

**QUALITY SURVEY OF LIBRARY SERVICES AT THE UNIVERSITY OF APPLIED SCIENCES  
VELIKA GORICA**

Dear library users,

Your opinion matters to us. Please take a few minutes to complete this survey, which aims to improve the quality of the library and the study conditions at the University of Applied Sciences Velika Gorica. The survey is anonymous, and the data will be used exclusively for statistical analysis.

1. How often do you visit the library at the University of Applied Sciences Velika Gorica?
  - a) Several times a week.
  - b) Once a week
  - c) Once a month
  - d) Twice a month
  - e) Every few months
  - f) Never
  
2. Are you registered at any library outside of the University of Applied Sciences Velika Gorica?
  - a) I am not, nor have I ever been, a member of any other library
  - b) I am not currently, but I have been a member of another library in the past
  - c) Yes, I am registered at my city's public library
  - d) Yes, I am a member of the National and University Library
  - e) Other, please specify: \_\_\_\_\_
  
3. To what extent does the University's library collection meet your course reading needs?
  - a) not at all
  - b) less than 50%
  - c) between 51% and 90%
  - d) over 91%
  
4. On a scale from 1 to 5, please rate how often you use the specified library materials  
(1 = never, 2 = rarely 3 = sometimes, 4 = often and 5 =always).

a) textbooks	1	2	3	4	5
b) professional literature	1	2	3	4	5
c) dictionaries, lexicons, encyclopedias, etc	1	2	3	4	5
d) journals	1	2	3	4	5
e) other: _____	1	2	3	4	5

5. On a scale from 1 to 5, please rate how often you acquire the required academic literature using each of the listed methods (1 = never, 2 = rarely 3 = sometimes, 4 = often and 5 =always).

- |   |   |   |   |   |   |
|---|---|---|---|---|---|
| a) by exchanging digital teaching materials       | 1 | 2 | 3 | 4 | 5 |
| b) by borrowing from the University's library     | 1 | 2 | 3 | 4 | 5 |
| c) by borrowing from other libraries              | 1 | 2 | 3 | 4 | 5 |
| d) by purchasing from the University's library    | 1 | 2 | 3 | 4 | 5 |
| e) by purchasing online                           | 1 | 2 | 3 | 4 | 5 |
| f) by purchasing from other bookstores            | 1 | 2 | 3 | 4 | 5 |
| g) by copying materials                           | 1 | 2 | 3 | 4 | 5 |
| h) by borrowing or purchasing from other students | 1 | 2 | 3 | 4 | 5 |

6. Please rate on a scale from 1 to 5 how satisfied you are with the aspects of the University of Applied Sciences Velika Gorica library's operations ("1 = 'strongly dissatisfied', 2 = 'dissatisfied', 3 = 'neither satisfied nor dissatisfied', 4 = 'satisfied', and 5 = 'strongly satisfied'").

- |   |   |   |   |   |   |
|---|---|---|---|---|---|
| a) by the method of borrowing books                                     | 1 | 2 | 3 | 4 | 5 |
| b) library staff performance  | 1 | 2 | 3 | 4 | 5 |
| c) library opening hours  | 1 | 2 | 3 | 4 | 5 |
| d) the motivation and dedication of librarians in performing their work | 1 | 2 | 3 | 4 | 5 |
| e) communication with librarians  | 1 | 2 | 3 | 4 | 5 |

7. Are you missing any of the listed items in the library? (You may select more than one answer.)

- a) longer opening hours
- b) space for individual study
- c) more new literature
- d) possibility of extended loans
- e) more information about the library and more books
- f) something else, please specify: \_\_\_\_\_
- g) none

8. If you have any additional comments and/or suggestions regarding the library's operation, please provide them.

9. If you have found yourself in a situation where a certain publication was essential for your studies but you were unable to find it in our library, please provide the precise title and author of that publication.

**Thank you for your cooperation!**