Welcome to the survey on library services!

Your answers will be very useful to improve the services offered.

The data collected will be treated in aggregate form, guaranteeing therefore your anonymity.

We thank you for the precious contribution you are willing to give us.

Section A: USER PROFILE

A1.   Work or study place

Università di Siena ☐

Another university/research body ☐

Other ▼

Other

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A2.   Type of user

Student ☐

Postgraduate student (master, Ph.D., specialization, etc.) ☐

Fellow researcher - scholarship holder - enthusiast of the subject ☐

Researcher - Teacher ☐

Technical administrative staff ☐

Language and learning expert (CEL) ☐

A3.   Gender

Male ☐

Female ☐

Not declared ☐

A4. **Disciplinary area of interest**

Economics, jurisprudence, political science, social sciences ☐

Cultural heritage, education, letters, languages, history and philosophy ☐

Biotechnology, medicine, dentistry, health professions ☐

The environment, biology, chemistry, pharmacy, geology ☐

Physics, Engineering, Mathematics ☐

A5. **Type of degree course**

Bachelor's degree ☐

Master's or specialized degree ☐

Single cycle ☐

Old system ☐

A6. **Are you working on your thesis?**

Yes ☐

No ☐

Section B: USE OF LIBRARIES

B1. **Please select the library you generally use**

Biblioteca di Area Giuridico-Politologica "Circolo Giuridico" - Siena ☐

Biblioteca di Area Economica - Siena ☐

Biblioteca di Area Medico-Farmaco-Biologica – Sede di San Miniato (Farmacia) - Siena ☐

Biblioteca di Area Medico-Farmaco-Biologica – Sede di San Miniato (Medicina) – Siena ☐

Biblioteca di Area Medico-Farmaco-Biologica – Sede Le Scotte - Siena ☐

Biblioteca di Area Scientifico-Tecnologica – Sede San Niccolò - Siena ☐

Biblioteca di Area Scientifico-Tecnologica – Sede Laterino - Siena ☐

Biblioteca di Area Umanistica - Siena ☐

Biblioteca di Area Umanistica - Arezzo ☐

Biblioteca centralizzata - Grosseto ☐

Sala di studio - Sala Rosa - Siena ☐

Altre biblioteche afferenti all'Ateneo (Fisica, Valdarno, AMA etc.) ☐

Uso solo i servizi online ☐

B2. **How often do you visit the ?**

Rarely (sometimes a year) ☐

Quite often (at least once a month) ☐

Very often (at least once a week) ☐

Section C: LIBRARY SERVICES - Use

C1. **What are the University library services that you have used at least once?**

Reading room ☐

Photocopies and scans ☐

Computer workstations ☐

Consultation of books, magazines, encyclopedias, etc. ☐

Loans of books, DVDs, CDs etc. ☐

Provision of books and articles from other libraries ☐

Loan desk Information ☐

Information and support online ☐

In-depth bibliographic consultation (reference) ☐

Training meetings ☐

Libraries and Library System Websites ☐

Social pages of the Library System and libraries ☐

OneSearch SBS platform to look for hardcopy documents and electronic resources ☐

Consultation of electronic resources' from home '(OneSearch SBS) ☐

USiena air – institutional archive of research products ☐

USiena Integra – Moodle (e-learning platform to support teaching) ☐

USiena Integra - Degree thesis Anti-plagiarism service ☐

C2. How much do you use the following library services?

	Rarely (sometimes a year)	Quite often (at least once a month)	Very often (at least once a week)
Reading room	☐	☐	☐
Photocopies and scans	☐	☐	☐
Computer workstations	☐	☐	☐
Consultation of books, magazines, encyclopedias, etc.	☐	☐	☐
Loans of books, DVDs, CDs etc.	☐	☐	☐
Provision of books and articles from other libraries	☐	☐	☐
Loan desk Information	☐	☐	☐
Information and support online	☐	☐	☐
In-depth bibliographic consultation (reference)	☐	☐	☐
Training meetings	☐	☐	☐
Libraries and Library System Websites	☐	☐	☐
Social pages of the Library System and libraries	☐	☐	☐
OneSearch SBS platform to look for hardcopy documents and electronic resources	☐	☐	☐
Consultation of electronic resources' from home '(OneSearch SBS)	☐	☐	☐
USiena air – institutional archive of research products	☐	☐	☐
USiena Integra – Moodle (e-learning platform to support teaching)	☐	☐	☐
USiena Integra - Degree thesis Anti-plagiarism service	☐	☐	☐

Section D: LIBRARY SERVICES - I do not use them

D1. **Why don't you use the following library services?**

	I don't know it	I don't need it	It doesn't satisfy me	Not applicable
Reading room	☐	☐	☐	☐
Photocopies and scans	☐	☐	☐	☐
Computer workstations	☐	☐	☐	☐
Consultation of books, magazines, encyclopedias, etc.	☐	☐	☐	☐
Loans of books, DVDs, CDs etc.	☐	☐	☐	☐
Provision of books and articles from other libraries	☐	☐	☐	☐
Loan desk Information	☐	☐	☐	☐
Information and support online	☐	☐	☐	☐
In-depth bibliographic consultation (reference)	☐	☐	☐	☐
Training meetings	☐	☐	☐	☐
Libraries and Library System Websites	☐	☐	☐	☐
Social pages of the Library System and libraries	☐	☐	☐	☐
OneSearch SBS platform to look for hardcopy documents and electronic resources	☐	☐	☐	☐
Consultation of electronic resources' from home '(OneSearch SBS)	☐	☐	☐	☐
USiena air – institutional archive of research products	☐	☐	☐	☐
USiena Integra – Moodle (e-learning platform to support teaching)	☐	☐	☐	☐
USiena Integra - Degree thesis Anti-plagiarism service	☐	☐	☐	☐

Section E: LIBRARY SERVICES - Satisfaction

E1.   How satisfied are you with the following library services?

	Not at all	Little	Quite	Very
Reading room	☐	☐	☐	☐
Photocopies and scans	☐	☐	☐	☐
Computer workstations	☐	☐	☐	☐
Consultation of books, magazines, encyclopedias, etc.	☐	☐	☐	☐
Loans of books, DVDs, CDs etc.	☐	☐	☐	☐
Provision of books and articles from other libraries	☐	☐	☐	☐
Loan desk Information	☐	☐	☐	☐
Information and support online	☐	☐	☐	☐
In-depth bibliographic consultation (reference)	☐	☐	☐	☐
Training meetings	☐	☐	☐	☐
Libraries and Library System Websites	☐	☐	☐	☐
Social pages of the Library System and libraries	☐	☐	☐	☐
OneSearch SBS platform to look for hardcopy documents and electronic resources	☐	☐	☐	☐
Consultation of electronic resources' from home '(OneSearch SBS)	☐	☐	☐	☐
USiena air – institutional archive of research products	☐	☐	☐	☐
USiena Integra – Moodle (e-learning platform to support teaching)	☐	☐	☐	☐
USiena Integra - Degree thesis Anti-plagiarism service	☐	☐	☐	☐

Section F: LIBRARY SERVICES - Importance

F1. **How important are the following services to a university library?**

	I don't know it	Not at all	Little	Quite	Very
Reading room	☐	☐	☐	☐	☐
Photocopies and scans	☐	☐	☐	☐	☐
Computer workstations	☐	☐	☐	☐	☐
Consultation of books, magazines, encyclopedias, etc.	☐	☐	☐	☐	☐
Loans of books, DVDs, CDs etc.	☐	☐	☐	☐	☐
Provision of books and articles from other libraries	☐	☐	☐	☐	☐
Loan desk Information	☐	☐	☐	☐	☐
Information and support online	☐	☐	☐	☐	☐
In-depth bibliographic consultation (reference)	☐	☐	☐	☐	☐
Training meetings	☐	☐	☐	☐	☐
Libraries and Library System Websites	☐	☐	☐	☐	☐
Social pages of the Library System and libraries	☐	☐	☐	☐	☐
OneSearch SBS platform to look for hardcopy documents and electronic resources	☐	☐	☐	☐	☐
Consultation of electronic resources' from home '(OneSearch SBS)	☐	☐	☐	☐	☐
USiena air – institutional archive of research products	☐	☐	☐	☐	☐
USiena Integra – Moodle (e-learning platform to support teaching)	☐	☐	☐	☐	☐
USiena Integra - Degree thesis Anti-plagiarism service	☐	☐	☐	☐	☐

Section G: CROSS-SECTIONAL ASPECTS OF LIBRARY SERVICES

G1. **How important are the following services to a university library?**

	Not at all	Little	Quite	Very
Environments (comfort, order, cleanliness, illumination, silence, temperature, etc.)	☐	☐	☐	☐
Communications in the library, by email, on the website, on social pages (clarity and timeliness)	☐	☐	☐	☐
Opening days and times (range and adequacy to my needs)	☐	☐	☐	☐
Anti-Covid-19 prevention measures	☐	☐	☐	☐
Personnel (courtesy, availability, competence, efficiency, etc.)	☐	☐	☐	☐
Heritage: books, magazines, DVDs, ebooks, ejournals etc. (quantity and quality)	☐	☐	☐	☐
University wi-fi network (accessibility, usability, speed)	☐	☐	☐	☐
VPN service – Private network virtual -(usability, accessibility)	☐	☐	☐	☐

G2. **How satisfied are you with the following aspects of the University library you generally use?**

	Not at all	Little	Quite	Very	Not Applicable
Environments (comfort, order, cleanliness, illumination, silence, temperature, etc.)	☐	☐	☐	☐	☐
Communications in the library, by email, on the website, on social pages (clarity and timeliness)	☐	☐	☐	☐	☐
Opening days and times (range and adequacy to my needs)	☐	☐	☐	☐	☐
Anti-Covid-19 prevention measures	☐	☐	☐	☐	☐
Personnel (courtesy, availability, competence, efficiency, etc.)	☐	☐	☐	☐	☐
Heritage: books, magazines, DVDs, ebooks, ejournals etc. (quantity and quality)	☐	☐	☐	☐	☐
University wi-fi network (accessibility, usability, speed)	☐	☐	☐	☐	☐
VPN Service – Private networkvirtual – (usability, accessibility)	☐	☐	☐	☐	☐

Section H: OVERALL PERCEPTION OF THE UNIVERSITY LIBRARY SYSTEM

H1. **How satisfied are you with the University Library System as a whole?**

Not at all ☐

Little ☐

Quite ☐

Very ☐

H2. **What do you suggest to improve the services of the University Library System?**

[ ]

Thank you for completing the questionnaire!

The survey report will be available soon on the website

Library system of the University.