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
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?

<table>
<thead>
<tr>
<th></th>
<th>Very Likely</th>
<th>Likely</th>
<th>Possibly</th>
<th>Unlikely</th>
<th>Very Unlikely</th>
<th>Never</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tutor/lecturer</td>
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<tr>
<td>Other students</td>
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<tr>
<td>Library staff</td>
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<tr>
<td>Other (please specify)</td>
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</table>

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?

<table>
<thead>
<tr>
<th>Task</th>
<th>Frequently</th>
<th>Sometimes</th>
<th>Rarely</th>
<th>Never</th>
<th>I'm not sure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Putting books back on the shelves</td>
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<tr>
<td>Teaching information/research skills</td>
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<tr>
<td>Helping students to find books</td>
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<td>Processing fines</td>
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<tr>
<td>Looking after the computers/ printers/photocopiers</td>
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<tr>
<td>Giving subject-specific help to students with their research</td>
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<tr>
<td>Giving general help to students with their research</td>
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<tr>
<td>Finding books that students have reserved</td>
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<tr>
<td>Picking up litter/cleaning the library</td>
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<tr>
<td>Security</td>
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<tr>
<td>Buying books, journals and electronic material</td>
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<tr>
<td>Giving general directional help</td>
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</table>
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.