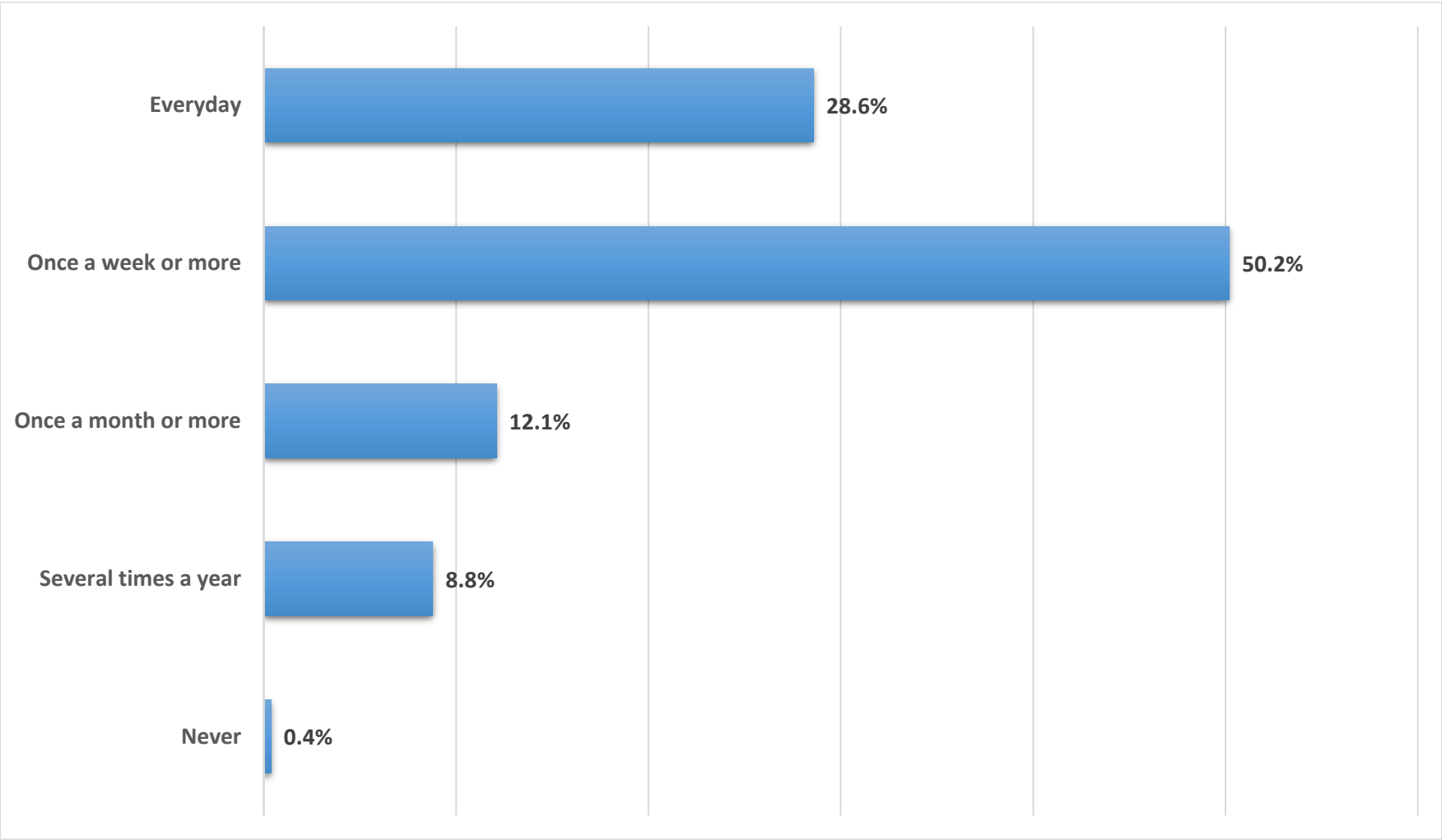
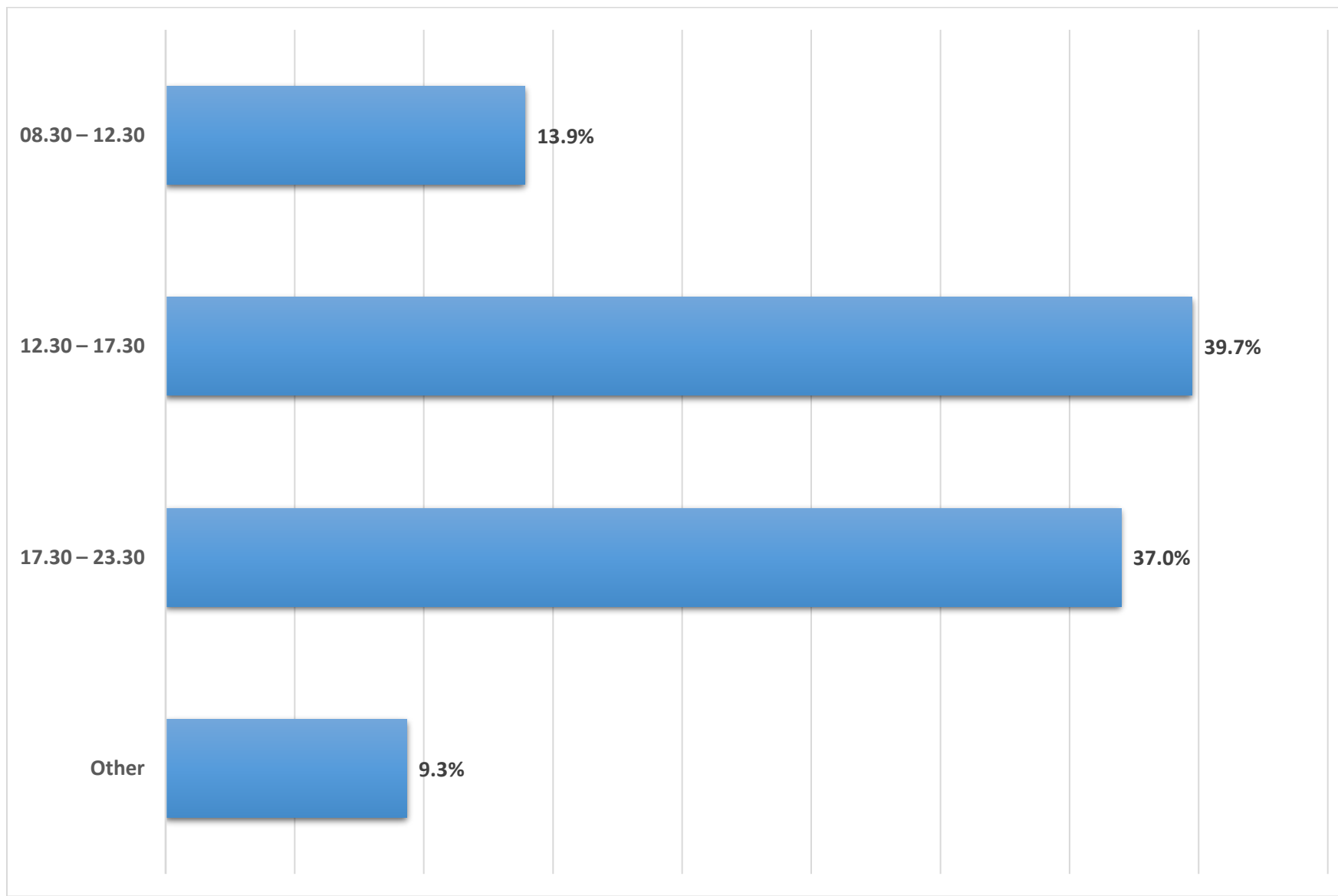


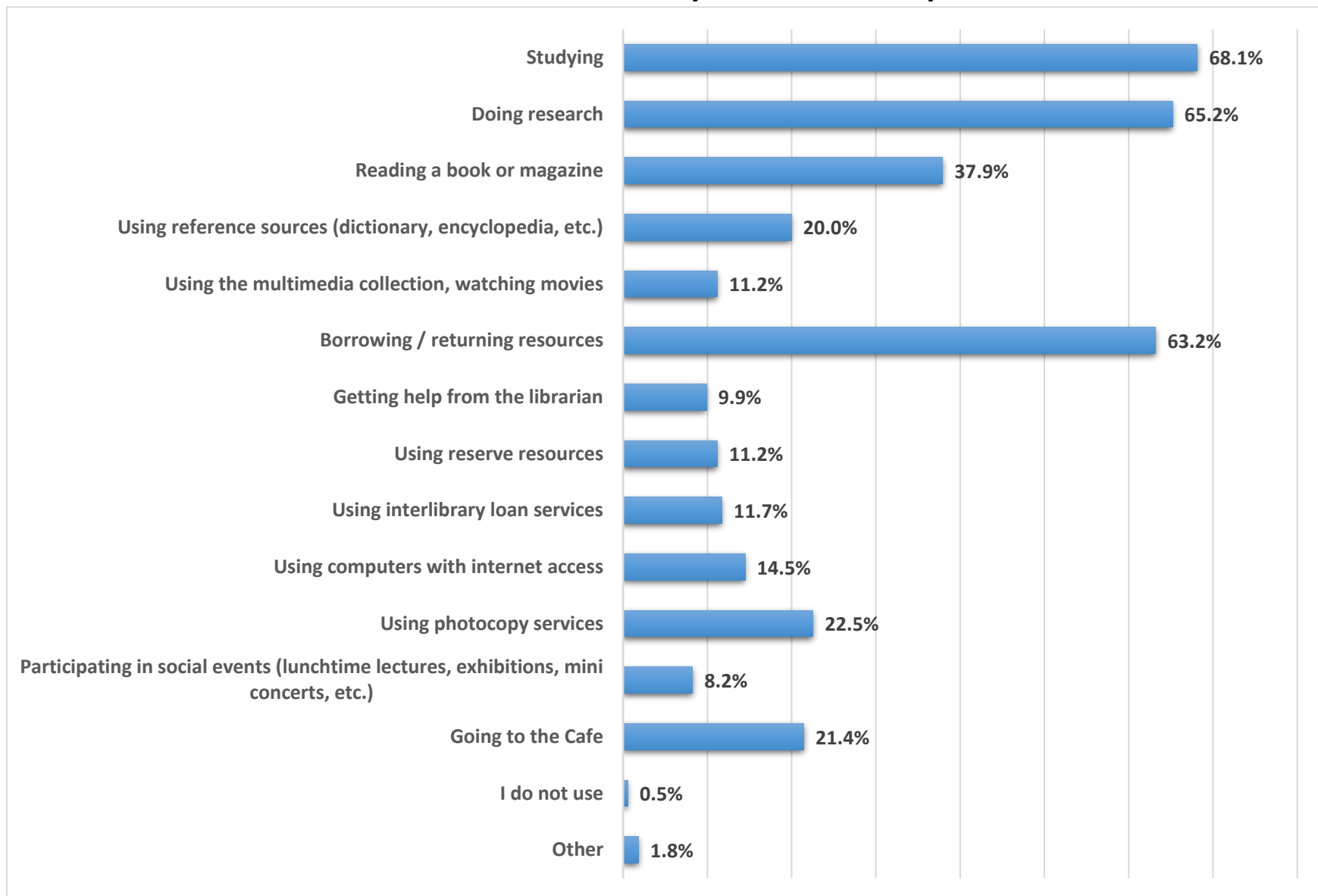
**1 - How often do you use the library services or resources?**



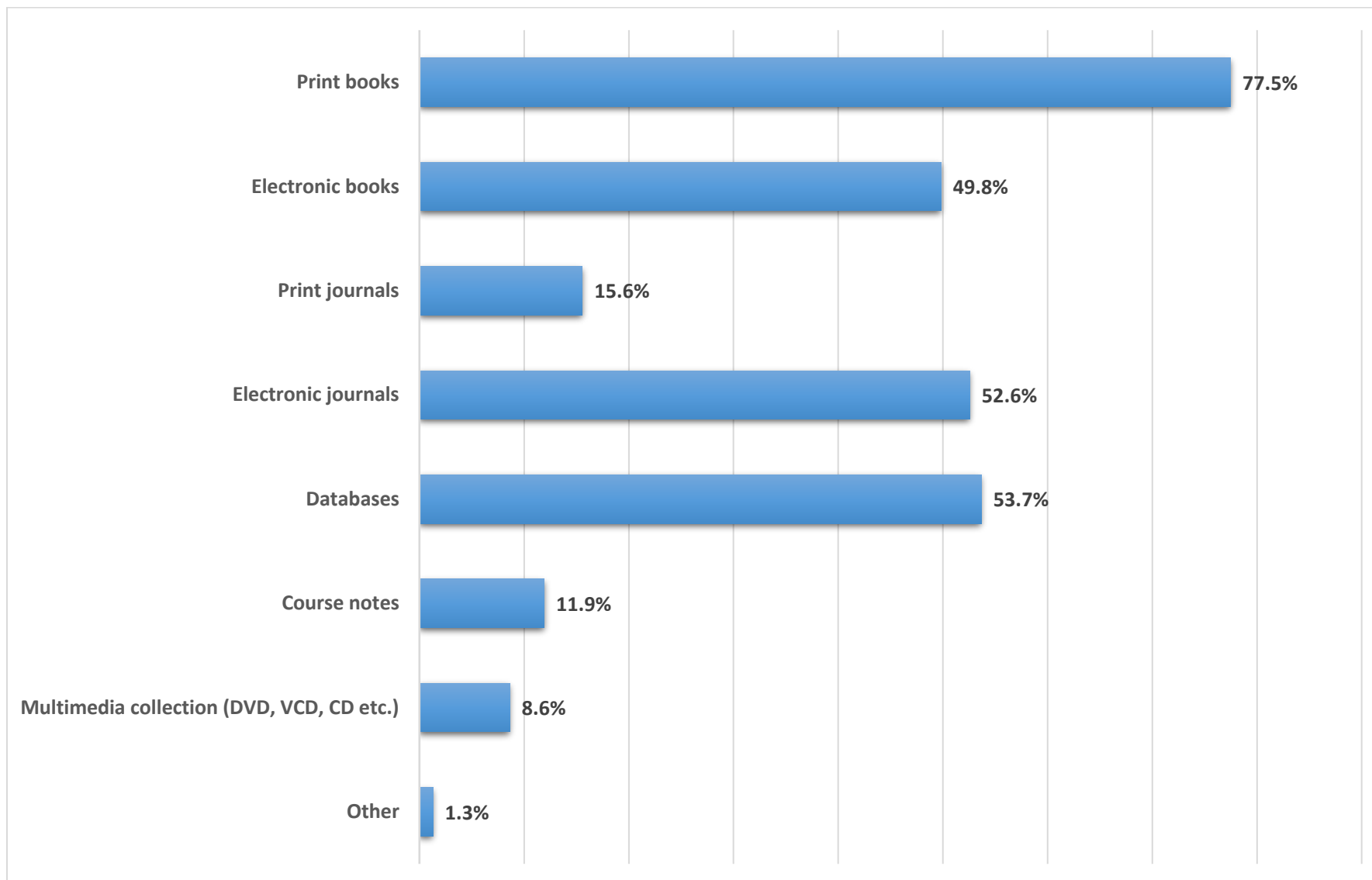
## 2 - What time do you usually use the library services?



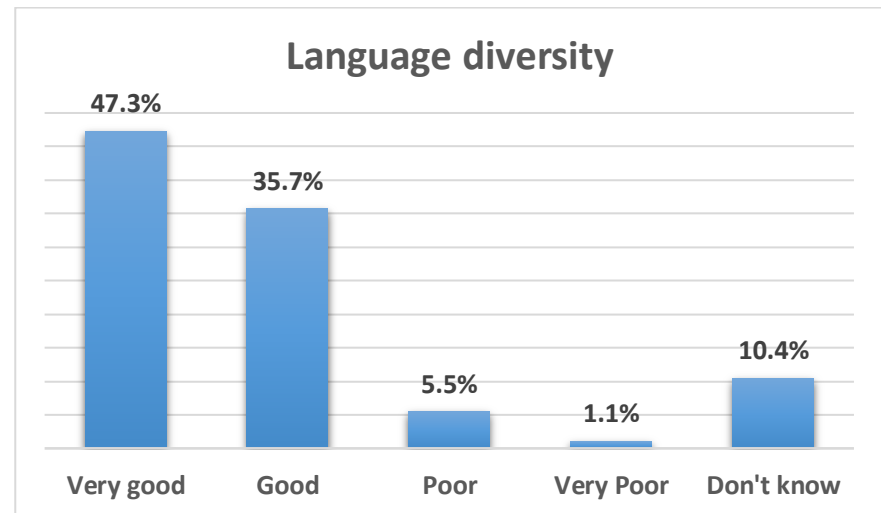
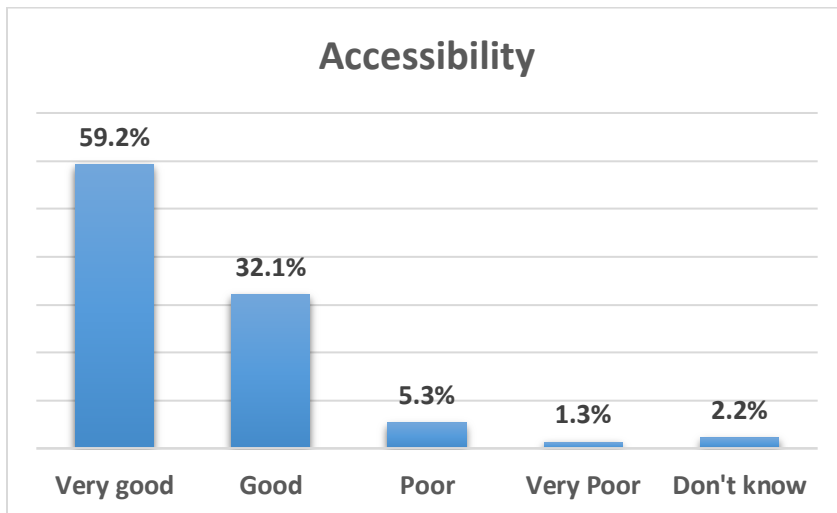
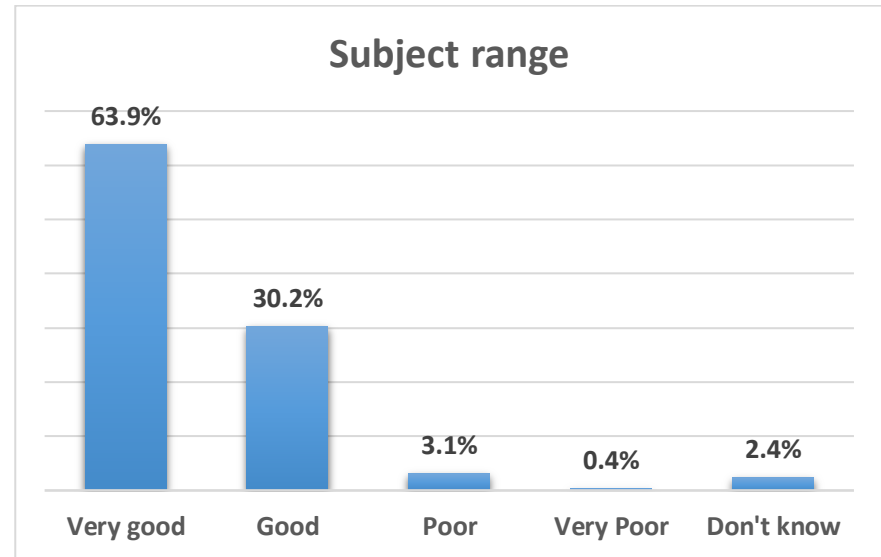
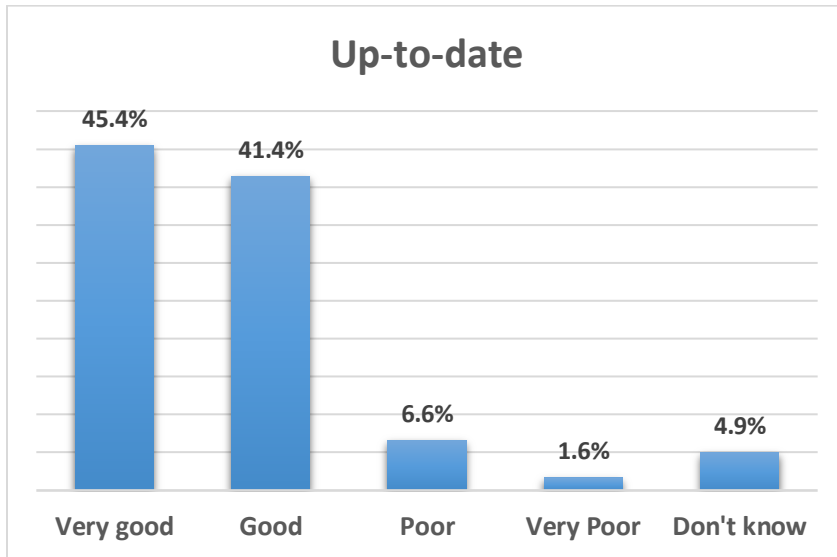
### 3 - For what reasons do you use the library?



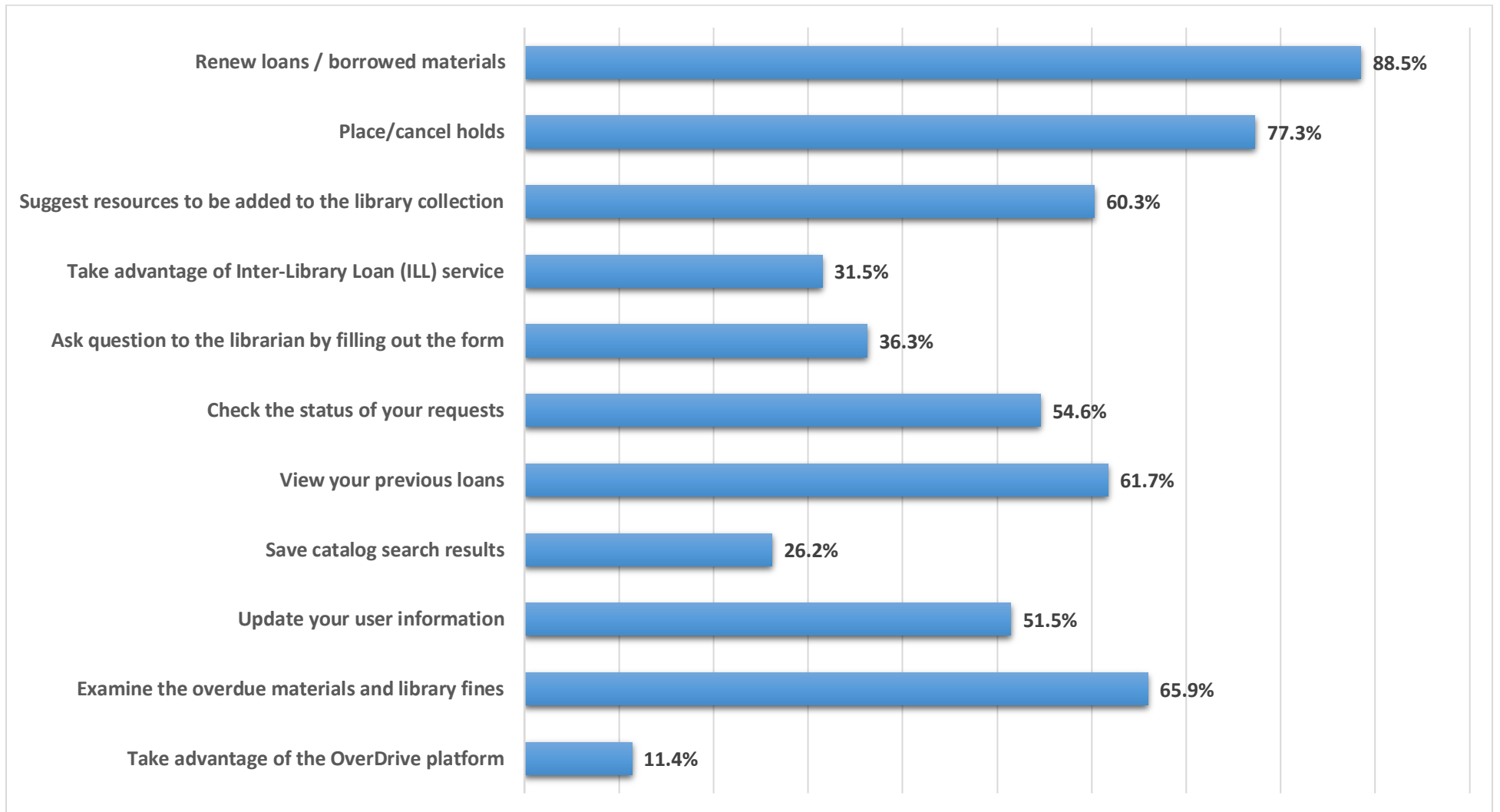
#### 4 - Which of the following resources in the library collection do you use regularly?



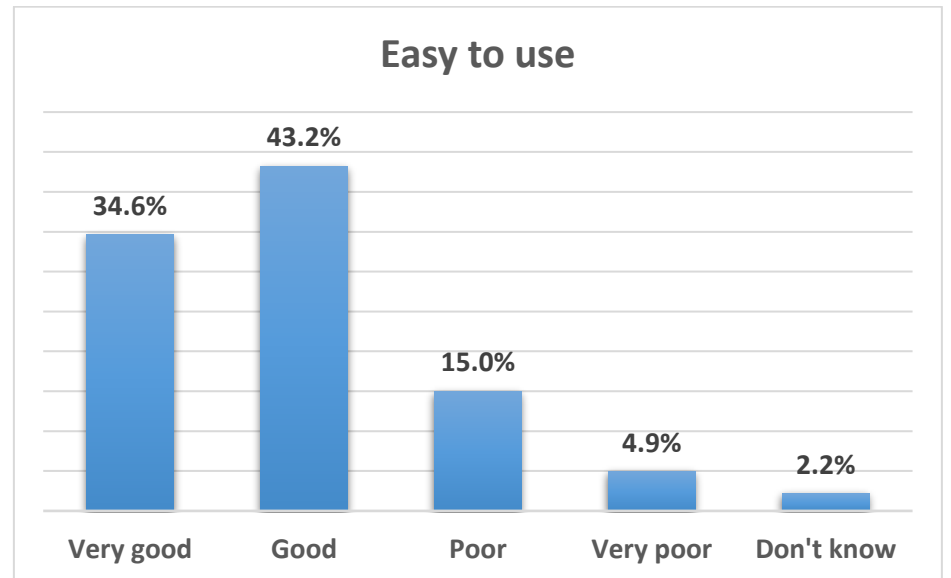
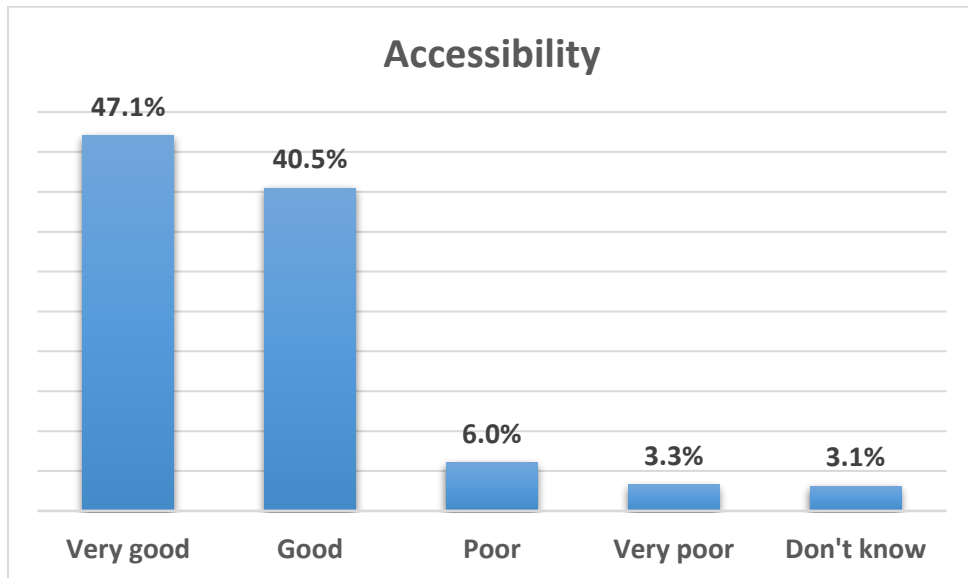
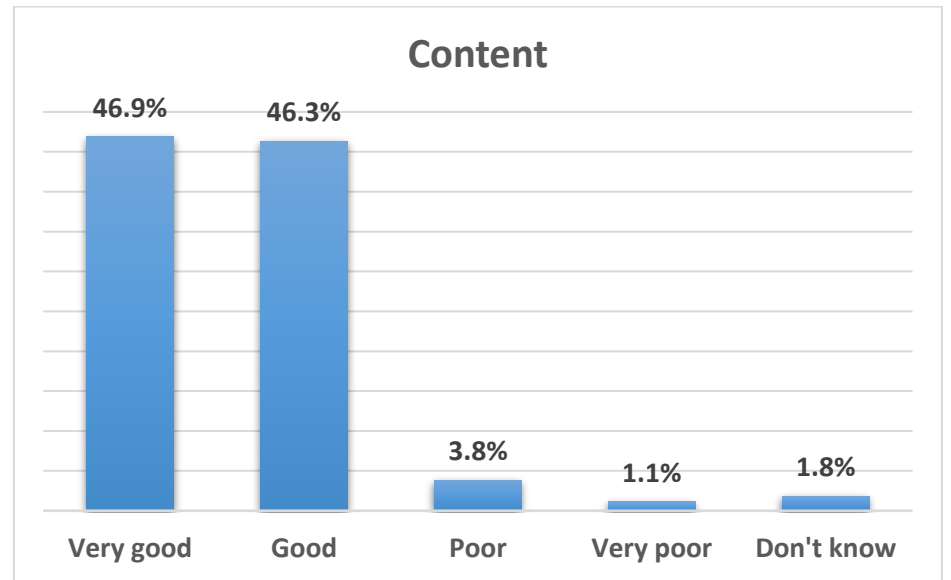
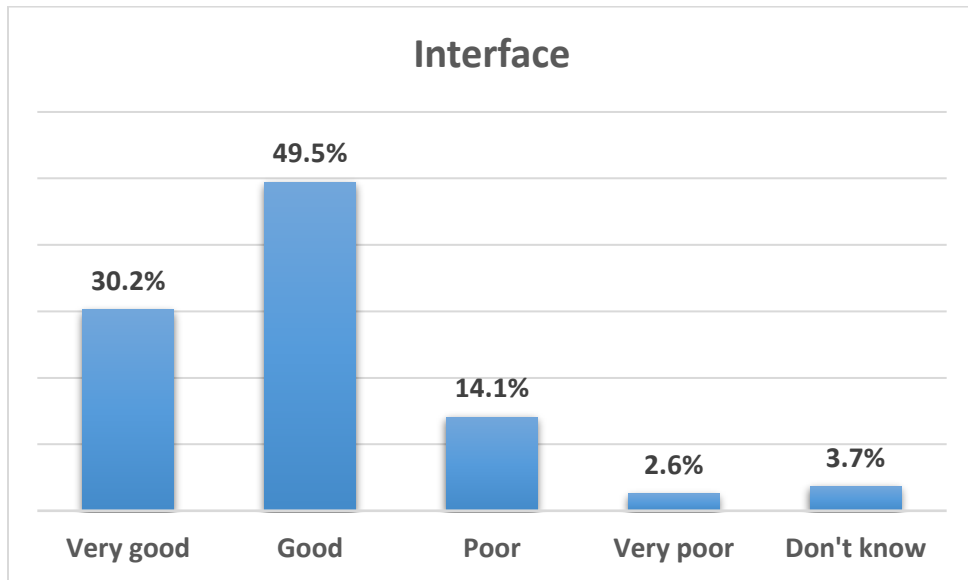
**5 - Please evaluate the library collection according to the following criteria.**



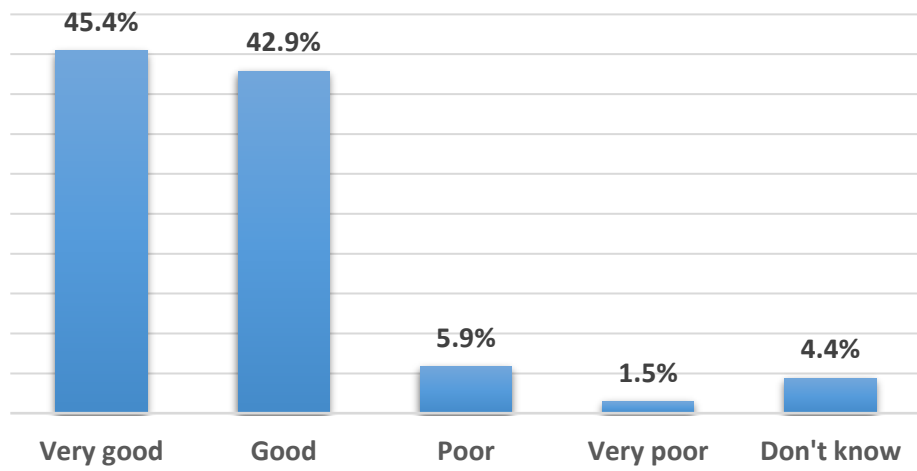
## 6 - Which of the following features of your library password are you aware?



## 7 - Please evaluate the library website according to the following criterias.



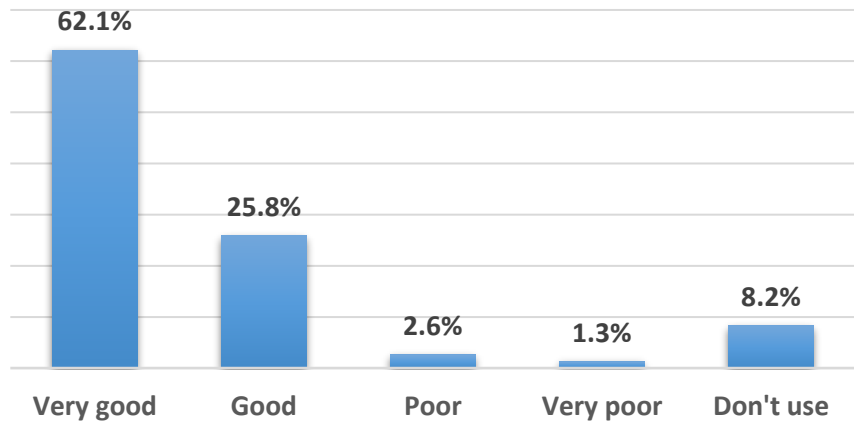
### Up-to-date



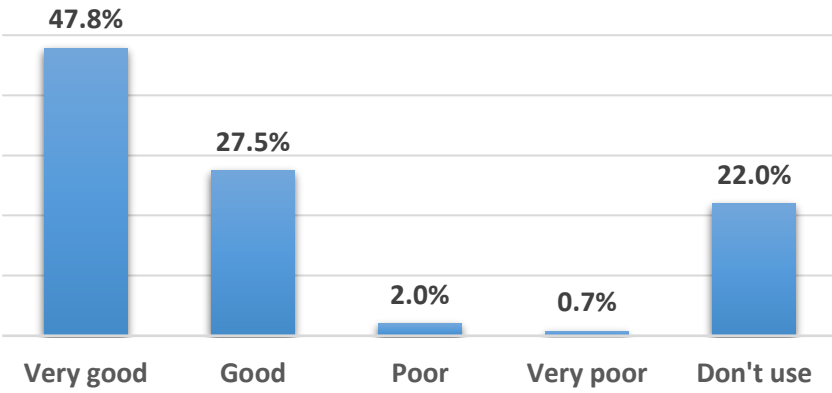


## 8 - How satisfied are you with the following library services?

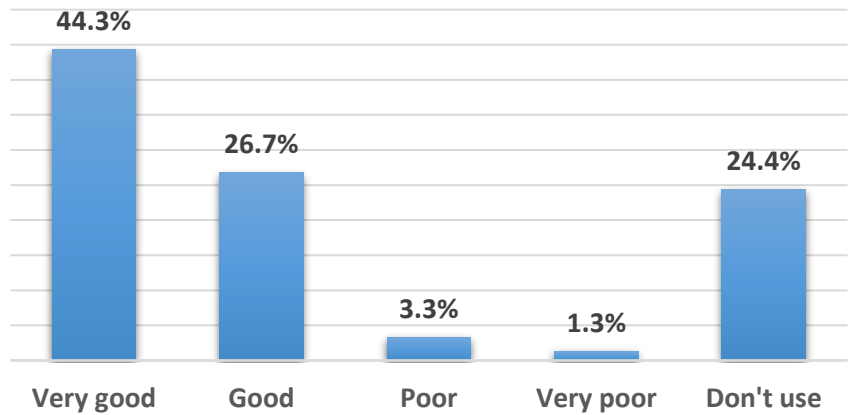
### Circulation service



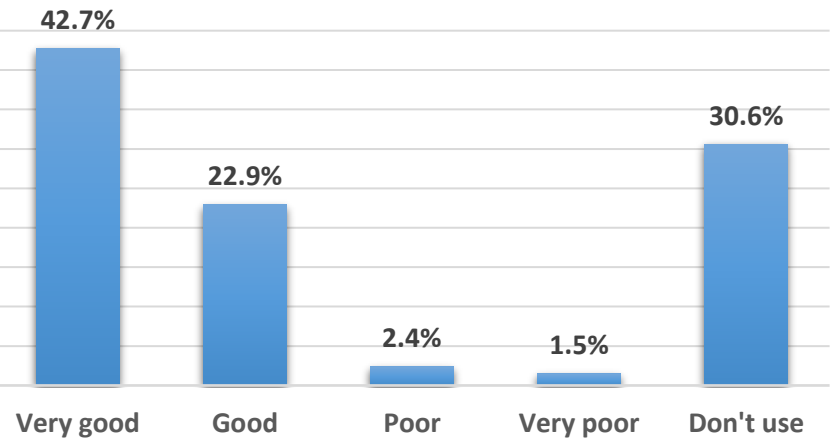
### Reference service



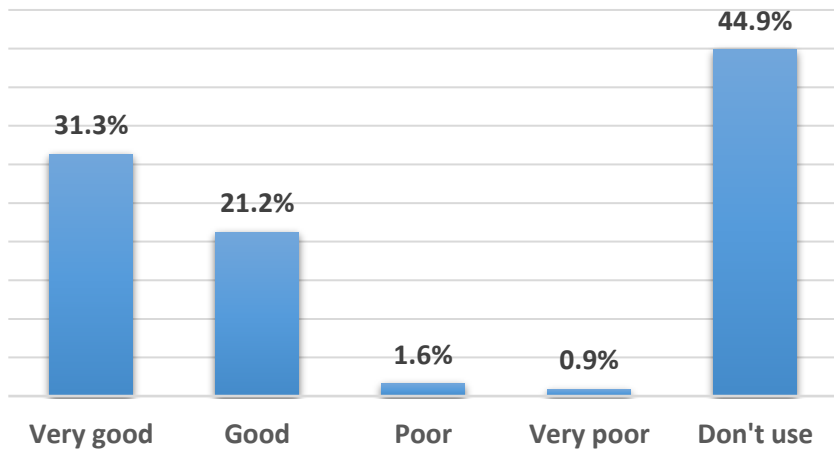
### Reserve service



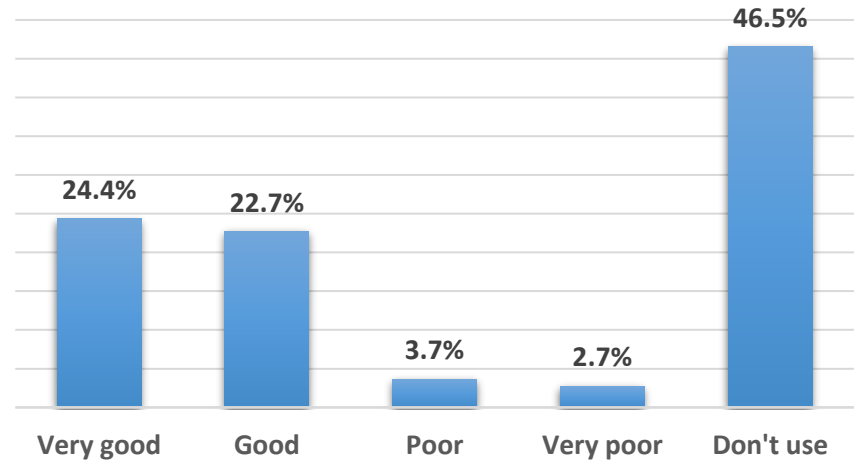
### Faculty librarianship service



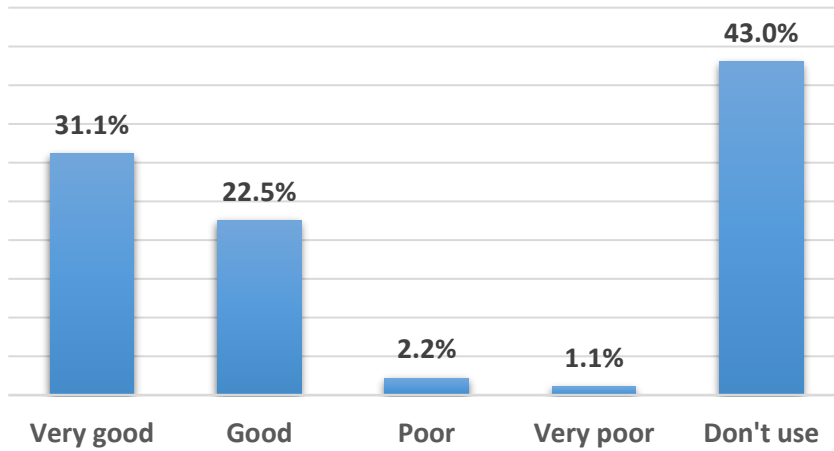
### ILL service



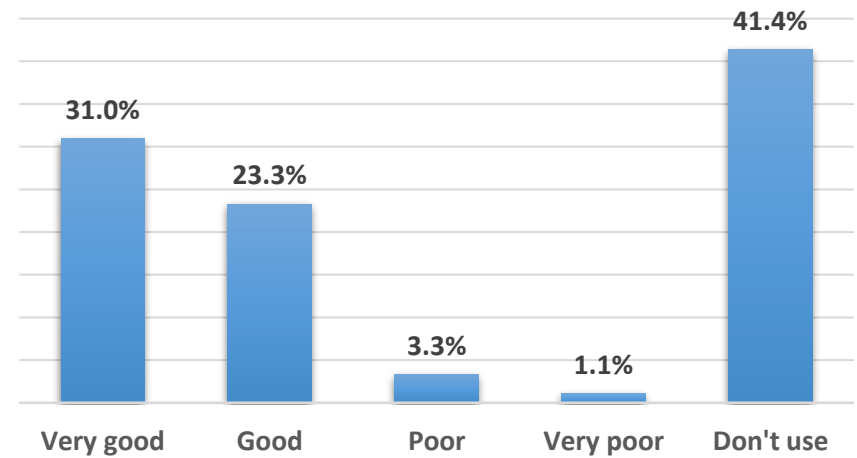
### User training



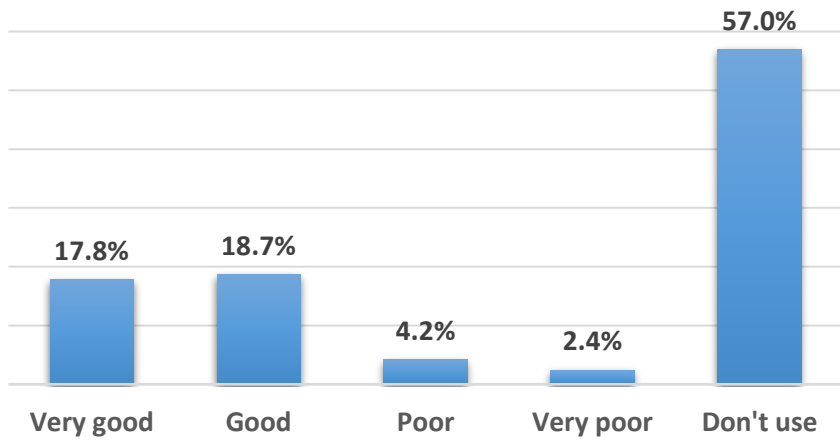
### Institutional repository



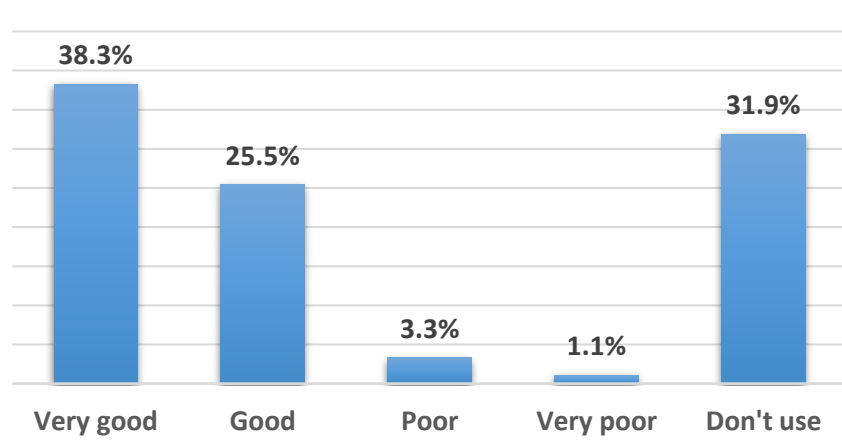
### Research guides



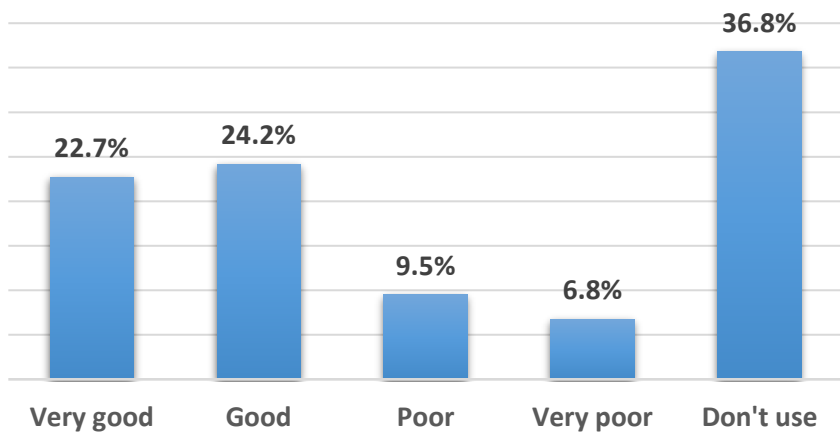
### Online chat



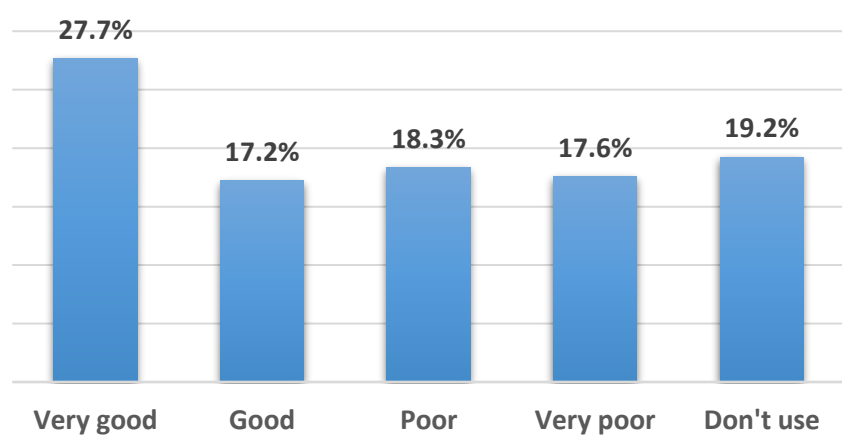
### Acquisitions service



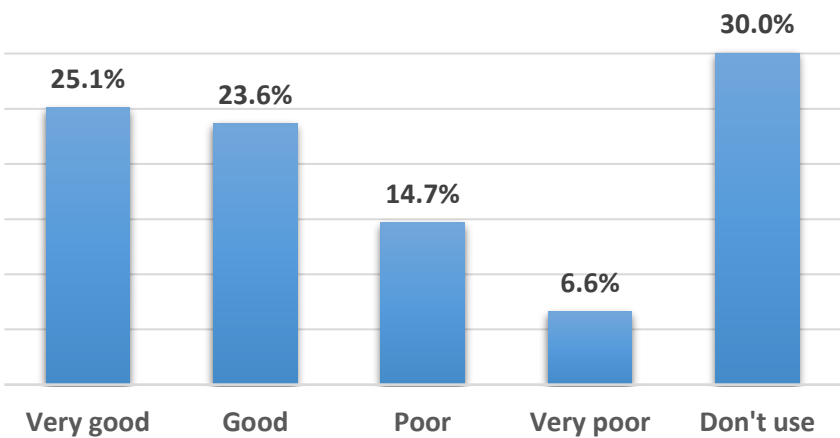
### Social activities



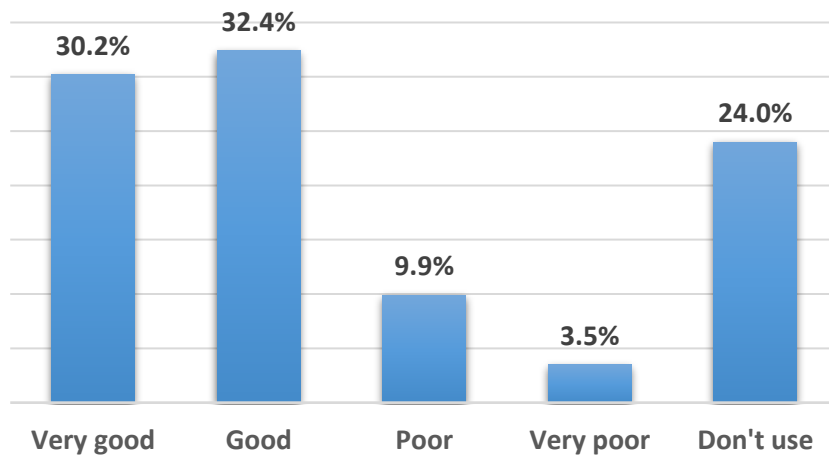
### Wireless



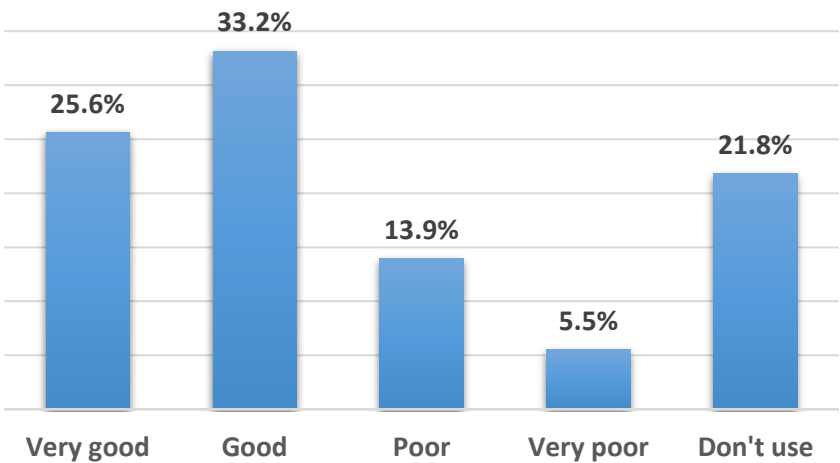
### Computers with Internet



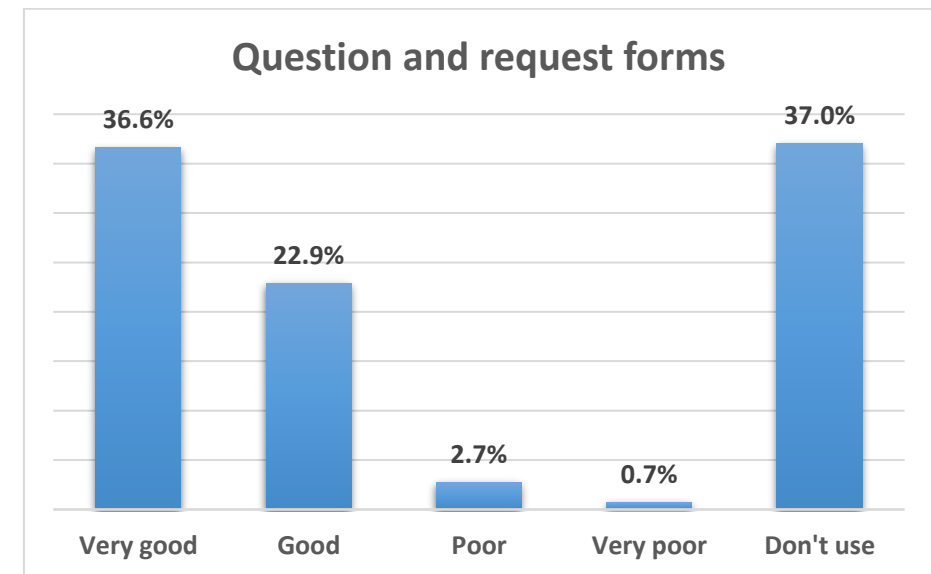
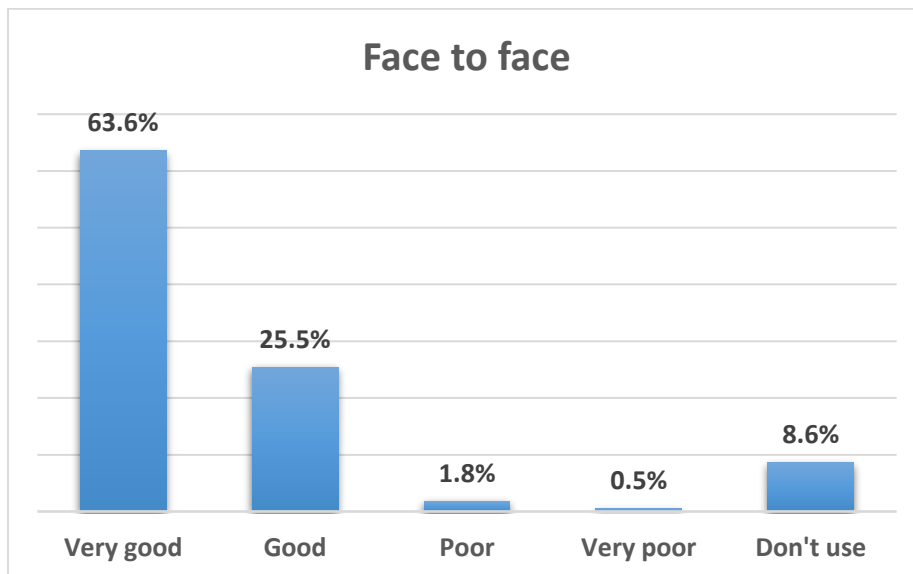
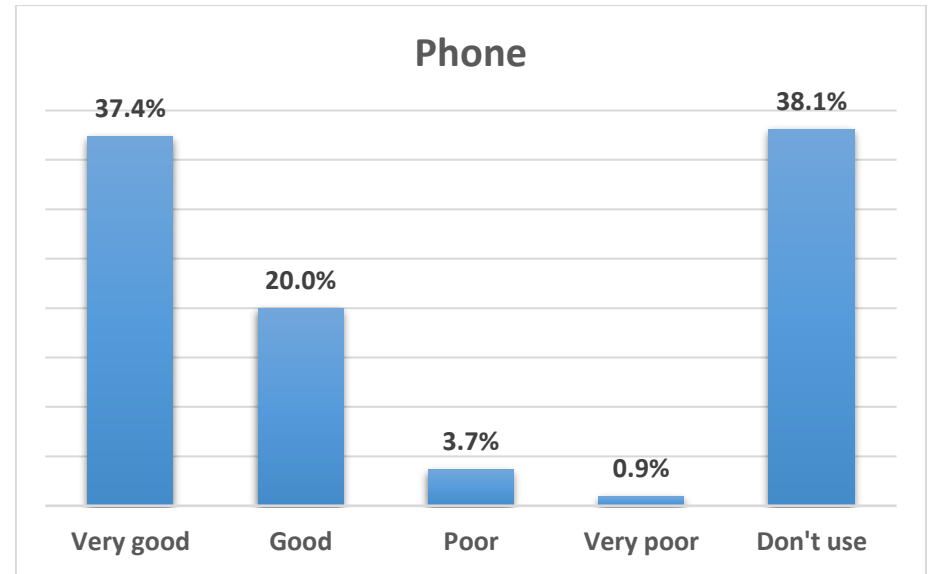
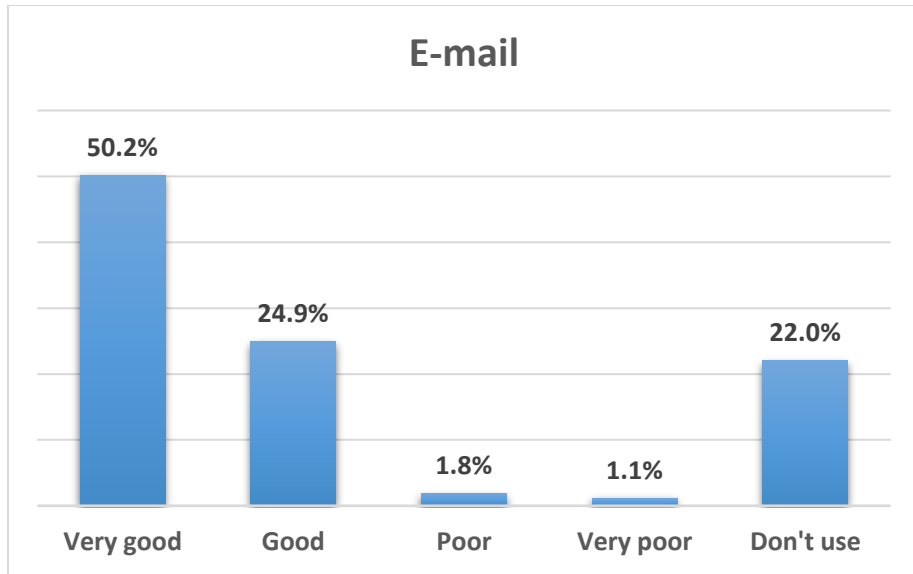
### Photocopy service



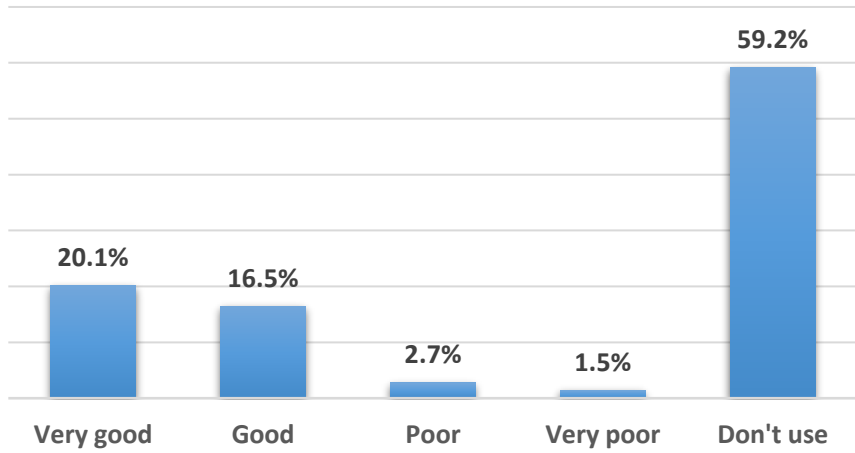
### Cafe



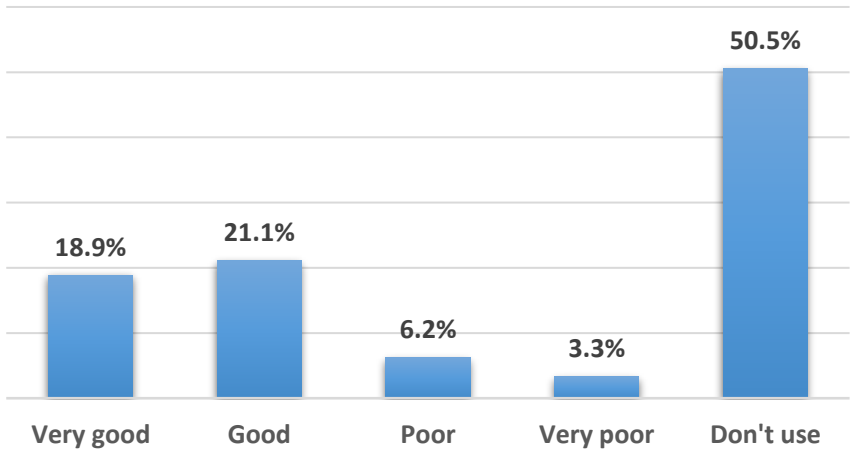
## 9 - Evaluate the following library communication channels according to the degree of satisfaction.



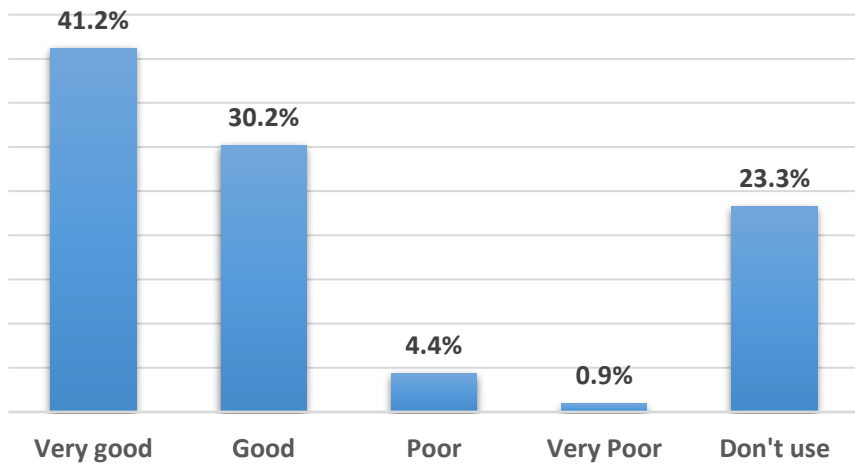
### Online chat



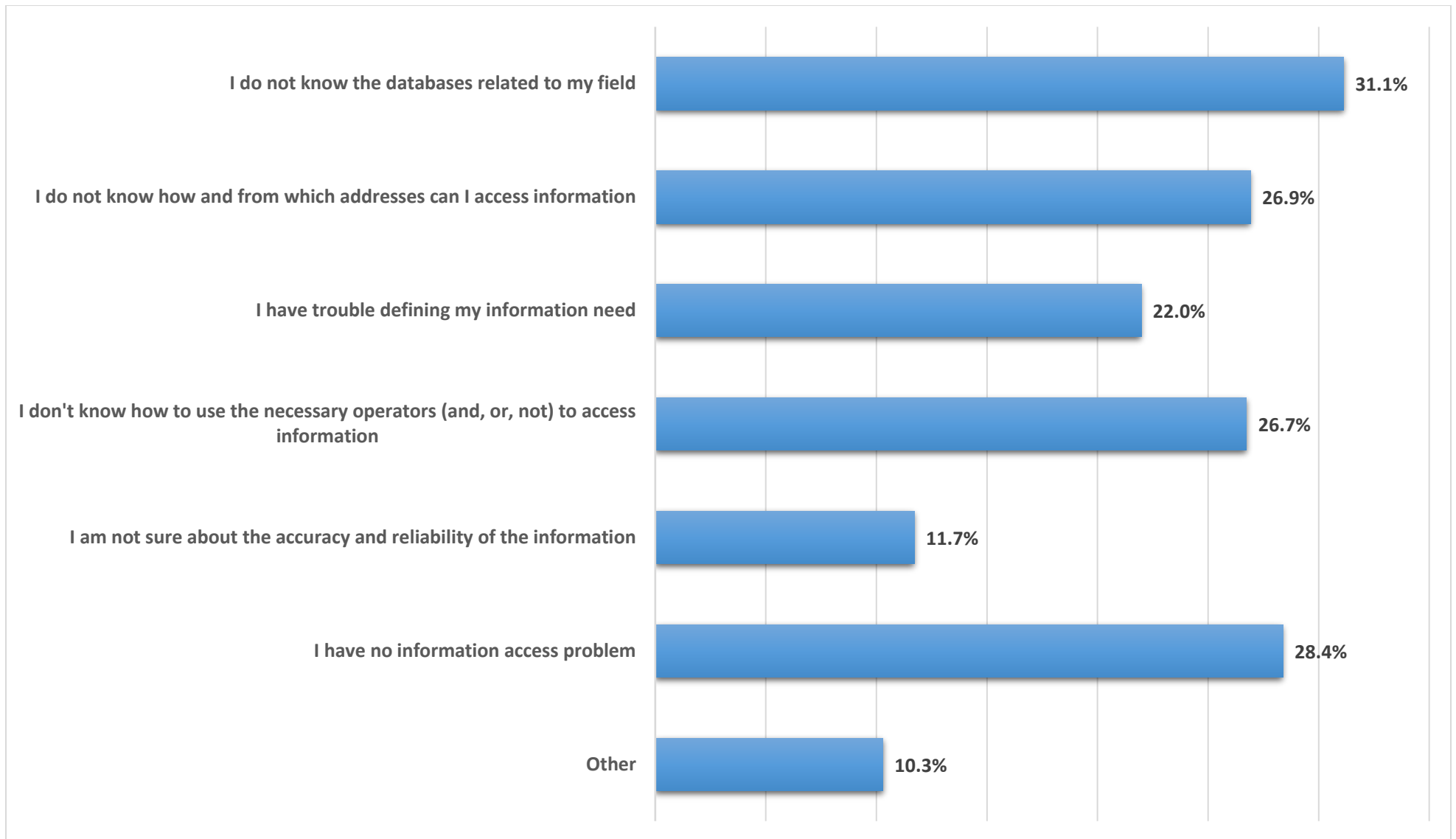
### Social media accounts



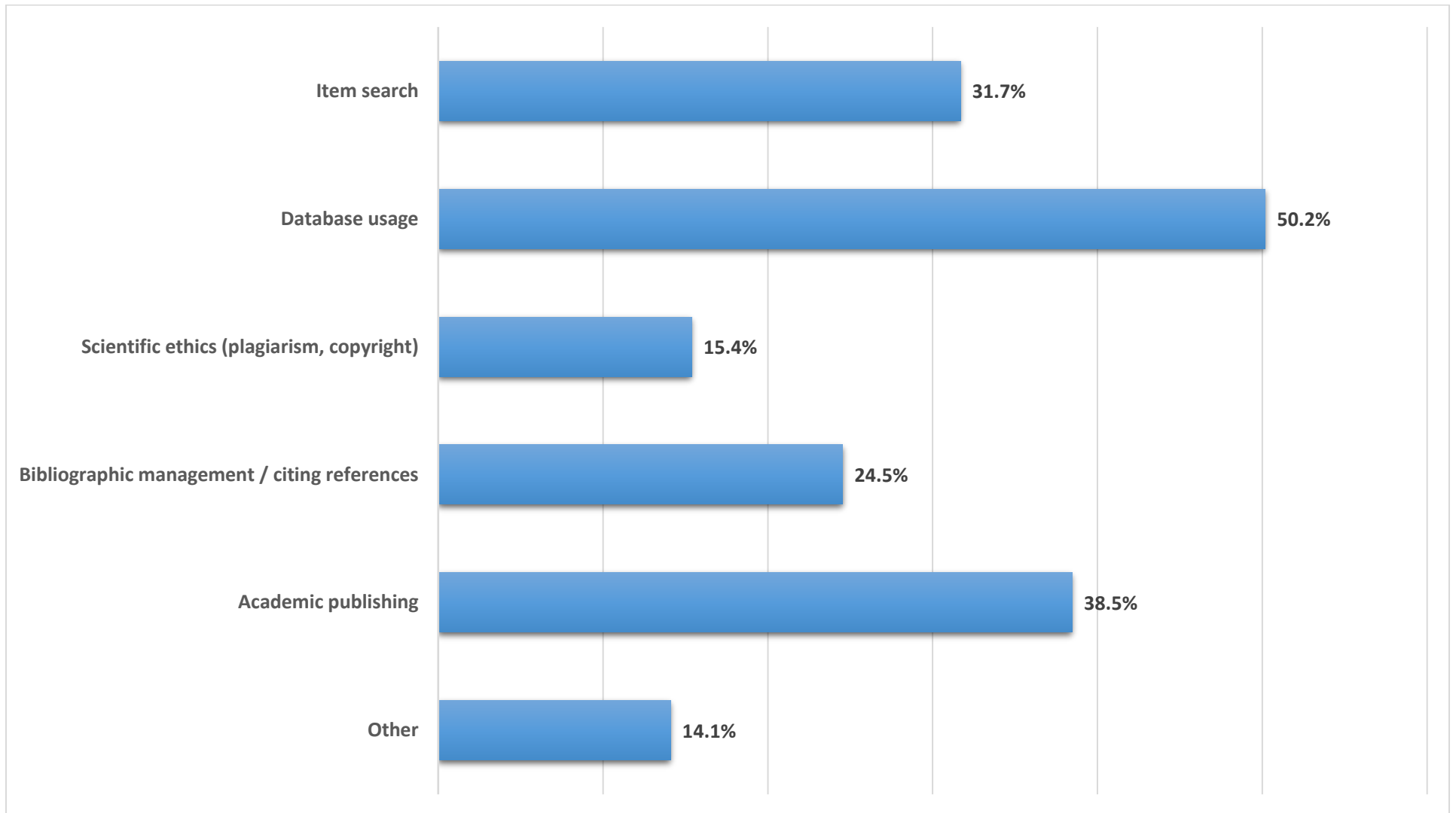
### Announcements / information services



## 10 - In the use of electronic resources, which of the following is a barrier for you to access information?

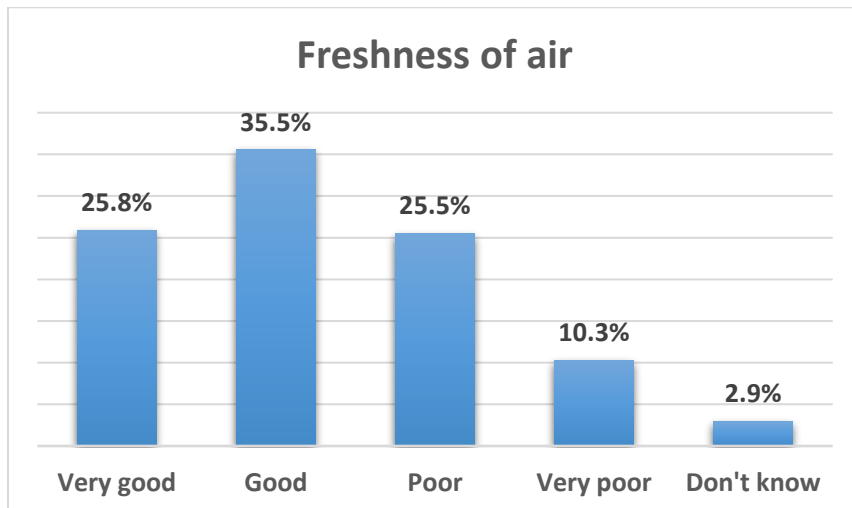
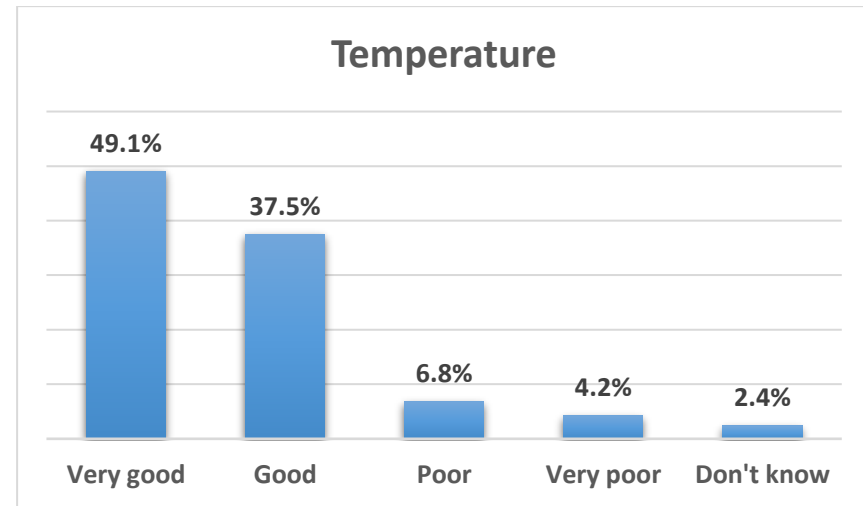
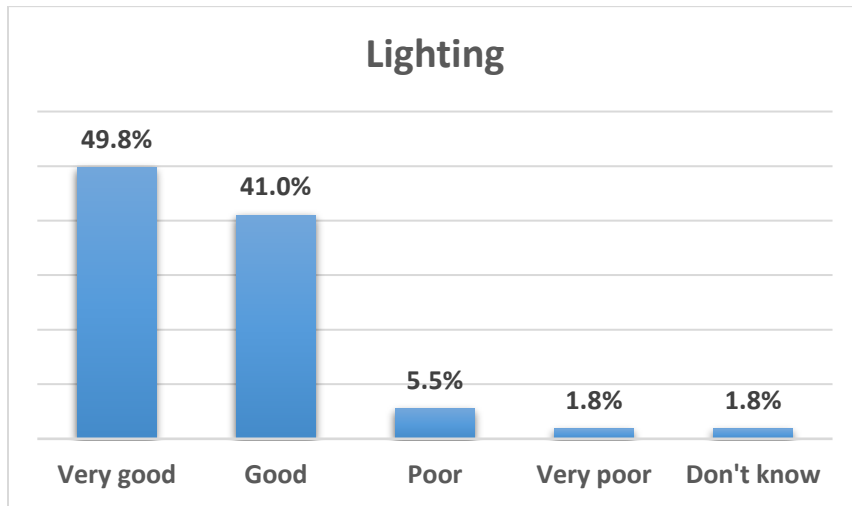


## 11 - For which of the following do you need training?

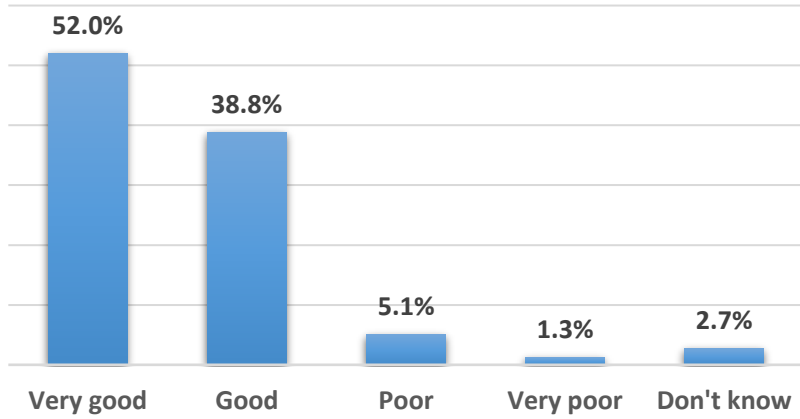




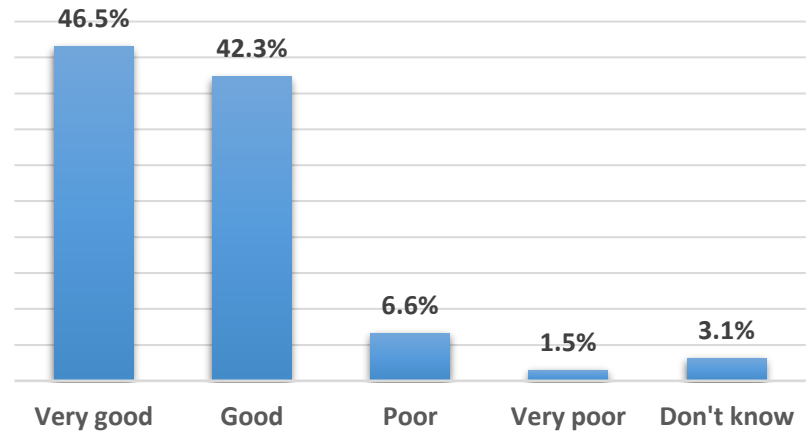
## 12 - How satisfied are you with the following physical aspects of Bilkent University Library?



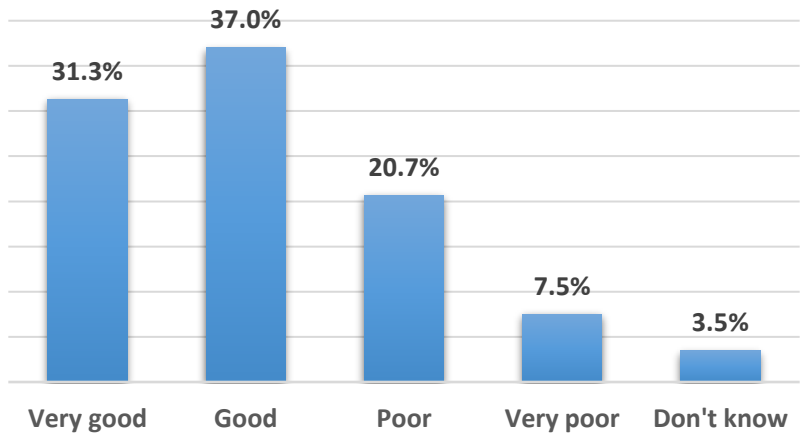
### Shelving



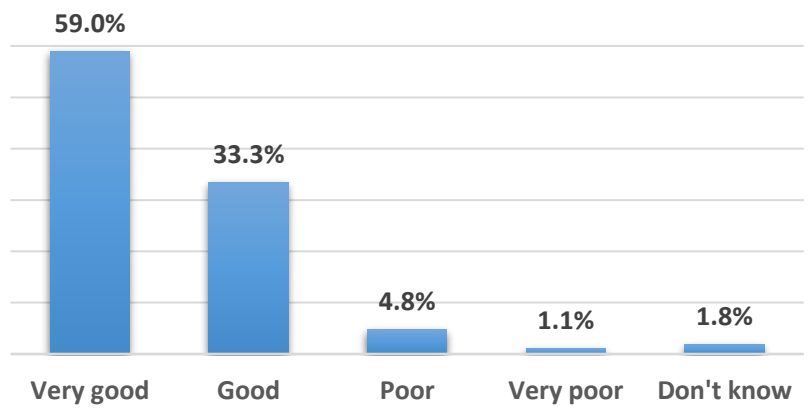
### Silence level



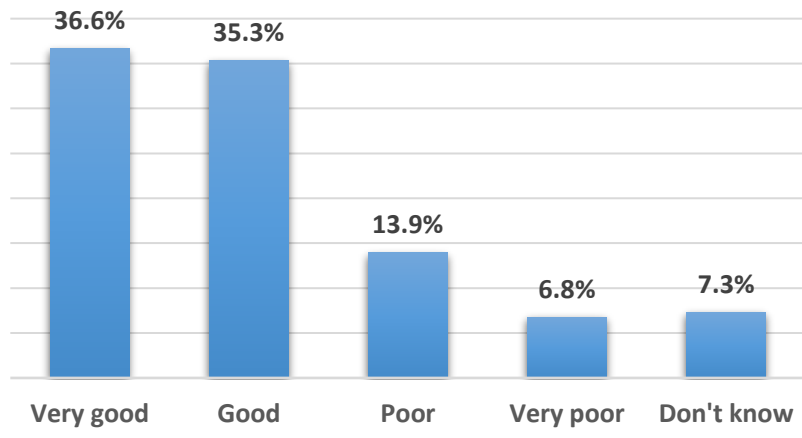
### Seating capacity



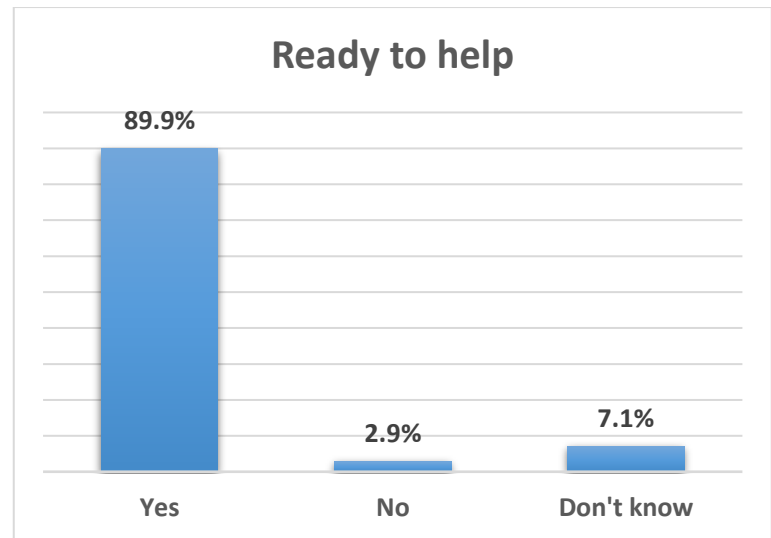
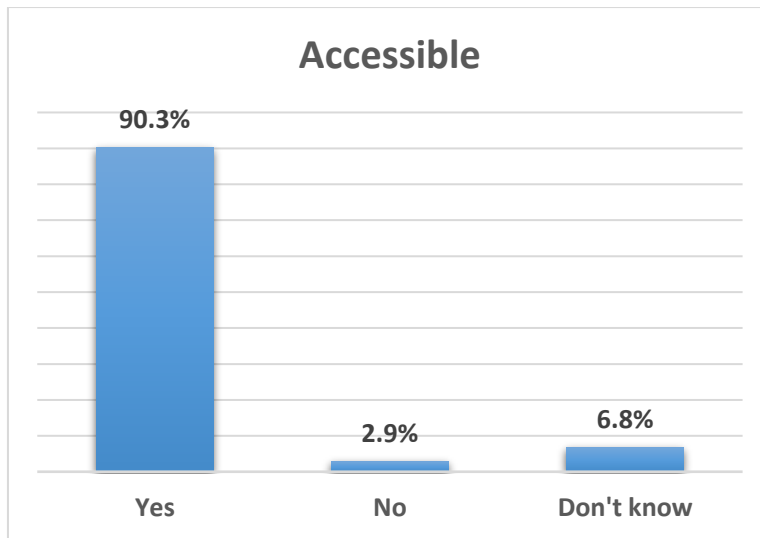
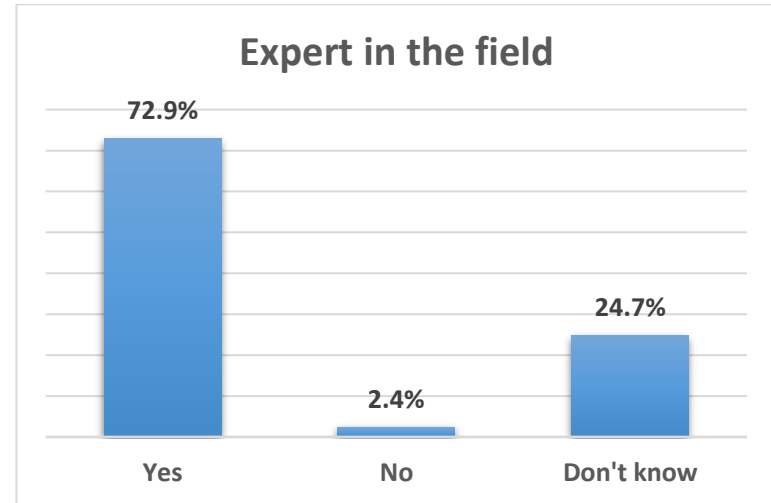
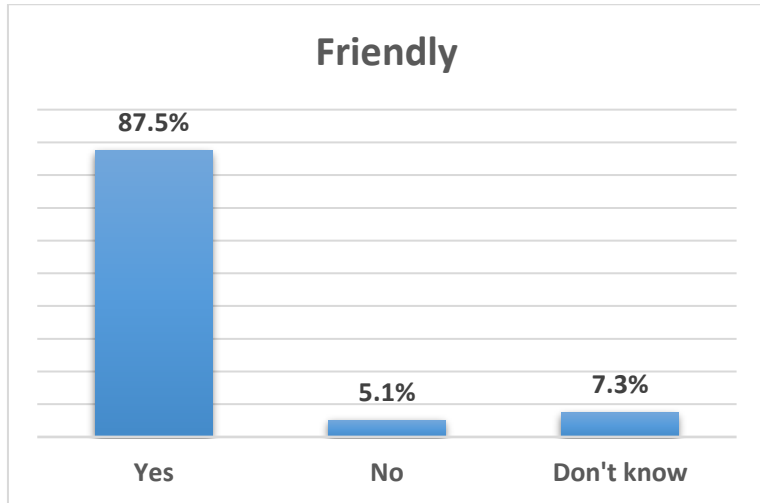
### General cleanliness



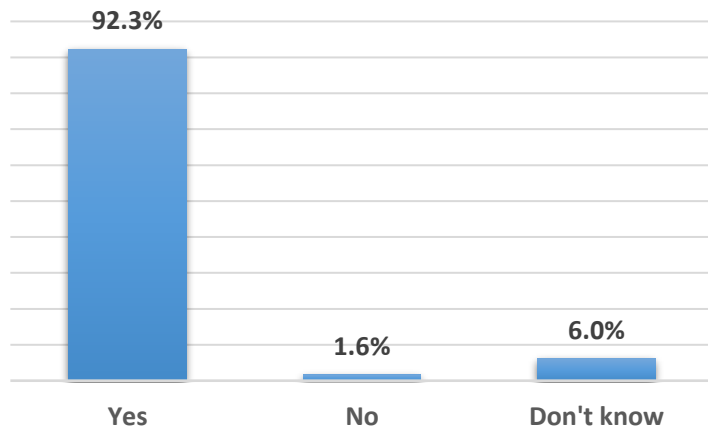
## Toilets



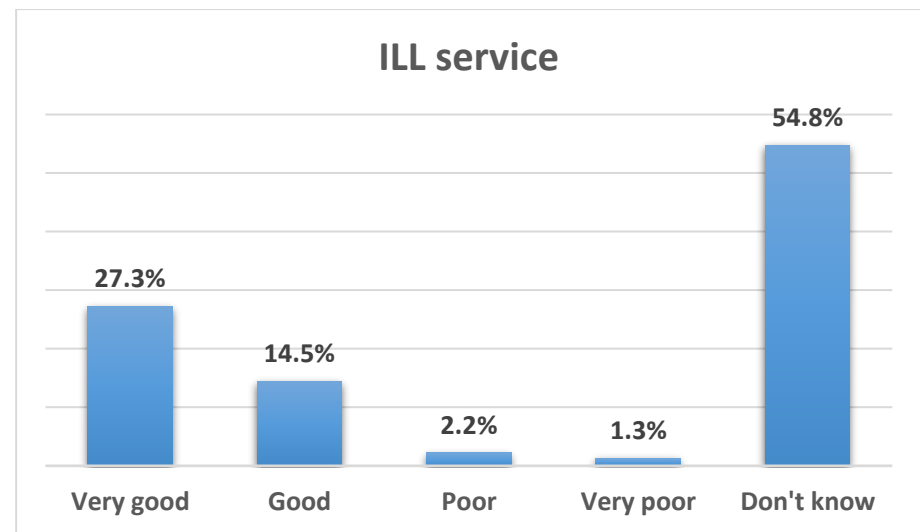
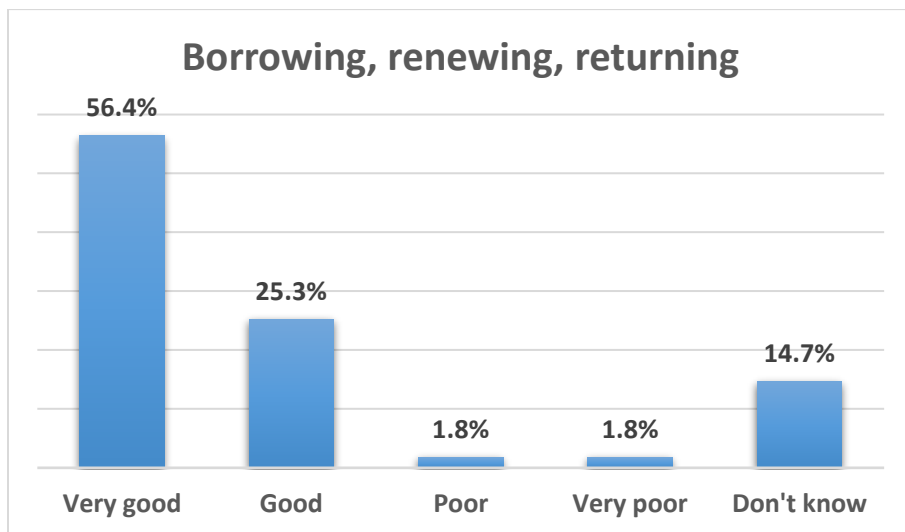
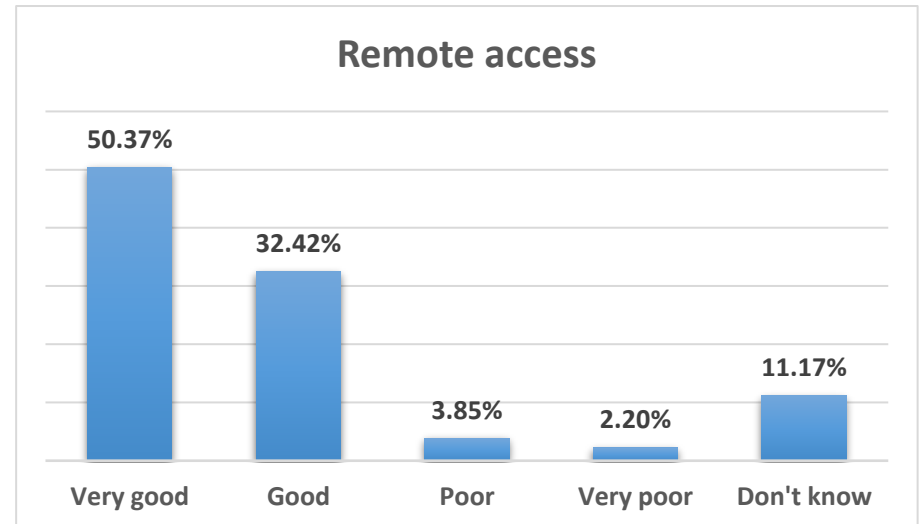
### 13 - How satisfied are you with the staff of Bilkent University Library?



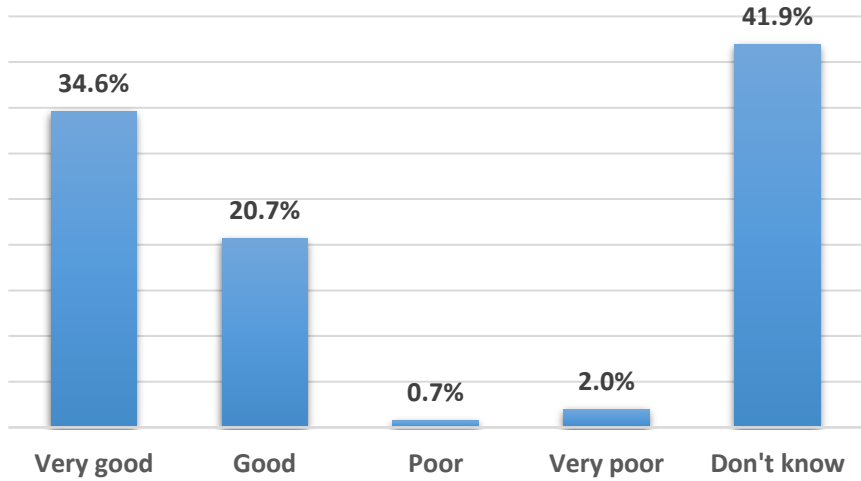
## Respectful



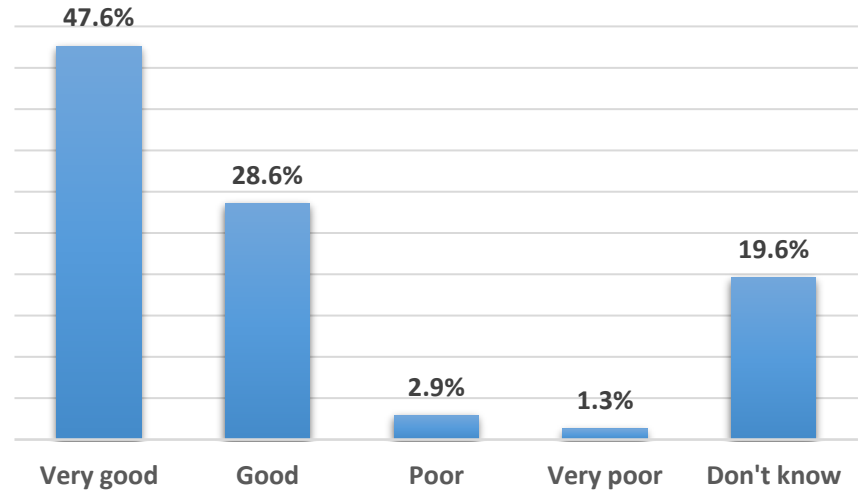
## 14 - Evaluate our library during the COVID-19 pandemic?



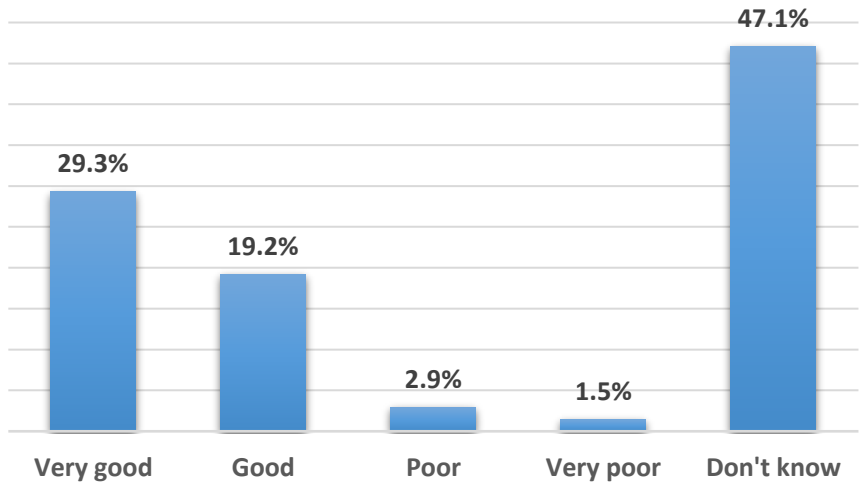
### E-Reserve



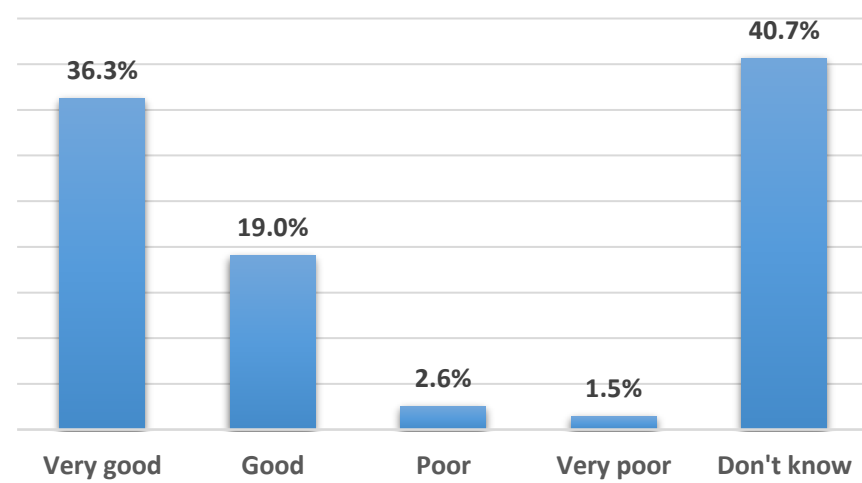
### Announcements and information



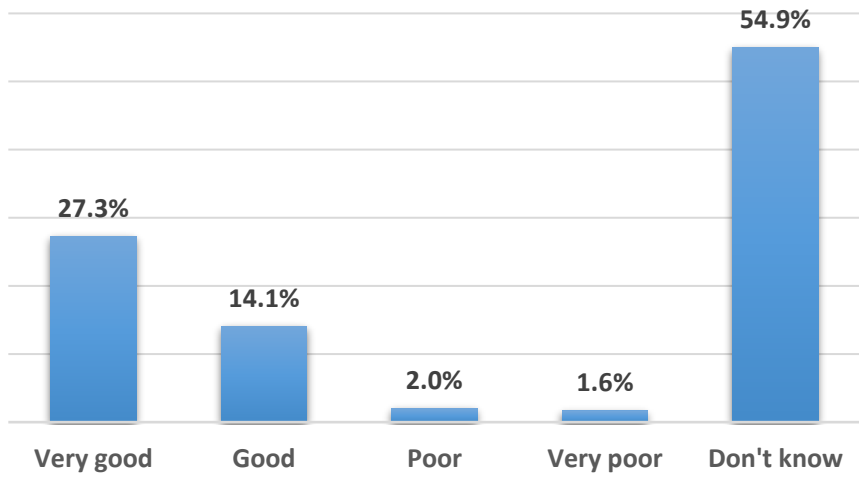
### COVID-19 module



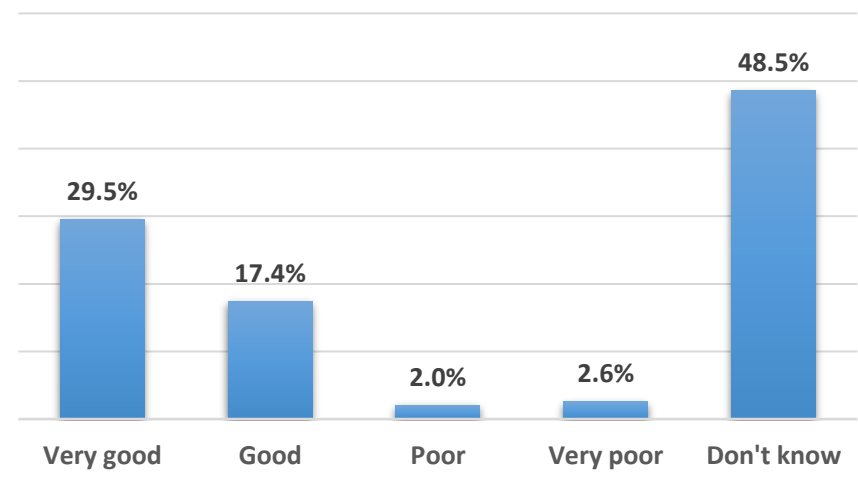
### Book sterilization



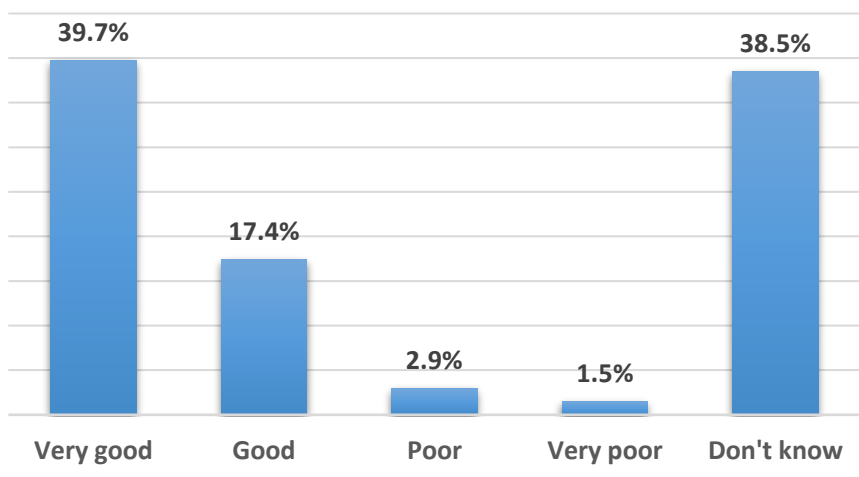
### Ask Us / Online chat



### Distance instruction

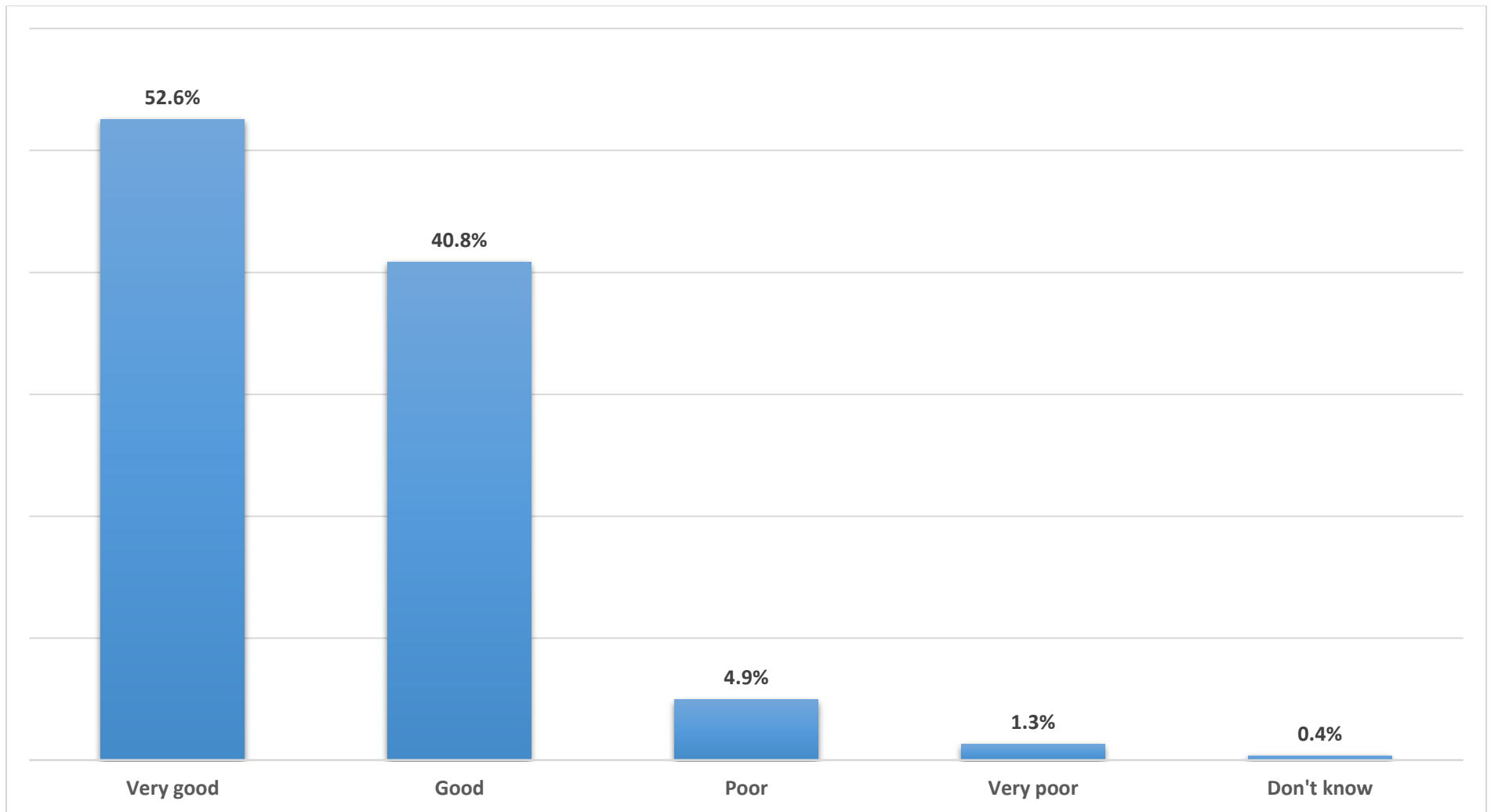


### Material request supply

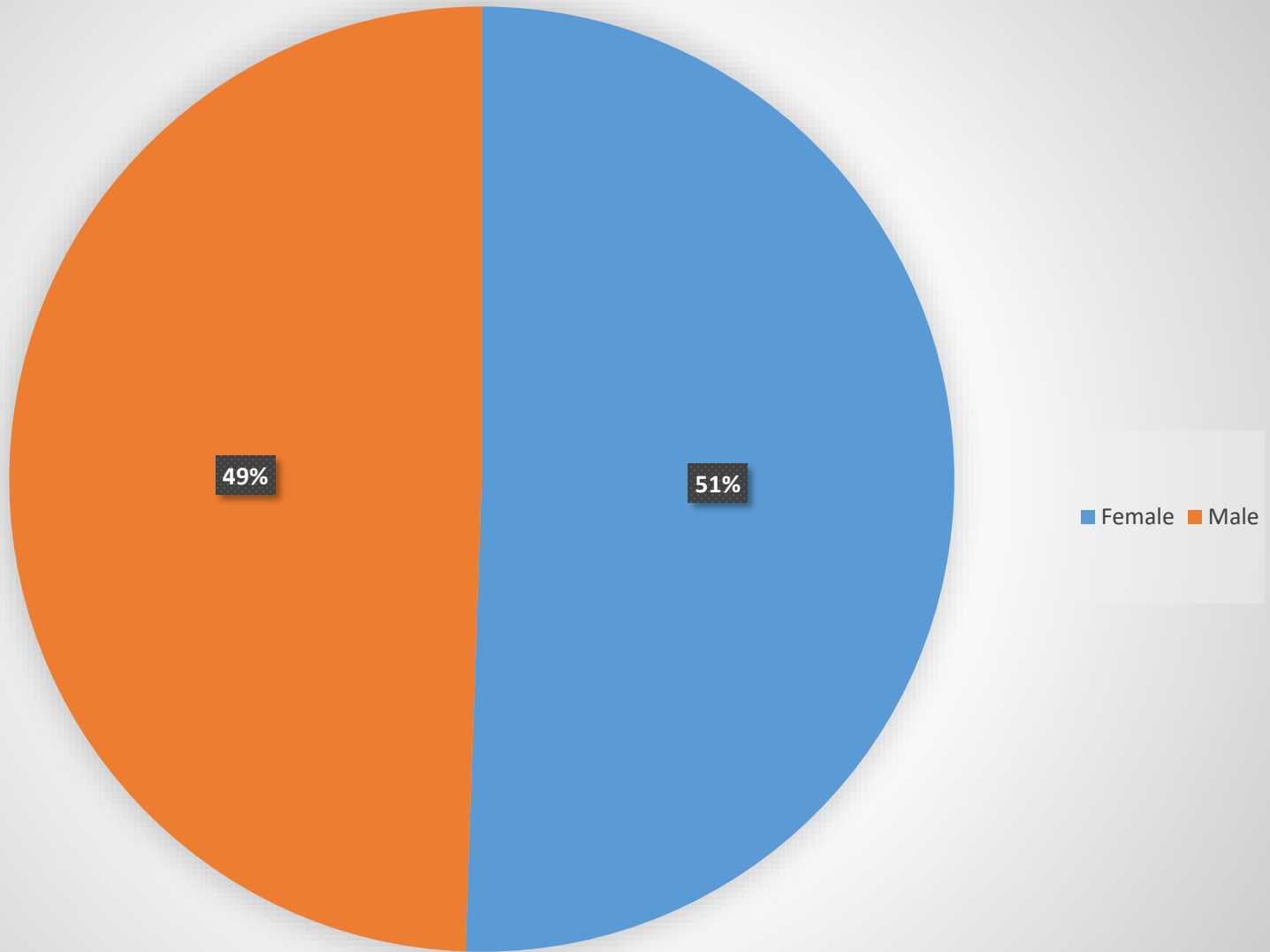




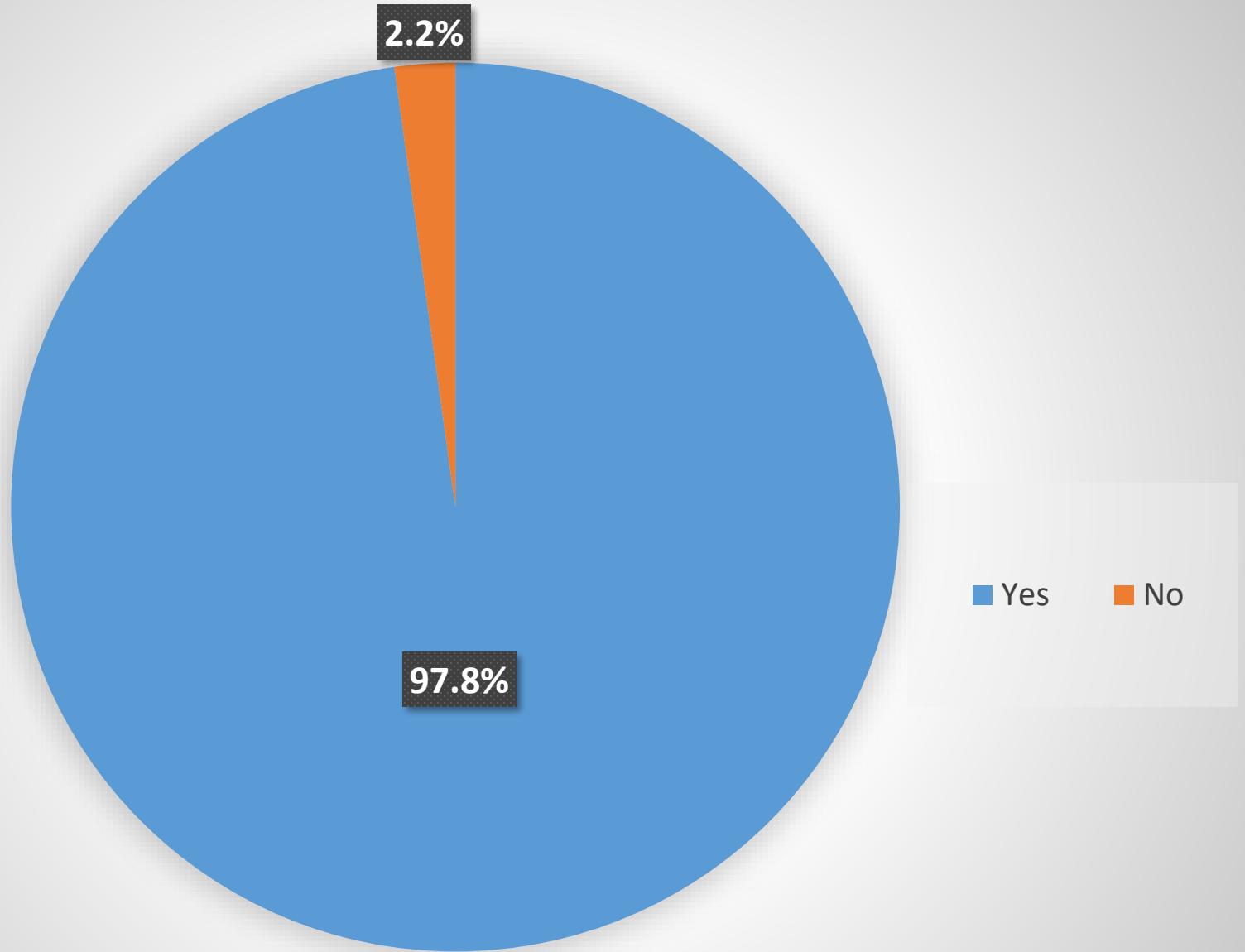
**15 - Overall, how satisfied are you with Bilkent University Library and its services?**



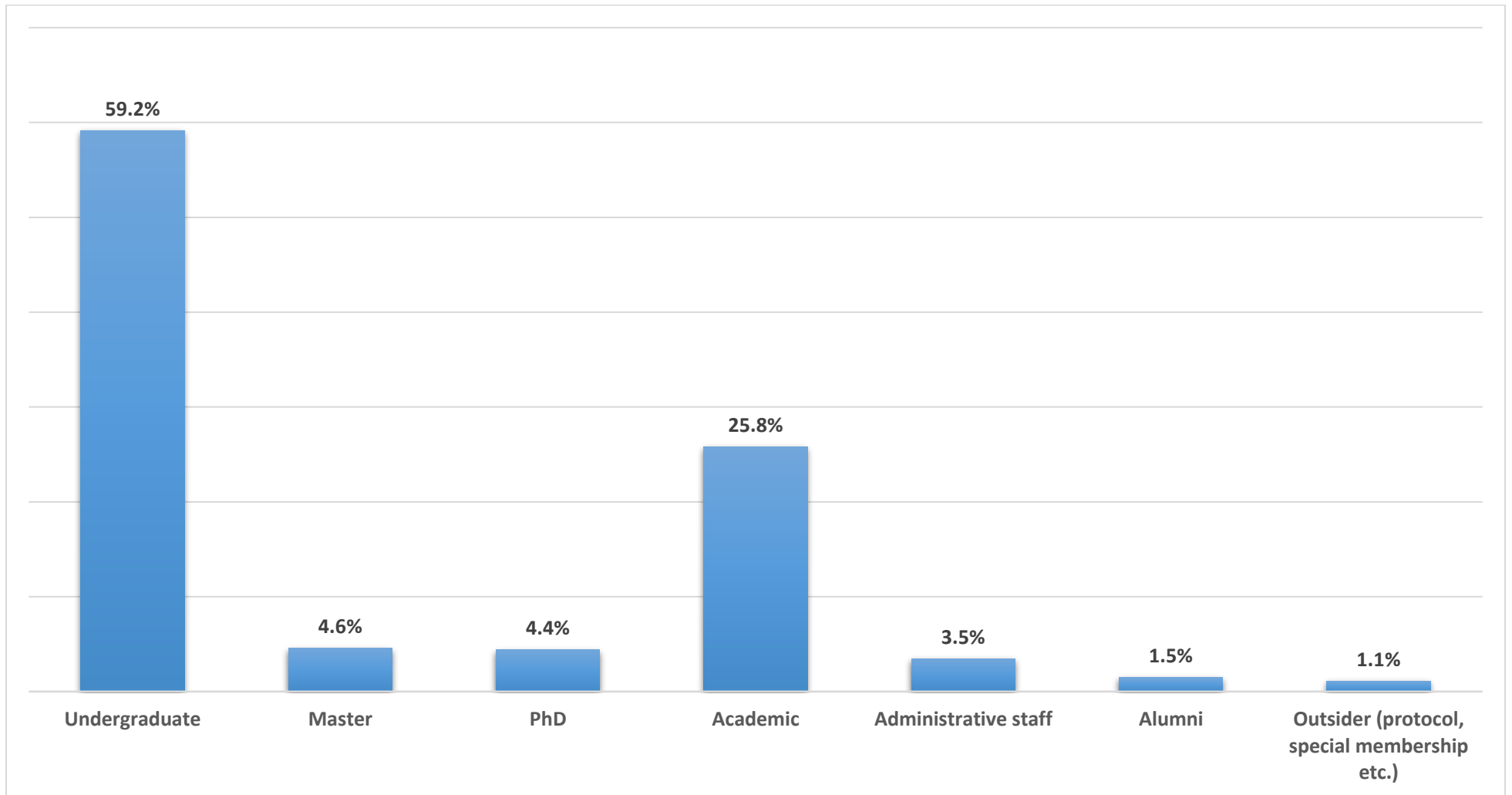
## 16 - What is your gender?



### 17 - Are you a member of Bilkent University?



### 18 - Please indicate your status.



### 19 - Please specify your department or unit.

