Appendix A
The SCONUL template 2005

The SCONUL questionnaire is published by kind permission of SCONUL (Society of College, National and University Libraries).

Library satisfaction survey

Please help us further improve library and information services by taking a few minutes to complete this short questionnaire.

Please complete *all* questions apart from the last (Question 14 – any other comments and suggestions), which is optional.

About you

1. **Which group are you in?**

   Undergraduate ☐

   Postgraduate (Taught Course) ☐

   Postgraduate (Research) ☐

   Academic Staff ☐

   Other Staff ☐

   Other ☐

2. Are you:

Full-Time ☐

Part-Time ☐

Not Applicable ☐

3. Which Faculty/School/Department are you in:

A ☐

B ☐

C ☐

D ☐

Not Applicable ☐

4. What is your age group:

21 years and under ☐

22 – 26 years ☐

27 – 39 years ☐

40 – 49 years ☐

50 and over ☐

5. Are you:

Female ☐

Male ☐

6. What is your ethnic group?

Ethnic monitoring helps to ensure that our services are relevant to the needs of all ethnic groups and are provided fairly. We therefore invite you to assist us by answering the following question. This is in accordance with best practice as advised by the Commission for Racial Equality, and our statutory duty under the Race Relations Act 2000.

Please choose *one* group to indicate your cultural background.

Asian or British Asian: Indian	☐
Asian or British Asian: Pakistani	☐
Asian or British Asian: Bangladeshi	☐
Asian or British Asian: Chinese	☐
Asian or British Asian: Any Other Asian Background	☐
Black or Black British: Caribbean	☐
Black or Black British: African	☐
Black or Black British: Any Other Black Background	☐
Mixed: White and Black Caribbean	☐
Mixed: White and Black African	☐
Mixed: White and Asian	☐
Mixed: Any Other Mixed Background	☐
White: British	☐
White: Irish	☐
White: Any Other Background	☐

If you selected 'Any Other ... Background' please complete the box below

Your use of library and information services

7. Which branch of the Library do you use most frequently?

Main Library/Learning Resources Centre	☐
Branch A	☐

Branch B   ☐

Branch C   ☐

Branch D   ☐

Branch E   ☐

Not applicable   ☐

8. **On average, how frequently do you visit that library?**

Several times a day   ☐

Once a day   ☐

Several times a week   ☐

Once a week   ☐

Less than once a week   ☐

Less than once a month   ☐

9. **On average, how often do you access library and information services via a computer (e.g. the library catalogue, e-journals, electronic resources like Web of Knowledge, &c)?**

Several times a day   ☐

Once a day   ☐

Several times a week   ☐

Once a week   ☐

Less than once a week   ☐

Less than once a month   ☐

10. **Please think about the various activities you did the last time you visited the library *in person*. How successful were you in completing these?**

	Very successful	Fairly successful	Neither successful nor unsuccessful	Fairly unsuccessful	Very unsuccessful	Don't know or Not applicable
Looked for library materials on the shelves						
Sought help from library staff						
Borrowed library materials						
Used a PC in the library						

11. Please think about the various activities you did the last time you accessed library and information services via a computer. How successful were you in completing these?

	Very successful	Fairly successful	Neither successful nor unsuccessful	Fairly unsuccessful	Very unsuccessful	Don't know or Not applicable
Used the library catalogue						
Made a reservation on the library system						
Renewed a loan on the library system						
Used an electronic journal						
Used an electronic resource (eg Web of Knowledge)						

12. We'd like you to rate your satisfaction with the following library services, along with how important you think they are:

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know or Not applicable		Very important	Fairly important	Neither important nor unimportant	Fairly unimportant	Very unimportant	Don't know or Not applicable
Range of books													
Course books and essential texts													
Range of e-books													
Range of print journals													
Range of electronic journals													
Photocopying													
Printing													
Study facilities (study desks, etc.)													
Provision of PCs													
Reliability of PCs													
Library catalogue													
Library website (other than library catalogue)													
Range of electronic resources (e.g. Web of Knowledge)													
Opening hours													
Library environment (noise, heating, ambience, etc.)													
Helpfulness of the library staff													
Expertise of the library staff													

13. Please indicate how much you agree or disagree with the following statement:

	Strongly agree	Slightly agree	Neither agree nor disagree	Slightly disagree	Strongly disagree	Don't know or Not applicable
Overall, the library provides a good service to me						

14. Any other comments or suggestions?

Note: If you have a specific question to which you'd like a response, please provide your e-mail address.
Submit survey.

Thank you for completing this questionnaire.
The results will be used to make further improvements to our library and information services.