

## Appendix

### 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.