**Appendix**

**Questionnaire**

1. What is your gender?

 Male

 Female

1. What is your age?

 20 or under

 21 – 25

 26 – 30

 31 – 35

 36 – 40

 41 – 45

 46 – 50

 51 or over

1. What is/are your department(s) of study?

 Aerospace Engineering

 Animal & Plant Sciences

 Archaeology

 Architecture

 Automatic Control & Systems Engineering

 Biblical Studies

 Biomedical Science

 Cardiovascular Science

 Chemical & Process Engineering

 Chemistry

 Civil & Structural Engineering

 Computer Science

 Dentistry, School of

 East Asian Studies

 Economics

 Educational Studies

 Electronic & Electrical Engineering

 Engineering Materials

 English, School of

 French

 Germanic Studies

 Geography

 Hispanic Studies

 History

 Human Communication Sciences

 Human Metabolism

 Infection & Immunity

 Information Studies

 Journalism Studies

 Landscape

 Law

 Management School

 Mathematics & Statistics, School of

 Mechanical Engineering

 Medical School, The

 Modern Languages, School of

 Molecular Biology & Biotechnology

 Music

 Neuroscience

 Nursing & Midwifery, School of

 Oncology

 Philosophy

 Physics and Astronomy

 Politics

 Psychology

 Russian & Slavonic Studies

 ScHaRR [School of Health & Related Research]

 Sociological Studies

 Town & Regional Planning

1. What year of study were you in during this academic year (2009/2010)?

 First year undergraduate

 Second year undergraduate

 Final year undergraduate

 Postgraduate - Masters

 Postgraduate - PhD

 Other (please specify)

1. Approximately how often have you visited the Information Commons this academic year (2009/2010)?

 Every day

 Four to six times per week

 Two to three times per week

 Once a week

 Once every two to three weeks

 Once a month

 Once a term

 Less than once a term

 Never

 It varied throughout the year (please feel free to give details)

1. What were the main purposes of your visits to the Information Commons this academic year? Please select all that apply.

 To borrow and/or return items

 To do individual coursework, studying or revision

 To do group work or to study with others

 To ask for help with using library resources

 To attend lectures or classes

 Other (please specify)

1. Have you asked for assistance from a member of staff in the Information Commons during any of your visits there this academic year?

 Yes

 No (please go to question 11)

1. If Yes, what kind of assistance did you ask for?
2. Do you know who you asked for help? Please select all that apply.

 Librarian

 Library Assistant

 Clerical Assistant

 Shelving Assistant

 Attendant

 IT Staff

 Security

 Other (please give details)

 I don't know

1. How did you feel about how your questions were dealt with by the staff?
2. If you have never, or very rarely, asked for help from staff in the Information Commons, why is this?
3. Have you ever contacted the Information Commons by telephone or email to ask for assistance?

 Yes (please give details)

 No (please go to question 14)

1. How did you feel about how your telephone or email queries were dealt with by the staff?
2. Do you have any further comments to make about asking for assistance from staff in the Information Commons?
3. Do you use any of the other University of Sheffield libraries?

 Western Bank

 St George's

 Health Sciences Library, Royal Hallamshire Hospital

 Health Sciences Library, Northern General Hospital

 I only use the Information Commons (please go to question 18)

1. Are you more likely to ask for assistance from library staff in one of these libraries, than in the Information Commons?

 Yes

 No

 I don't know

1. Please give the reasons why/why not.
2. Is there any way in which your views or opinions of the library staff vary between the Information Commons, and any of the other university libraries?

 Yes

 No

 I don't know

1. If so, please explain.
2. If you need assistance with doing research for your work, who are you likely to ask?

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Very Likely | Likely | Possibly | Unlikely | Very Unlikely | Never |
| Tutor/lecturer |  |  |  |  |  |  |
| Other students |  |  |  |  |  |  |
| Library staff |  |  |  |  |  |  |
| Other (please specify) |  |  |  |  |  |  |

1. There are a number of librarians working in the libraries at the University of Sheffield. How often, if at all, do you think that they perform the following tasks in their job?

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Frequently | Sometimes | Rarely | Never | I’m not sure |
| Putting books back on the shelves |  |  |  |  |  |
| Teaching information/ research skills |  |  |  |  |  |
| Helping students to find books |  |  |  |  |  |
| Processing fines |  |  |  |  |  |
| Looking after the computers/ printers/photocopiers |  |  |  |  |  |
| Giving subject-specific help to students with their research |  |  |  |  |  |
| Giving general help to students with their research |  |  |  |  |  |
| Finding books that students have reserved |  |  |  |  |  |
| Picking up litter/cleaning the library |  |  |  |  |  |
| Security |  |  |  |  |  |
| Buying books, journals and electronic material  |  |  |  |  |  |
| Giving general directional help |  |  |  |  |  |
| Removing outdated books |  |  |  |  |  |
| Working in the cafe in the IC |  |  |  |  |  |

1. Is there anything else that you think the librarians do in their jobs?
2. What do you think is usually the minimum educational requirement for a librarian working in a university library?

 GCSEs or equivalent

 A-Levels or equivalent

 Undergraduate degree in any subject

 Undergraduate degree in Librarianship

 Master's degree in any subject

 Master's degree in Librarianship

 PhD in any subject

 PhD in Librarianship

 Other (please specify)

 I don't know

1. Do you know who the librarian for your department is?

 Yes

 No

 I know that there is one, but I don't know who they are

1. If yes, have you contacted your librarian for any reason?

 Yes (please give details)

 No

1. Have you attended any classes or inductions run by your librarian?

 Yes

 No

 I don't know

1. If Yes, did you find these classes/inductions useful? Please comment.
2. Is there anything else you would like to add about any of the topics covered in this questionnaire?
3. Thank you for taking the time to complete this questionnaire. If you would be willing to be contacted to discuss your answers further in an interview, please leave your email address below. Your responses will remain anonymous.