

HELP US TO IMPROVE OUR LIBRARY SERVICES

The Biblioteca de Catalunya strives to improve its services. It would help us greatly if you could provide us with your feelings about how you find our services. Please fill in each of the questions and then leave the form in the Comments boxes at the Reception Desk.
Thank you very much,

Dolors Lamarca
Director

PERSONAL INFORMATION	
AGE	
<input type="checkbox"/> < 25	<input type="checkbox"/> between 25 and 40
<input type="checkbox"/> between 40 and 65	<input type="checkbox"/> > 65
ADDRESS	
<input type="checkbox"/> Barcelona city	<input type="checkbox"/> Catalunya
<input type="checkbox"/> Spain	<input type="checkbox"/> Others
FOCUS RESEARCH	
<input type="checkbox"/> arts	<input type="checkbox"/> philology
<input type="checkbox"/> history	<input type="checkbox"/> others
STUDIES	
<input type="checkbox"/> elementary school	<input type="checkbox"/> undergraduate/high school
<input type="checkbox"/> college/university	<input type="checkbox"/> post graduate
COMPUTER LITERACY	
<input type="checkbox"/> Basic (Office and Internet browsing)	
<input type="checkbox"/> Medium (advanced Office and searches on the Internet and databases)	
<input type="checkbox"/> Advanced (creation of web pages, blogs; graphic and sound data processing...)	
LANGUAGES YOU CAN READ	
<input type="checkbox"/> Catalan	<input type="checkbox"/> Spanish
<input type="checkbox"/> English	<input type="checkbox"/> French
<input type="checkbox"/> German	<input type="checkbox"/> Latin
<input type="checkbox"/> others (wich?)	
HOW OFTEN HAVE YOU VISIT THE LIBRARY	
<input type="checkbox"/> everyday	<input type="checkbox"/> weekly
<input type="checkbox"/> monthly	<input type="checkbox"/> sometimes
<input type="checkbox"/> first visit	

ADMISSION SERVICES AND READING ROOMS	
CIRCULATION IN THE READING ROOMS	
<input type="checkbox"/> easy: everything is well-marked	
<input type="checkbox"/> not easy: the signs are not enough	
<input type="checkbox"/> difficult: You need our help	
INFORMATION FOR USERS	
<input type="checkbox"/> you can find lots of information guides of the library services	
<input type="checkbox"/> enough information	
<input type="checkbox"/> not enough information	
PERSONAL SERVICE	
<input type="checkbox"/> kind and efficient	
<input type="checkbox"/> correct and efficient	
<input type="checkbox"/> just correct	
<input type="checkbox"/> rude	
ENVIORMENT	
<input type="checkbox"/> quiet/silent	
<input type="checkbox"/> noisy	
READING ROOM	
<input type="checkbox"/> light	
<input type="checkbox"/> need light	
ENVIRONMENT	
<input type="checkbox"/> always comfortable	
<input type="checkbox"/> too much warm or too much cold	

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FINDING INFORMATION
SEARCH ON THE CATALOGUES: HAVE YOU FIND WHAT YOU WERE LOOKING FOR?
<input type="checkbox"/> yes, easily on the catalogues <input type="checkbox"/> yes, surfing the Internet <input type="checkbox"/> yes, asking the librarians <input type="checkbox"/> no, but I have been advised where to go <input type="checkbox"/> no, I haven't found anything and nobody had advised me
REFERENCE INFORMATION: WHEN YOU ASK FOR INFORMATION...
<input type="checkbox"/> staff helps me quickly and also gives me the solution <input type="checkbox"/> staff helps me quickly, gives me solution and teaches me the way to search <input type="checkbox"/> staff helps me but not enough <input type="checkbox"/> staff doesn't helps me at all
CONSULTING THE COLLECTION. WHEN ASKING FOR A DOCUMENT....
<input type="checkbox"/> staff takes too much time <input type="checkbox"/> I usually order the item in advance by the web and then it's okay <input type="checkbox"/> I think it takes the normal time regarding at the kind of library <input type="checkbox"/> I usually get troubles (takes long time, mistakes...)
THE COLLECTION. WHEN SEARCHING ON THE CATALOGUE...
<input type="checkbox"/> never find what I want <input type="checkbox"/> usually find what I want <input type="checkbox"/> sometimes find it, sometimes not

LIBRARY SERVICES
IMMEDIATELY COPYING SERVICE (photocopying, scan...)
<input type="checkbox"/> it's a quick service: no queuing and takes less than 5 minutes <input type="checkbox"/> always queuing and have to wait more than 15 minutes <input type="checkbox"/> there's no queue, but takes more than 15 minutes as well
COPYING SERVICE TO ORDER
<input type="checkbox"/> good service on time <input type="checkbox"/> good service but a little bit later <input type="checkbox"/> bad service and the time it takes is horrible
LENDING SERVICE
<input type="checkbox"/> too much closed <input type="checkbox"/> it's okay for the kind of materials
INTERLIBRARY LOAN
<input type="checkbox"/> fast and keep good memory <input type="checkbox"/> it's expensive and difficult <input type="checkbox"/> didn't know it
ONLINE SERVICES: BC WEB
<input type="checkbox"/> find what I want <input type="checkbox"/> it's difficult to find what I want <input type="checkbox"/> never look at it
OTHER ACTIVITIES OF THE LIBRARY (open doors, exhibitions, ...)
<input type="checkbox"/> find it interesting and a good way of knowing new material <input type="checkbox"/> not on my focus research, but find it interesting <input type="checkbox"/> not interesting at all

YOUR SUGGESTIONS

ENGLISH