**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.