LIBRARIES AT A GLANCE 2017
Updated 12 March 2018

29 Libraries divided into
40 Branch libraries
and
1 digital library

Your opinion 8.16
Average users' overall satisfaction on a scale from 1 to 10 (based on 7598 answers to the 2017 survey)

See Technical Report (2017 data - ITA)
See Students Satisfactions Survey 2017 (ITA)

Padova library users' opinion over time:
- 2012: 8.04
- 2013: 7.9
- 2014: 7.94
- 2015: 8.04
- 2016: 8.11
- 2017: 8.16

Compared to that of other library users in Italy:
- Percentage of "entirely positive" in the evaluation of libraries - Almalaurea Survey on graduates' profile and employment condition.

The survey has been conducted yearly in every library since 2010.

See Technical Report (2017 data - ITA)
Premises

Total area: 28259 m²

2431 study seats
30 seats for people with disabilities
409 public computers and other devices

Your suggestions in the 2017 users satisfaction survey (ITA)
Your opinions in the 2017 users satisfaction survey (ITA)

Staff

86.50% Librarians
6.00% Administrative employees
5.50% Technical support
2.00% Other

Your suggestions in the 2017 users satisfaction survey (ITA)
Your opinions in the 2017 users satisfaction survey (ITA)

Your opinion: 7.8

Your opinion: 8.4* 

* Average between staff kindness and helpfulness, staff ability to give useful information
Libraries' holdings

Your opinion: 7.9

- Books (71.74%)
- Journals (25.23%)
- Theses (1.59%)
- Other (0.44%)

Electronic

- Ebooks (57.27%)
- Current e-journal subscription (22.67%)
- PHAIDRA Records (11.20%)
- Fulltext theses (8.71%)
- Electronic databases (0.15%)

Print

Library Services

Access

- Overall weekly opening hours: 1809
- Average weekly opening hours per branch library: 44.1

Your opinion: 7.5

Your suggestions in the 2017 users' satisfaction survey (ITA)

Your opinions in the 2017 users' satisfaction survey (ITA)
Circulation

201,819 Loans

Loans by user type

- Student (65%)
- Teacher, staff (22%)
- Visitor (10%)
- Other (3%)

Your opinion 8.4

Your suggestions in the 2017 users' satisfaction survey (ITA)

Your opinions in the 2017 users' satisfaction survey (ITA)

InterLibrary Loan (ILL)

- ILL OUT (70.32%)
- ILL IN (29.68%)

Your opinion 7.8

Your suggestions in the 2017 users' satisfaction survey (ITA)

Your opinions in the 2017 users' satisfaction survey (ITA)

Document Delivery (DD)

- DD OUT (57.85%)
- DD IN (42.05%)

Your opinion 7.9

Your suggestions in the 2017 users' satisfaction survey (ITA)

Your opinions in the 2017 users' satisfaction survey (ITA)
Reference

493 Support requests
455 Supported users

See Technical Report (2017 data - ITA)

Library instruction

Year opinion 4.3/5

327 Library instruction sessions
796 Library instruction hours
3,959 Participants

See Technical Report (2017 data - ITA)
E-Resources

1 912 681
1.54 €
10 723 133
3 369 594
987 962
143 943
3 181
731 073

Full-text downloads from academic databases
Average download cost per article
Full-text downloads from Padua@Thesis
Full-text downloads from Padua@Research
Remote access sessions
Searches through Metalib-Aire
(Integrated Access to E-Resources)
Refworks users
Visits to OPAC

Scanning, printing and copying

Your opinion
7.70

73
Overall photocopiers number

2.52
Photocopiers per library
Helpline

**Your opinion**

9.4

- **1.36** Average turnaround time
- **697** Questions answered on time (within 3 days)
- **706** Questions received

Source: Online customer satisfaction survey at ticket closure (on a scale from 1 to 10)

Questions answered on time: 99%

Any questions?

Data presented on this page can be seen at https://goo.gl/LGyrRK

See more on library data collecting service at: http://bibliotecadigitale.cab.unipd.it/chi_siamo/monitoraggio-sba (ITA)