



Pesquisa de Satisfação

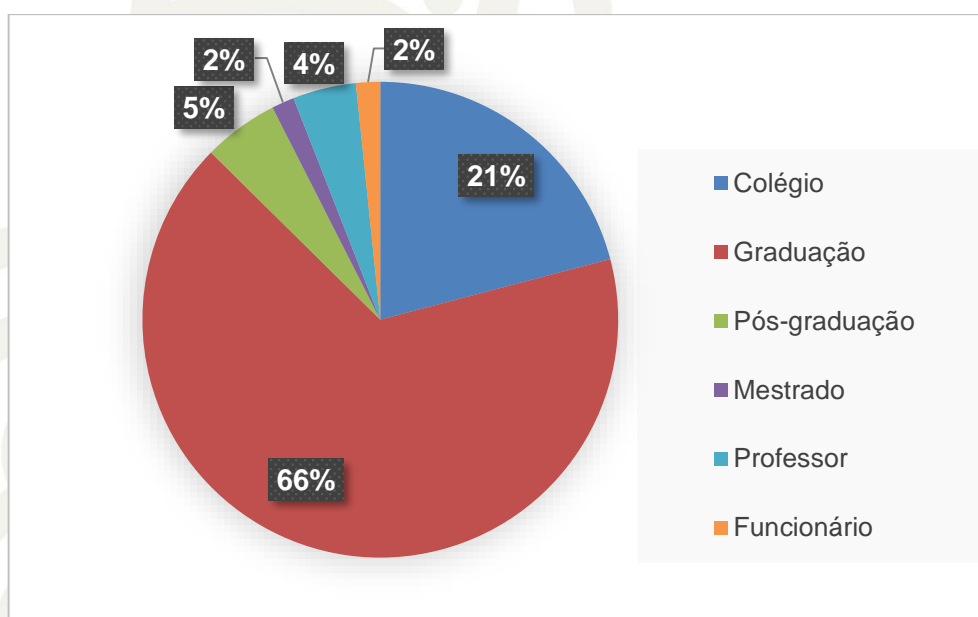
16 a 28 de outubro de 2018



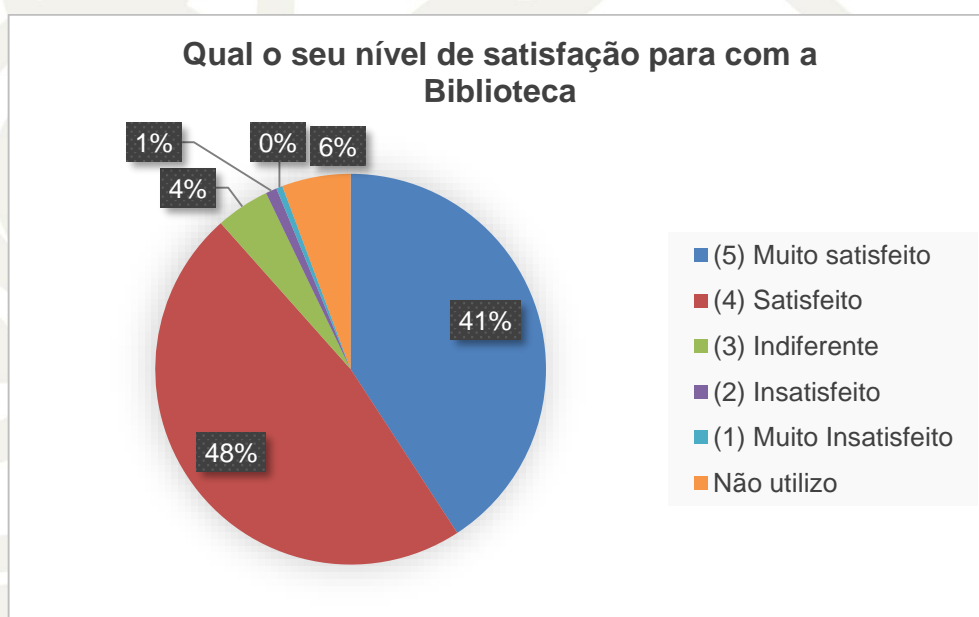
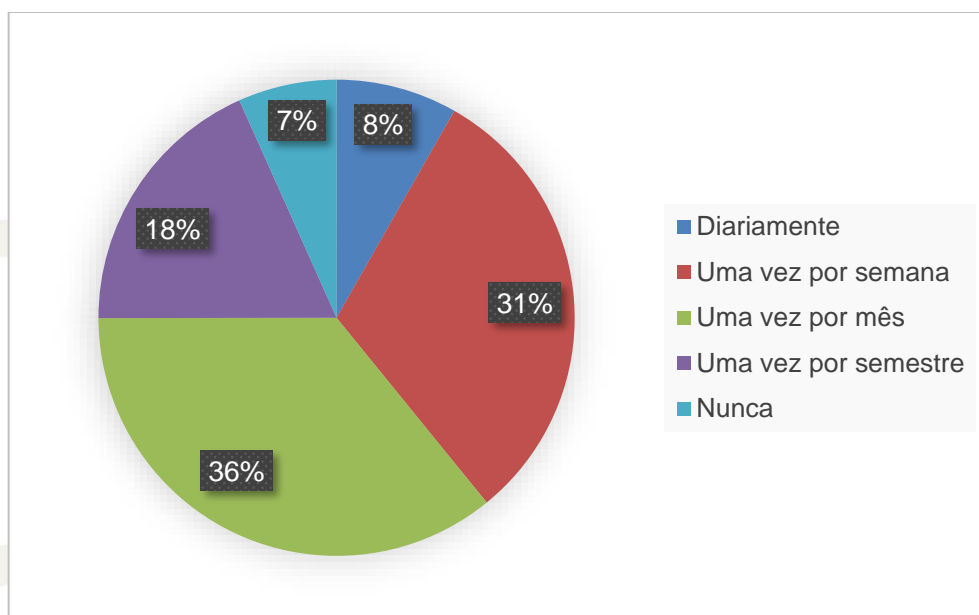
Olá Alvaristas!

Apresentamos a Pesquisa de Satisfação da Biblioteca Paulo Ernesto Tolle, 2018, feita no período de 16 a 28/10/2018.

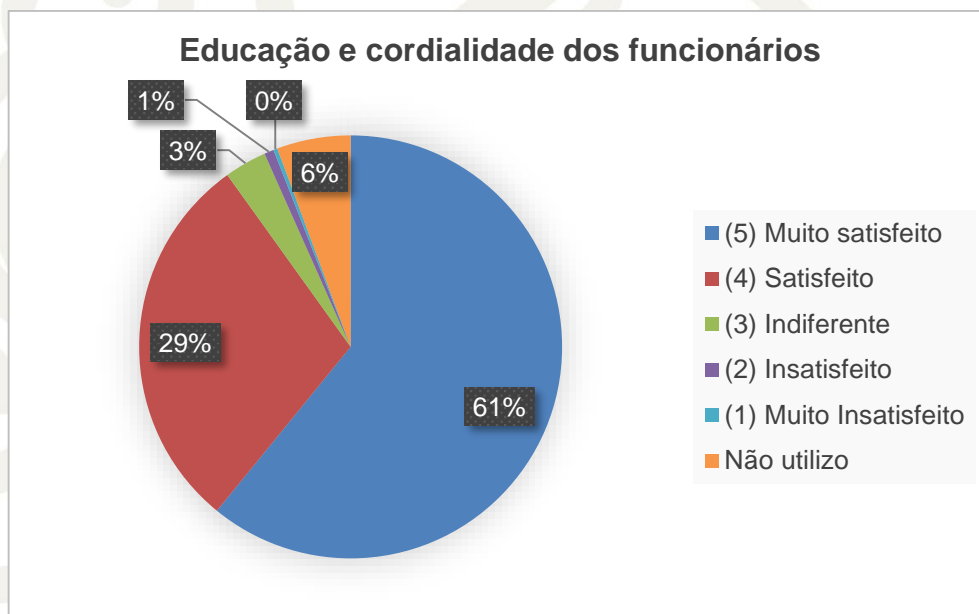
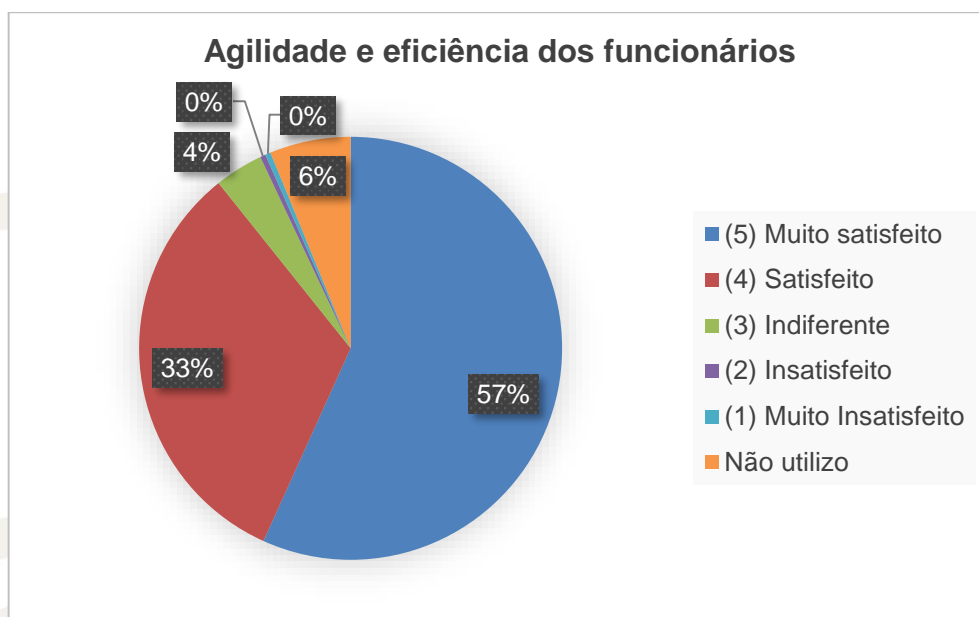
TIPO DE USUÁRIO



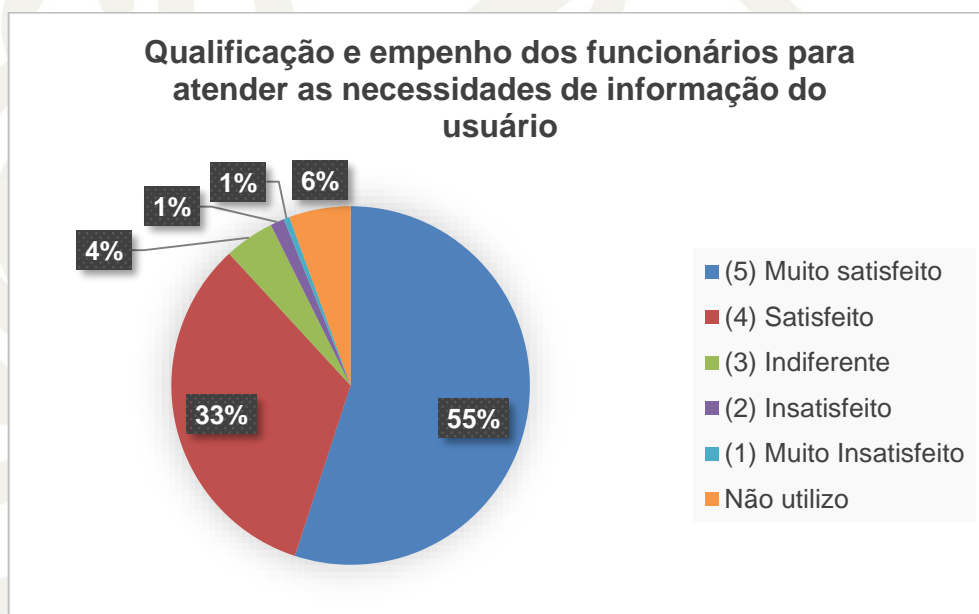
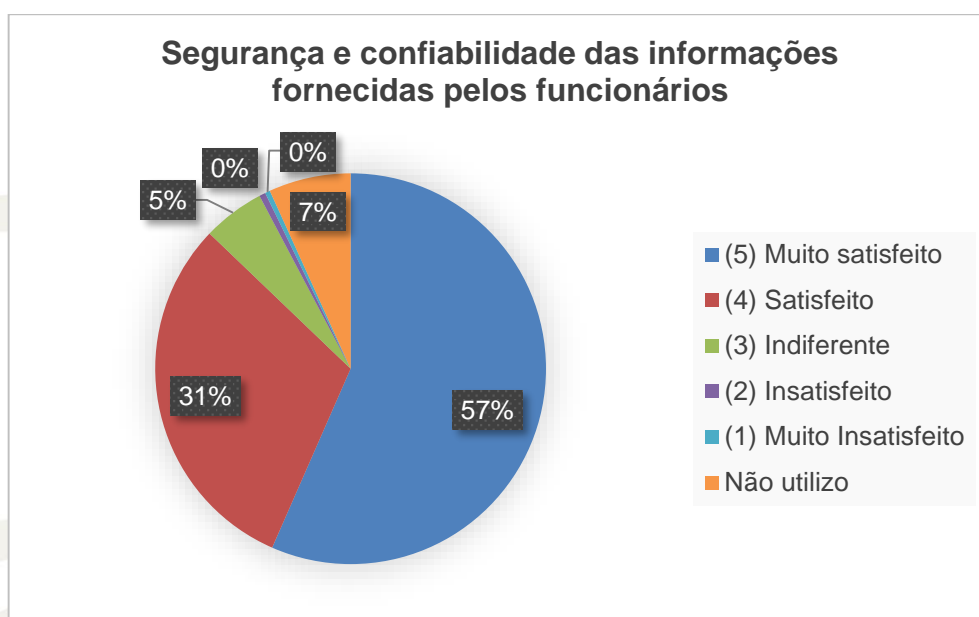
COM QUE FREQUÊNCIA UTILIZA A BIBLIOTECA?



ATENDIMENTO

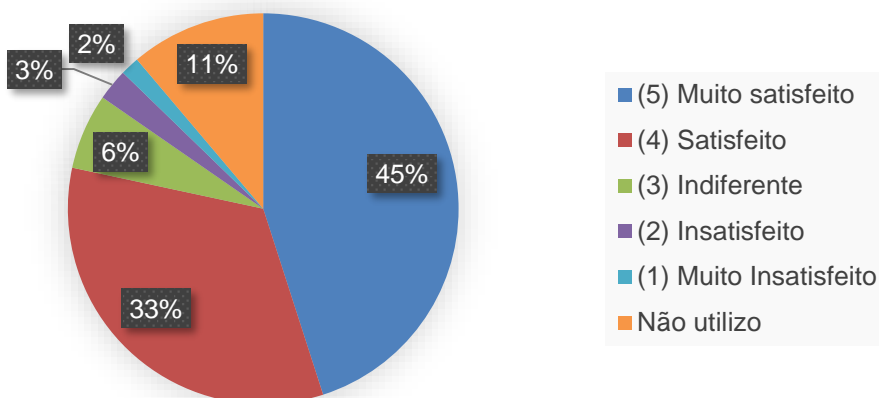


ATENDIMENTO

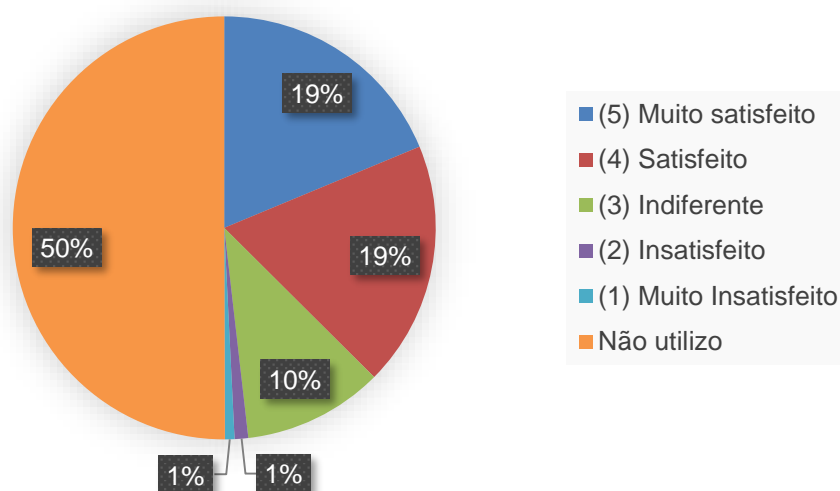


SERVIÇOS

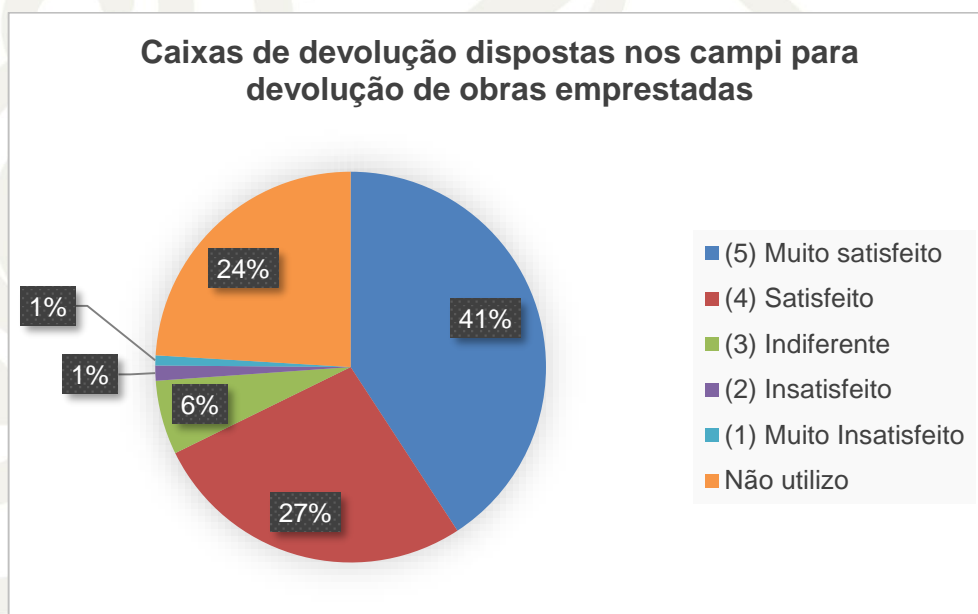
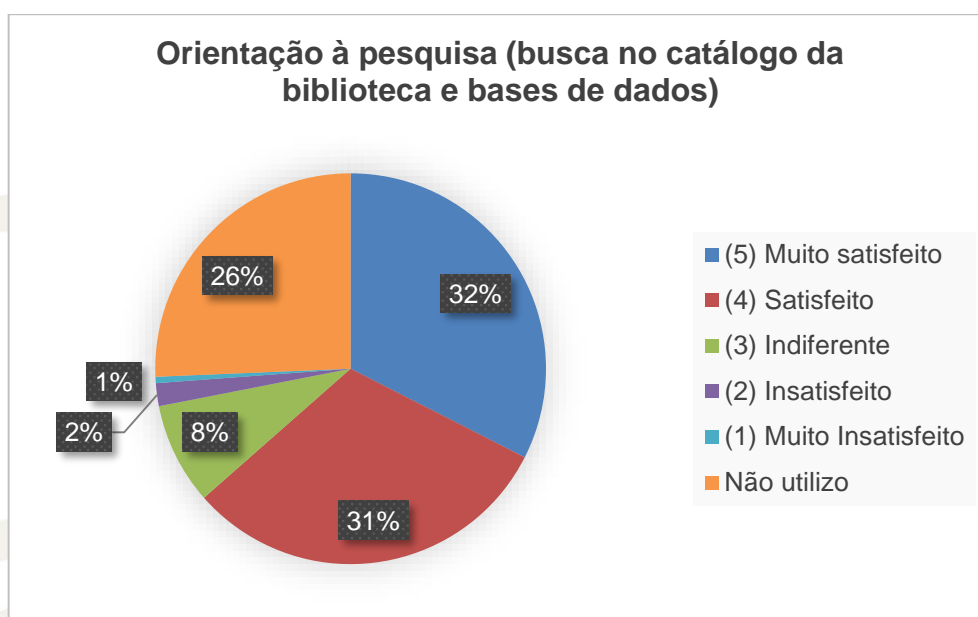
Empréstimo, renovação, reserva e devolução (presencial)



Orientação e revisão de trabalhos acadêmicos

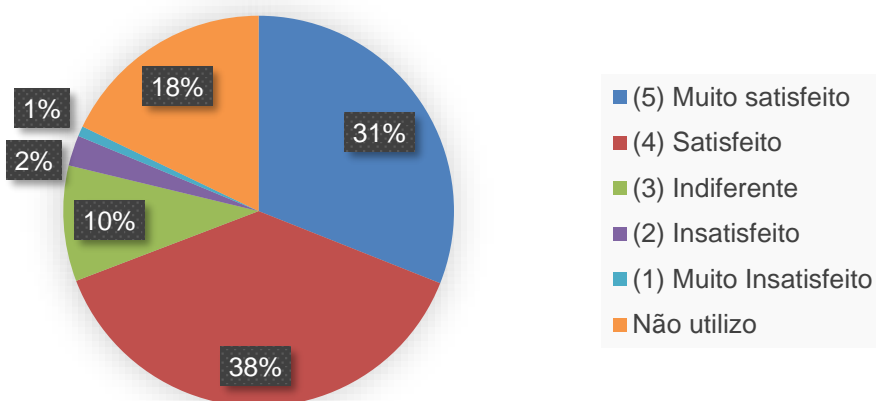


SERVIÇOS

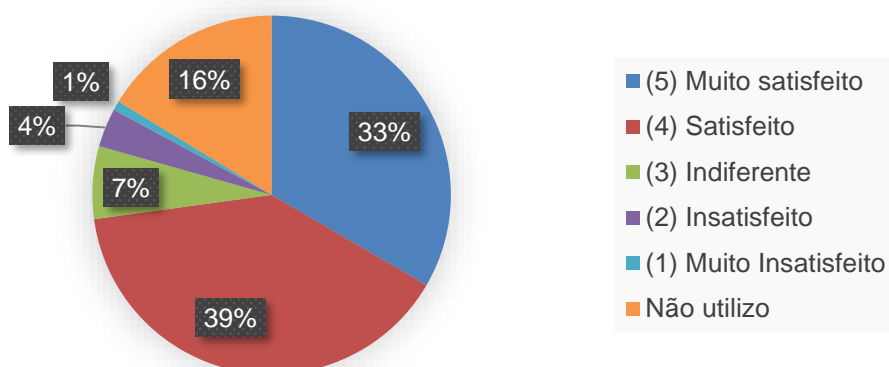


SERVIÇOS

Informações no site da biblioteca (atualidade, pertinência, acessibilidade, variedade, etc.)

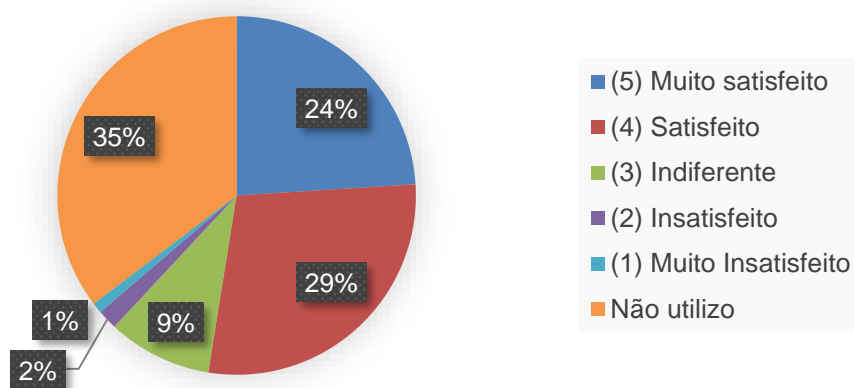


Uso e eficiência dos serviços online (pesquisa no catálogo, renovação, reserva, pagamento de multa online)



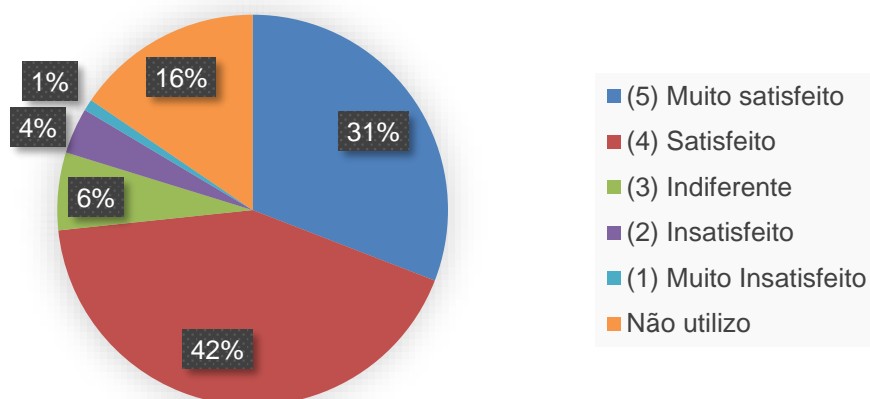
SERVIÇOS

Utilização das fontes de pesquisa online (EBSCO, Portal CAPES, Bibliotecas Digitais de Dissertações e Teses)

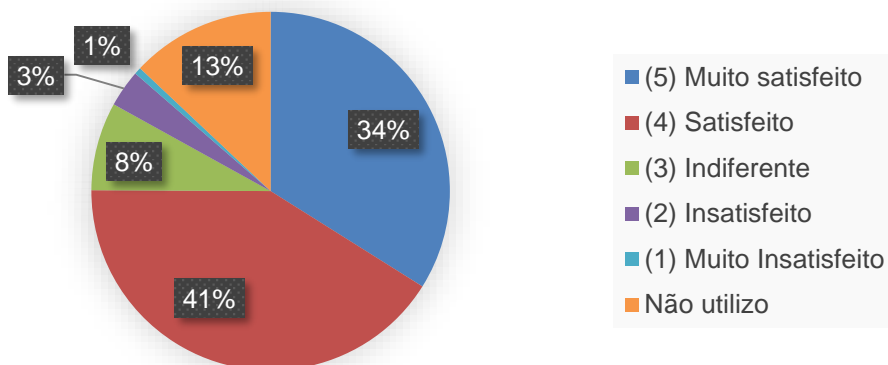


ACERVO

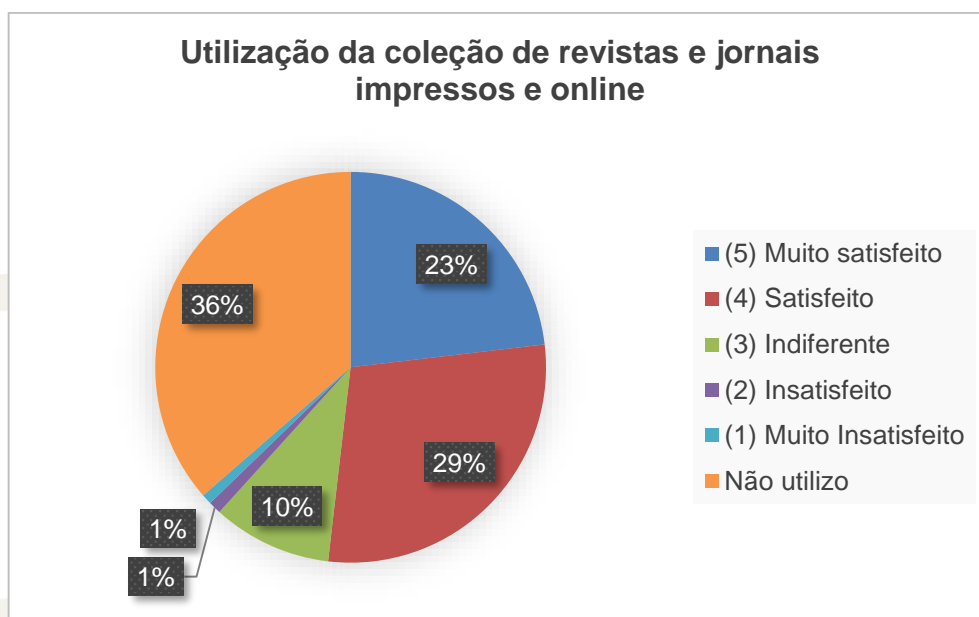
Adequação / Pertinência do acervo aos programas dos cursos (bibliografia básica)



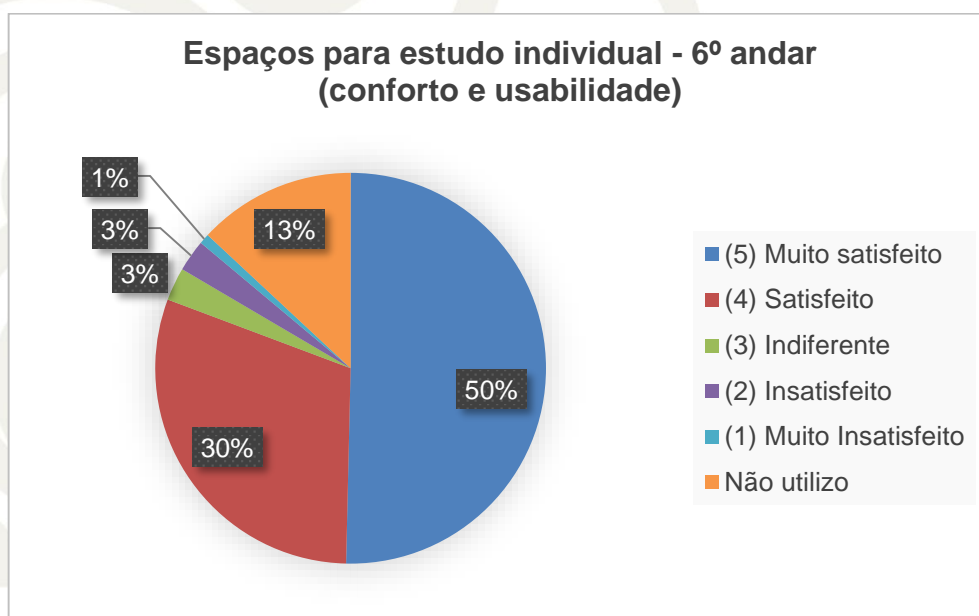
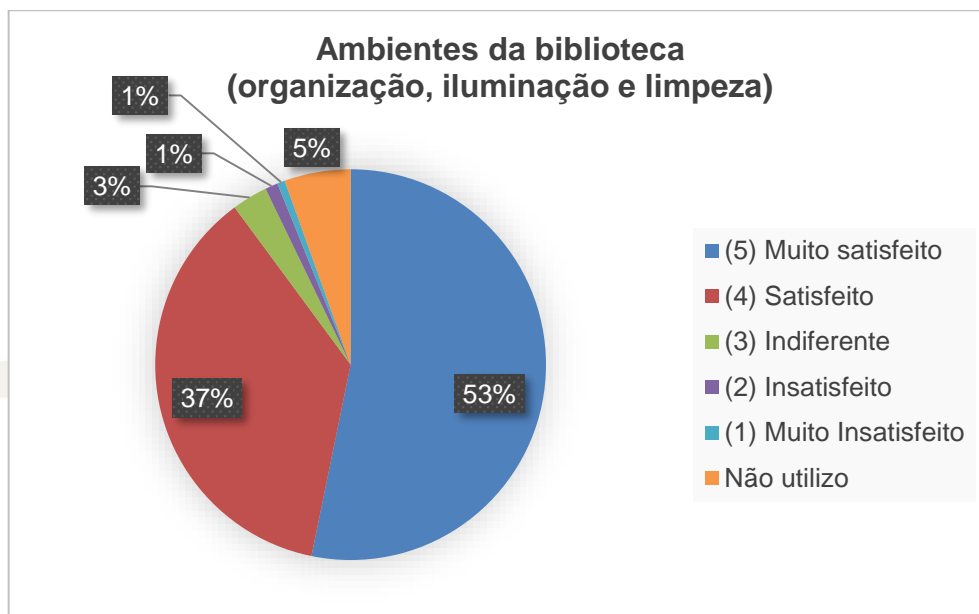
Diversificação de assuntos e materiais (livros, revistas, trabalhos acadêmicos, jornais, filmes, HQs...)



ACERVO



INFRAESTRUTURA



INFRAESTRUTURA

