

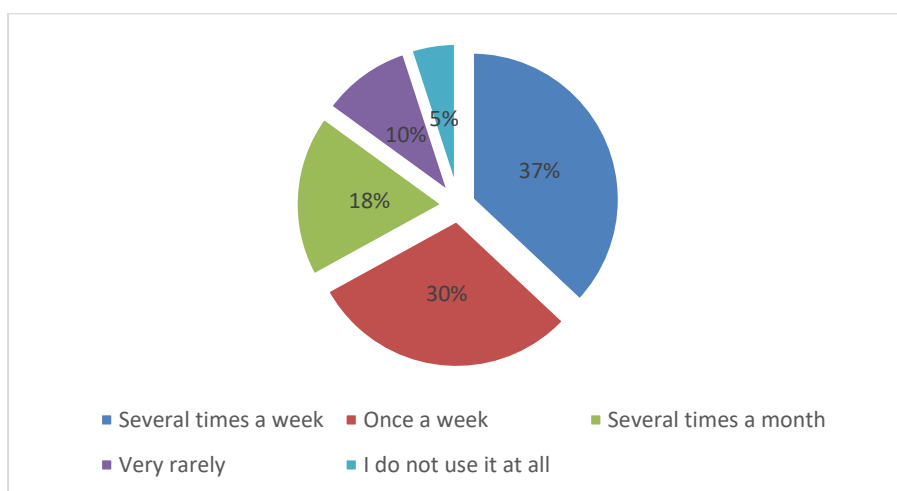
## Analysis of Survey Results on Library Services

**Date:** 18.11.2022

**Number of Participants:** 300

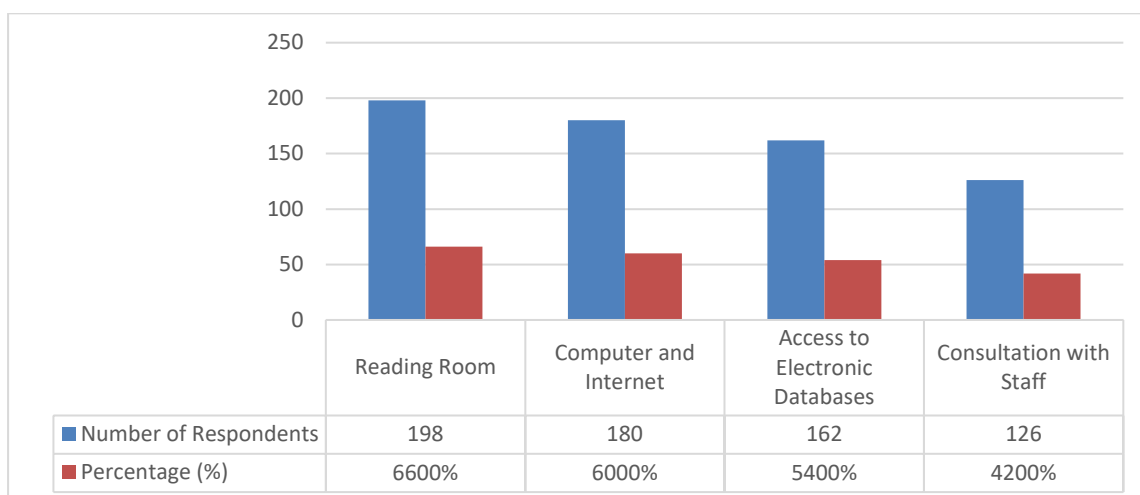
**Purpose of the Survey:** To evaluate the effectiveness of library services and identify directions for improvement.

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



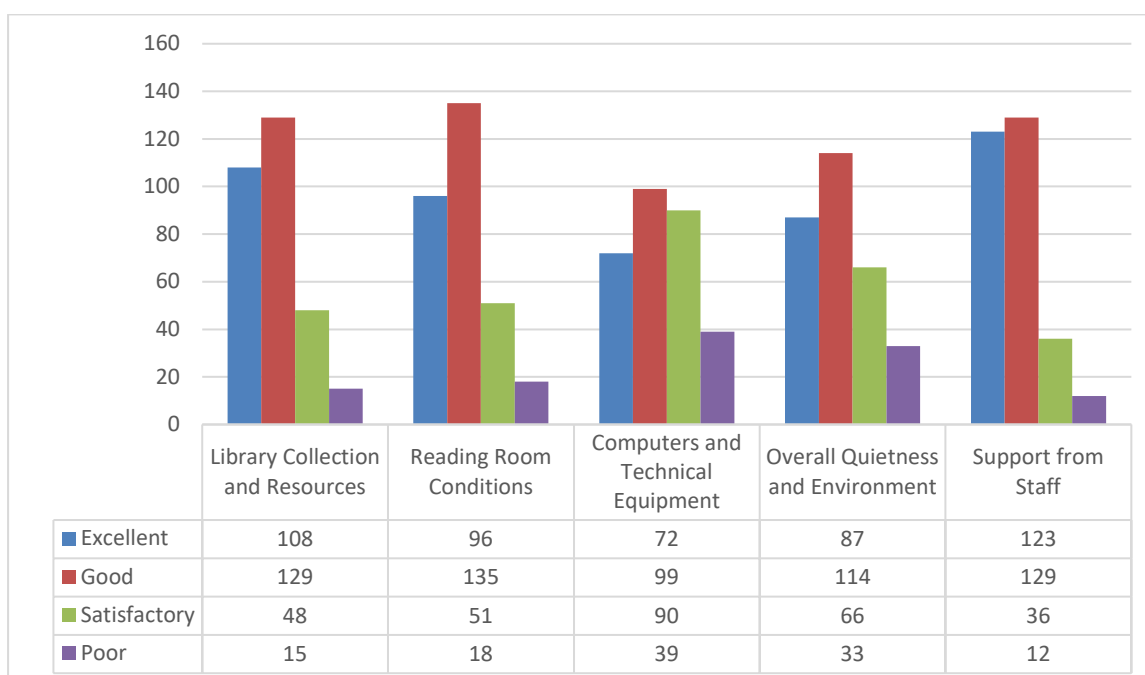
Frequency of Use	Number of Respondents	Percentage (%)
Several times a week	111	37%
Once a week	90	30%
Several times a month	54	18%
Very rarely	30	10%
I do not use it at all	15	5%

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



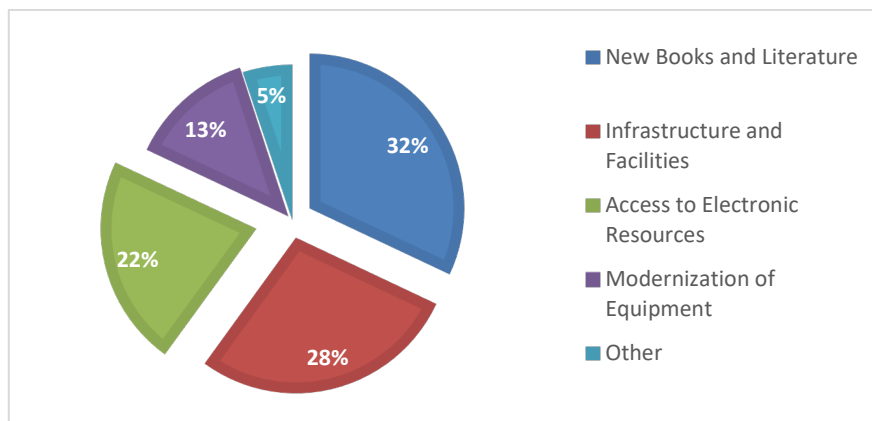
Service Type	Number of Respondents	Percentage (%)
Reading Room	198	66%
Computer and Internet	180	60%
Access to Electronic Databases	162	54%
Consultation with Staff	126	42%

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



Service	Excellent	Good	Satisfactory	Poor
Library Collection and Resources	108 (36%)	129 (43%)	48 (16%)	15 (5%)
Reading Room Conditions	96 (32%)	135 (45%)	51 (17%)	18 (6%)
Computers and Technical Equipment	72 (24%)	99 (33%)	90 (30%)	39 (13%)
Overall Quietness and Environment	87 (29%)	114 (38%)	66 (22%)	33 (11%)
Support from Staff	123 (41%)	129 (43%)	36 (12%)	12 (4%)

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



Service Type	Number of Respondents	Percentage (%)
New Books and Literature	96	32%
Infrastructure and Facilities	84	28%
Access to Electronic Resources	66	22%
Modernization of Equipment	39	13%
Other	15	5, %

#### 5. Overall Findings and Recommendations

- The majority of users make regular use of library services.
- The most frequently used services include the reading room, computer and internet access, and electronic databases.
- The highest-rated areas are staff support and the availability of library resources.
- The most critical needs identified are the acquisition of new literature, improvement of infrastructure, and enhanced access to electronic resources.