Questionnaire

1. What is your gender?
   Male
   Female

2. What is your age?
   20 or under
   21 – 25
   26 – 30
   31 – 35
   36 – 40
   41 – 45
   46 – 50
   51 or over

3. 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

4. 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)

5. 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)

6. 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)

7. 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)

8.   If Yes, what kind of assistance did you ask for?

9.   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

10. How did you feel about how your questions were dealt with by the staff?

11. If you have never, or very rarely, asked for help from staff in the Information Commons, why is
     this?

12. 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)

13. How did you feel about how your telephone or email queries were dealt with by the staff?

14. Do you have any further comments to make about asking for assistance from staff in the
     Information Commons?

15. 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)

16. 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

17. Please give the reasons why/why not.

18. 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

19. If so, please explain.

20. 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)						

21. 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					

22. Is there anything else that you think the librarians do in their jobs?

23. 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

24. 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

25. If yes, have you contacted your librarian for any reason?
Yes (please give details)
No

26. Have you attended any classes or inductions run by your librarian?
Yes
No
I don't know

27. If Yes, did you find these classes/inductions useful? Please comment.

28. Is there anything else you would like to add about any of the topics covered in this questionnaire?

29. 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.