



Bolton Libraries Access Group

Customer survey and £50 prize draw

Your name has been given to us by one of the BLAG member libraries as a registered user of the scheme. (As a reminder, you joined the BLAG access scheme by completing a membership form in your school, college or public library.) We would greatly appreciate your help in our evaluation of the benefits of the scheme, if you would kindly take a few minutes to answer our questionnaire.

If you add your name and contact details to the returned questionnaire it will be entered for our prize draw for £50, if returned by **Friday 19th August 2005**. Please be assured that your name and contact details will not be given to any third party nor used for any other purpose than to follow up interesting points you may have made in order to improve the scheme. Questionnaires should be returned in the pre-paid envelope provided.

About you

1 Home library, e.g. school, college or public library branch

.....

2 Your course details: Subject area (*please tick one*)

- | | | | | | |
|---------------------------------|--------------------------|---|------------------------|--------------------------|---|
| Arts & Humanities..... | <input type="checkbox"/> | 1 | Social Science | <input type="checkbox"/> | 5 |
| Business & economics..... | <input type="checkbox"/> | 2 | Health | <input type="checkbox"/> | 6 |
| Education (incl. Teaching)..... | <input type="checkbox"/> | 3 | History/Politics | <input type="checkbox"/> | 7 |
| Science | <input type="checkbox"/> | 4 | Other (please specify) | <input type="checkbox"/> | 8 |
- _____

3 Your age (*in years*)

About the BLAG access scheme

4 How did you learn about the scheme (*please tick one*)

- | | | | | | |
|---------------------------------|--------------------------|---|---|--------------------------|---|
| Leaflet in library | <input type="checkbox"/> | 1 | Our website | <input type="checkbox"/> | 4 |
| Advice from tutor/lecture | <input type="checkbox"/> | 2 | Advice from another colleague/student | <input type="checkbox"/> | 5 |
| Advice from library staff.... | <input type="checkbox"/> | 3 | Other (please specify) | <input type="checkbox"/> | 6 |
- _____

5 Please indicate the importance to you of the following aspects of the scheme:

	Vital	Important	Helpful	Little use	Not needed/used
Easier to travel to than my home institution's library.....	1	2	3	4	5
Place to study.....	1	2	3	4	5
Borrowing books	1	2	3	4	5
Access to additional information sources (e.g. journals)	1	2	3	4	5
Other (please specify).....	1	2	3	4	5

6 Is there a higher education library near to you which is not in the scheme which you would like us to encourage to join? YES / NO

Please give library name: _____

7 Do you have access to the Internet at home or work? YES / NO

8 The University of Bolton now offers limited access to its collection of e-journals and e-books; how important is this to you?

	Vital	Impor- tant	Help- ful	Little use	Not needed/ used
Please circle	1	2	3	4	5

9 Overall, how important has the BLAG access scheme been to your studies?

	Vital	Impor- tant	Help- ful	Little use	Not needed/ used
Please circle	1	2	3	4	5

11 Please add any comments below which you think will help us improve the scheme in the future. Continue on a separate sheet if necessary.

.....

.....

.....

.....

To be entered for the optional prize draw, please complete the following details:

Name _____

Address _____

Postcode _____ Phone _____

Email _____@_____

May we contact you to follow up particular issues you have raised in the questionnaire? YES / NO

Please return in the envelope provided no later than Friday 19th August 2005

