

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 


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:

	Frequently	Sometimes	Rarely	Never
Borrowing and returning resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individual work in the library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Group work in the library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Advice or subject information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Photocopying, scanning, printing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using electronic resources (journals, ebooks, databases, ...)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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:

° 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 UNIVERSITÄT 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:

	Very happy	Happy	Not so happy	Very unhappy	No comment
Central loan library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Textbook collection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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 UNIVERSITÄT MANNHEIM' or 'Partner university (exchange program)' at question '2 [Teilnehmerinfo01a]' (Which is your home university?)

Please choose the appropriate response for each item:

	Very happy	Happy	Not so happy	Unhappy	No comment
Central loan library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reference libraries in the library sections	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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:

°

----- 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 'Student' at question '1 [Teilnehmerinfo01]' (Which user group do you belong to?) 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:

	Very happy	Happy	Not so happy	Unhappy	No comment
Central loan library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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' UNIVERSITÄT 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

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

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 UNIVERSITÄT 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:

Open before 9:00 a.m. Mon-Fri
 Open later than 9:00 a.m. Mon-Fri
 Close before 3:00/4.00 p.m. Mon-Fri
 Close after 3:00/4.00 p.m. Mon-Fri
 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:

----- 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 **only one** of the following:

- (business studies, interdisciplinary reading room)" class="input-radio" /> **Library "Schloss Schneckenhof"** (business studies, interdisciplinary reading room)
- (economics, law, history, accounting & taxation, economic geography)" class="input-radio" /> **Library "Schloss Ehrenhof"** (economics, law, history, accounting & taxation, economic geography)
- (philology, psychology, media center, media and communication studies, teaching and educational science, philosophy, theology)" class="input-radio" /> **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)" class="input-radio" /> **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:

----- 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:

	Very happy	Happy	Not so happy	Unhappy	No comment
Regular opening hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Exam periods	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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 after 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
- 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:

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

Current opening hours:
InfoCenter, Schloss Schneckenhof-West: Mon-Fri, 9:00 a.m. – 4:00 p.m.
Information desks in other sections of the library: Mon-Fri, 9:00 a.m. – 3:00/4:00 p.m.

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:

	Very happy	Happy	Not so happy	Very unhappy	No comment
Textbooks, course books	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Specialist academic publications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other books (Guides, popular science, literature, etc.)	<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"/>

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

Please choose the appropriate response for each item:

	Very happy	Happy	Not so happy	Very unhappy	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, etc.)	<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"/>


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

Please choose the appropriate response for each item:

	Frequently	Sometimes	Rarely	Never	No comment
... not in stock?	<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"/>
... reserved?	<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"/>
... not traceable at all?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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:

	Very happy	Happy	Not so happy	Very unhappy	Not aware of it
University bibliography and publications server MADOC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Scanning 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"/>
(Electronic) reading lists	<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"/>

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:

	Very	Quite	Not really	Not at all	No comment
... informative?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... clearly structured?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... attractive?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... all in all well done?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

25 [Online-Services02] How happy are you with our PRIMO library catalogue? *

Please choose the appropriate response for each item:

	Very happy	Happy	Not so happy	Very unhappy	Not aware of it
Search options	<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"/>
Presentation and retrieval of electronic resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Account functions (renewals, reservations, book lists, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Interlibrary loans (search, order)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Referral services (BibTip, BX)	<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"/>
Help pages	<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"/>

26 [Online-Services03] How happy are you with the following online library services? *

Please choose the appropriate response for each item:

	Very happy	Happy	Not so happy	Very unhappy	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"/>
Newsletter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Subjects section on the website	<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"/>
Database Information System (DBIS)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Stock check via the SFX link resolver	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
 Contact / Subject advice by e-mail	<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"/>

27 [Online-Services04] Comment:

Please write your answer here:

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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Website, blog (News section), UL newsletter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
RSS news feeds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information from staff on site	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information from staff via e-mail or phone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
University Facebook page	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

29 [Infoservice02] How else would you like to find out information about library services? *

Please choose **all** that apply:

- " class="input-checkbox" /> A separate UL Facebook page 
- " class="input-checkbox" /> 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 [Bibliotheksnutz01]' (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 [Bibliotheksnutz01]' (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 [Bibliotheksnutz01]' (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?)

----- 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 **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?)

----- or 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:

	Very happy	Happy	Not so happy	Very unhappy	No comment
Range of user PCs in the library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Infrastructure for laptop users (W-LAN, 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"/>
Photocopiers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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"/>
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: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:

	Very happy	Happy	Not so happy	Very unhappy	No comment
Range of individual workspaces	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Range of group workspaces	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Room temperature	<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"/>
Range of drinks and snacks	<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 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))

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:

	WICHTIGKEIT/IMPORTANCE					ZUFRIEDENHEIT/HAPPINESS				
	Very important	Important	Not so important	Superfluous	No comment	Very happy	Happy	Not so happy	Very unhappy	No comment
Online language courses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Language labs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Extended opening hours (Info: before 2006 open till 7 p.m. on weekdays; closed at weekends)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Book scanners	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Extended range of print resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Extended range of electronic resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
literature management programme (currently, we are licensing RefWorks)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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? *

Please choose the appropriate response for each item:

	Very important	Important	Not so important	Superfluous	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 print journals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Replacing print journals with electronic versions	<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"/>

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

Please choose the appropriate response for each item:

	Very important	Important	Not so important	Superfluous	No comment
Facilities for smartphones and tablet PCs (catalogue searches user account, library guidance apps, etc...)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Media facilities in group work rooms (smartboards, projectors, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

Please choose the appropriate response for each item:

	Very important	Important	Not so important	Superfluous	No comment
More subject-specific research advice 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"/>

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.