

**SATISFACTION QUESTIONNAIRE**  
**“Frumenzio Ghetta” Library**  
**of the “Majon di fascegn” Ladin Cultural Institute**

Dear user, we ask you to take a few minutes of your time to help us provide better service.

**Nationality**

- Italian  
 UE (Country)  
 \_\_\_\_\_  
 Other (Country)  
 \_\_\_\_\_

**Level of Education**

- Elementary school  
 Middle school diploma  
 High school  
 University degree  
 Doctoral/specialisation  
 Other \_\_\_\_\_

**Occupational field**

- Elementary school student  
 Middle school student  
 High School Student  
 University student  
 Study field \_\_\_\_\_  
 PhD Student/Scholar  
 in \_\_\_\_\_  
 University professor  
 Teacher  
 Scholar  
 Employed/self-employed  
 Other \_\_\_\_\_

**Gender**

- F  
 M

**Gender age range**

- under 15 years old  
 from 16 to 25 years old  
 from 26 to 45 years old  
 from 46 to 65 years old  
 over 65 years old

**1) What is the reason for visiting our Library? (you can provide more than one answer and underline multiple choices)**

- Book loan;  
 DVD loan: films, documentaries, operas and plays;  
 Research on Library materials: books, encyclopaedias, magazines;  
 Specific research on the local fund;  
 Research on materials from the Historical Archive;  
 Study on own books;  
 Socialisation and meeting with other people;;  
 Accompaniment of children for their activities;  
 Consultation and research on the internet  
 Other \_\_\_\_\_

**2) How long have you been visiting our library?**

- From 0 a 6 months
- From 6 months to 1 year
- From 1 to 3 years
- Over 3 years

**3) Indicate the degree of satisfaction on the following aspects with a value from 1 (= very dissatisfied) to 5 (= very satisfied):**

	1	2	3	4	5
Business hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff availability and courtesy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff professionalism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality and assortment of books that can be consulted	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality and adequacy of the archive service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Computer equipment available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Waiting times for the loan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Loan period	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cleanliness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tranquillity of the environments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall opinion on the Library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**4) Do you consult the libraries' on-line catalogue at home?**

- Yes, often
- No
- Yes, sometimes
- I didn't know it existed

**5) What services would you like to find in the Library and what suggestions do you have to improve existing services?**

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**Thank you for your cooperation! The Ladin Cultural Institute staff**