

## Introduction

Welcome to the SCONUL survey about library use away from your 'home' institution. Your response will help the UK network of university libraries provide the services people need.

It should take 5-6 minutes to complete the five sections - About you, Your Experience, Requirements, Satisfaction, and (optionally) Your Recommendations. You'll need to complete it in one session and to leave an email address to enter the prize draw.

If you want to find out more before you begin please go back to: [http://www.sero.co.uk/sconul\\_access.html/](http://www.sero.co.uk/sconul_access.html/)

About you

### \*1. Your university or college

Other (please specify)

### \*2. What do you do there? (Select one)

- Undergraduate Year 1
- Undergraduate Year 2
- Undergraduate Year 3 or more
- Taught Postgraduate
- University Researcher
- Private Researcher
- Academic Staff
- Other Staff
- From local community / business
- Alumnus

Other (please specify)

### 3. For students, which of the following that apply? (Select all that apply)

- Not a student
- Distance learning course
- Part-time course
- Full-time course
- Overseas resident
- Course involves a placement

**4. What is your area of study? (Select one)**

- Arts & Humanities
- Business, Economics
- Digital media, IT
- Languages
- Law
- Medicine, Healthcare
- Other professional, vocational
- Science, Technology, Mathematics
- Social Science
- None of the above

**5. First half of postcode for your term time residence (e.g. M6, SK12, WC1A, Dublin 2) – please put 'OVER' for Overseas**

**6. First half of postcode for your home or vacation residence (e.g. M6, SK12, WC1A, Dublin 2) - please put 'OVER' for Overseas**

**\*7. How frequently do you visit your university library? (Select one)**

- Most days
- Weekly
- Occasionally
- Never

**\*8. Are you a SCONUL Access Card holder? (Select one)**

- Current member
- Previous member
- I've applied
- Aware but not joined
- Not aware

**\*9. Are you a member of another Access Scheme? (Select one)**

- Current member
- Previous member
- I've applied
- Aware but not joined
- Not aware

**10. What is the name of the other scheme?**

## Your Experience

Your Experience – tell us up to two examples

**\*11. Have you visited any libraries other than your university library (or its subsidiary libraries) during your time of study?**

- Yes
- No

**12. First example of a library used**

**13. Tell us about your use of that library (Select all that apply)**

- University or college library
- Another type of library
- Used it in term time
- Used it out of term time
- Visited more than once
- Went to study
- Went to borrow a book
- Went to access electronic resources
- Went for another reason
- Got what I wanted

**14. Second example of a library used**

**15. Tell us about your use of that library (Select all that apply)**

- University or college library
- Another type of library
- Used it in term time
- Used it out of term time
- Visited more than once
- Went to study
- Went to borrow a book
- Went to access electronic resources
- Went for another reason
- Got what I wanted

**\*16. In addition to the above, have you visited any other libraries whilst at the university? (Select all that apply)**

- Universities or colleges
- Public libraries
- NHS or health Library
- Specialist libraries
- Library at work or at a placement
- National libraries (e.g. British Library, National Library of Wales)
- None of these

**17. From your experience, what was the biggest barrier to getting what you needed?**

## Visiting other libraries

Under what circumstances might it be useful to visit 'other' libraries?

**\*18. When would it be useful? (Answer for each row)**

	Very useful	Quite useful	Possibly useful	Not required
During the holidays	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
When on placement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
During term time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**\*19. Why would it be useful? (Answer for each row)**

	Very useful	Quite useful	Possibly useful	Not required
To meet friends	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
As a place to study	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To access better resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To access specific resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To use better facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Because of the opening hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Convenient location	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**\*20. What would you expect to be able to do? (Answer for each row)**

	Very useful	Quite useful	Possibly useful	Not required
Borrow books	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Request inter-library loans	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access electronic journals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access e-books	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Use a computer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Print or photocopy stuff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get help with finding resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access something that is unique to that library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Satisfaction from visiting another library**

What would make you satisfied if you visited another library?

**\*21. Your expectation - What would typically make you satisfied with your visit? (Answer for each row)**

	Important	Quite important	Not bothered	Not relevant
Easy to join an access scheme	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
No hassle to get in	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
No restrictions on use of resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Space to work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Right atmosphere to get the job done	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Convenient opening hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Refreshments available nearby	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helpful staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**22. Your experience - If you have actually done so, what was your typical actual experience of using another library? (Answer for each row)**

	Very good	Good	Adequate	Poor	Not relevant
Easy to join an access scheme	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
No hassle to get in	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
No restrictions on use of resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Space to work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Right atmosphere to get the job done	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Convenient opening hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Refreshments available nearby	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helpful staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Conclusions, Recommendations & Prize Draw

Conclusions, Recommendations & Prize Draw

**\*23. What difference would it make if you were not able to access other libraries  
(Select all that apply)**

- No difference
- I cannot predict but it may be significant
- It would impede my studies / research generally
- It would be a problem for occasional special requirements
- It would make my placement difficult

**24. What would make access schemes in general more useful?**

**25. What would make the SCONUL scheme more useful?**

**26. What would be the single most important thing to get right in enabling you to visit other libraries?**

**27. PRIZE DRAW – Thank you for completing this survey. Please enter an email address if you want to be included in the draw to win one of SIX £30 Amazon vouchers. Please note that Sero Consulting undertakes to ensure the confidentiality of your personal information under the terms of the Data Protection Act.**