

## **"In-Library Use" Questionnaire**

Dr. Lynne Porat and Michal Gershtein, Library Assessment Team (Jan. 2009)

One of the first steps taken by the library to assess its existing services and to receive feedback about additional services which may be implemented was to conduct a user survey. The survey aimed to map users' activities, to provide insight into the services they use, and to indicate which sections of the library they visited. The ["In-Library Use" Questionnaire](#)

In addition to questions relating to their current library visit, customers were invited to suggest, criticize and comment on anything about the library. Our intention was to consider users' opinions and wishes concerning current library services and especially, future library services in [the new wing](#) which is currently under construction.

### **Results:**

In general, library users had very favorable opinions of the library and the survey results confirmed the "library as place". Many people sat and worked in the library, looked for items on the shelves, loaned books and photocopied articles. Despite the overall high rating of the library, various issues were raised which the library has already taken care of.

#### **A. Noise level in the library:**

In general, there is too much noise in the library. As a result the library has decided on the following: 1. to create a special room for group work, 2. to continue imposing fines for mobile phone use, 3. to take care of the noise created by photocopying machines and printers, 4. to take care of the noise made by contractors, cleaners and maintenance workers, 5. to put telephones in quiet mode at the service desks and in offices, 6. to ensure that patrons and librarians do not make noise while entering and exiting the library or in the corridors, and 7. the Library Assessment Team will continue to check patrons' expectations about noise levels in the library.

#### **B. The distribution of the computers in the library and their quality:**

Some areas in the library lack computers and in other areas there computers that are not in use. As a result, the library has decided on the following: 1. to place five computers in the new group work room, 2. to check if there are other areas lacking computers, 3. to check if there are computers that are not in use and move them to areas which are lacking computers. 4. To ensure that Microsoft Office software appears on every computer desktop, 5. to ensure that an icon indicating that disk-on-key has been successfully installed appears on every desktop when necessary.

#### **C. Water:**

There are not enough water fountains in the library. As a result, the library has decided to try to install machine for selling water.

#### **D. Assistance among the shelves:**

Finding items on the shelves was considered problematic for many students. As a result, the library will install internal telephones among the shelves so that users can telephone for help.