



## **Allegato 5 - FREQUENZA DI UTILIZZO DELLE BIBLIOTECHE, CONOSCENZA E UTILIZZO DEI SERVIZI DI BIBLIOTECA, CONOSCENZA E UTILIZZO DEI SERVIZI ON LINE**

### **RISPOSTE PER GRUPPI DI UTENTI**

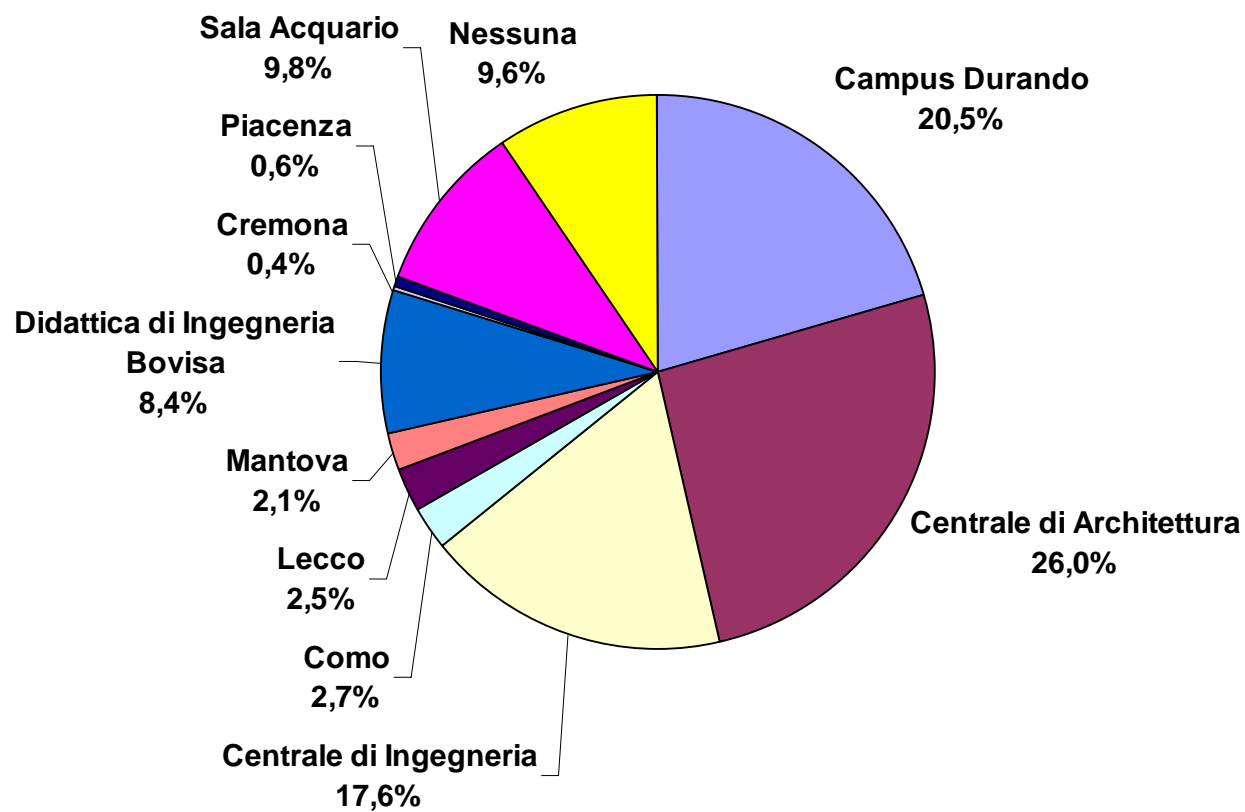
- **TUTTI GLI UTENTI (tutte le persone che hanno risposto al questionario)**
- **STUDENTI LAUREA TRIENNALE**
- **STUDENTI LAUREA MAGISTRALE**
- **POST LAUREA (dottorandi, studenti master, studenti scuola specializzazione, studenti corso di perfezionamento, assegnisti di ricerca, titolari di borsa di studio)**
- **DOCENTI (docenti ordinari, docenti associati, ricercatori, docenti a contratto)**

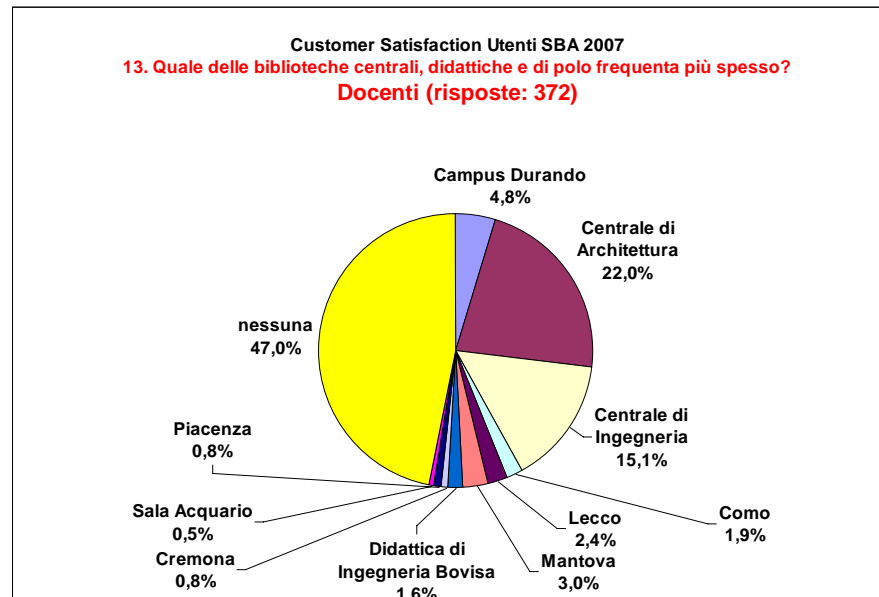
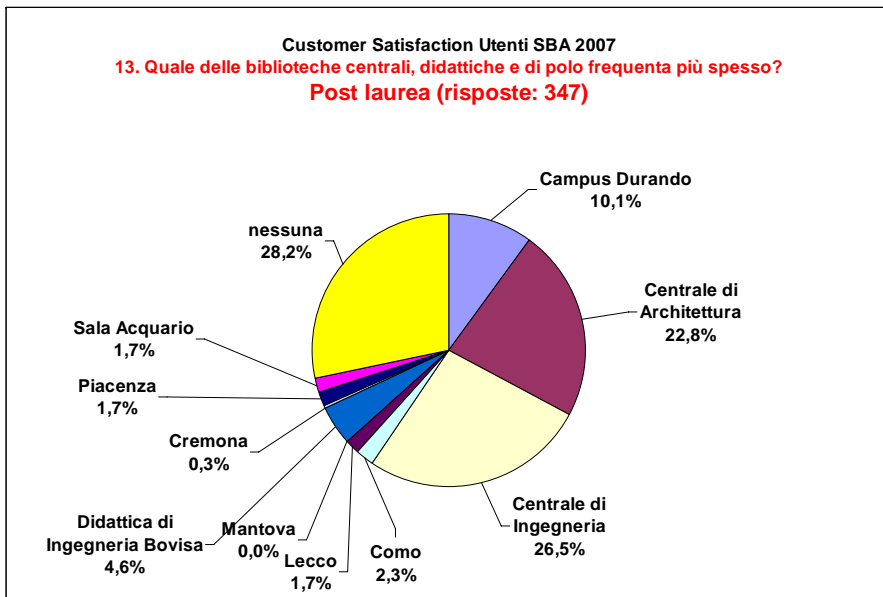
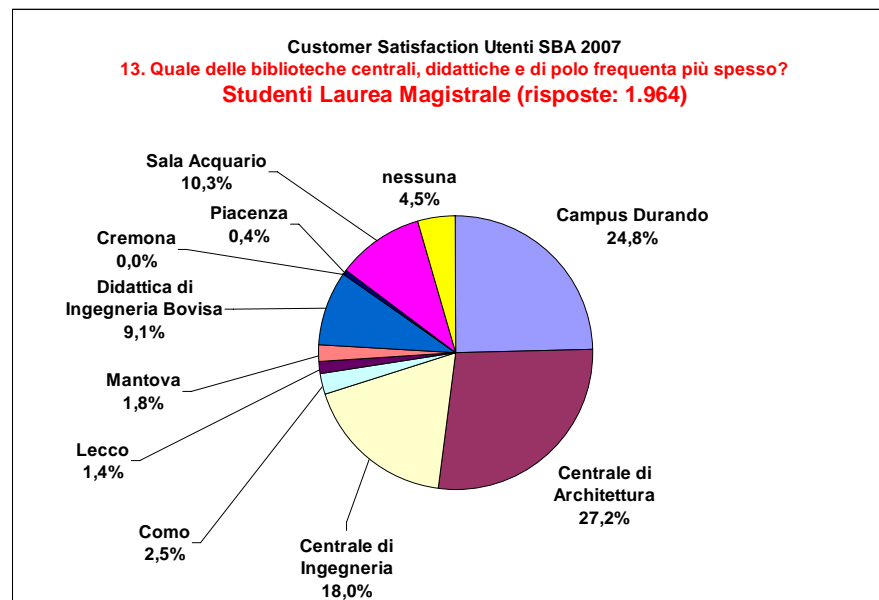
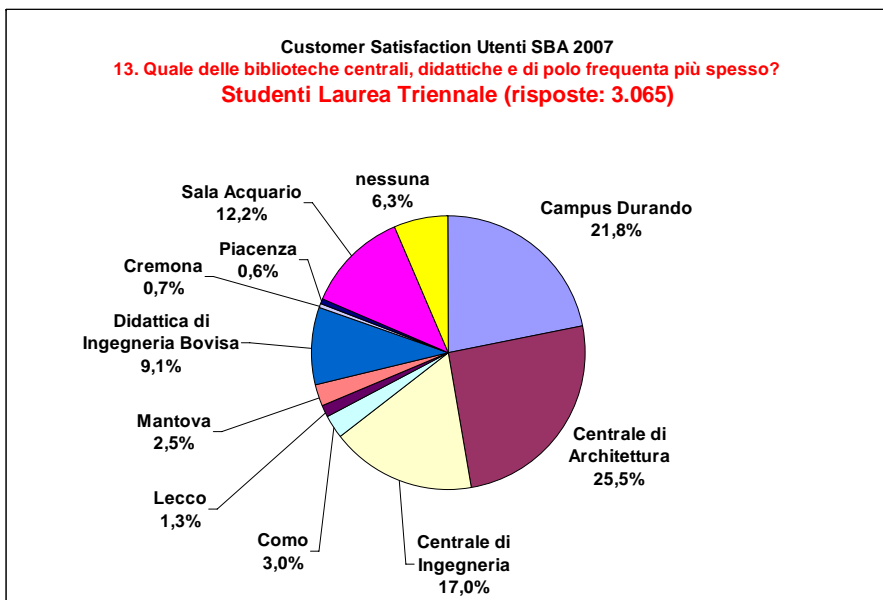


**Customer Satisfaction Utenti SBA 2007**

**13. Quale delle biblioteche centrali, didattiche e di polo frequenta più spesso?**

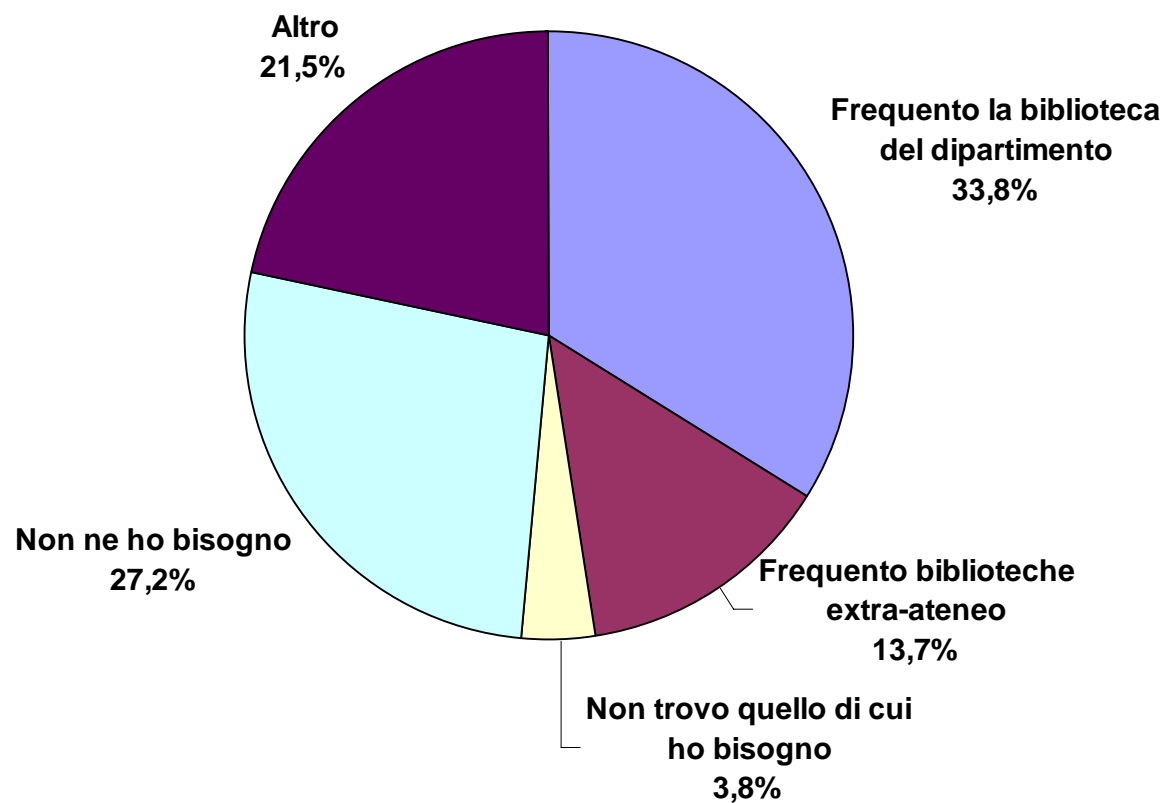
**Tutti gli utenti (risposte: 6.117)**

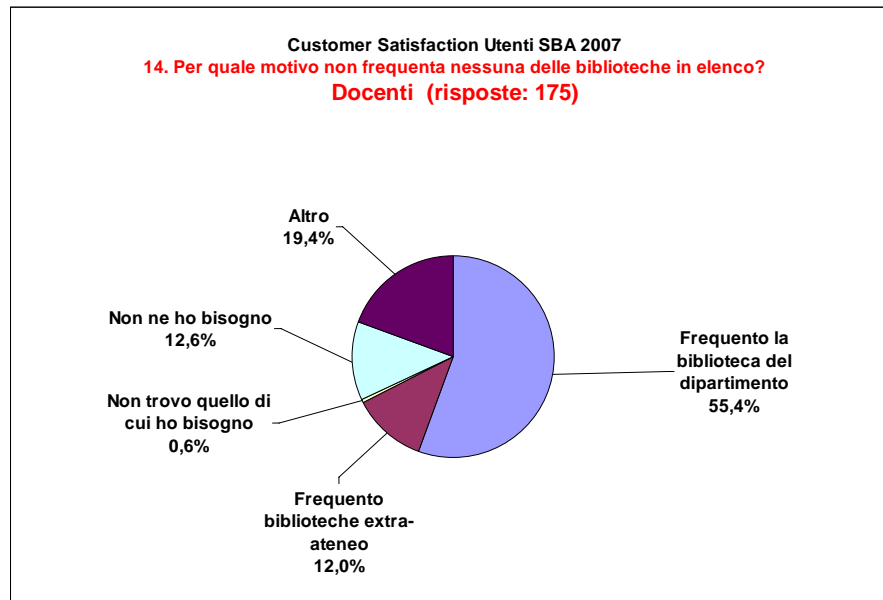
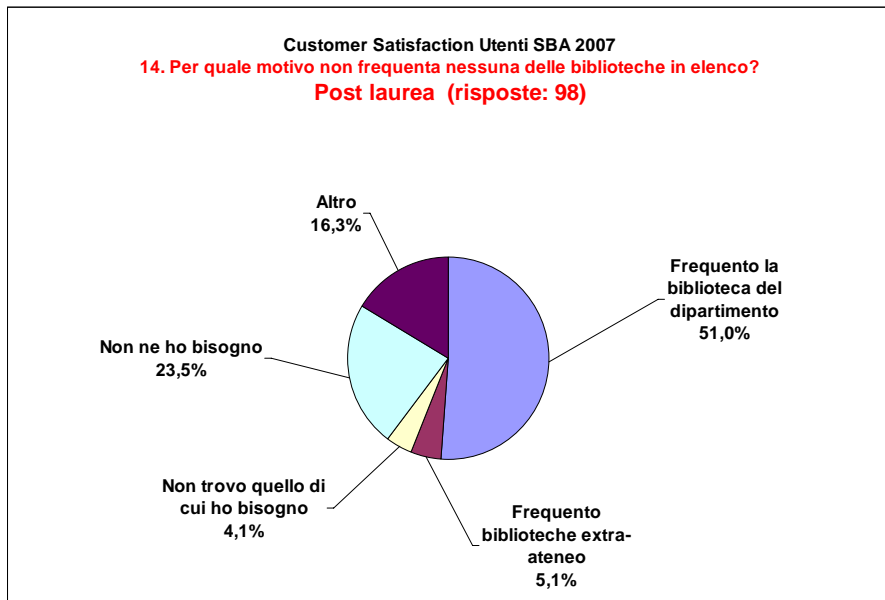
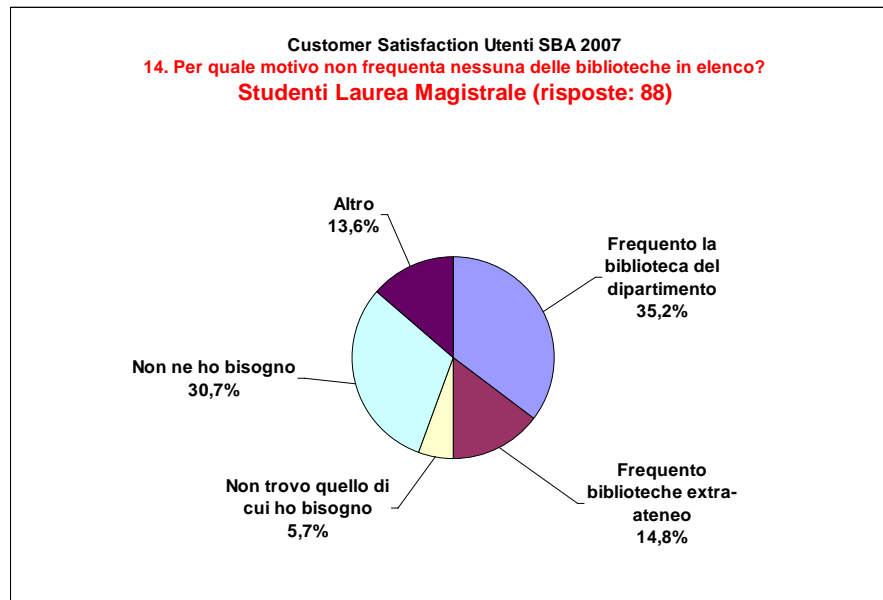
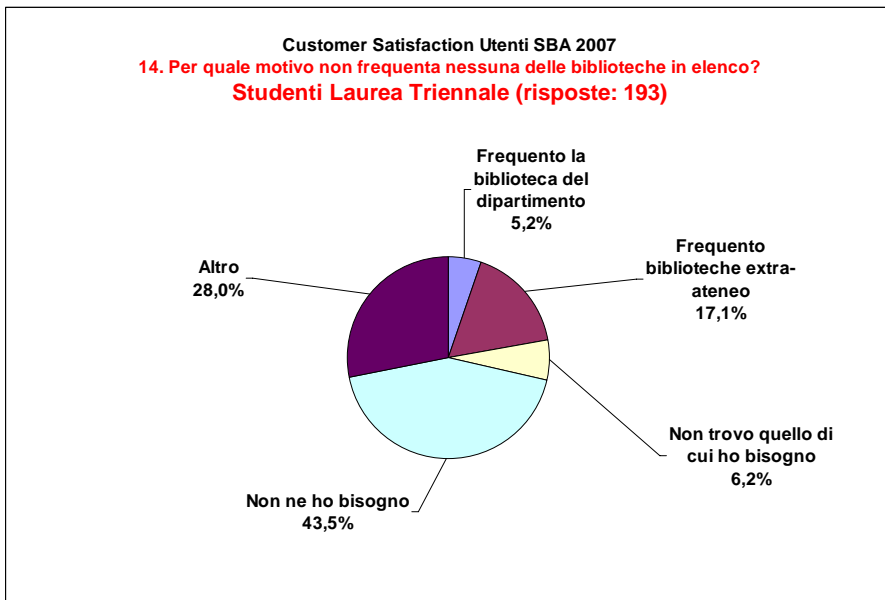






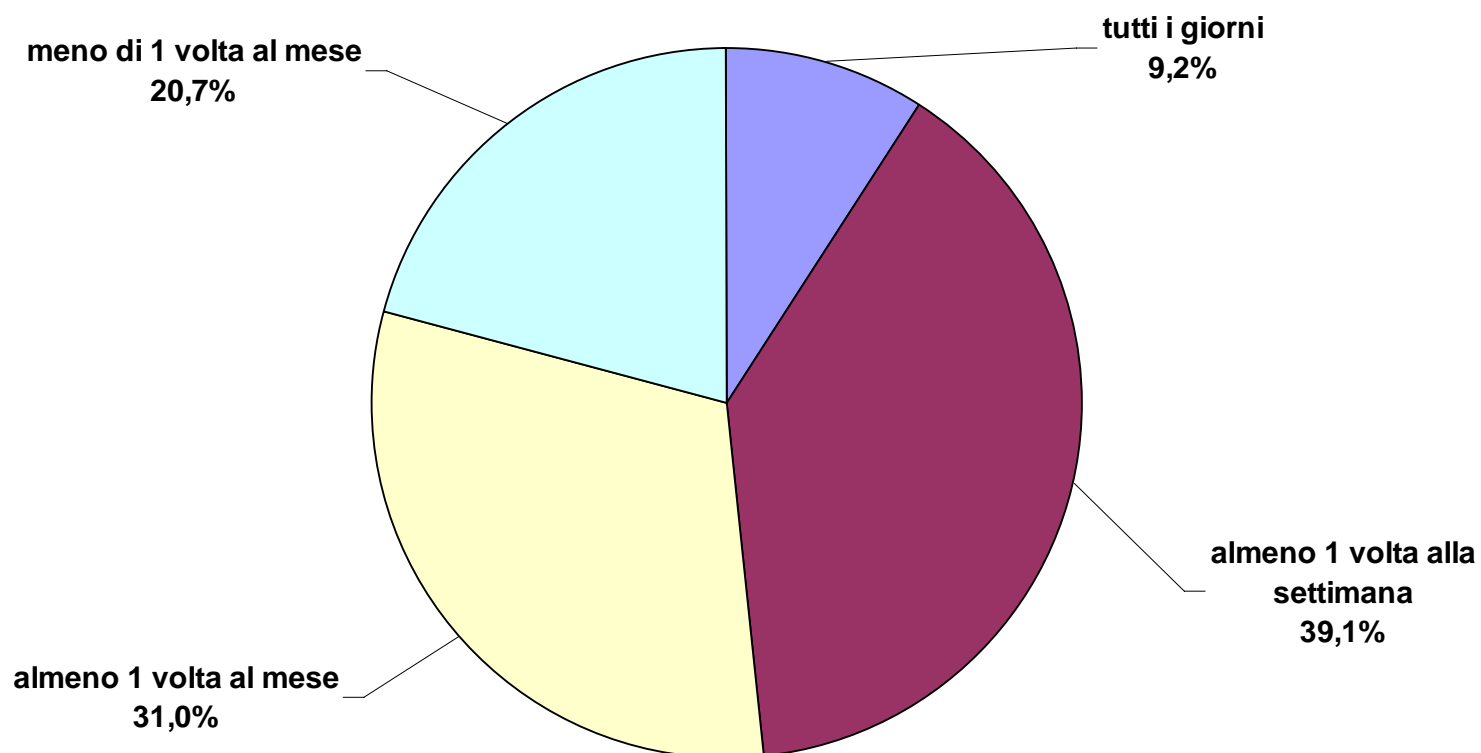
**Customer Satisfaction Utenti SBA 2007**  
**14. Per quale motivo non frequenta nessuna delle biblioteche in elenco?**  
**Tutti gli utenti (risposte: 585)**

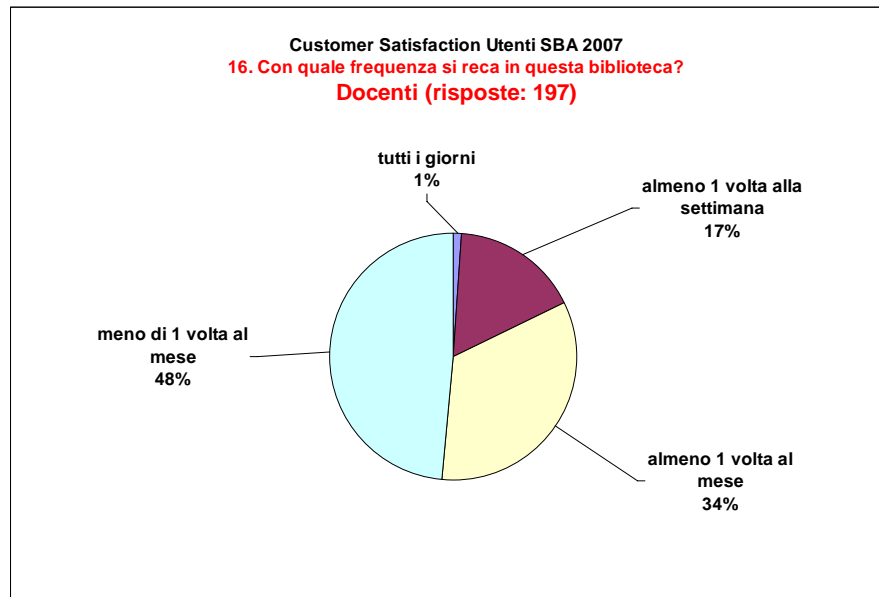
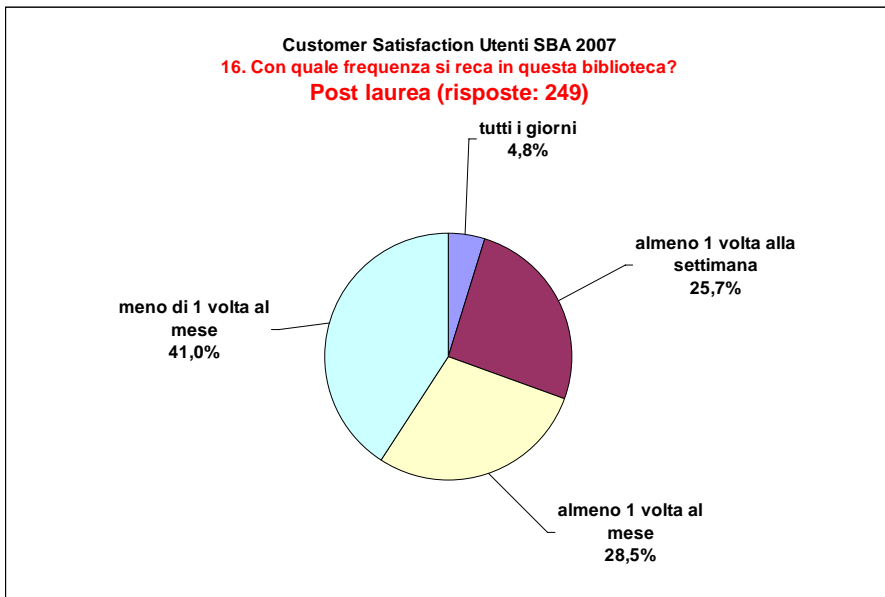
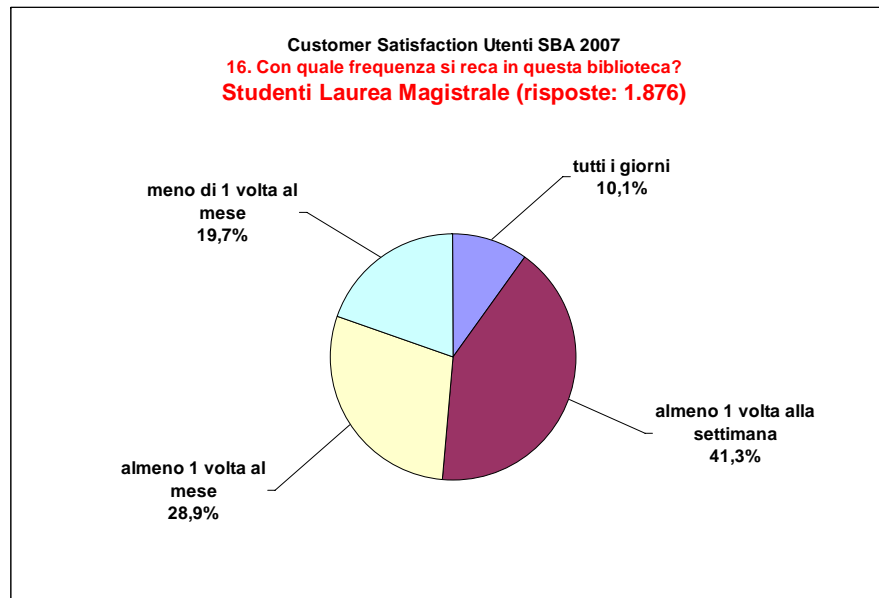
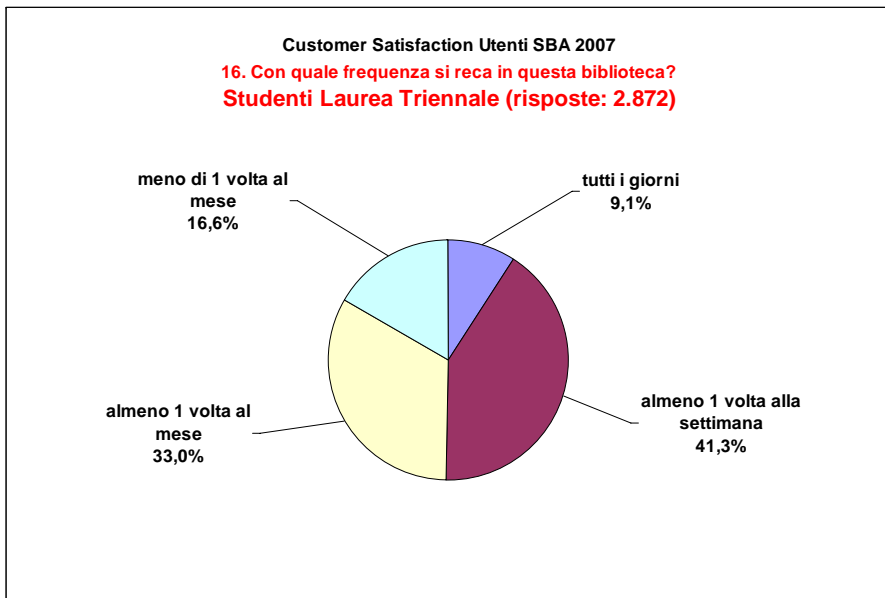






**Customer Satisfaction Utenti SBA 2007**  
**16. Con quale frequenza si reca in questa biblioteca?**  
**Tutti gli utenti (risposte: 5.532)**



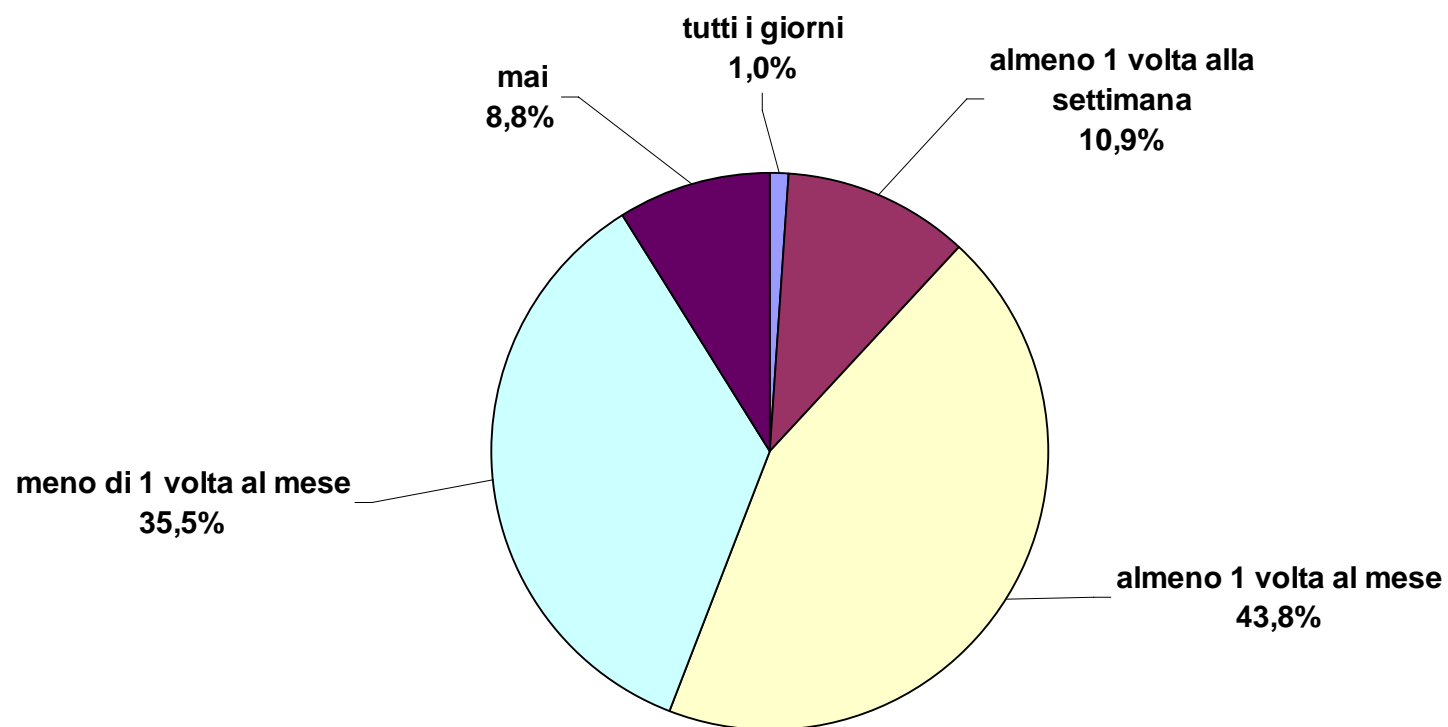


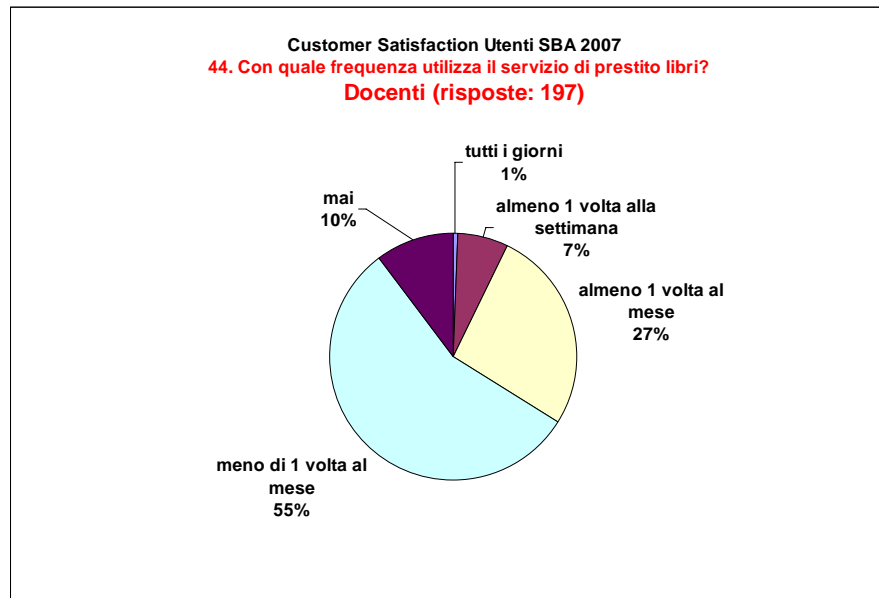
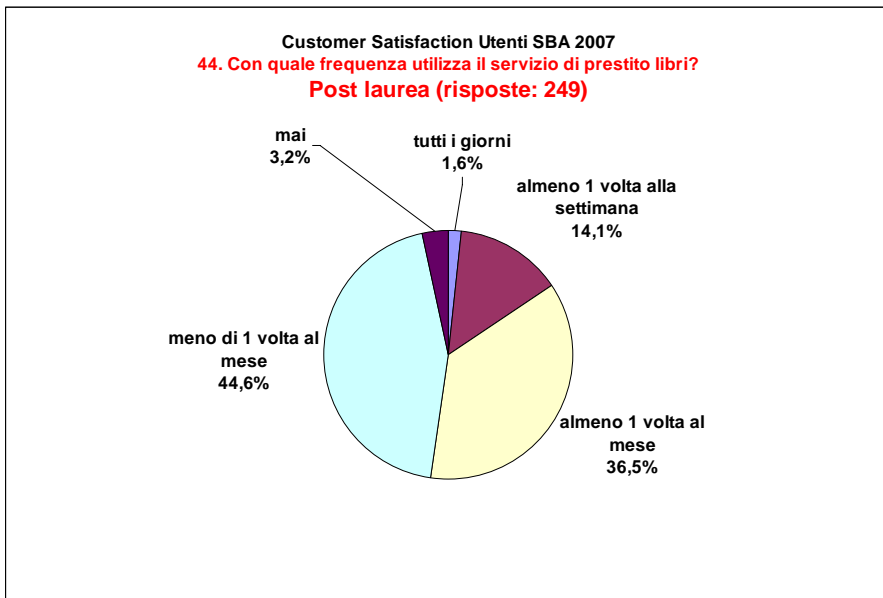
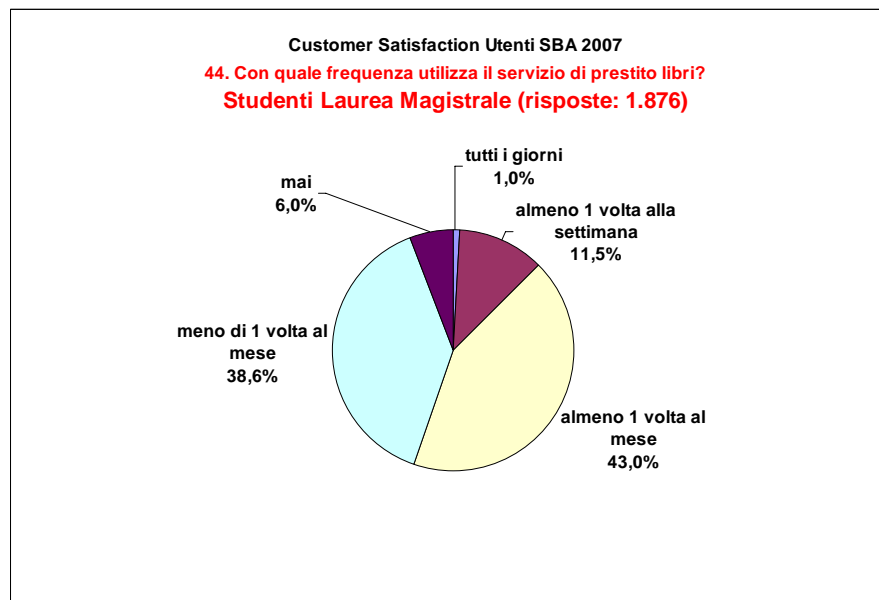
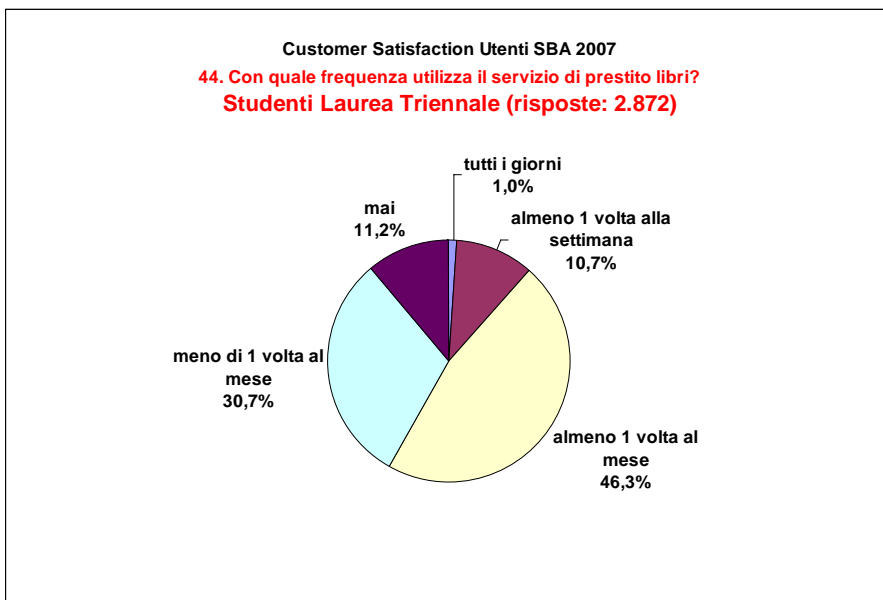


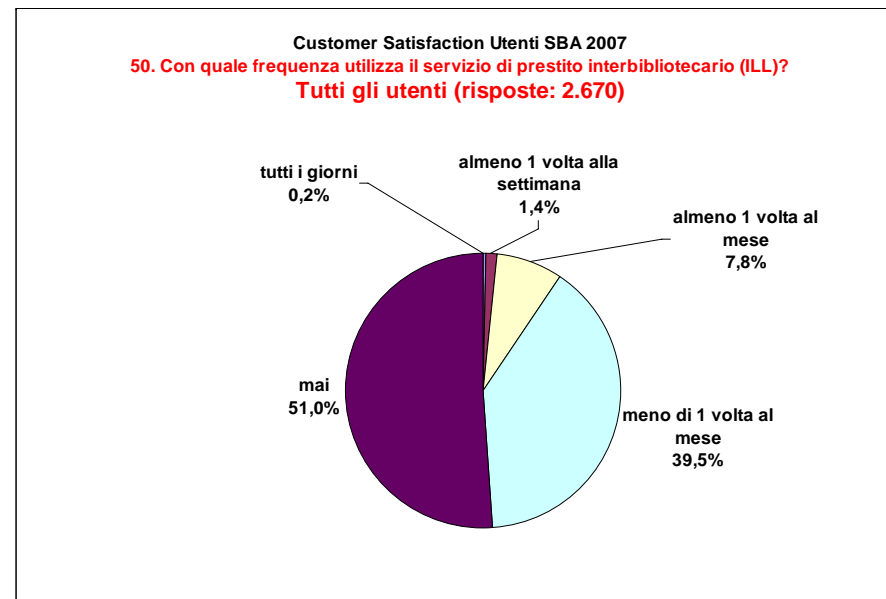
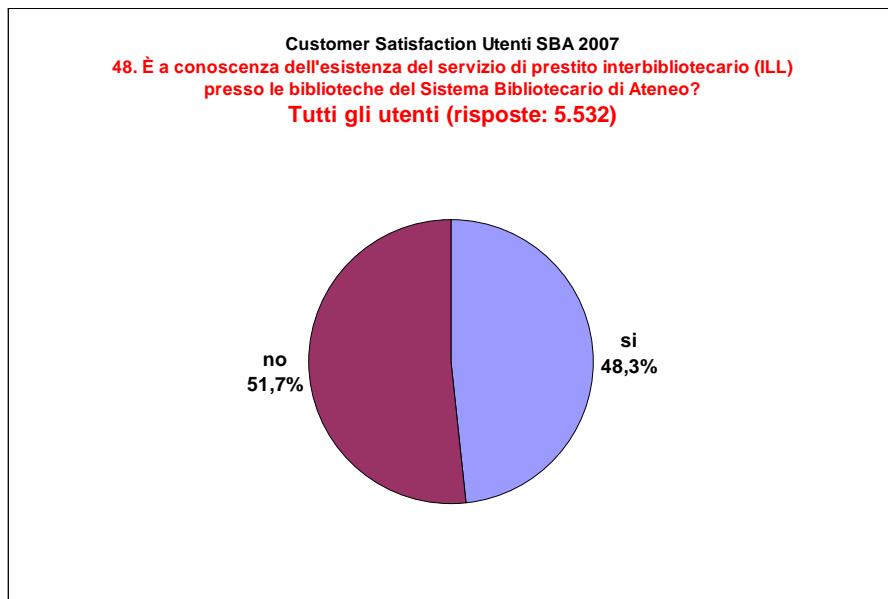
**Customer Satisfaction Utenti SBA 2007**

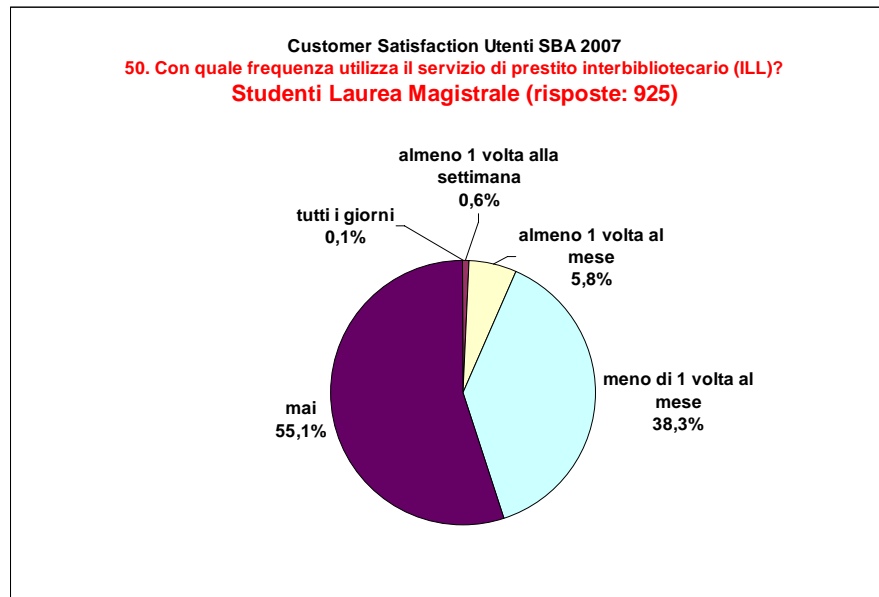
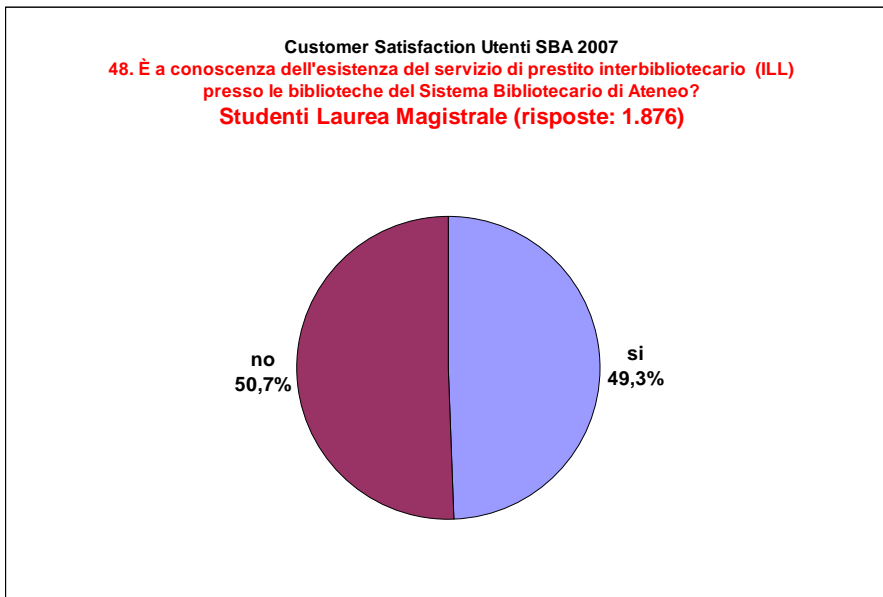
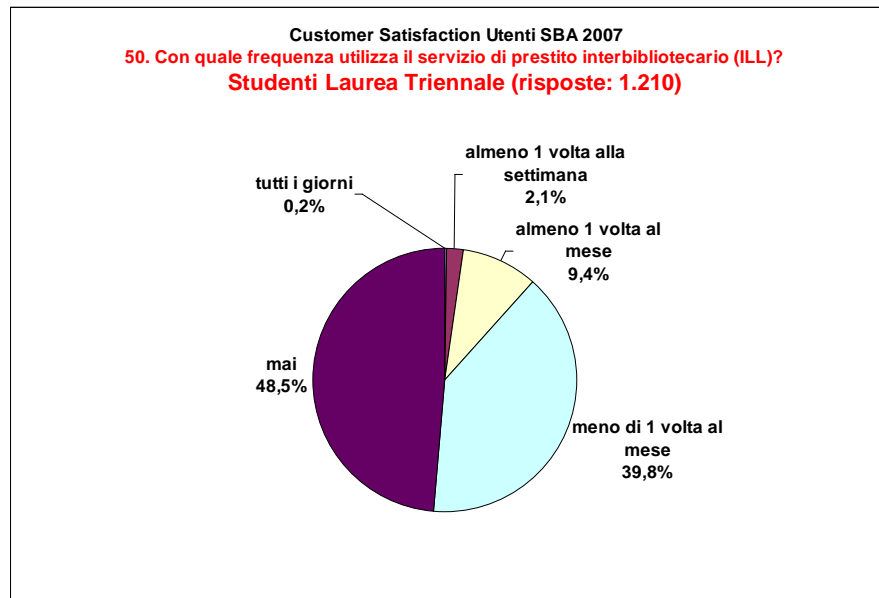
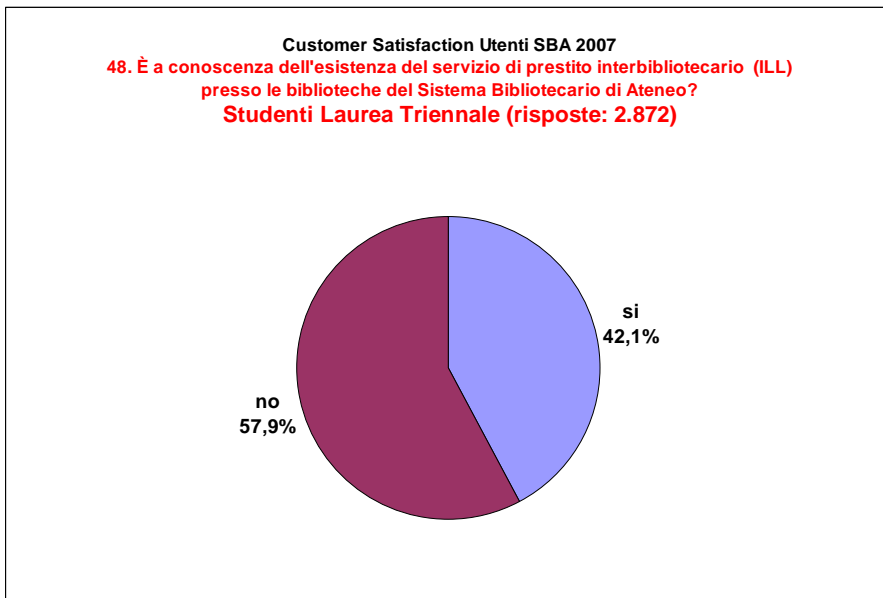
**44. Con quale frequenza utilizza il servizio di prestito libri?**

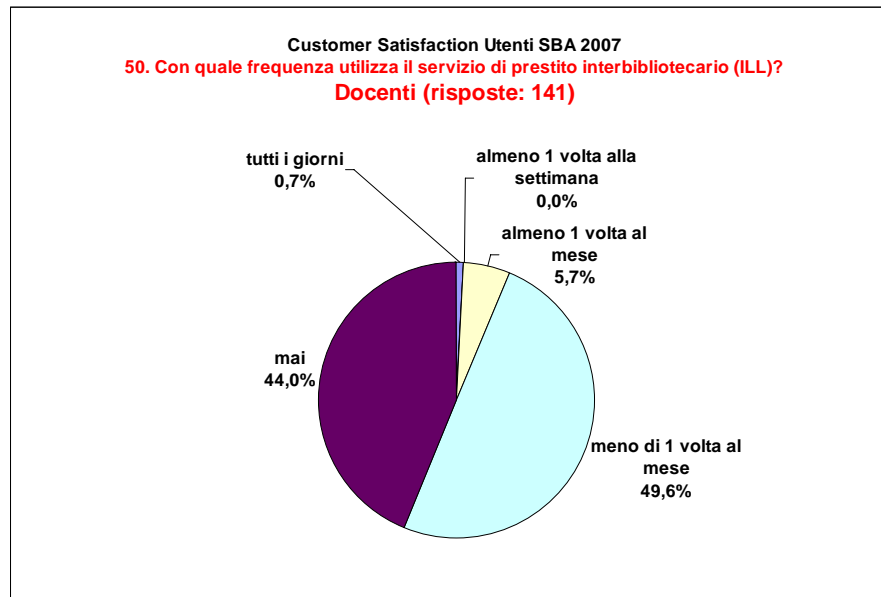
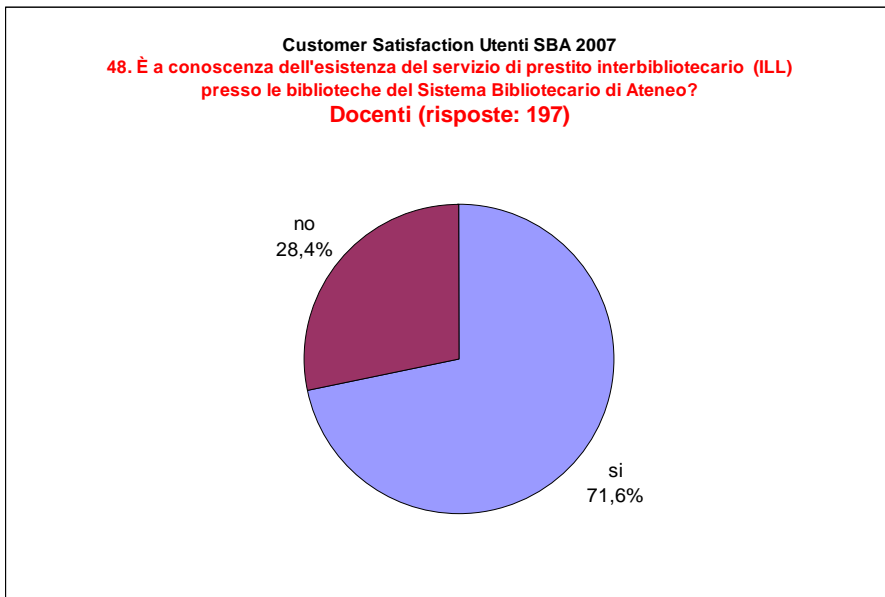
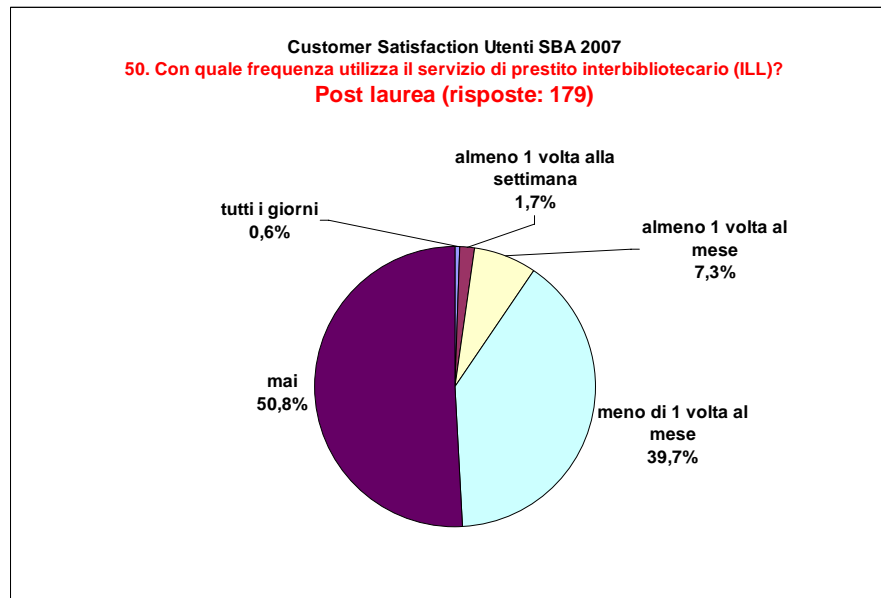
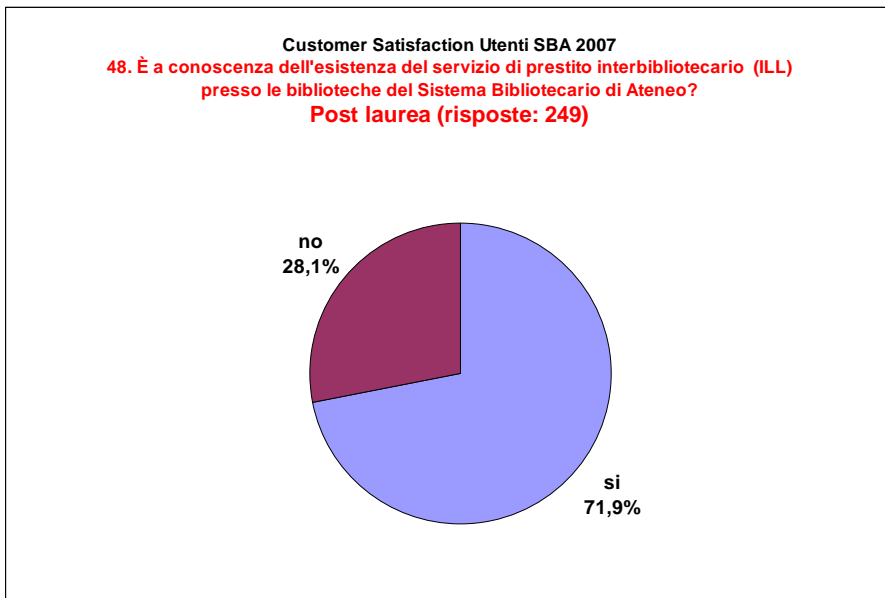
**Tutti gli utenti (risposte: 5.532)**

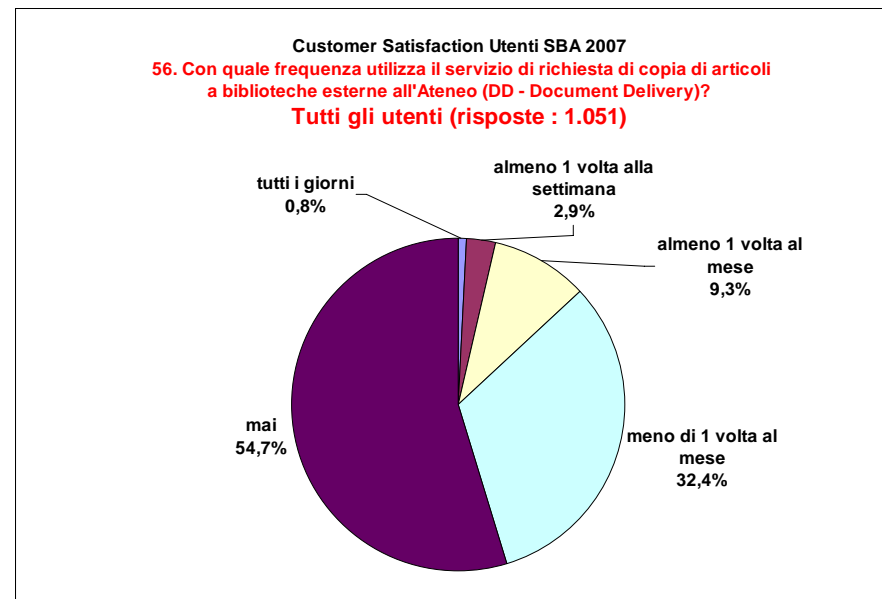
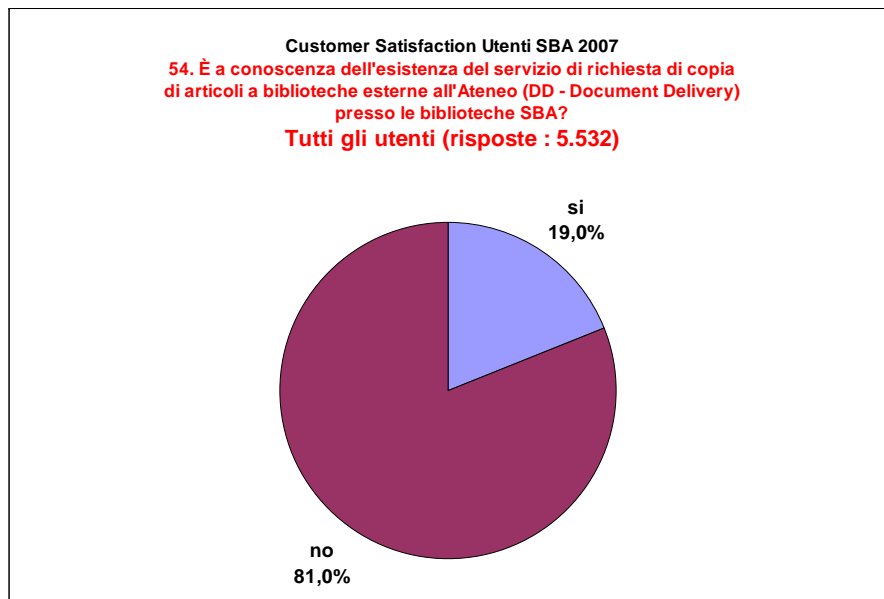


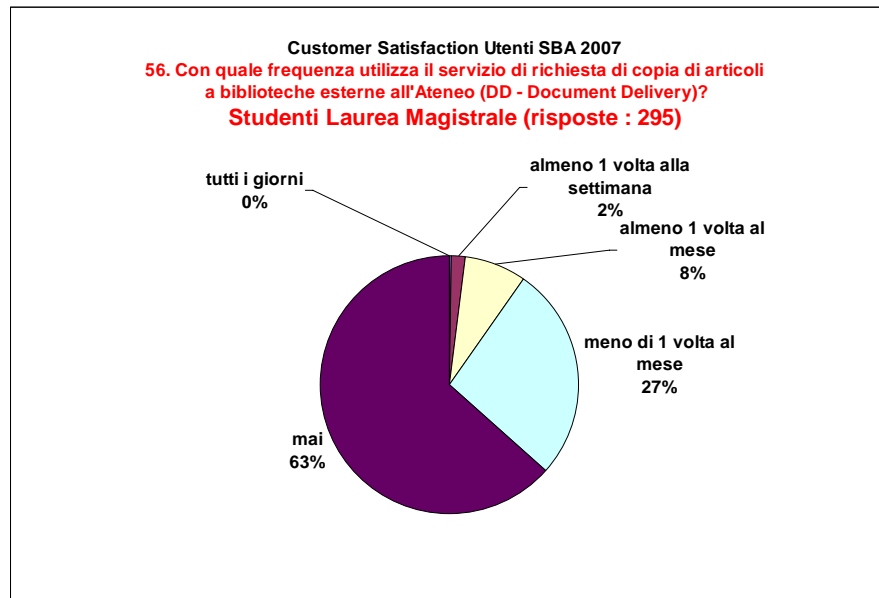
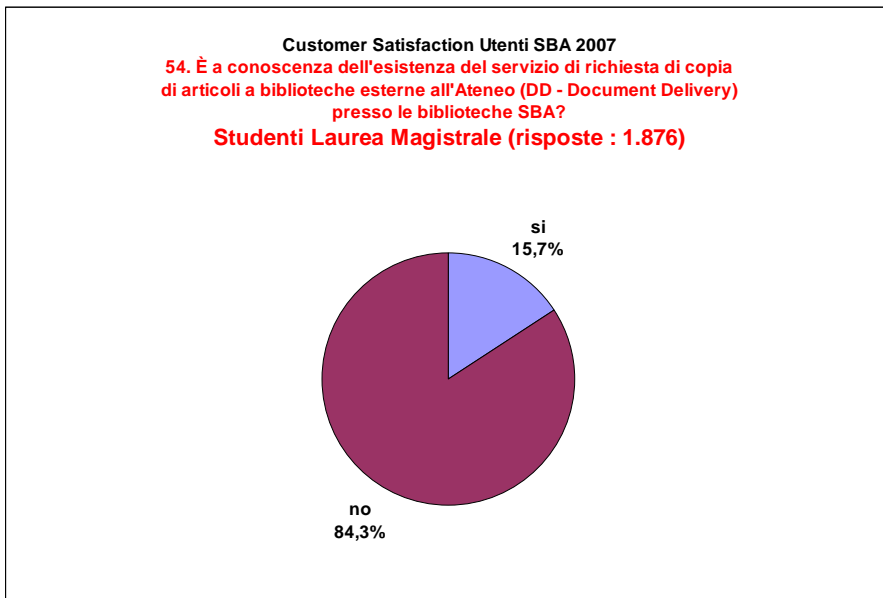
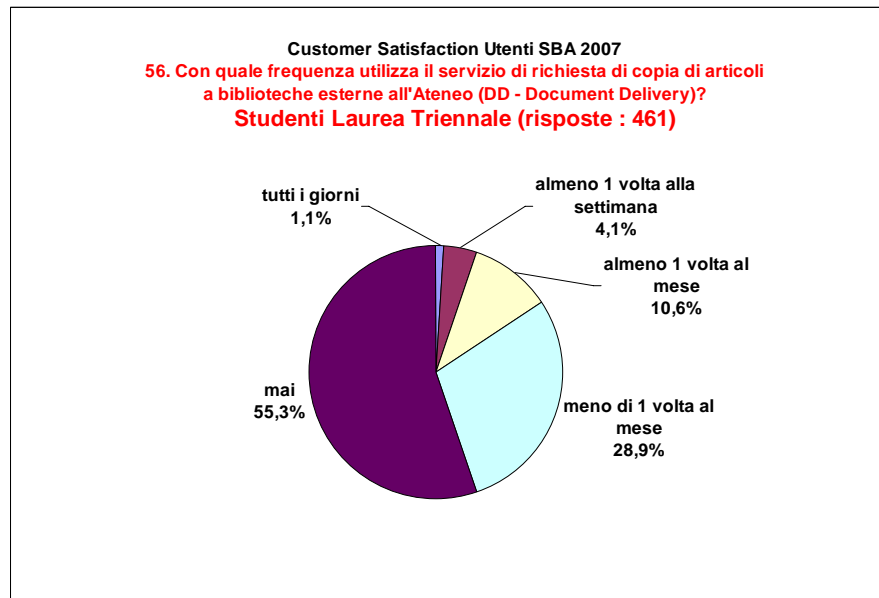
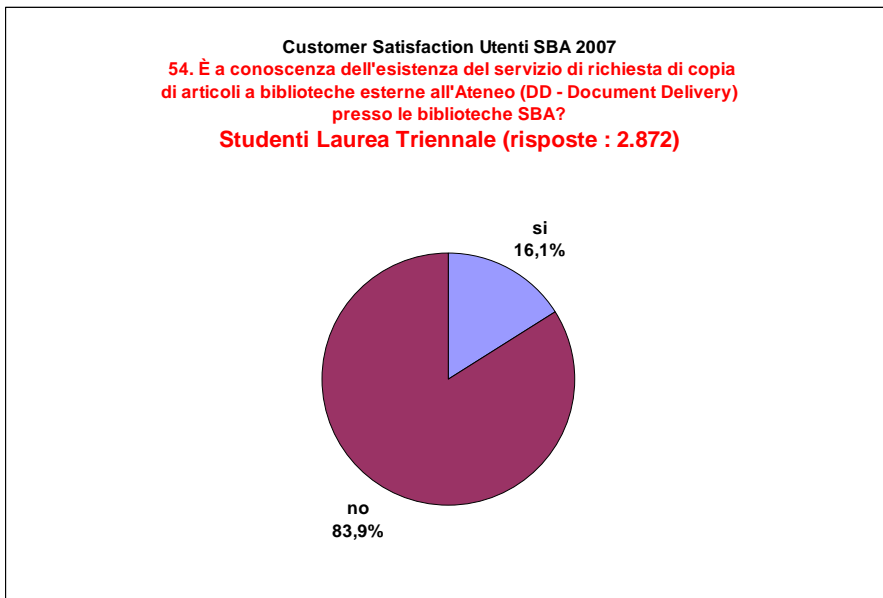


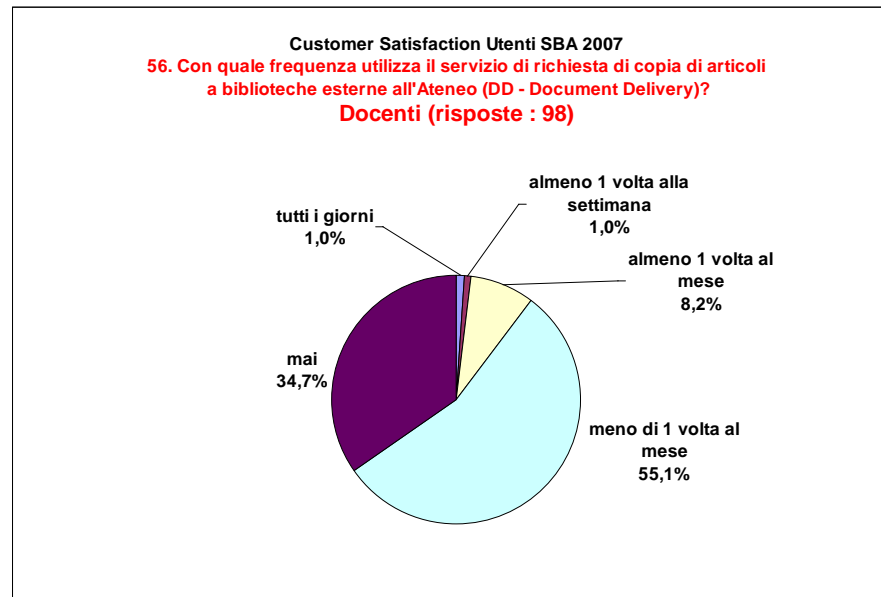
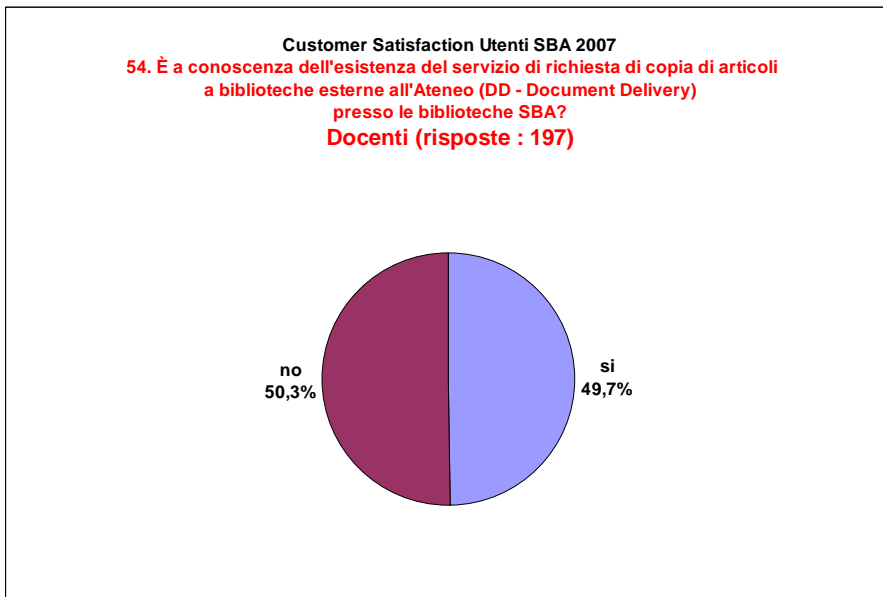
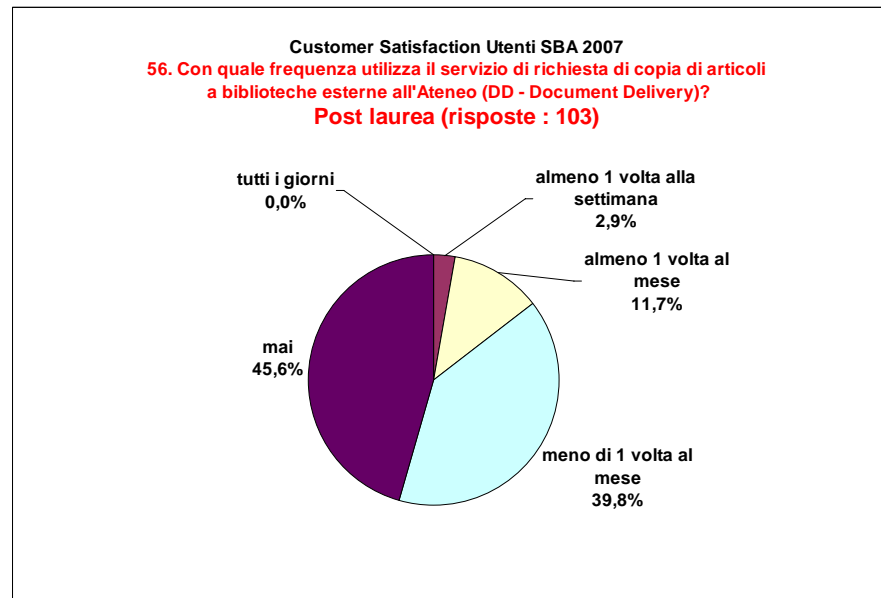
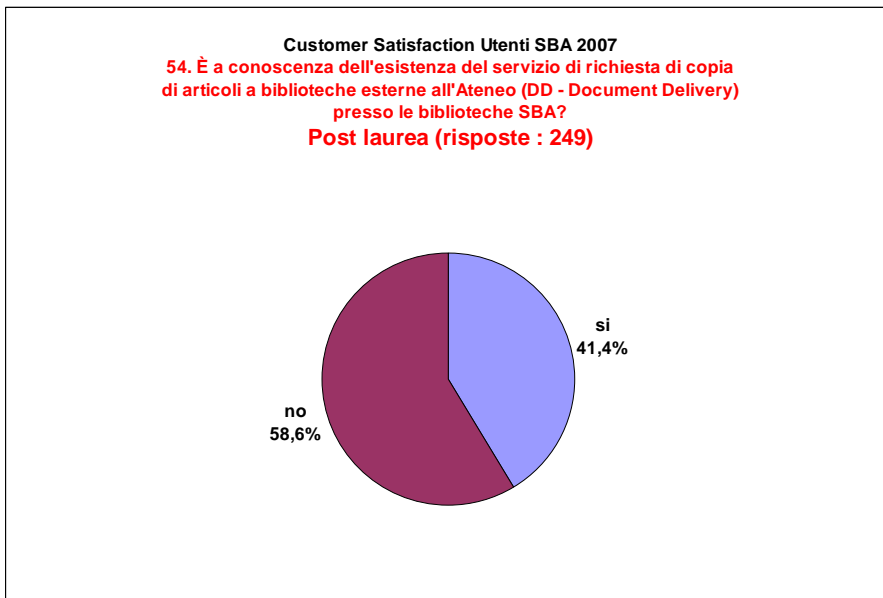






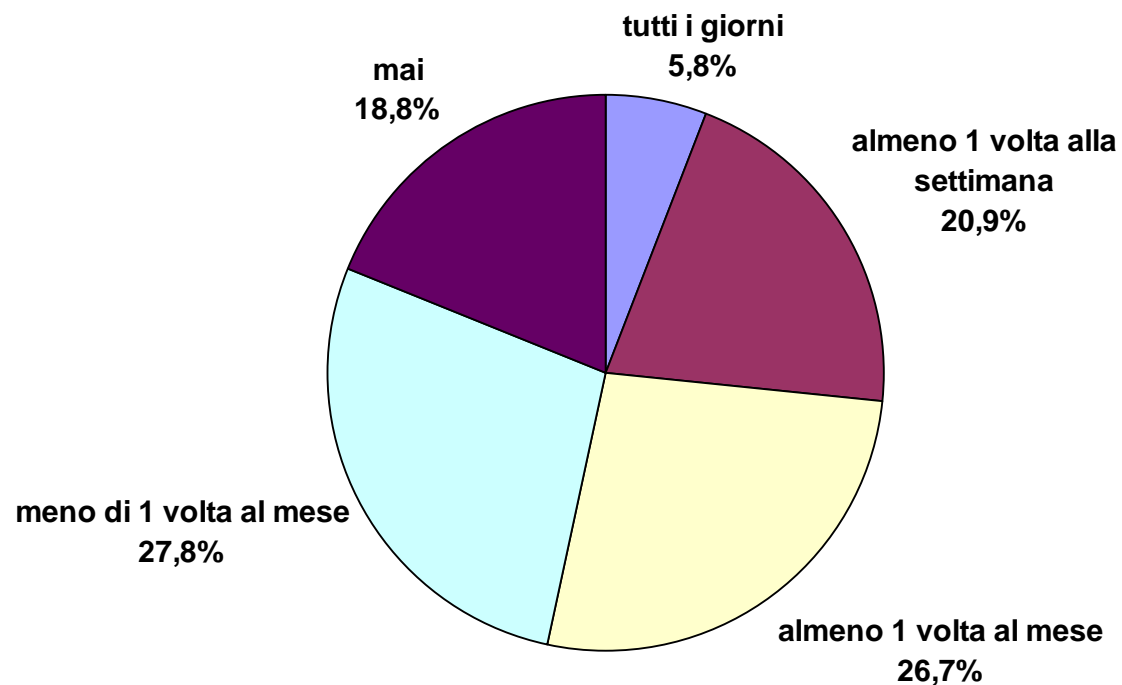


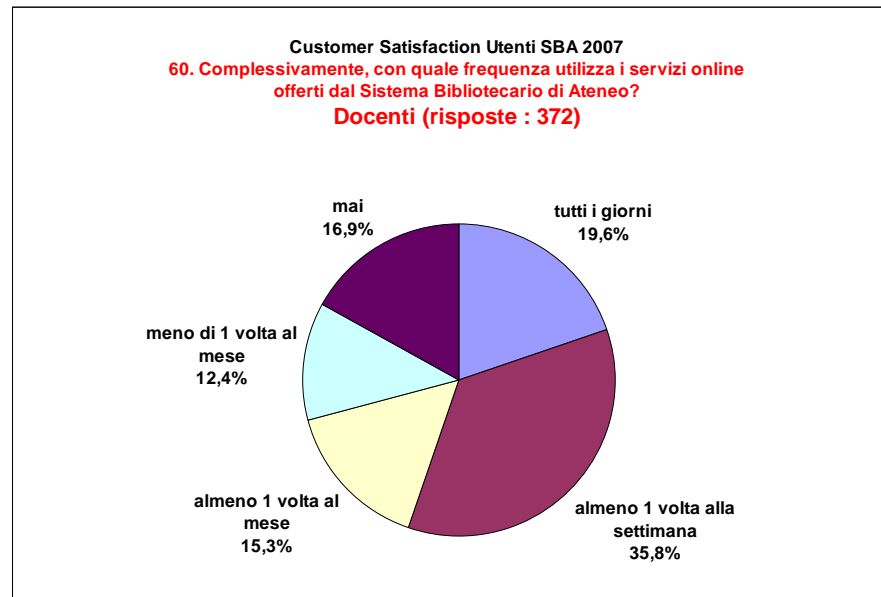
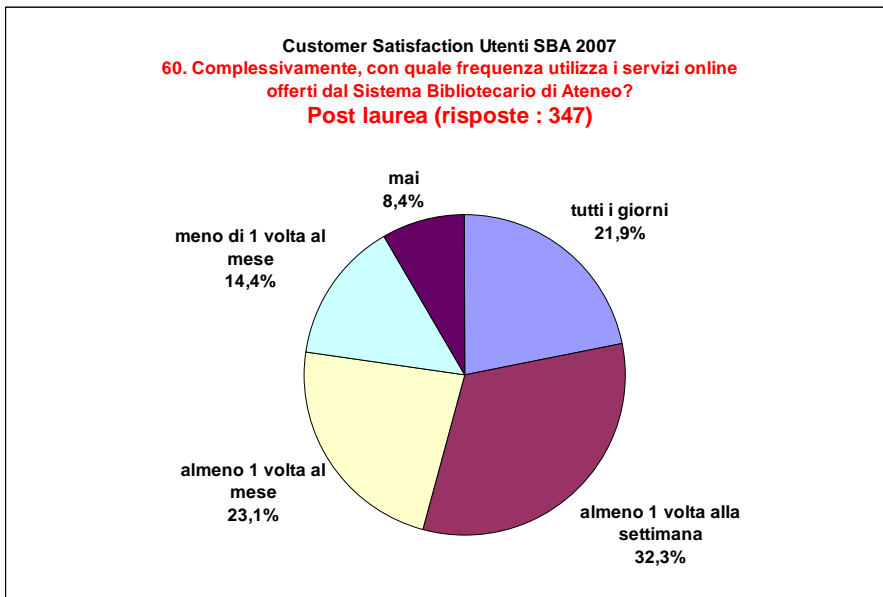
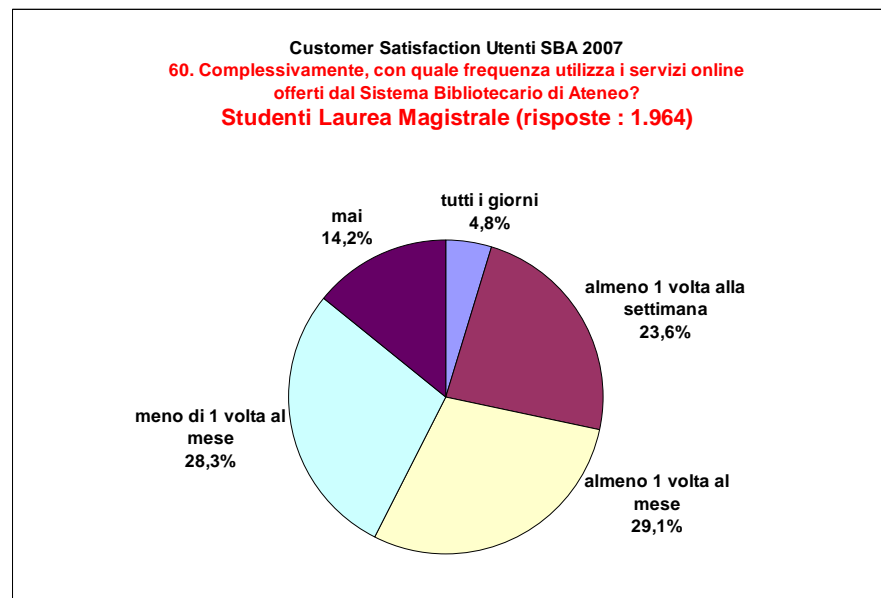
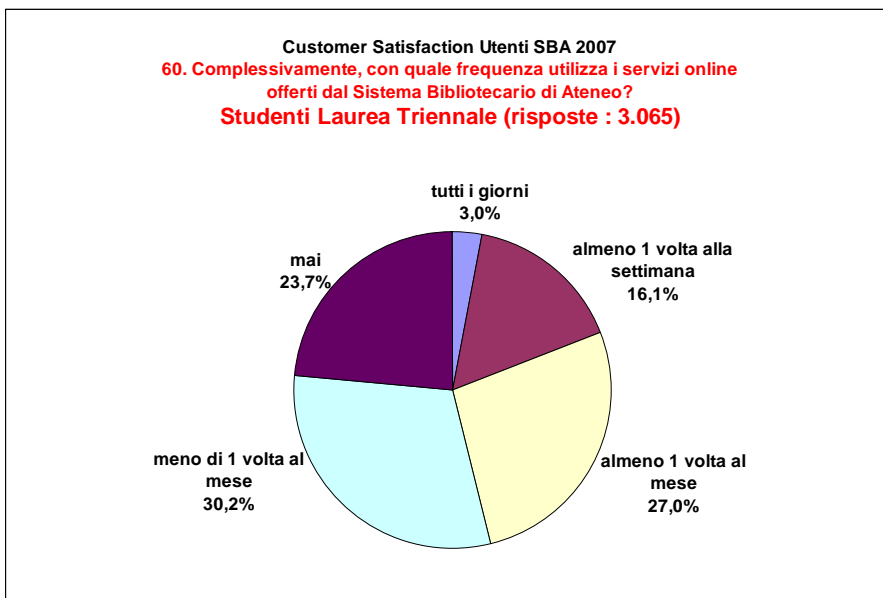






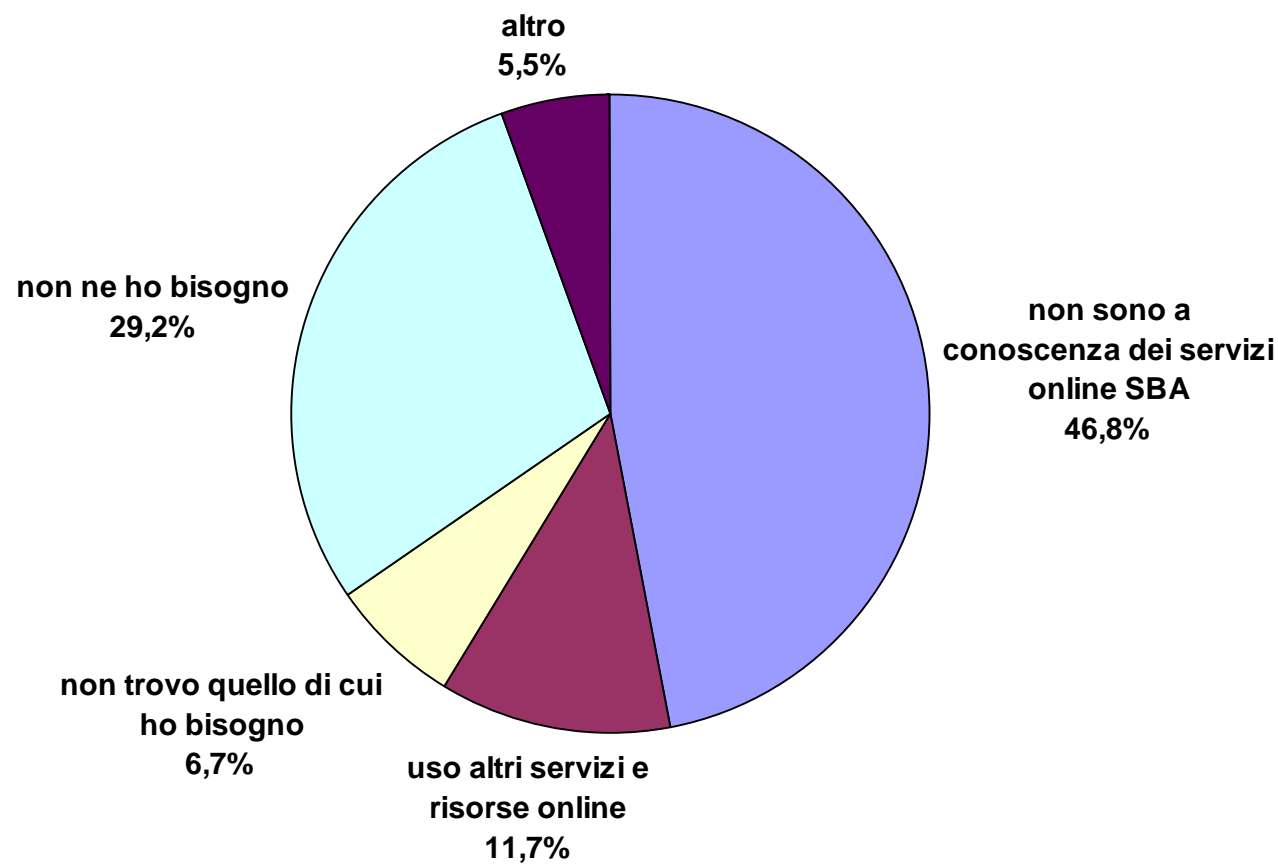
**Customer Satisfaction Utenti SBA 2007**  
**60. Complessivamente, con quale frequenza utilizza i servizi online  
offerti dal Sistema Bibliotecario di Ateneo?**  
**Tutti gli utenti (risposte : 6.117)**







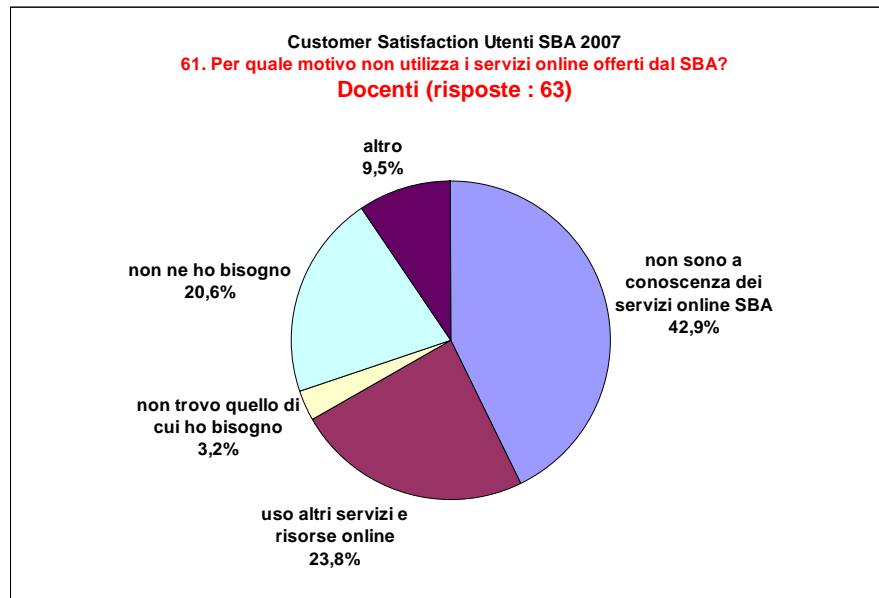
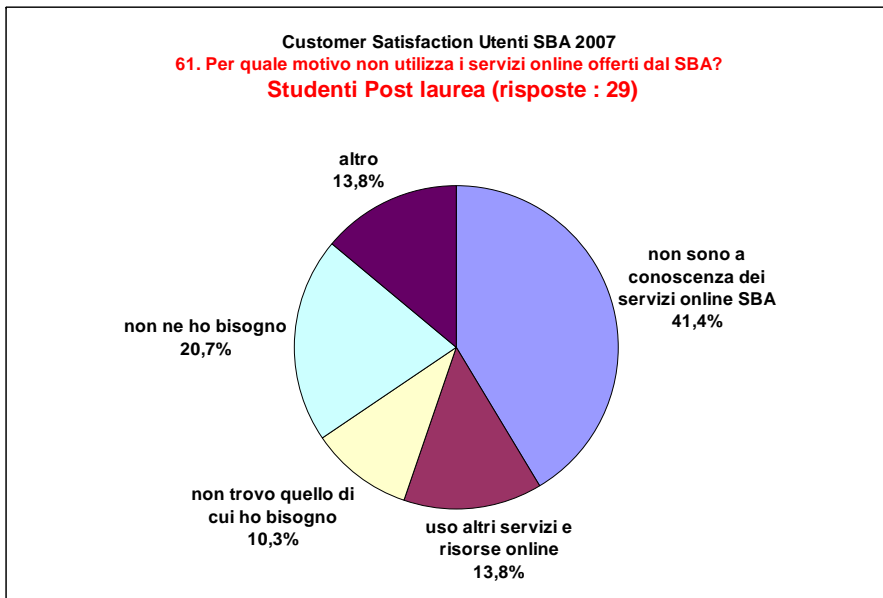
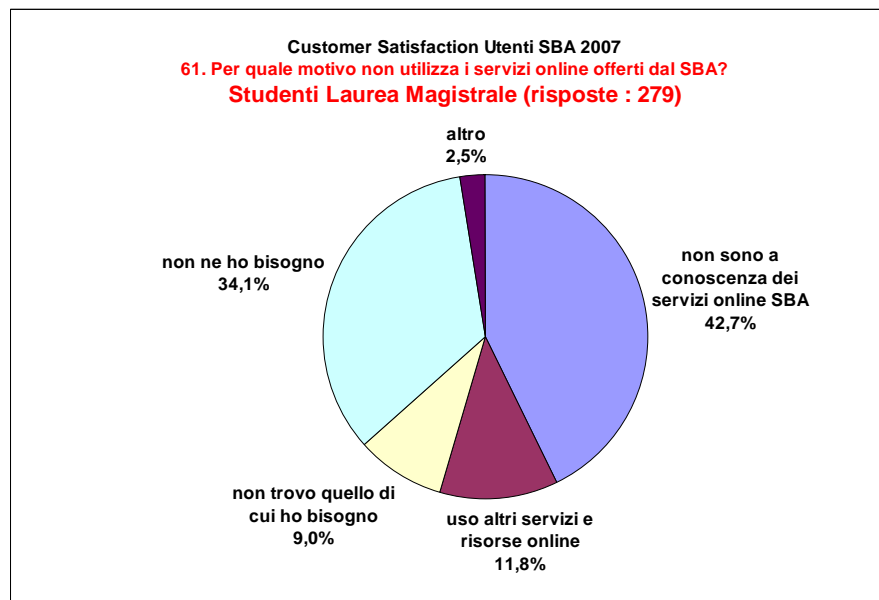
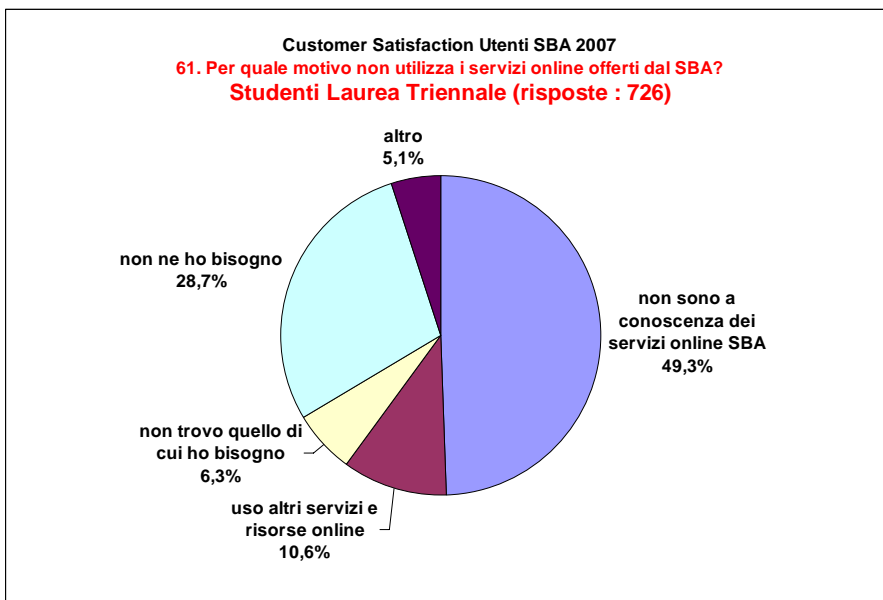
**Customer Satisfaction Utenti SBA 2007**  
**61. Per quale motivo non utilizza i servizi online offerti dal SBA?**  
**Tutti gli utenti (risposte : 1.149)**

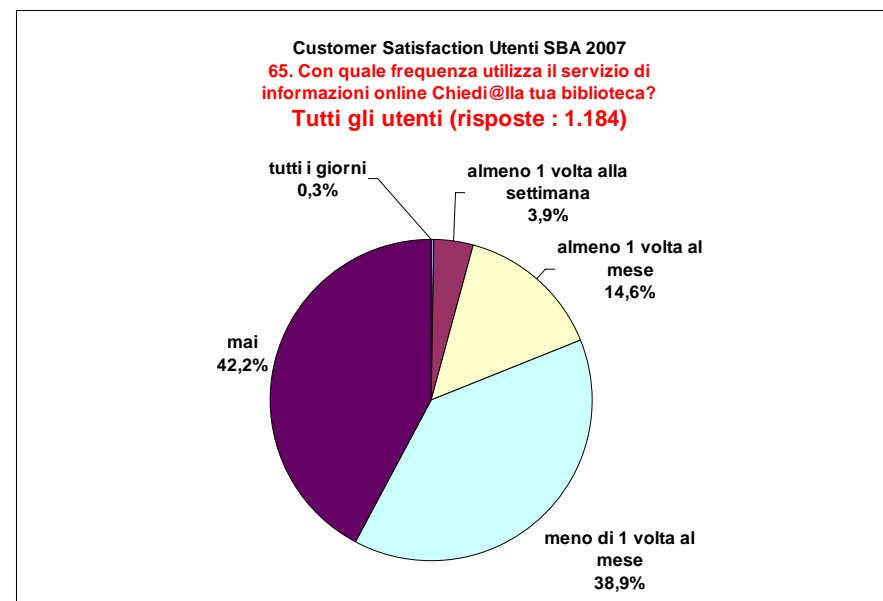
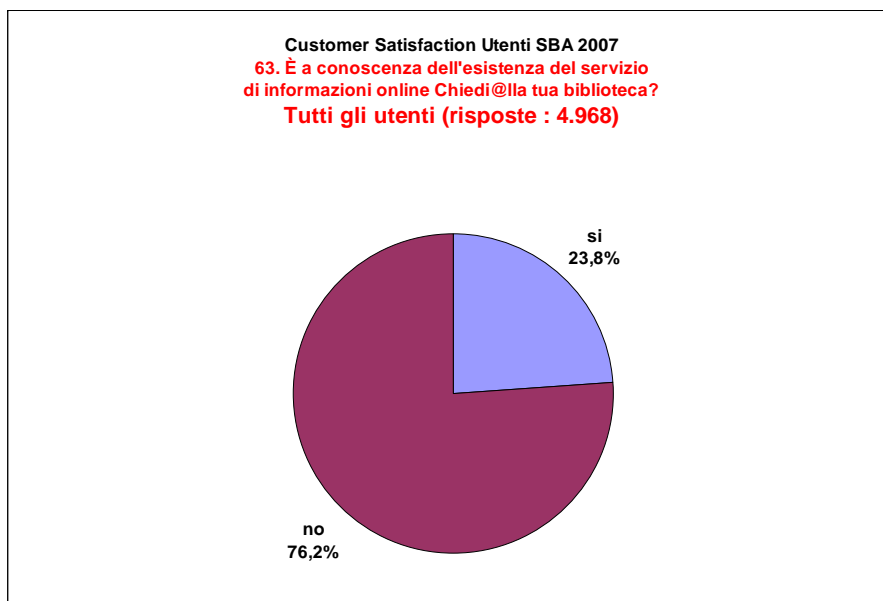


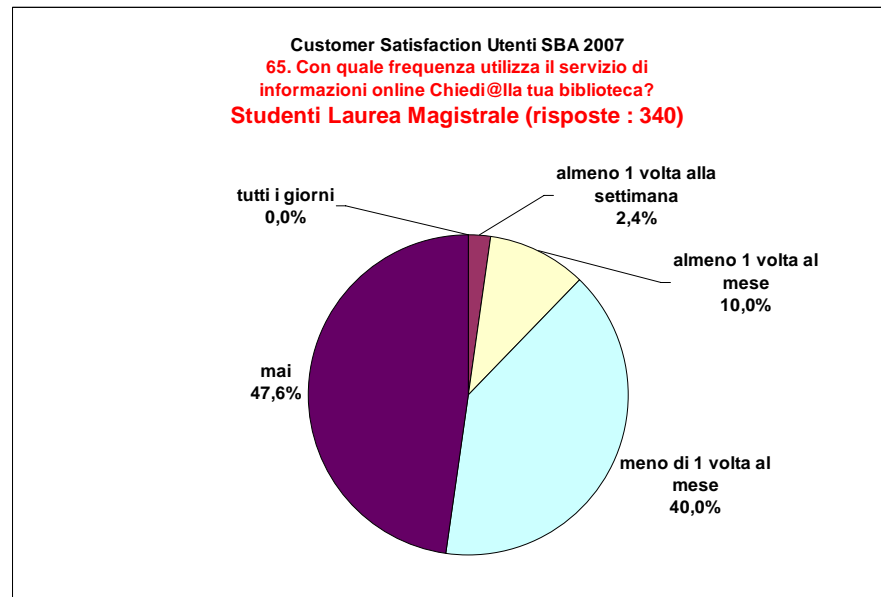
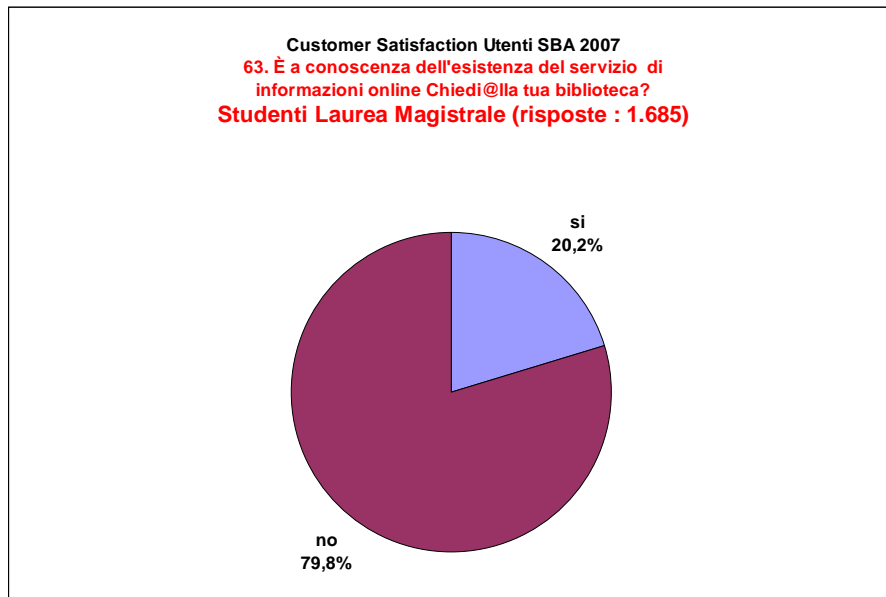
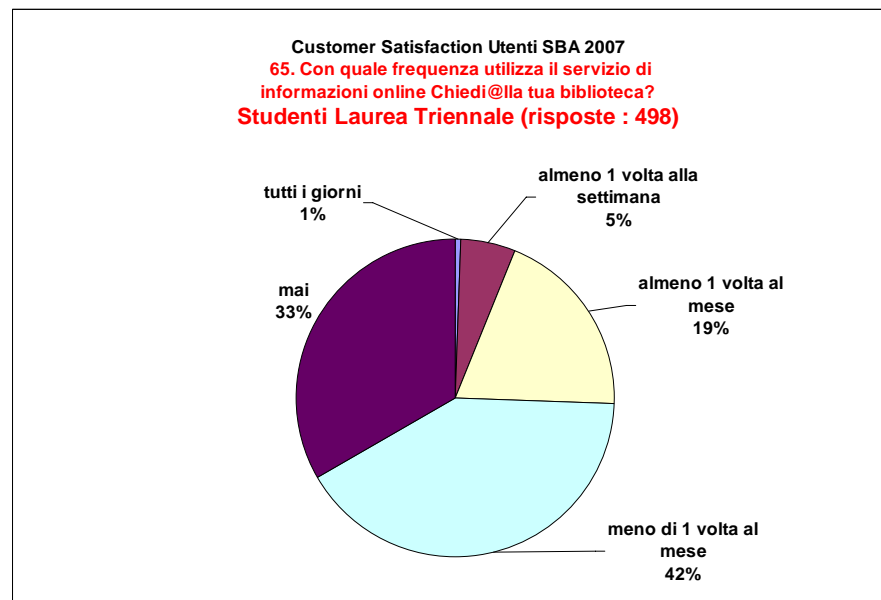
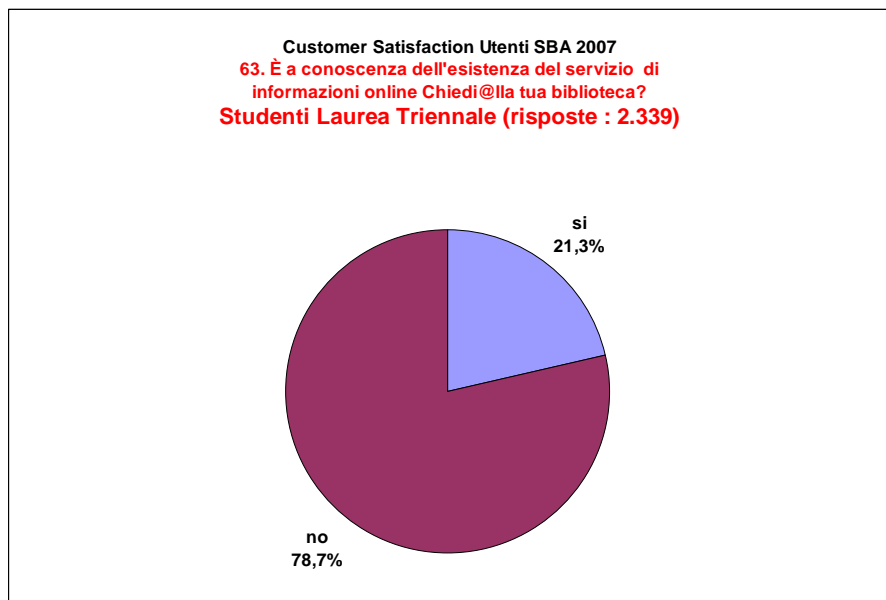


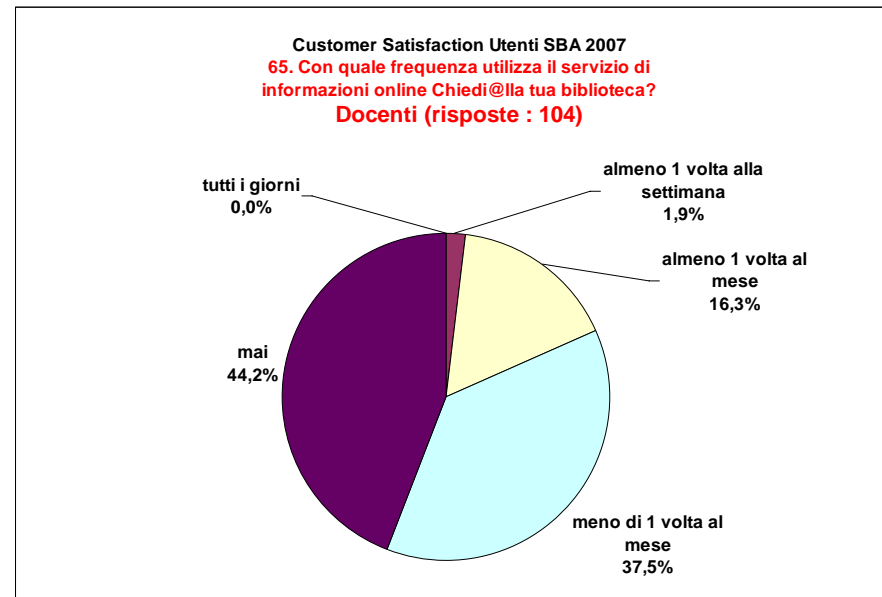
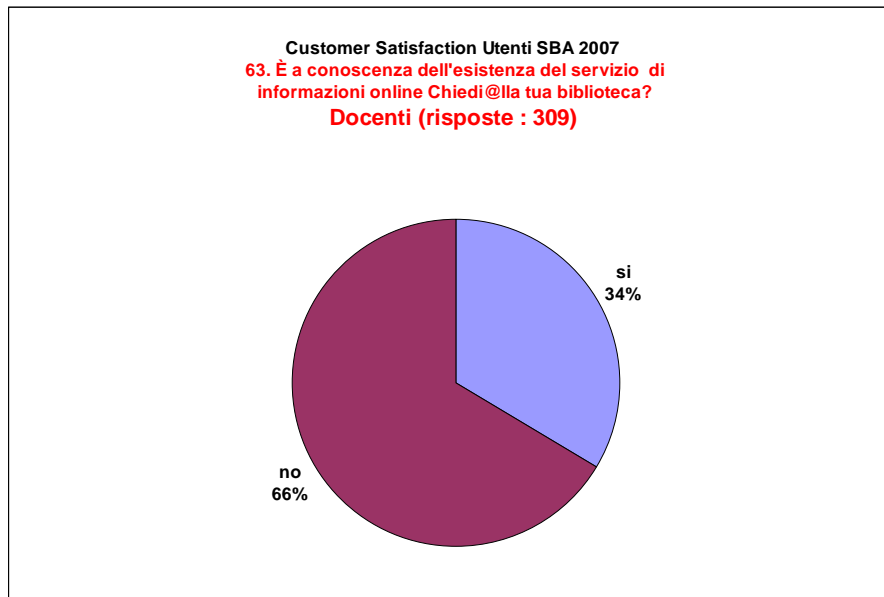
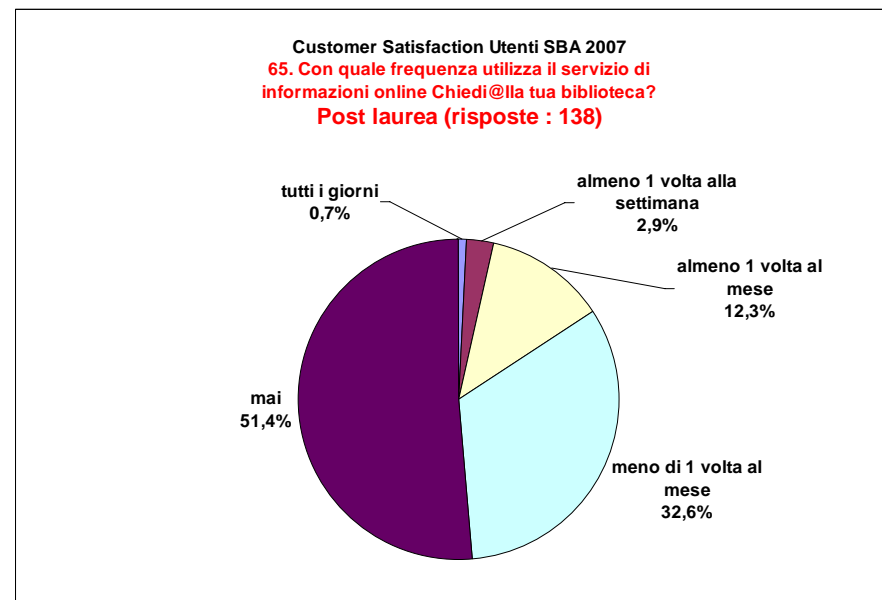
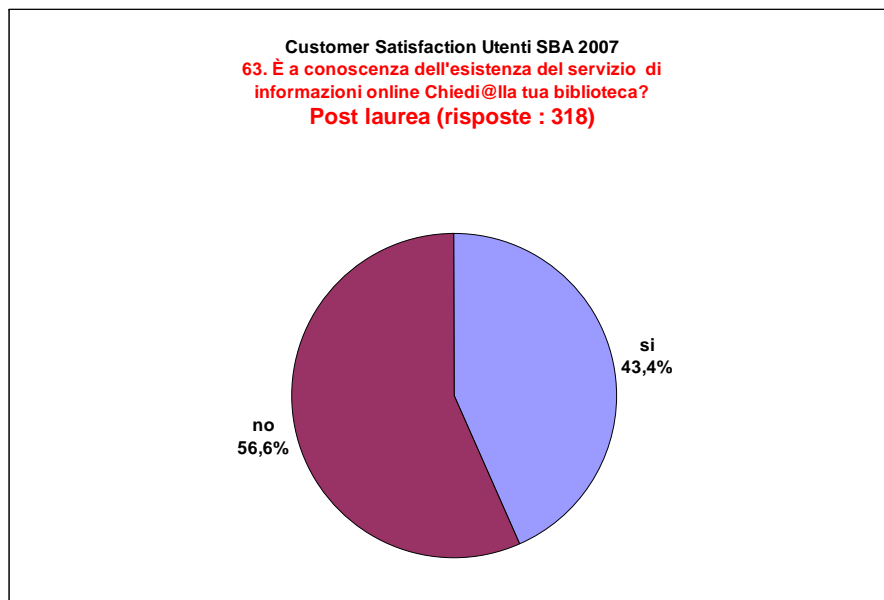
# Indagine Customer Satisfaction Utenti SBA 2007

## All. 5 - Frequenza di utilizzo delle biblioteche, conoscenza e utilizzo dei servizi di biblioteca, conoscenza e utilizzo dei servizi on line



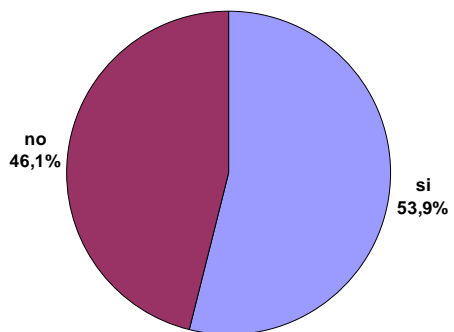




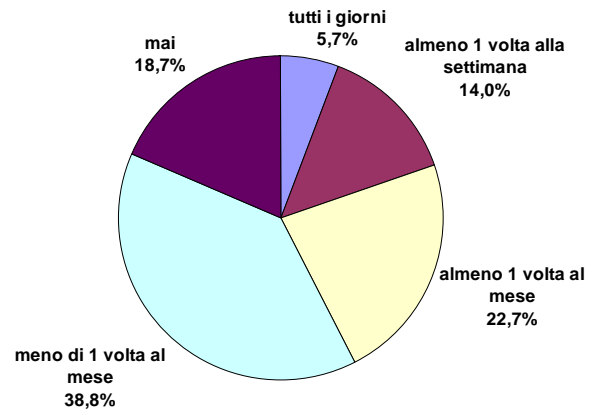




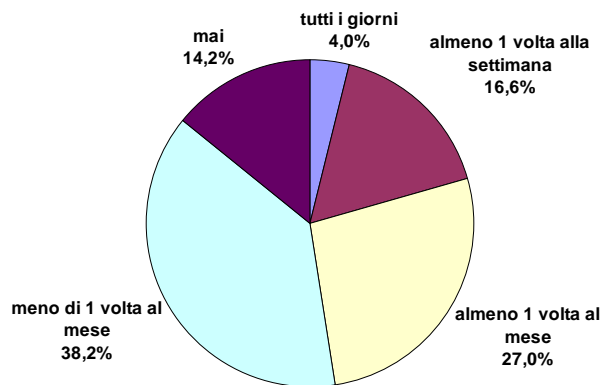
**Customer Satisfaction Utenti SBA 2007**  
**68. È a conoscenza della possibilità di consultare online le risorse elettroniche (riviste elettroniche, banche dati, e-books) messe a disposizione dal SBA?**  
**Tutti gli utenti (risposte : 4.968)**



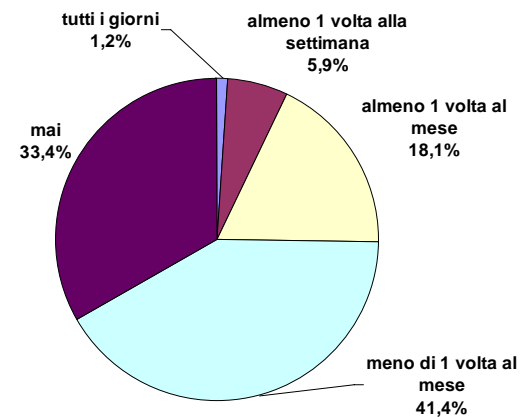
**Customer Satisfaction Utenti SBA 2007**  
**71. Con quale frequenza consulta le riviste elettroniche messe a disposizione dal Sistema Bibliotecario di Ateneo?**  
**Tutti gli utenti (risposte : 2.679)**

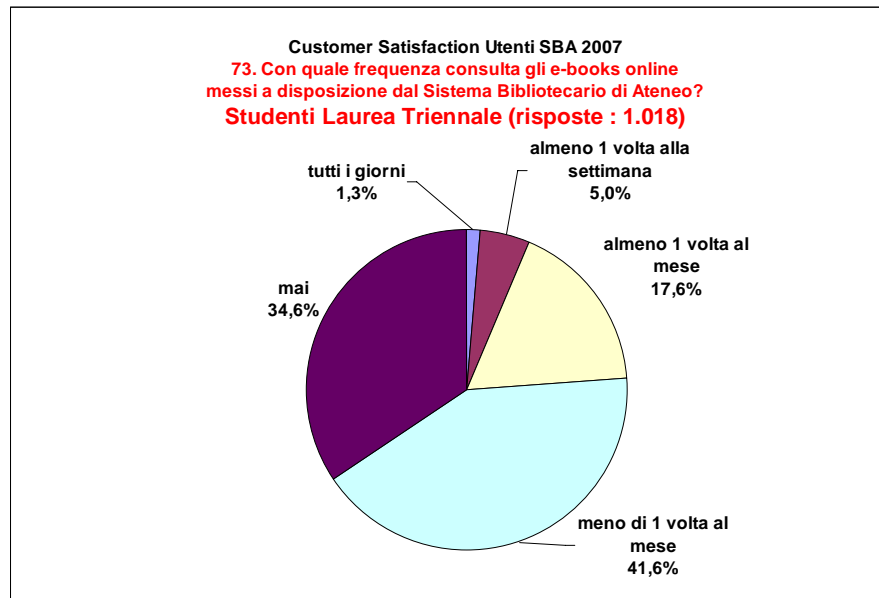
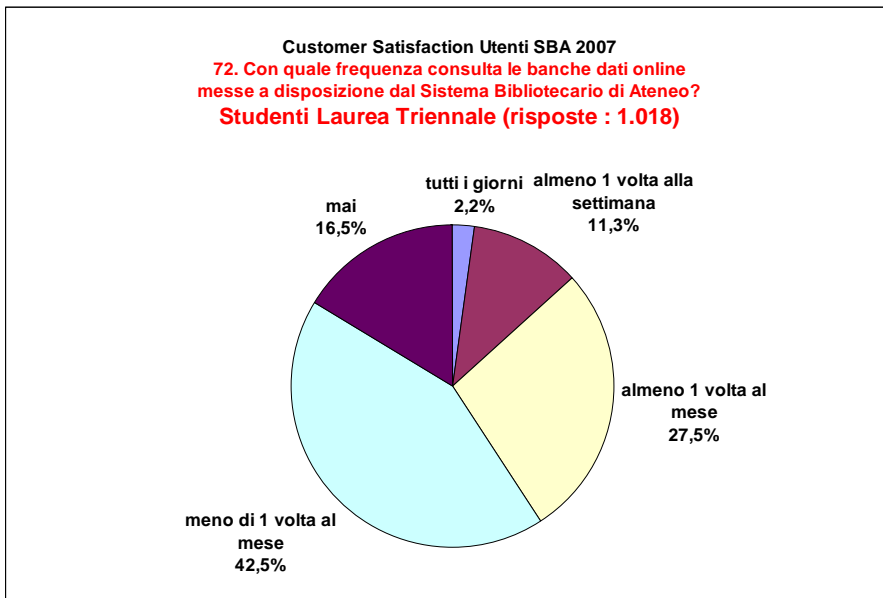
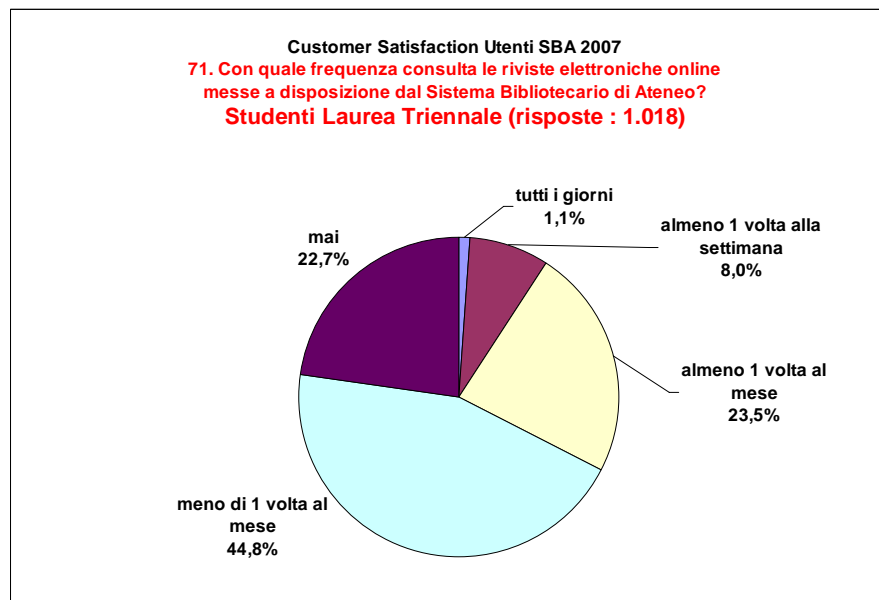
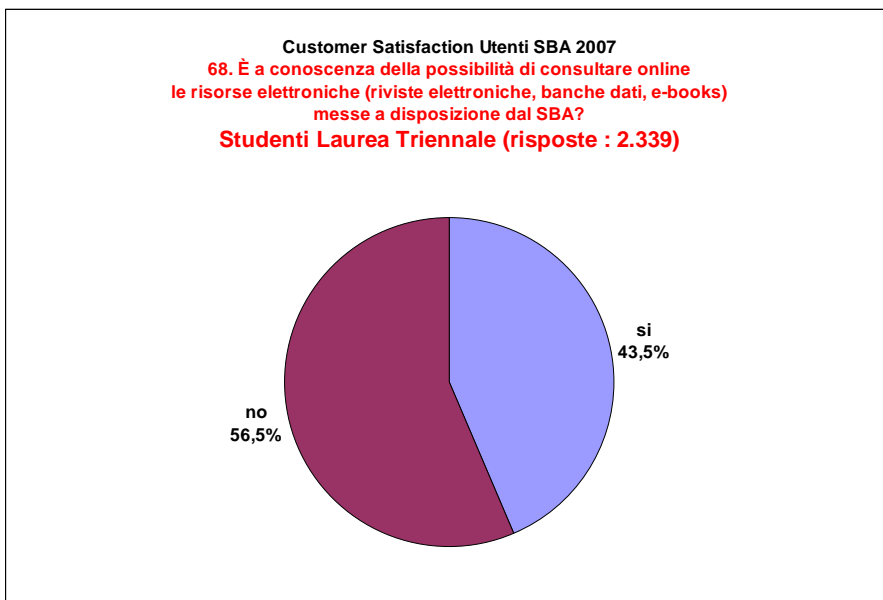


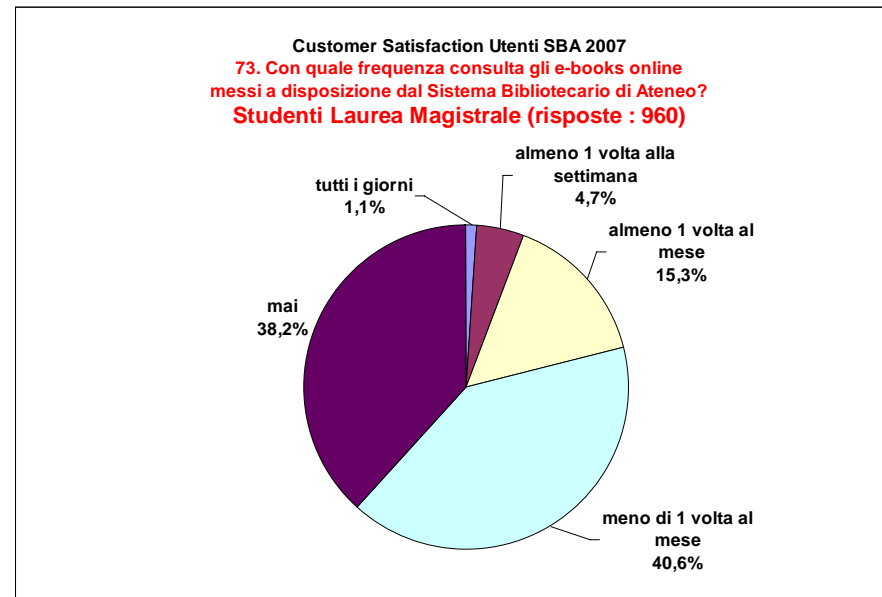
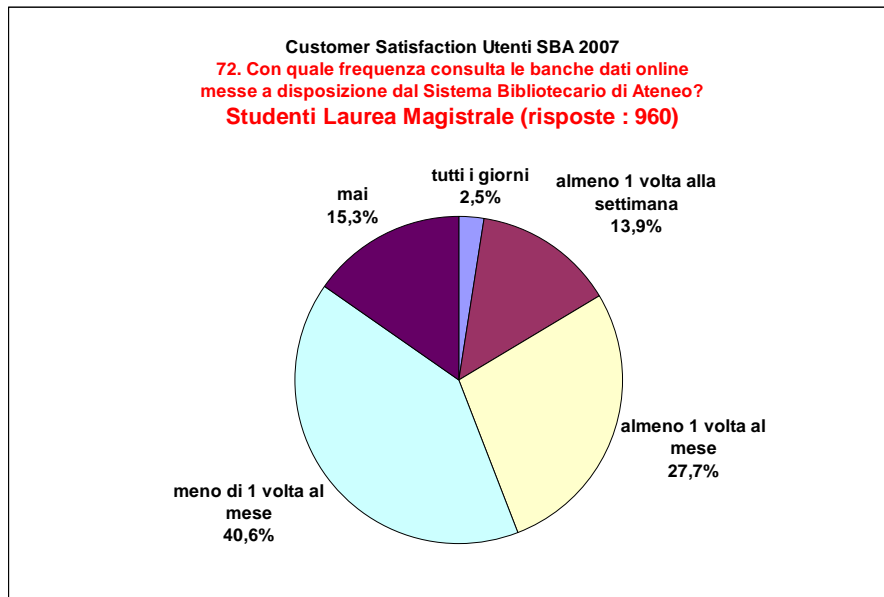
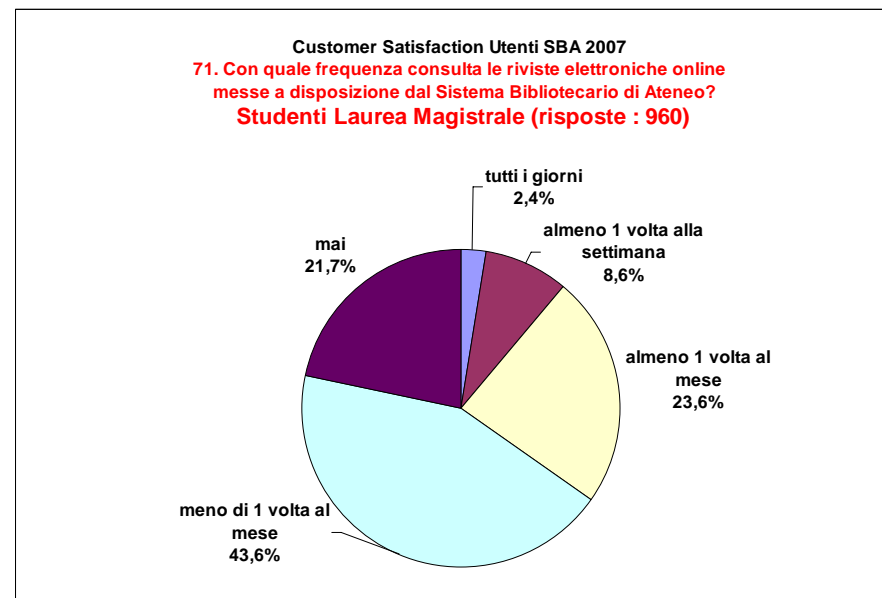
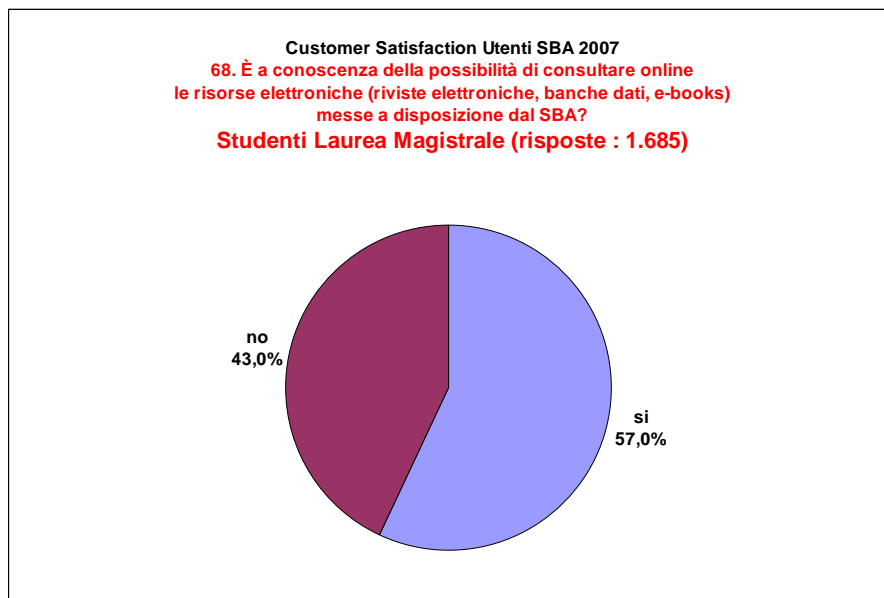
**Customer Satisfaction Utenti SBA 2007**  
**72. Con quale frequenza consulta le banche dati online messe a disposizione dal Sistema Bibliotecario di Ateneo?**  
**Tutti gli utenti (risposte : 2.679)**



**Customer Satisfaction Utenti SBA 2007**  
**73. Con quale frequenza consulta gli e-books online messi a disposizione dal Sistema Bibliotecario di Ateneo?**  
**Tutti gli utenti (risposte : 2.679)**

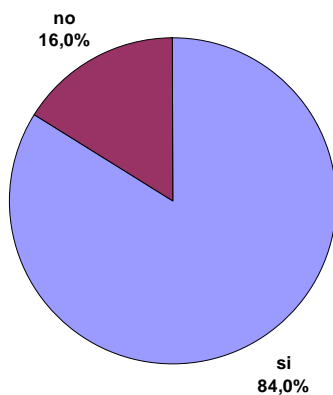




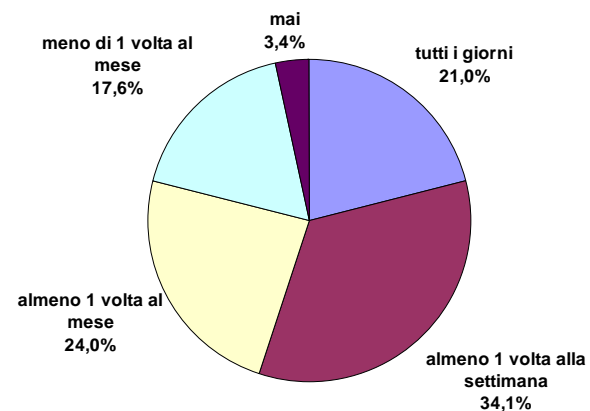




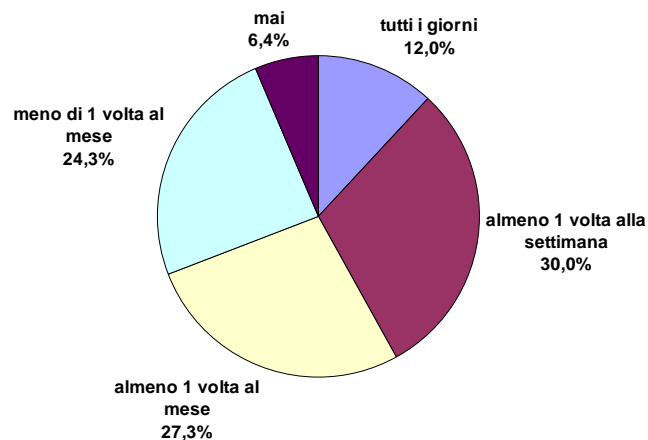
**Customer Satisfaction Utenti SBA 2007**  
**68. È a conoscenza della possibilità di consultare online le risorse elettroniche (riviste elettroniche, banche dati, e-books) messe a disposizione dal SBA?**  
**Post laurea (risposte : 318)**



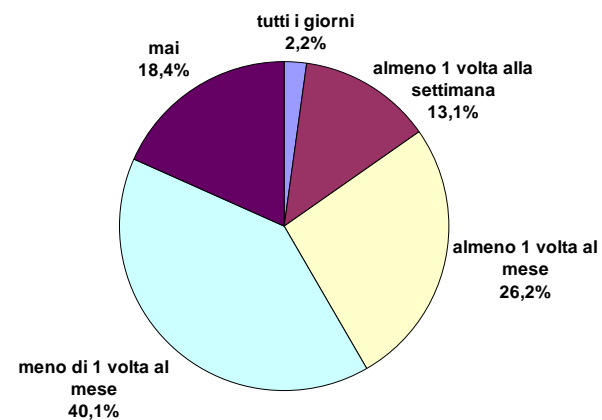
**Customer Satisfaction Utenti SBA 2007**  
**71. Con quale frequenza consulta le riviste elettroniche messe a disposizione dal Sistema Bibliotecario di Ateneo?**  
**Post laurea (risposte : 267)**



**Customer Satisfaction Utenti SBA 2007**  
**72. Con quale frequenza consulta le banche dati online messe a disposizione dal Sistema Bibliotecario di Ateneo?**  
**Post laurea (risposte : 267)**

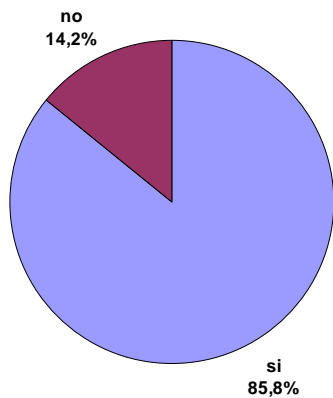


**Customer Satisfaction Utenti SBA 2007**  
**73. Con quale frequenza consulta gli e-books online messi a disposizione dal Sistema Bibliotecario di Ateneo?**  
**Post laurea (risposte : 267)**

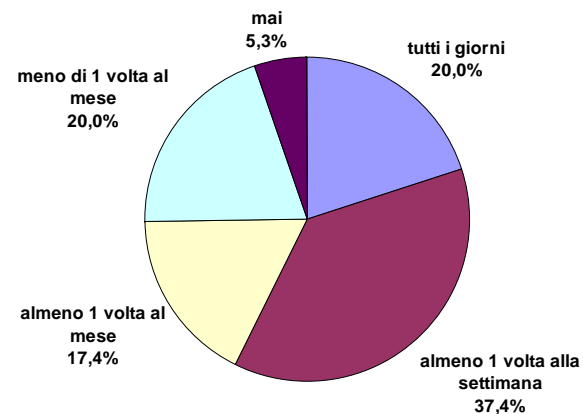




**Customer Satisfaction Utenti SBA 2007**  
**68. È a conoscenza della possibilità di consultare online le risorse elettroniche (riviste elettroniche, banche dati, e-books) messe a disposizione dal SBA?**  
**Docenti (risposte : 309)**



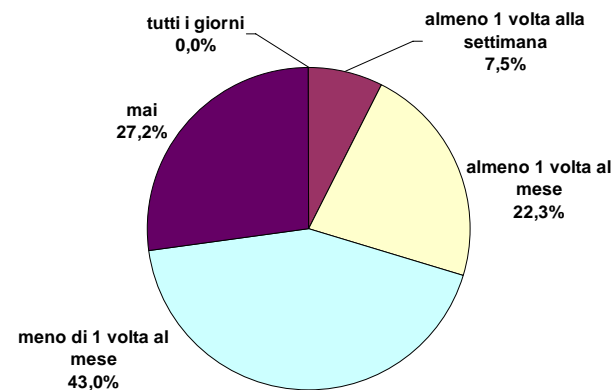
**Customer Satisfaction Utenti SBA 2007**  
**71. Con quale frequenza consulta le riviste elettroniche messe a disposizione dal Sistema Bibliotecario di Ateneo?**  
**Docenti (risposte : 265)**



**Customer Satisfaction Utenti SBA 2007**  
**72. Con quale frequenza consulta le banche dati online messe a disposizione dal Sistema Bibliotecario di Ateneo?**  
**Docenti (risposte : 265)**

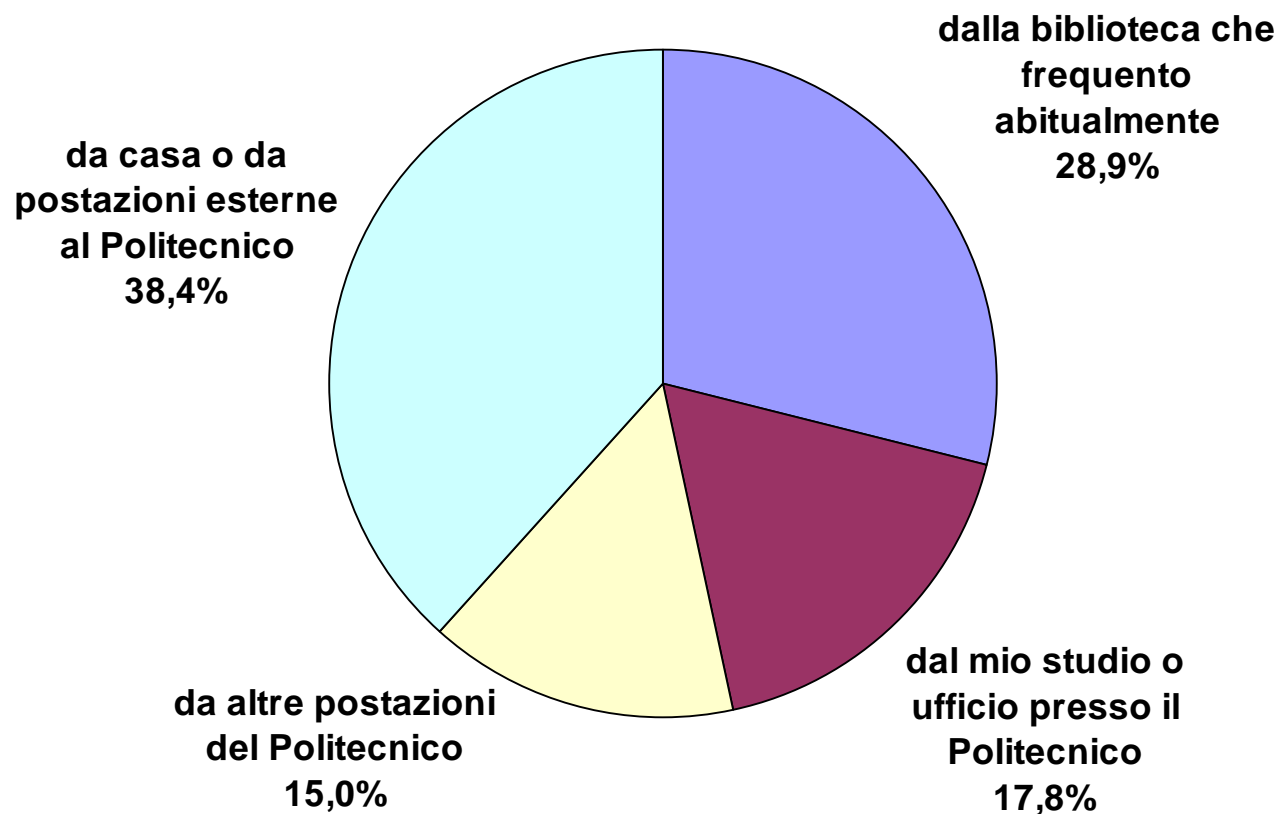


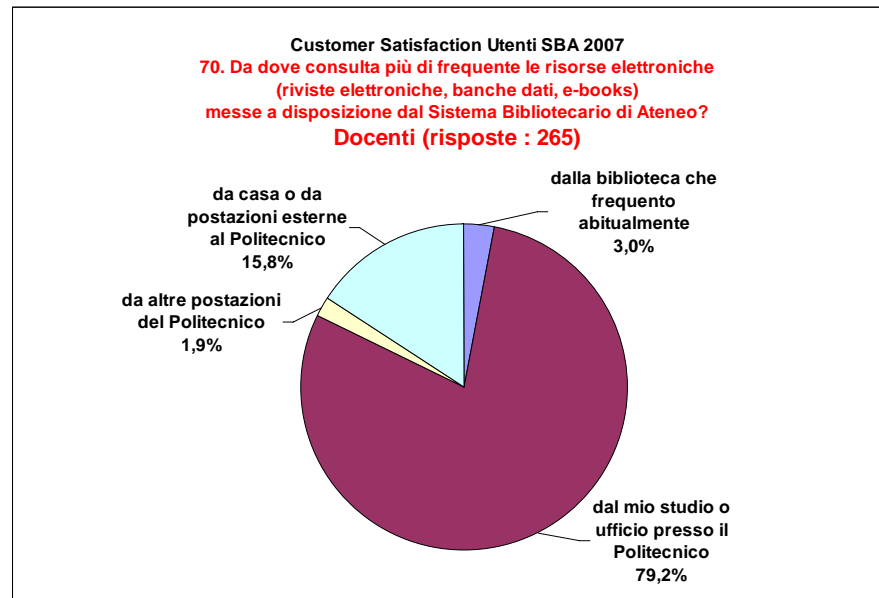
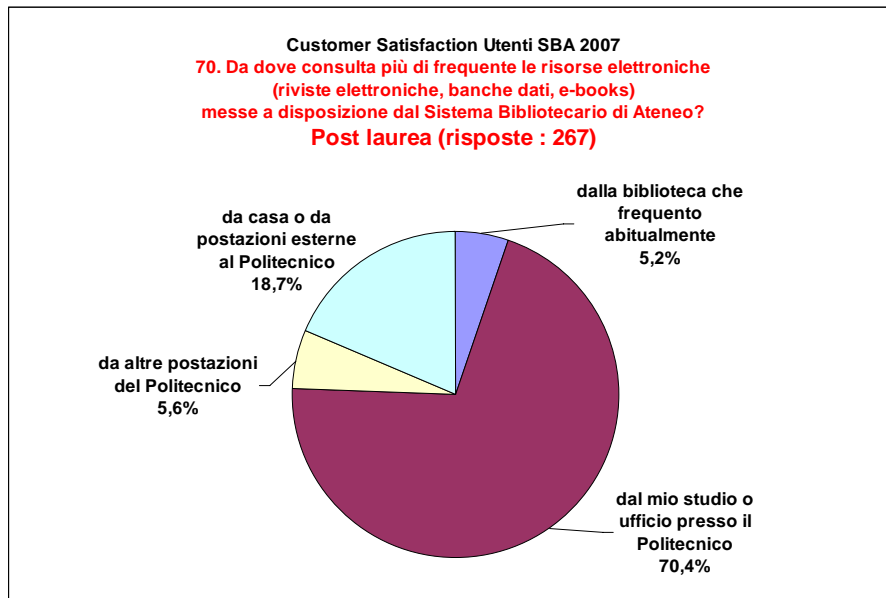
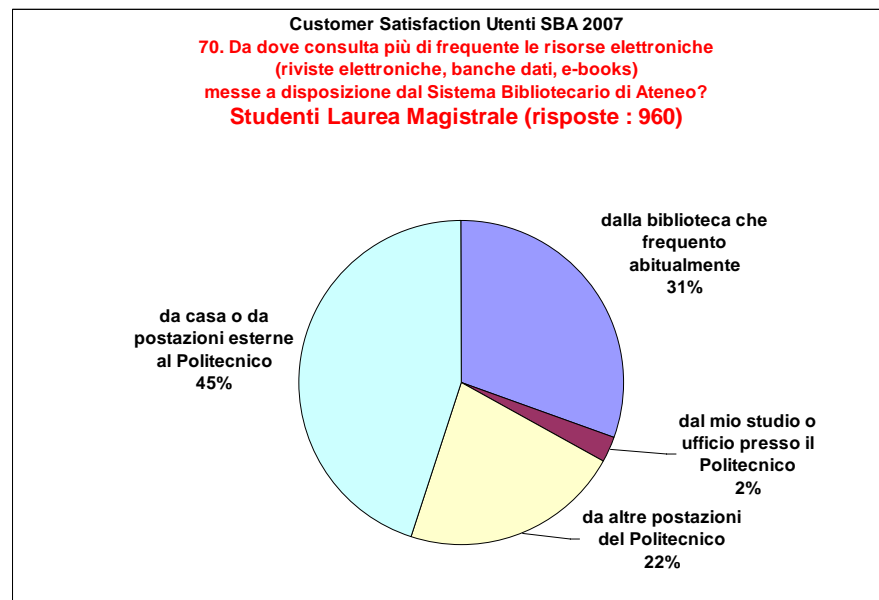
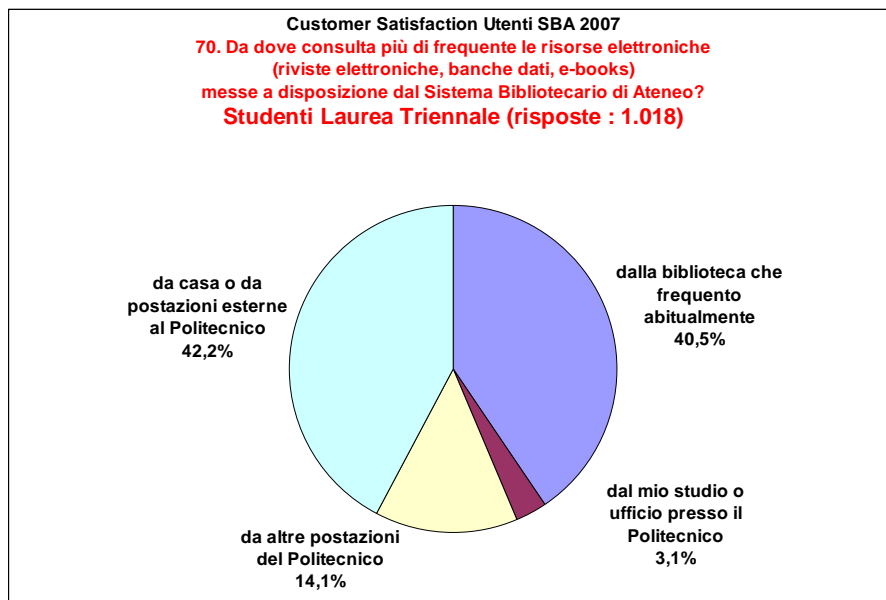
**Customer Satisfaction Utenti SBA 2007**  
**73. Con quale frequenza consulta gli e-books online messi a disposizione dal Sistema Bibliotecario di Ateneo?**  
**Docenti (risposte : 265)**

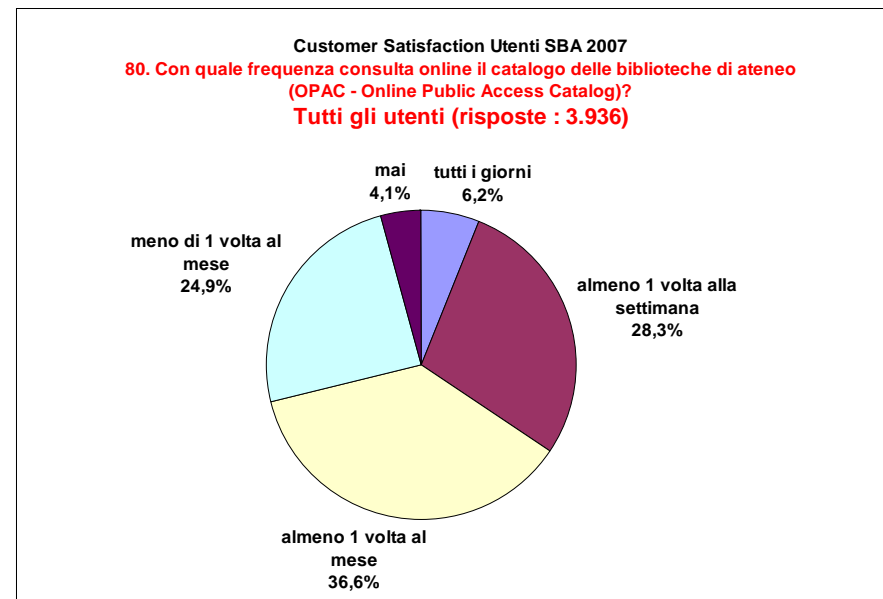
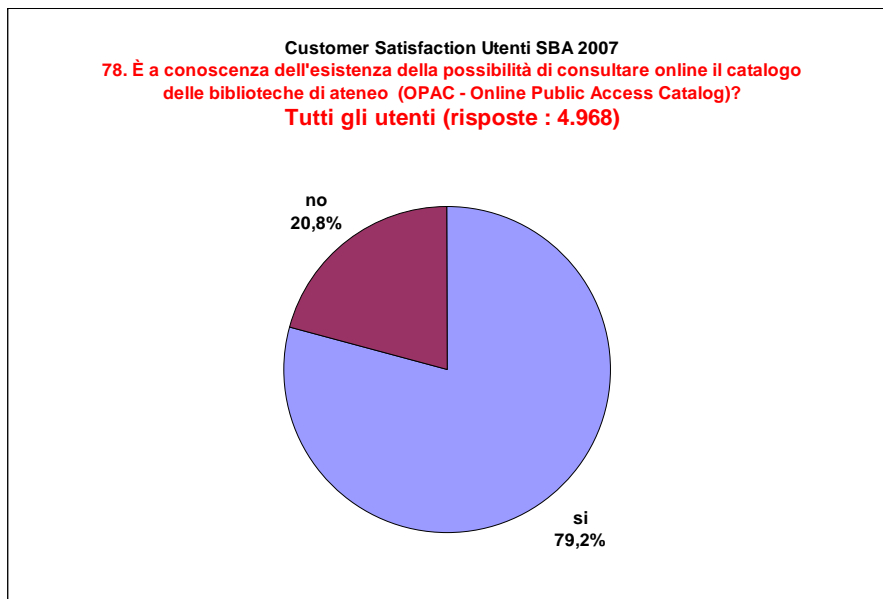


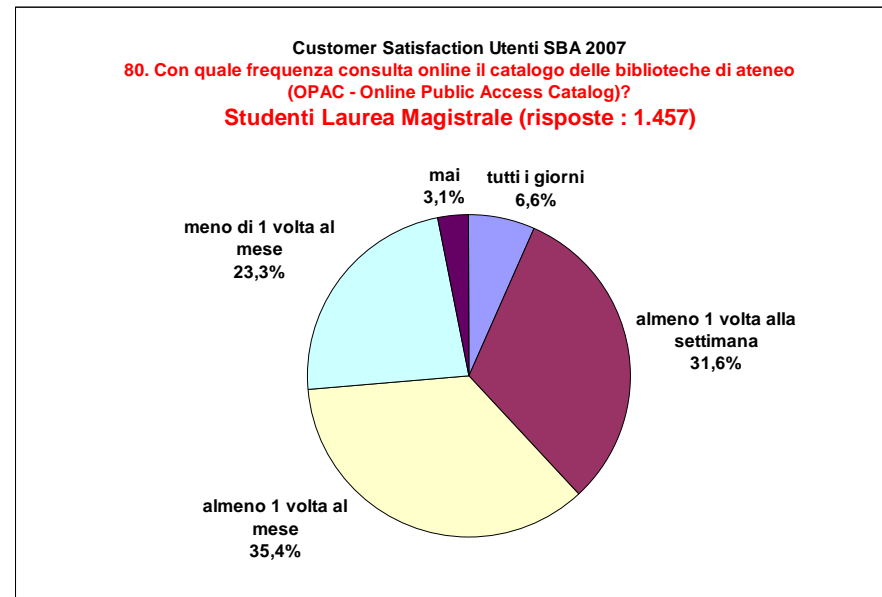
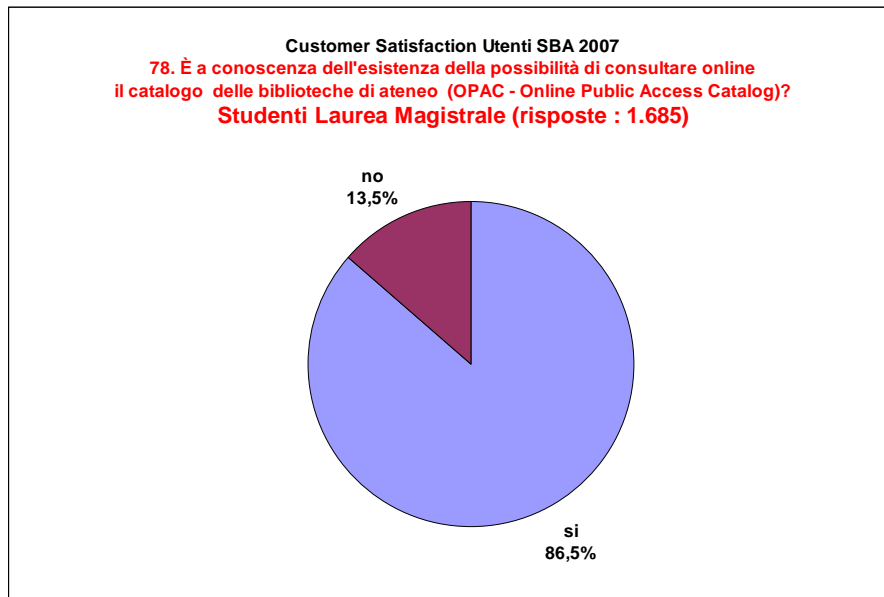
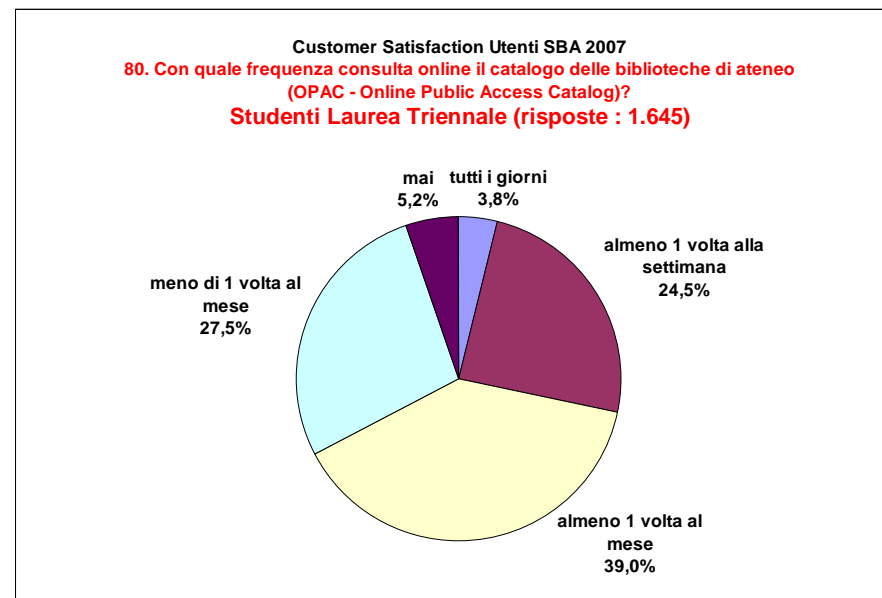
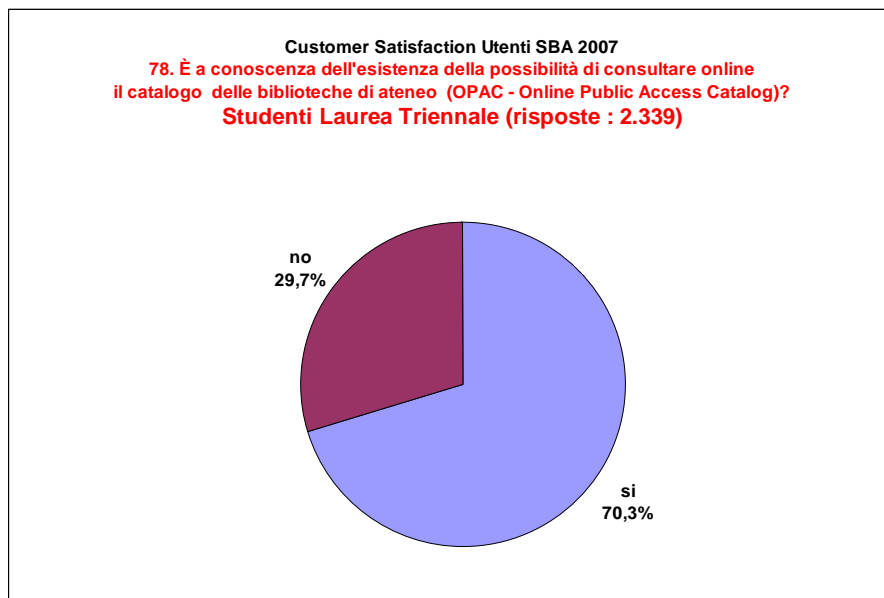


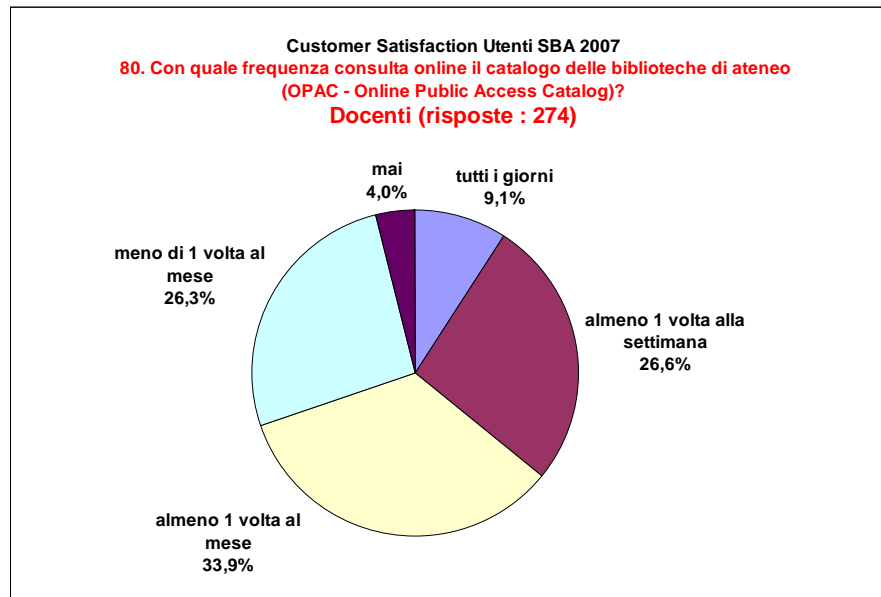
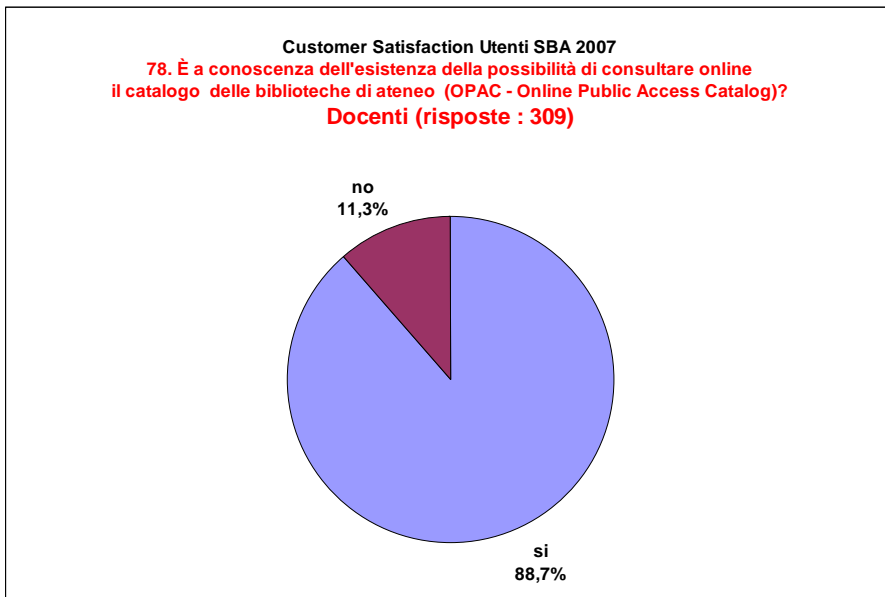
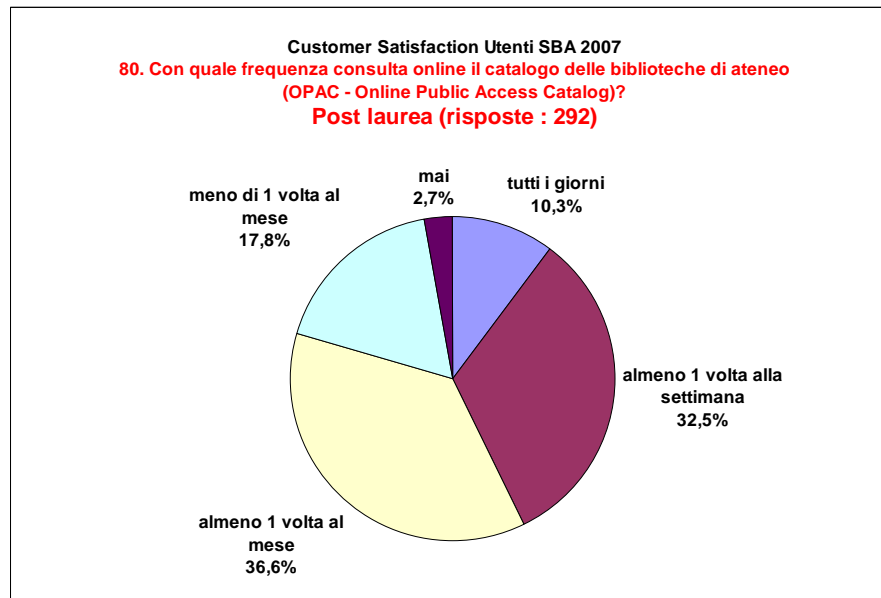
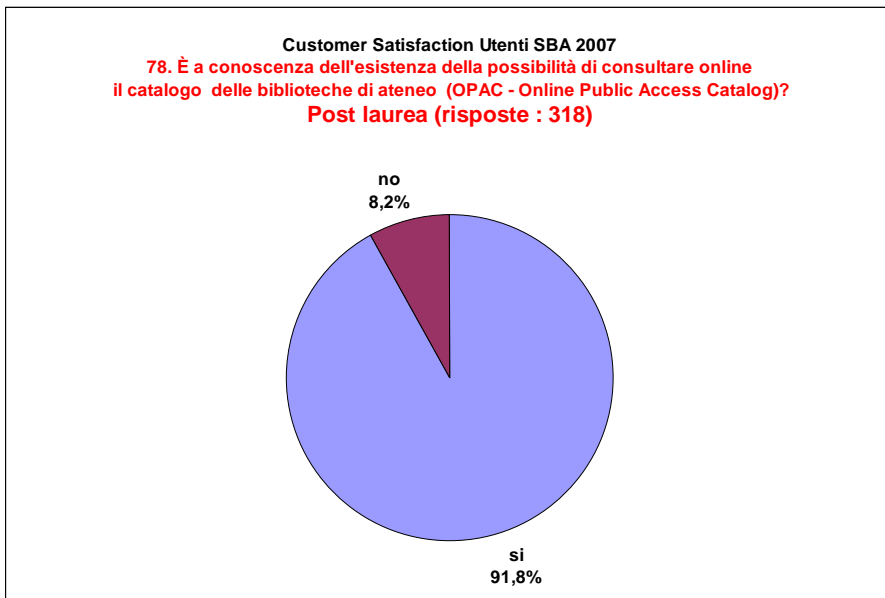
**Customer Satisfaction Utenti SBA 2007**  
**70. Da dove consulta più di frequente le risorse elettroniche**  
**(riviste elettroniche, banche dati, e-books)**  
**messe a disposizione dal Sistema Bibliotecario di Ateneo?**  
**Tutti gli utenti (risposte : 2.679)**

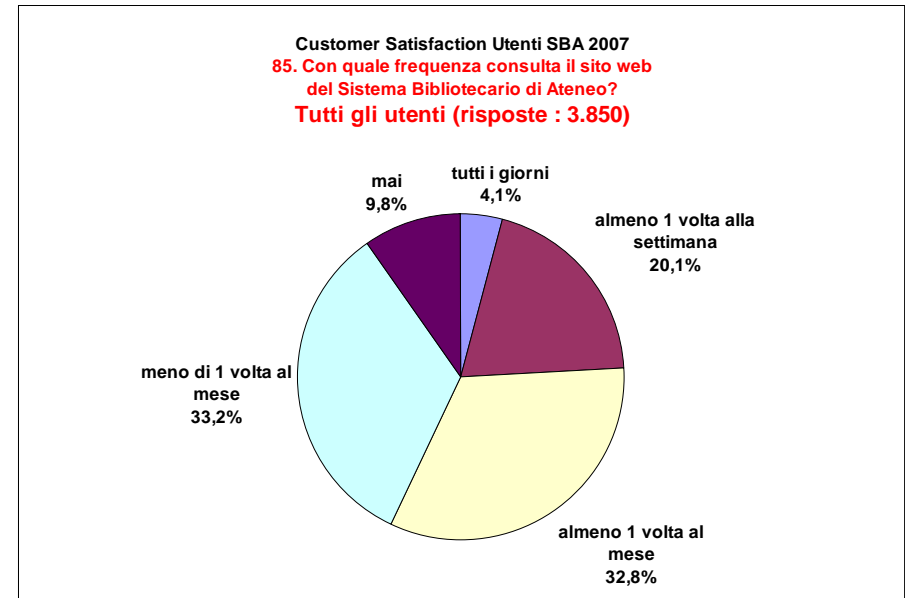
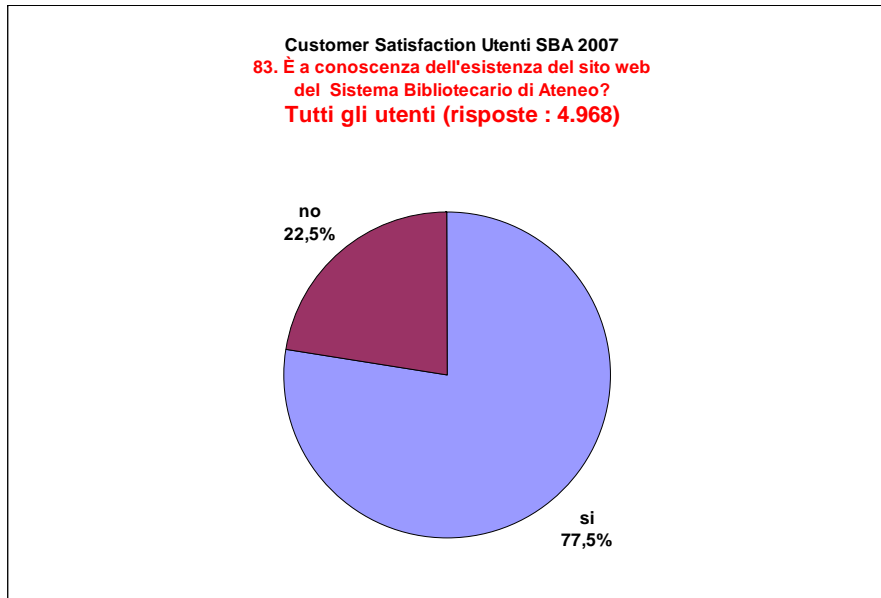






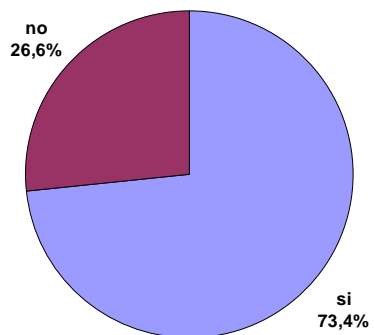




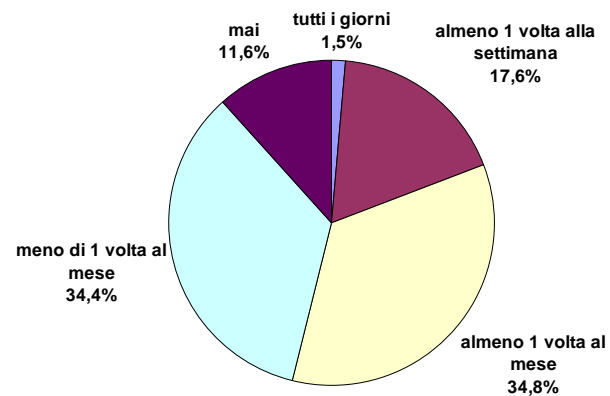




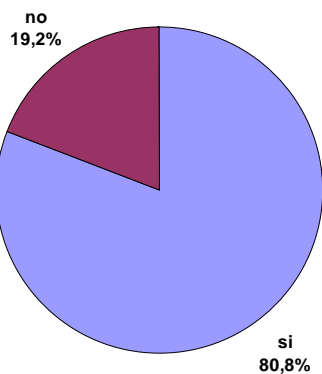
Customer Satisfaction Utenti SBA 2007  
83. È a conoscenza dell'esistenza del sito web  
del Sistema Bibliotecario di Ateneo?  
Studenti Laurea Triennale (risposte : 2.339)



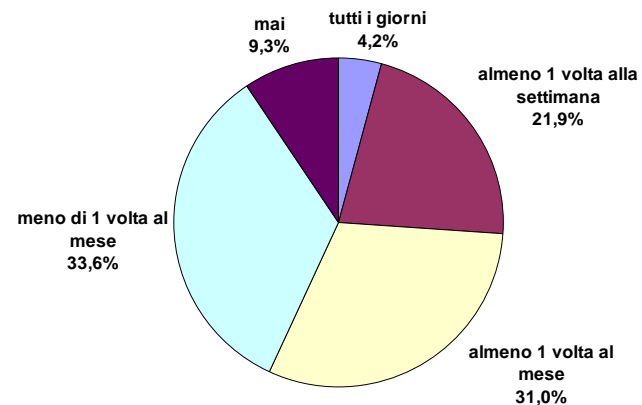
Customer Satisfaction Utenti SBA 2007  
85. Con quale frequenza consulta il sito web  
del Sistema Bibliotecario di Ateneo?  
Studenti Laurea Triennale (risposte : 1.717)



Customer Satisfaction Utenti SBA 2007  
83. È a conoscenza dell'esistenza del sito web  
del Sistema Bibliotecario di Ateneo?  
Studenti Laurea Magistrale (risposte : 1.685)

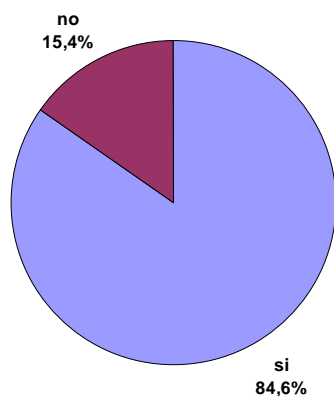


Customer Satisfaction Utenti SBA 2007  
85. Con quale frequenza consulta il sito web  
del Sistema Bibliotecario di Ateneo?  
Studenti Laurea Magistrale (risposte : 1.362)

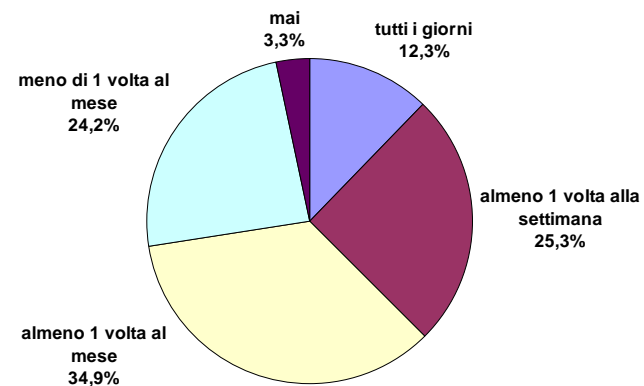




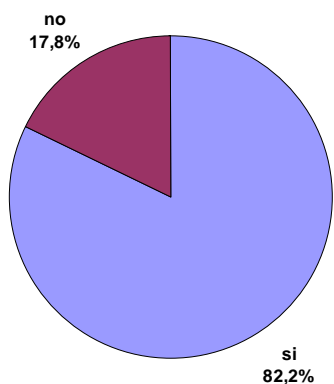
**Customer Satisfaction Utenti SBA 2007**  
**83. È a conoscenza dell'esistenza del sito web del Sistema Bibliotecario di Ateneo?**  
**Post laurea (risposte : 318)**



**Customer Satisfaction Utenti SBA 2007**  
**85. Con quale frequenza consulta il sito web del Sistema Bibliotecario di Ateneo?**  
**Post laurea (risposte : 269)**



**Customer Satisfaction Utenti SBA 2007**  
**83. È a conoscenza dell'esistenza del sito web del Sistema Bibliotecario di Ateneo?**  
**Docenti (risposte : 309)**



**Customer Satisfaction Utenti SBA 2007**  
**85. Con quale frequenza consulta il sito web del Sistema Bibliotecario di Ateneo?**  
**Docenti (risposte : 254)**

