

PROVINCE SOUTH SARDINIA

Arbus, Gonnosfanadiga, Guspini, Pabillonis, San Gavino M.le, Sardara, Villacidro. I.S.R. of San Gavino M.le.
Istituto di Istruzione Superiore "Marconi-Lussu" of San Gavino M.le and Liceo Classico of Villacidro.

LIBRARY

QUESTIONNAIRE on library services



Dear Sir,

We are asking you for a few minutes to answer the questions in the following questionnaire. The answers you give us will be very useful to evaluate the perception and satisfaction of our services and to study projects for improvement.

The questionnaire **is to be sent to the library's e-mail address** and is to be completed anonymously. However, for statistical purposes, we ask you to provide the following data:

Sex: F M

Age:

Municipality of residence:

Nationality:

Title of study:

Profession:

1. What is usually the main reason for your visit to the library? (more than one answer is possible)

- loan of books/magazines
- loan of multimedia material dvd, music cd etc.
- interlibrary loan
- consulting and/or reading library material (books, encyclopaedias, periodicals, multimedia material)
- studying
- requesting information and/or help with research (bibliographical or otherwise)
- socialising and meeting other people
- use of the internet
- other:

2. Do you know and use the following services?

- Digital newsstand (MLOL)
- loan of e-book (MLOL)
- biblio-info point
- Librami (<https://www.librami.it>)
- mailing list
- Facebookpage
- website of Sistema Bibliotecario "Monte Linas" (www.bibliotechelinas.it)
- WhatsApp messaging

3. If you do not know and use Librami, how do you perform the navigation?

- With personal devices (pc, tablet, smartphone)
- in the library through the workstations available to users

4. Are you aware that if you subscribe to Librami, you can request a loan history and reserve books (or DVDs, CDs, etc.) from home?

- yes
- no

5. How long have you been visiting our library?

- less than 1year
- da to 3 years
- over 3 years

6. How often do you go to Biblioteca?

- several times a month
- once a month
- occasionally

7. Do you frequent other libraries in the Monte Linas Library System?

- yes, which ones?
- no

8. If you do not regularly visit other libraries in the system, why not? (more than one answer is possible)

- I am not interested
- I do not have time
- opening hours are not conducive to attendance
- I prefer to buy books (or magazines, DVDs, CDs, etc.) rather than borrow them from the library
- the library premises are not welcoming/functional
- there is no adequate space for reading
- I am not interested in the cultural activities offered
- other:

9. How would you rate the following points from 1 to 5? (1=bad 2=insufficient 3= sufficient 4= good 5=very good)

opening hours	<input style="width: 40px;" type="text"/>
helpfulness and courtesy of staff	<input style="width: 40px;" type="text"/>
professionalism of staff	<input style="width: 40px;" type="text"/>
number of seats for consultation and study	<input style="width: 40px;" type="text"/>
quality and adequacy of the IT service (quality of internet connection, number of PCs available, etc.)	<input style="width: 40px;" type="text"/>
quality and assortment of documents (books, magazines, DVDs, etc.)	<input style="width: 40px;" type="text"/>
waiting times for the delivery of documents requested through inter-library loan (between the system's libraries)	<input style="width: 40px;" type="text"/>
timeliness in receiving information about the service	<input style="width: 40px;" type="text"/>
accessibility of environments	<input style="width: 40px;" type="text"/>
air conditioning	<input style="width: 40px;" type="text"/>
cleanliness of the premises	<input style="width: 40px;" type="text"/>
other:	<input style="width: 40px;" type="text"/>

10. Which of the following initiatives are you aware of (leaflet, internet, mailing list, whatsapp, word of mouth, etc.)? Please give a rating from 1 to 5 (1=bad 2=insufficient 3= sufficient 4= good 5=very good)

initiative	yes	no	cknowledge through	evaluation
summer animation for children from 7 to 13 years old	<input type="checkbox"/>	<input type="checkbox"/>	<input style="width: 100px;" type="text"/>	<input style="width: 40px;" type="text"/>
guided tours for school groups	<input type="checkbox"/>	<input type="checkbox"/>	<input style="width: 100px;" type="text"/>	<input style="width: 40px;" type="text"/>
bibliographic exhibitions	<input type="checkbox"/>	<input type="checkbox"/>	<input style="width: 100px;" type="text"/>	<input style="width: 40px;" type="text"/>
book presentations	<input type="checkbox"/>	<input type="checkbox"/>	<input style="width: 100px;" type="text"/>	<input style="width: 40px;" type="text"/>
librarian for a day	<input type="checkbox"/>	<input type="checkbox"/>	<input style="width: 100px;" type="text"/>	<input style="width: 40px;" type="text"/>
story time	<input type="checkbox"/>	<input type="checkbox"/>	<input style="width: 100px;" type="text"/>	<input style="width: 40px;" type="text"/>

11. How many books do you read per year?

- none
- from 1 to 3
- from 4 to 12
- more than 12

12. What type of media do you prefer for your reading?

- paper
- digital
- both

13. What literary genre do you read most?

- poetry
- theatre
- fiction
- non-fiction
- other:

14. Which narrative genre do you prefer? (more than one answer is possible)

- thriller/thrills
- horror
- romance
- adventure
- science fiction
- fantasy
- historical
- erotic
- psychological
- humorous
- classics
- other:

15. What would you like to find in Bibliotena? (more than one answer is possible)

- literature in original language
- e-book (epub)
- films/telefilms (dvd)
- music (audio cd)
- more new publications
- biographies
- travel guides
- other:

16. Further comments:

Thank you very much for this contribution.