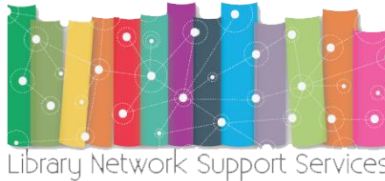


Erasmus + CBHE Library Network Support Services (LNSS): modernising libraries in Armenia, Moldova and Belarus through library staff development and reforming library services (LNSS), proiect nr 561633-EPP-1-2015-1-AM-EPPKA2-CBHE-JP (2015-2018)



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Library Network Support Services: modernising libraries in Armenia, Moldova and Belarus through library staff development and reforming libraries [LNSS].

**Practical application of the Questionnaire using
SURVEY MONKEY <https://surveymonkey.com>**

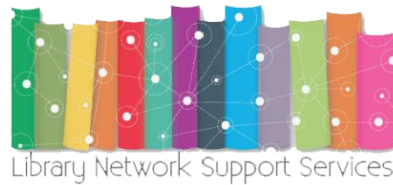
(better feedback and improved access to informational resources)

The trainer: Valentina Topalo, Head of office, SL USARB

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Scientific Library of Alecu Russo Balti State University, Republic of Moldova



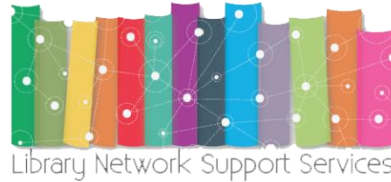
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- **A free software / Platforms that can create online surveys**
- **It provides the ability to create a questionnaire with 10 questions and 100 answers**
- **It 's an easy tool to use, generating a link which will be questionnaire**
- **Not depend on a manager of a website**



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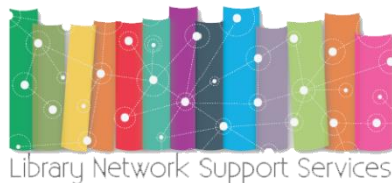
Survey Monkey

<https://www.surveymonkey.com>

- **Using questionnaires are welcome to achieve a research, a statistical analysis coming to work easier in the bachelor, master, doctoral, studies, Information literacy classes etc ...**
- **You can use Survey Monkey version in English or Russian**



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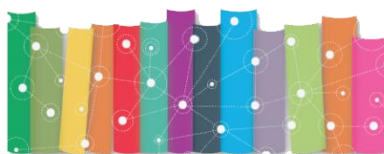
RESEARCH TOPIC

- **Establishing a research topic**
- **The questions help to solve research difficulties**

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Creating a free account

SurveyMonkey Inc. (US) https://ru.surveymonkey.com

Вход Справка

Главная страница Принцип работы Примеры Услуги проведения опросов Тарифные планы

Создавайте опросы, получайте ответы

БЕСПЛАТНАЯ регистрация

Базовые функции всегда бесплатны. Выберите Профессиональный план, чтобы получить более широкие возможности.

Желаете воспользоваться более эффективными функциями и открыть доступ дополнительным пользователям?

Воспользуйтесь нашими наиболее эффективными функциями и принимайте более мудрые решения с помощью тарифного плана **SurveyMonkey Enterprise**.

Подробнее

Соединение с gtrk.s3.amazonaws.com...

Загрузки Modul.8_red.docx

Съемный диск (G:) SurveyMonkey: бес... Moldavia_WK2_Chisin... Презентация.1

Очистить 100%

18:37

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Зарегистрируйте учетную запись SurveyMonkey БЕСПЛАТНО - Mozilla Firefox

Зарегистрируйте учетную запись ...

SurveyMonkey Inc. (US) https://ru.surveymonkey.com/user/sign-up/?ut_source=homepage&ut_source2=top

Creating a free account

Вход Справка

Уже есть учетная запись? [Вход](#)

3 **БЕСПЛАТНО**

Выберите имя пользователя:

До 50 символов без пробелов

Выберите пароль:

Не менее 7 символов

Подтвердите пароль:

or

Введите свой адрес электронной почты:

До 256 символов

Регистрация

Или зарегистрируйтесь со своим аккаунтом Google или Facebook

Теперь Вы можете связать свои учетные записи и войти в SurveyMonkey, используя аккаунты Facebook или Google. Быстро, просто и безопасно — все Ваши данные, относящиеся к SurveyMonkey, будут полностью конфиденциальны.

[Регистрация с помощью аккаунта Google](#)

[Регистрация с помощью учетной записи Facebook](#)

Создавая учетную запись с использованием аккаунта Facebook или Google, Вы принимаете наши Условия использования и Политику конфиденциальности.

Нажимая кнопку «Регистрация», Вы принимаете Условия использования и Политику конфиденциальности, а также соглашаетесь получать новости и рекомендации по электронной почте.

https://ru.surveymonkey.com/mp/policy/terms-of-use

Зарегистрируйте у...

Молдавия_WK2_Chis...

Презентация 1

Документ 1 - Micros...

EEEvaluarua servici...

EN

18:43



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CREATING A QUESTIONNAIRE CHOOSE A CATEGORY AND A QUESTIONNAIRE

CREATING A QUESTIONNAIRE CHOOSE A CATEGORY AND A QUESTIONNAIRE

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ADD TITLE PAGE WITH LOGO

Схема SurveyMonkey: Evaluarea serviciilor Bibliotecii Științifice universității bălțene - Mozilla Firefox

SurveyMonkey

Измeнить план TopaloValentina

+ Создать опрос

Готовы к получению отзывов? Пригласите других прокомментировать черновой вариант опроса. Пригласить сейчас →

Еvaluarea serviciilor Bibliotecii Științifice universității bălțene

Сводные данные → Составление опроса → Сбор ответов → Анализ результатов

Предварительный просмотр и тест Печать Далее →

СТРАНИЦА 1

Логика страниц Еще действия

+ Добавить логотип

Еvaluarea serviciilor Bibliotecii Științifice universității bălțene

+ Добавить заголовок страницы

Добавить новый вопрос

Очистить

18:53



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INTRODUCTION OF QUESTION, ANSWERS, SAVED

You can introduce all kinds of questions

Allow more than one answer (use check boxes)

Add another question

Save



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CAN BE COPIED AND MODIFIED



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COLLECTING RESPONSES

Evaluarea serviciilor Bibliotecii Științifice universității bălțene

Сводные данные → Составление опроса → **Сбор ответов** → Анализ результатов


[← Назад](#)

Каким способом хотите собирать ответы на опрос?

 **Отправить по электронной почте**


Создавайте индивидуальные приглашения по электронной почте и отслеживайте ответы. Отправляйте напоминания тем, кто еще не ответил.

E-MAIL SENDING

 **Получить веб-ссылку**


Делитесь ссылкой на веб-страницу по электронной почте, публикуйте ее в социальных сетях или на своем веб-сайте. Этот вариант обеспечивает наибольшую анонимность.

GENERATION A LINK

 **Опубликовать в социальных сетях**

Опубликуйте свой опрос в Facebook, LinkedIn или Twitter.

SOCIAL NETWORKS

 **Встроить в веб-сайт**

Встройте опрос в свой веб-сайт или отображайте ссылку на опрос во всплывающем окне.

WEB PAGE

[Отзывы и пре...](#)

Загрузки | Modul.8, red.docx

Очистить

пуск | Съемный... | SurveyMo... | Moldavia... | SurvMonkey | Докумен... | EEEvaluat... | Evaluarea... | (84) Face... | Skype™ [...]

21:01

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Questionnaire evaluation of the content and Library access services information resources

<http://libruniv.usarb.md/>

Stimați utilizatori, Vă invităm să completați **Chestionarul de Rezumatul răspunsurilor îl puteți vizualiza aici.**
Vă mulțumim pentru colaborare.

1 februarie 2017 Ziaua Europeană a Siguranței pe Internet... [Program](#), [Flyer](#)

1 februarie 2017 [Tematica expozițiilor organizate la Biblioteca Științifică USAR](#)

31 Ianuarie

CHESTIONAR DE EVALUARE A SERVICIILOR BIBLIOTECI

Stimați utilizatori, Vă invităm să completați Chestionarul de evaluare a conținutului și accesului la servicii de informații bibliotecare ale Bibliotecii Științifice a Universității de Stat „Alecu Russo” din Bălți. Chestionarul este anonim. Vă mulțumim pentru colaborare.

09.03.2011

REVISTE DIN DOMENIUL LINGVISTIC

Stimați utilizatori, vă invităm în sala de lectură nr. 4 Documente în două volume, să luați act de mândria și de încrederea în voi.

09.03.2011

Etichetarea - International Journal for Historical Linguistics

Revista Etichetarea oferă spațiu pentru publicarea studiilor cu privire la aspecte teoretice de etichetare sau de la toate nivelurile de pe glob.

1. J. Journal of Linguistics. În paginile revistei J. sunt publicate articole care conțin datele curente din toate ramurile lingvistice.

1. Language / Journal of the Linguistic Society of America. Este o

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Questionnaire evaluation of the content and Library access services information resources <https://www.facebook.com/pages/Biblioteca-Ştiinţifică-a-US-ArussoBălţi/105501092868494?re>

The screenshot shows a Facebook page for the Scientific Library of Alecu Russo Balti State University. The main content is a post from the library, dated 3 minutes ago, titled "Evaluarea serviciilor Bibliotecii Universitare". The post includes a bar chart and a link to the survey results. The post has 37 responses. The page also shows a list of users who liked the post and a sidebar with navigation options like "Acasă", "Despre", "Fotografii", "Aprecieri", "Evenimente", "Clipuri video", "Postări", "Servicii", "Magazin", and "Notițe".



ANALYSIS OF RESPONSES, QUALITATIVE RESEARCH

Evaluarea serviciilor Bibliotecii Universitare

Stimați utilizatori,
Experiența Dumeavoastră de cititor / utilizator al Bibliotecii Științifice USARB ne va ajuta să îmbunătățim conținutul și serviciile de acces la resursele informaționale. Vă rugăm să răspundeți cu sinceritate la întrebările propuse:

* 1. Ce publicații studiați mai des la Bibliotecă ?

- lucrări ce aparțin bibliografiei obligatorii pentru instruire și cercetare
- lucrări de specialitate recomandate de cadrele didactice
- lucrări de referință
- beletristică

* 2. Cum ați auzit de acestea ?

- Cursuri de studii
- Cursurile de studii
- Profesori
- Colegi
- Întâmplător

* 3. Ce instrumente utilizați ?

- Catalogul de cărți
- Catalogul de reviste
- Accesez site-uri

SurveyMonkey

Evaluarea serviciilor Bibliotecii Universitare

Share Tweet +1 Page Facebook LinkedIn

31 răspunsuri
1 zi (2/7/2017 - acum)
20 imagini

Aveți nevoie de informații?
SurveyMonkey are zeci de modele de sondaj, realizate de experți.
Inregistrați-vă GRATUIT sau Aflați mai multe

Cu răspuns: 31 Omise: 0

lucrări ce aparțin bibliografiei obligatorii pentru instruire și cercetare

lucrări de specialitate recomandate de cadrele didactice

lucrări de referință

beletristică

| Variante de răspuns | Răspunsuri |
|--|------------|
| lucrări ce aparțin bibliografiei obligatorii pentru instruire și cercetare | 41.94% 13 |
| lucrări de specialitate recomandate de cadrele didactice | 38.71% 12 |
| lucrări de referință | 19.35% 6 |



YOUTUBE TUTORIAL

- **HOW TO CREATE A QUESTIONNAIRE**

[https://www.youtube.com/watch?v=ISeTc
qDGSUg](https://www.youtube.com/watch?v=ISeTc
qDGSUg)

- **How to interpret data**

[https://www.youtube.com/watch?v=9zOO4E9
9roY](https://www.youtube.com/watch?v=9zOO4E9
9roY)



DIFFERENT PLATFORMS FOR CREATING ONLINE SURVEYS

1. [Poll Builder](#)
2. [Quiz Star for Teachers](#)
3. [Kwiqpoll](#)
4. [Flisti](#)
5. [Micropoll](#)
6. [Obsurvey](#)

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APPLICATIONS

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Scientific Library of Alecu Russo Balti State University, Republic of Moldova



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Make up 10 questions for your theme :

- 2 questions of characterization
- 5 questions using scales: Stapel, Likert , interval, ordinal and proportion odds
- 3 open questions



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LIKERT SCALE

A Likert scale is a psychometric scale commonly used in questionnaires, and is the most widely used scale in survey research, such that the term is often used interchangeably with rating scale even though the two are not synonymous. When responding to a Likert questionnaire item, respondents specify their level of agreement to a statement. The scale is named after its inventor, psychologist Rensis Likert.

Likert-type scales are useful when you are measuring latent constructs - that is, characteristics of people such as attitudes, feelings, opinions, etc. In quality management Likert scale is used to measure customer satisfaction on services or products supplied by the library.

Usually, Likert-type scales use statements ("Please rate the extent to which you agree/disagree with the following:") and use 5 or 7-point response scales (most commonly). The response scales use anchors such as 1 = Strongly Disagree, 2 = Disagree, 3 = Neutral, 4 = Agree, 5 = Strongly Agree, etc.



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LIKERT SCALE Questions

Here is an example of an Opinion Scale/Likert question:

1. How concerned are you about the need for first aid on the water?

1. Very Concerned
2. Concerned
3. Neither Concerned or Unconcerned
4. Not really concerned
5. Not concerned at all
6. Not applicable

2.

1. Very Concerned
7. Concerned
8. Neither Concerned or Unconcerned
9. Not really concerned
10. Not concerned at all
11. Not applicable

3.

1. Very Concerned
 12. Concerned
 13. Neither Concerned or Unconcerned
 14. Not really concerned
 15. Not concerned at all
 16. Not applicable
-



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STAPEL SCALE

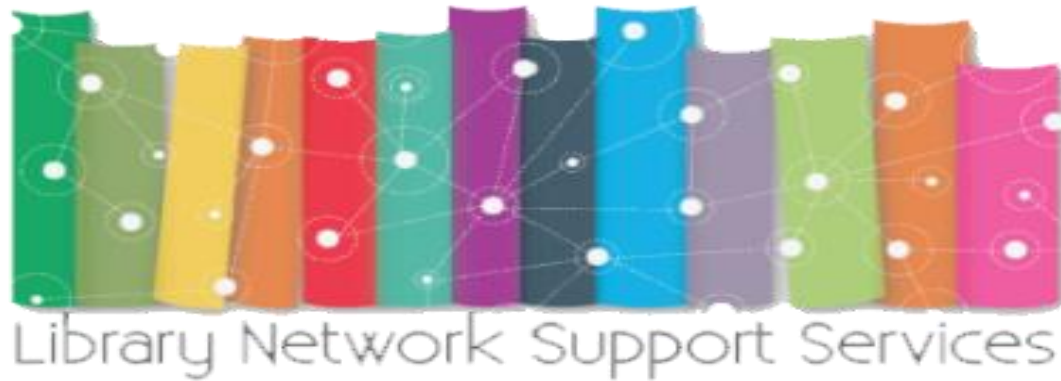
Stapel Scale is a unipolar rating scale designed to measure the respondent's attitude towards the object or event. The scale is comprised of 10 categories ranging from -5 to +5 without any neutral point (zero).

Itemised Rating Scales

Stapel scale

| | |
|--------------|--------------|
| +5 | +5 |
| +4 | +4 |
| +3 | +3 |
| +2 | +2 |
| +1 | +1 |
| High quality | Poor service |
| -1 | -1 |
| -2 | -2 |
| -3 | -3 |
| -4 | -4 |
| -5 | -5 |

<https://www.google.com/search?q=despre+Stapel+Scale&biw=1280&bih=913&tbm=isch&imgil=QFKgEppq6xu>



THANK YOU.

E-mail: valeandrew@gmail.com