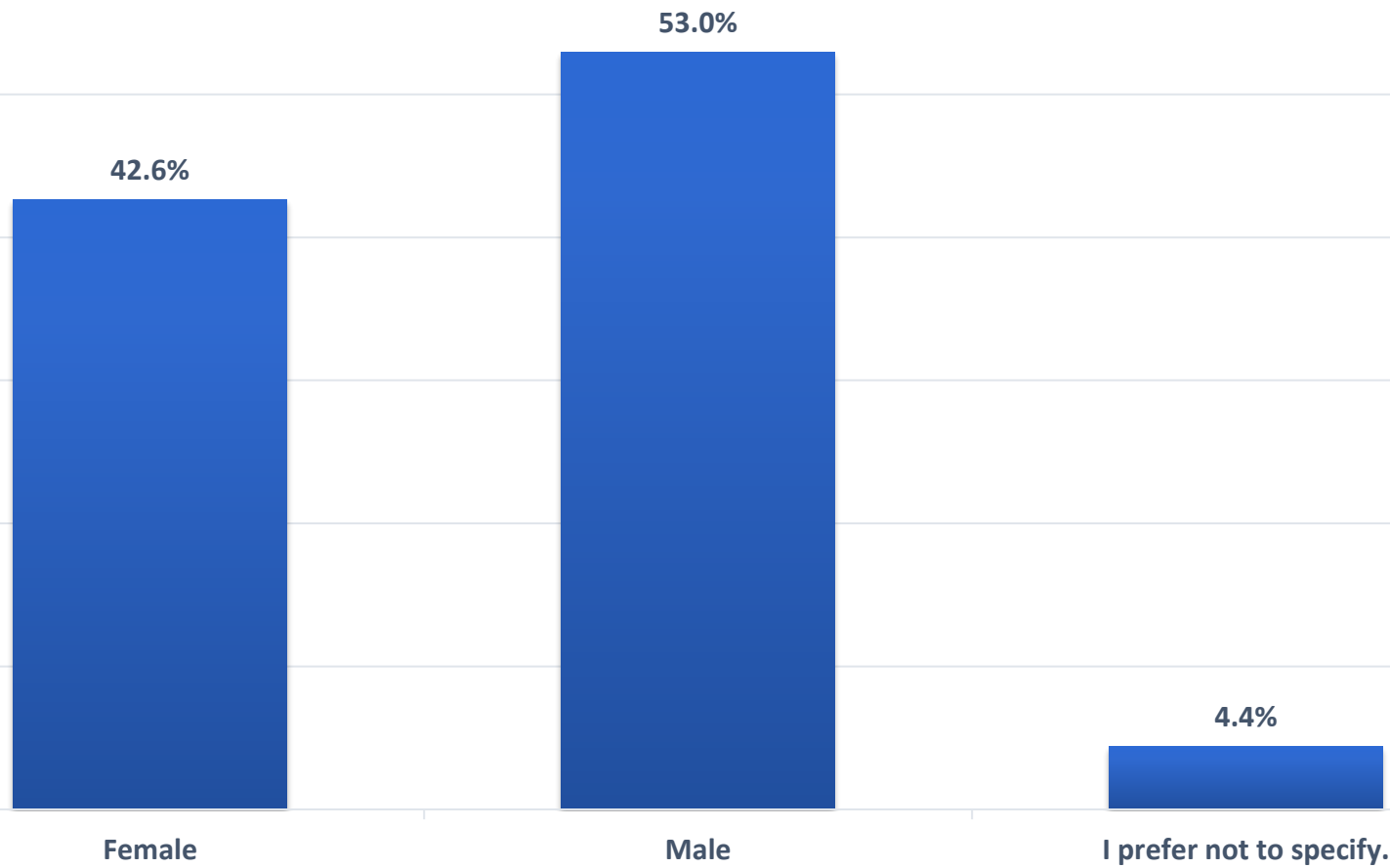
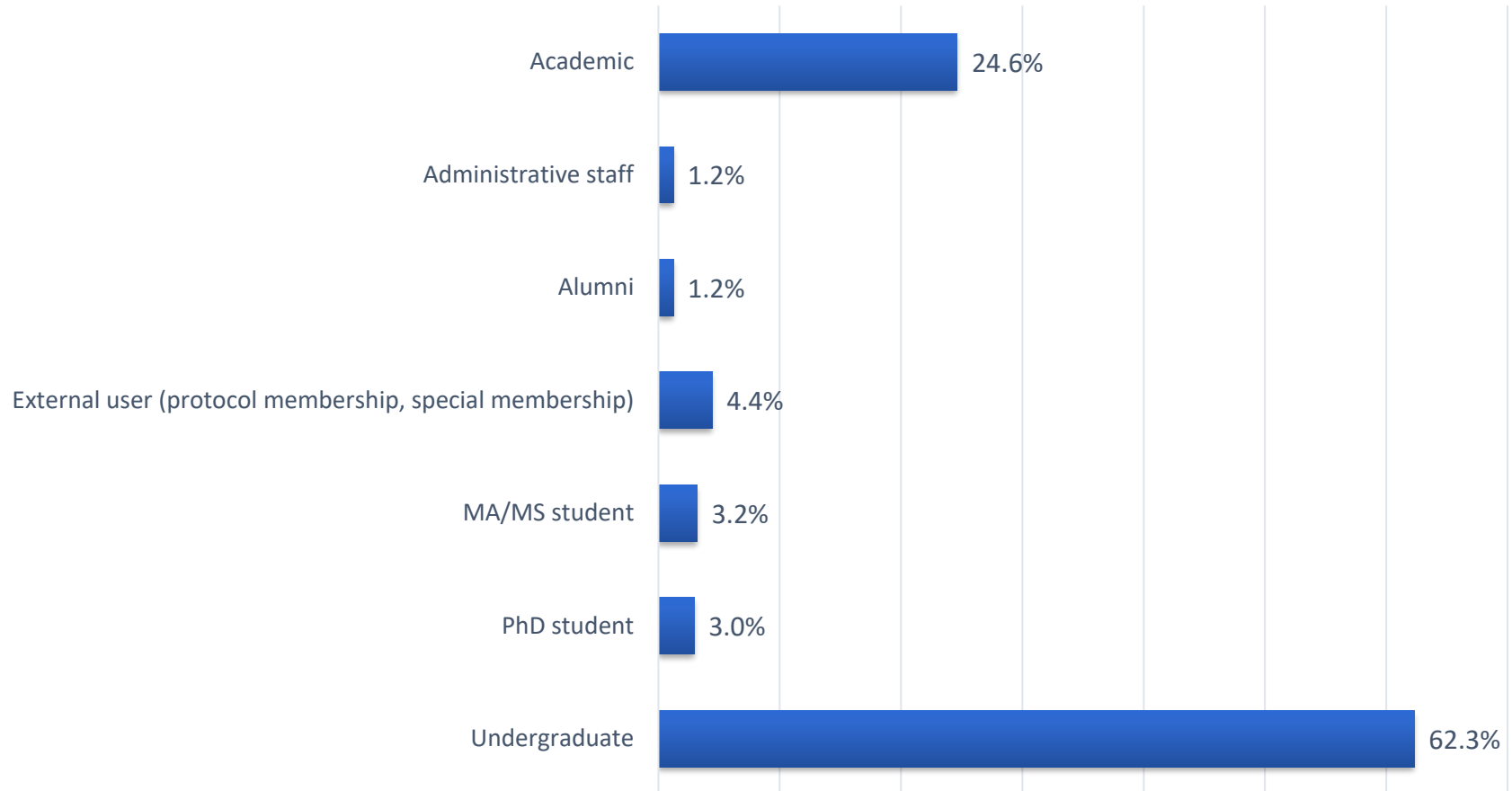


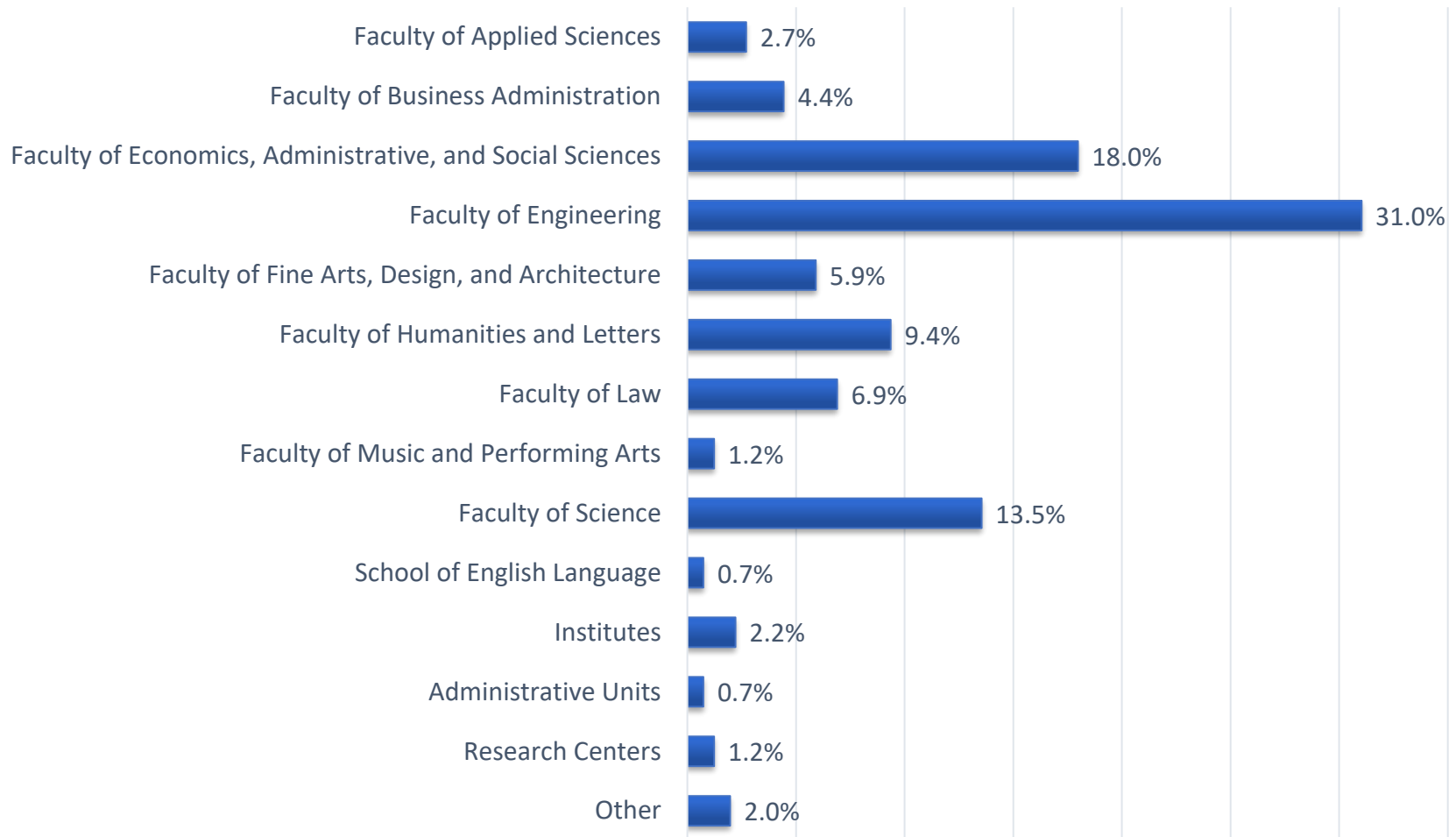
# 1. Please indicate your gender.



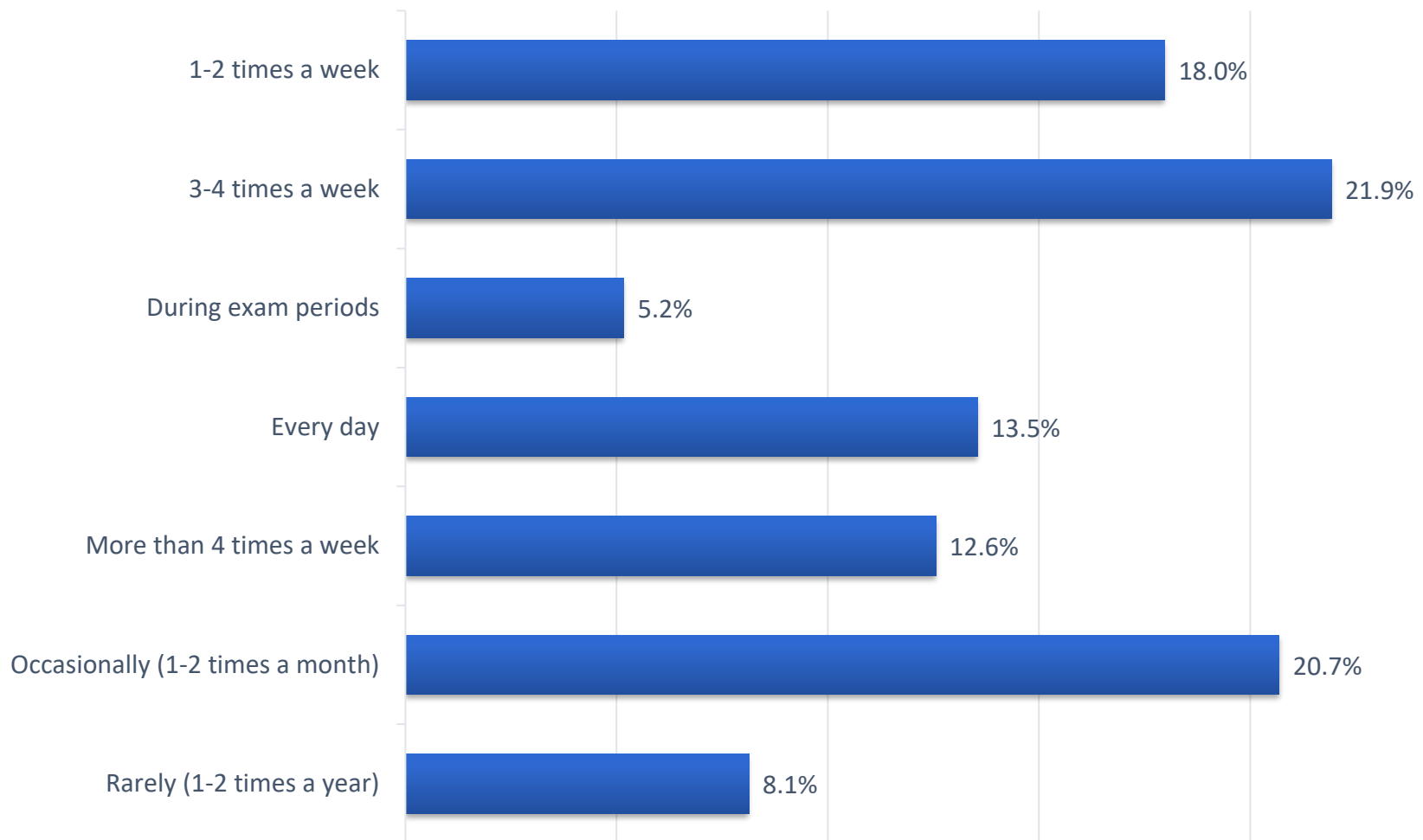
## 2. Please select the user profile below that best fits you.



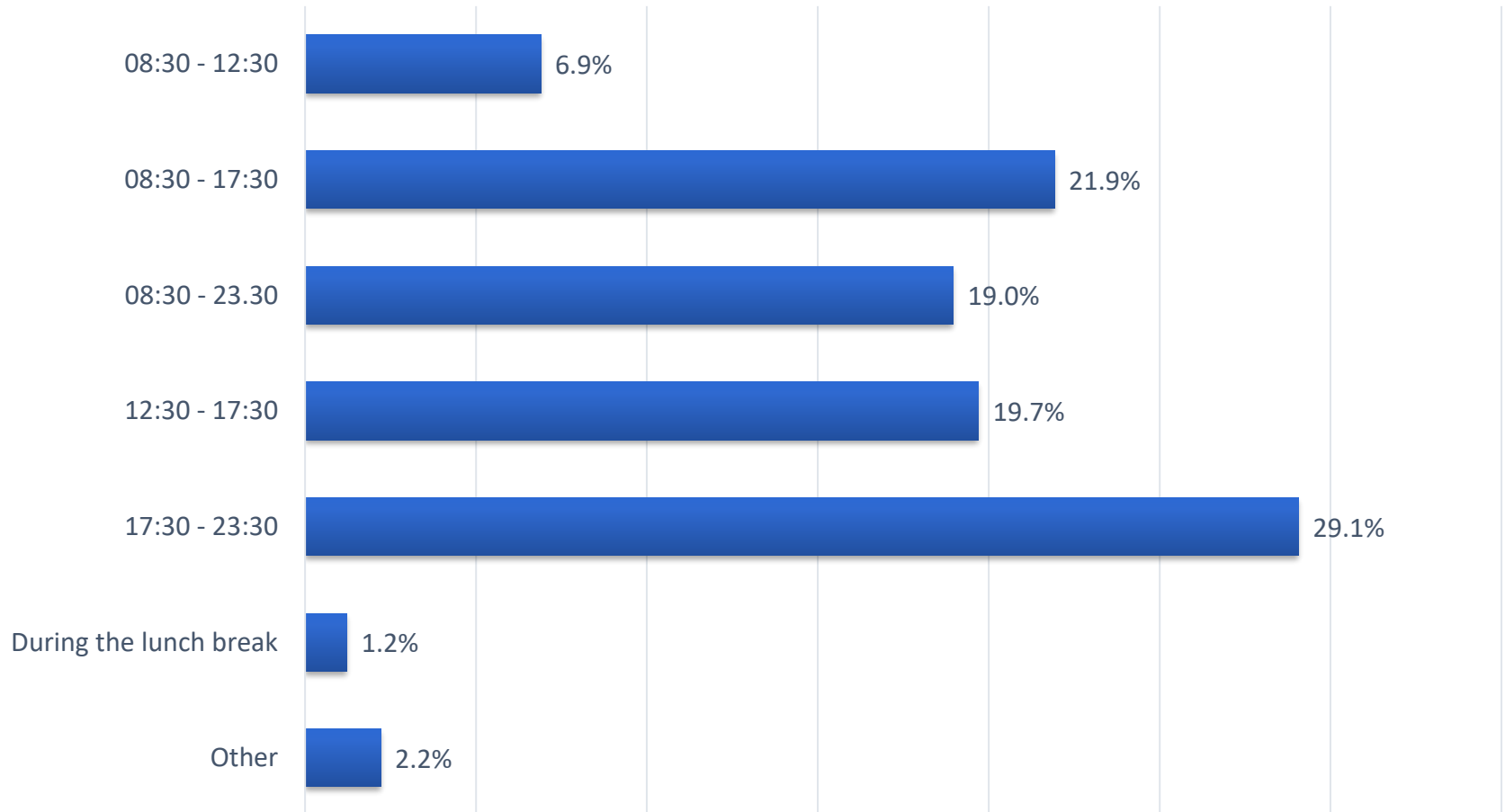
### 3. Please select your faculty or unit.



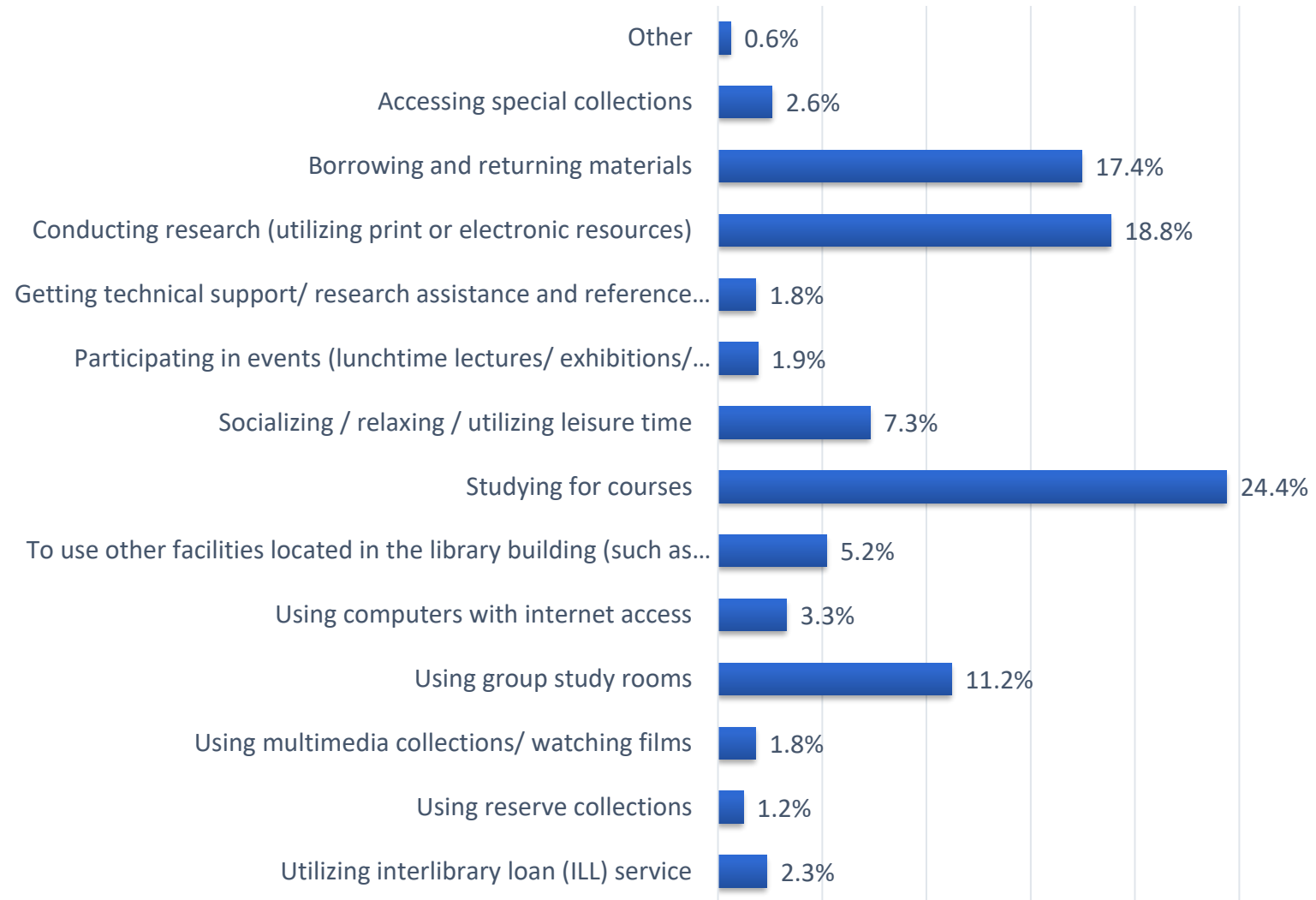
#### 4. How often do you use library services and resources (print and electronic)?



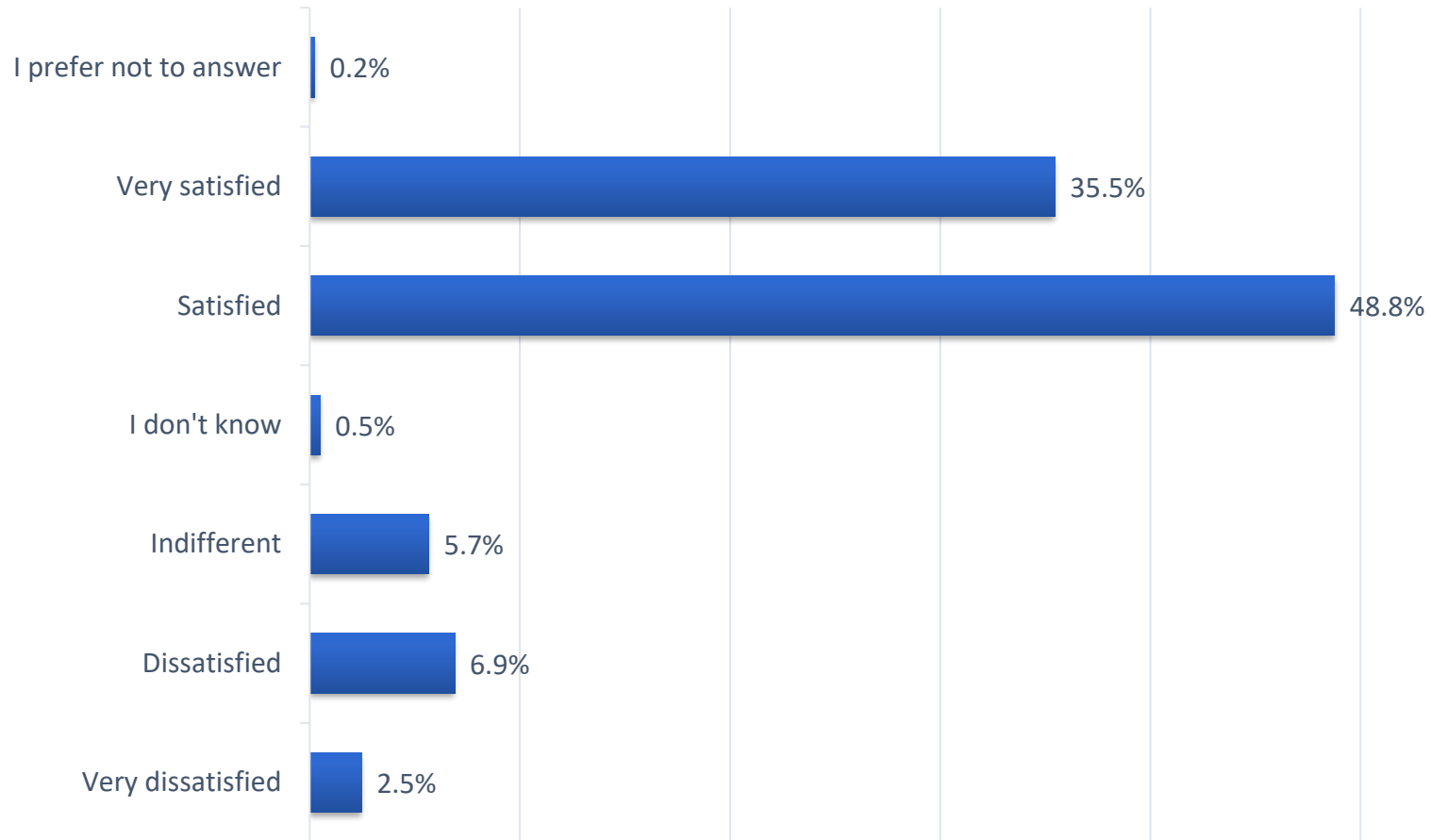
### 5. Generally, during which hours do you benefit from library services and resources?



## 6. For what purposes do you use the library?

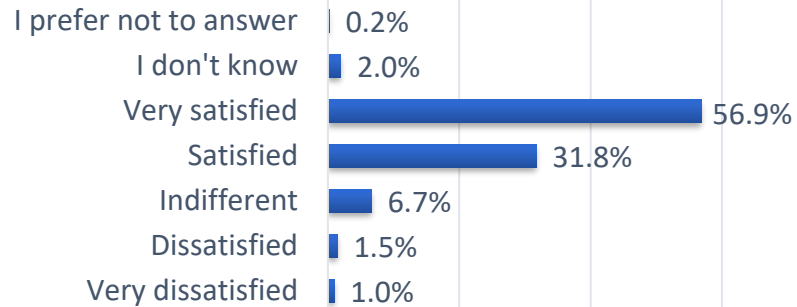


## 7. Please rate your overall satisfaction with Bilkent University Library and its services.

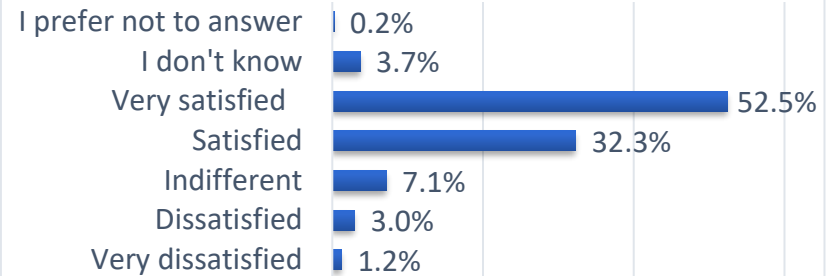


## 8. How would you evaluate Bilkent University Library staff based on the following criteria?

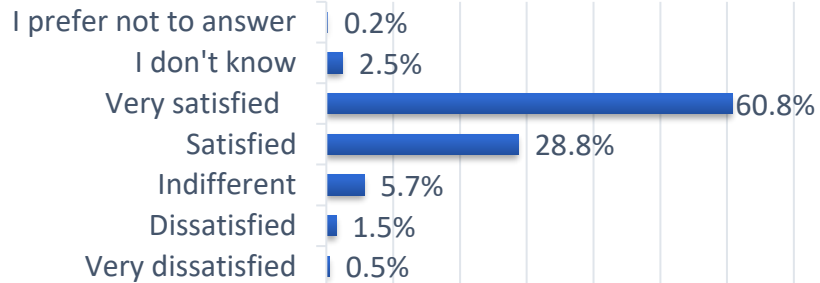
### Friendliness



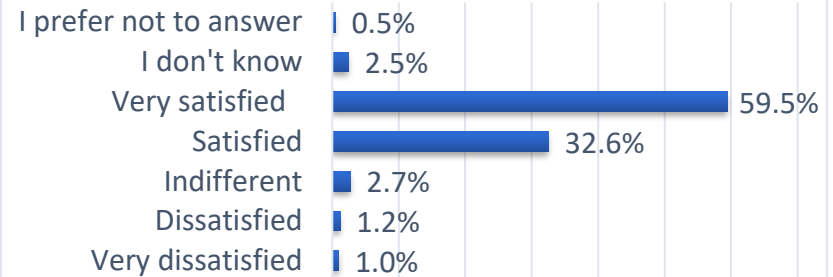
### Accessibility



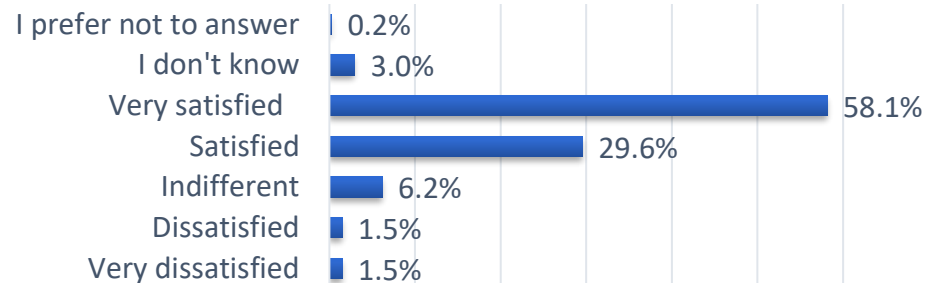
### Politeness



### Professionalism



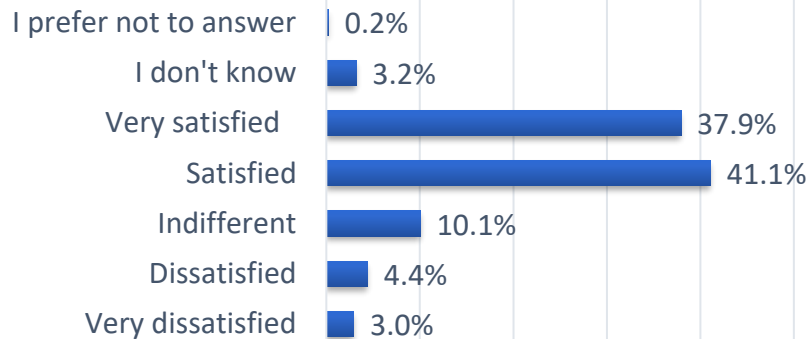
### Willingness to assist



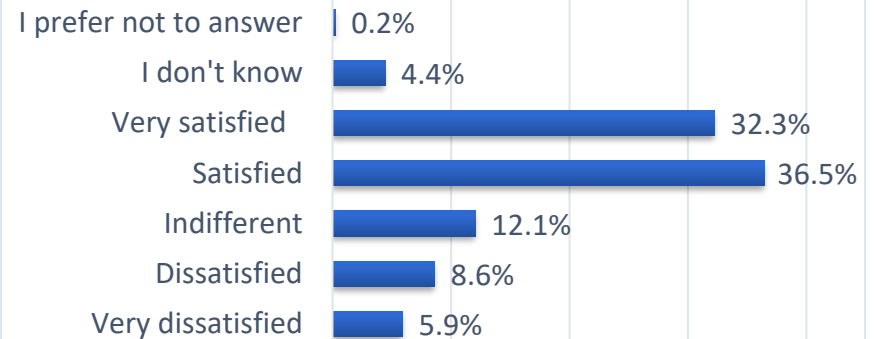


## 9. How satisfied are you with the following library environment?

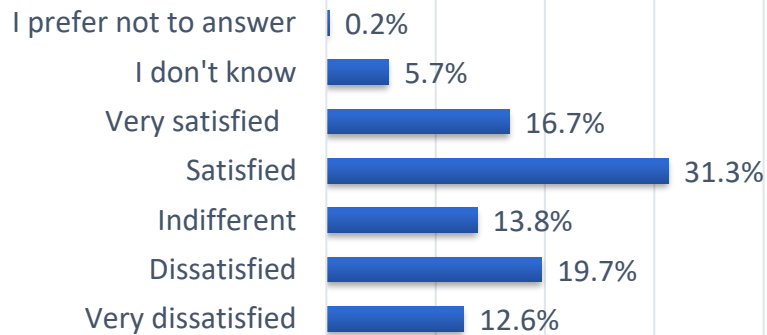
### Lighting



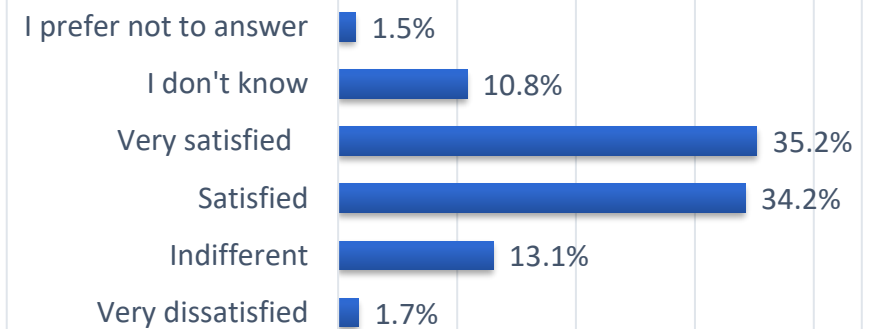
### Heat



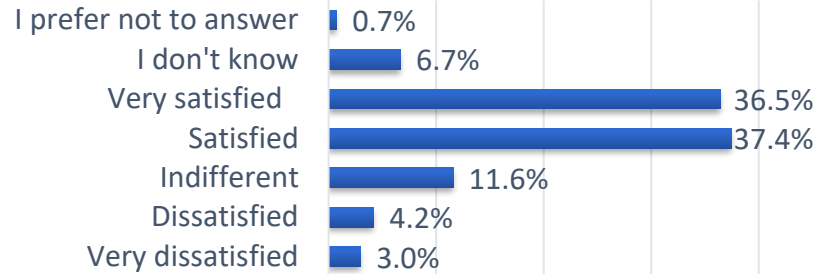
### Ventilation



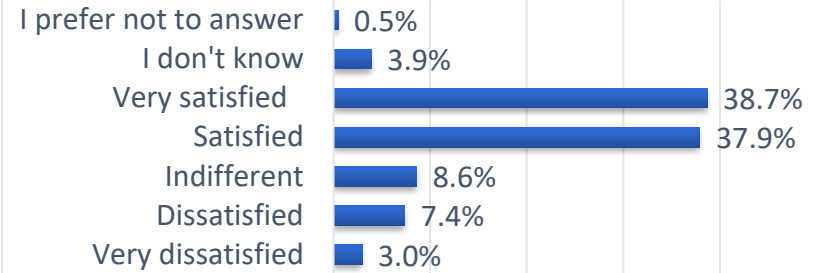
### Count of Signage, warnings and alerts



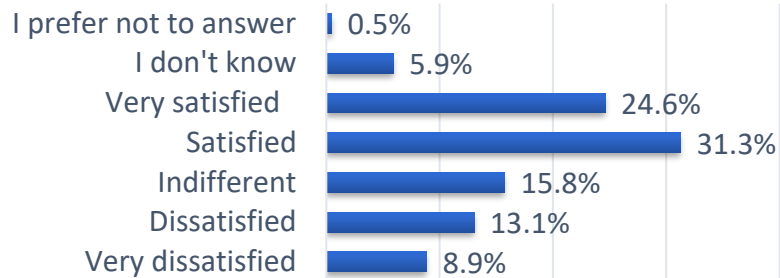
### Arrangement of shelves



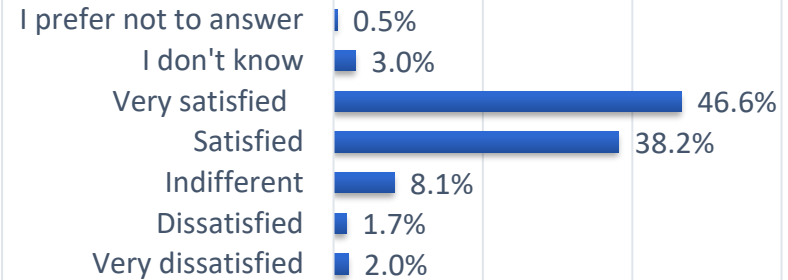
### Level of silence



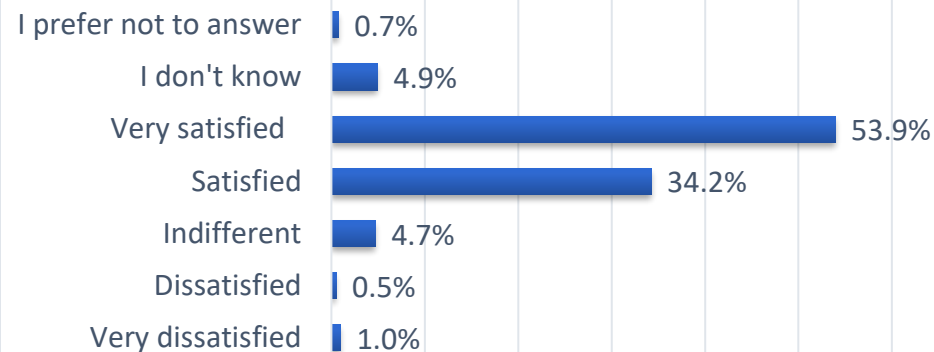
### Seating capacity



### Cleanliness

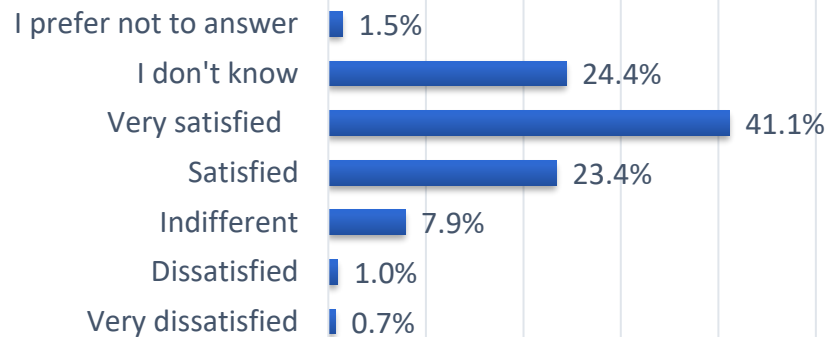


### Security

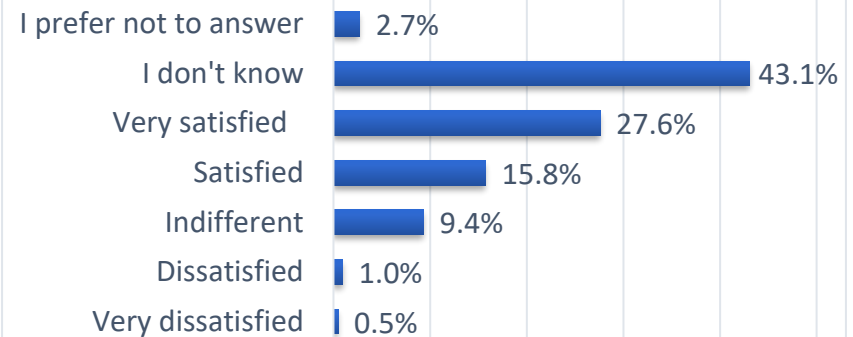


## 10. How satisfied are you with the library communication channels?

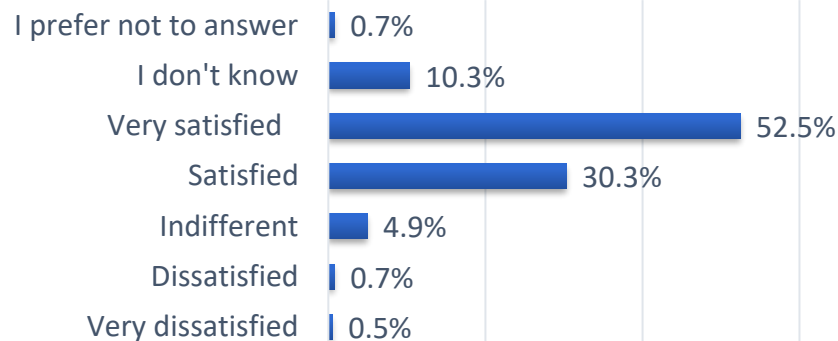
### E-mail



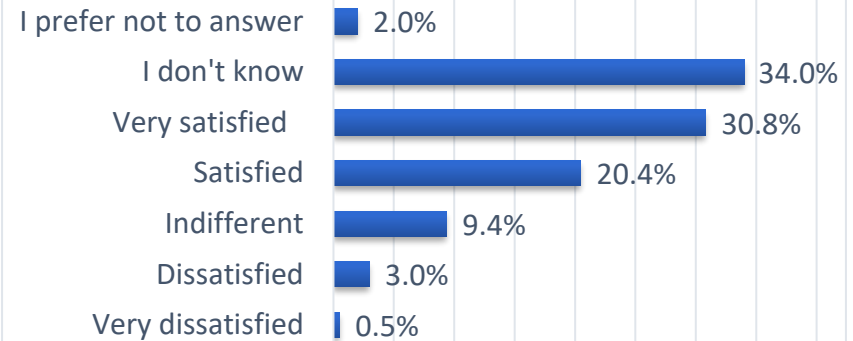
### Phone



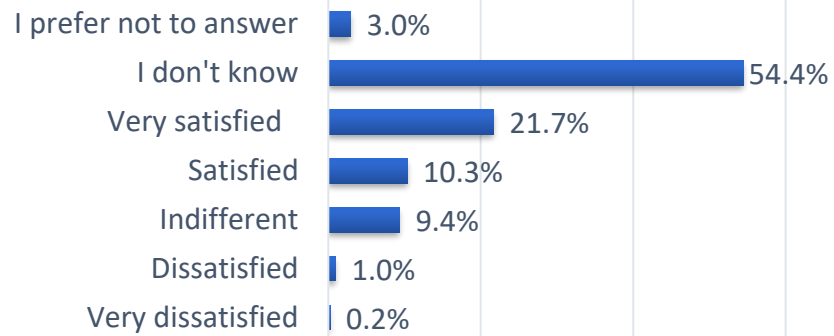
### Face to face



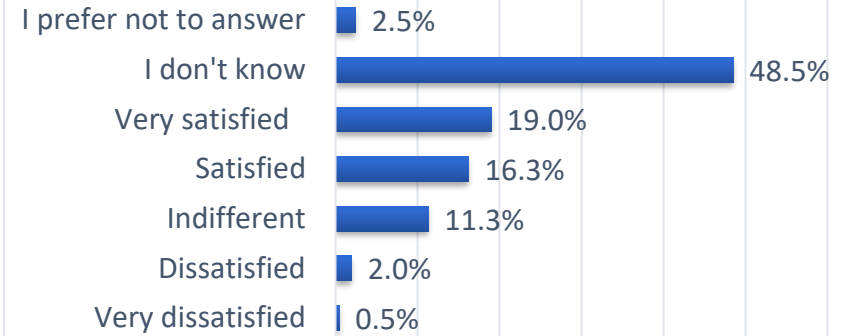
### Question and request forms



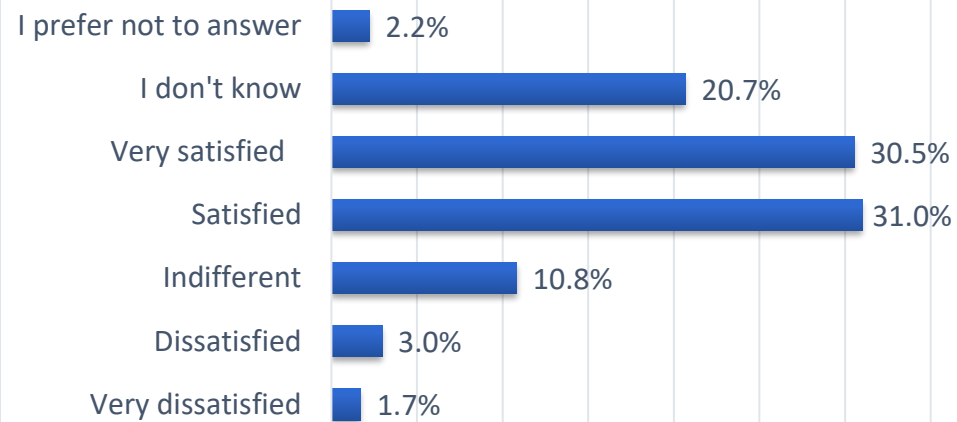
### Online chat service (Ask us)



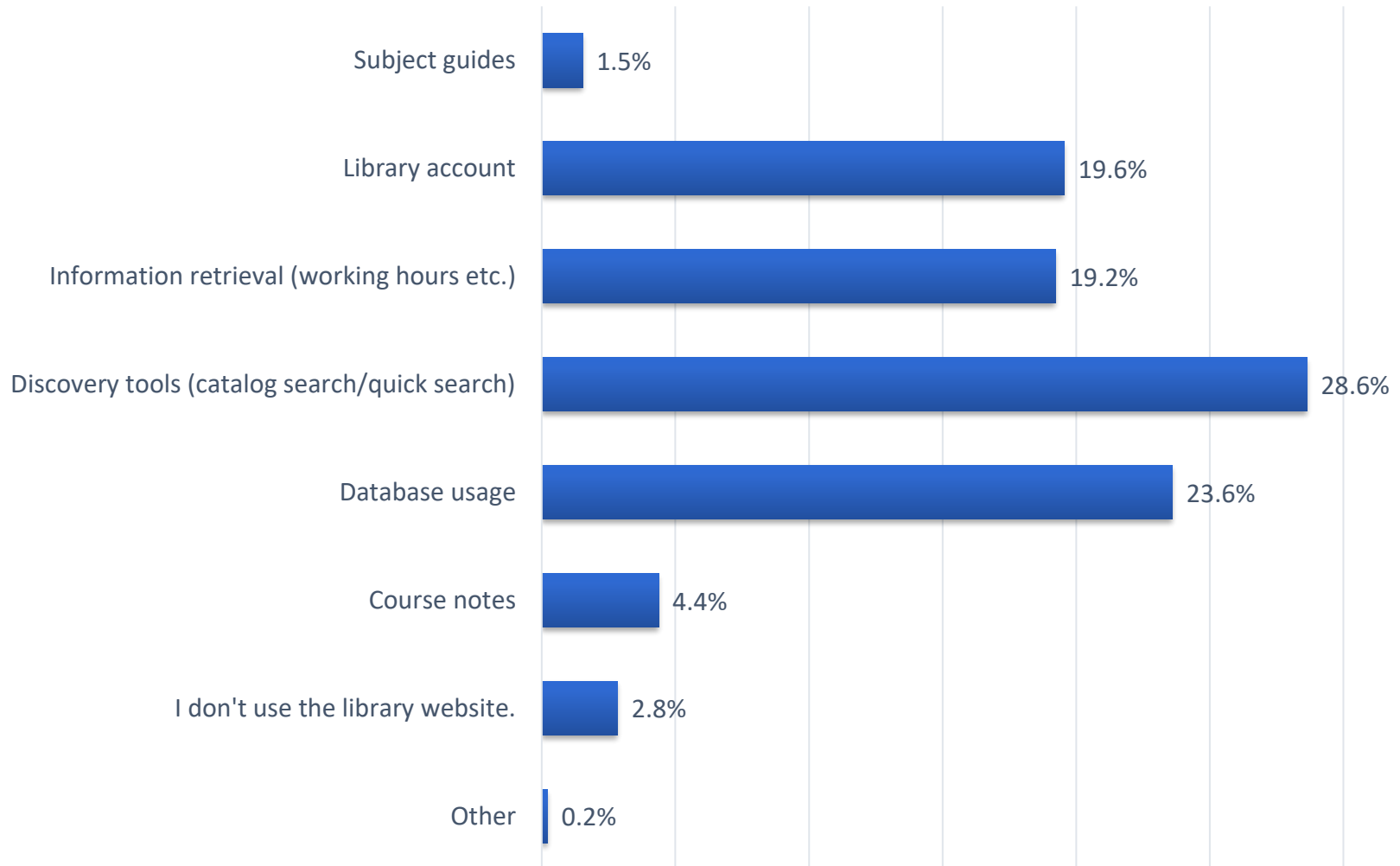
### Social media accounts



### BAIS announcements

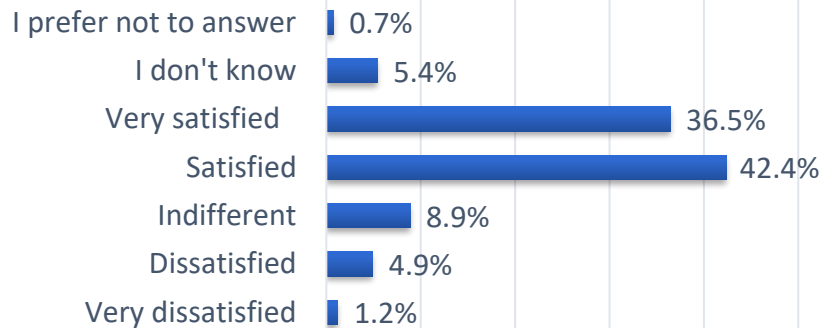


### 11. For what purposes do you use the library website?

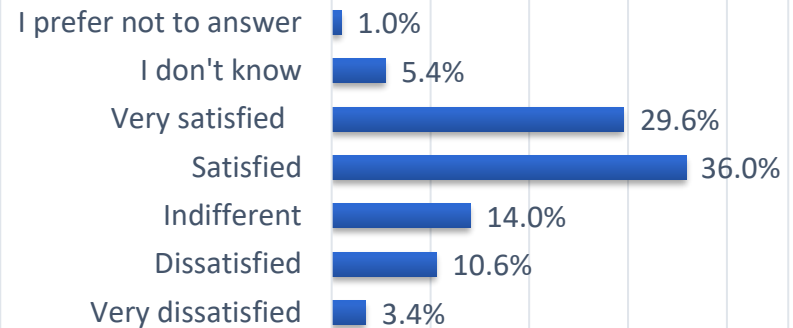


## 12. Please evaluate the library website based on the following criteria.

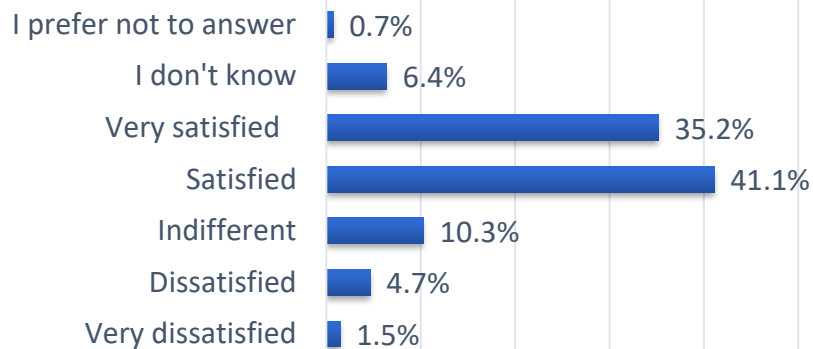
### Accessibility



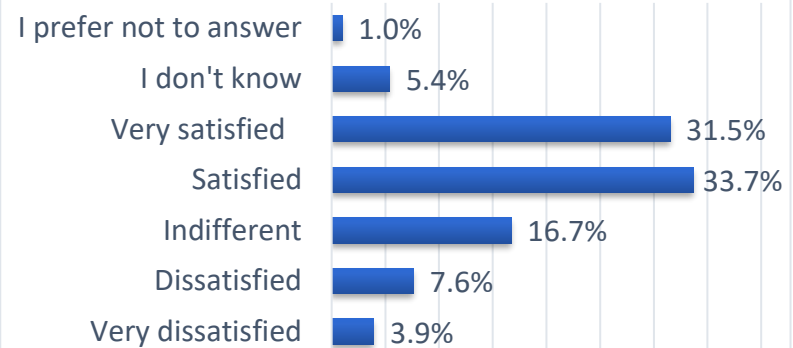
### Visuality



### Content

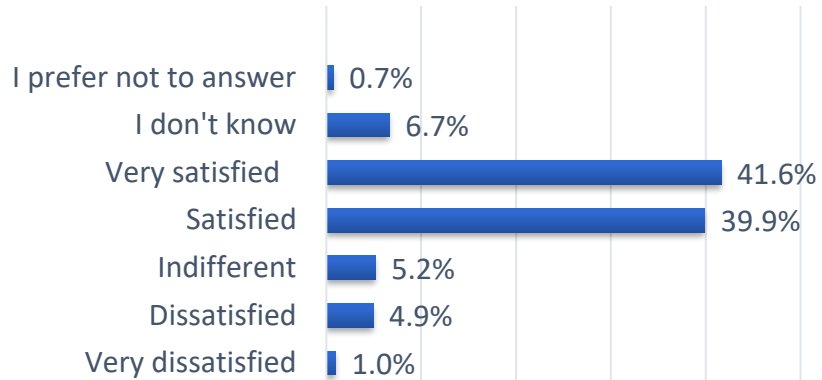


### Usability

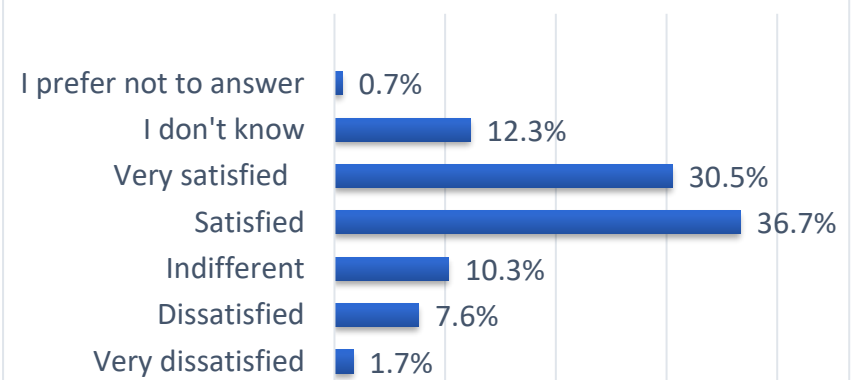


### 13. Please evaluate the library collection based on the following criteria.

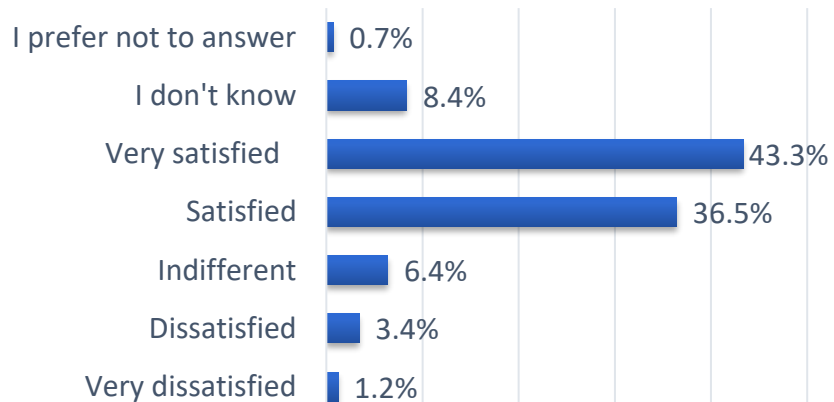
#### Accessibility



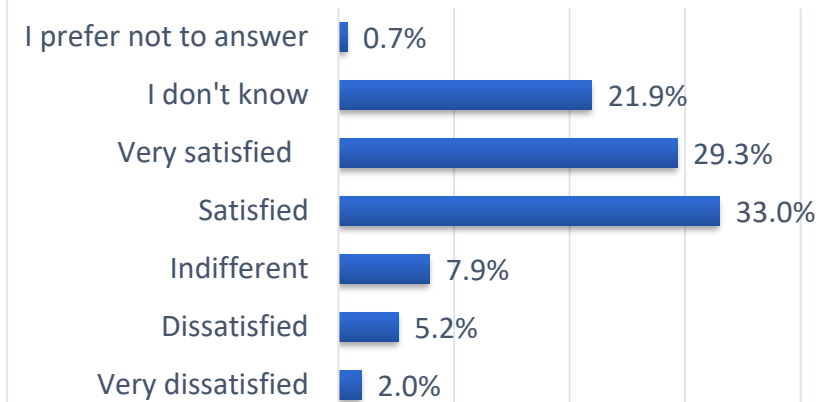
#### Up-to-dateness



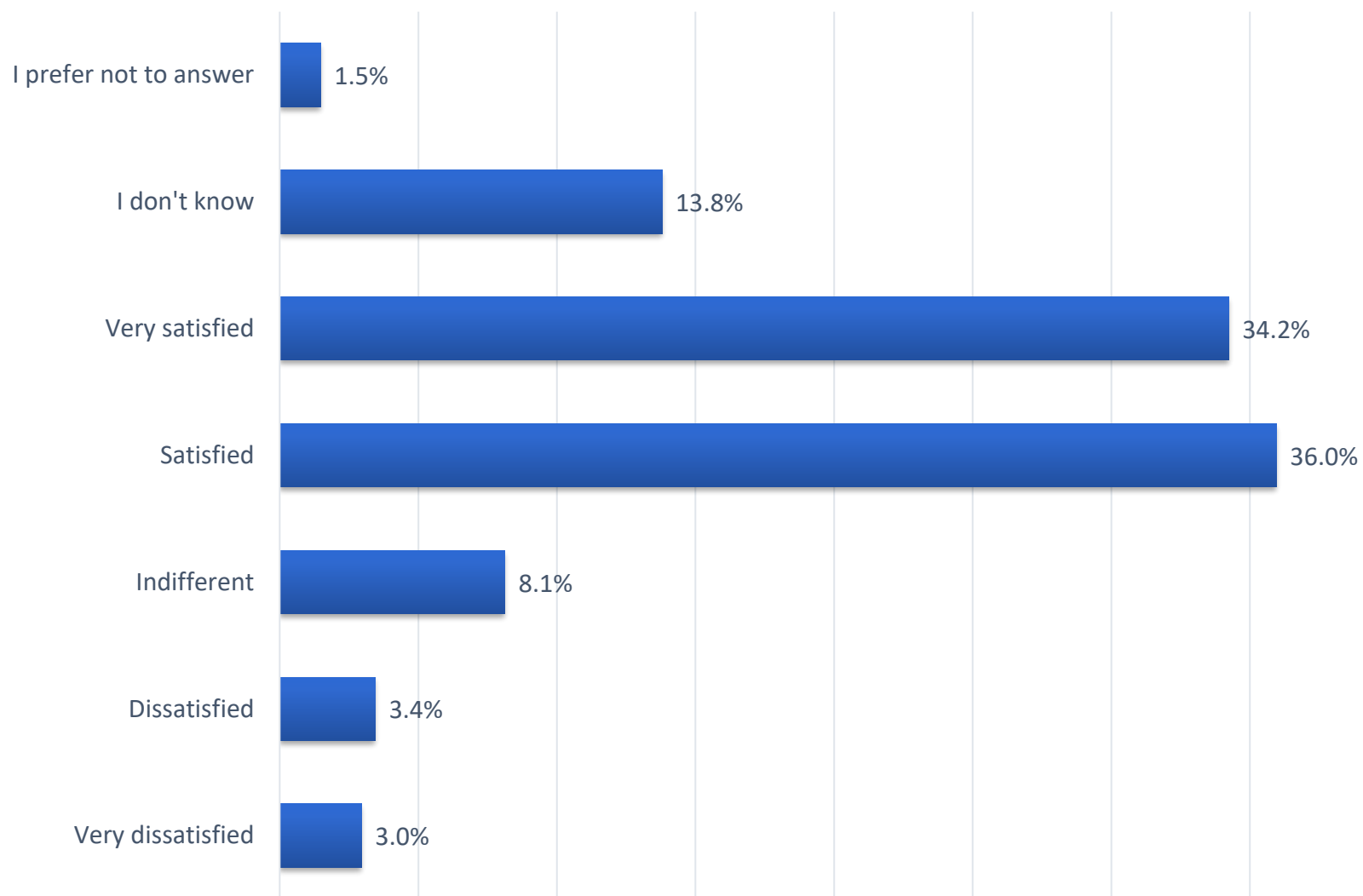
#### Subject diversity



#### Language diversity

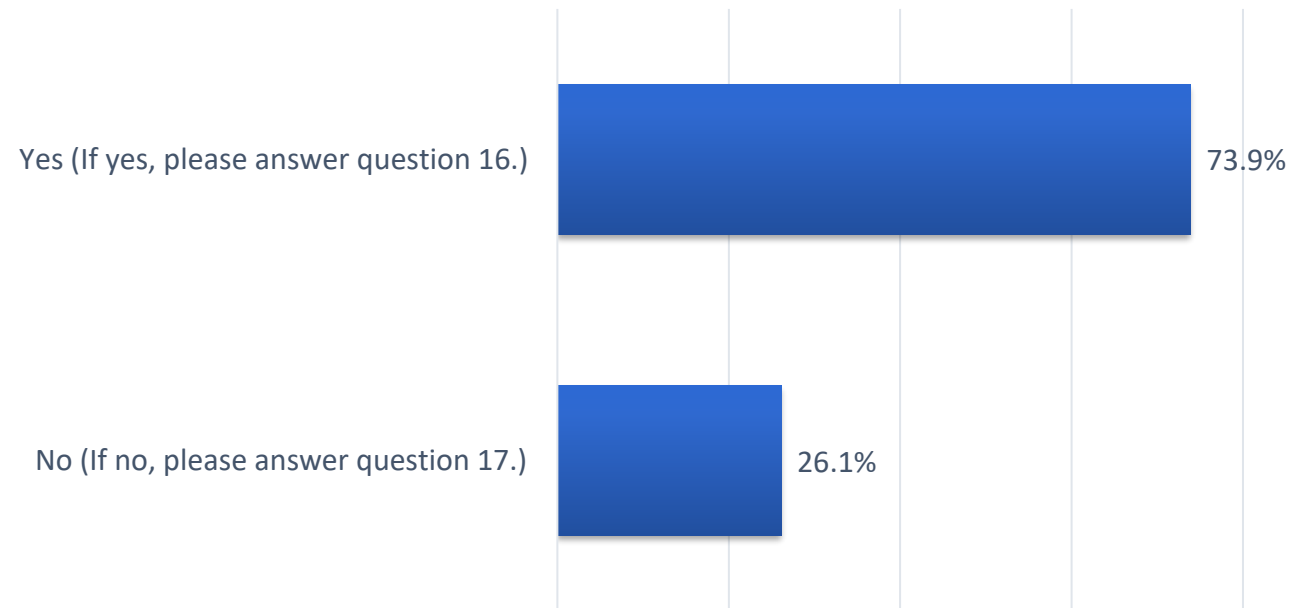


#### 14. Please evaluate electronic resources of the library.

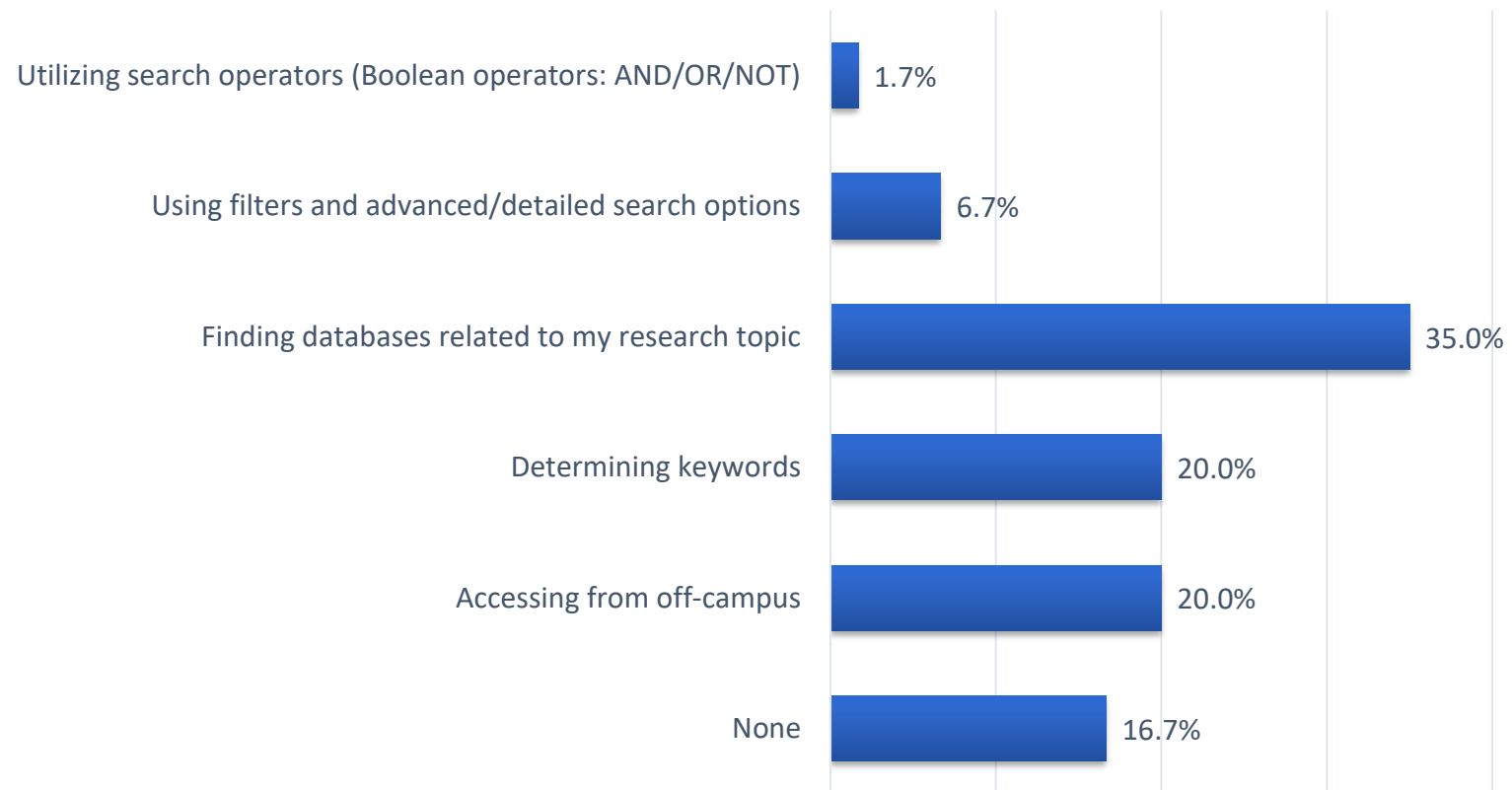




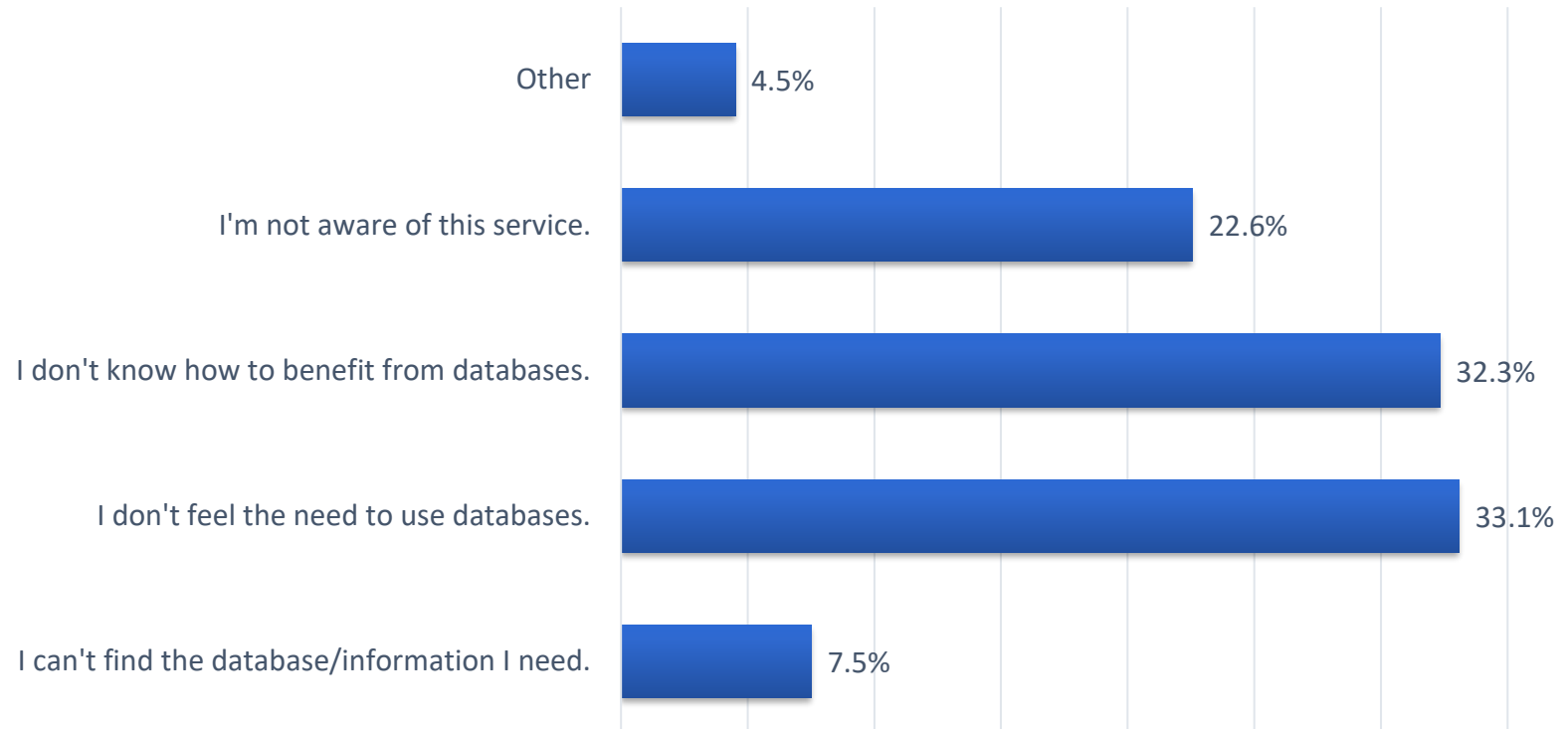
**15. Do you utilize the databases accessible through our library?**



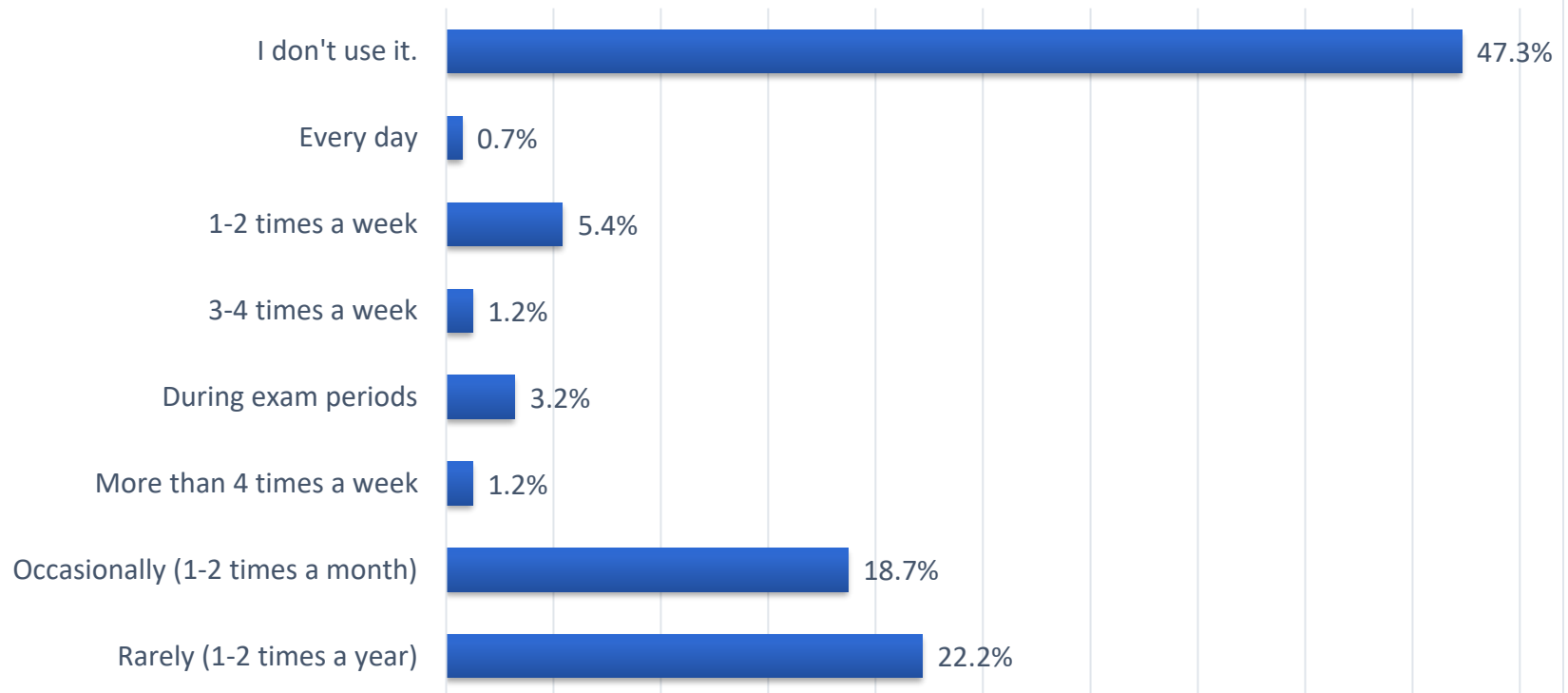
## 16. When using electronic resources or databases



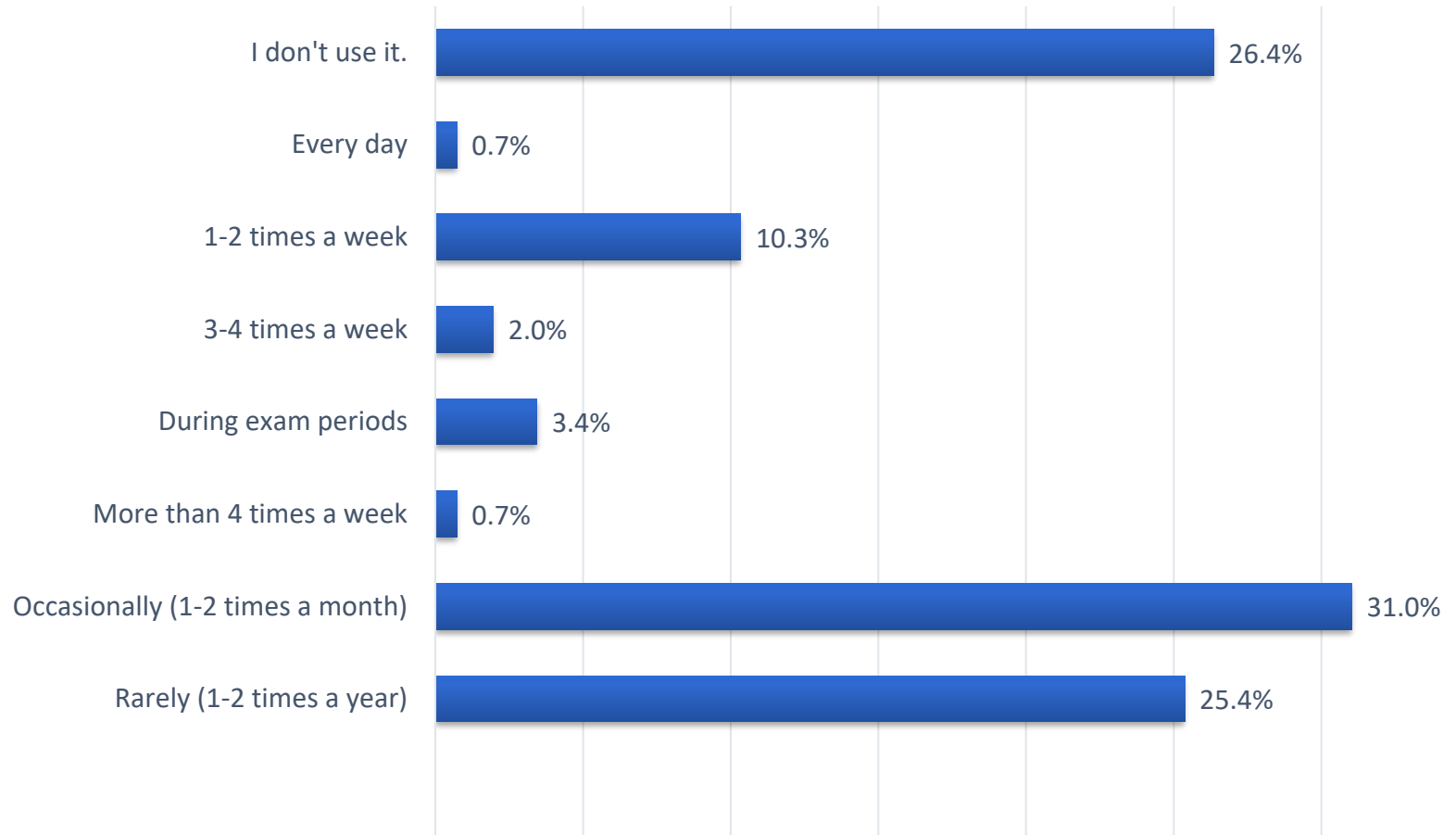
**17. If your answer is 'No ' please select the statements below that are most relevant to you.**



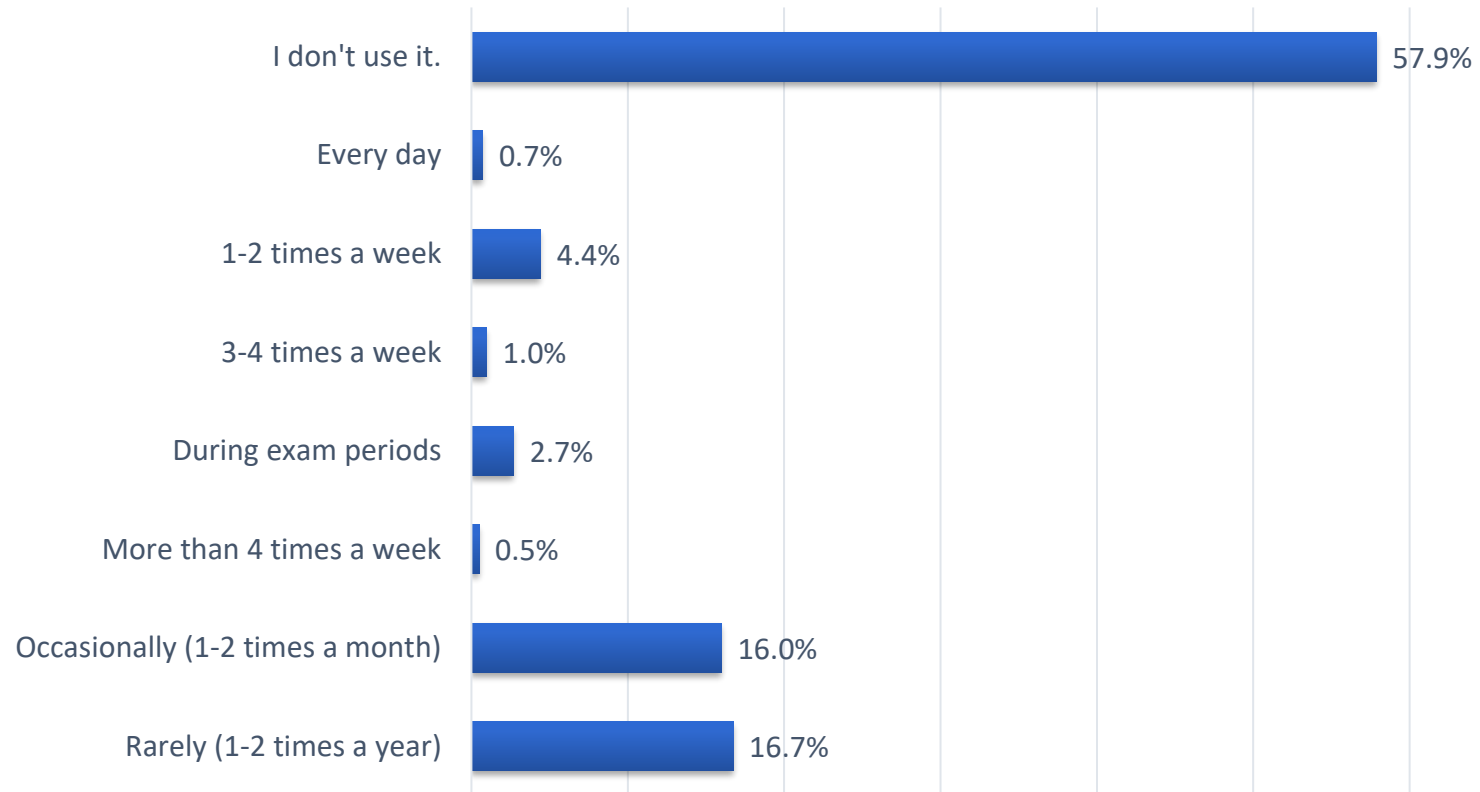
**18. How often do you benefit from reference services? (in person, via phone, via e-mail, via chat)**



## 19. How often do you utilize the circulation service?

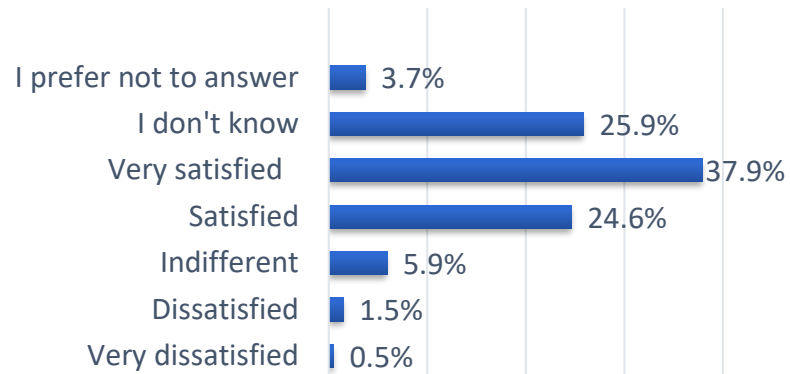


## 20. How often do you utilize the faculty librarianship service?

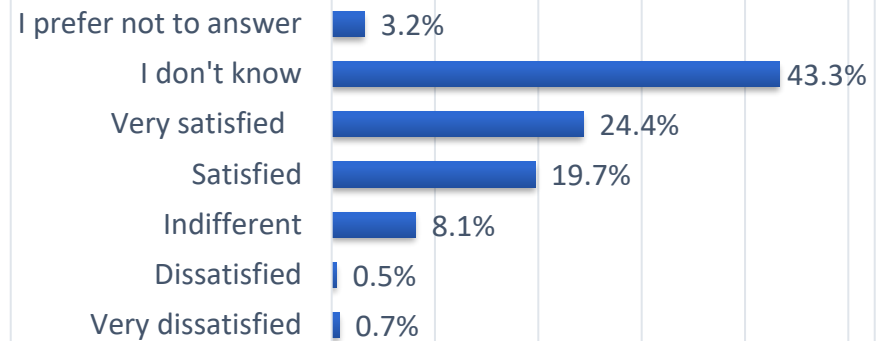


## 21. Please evaluate the following library services:

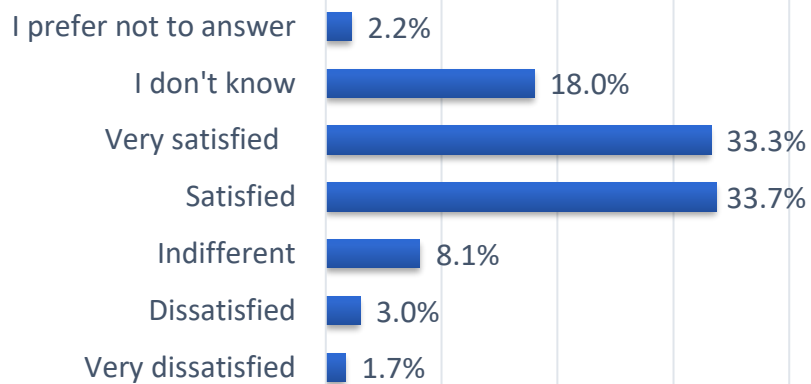
### Circulation service



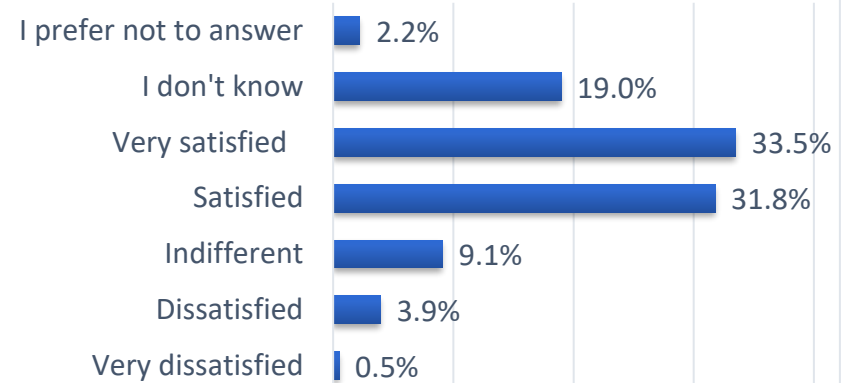
### Reference services



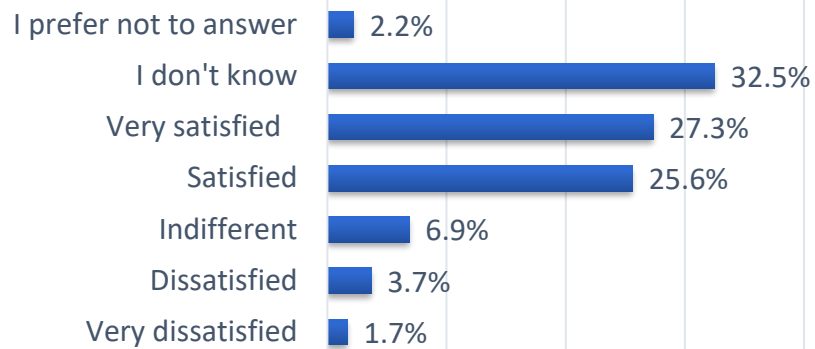
### Library catalog



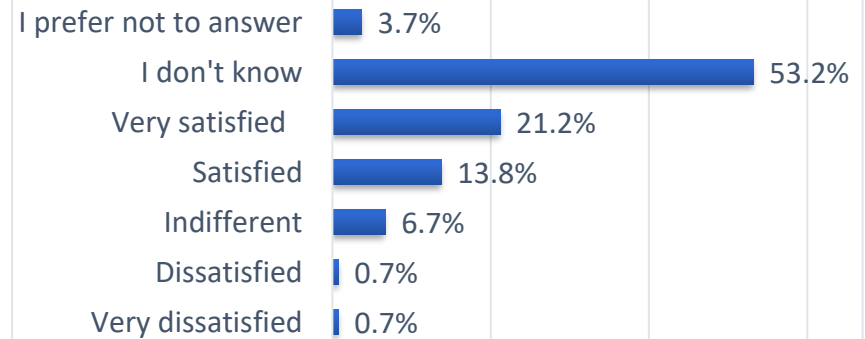
### Library account



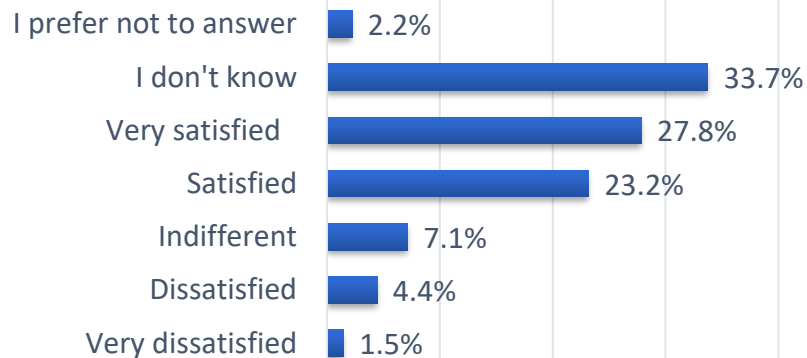
### Reserve / E-reserve



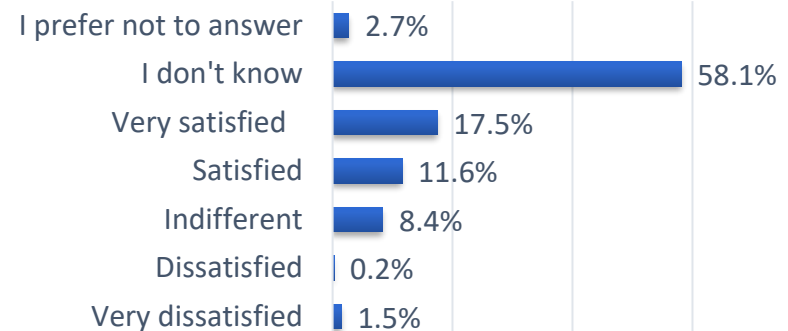
### Faculty librarianship



### Fulfillment of material requests

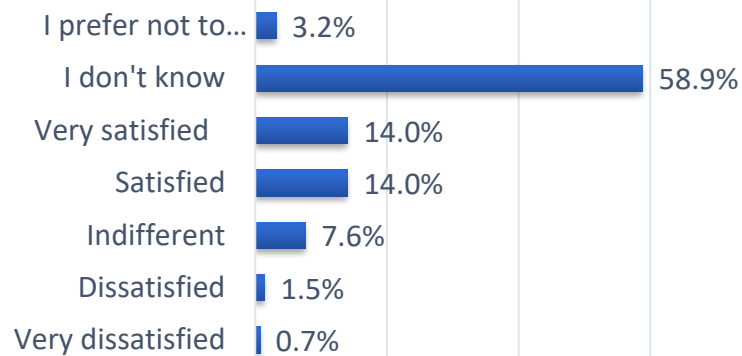


### Online chat service (Ask us)

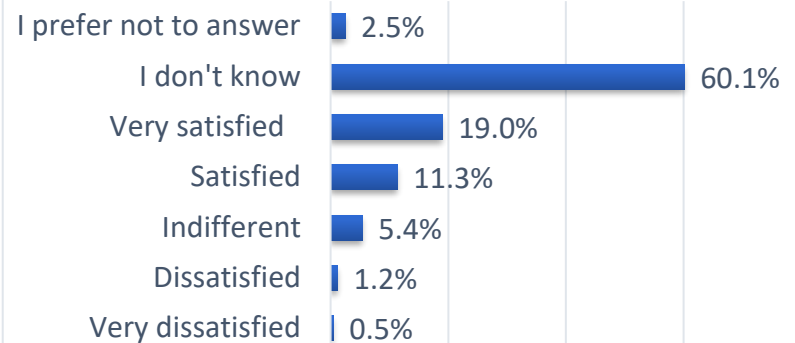




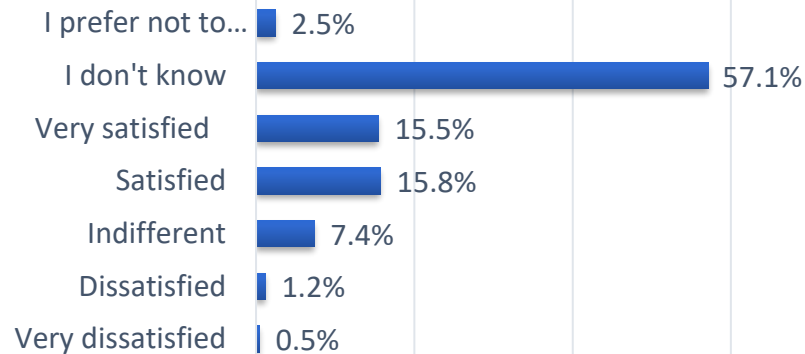
### Read & publish agreements



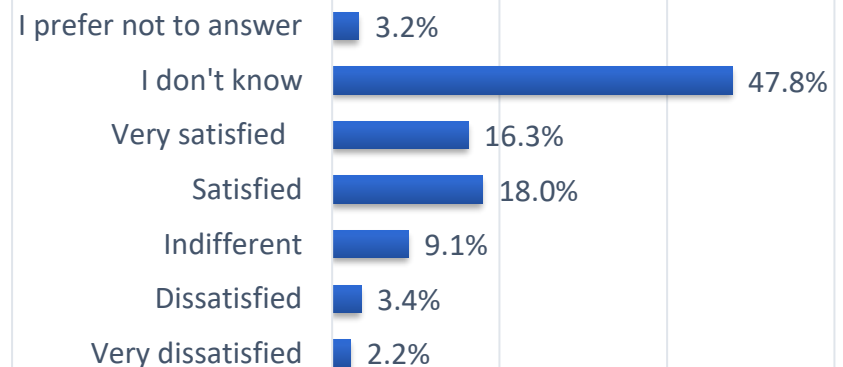
### Interlibrary loan (ILL) service



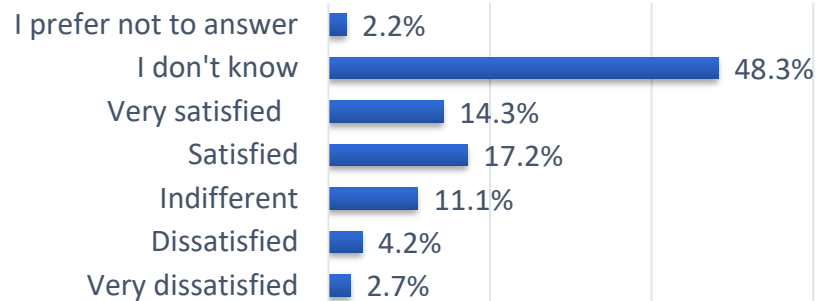
### Subject guides



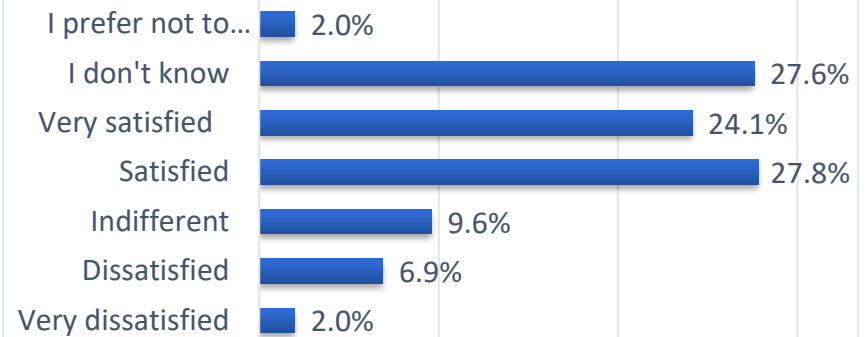
### User education / orientation



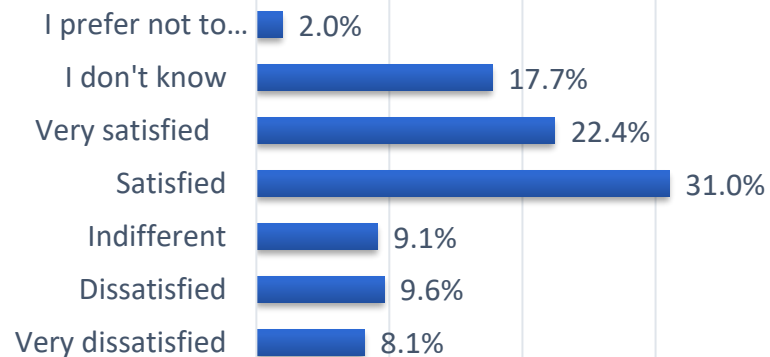
### Social activities (lunchtime lectures, exhibitions, concerts, etc.)



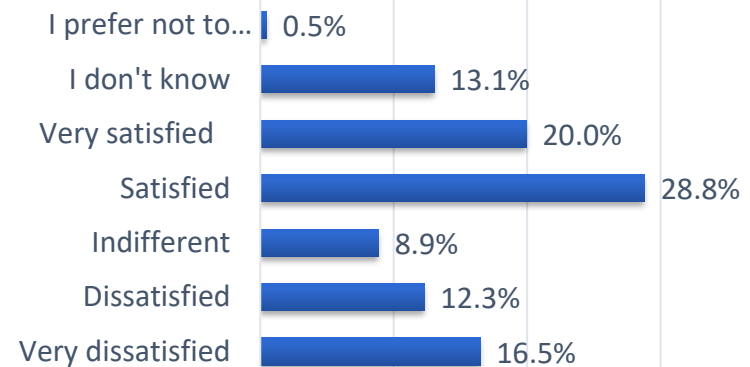
### Social activities (lunchtime lectures, exhibitions, concerts, etc.)



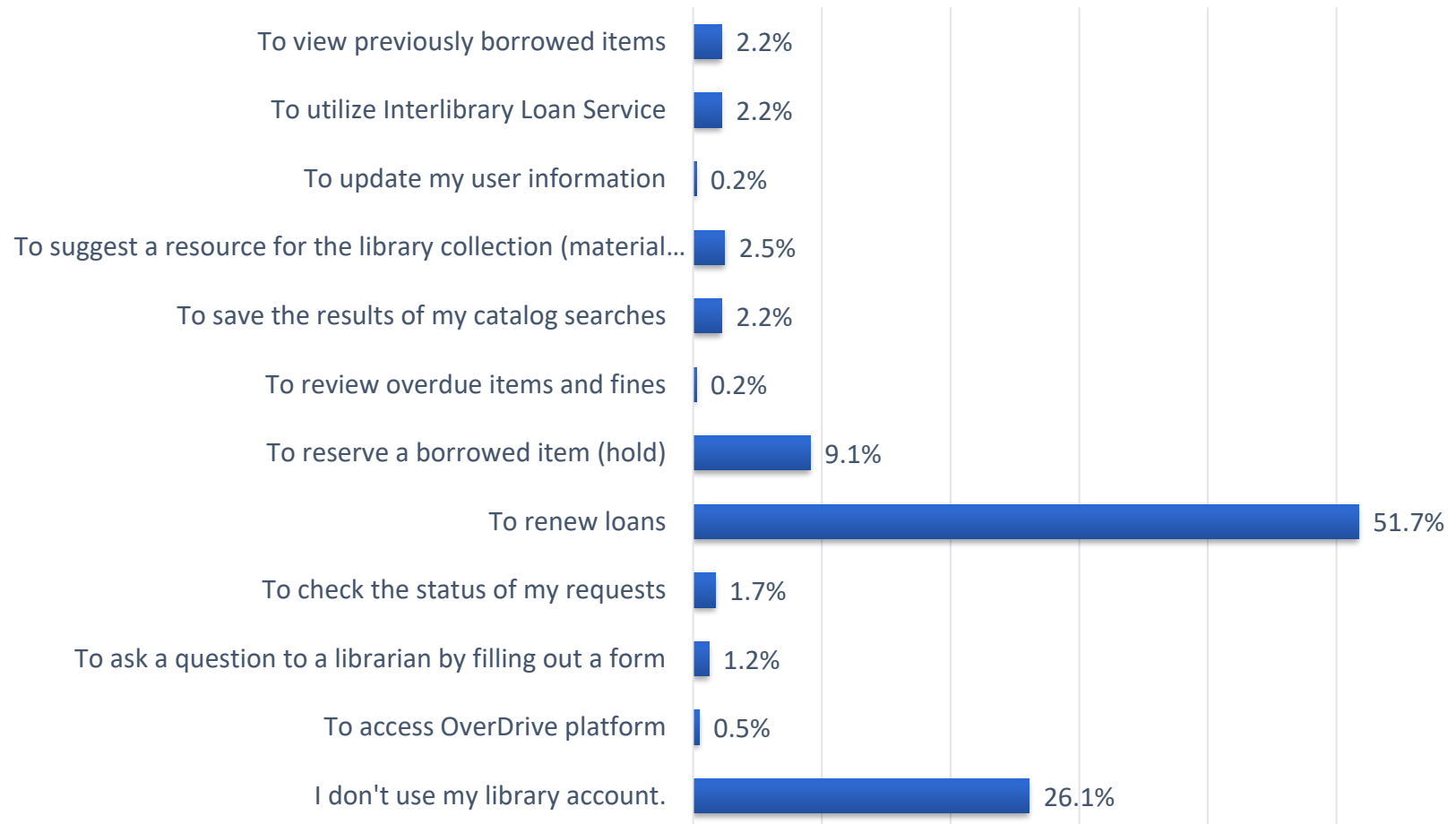
### Off-campus access



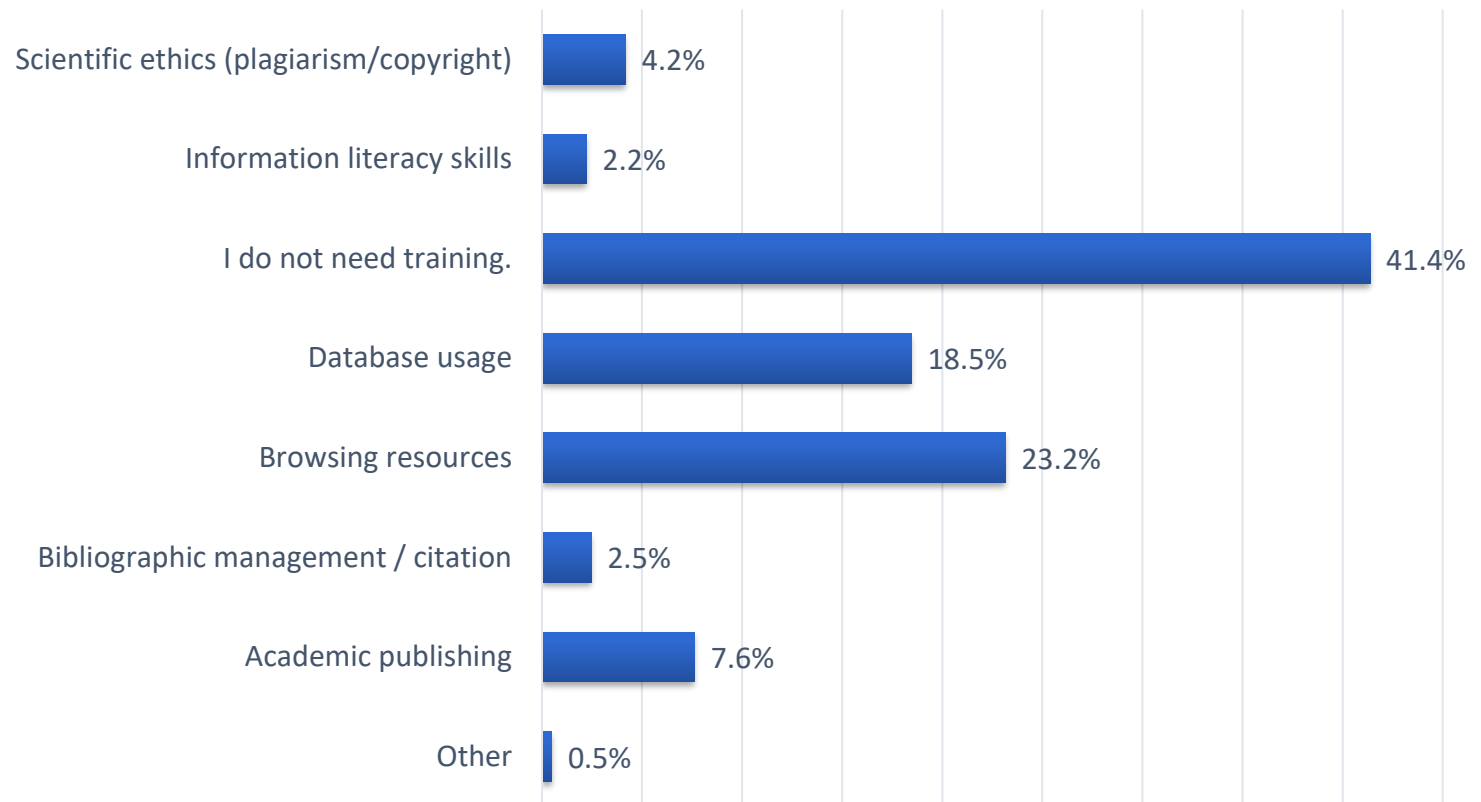
### Internet access (Wi-Fi)



## 22. For which of the following purposes do you use your library account?



### 23. For which of the following do you need training?



## 24. Do you follow our library's social media accounts?

