

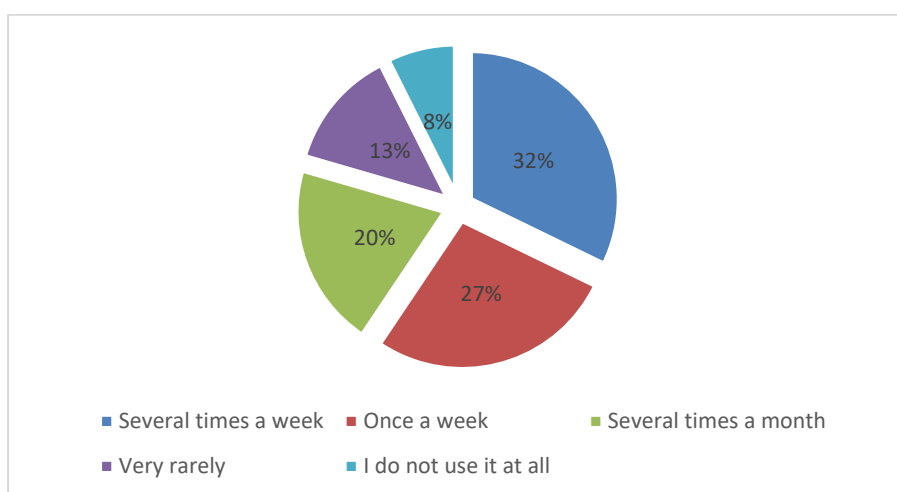
## Analysis of Survey Results on Library Services

**Date:** 14.04.2021

**Number of Participants:** 298

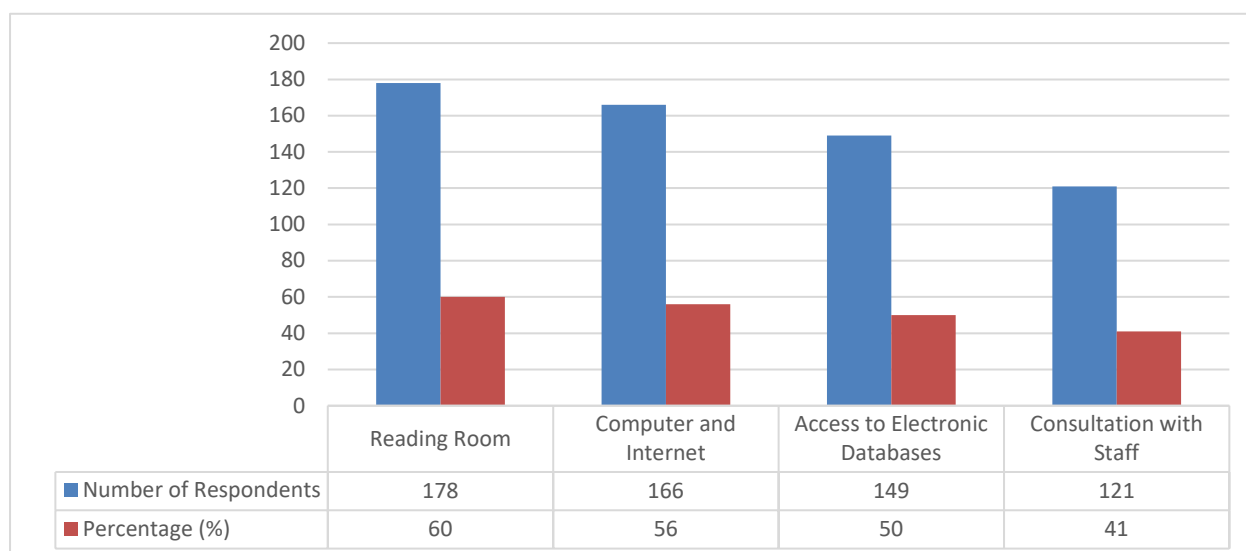
**Purpose of the Survey:** To evaluate the effectiveness of library services and identify directions for improvement.

### 1. How frequently do you utilize the library services?



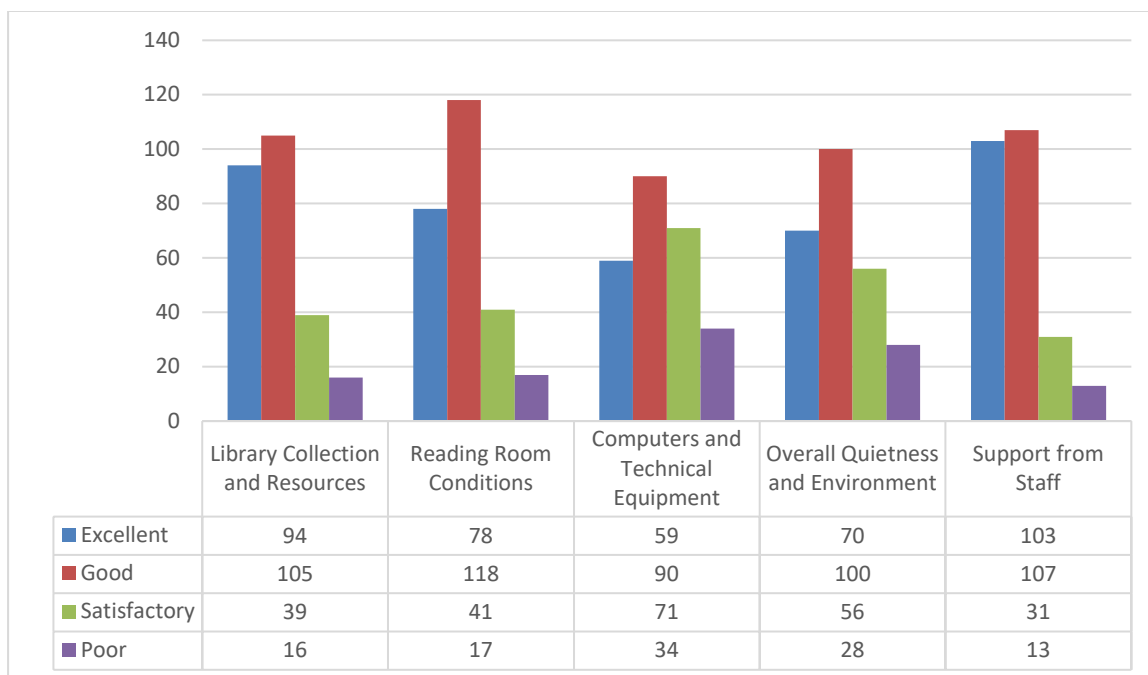
Frequency of Use	Number of Respondents	Percentage (%)
Several times a week	96	32%
Once a week	81	27%
Several times a month	60	20%
Very rarely	39	13%
I do not use it at all	22	8%

### 2. What are the main services you utilize in the library? (Multiple answers may be selected)



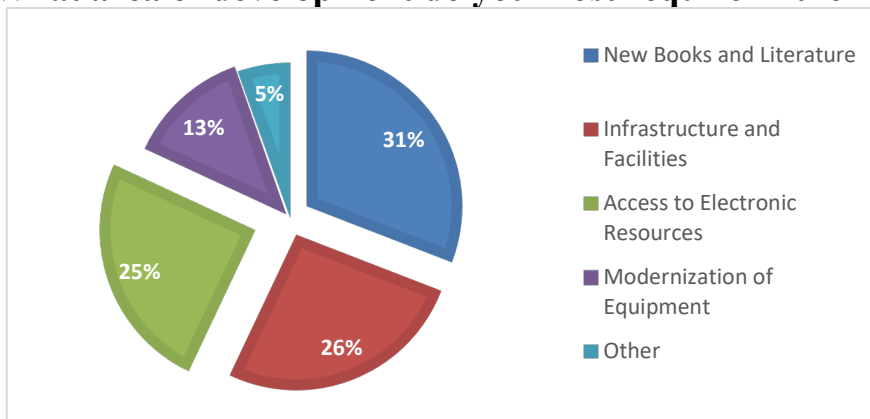
Service Type	Number of Respondents	Percentage (%)
Reading Room	178	60%
Computer and Internet	166	56%
Access to Electronic Databases	149	50.0%
Consultation with Staff	121	41%

### 3. How do you evaluate the following library services?



Service	Excellent	Good	Satisfactory	Poor
Library Collection and Resources	104 (34.9%)	126 (42.3%)	47 (15.8%)	21 (7.0%)
Reading Room Conditions	88 (29.5%)	142 (47.7%)	49 (16.4%)	19 (6.4%)
Computers and Technical Equipment	64 (21.5%)	103 (34.6%)	86 (28.9%)	45 (15.1%)
Overall Quietness and Environment	74 (24.8%)	117 (39.3%)	68 (22.8%)	39 (13.1%)
Support from Staff	115 (38.6%)	128 (43.0%)	38 (12.8%)	17 (5.6%)

#### 4. What area of development do you most require in the library?



Service Type	Number of Respondents	Percentage (%)
New Books and Literature	92	31%
Infrastructure and Facilities	78	26%
Access to Electronic Resources	74	25%
Modernization of Equipment	38	13%
Other	16	5%