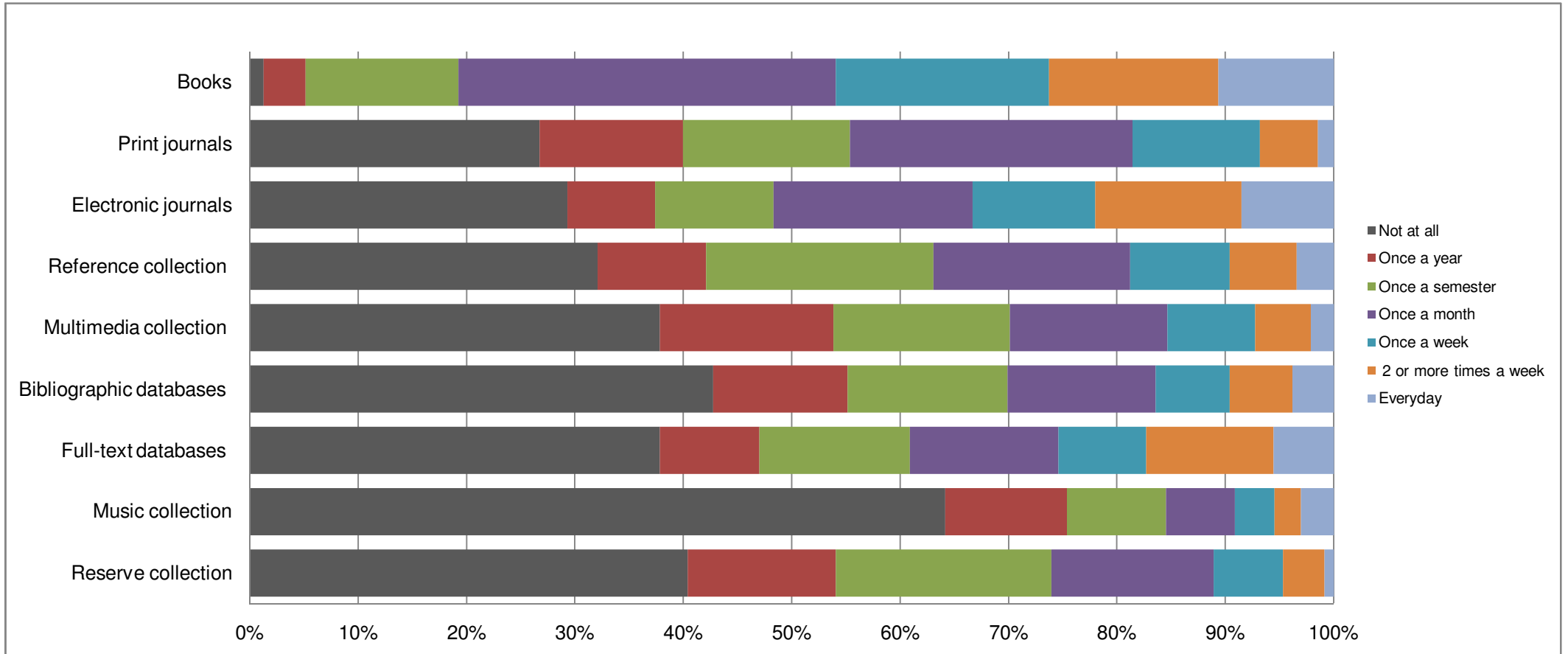
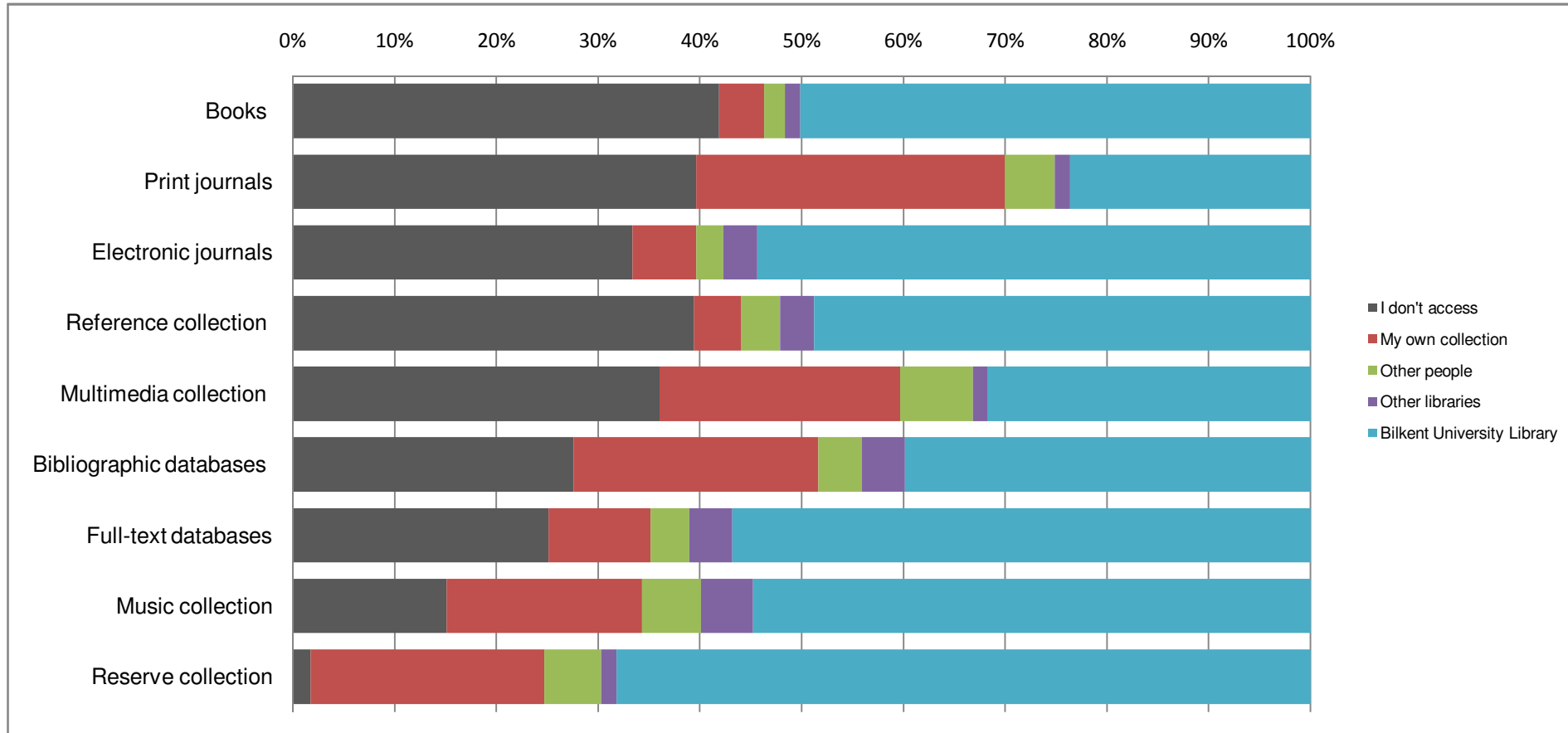


1. How often do you use the following types of materials (for research, teaching, leisure reading etc.)?



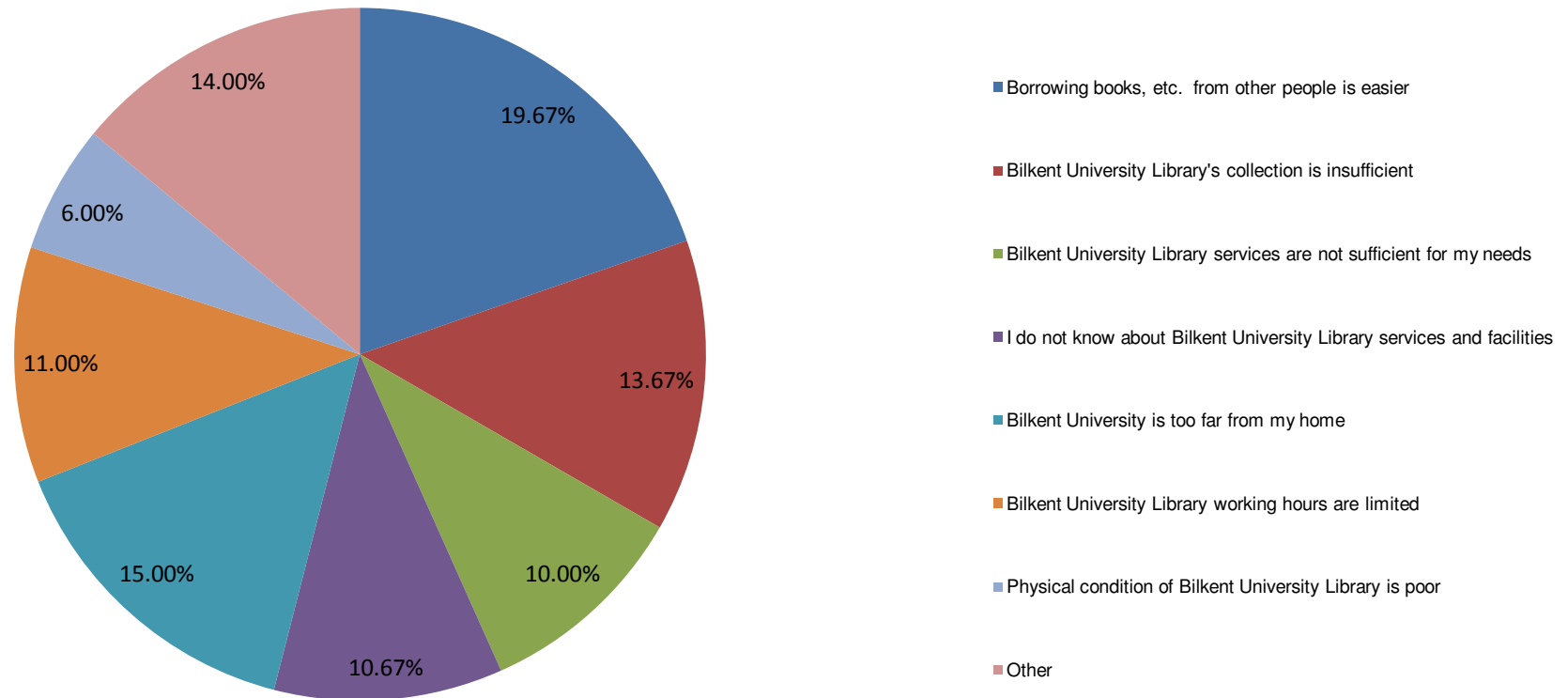
| | Not at all | Once a year | Once a semester | Once a month | Once a week | 2 or more times a week | Everyday |
|-------------------------|------------|-------------|-----------------|--------------|-------------|------------------------|----------|
| Books | 1.27% | 3.81% | 13.98% | 34.53% | 19.49% | 15.47% | 10.59% |
| Print journals | 26.48% | 13.14% | 15.25% | 25.85% | 11.65% | 5.30% | 1.48% |
| Electronic journals | 29.03% | 8.05% | 10.81% | 18.22% | 11.23% | 13.35% | 8.47% |
| Reference collection | 31.78% | 9.96% | 20.76% | 18.01% | 9.11% | 6.14% | 3.39% |
| Multimedia collection | 37.50% | 15.89% | 16.10% | 14.41% | 8.05% | 5.08% | 2.12% |
| Bibliographic databases | 42.37% | 12.29% | 14.62% | 13.56% | 6.78% | 5.72% | 3.81% |
| Full-text databases | 37.50% | 9.11% | 13.77% | 13.56% | 8.05% | 11.65% | 5.51% |
| Music collection | 63.75% | 11.18% | 9.06% | 6.34% | 3.63% | 2.42% | 3.02% |
| Reserve collection | 40.04% | 13.56% | 19.70% | 14.83% | 6.36% | 3.81% | 0.85% |

2. How do you access the following types of materials?

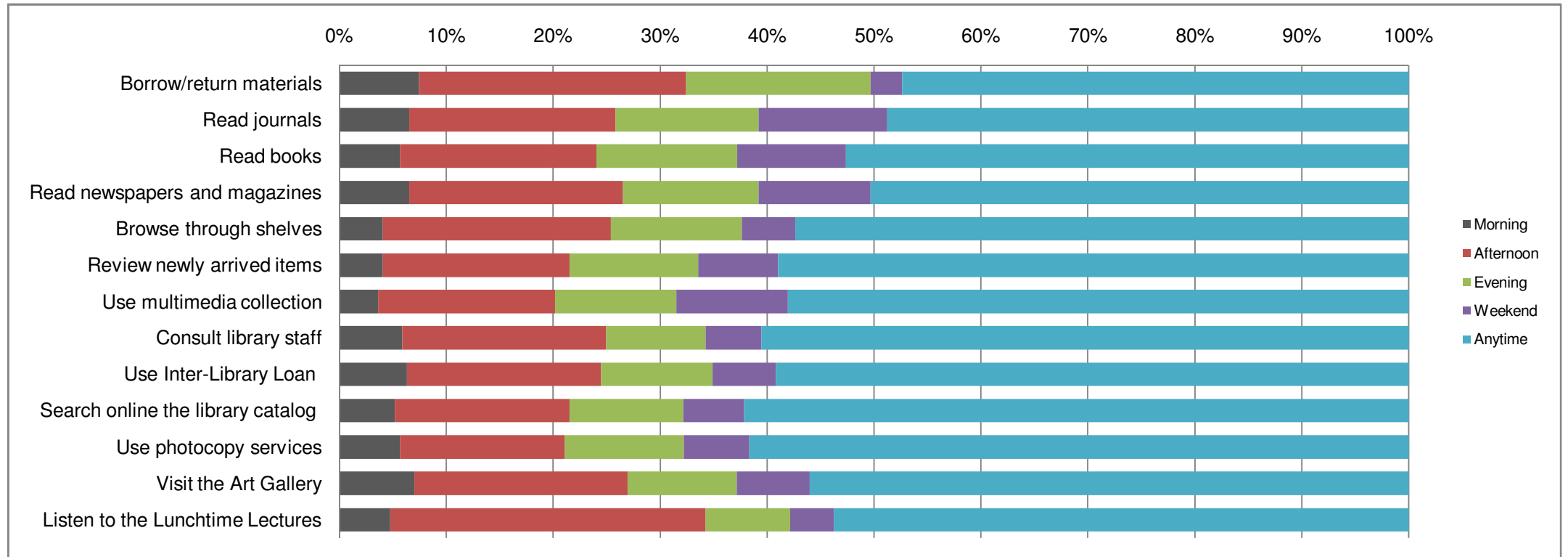


| | I don't access | My own collection | Other people | Other libraries | Bilkent University Library |
|-------------------------|----------------|-------------------|--------------|-----------------|----------------------------|
| Books | 1.69% | 21.82% | 5.30% | 1.48% | 64.83% |
| Print journals | 14.41% | 18.22% | 5.51% | 4.87% | 52.12% |
| Electronic journals | 23.94% | 9.53% | 3.60% | 4.03% | 54.03% |
| Reference collection | 26.27% | 22.88% | 4.03% | 4.03% | 37.92% |
| Multimedia collection | 33.50% | 24.58% | 7.42% | 1.48% | 33.05% |
| Bibliographic databases | 37.50% | 4.45% | 3.60% | 3.18% | 46.40% |
| Full-text databases | 31.78% | 5.93% | 2.54% | 3.18% | 51.69% |
| Music collection | 37.71% | 28.81% | 4.66% | 1.48% | 22.46% |
| Reserve collection | 39.83% | 4.24% | 1.91% | 1.48% | 47.67% |

3. Why do you prefer to borrow books, journals, etc. from sources other than Bilkent University Library?

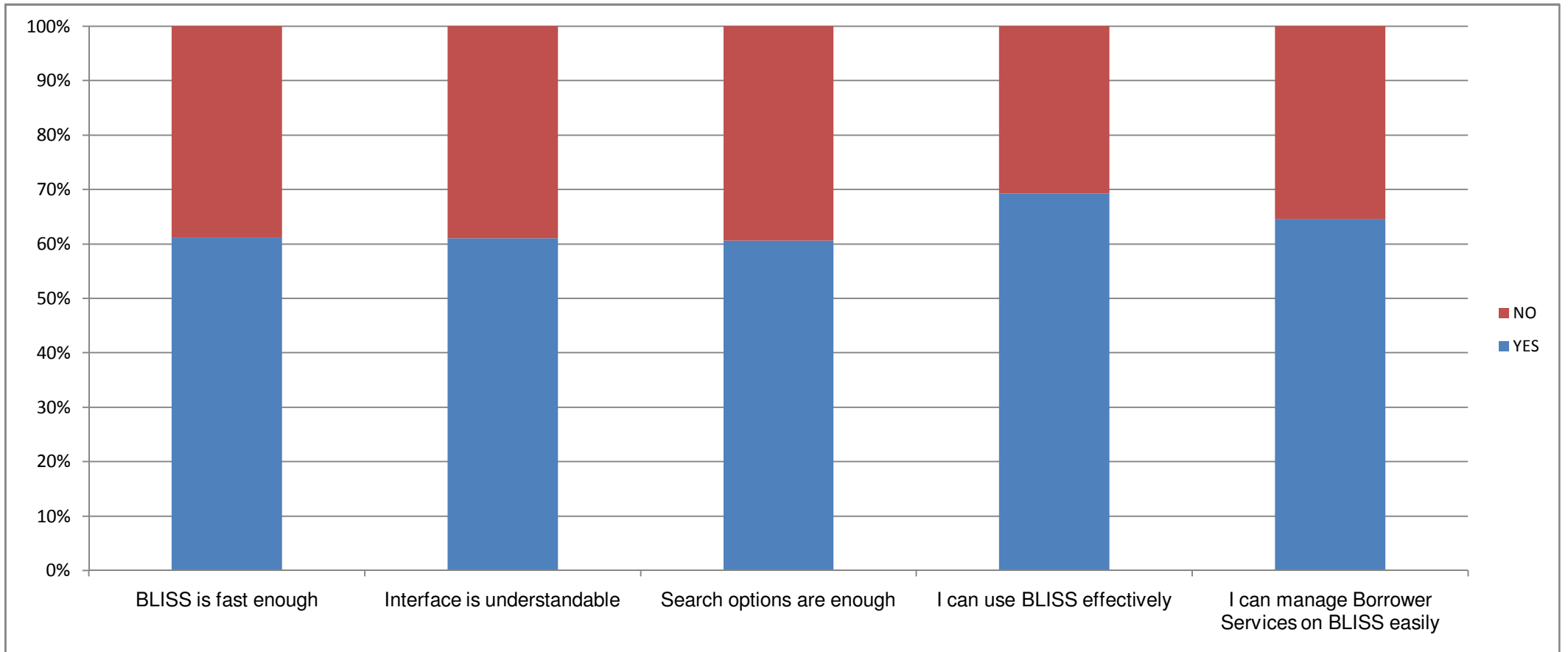


4. When and for what reasons do you go to Bilkent University Library in person?



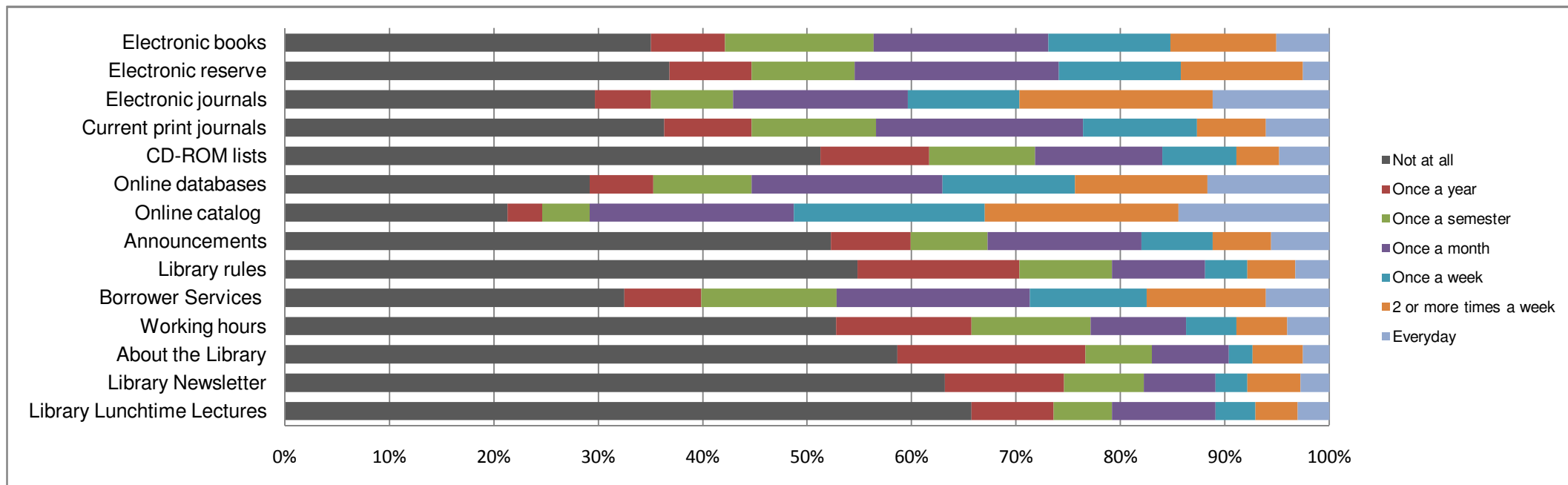
| | Morning | Afternoon | Evening | Weekend | Anytime |
|-----------------------------------|---------|-----------|---------|---------|---------|
| Borrow/return materials | 6.99% | 23.31% | 16.10% | 2.75% | 44.28% |
| Read journals | 6.14% | 18.01% | 12.50% | 11.23% | 45.55% |
| Read books | 5.30% | 17.16% | 12.29% | 9.53% | 49.15% |
| Read newspapers and magazines | 6.14% | 18.64% | 11.86% | 9.75% | 47.03% |
| Browse through shelves | 3.81% | 19.92% | 11.44% | 4.66% | 53.60% |
| Review newly arrived items | 3.81% | 16.31% | 11.23% | 6.99% | 55.08% |
| Use multimedia collection | 3.39% | 15.47% | 10.59% | 9.75% | 54.24% |
| Consult library staff | 5.51% | 17.80% | 8.69% | 4.87% | 56.57% |
| Use Inter-Library Loan | 5.93% | 16.95% | 9.75% | 5.51% | 55.30% |
| Search online the library catalog | 4.87% | 15.25% | 9.96% | 5.30% | 58.05% |
| Use photocopy services | 5.30% | 14.41% | 10.38% | 5.72% | 57.63% |
| Visit the Art Gallery | 6.57% | 18.64% | 9.53% | 6.36% | 52.33% |
| Listen to the Lunchtime Lectures | 4.45% | 27.54% | 7.42% | 3.81% | 50.21% |

5. Please evaluate the library online catalog (BLISS).



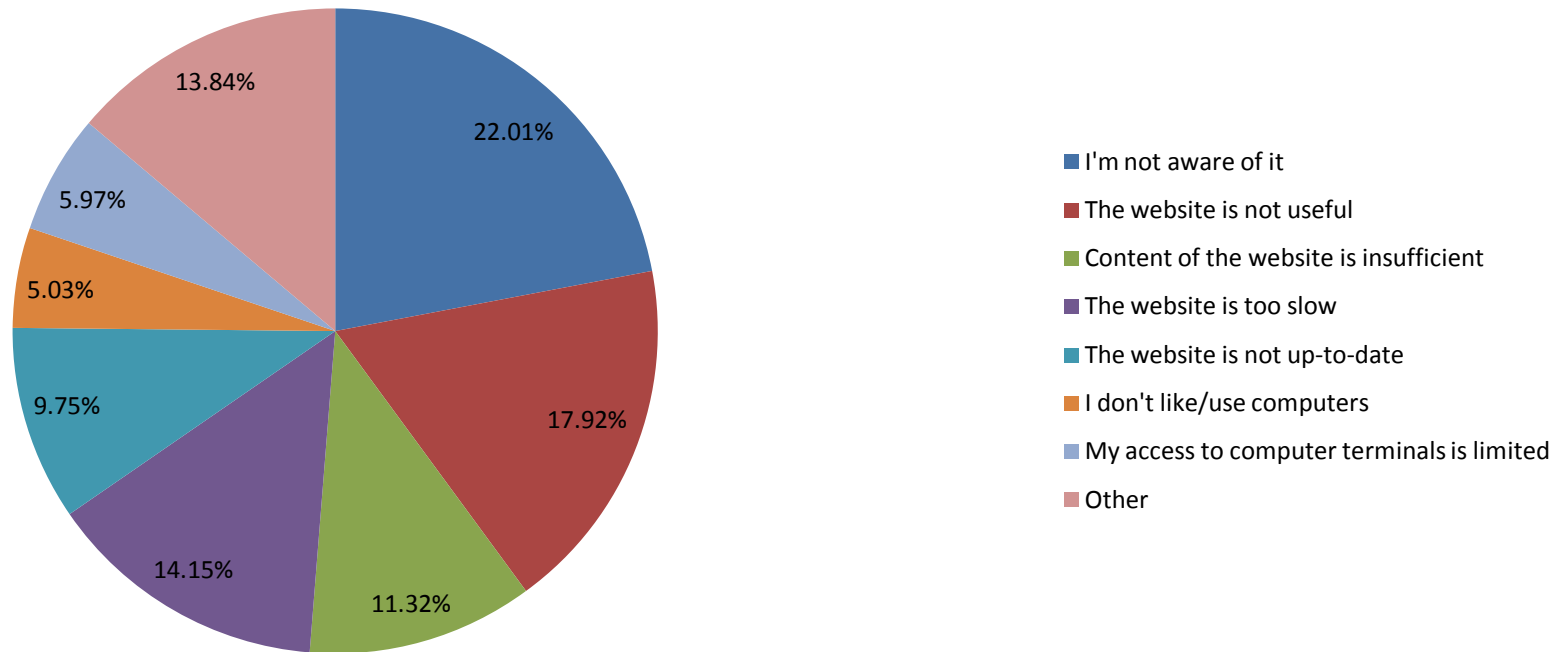
| | YES | NO |
|--|--------|--------|
| BLISS is fast enough | 58.26% | 36.86% |
| Interface is understandable | 58.05% | 37.08% |
| Search options are enough | 57.63% | 37.50% |
| I can use BLISS effectively | 65.89% | 29.24% |
| I can manage Borrower Services on BLISS easily | 61.44% | 33.69% |

6. How often and for what reasons do you use the Bilkent University Library website?

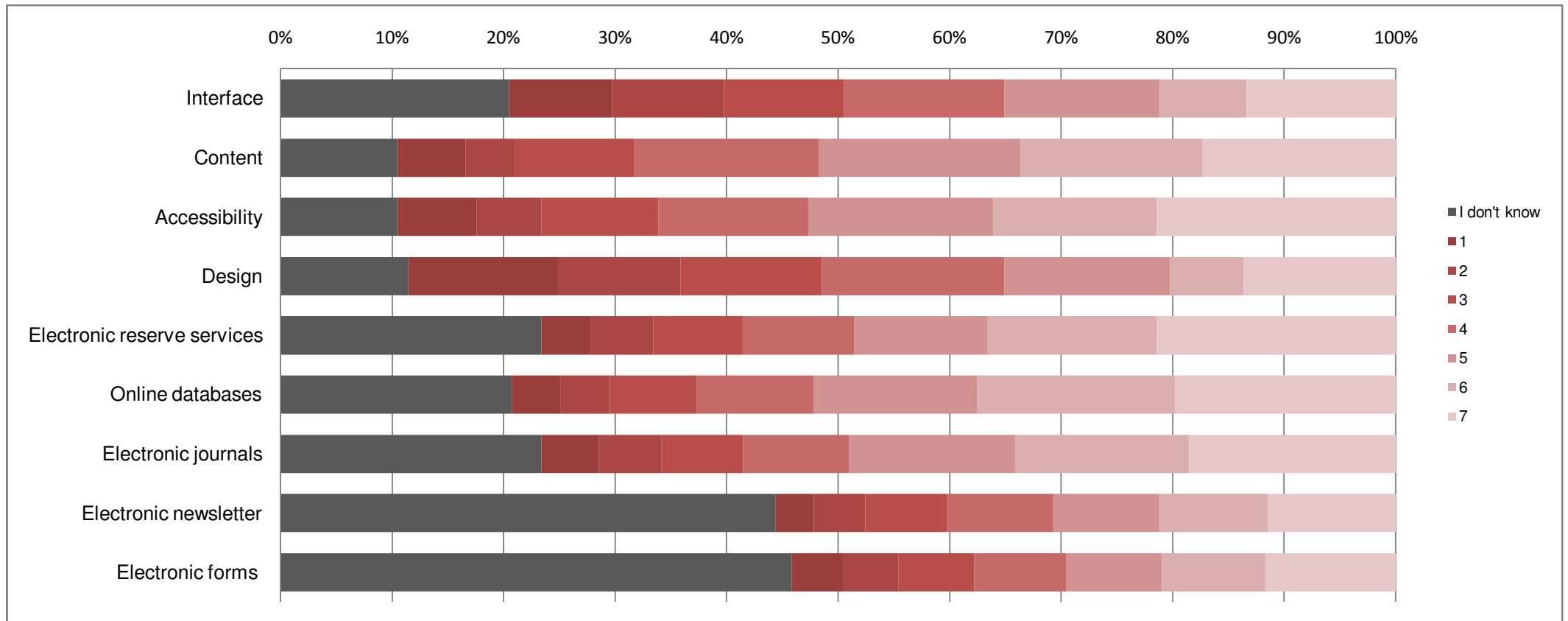


| | Not at all | Once a year | Once a semester | Once a month | Once a week | 2 or more Times a week | Everyday |
|----------------------------|------------|-------------|-----------------|--------------|-------------|------------------------|----------|
| Electronic books | 29.24% | 5.93% | 11.86% | 13.98% | 9.75% | 8.47% | 4.24% |
| Electronic reserve | 30.72% | 6.57% | 8.26% | 16.31% | 9.75% | 9.75% | 2.12% |
| Electronic journals | 24.79% | 4.45% | 6.57% | 13.98% | 8.90% | 15.47% | 9.32% |
| Current print journals | 30.30% | 6.99% | 9.96% | 16.53% | 9.11% | 5.51% | 5.08% |
| CD-ROM lists | 42.80% | 8.69% | 8.47% | 10.17% | 5.93% | 3.39% | 4.03% |
| Online databases | 24.36% | 5.08% | 7.84% | 15.25% | 10.59% | 10.59% | 9.75% |
| Online catalog | 17.80% | 2.75% | 3.81% | 16.31% | 15.25% | 15.47% | 12.08% |
| Announcements | 43.64% | 6.36% | 6.14% | 12.29% | 5.72% | 4.66% | 4.66% |
| Library rules | 45.76% | 12.92% | 7.42% | 7.42% | 3.39% | 3.81% | 2.75% |
| Borrower Services | 27.12% | 6.14% | 10.81% | 15.47% | 9.32% | 9.53% | 5.08% |
| Working hours | 44.07% | 10.81% | 9.53% | 7.63% | 4.03% | 4.03% | 3.39% |
| About the Library | 48.94% | 15.04% | 5.30% | 6.14% | 1.91% | 4.03% | 2.12% |
| Library Newsletter | 52.75% | 9.53% | 6.36% | 5.72% | 2.54% | 4.24% | 2.33% |
| Library Lunchtime Lectures | 54.87% | 6.57% | 4.66% | 8.26% | 3.18% | 3.39% | 2.54% |

7. What are your primary reasons for not using Bilkent University Library website?
(These responses relate to the Library's previous website)



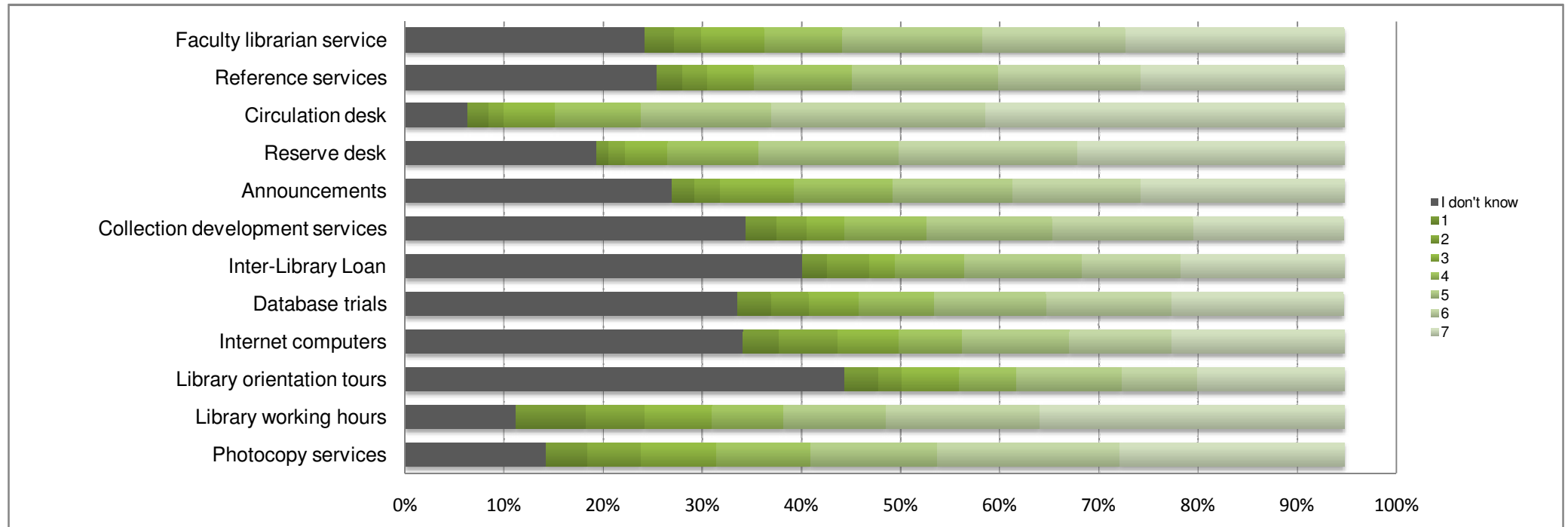
8. How satisfied are you with each of the following aspects of the Bilkent University Library website: (1=Unsatisfied, 7= Very satisfied)
 (These responses relate to the Library's previous website)



| | I don't know | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|-----------------------------|--------------|--------|-------|--------|--------|--------|--------|--------|
| Interface | 17.80% | 8.05% | 8.69% | 9.32% | 12.50% | 12.08% | 6.78% | 11.65% |
| Content | 9.11% | 5.30% | 3.81% | 9.32% | 14.41% | 15.68% | 14.19% | 15.04% |
| Accessibility | 9.11% | 6.14% | 5.08% | 9.11% | 11.65% | 14.41% | 12.71% | 18.64% |
| Design | 9.96% | 11.65% | 9.53% | 11.02% | 14.19% | 12.92% | 5.72% | 11.86% |
| Electronic reserve services | 20.34% | 3.81% | 4.87% | 6.99% | 8.69% | 10.38% | 13.14% | 18.64% |
| Online databases | 18.01% | 3.81% | 3.81% | 6.78% | 9.11% | 12.71% | 15.47% | 17.16% |
| Electronic journals | 20.34% | 4.45% | 4.87% | 6.36% | 8.26% | 12.92% | 13.56% | 16.10% |
| Electronic newsletter | 38.56% | 2.97% | 4.03% | 6.36% | 8.26% | 8.26% | 8.47% | 9.96% |
| Electronic forms | 39.83% | 4.03% | 4.24% | 5.93% | 7.20% | 7.42% | 8.05% | 10.17% |

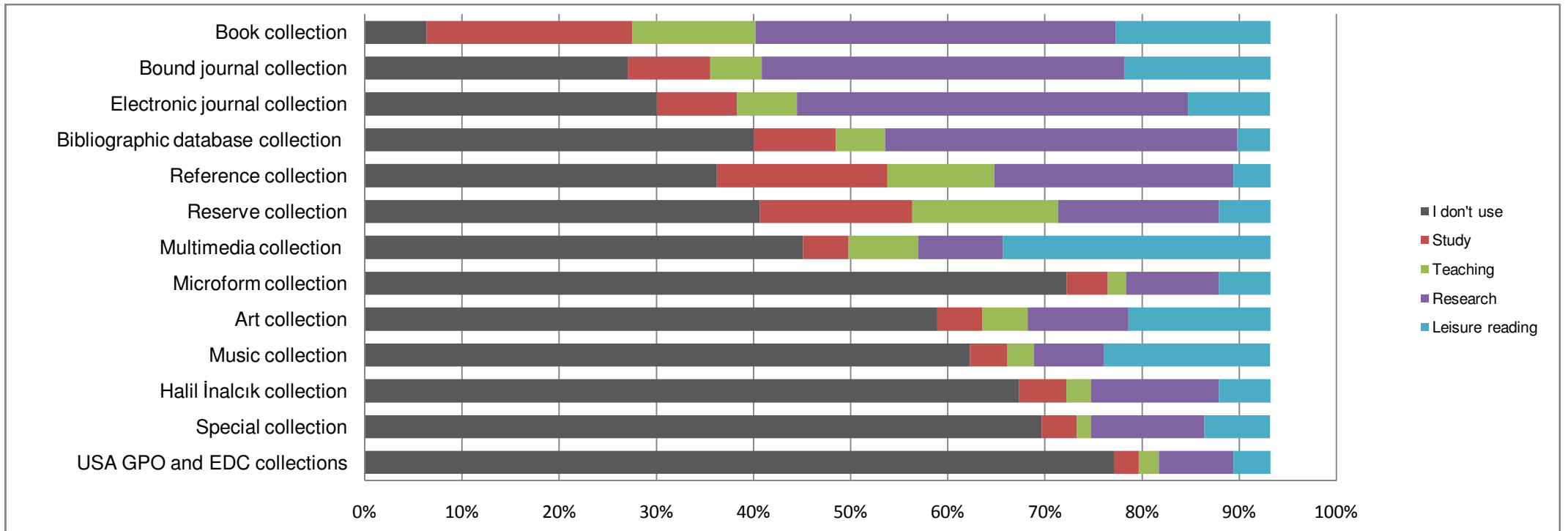
9. How satisfied are you with the following library services?

(1=Unsatisfied, 7=Very satisfied)



| | I don't know | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|---------------------------------|--------------|-------|-------|-------|-------|--------|--------|--------|
| Faculty librarian service | 24.15% | 2.97% | 2.75% | 6.36% | 7.84% | 14.19% | 14.41% | 22.03% |
| Reference services | 25.42% | 2.54% | 2.54% | 4.66% | 9.96% | 14.62% | 14.41% | 20.55% |
| Circulation desk | 6.36% | 2.12% | 1.48% | 5.08% | 8.69% | 13.14% | 21.61% | 36.23% |
| Reserve desk | 19.28% | 1.27% | 1.69% | 4.24% | 9.11% | 14.19% | 18.01% | 26.91% |
| Announcements | 26.91% | 2.33% | 2.54% | 7.42% | 9.96% | 12.08% | 12.92% | 20.55% |
| Collection development services | 34.32% | 3.18% | 2.97% | 3.81% | 8.26% | 12.71% | 14.19% | 15.25% |
| Inter-Library Loan | 40.04% | 2.54% | 4.24% | 2.54% | 6.99% | 11.86% | 9.96% | 16.53% |
| Database trials | 33.47% | 3.39% | 3.81% | 5.08% | 7.63% | 11.23% | 12.71% | 17.37% |
| Internet computers | 34.11% | 3.60% | 5.93% | 6.14% | 6.36% | 10.81% | 10.38% | 17.37% |
| Library orientation tours | 44.28% | 3.39% | 2.33% | 5.93% | 5.72% | 10.59% | 7.63% | 14.83% |
| Library working hours | 11.23% | 6.99% | 5.93% | 6.78% | 7.20% | 10.38% | 15.47% | 30.72% |
| Photocopy services | 14.19% | 4.24% | 5.30% | 7.63% | 9.53% | 12.71% | 18.43% | 22.67% |

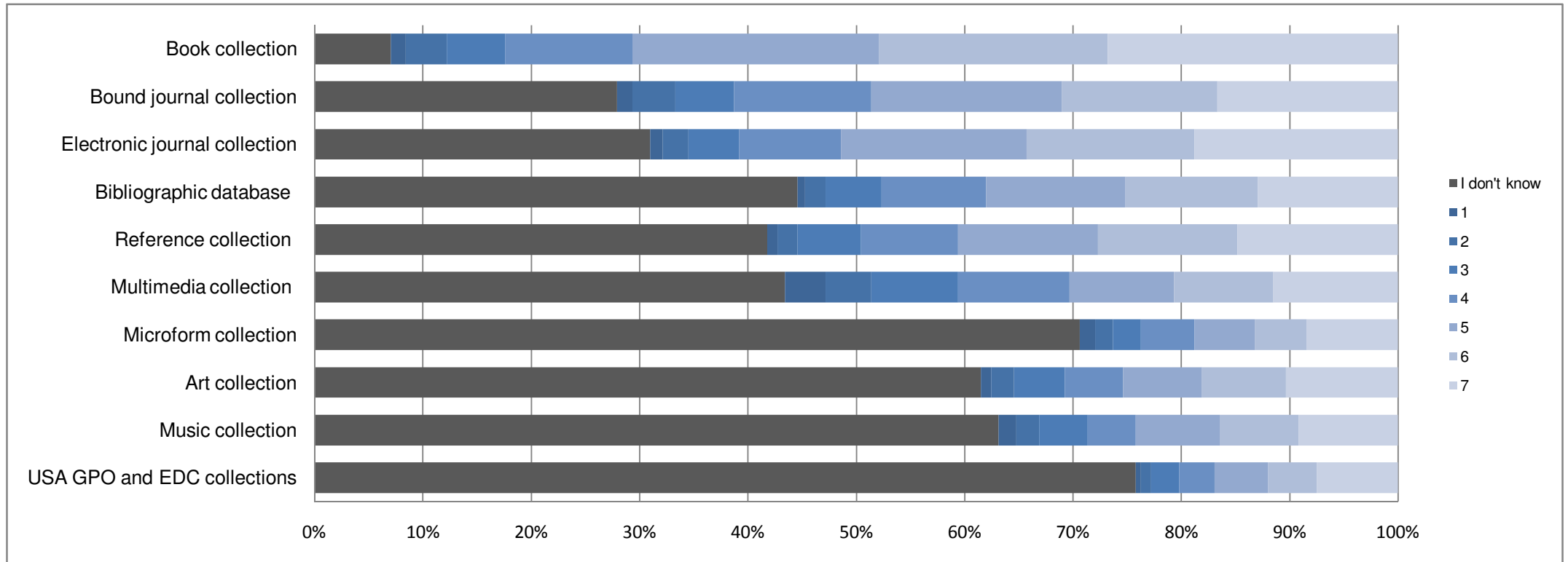
10. Please indicate for what purposes you use the following collections



| | I don't use | Study | Teaching | Research | Leisure reading |
|-----------------------------------|-------------|--------|----------|----------|-----------------|
| Book collection | 6.36% | 21.19% | 12.71% | 37.08% | 15.89% |
| Bound journal collection | 27.12% | 8.47% | 5.30% | 37.29% | 15.04% |
| Electronic journal collection | 30.08% | 8.26% | 6.14% | 40.25% | 8.47% |
| Bibliographic database collection | 40.04% | 8.47% | 5.08% | 36.23% | 3.39% |
| Reference collection | 36.23% | 17.58% | 11.02% | 24.58% | 3.81% |
| Reserve collection | 40.68% | 15.68% | 15.04% | 16.53% | 5.30% |
| Multimedia collection | 45.13% | 4.66% | 7.20% | 8.69% | 27.54% |
| Microform collection | 72.25% | 4.24% | 1.91% | 9.53% | 5.30% |
| Art collection | 58.90% | 4.66% | 4.66% | 10.38% | 14.62% |
| Music collection | 62.29% | 3.81% | 2.75% | 7.20% | 17.16% |
| Halil İnalçık collection | 67.37% | 4.87% | 2.54% | 13.14% | 5.30% |
| Special collection | 69.70% | 3.60% | 1.48% | 11.65% | 6.78% |
| USA GPO and EDC collections | 77.12% | 2.54% | 2.12% | 7.63% | 3.81% |

11. How satisfied are you with the selection of different titles in your areas of interest?

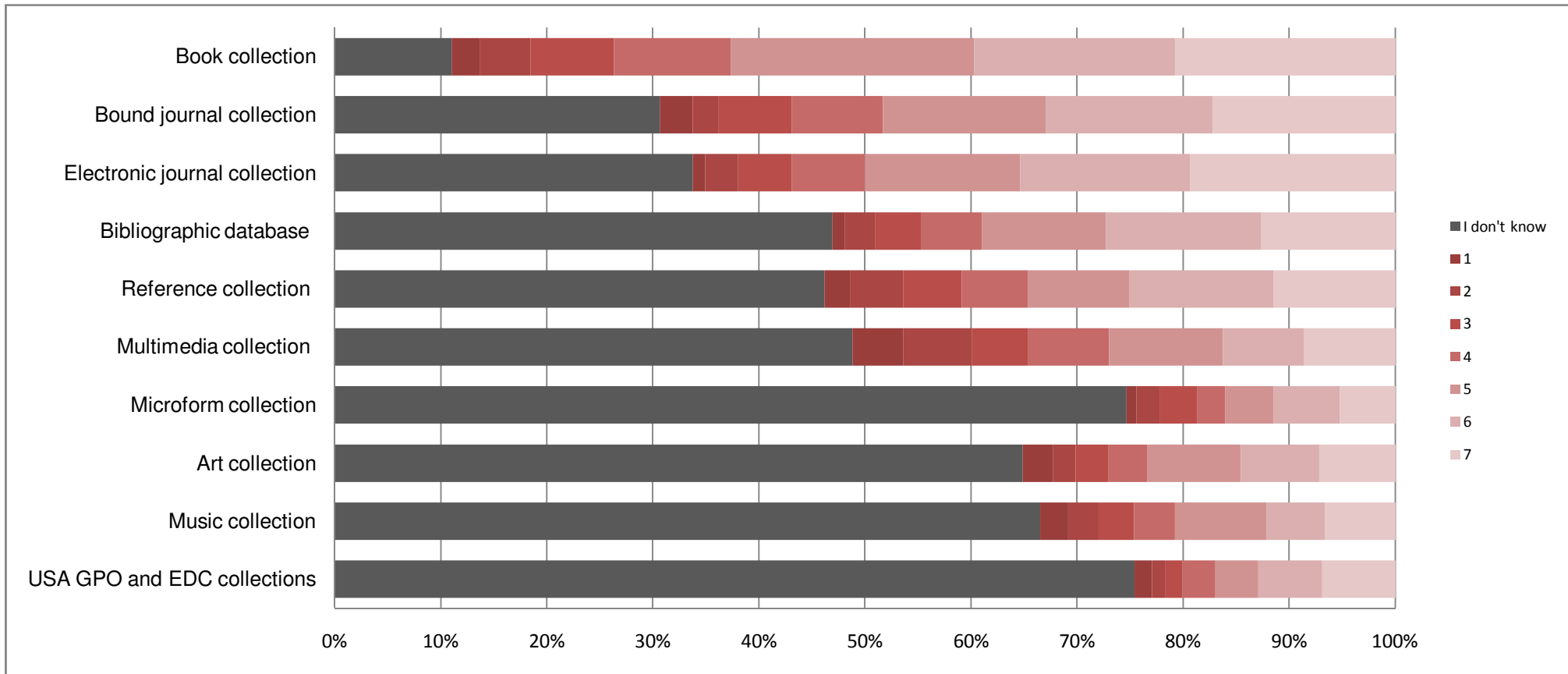
(1=Unsatisfied, 7=Very satisfied)



| | I don't know | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|-------------------------------|--------------|-------|-------|-------|--------|--------|--------|--------|
| Book collection | 6.36% | 1.27% | 3.39% | 4.87% | 10.59% | 20.55% | 19.07% | 24.15% |
| Bound journal collection | 25.21% | 1.27% | 3.60% | 4.87% | 11.44% | 15.89% | 12.92% | 15.04% |
| Electronic journal collection | 27.97% | 1.06% | 2.12% | 4.24% | 8.47% | 15.47% | 13.98% | 16.95% |
| Bibliographic database | 40.25% | 0.64% | 1.69% | 4.66% | 8.69% | 11.65% | 11.02% | 11.65% |
| Reference collection | 37.71% | 0.85% | 1.69% | 5.30% | 8.05% | 11.65% | 11.65% | 13.35% |
| Multimedia collection | 39.19% | 3.39% | 3.81% | 7.20% | 9.32% | 8.69% | 8.26% | 10.38% |
| Microform collection | 63.77% | 1.27% | 1.48% | 2.33% | 4.45% | 5.08% | 4.24% | 7.63% |
| Art collection | 55.51% | 0.85% | 1.91% | 4.24% | 4.87% | 6.57% | 6.99% | 9.32% |
| Music collection | 56.99% | 1.48% | 1.91% | 4.03% | 4.03% | 6.99% | 6.57% | 8.26% |
| USA GPO and EDC collections | 68.43% | 0.42% | 0.85% | 2.33% | 2.97% | 4.45% | 4.03% | 6.78% |

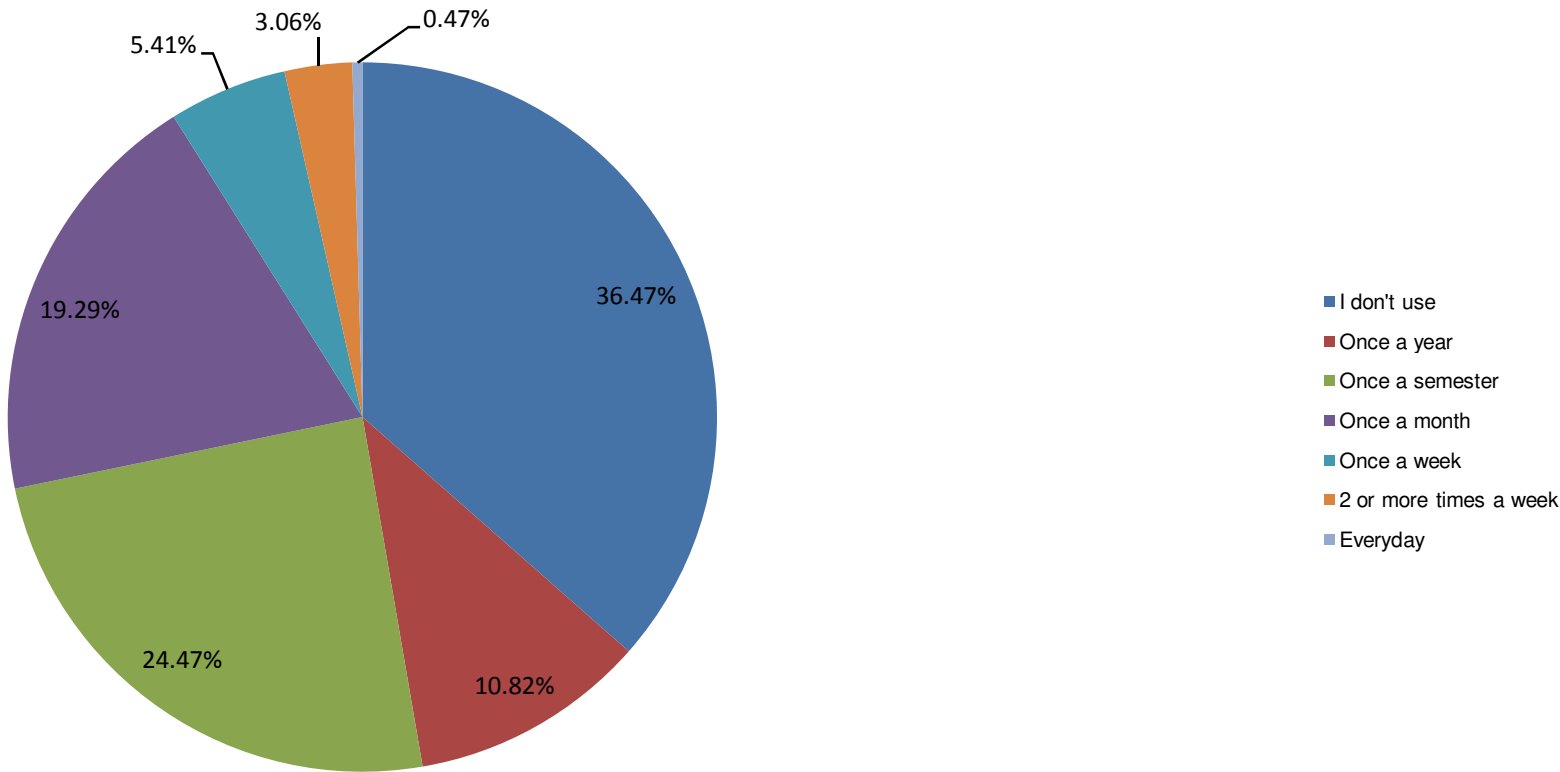
12. How up-to-date is the collection in your areas of interest?

(1=Not up-to-date, 7=Very up-to-date)



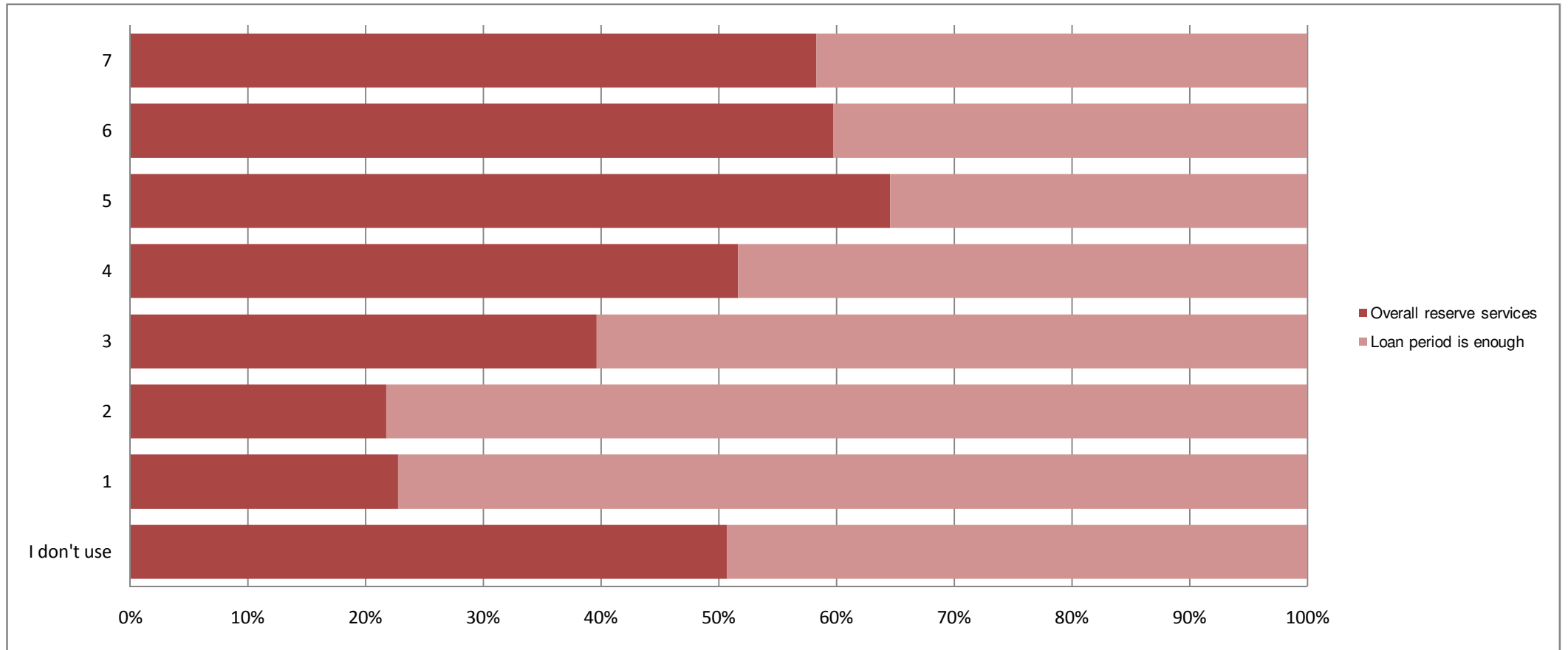
| | I don't know | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|-------------------------------|--------------|-------|-------|-------|-------|--------|--------|--------|
| Book collection | 9.75% | 2.33% | 4.24% | 6.99% | 9.75% | 20.34% | 16.74% | 18.43% |
| Bound journal collection | 27.12% | 2.75% | 2.12% | 6.14% | 7.63% | 13.56% | 13.98% | 15.25% |
| Electronic journal collection | 29.87% | 1.06% | 2.75% | 4.45% | 6.14% | 12.92% | 14.19% | 17.16% |
| Bibliographic database | 41.53% | 1.06% | 2.54% | 3.81% | 5.08% | 10.38% | 12.92% | 11.23% |
| Reference collection | 40.89% | 2.12% | 4.45% | 4.87% | 5.51% | 8.47% | 12.08% | 10.17% |
| Multimedia collection | 43.22% | 4.24% | 5.72% | 4.66% | 6.78% | 9.53% | 6.78% | 7.63% |
| Microform collection | 66.10% | 0.85% | 1.91% | 3.18% | 2.33% | 4.03% | 5.51% | 4.66% |
| Art collection | 57.42% | 2.54% | 1.91% | 2.75% | 3.18% | 7.84% | 6.57% | 6.36% |
| Music collection | 58.90% | 2.33% | 2.54% | 2.97% | 3.39% | 7.63% | 4.87% | 5.93% |
| USA GPO and EDC collections | 66.74% | 1.48% | 1.06% | 1.48% | 2.75% | 3.60% | 5.30% | 6.14% |

13. How often do you use the Reserve collection?



14. How satisfied are you with the Reserve collection?

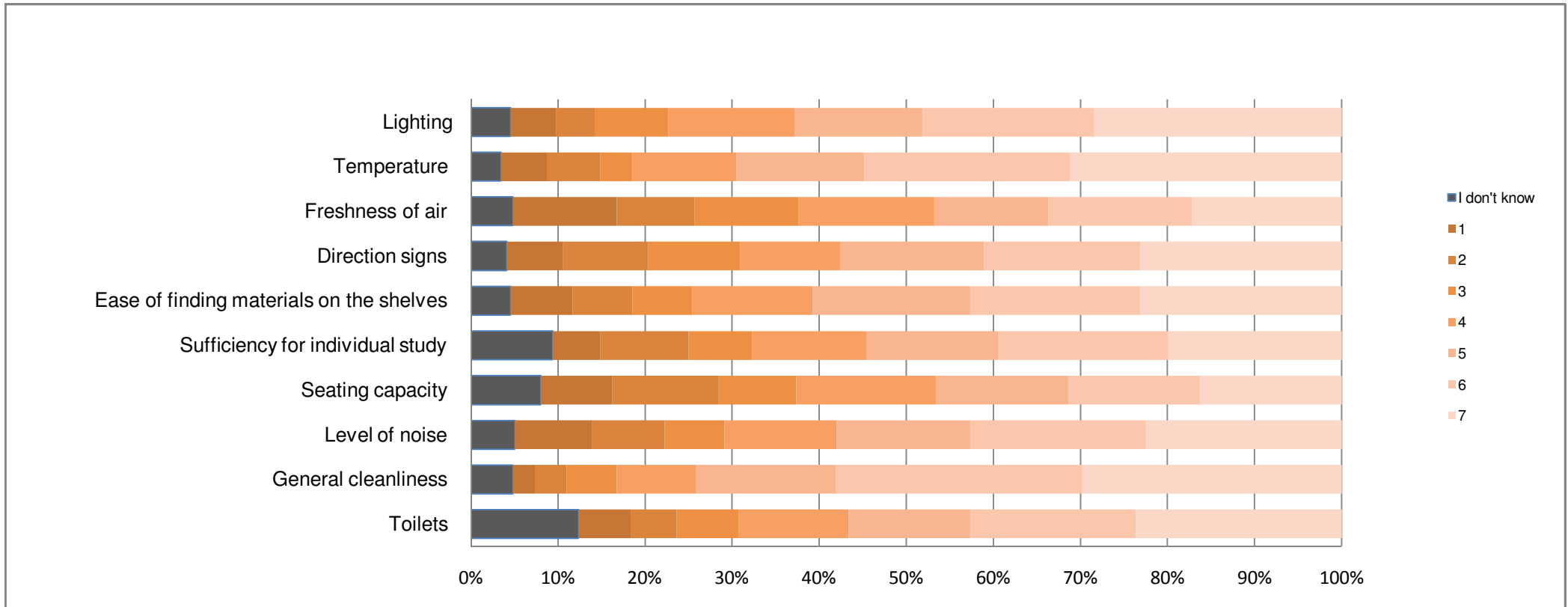
(1=Unsatisfied, 7=Very satisfied)



| | I don't use | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|--------------------------|-------------|-------|-------|-------|--------|--------|--------|--------|
| Overall reserve services | 37.29% | 2.12% | 2.12% | 4.45% | 10.17% | 10.81% | 10.38% | 10.38% |
| Loan period is enough | 36.23% | 7.20% | 7.63% | 6.78% | 9.53% | 5.93% | 6.99% | 7.42% |

15. How satisfied are you with the following physical aspects of Bilkent University Library?

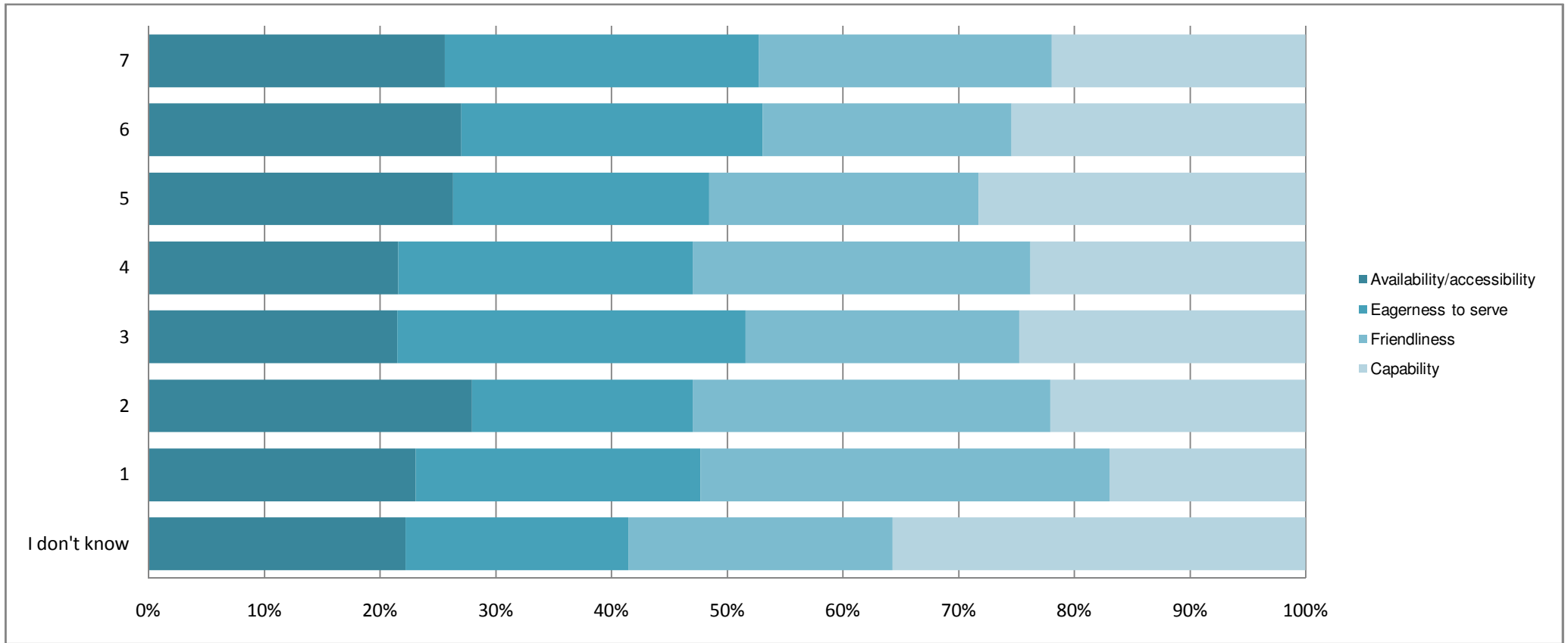
(1=Unsatisfied, 7=Very satisfied)



| | I don't know | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|--|--------------|--------|--------|--------|--------|--------|--------|--------|
| Lighting | 4.24% | 4.87% | 4.03% | 7.84% | 13.35% | 13.56% | 18.22% | 26.27% |
| Temperature | 3.18% | 4.87% | 5.72% | 3.39% | 11.02% | 13.56% | 21.82% | 28.81% |
| Freshness of air | 4.45% | 11.02% | 8.26% | 11.02% | 14.41% | 12.08% | 15.25% | 15.89% |
| Direction signs | 3.81% | 5.93% | 9.11% | 9.75% | 10.59% | 15.25% | 16.53% | 21.40% |
| Ease of finding materials on the shelves | 4.24% | 6.57% | 6.36% | 6.36% | 12.71% | 16.74% | 18.01% | 21.40% |
| Sufficiency for individual study | 8.69% | 5.08% | 9.32% | 6.78% | 12.08% | 13.98% | 18.01% | 18.43% |
| Seating capacity | 7.42% | 7.63% | 11.23% | 8.26% | 14.83% | 13.98% | 13.98% | 15.04% |
| Level of noise | 4.66% | 8.26% | 7.63% | 6.36% | 11.86% | 14.19% | 18.64% | 20.76% |
| General cleanliness | 4.45% | 2.33% | 3.39% | 5.30% | 8.47% | 14.83% | 26.06% | 27.54% |
| Toilets | 11.44% | 5.51% | 4.87% | 6.57% | 11.65% | 12.92% | 17.58% | 21.82% |

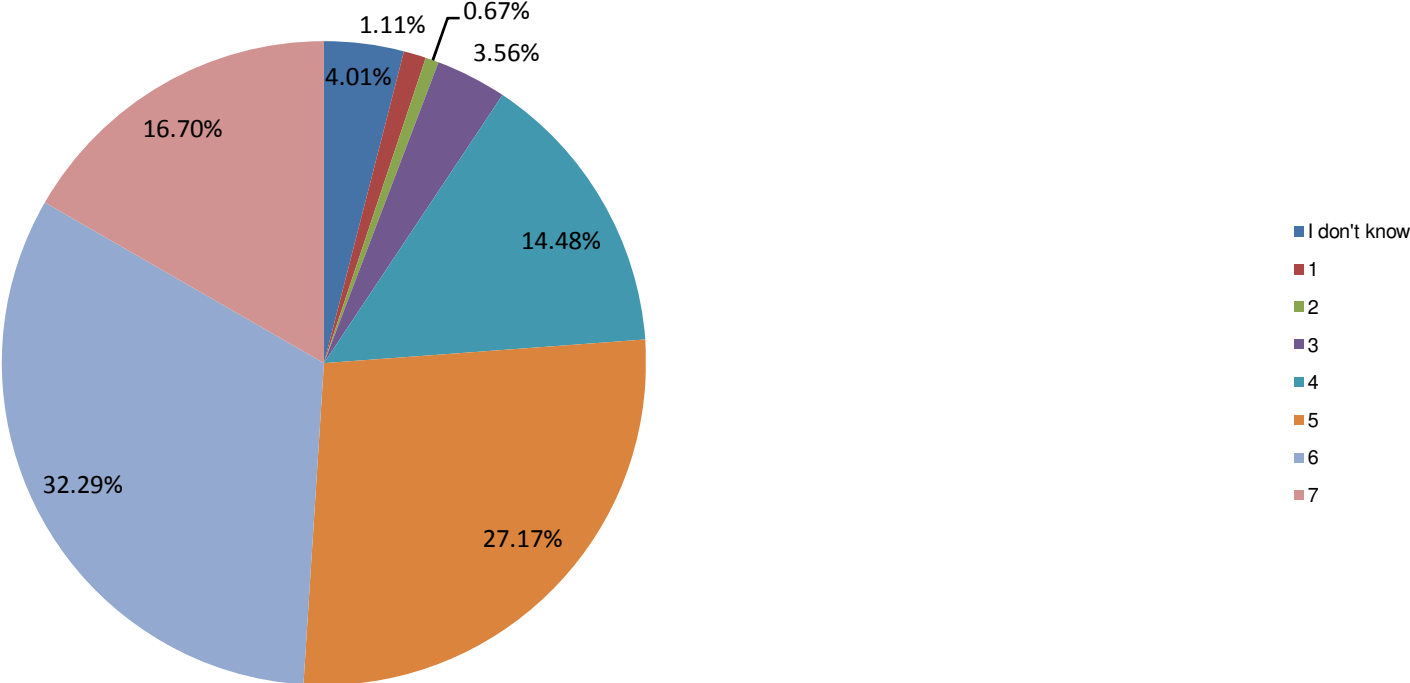
16. How satisfied are you with the staff of Bilkent University Library ?

(1=Unsatisfied, 7=Very satisfied)

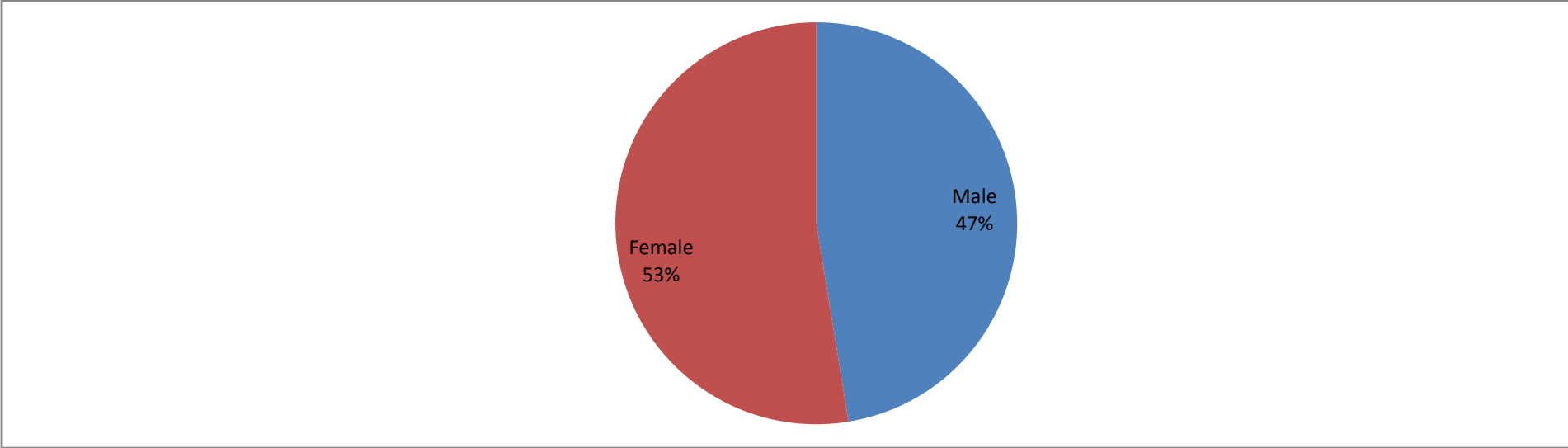


| | I don't know | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|----------------------------|--------------|-------|-------|-------|--------|--------|--------|--------|
| Availability/accessibility | 8.05% | 3.18% | 4.03% | 4.24% | 8.47% | 14.62% | 17.58% | 32.42% |
| Eagerness to serve | 6.99% | 3.39% | 2.75% | 5.93% | 9.96% | 12.29% | 16.95% | 34.32% |
| Friendliness | 8.26% | 4.87% | 4.45% | 4.66% | 11.44% | 12.92% | 13.98% | 31.99% |
| Capability | 12.92% | 2.33% | 3.18% | 4.87% | 9.32% | 15.68% | 16.53% | 27.75% |

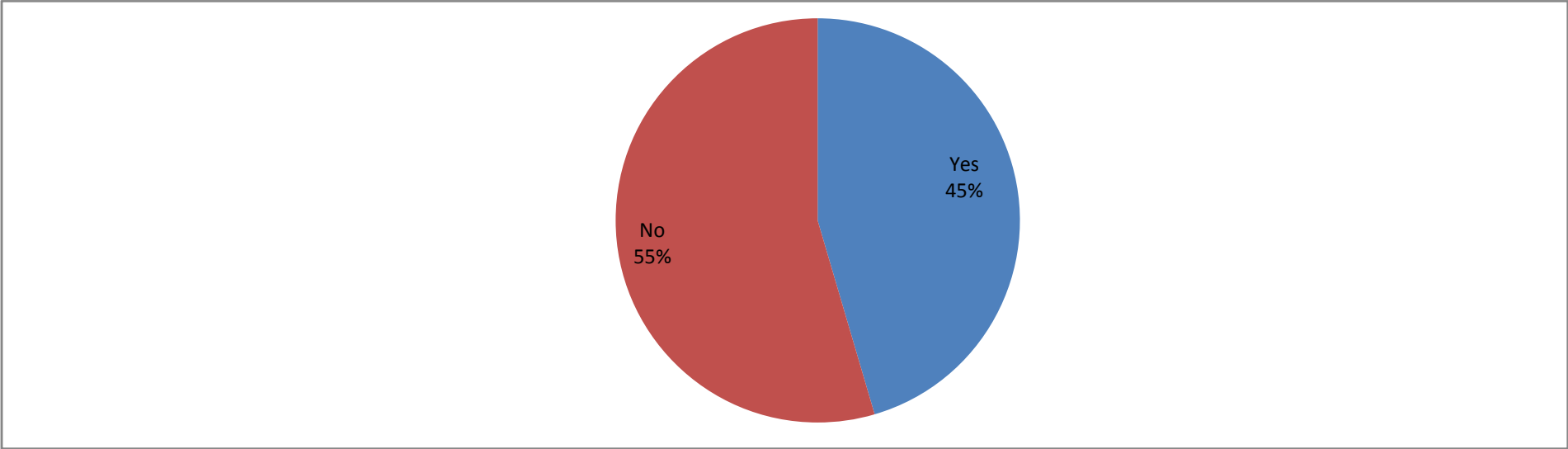
17. Overall, how satisfied are you with Bilkent University Library and its services?
(1=Unsatisfied, 7=Very satisfied)



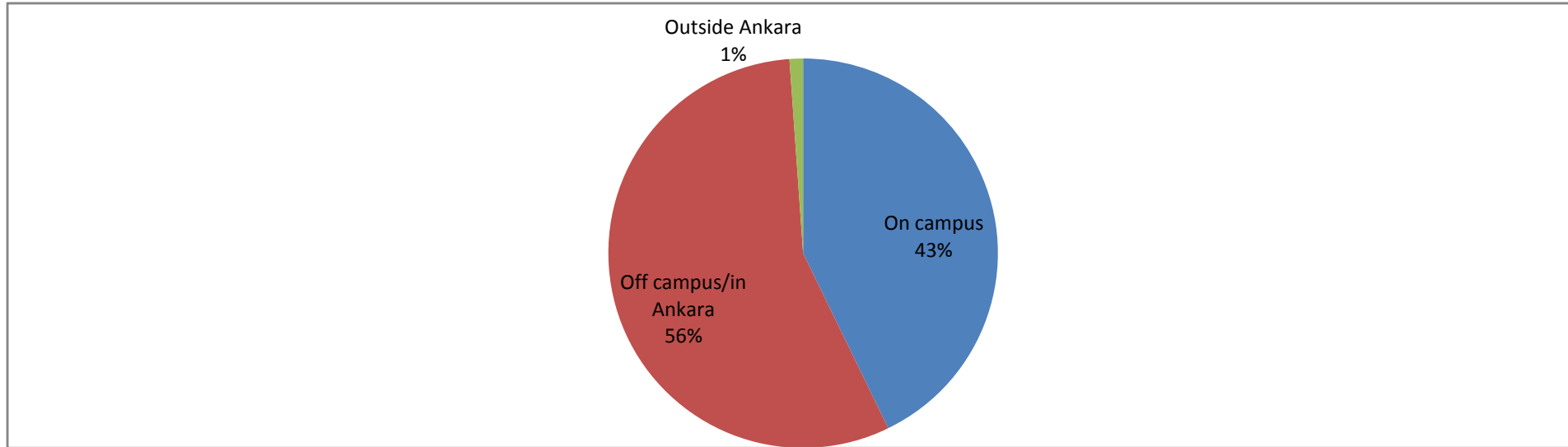
18. What is your gender?



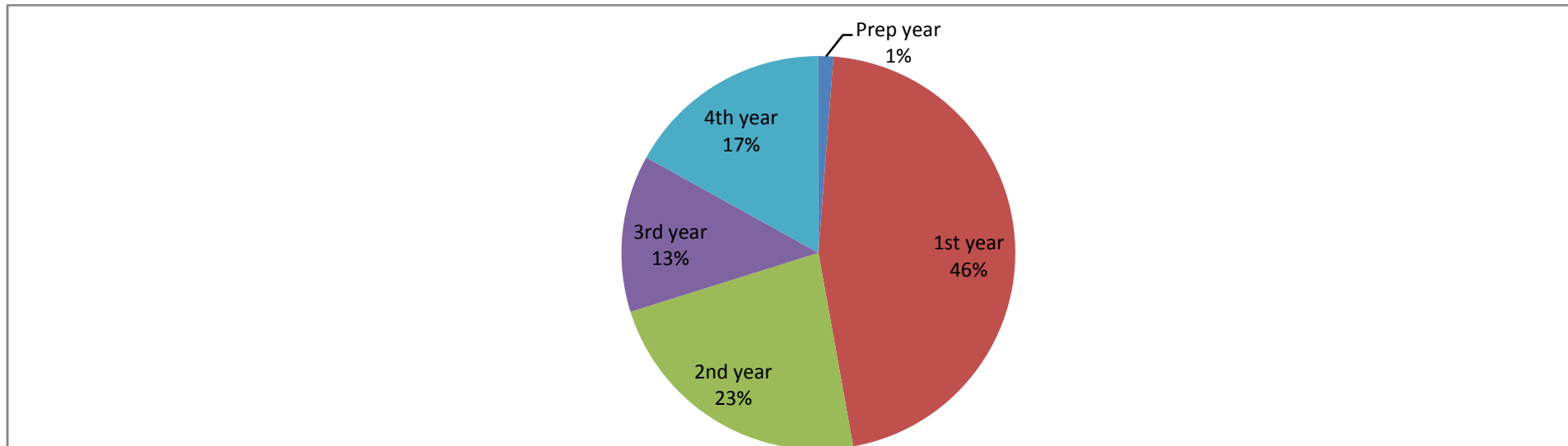
19. Are you a member of Bilkent University ?



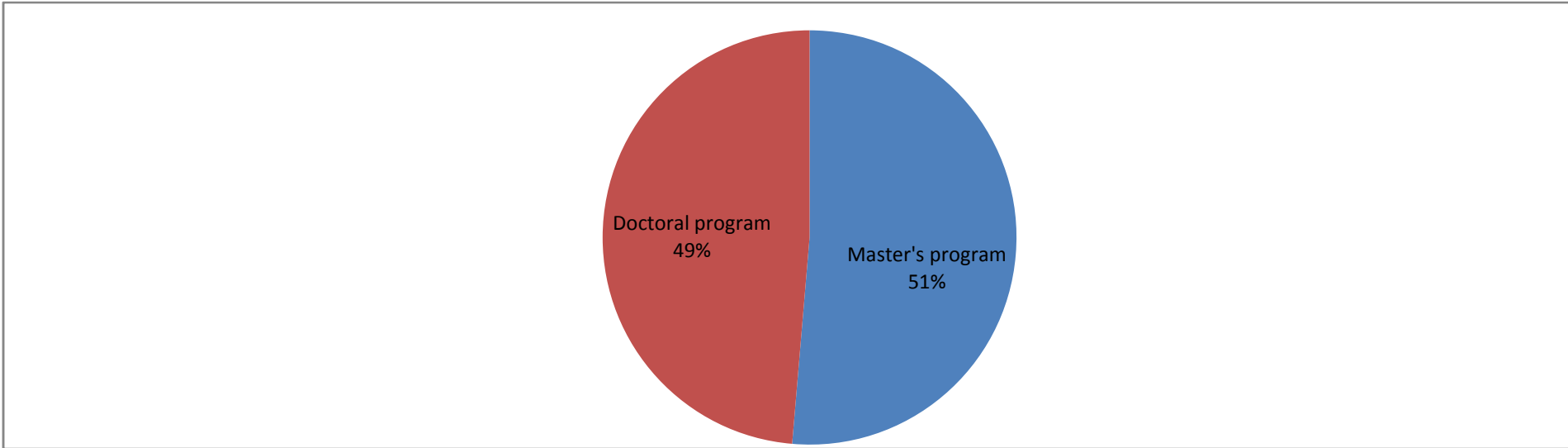
20. Where do you live?



21. If you are an undergraduate student:



22. If you are a graduate student:



23. If you are an academic (instructor/researcher):

