

# HSLs MBIS Services Survey

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## Start of Block: Demographics

Q1.1 The purpose of this survey is to assess the services provided by the Molecular Biology Information Service (**MBIS**) of the Health Sciences Library System (**HSLs**).

The survey will take ~5-10 minutes to complete. We thank you for your participation!

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Q1.2 What is your affiliation?

- ☐ University of Pittsburgh (1)
  - ☐ UPMC (2)
  - ☐ Both (3)
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Q1.3 What is your department?

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Q1.4 What is your role?

- ☐ Faculty (1)
  - ☐ Staff (2)
  - ☐ Postdoc (3)
  - ☐ Student (4)
  - ☐ Other (5)
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Q1.5 What operating system do you use?  
(select all that apply)

☐ Windows (1)

☐ Mac (2)

☐ Linux (3)

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**Q2.1 MBIS = Molecular Biology Information Service**

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Q2.2 How satisfied are you with the selection of commercial software that MBIS licenses?

Examples: CLC Genomics Workbench, Ingenuity Pathway Analysis (IPA), ePath3d, etc.

([hsis.libguides.com/molbio/licensedtools/resources](https://hsis.libguides.com/molbio/licensedtools/resources))

- ☐ Very satisfied (1)
  - ☐ Some of what I need is offered, but not everything (2)
  - ☐ What I need isn't offered (3)
  - ☐ Unaware of availability (4)
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Q2.3 Are there any commercial software packages you would like us to offer?

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Q2.4 How satisfied are you with the MBIS commercial software registration process, including delivery of access instructions?

- ☐ Works smoothly, no complaints (1)
  - ☐ Registration is fine, but the access instructions could be improved (2)
  - ☐ It is frustrating (3)
  - ☐ Never registered (4)
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Q2.5 Are you able to access MBIS commercial software when you need it?

- ☐ Never an access problem (1)
  - ☐ Sometimes an access problem (2)
  - ☐ Often an access problem (3)
  - ☐ Don't use (4)
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Q2.6 If you have had an access problem, please list the problematic resource(s).

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Q2.7 Have you referenced any MBIS commercially licensed software tools in one of your publications?

- ☐ Yes (1)
- ☐ Not yet but will soon (2)
- ☐ No (3)

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**Q3.1 MBIS = Molecular Biology Information Service**

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Q3.2 How satisfied are you with the MBIS workshops level of training, on average?

- ☐ Too much information (1)
  - ☐ The level is just right (2)
  - ☐ Not enough information (3)
  - ☐ Never attended (4)
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Q3.3 If you've attended an MBIS workshop, how have you applied what you've learned?  
(select all that apply)

- ☐ Improved data capture and/or analysis (1)
  - ☐ Change to some aspect of workflow (2)
  - ☐ Publication (3)
  - ☐ Presentation (4)
  - ☐ Grant application (5)
  - ☐ Not applied (6)
  - ☐ Never attended (7)
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Q3.4 How relevant are MBIS workshop topics to your needs, on average?

- ☐ Very relevant (1)
- ☐ Relevant (2)
- ☐ Not relevant (3)
- ☐ Never attended (4)
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Q3.5 Are there any workshop topics you would like us to cover?

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Q3.6 What is your preferred mode for workshops?

rank the order--1 is highest you do

not have to rank them all

- \_\_\_\_\_ In-person / Hands-on (1)
- \_\_\_\_\_ Live webinar (2)
- \_\_\_\_\_ Video (recording of workshop) (3)
- \_\_\_\_\_ Tutorial (walk through of slides/screenshots) (4)
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Q3.7 What length of time do you prefer for hands-on workshops?

rank the order--1 is

highest you do not have to rank them all

- \_\_\_\_\_ 2 hours (1)
- \_\_\_\_\_ 3 hours (current time) (2)
- \_\_\_\_\_ 4 hours (3)
- \_\_\_\_\_ 6 hours (4)
- \_\_\_\_\_ Full day (5)
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Q3.8 What is your preferred day of the week for hands-on workshops? rank the order--1 is highest you do not have to rank them all

- \_\_\_\_\_ Monday (1)
  - \_\_\_\_\_ Tuesday (2)
  - \_\_\_\_\_ Wednesday (current day) (3)
  - \_\_\_\_\_ Thursday (4)
  - \_\_\_\_\_ Friday (5)
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Q3.9 What is your preferred START time for hands-on workshops?

- ☐ 9am -11 am (1)
  - ☐ 11am - 1pm (2)
  - ☐ 1pm - 3pm (current start time 1pm) (3)
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Q3.10 How satisfied are you with the MBIS workshop classroom?

- ☐ Very satisfied (1)
  - ☐ The room is fine but could be better (see next question) (2)
  - ☐ I don't like the room (3)
  - ☐ Never attended (4)
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Q3.11 What would improve the classroom environment?

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**Q4.1 MBIS = Molecular Biology Information Service**

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Q4.2 How often do you use some part of the MBIS website? ([www.hsls.pitt.edu/molbio](http://www.hsls.pitt.edu/molbio))

- ☐ Daily (1)
  - ☐ Weekly (2)
  - ☐ Monthly (3)
  - ☐ Rarely (4)
  - ☐ Never (5)
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Q4.3 How easy is it to find what you need on the MBIS website?

- ☐ Very easy (1)
  - ☐ Easy (2)
  - ☐ Not easy (3)
  - ☐ Never seen it (4)
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Q4.4 Is there anything missing from the MBIS website that you wish was there?

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**Q5.1 MBIS = Molecular Biology Information Service**

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Q5.2 What is your preferred method for consultations, whether you've had one or not?

- ☐ In-person (1)
  - ☐ Online / WebEx (2)
  - ☐ Phone (3)
  - ☐ Email (4)
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Q5.3 If you've had an in-person consultation with MBIS, how satisfied are you with the experience?

- ☐ Very satisfied (1)
  - ☐ Satisfied (2)
  - ☐ Not satisfied (3)
  - ☐ Never contacted (4)
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Q5.4 If you've contacted MBIS by phone or email, how satisfied are you with the speed of response?

- ☐ Very satisfied (1)
- ☐ Satisfied (2)
- ☐ Not satisfied (3)
- ☐ Never contacted (4)

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**Q6.1 MBIS = Molecular Biology Information Service**

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Q6.2 What do you find most valuable about MBIS services & resources?

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Q6.3 What frustrations have you had with MBIS services & resources?

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Q6.4 How do you find out about MBIS services & resources?  
(select all that apply)

- ☐ Emails from MBIS / Carrie Iwema (1)
  - ☐ MBIS Blog (2)
  - ☐ Word of mouth (3)
  - ☐ Advisor (4)
  - ☐ Posters / flyers (5)
  - ☐ Campus calendars (6)
  - ☐ Campus monitors (7)
  - ☐ Other (8) \_\_\_\_\_
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Q6.5 What do you think is the most effective way to advertise MBIS services & resources?  
rank the order--1 is highest you do not have to rank them all

- \_\_\_\_\_ Emails from MBIS / Carrie Iwema (1)
  - \_\_\_\_\_ MBIS Blog (2)
  - \_\_\_\_\_ Word of mouth (3)
  - \_\_\_\_\_ Advisor (4)
  - \_\_\_\_\_ Posters / flyers (5)
  - \_\_\_\_\_ Campus calendars (6)
  - \_\_\_\_\_ Campus monitors (7)
  - \_\_\_\_\_ Other (8)
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Q6.6 Would you be interested in workshops scheduled specifically for your lab/department?

- ☐ Definitely (1)
- ☐ Maybe (2)
- ☐ Not interested (3)

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Q6.7 If you would like to be contacted to schedule workshops specifically for your lab/department, please provide your email address.

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Q6.8 Any additional comments?

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End of Block: Outreach

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