



# **Pesquisa de Satisfação**

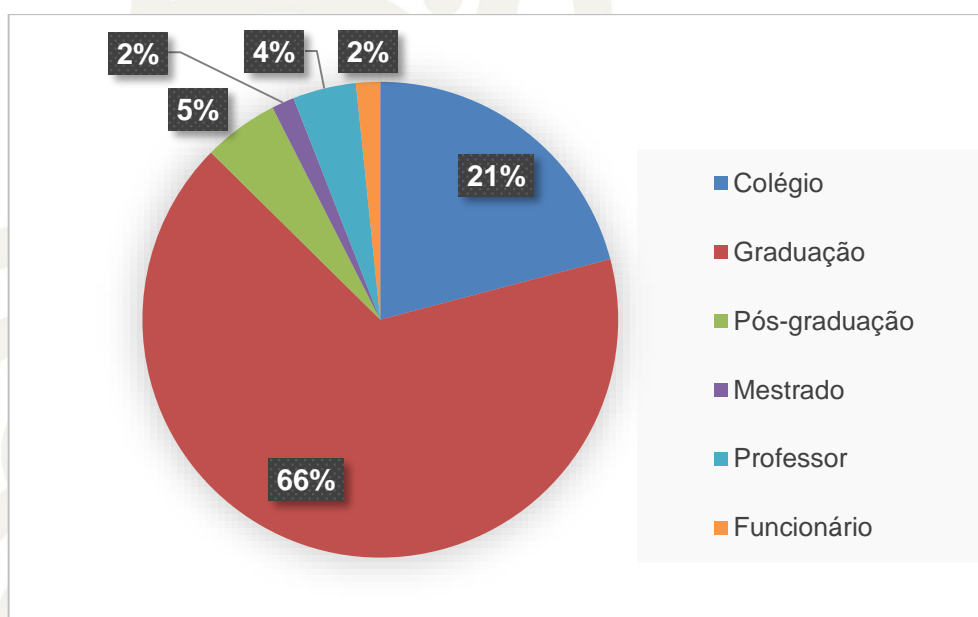
**16 a 28 de outubro de 2017**



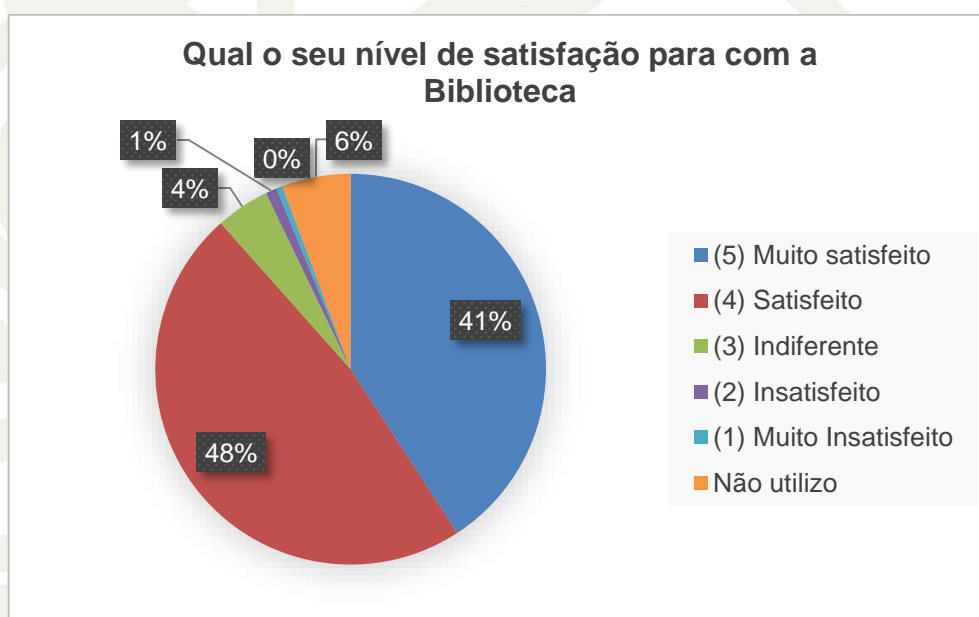
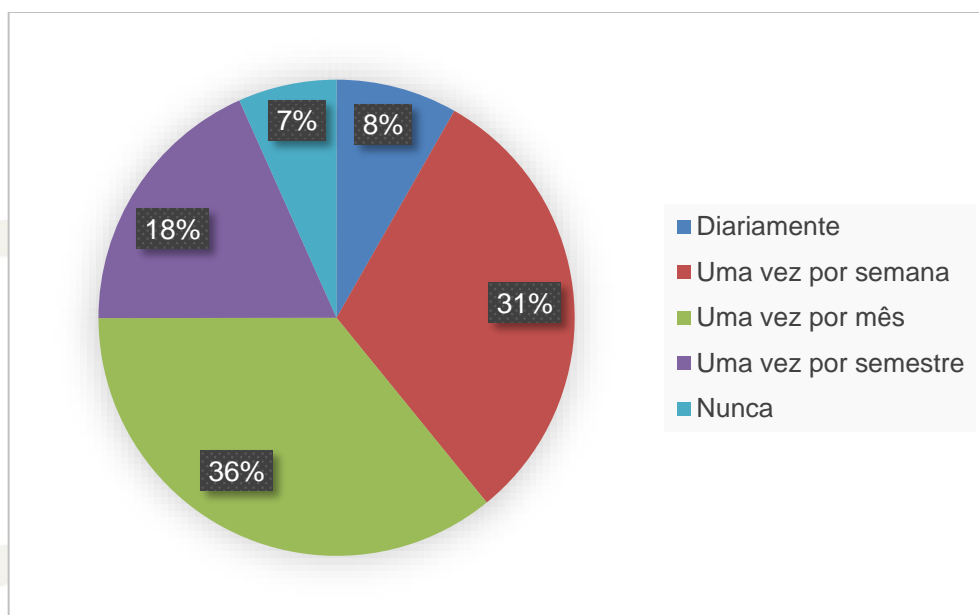
Olá Alvaristas!

Apresentamos a Pesquisa de Satisfação da Biblioteca Paulo Ernesto Tolle, 2017, feita no período de 16 a 28/10/2017.

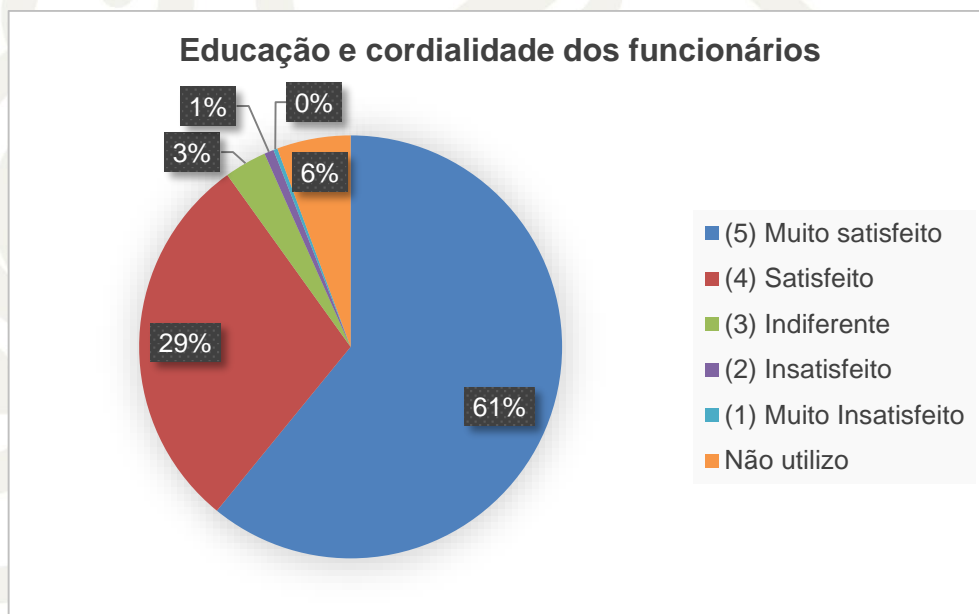
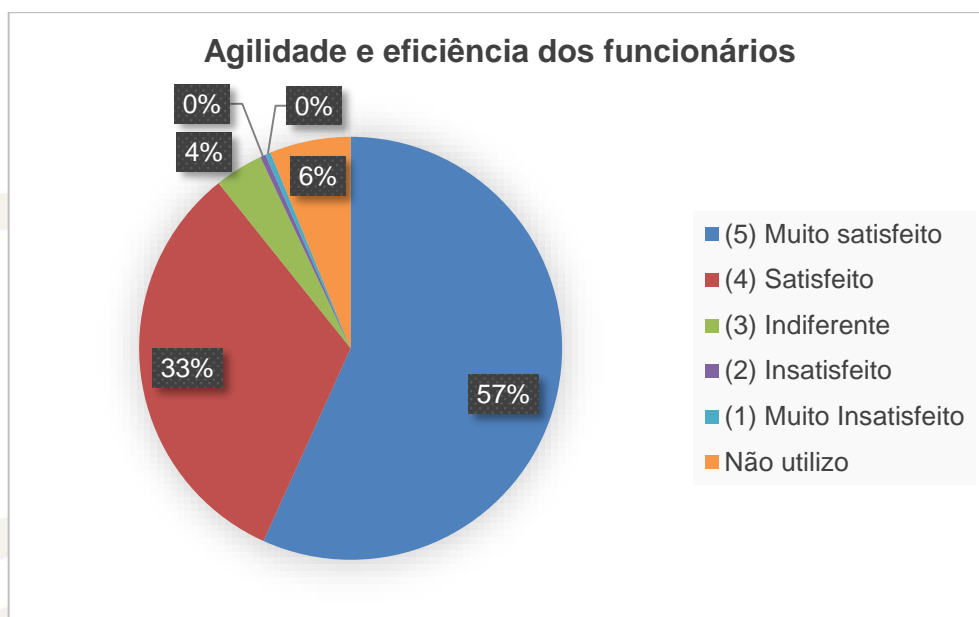
### TIPO DE USUÁRIO



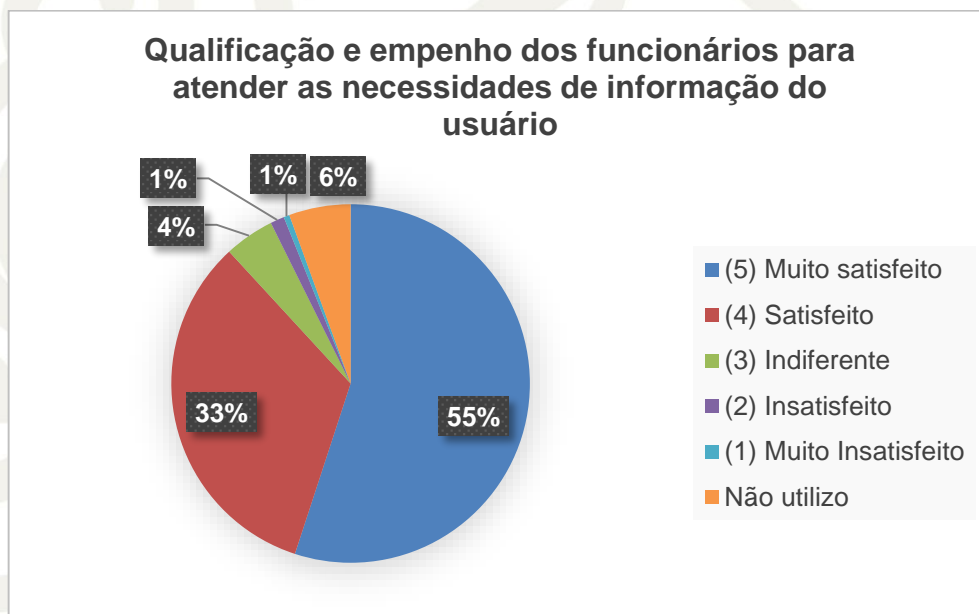
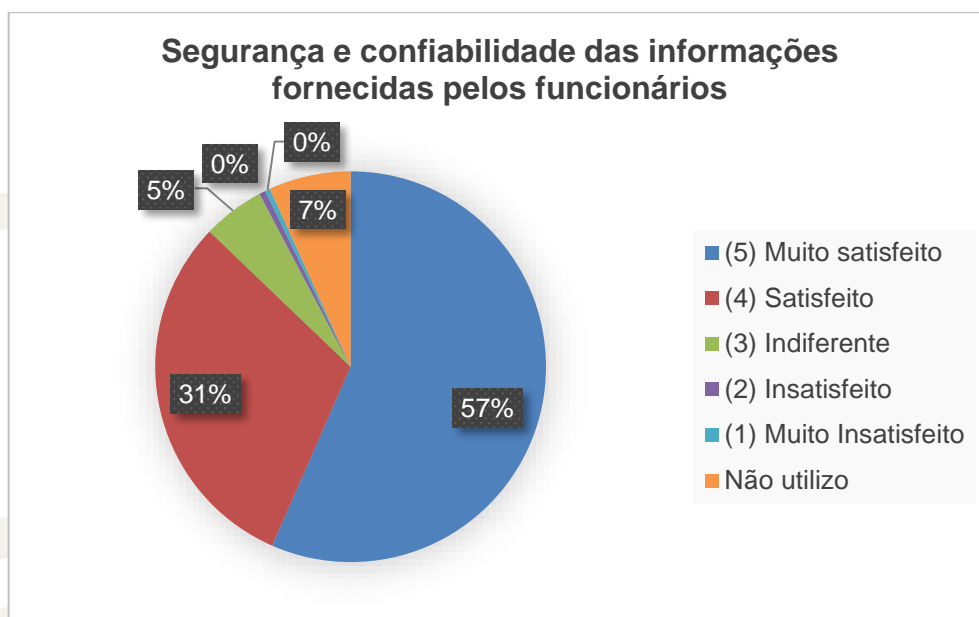
## COM QUE FREQUÊNCIA UTILIZA A BIBLIOTECA?



## ATENDIMENTO

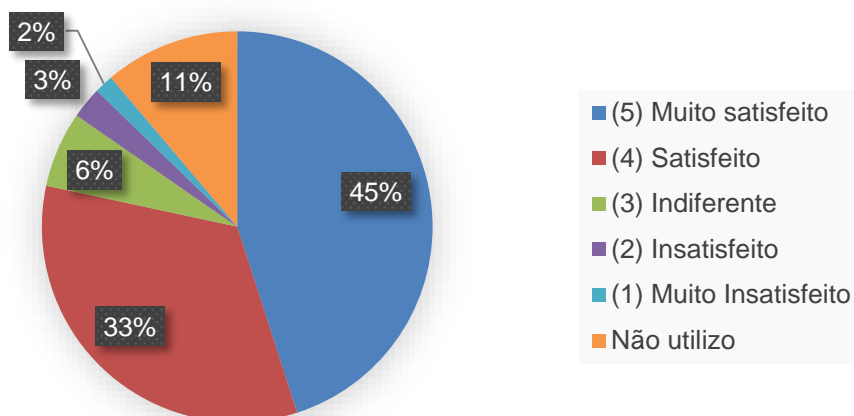


## ATENDIMENTO

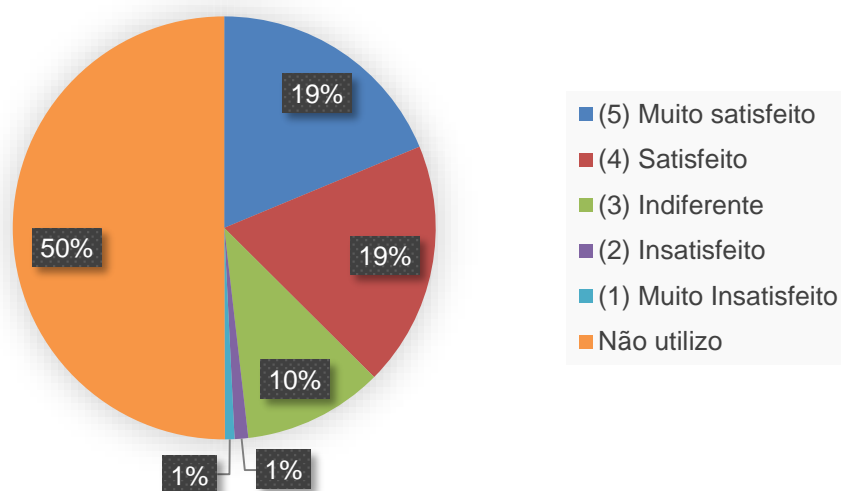


## SERVIÇOS

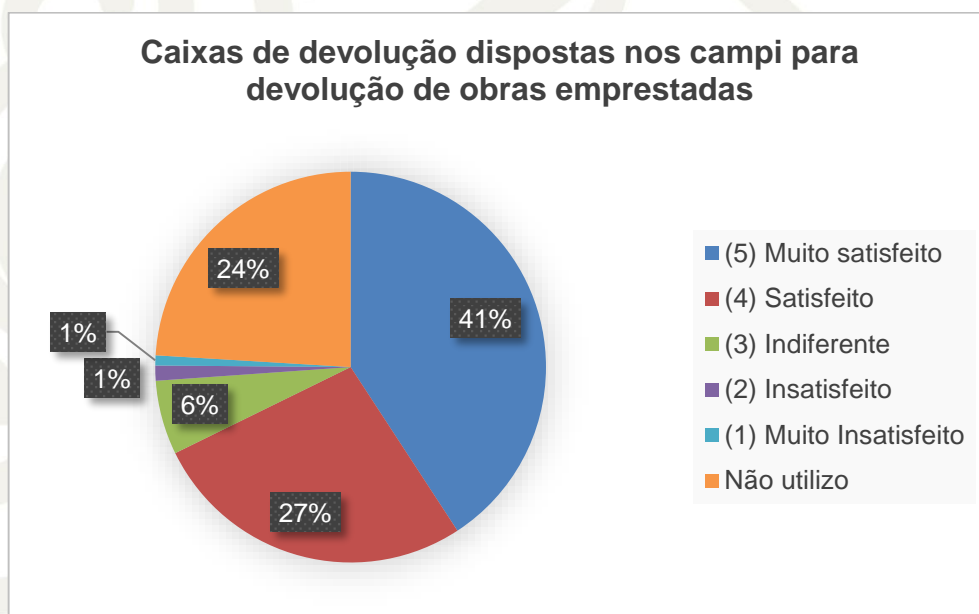
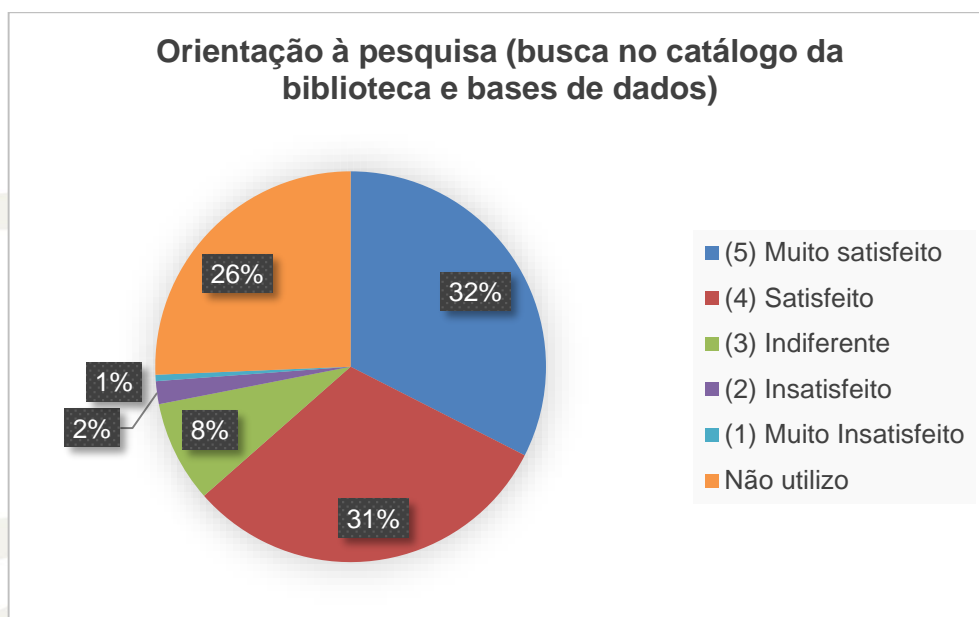
### Empréstimo, renovação, reserva e devolução (presencial)



### Orientação e revisão de trabalhos acadêmicos

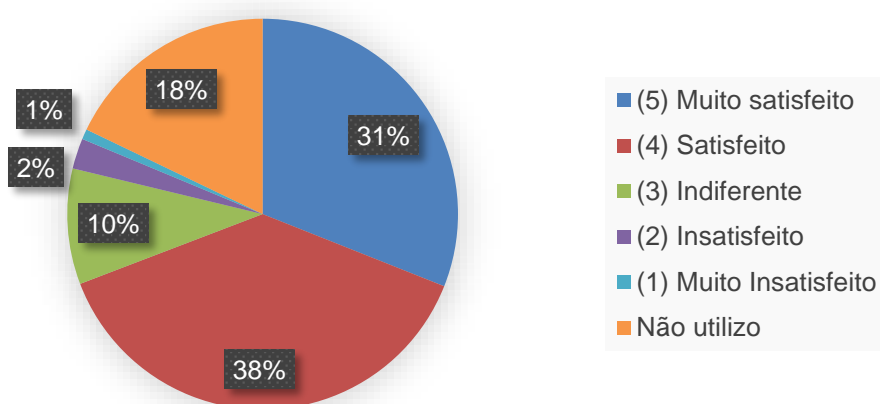


## SERVIÇOS

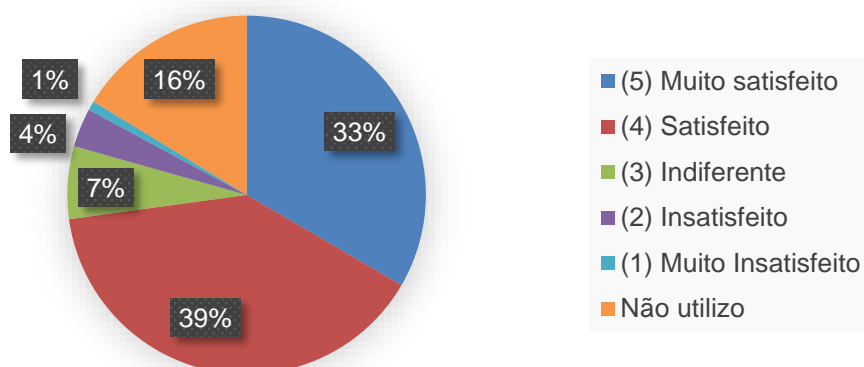


## SERVIÇOS

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



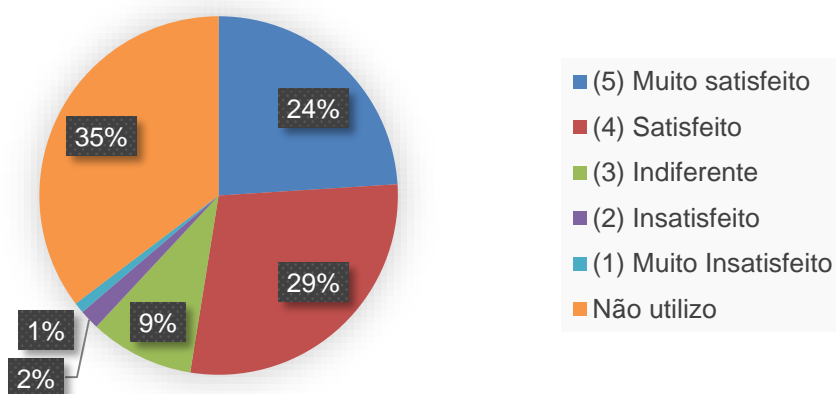
**Uso e eficiência dos serviços online (pesquisa no catálogo, renovação, reserva, pagamento de multa online)**





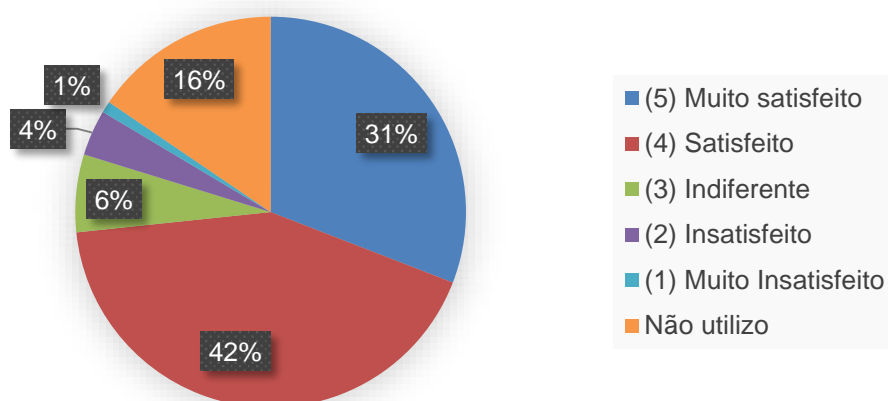
## SERVIÇOS

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

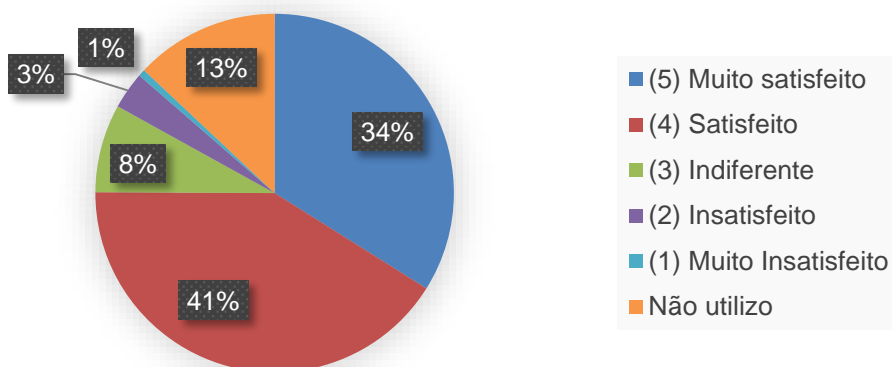


## ACERVO

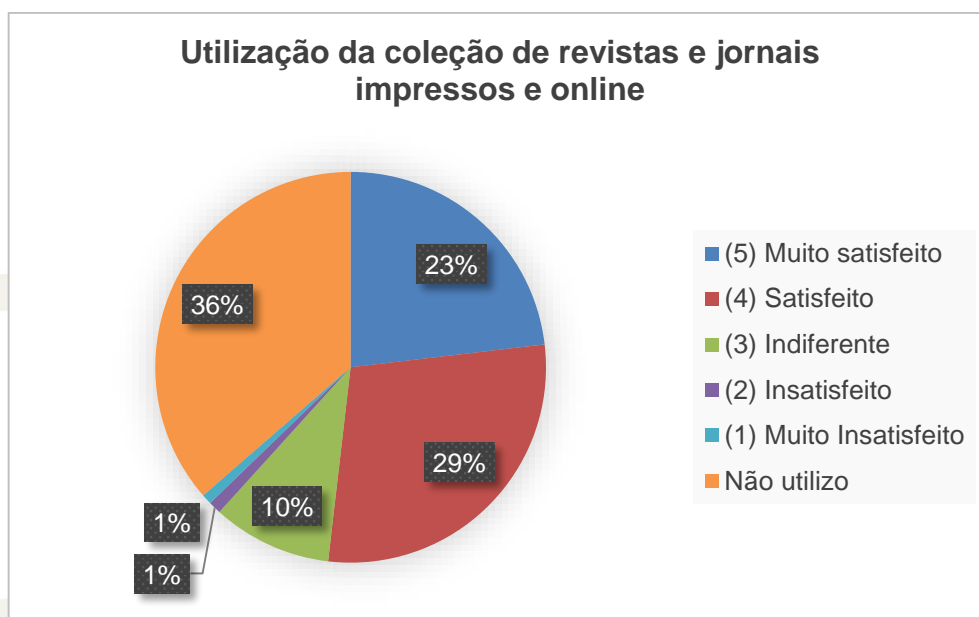
**Adequação / Pertinência do acervo aos programas dos cursos (bibliografia básica)**



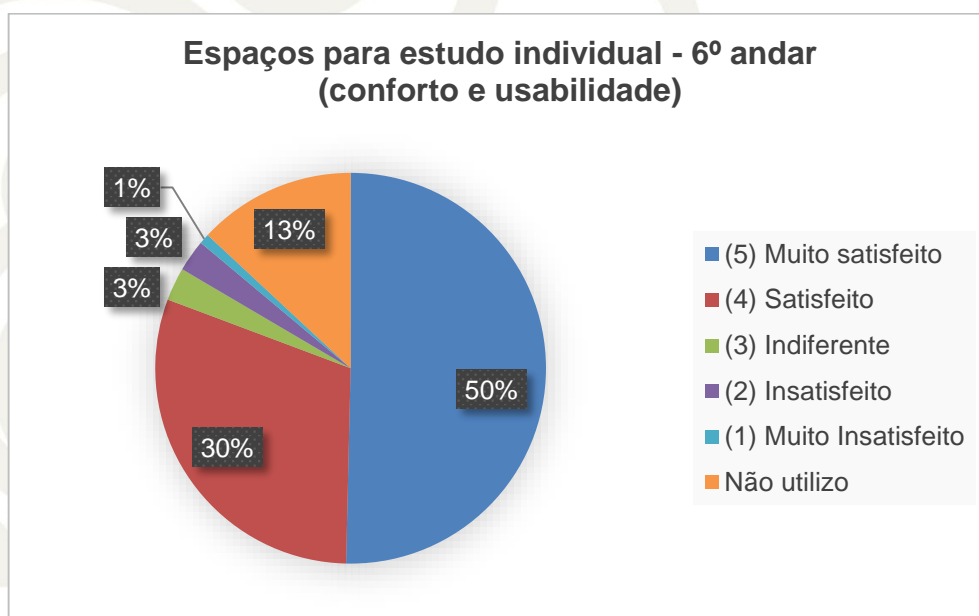
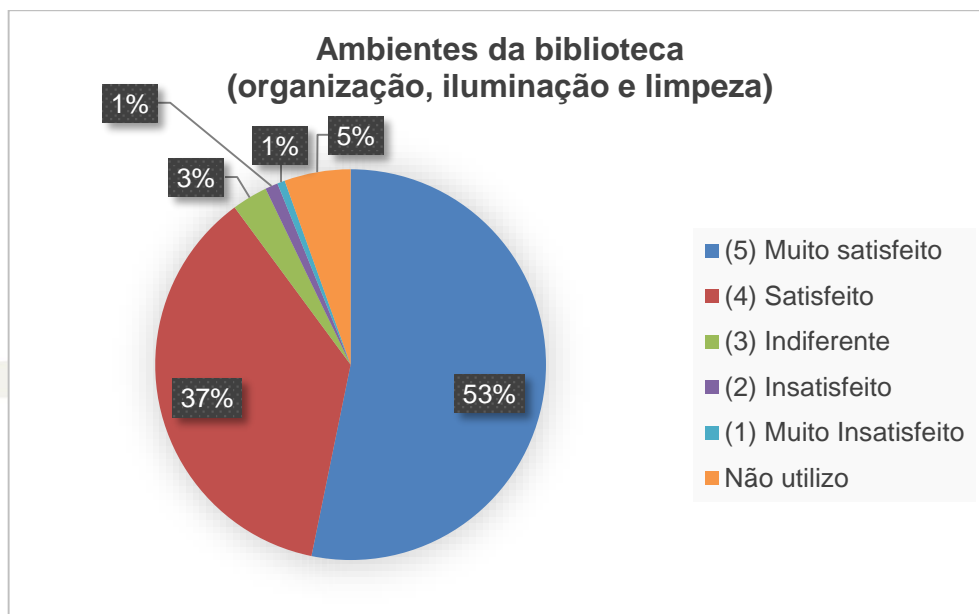
**Diversificação de assuntos e materiais (livros, revistas, trabalhos acadêmicos, jornais, filmes, HQs...)**



## ACERVO



## INFRAESTRUTURA



## INFRAESTRUTURA

