a]'
(Which is your home univers						
Please choose the appropria	ate response for ea	ch item:				
	Very ha	рру	Нарру	Not so happy	Unhappy	No comment
Central loan library	0		0	0	0	0
Reference libraries in the library sections	0		0	0	0	0
Current opening hours: Central loan library, Schloss Reference library loans: Mor			0a.m 6:00p.m. / Sat, 1	0:00a.m 1p.m.		
8 [Bibliotheksnutzç	g02c]How ha	ppy are yo	u with the open	ing hours of t	he loan desks? *	

Only answer this quest  o	ion if the following	conditions are me			
Scenario 1					
					and how regularly do you use the University Library stion '1 [Teilnehmerinfo01]' (Which user group do you
or Scenario 2	<del></del>				
Answer was 'Frequently' o	or 'Sometimes' or 'Ra returning resources)	)) and Answer was	'Student' at question		and how regularly do you use the University Library 01]' (Which user group do you belong to?) and Answer
or Scenario 3	-	(**************************************			
		rely' at guestion '5 [	Ribliotheksnutza011	' (For what nurnose	and how regularly do you use the University Library
					question '1 [Teilnehmerinfo01]' (Which user group do you
Please choose the appropriate the second control of the second con	priate response for e	ach item:			
	Very happy	Нарру	Not so	Unhappy	No comment
Central loan library		О	happy	Оппарру	O
Current opening hours: Central loan library, Schlo	oss Schneckenhof-W	est: Mon-Fri, 9:00a	.m 6:00p.m. / Sat,	10:00a.m 1p.m.	
9 [Bibliotheksnut	zg02d] What	changes w ou	ld you make	to the openin	g hours of the central loan library? *
Only answer this quest	ion if the following	conditions are me	et:		
Scenario 1					
	returning resources	)) <i>and</i> Answer was			and how regularly do you use the University Library stion '6 [Bibliotheksnutzg02a]' (How happy are you with
or Scenario 2					
	returning resources	)) <i>and</i> Answer was			and how regularly do you use the University Library '7 [Bibliotheksnutzg02b]' (How happy are you with the
or Scenario 3	,	7//			
	returning resources	)) <i>and</i> Answer was			and how regularly do you use the University Library '8 [Bibliotheksnutzg02c]' (How happy are you with the
Please choose at most 5	,				
Open before 9:00					
Open later than 9:					
Close before 6:00	•				
Close after 6:00 p.					
Open before 10:00					
Open later than 10					
☐ Close before 1:00	p.m. Sat				
	<u> </u>				
Close after 1:00 p.	.m. Sat				
Close after 1:00 p.  Other:	.m. Sat				
	.m. Sat				
Other:					
Other:		t changes wo	uld you make	e to the openi	ng hours of the textbook collection? *
Other:  10 [Bibliotheksnu Only answer this quest of Answer was 'Frequently services? (Borrowing and	itzg02e] What ion if the following 'or 'Sometimes' or 'R returning resources'	conditions are me larely' at question '5 )) and Answer was	et: 5 [Bibliotheksnutzg0 'Not so happy' or 'Ve	1]' (For what purpos ery unhappy' at que	e and how regularly do you use the University Library stion '6 [Bibliotheksnutzg02a]' (How happy are you with
Other:  10 [Bibliotheksnu Only answer this quest Answer was 'Frequently services? (Borrowing and the opening hours of the l you belong to?) and Answ	itzg02e] What ion if the following 'or 'Sometimes' or 'R returning resources' loan desks? (Textboo ver was 'Partner univ	conditions are me larely' at question '5 )) and Answer was	et: 5 [Bibliotheksnutzg0 'Not so happy' or 'Ve	1]' (For what purpos ery unhappy' at que	e and how regularly do you use the University Library stion '6 [Bibliotheksnutzg02a]' (How happy are you with
Other:  10 [Bibliotheksnu Only answer this quest Answer was 'Frequently services? (Borrowing and	itzg02e] What ion if the following ' or 'Sometimes' or 'R returning resources; oan desks? (Textboo ver was 'Partner univ ersity?)	conditions are me larely' at question '5 )) and Answer was	et: 5 [Bibliotheksnutzg0 'Not so happy' or 'Ve	1]' (For what purpos ery unhappy' at que	e and how regularly do you use the University Library stion '6 [Bibliotheksnutzg02a]' (How happy are you with
Other:  10 [Bibliotheksnu Only answer this quest Answer was 'Frequently' services? (Borrowing and the opening hours of the leyou belong to?) and Answ (Which is your home universelesse choose at most 4	itzg02e] What ion if the following ' or 'Sometimes' or 'R i returning resources', oan desks? (Textboo ver was 'Partner univ ersity?)	conditions are me larely' at question '5 )) and Answer was	et: 5 [Bibliotheksnutzg0 'Not so happy' or 'Ve	1]' (For what purpos ery unhappy' at que	e and how regularly do you use the University Library stion '6 [Bibliotheksnutzg02a]' (How happy are you with
Other:  10 [Bibliotheksnu Only answer this quest ^ Answer was 'Frequently services? (Borrowing and the opening hours of the l you belong to?) and Answ (Which is your home univ	itzg02e] What ion if the following ' or 'Sometimes' or 'R returning resources; loan desks? (Textboover was 'Partner univ ersity?) answers:	conditions are me larely' at question '5 )) and Answer was	et: 5 [Bibliotheksnutzg0 'Not so happy' or 'Ve	1]' (For what purpos ery unhappy' at que	e and how regularly do you use the University Library stion '6 [Bibliotheksnutzg02a]' (How happy are you with

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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.

you use most? *  Only answer this question if the fo	ollowing conditions are met
Only answer this question if the fo	onowing conditions are met.
Scenario 1	
	r 'Frequently' at question '5 [Bibliotheksnutzg01]' (For what purpose and how regularly do you use the University Library ry)) and Answer was 'Unhappy' or 'Not so happy' at question '13 [Bibliotheksnutzg03a]' (How happy are you with the opening nost? (Regular opening hours))
or Scenario 2	
	es' or 'Rarely' at question '5 [Bibliotheksnutzg01]' (For what purpose and how regularly do you use the University Library and Answer was 'Not so happy' or 'Unhappy' at question '13 [Bibliotheksnutzg03a]' (How happy are you with the opening nost? (Regular opening hours))
Please choose at most 5 answers:	
Open before 8:00 a.m. Mon-	Fri
Open after 8:00 a.m. Mon-F	ri
Close before midnight Mon-F	ri
Close after midnight Mon-Fri	
Open before 10:00 a.m. Sat	Sun and public holidays
Open after 10:00 a.m. Sat, S	Sun and public holidays
Open before midnight Sat, S	un and public holidays
Open after midnight Sat, Sur	and public holidays
Other	
Other:	
Utner:	
	What changes would you make to the opening hours <u>during exam periods</u> ? *
<u> </u>	
15 [Bibliotheksnutzg03c	
15 [Bibliotheksnutzg03c] Only answer this question if the fo	ollowing conditions are met:  or 'Frequently' at question '5 [Bibliotheksnutzg01]' (For what purpose and how regularly do you use the University Library ry)) and Answer was 'Unhappy' or 'Not so happy' at question '13 [Bibliotheksnutzg03a]' (How happy are you with the opening
15 [Bibliotheksnutzg03c] Only answer this question if the formal of the	ollowing conditions are met:  or 'Frequently' at question '5 [Bibliotheksnutzg01]' (For what purpose and how regularly do you use the University Library ry)) and Answer was 'Unhappy' or 'Not so happy' at question '13 [Bibliotheksnutzg03a]' (How happy are you with the opening
Only answer this question if the form of the services? (Individual work in the library section you use more or Scenario 2	ollowing conditions are met:  or 'Frequently' at question '5 [Bibliotheksnutzg01]' (For what purpose and how regularly do you use the University Library ry)) and Answer was 'Unhappy' or 'Not so happy' at question '13 [Bibliotheksnutzg03a]' (How happy are you with the opening nost? (Exam periods))  tly' or 'Rarely' at question '5 [Bibliotheksnutzg01]' (For what purpose and how regularly do you use the University Library and Answer was 'Not so happy' or 'Unhappy' at question '13 [Bibliotheksnutzg03a]' (How happy are you with the opening
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Only answer this question if the formal services? (Individual work in the library section you use not services? (Group work in the library section you use not services? (Group work in the library) hours of the library section you use not services? (Group work in the library) hours of the library section you use not services? (Group work in the library) hours of the library section you use not services? (Group work in the library) hours of the library section you use not services? (Group work in the library) hours of the library section you use not services? (Group work in the library) hours of the library section you use not services? (Group work in the library) hours of the library section you use not services? (Group work in the library) hours of the library section you use not services? (Group work in the library) hours of the library section you use not services? (Group work in the library) hours of the library section you use not services? (Group work in the library) hours of the library section you use not services? (Group work in the library) hours of the library section you use not services? (Group work in the library) hours of the library section you use not services? (Group work in the library) hours of the library section you use not services? (Group work in the library) hours of the library section you use not services?	or 'Frequently' at question '5 [Bibliotheksnutzg01]' (For what purpose and how regularly do you use the University Library ry)) and Answer was 'Unhappy' or 'Not so happy' at question '13 [Bibliotheksnutzg03a]' (How happy are you with the opening nost? (Exam periods))  tly' or 'Rarely' at question '5 [Bibliotheksnutzg01]' (For what purpose and how regularly do you use the University Library and Answer was 'Not so happy' or 'Unhappy' at question '13 [Bibliotheksnutzg03a]' (How happy are you with the opening nost? (Exam periods))  Fri
Only answer this question if the form answer was 'Rarely' or 'Sometimes' of services? (Individual work in the library or 'Sometimes' or Scenario 2  Answer was 'Sometimes' or 'Frequent services? (Group work in the library) hours of the library section you use in the library services? (Group work in the library) hours of the library section you use in the library s	or 'Frequently' at question '5 [Bibliotheksnutzg01]' (For what purpose and how regularly do you use the University Library ry)) and Answer was 'Unhappy' or 'Not so happy' at question '13 [Bibliotheksnutzg03a]' (How happy are you with the opening nost? (Exam periods))  Ity' or 'Rarely' at question '5 [Bibliotheksnutzg01]' (For what purpose and how regularly do you use the University Library and Answer was 'Not so happy' or 'Unhappy' at question '13 [Bibliotheksnutzg03a]' (How happy are you with the opening nost? (Exam periods))  Fri
Only answer this question if the form of the library section you use in the library section y	or 'Frequently' at question '5 [Bibliotheksnutzg01]' (For what purpose and how regularly do you use the University Library ry)) and Answer was 'Unhappy' or 'Not so happy' at question '13 [Bibliotheksnutzg03a]' (How happy are you with the opening nost? (Exam periods))  Itly' or 'Rarely' at question '5 [Bibliotheksnutzg01]' (For what purpose and how regularly do you use the University Library and Answer was 'Not so happy' or 'Unhappy' at question '13 [Bibliotheksnutzg03a]' (How happy are you with the opening nost? (Exam periods))  Fri  Giri  Sun and public holidays
Only answer this question if the form answer was 'Rarely' or 'Sometimes' of services? (Individual work in the library or 'Sometimes' or 'Frequent services? (Group work in the library) hours of the library section you use in the library section you use in the library of the library section you use in the library of the library section you use in the library of the library section you use in the library of the library section you use in the library of the library section you use in the library of the library section you use in the library of the library section you use in the library of the library section you use in the library of the library section you use in the library of the library section you use in the library of the library section you use in the library of the library section you use in the library of the library section you use in the library of the library of the library section you use in the library of the library section you use in the library of the library of the library section you use in the library of the l	or 'Frequently' at question '5 [Bibliotheksnutzg01]' (For what purpose and how regularly do you use the University Library ry)) and Answer was 'Unhappy' or 'Not so happy' at question '13 [Bibliotheksnutzg03a]' (How happy are you with the opening nost? (Exam periods))  Itly' or 'Rarely' at question '5 [Bibliotheksnutzg01]' (For what purpose and how regularly do you use the University Library and Answer was 'Not so happy' or 'Unhappy' at question '13 [Bibliotheksnutzg03a]' (How happy are you with the opening nost? (Exam periods))  Fri  Gi  Sun and public holidays  Sun and public holidays
Only answer this question if the form of the library section you use now services? (Individual work in the library section you use now or Scenario 2  Answer was 'Sometimes' or 'Frequent services? (Group work in the library); hours of the library section you use now services? (Group work in the library); hours of the library section you use now services? (Group work in the library); hours of the library section you use now services? (Group work in the library); hours of the library section you use now services? (Group work in the library); hours of the library section you use now services? (Group work in the library); hours of the library section you use now services? (Group work in the library); hours of the library section you use now services? (Group work in the library); hours of the library section you use now services? (Group work in the library); hours of the library section you use now services? (Group work in the library); hours of the library section you use now services? (Group work in the library); hours of the library section you use now services? (Group work in the library); hours of the library section you use now services? (Group work in the library); hours of the library section you use now services? (Group work in the library); hours of the library section you use now services? (Group work in the library); hours of the library section you use now services? (Group work in the library); hours of the library section you use now services? (Group work in the library); hours of the library section you use now services? (Group work in the library); hours of the library section you use now services?	r 'Frequently' at question '5 [Bibliotheksnutzg01]' (For what purpose and how regularly do you use the University Library rry)) and Answer was 'Unhappy' or 'Not so happy' at question '13 [Bibliotheksnutzg03a]' (How happy are you with the opening nost? (Exam periods))  tty' or 'Rarely' at question '5 [Bibliotheksnutzg01]' (For what purpose and how regularly do you use the University Library and Answer was 'Not so happy' or 'Unhappy' at question '13 [Bibliotheksnutzg03a]' (How happy are you with the opening nost? (Exam periods))  Fri  Gi  Sun and public holidays  Sun and public holidays  Sun and public holidays
Only answer this question if the formal services? (Individual work in the library section you use in the library? (Group work in the library) hours of the library section you use in the	r 'Frequently' at question '5 [Bibliotheksnutzg01]' (For what purpose and how regularly do you use the University Library rry)) and Answer was 'Unhappy' or 'Not so happy' at question '13 [Bibliotheksnutzg03a]' (How happy are you with the opening nost? (Exam periods))  tty' or 'Rarely' at question '5 [Bibliotheksnutzg01]' (For what purpose and how regularly do you use the University Library and Answer was 'Not so happy' or 'Unhappy' at question '13 [Bibliotheksnutzg03a]' (How happy are you with the opening nost? (Exam periods))  Fri  Gi  Sun and public holidays  Sun and public holidays  Sun and public holidays

Only answer this question if the following conditions are met:

o 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:

# Information resources supply and services

Please choose the appropriate	response for each iter	m:			
	Very happy	Happy	Not so happy	Very unhappy	No comment
Textbooks, course books	0	Ö	0	0	0
Specialist academic	0	0	0	0	0
publications	0	O	O	0	0
Other books (Guides,					
popular science, literature, etc.)	O	O	O	O	O
Academic journals	0	0			0
Newspapers	0	0	0	0	0
Overall satisfaction	0	0	Ŏ	ŏ	ŏ
20 [Medienangebot0	2] How happy	are you with the	library's range of <u>elec</u>	ronic resources?	*
Please choose the appropriate	response for each iter	m:			
	Very happy	Happy	Not so happy	Very unhappy	No comment
Databases	0	0	0	O	0
Electronic journals	Ō	Ō	Õ	Õ	Ō
E-books	0	0	0	0	0
Newspapers (online editions)	0	0	0	0	0
Other resources (DVDs,		_			
interactive audio books, etc.)	O	O	O	O	O
Overall satisfaction	$\circ$	$\circ$	$\circ$		$\circ$
			0		
			item, how often is the	e item you requir	e *
Please choose the appropriate			Rarely Never	e item you requir	
Please choose the appropriate not in stock?	response for each iter	m:	Rarely Never		
Please choose the appropriate not in stock? out on loan?	response for each itel	m: Sometimes	Rarely Never	No commer	
Please choose the appropriate not in stock? out on loan? reserved?	response for each itel	m: Sometimes	Rarely Never	No commer	
Please choose the appropriate not in stock? out on loan? reserved? not available for loan?	response for each itel	m: Sometimes	Rarely Never	No commer	
Please choose the appropriate not in stock? out on loan? reserved?	response for each itel	m: Sometimes	Rarely Never	No commer	
Please choose the appropriate  not in stock? out on loan? reserved? not available for loan? not traceable at all?  22 [Medienangebot0 Only answer this question if Answer was 'Professor or lect Mannheim UNIVERSITÄT MANNHEIM	response for each iter  Frequently  O O O O The state of	sometimes  Sometimes  O O O O O O O O O O O O O O O O O O	Rarely Never	No commer	nt
Please choose the appropriate  not in stock?  out on loan?  reserved?  not available for loan?  not traceable at all?  22 [Medienangeboto Only answer this question if	response for each iter  Frequently  O O O O O O O O O O O O O O O O O O	sometimes  Sometimes  O O O O O O O O O O O O O O O O O O	Rarely Never	No commer  O O O O O O O O O O O O O O O O O O	nswer was 'University
Please choose the appropriate  not in stock?  out on loan?  reserved?  not available for loan?  not traceable at all?  22 [Medienangebot0  Only answer this question if  Answer was 'Professor or lect Mannheim UNIVERSITÄT MANNHEIM  Please choose the appropriate	response for each iter  Frequently  O O O O The state of	sometimes  Sometimes  O O O O O O O O O O O O O O O O O O	Rarely Never	No commer	nt
Please choose the appropriate  not in stock? out on loan? reserved? not available for loan? not traceable at all?  22 [Medienangebot0 Only answer this question if Answer was 'Professor or lect Mannheim UNIVERSITÄT MANNHEIM	response for each iter  Frequently  O O O O O O O O O O O O O O O O O O	sometimes  Sometimes  O O O O O O O O O O O O O O O O O O	Rarely Never	No commer  O O O O O O O O O O O O O O O O O O	nswer was 'University
Please choose the appropriate  not in stock? out on loan? reserved? not available for loan? not traceable at all?  22 [Medienangebot0 Only answer this question if Answer was 'Professor or lect Mannheim UNIVERSITÄT MANNHEIM Please choose the appropriate University bibliography and	response for each iter  Frequently  O O O O O O O O O O O O O O O O O O	sometimes  Sometimes  Compared to the second of the second	Rarely Never	No commer  O O O O O O O O O O O O O O O O O O	nswer was 'University  Not aware of
Please choose the appropriate  not in stock? out on loan? reserved? not available for loan? not traceable at all?  22 [Medienangebot0 Only answer this question if  Answer was 'Professor or lect Mannheim UNIVERSITAT MANNHEIM' Please choose the appropriate University bibliography and publications server MADOC	response for each iter  Frequently  O O O O O O O O O O O O O O O O O O	sometimes  Sometimes  Compared to the second of the second	Rarely Never	No commer  O O O O O O O O O O O O O O O O O O	nswer was 'University  Not aware of
Please choose the appropriate  not in stock? out on loan? reserved? not available for loan? not traceable at all?  22 [Medienangeboto Only answer this question if Answer was 'Professor or lect Mannheim UNIVERSITAT MANNHEIM' Please choose the appropriate  University bibliography and publications server MADOC Scanning service	response for each iter  Frequently  O O O O O O O O O O O O O O O O O O	sometimes  Sometimes  Compared to the second of the second	Rarely Never	No commer  O O O O O O O O O O O O O O O O O O	nswer was 'University  Not aware of
Please choose the appropriate  not in stock? out on loan? reserved? not available for loan? not traceable at all?  22 [Medienangebot0 Only answer this question if Answer was 'Professor or lect Mannheim UNIVERSITAT MANNHEIM' Please choose the appropriate University bibliography and publications server MADOC Scanning service Ordering service for departmental reference	response for each iter  Frequently  O O O O O O O O O O O O O O O O O O	sometimes  Sometimes  Compared to the second of the second	Rarely Never	No commer  O O O O O O O O O O O O O O O O O O	nswer was 'University  Not aware of
Please choose the appropriate  not in stock? out on loan? reserved? not available for loan? not traceable at all?  22 [Medienangeboto Only answer this question if Answer was 'Professor or lect Mannheim UNIVERSITAT MANNHEIM' Please choose the appropriate University bibliography and publications server MADOC Scanning service Ordering service for departmental reference libraries	response for each iter  Frequently  O O O O O O O O O O O O O O O O O O	sometimes  Sometimes  Compared to the second of the second	Rarely Never	No commer  O O O O O O O O O O O O O O O O O O	nswer was 'University
Please choose the appropriate  not in stock? out on loan? reserved? not available for loan? not traceable at all?  22 [Medienangeboto Only answer this question if Answer was 'Professor or lect Mannheim UNIVERSITAT MANNHEIM' Please choose the appropriate University bibliography and publications server MADOC Scanning service Ordering service for departmental reference libraries (Electronic) reading lists	response for each iter  Frequently  O  O  4] How happy  the following condit urer' or 'Doctoral stude at question '2 [Teilner  response for each iter  Very happy  O  O  O  S  5] Comment:	sometimes  Sometimes  Compared to the second of the second	Rarely Never	No commer  O O O O O O O O O O O O O O O O O O	nswer was 'University  Not aware of

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## Online services

in and a contract the alpha alpha and	response for each item:				
informative? clearly structured?	Very Quite	Not really	Not at all	No comment	
attractive?	ŏ ŏ	Ŏ	ŏ	Ŏ	
all in all well done?	0 0	Ō	Ō	Ō	
25 [Online-Services0	2] How happy are	you with our PRI	MO library cat	alogue? *	
Please choose the appropriate			·	-	
Search options	Very happy	Happy O	Not so happy	Very unhappy	Not aware of i
Search results (ranking, etc.)	0	0	0	0	0
Presentation and retrieva of electronic resources	0	0	0	0	0
Account functions (renewals, reservations, book lists, etc.)	0	0	0	0	0
Interlibrary loans (search, order)	0	0	0	0	0
<b>Referral services</b> (BibTip, BX)	0	0	0	0	0
Mobile version of PRIMO	0	0	0	0	0
Help pages	0	0	0	0	0
Overall satisfaction	0	0	0	0	0
26 [Online-Services0		you with the foll	owing online li	brary services? *	
Please choose the appropriate		you with the follows:	owing online li		Not aware of i
	response for each item:				Not aware of i
Please choose the appropriate  Blog (News section of the	response for each item:  Very happy		Not so happy		
Please choose the appropriate  Blog (News section of the website)  Newsletter  Subjects section on the website	response for each item:  Very happy		Not so happy		
Please choose the appropriate  Blog (News section of the website)  Newsletter  Subjects section on the website  Electronic Journals Library (EZB)	response for each item:  Very happy		Not so happy		
Please choose the appropriate  Blog (News section of the website)  Newsletter  Subjects section on the website  Electronic Journals  Library (EZB)  Database Information  System (DBIS)	response for each item:  Very happy		Not so happy		
Please choose the appropriate  Blog (News section of the website)  Newsletter  Subjects section on the website  Electronic Journals Library (EZB)  Database Information	response for each item:  Very happy		Not so happy		
Please choose the appropriate  Blog (News section of the website)  Newsletter  Subjects section on the website  Electronic Journals  Library (EZB)  Database Information  System (DBIS)  Stock check via the SFX link resolver	response for each item:  Very happy		Not so happy		
Please choose the appropriate  Blog (News section of the website)  Newsletter  Subjects section on the website  Electronic Journals  Library (EZB)  Database Information  System (DBIS)  Stock check via the SFX link resolver  © UB MANNHEIM  Contact / Subject advice	response for each item:  Very happy		Not so happy		
Please choose the appropriate  Blog (News section of the website)  Newsletter  Subjects section on the website  Electronic Journals Library (EZB)  Database Information  System (DBIS)  Stock check via the SFX link resolver  OUB MANNHEIM  Contact / Subject advice by e-mail  Overall satisfaction	response for each item:  Very happy		Not so happy	Very unhappy	0 0 0 0 0
Please choose the appropriate  Blog (News section of the website)  Newsletter  Subjects section on the website  Electronic Journals Library (EZB)  Database Information  System (DBIS)  Stock check via the SFX link resolver  GUBMANNHEIM  Contact / Subject advice by e-mail  Overall satisfaction	response for each item:  Very happy		Not so happy	Very unhappy	0 0 0 0 0
Please choose the appropriate  Blog (News section of the website)  Newsletter  Subjects section on the website  Electronic Journals Library (EZB)  Database Information  System (DBIS)  Stock check via the SFX link resolver  OUB MANNHEIM  Contact / Subject advice by e-mail  Overall satisfaction	response for each item:  Very happy		Not so happy	Very unhappy	0 0 0 0 0
Please choose the appropriate  Blog (News section of the website)  Newsletter  Subjects section on the website  Electronic Journals Library (EZB)  Database Information  System (DBIS)  Stock check via the SFX link resolver  OUB MANNHEIM  Contact / Subject advice by e-mail  Overall satisfaction	response for each item:  Very happy		Not so happy	Very unhappy	00000000

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

## Information services

	Frequently	Sometimes	Rarely	Never	Not aware of it
Posters, notices, flyers	0	0	0	0	0
Website, blog (News section), UL newsletter	0	0	0	0	0
RSS news feeds	0	0	0	0	0
Information from staff on	0	0	0	0	0
site Information from staff via	-	_	-	_	_
e-mail or phone	0	0	0	0	0
University Facebook page	0	0	0	0	0
29 [Infoservice02]How	else would you	like to find out inf	ormation about l	brary services?	*
Please choose <b>all</b> that apply:					
" class="input-checkbox" /> A	separate UL Faceb	ook page 🜃			
" class="input-checkbox" />					
.  UL app or widget for smart					
□ OL app or widger for smart					
☐ I don't need any more sour		out the library			
I don't need any more sour		oout the library			
I don't need any more sour Other:  GO [Infoservice03] How he section of the librar Only answer this question if the	happy are you y you use most	with the staff serv * ? * s are met:			
I don't need any more sour  Other:  30 [Infoservice03]How the section of the librar  Only answer this question if the section of the librar  Only answer this question if the section of the librar  Answer was 'Rarely' or 'Sometimes services? (Individual work in the library or Scenario 2 or Scenario 2	happy are you y you use most following conditions for 'Frequently' at questrary))	with the staff serv * ? * s are met: stion '5 [Bibliotheksnutzg01]	(For what purpose and h	now regularly do you us	e the University Library
I don't need any more sour	happy are you y you use most following conditions for 'Frequently' at questrary))	with the staff serv * ? * s are met: stion '5 [Bibliotheksnutzg01]	(For what purpose and h	now regularly do you us	e the University Library
Other:  30 [Infoservice03]How the section of the librar Only answer this question if the Services? (Individual work in the librar or Scenario 2 Answer was 'Rarely' or 'Sometimes services? (Group work in the library Please choose only one of the foll	happy are you y you use most following conditions for 'Frequently' at questrary))	with the staff serv * ? * s are met: stion '5 [Bibliotheksnutzg01]	(For what purpose and h	now regularly do you us	e the University Library
Other:  30 [Infoservice03] How the section of the librar Only answer this question if the Services? (Individual work in the librar or Scenario 2 Answer was 'Rarely' or 'Sometimes services? (Individual work in the library or Scenario 2 Answer was 'Rarely' or 'Sometimes services? (Group work in the library Please choose only one of the follower happy	happy are you y you use most following conditions for 'Frequently' at questrary))	with the staff serv * ? * s are met: stion '5 [Bibliotheksnutzg01]	(For what purpose and h	now regularly do you us	e the University Library
Other:  30 [Infoservice03]How the section of the librar Only answer this question if the Section of the librar Only answer this question if the Section of the librar Only answer was 'Rarely' or 'Sometimes services? (Individual work in the library or Scenario 2	happy are you y you use most following conditions for 'Frequently' at questrary))	with the staff serv * ? * s are met: stion '5 [Bibliotheksnutzg01]	(For what purpose and h	now regularly do you us	e the University Library
I don't need any more sour  Other:  30 [Infoservice03]How the section of the librar only answer this question if the services? (Individual work in the librar or Scenario 2 Answer was 'Rarely' or 'Sometimes services? (Group work in the library or Scenario 2 Answer was 'Rarely' or 'Sometimes services? (Group work in the library or Scenario 2 Answer was 'Rarely' or 'Sometimes services? (Group work in the library or Scenario 2 Answer was 'Rarely' or 'Sometimes services? (Group work in the library or Scenario 2 Answer was 'Rarely' or 'Sometimes services? (Group work in the library or Scenario 2	happy are you y you use most following conditions for 'Frequently' at questrary))	with the staff serv * ? * s are met: stion '5 [Bibliotheksnutzg01]	(For what purpose and h	now regularly do you us	e the University Library
Other:  Other:  Other:  30 [Infoservice03]How the section of the librar Only answer this question if the Company or 'Sometimes services? (Individual work in the librar or Scenario 2  Answer was 'Rarely' or 'Sometimes services? (Group work in the library Please choose only one of the foll Very happy  Happy  Not so happy  Very unhappy	happy are you y you use most following conditions for 'Frequently' at questrary))	with the staff serv * ? * s are met: stion '5 [Bibliotheksnutzg01]	(For what purpose and h	now regularly do you us	e the University Library
I don't need any more sour  Other:  30 [Infoservice03]How the section of the librar only answer this question if the services? (Individual work in the librar or Scenario 2 Answer was 'Rarely' or 'Sometimes services? (Group work in the library or Scenario 2 Answer was 'Rarely' or 'Sometimes services? (Group work in the library or Scenario 2 Answer was 'Rarely' or 'Sometimes services? (Group work in the library or Scenario 2 Answer was 'Rarely' or 'Sometimes services? (Group work in the library or Scenario 2 Answer was 'Rarely' or 'Sometimes services? (Group work in the library or Scenario 2	happy are you y you use most following conditions for 'Frequently' at questrary))	with the staff serv * ? * s are met: stion '5 [Bibliotheksnutzg01]	(For what purpose and h	now regularly do you us	e the University Library

Yes – in courses on researching subject-specific literature

No. not interested

Other:

5 [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		
nswer was at question '32 [Infoservice05]' (	Have you ever taken part in an event related to the library's training programme?)	
or Scenario 3		
nswer was at question '32 [Infoservice05]' (	Have you ever taken part in an event related to the library's training programme?)	
or Scenario 4		
nswer was at question '32 [Infoservice05]' (	Have you ever taken part in an event related to the library's training programme?)	
lease choose only one of the following:		
Very happy		
Э Нарру		
Not so happy		
Very unhappy		
No comment		
6 [Infoservice09] Comment:		
lease write your answer here:		

# Library study and reading rooms

only answer this question in the	following conditions a	re met:			
Scenario 1					
nswer was 'Frequently' or 'Somet ervices? (Individual work in the lik		on '5 [Bibliotheksnutzg	01]' (For what purpose and I	now regularly do you use t	he University Library
or Scenario 2					
nswer was 'Frequently' or 'Somet ervices? (Group work in the librar		on '5 [Bibliotheksnutzg	01]' (For what purpose and	now regularly do you use t	he University Library
lease choose the appropriate res	ponse for each item:				
	Very happy	Нарру	Not so happy	Very unhappy	No comment
Range of user <b>PCs</b> in the brary	0	0	0	0	0
nfrastructure for laptop users (W-LAN, sockets)	0	0	0	0	0
L <b>ockers</b> (quantity/operation)	0	0	0	0	0
Photocopiers	Ο	0	0	0	0
Printers	ŏ	ŏ	Õ	ŏ	õ
Book scanners	Ö	Õ	Ö	Ö	Õ
Overall satisfaction	0	Ō	Ō	Ö	Ō
In Section 2 of the survey you sa	: -   4   4	(IN)	OFDTANO-54004V47V000)		
nost*?*  Only answer this question if the  Scenario 1  nswer was 'Frequently' or 'Somet	e following conditions a imes' or 'Rarely' at questi	re met:			
nost*?*  Only answer this question if the second of the se	e following conditions a imes' or 'Rarely' at questiorary)) imes' or 'Rarely' at questionary)	ore met: on '5 [Bibliotheksnutzg	01]' (For what purpose and l	now regularly do you use t	he University Librar
onost* ? *  Only answer this question if the  Scenario 1  nswer was 'Frequently' or 'Somet ervices? (Individual work in the lik  or Scenario 2  nswer was 'Frequently' or 'Somet ervices? (Group work in the library	e following conditions a imes' or 'Rarely' at questi orary)) imes' or 'Rarely' at questi y))	ore met: on '5 [Bibliotheksnutzg	01]' (For what purpose and l	now regularly do you use t now regularly do you use t	he University Librar he University Librar
nost* ? *  Inly answer this question if the company answer this question if the company are seen as 'Frequently' or 'Somet ervices? (Individual work in the lit company are seen as 'Frequently' or 'Somet ervices? (Group work in the library lease choose the appropriate research answer was 'Frequently' or 'Somet ervices? (Group work in the library lease choose the appropriate research answer was 'Frequently' or 'Somet ervices? (Group work in the library lease choose the appropriate research answer was 'Frequently' or 'Somet ervices? (Group work in the library lease choose the appropriate research answer was 'Frequently' or 'Somet ervices?'	e following conditions a imes' or 'Rarely' at questi orary)) imes' or 'Rarely' at questi y))	ore met: on '5 [Bibliotheksnutzg	01]' (For what purpose and l	now regularly do you use t	he University Librar he University Librar
nost* ? *  Inly answer this question if the  Scenario 1  Inswer was 'Frequently' or 'Somet  Prices? (Individual work in the lit  Inswer was 'Frequently' or 'Somet  Prices? (Group work in the librar  Ilease choose the appropriate res  Range of individual	e following conditions a imes' or 'Rarely' at questi orary)) imes' or 'Rarely' at questi y)) sponse for each item:	ore met: on '5 [Bibliotheksnutzg on '5 [Bibliotheksnutzg	01]' (For what purpose and l	now regularly do you use t now regularly do you use t	he University Librar he University Librar
nost* ? *  Inly answer this question if the answer was 'Frequently' or 'Somet brvices? (Individual work in the litter or Scenario 2 Inswer was 'Frequently' or 'Somet brvices? (Group work in the library ease choose the appropriate restange of individual yorkspaces arange of group	e following conditions a imes' or 'Rarely' at questi orary)) imes' or 'Rarely' at questi y)) sponse for each item:	ore met: on '5 [Bibliotheksnutzg on '5 [Bibliotheksnutzg	01]' (For what purpose and l	now regularly do you use t now regularly do you use t	he University Librar he University Librar No comment
nost* ? *  nly answer this question if the  Scenario 1  nswer was 'Frequently' or 'Somet ervices? (Individual work in the lib  or Scenario 2  nswer was 'Frequently' or 'Somet ervices? (Group work in the librar elease choose the appropriate res  Range of individual  vorkspaces  Range of group vorkspaces	e following conditions a imes' or 'Rarely' at questi orary)) imes' or 'Rarely' at questi y)) sponse for each item:	ore met: on '5 [Bibliotheksnutzg on '5 [Bibliotheksnutzg	01]' (For what purpose and l	now regularly do you use t now regularly do you use t	he University Librar he University Librar No comment
nost* ? *  Inly answer this question if the services? (Individual work in the library cores (Group work in the library lease choose the appropriate research of the services?)  Range of individual works in the library lease choose the appropriate research of the services?  Range of individual workspaces  Range of group workspaces  Range of group workspaces  Room temperature	e following conditions a imes' or 'Rarely' at questi orary)) imes' or 'Rarely' at questi y)) sponse for each item:	ore met: on '5 [Bibliotheksnutzg on '5 [Bibliotheksnutzg	01]' (For what purpose and l	now regularly do you use to now regularly do you use to very unhappy	he University Librar he University Librar No comment
nost* ? *  Inly answer this question if the company answer this question if the company are the company and the company are the company and the company are th	e following conditions a imes' or 'Rarely' at questi orary)) imes' or 'Rarely' at questi y)) sponse for each item:	ore met: on '5 [Bibliotheksnutzg on '5 [Bibliotheksnutzg	01]' (For what purpose and l	now regularly do you use t now regularly do you use t	he University Librar he University Librar No comment
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38 [Arbeitsumfeld02] Finost* ? *  Only answer this question if the common state of the	e following conditions a imes' or 'Rarely' at questionary))  imes' or 'Rarely' at questionary))  imponse for each item:  Very happy	re met: on '5 [Bibliotheksnutzg on '5 [Bibliotheksnutzg Happy O O O O O O O O O O O O O O O O O O	Not so happy	now regularly do you use to now regularly do you use to very unhappy	he University Librar he University Librar No commen
Only answer this question if the Common State of Common State	e following conditions a simes' or 'Rarely' at questionary))  imes' or 'Rarely' at questionary))  imponse for each item:  Very happy	re met: on '5 [Bibliotheksnutzg on '5 [Bibliotheksnutzg Happy O O O O O O O O O O O O O O O O O O	Not so happy	now regularly do you use to now regularly do you use to very unhappy	he University Librar he University Librar No commen
only answer this question if the common state of the common state	e following conditions a times' or 'Rarely' at questionary))  imes' or 'Rarely' at questionary))  imes' or 'Rarely' at questionary))  imponse for each item:  Very happy	re met: on '5 [Bibliotheksnutzg on '5 [Bibliotheksnutzg Happy O O O O O O ary you use most was:	Not so happy	now regularly do you use to now regularly do you use to very unhappy	he University Librar he University Librar No commen

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

# Services financed by tuition fees

Please choose t	he appropriate	response for eac	ch item:							
	WICHTIGKEIT/IMPORTANCE					ZUFRIEDENHEIT/HAPPINESS				
	Very important	Important	Not so important	Superfluous	No comment	Very happy	Нарру	Not so happy	Very unhappy	No comme
Online anguage courses	0	0	0	0	0	0	0	0	0	0
₋anguage abs	0	0	0	0	0	0	0	0	0	0
Extended opening nours (Info: pefore 2006 open till 7 o.m. on weekdays; closed at weekends)	0	0	0	0	0	0	0	0	0	0
Book scanners	0	0	0	0	0	0	0	0	0	0
Extended ange of orint esources	0	0	0	0	0	0	0	0	0	0
extended ange of lectronic esources	0	0	0	0	0	0	0	0	0	0
terature nanagement programme currently, we are licensing RefWorks)	0	0	0	0	0	0	0	0	0	0
Overall	0	0	0	0	0	0	0	0	0	0

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# Expectations of the UL and overall satisfaction

	Very important	Important	Not so important	Superfluous	No comment
Wider range of printed books	0	0	0	0	0
Replacing printed books vith e-books	0	0	0	0	0
Wider range of e-books	0	0	0	0	0
Wider range of print journals Replacing print journals with	0	0	0	0	0
electronic versions  Wider range of electronic	0	0	0	0	0
ournals Wider range of databases	0	0	0	0	0
2 [Erwartungen02] II		lowing technica	l or electronic servic	ces would you lik	e the library to
lease choose the appropriate re					
Facilities for smartphones	Very important	Important	Not so important	Superfluous	No comment
and tablet PCs (catalogue searches user account, ibrary guidance apps,	0	0	0	0	O
and tablet PCs (catalogue searches user account, ibrary guidance apps, etc)  Media facilities in group work rooms (smartboards, projectors, etc.)	0	0	0	0	0
and tablet PCs (catalogue searches user account, sibrary guidance apps, etc)  Media facilities in group work rooms (smartboards, projectors, etc.)  3 [Erwartungen03]Inffort?*	which of the followsponse for each item:	owing informati	on services would y	O ou like the libra	y to invest mor
and tablet PCs (catalogue searches user account, ibrary guidance apps, etc)  Media facilities in group work rooms (smartboards, projectors, etc.)  13 [Erwartungen03]Ineffort?*  Please choose the appropriate re	which of the follo	0	0	0	0
and tablet PCs (catalogue searches user account, library guidance apps, etc)  Media facilities in group work rooms (smartboards, projectors, etc.)  13 [Erwartungen03]Ineffort?*	which of the followsponse for each item:	owing informati	on services would y	O ou like the libra	y to invest m
and tablet PCs (catalogue searches user account, ibrary guidance apps, etc)  Media facilities in group work rooms (smartboards, projectors, etc.)  13 [Erwartungen03]In effort? *  Please choose the appropriate remarks advice in the ibrary  Wider range of courses and guided tours  14 [Erwartungen04] Helease choose only one of the form	which of the followsponse for each item:  Very important	owing information	on services would y  Not so important	Superfluous	y to invest mor
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LimeSurvey - <h1>Tell us what you think! - Mannheim University Libra</h1>	http://wiki.bib.uni-mannheim.de/limesurvey/admin/admin.php?action=.			

### 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.

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