

ARL List of Optional Questions / La liste des questions d'ARL facultatives		
No.	English (American)	Français (canadien)
1	A center for intellectual stimulation	
2	A contemplative environment	
3	A haven for quiet and solitude	
4	A library environment that is hospitable and conducive to finding and using information	Une bibliothèque qui est accueillante et qui facilite la recherche et l'utilisation de l'information
5	A meditative place	
6	A place for reflection and creativity	
7	A secure and safe place	
8	A service which can find for me rapidly and easily the documents not available in my own institution	
9 **	Ability to navigate library Web pages easily	Capable de consulter facilement les pages Web de la bibliothèque
10	Access to archives, special collections	
11	Access to equipment that is not readily available in my department, e.g., scanners, CD burners, PDAs, syncing stations	J'ai accès à du matériel qui n'existe pas dans mon service (lecteurs optiques, graveurs de CD, ANP, postes de synchronisation)
12	Access to information resources that support patient care	
13	Access to materials from other libraries (Interlibrary Loan)	
14	Access to photocopying and printing facilities	Accès aux services de photocopies et de reproduction
15	Access to rare and historical materials	
16	Access to rare and historical materials, particularly those of LDS origin	
17	Accuracy in the catalog, borrowing, and overdue records	Exactitude des relevés du catalogue, des emprunts et des documents en retard
18 **	Adequate hours of service	Heures de service convenables
19	An electronic catalog where it's easy to identify printed and electronic documents offered by my institution	
20	An environment conducive to learning through classes, programs, activities, and meetings	
21	An environment that facilitates group study and problem solving	
22	An online catalog that is user-friendly for finding materials	
23	Assuring users of the accuracy and	

ARL List of Optional Questions / La liste des questions d'ARL facultatives		
No.	English (American)	Français (canadien)
	confidentiality of their transactions	
24	Availability of assistance to improve my research skills	
25	Availability of assistant to address copyright and plagiarism	
26	Availability of online help when using my library's electronic resources	
27	Availability of subject specialist assistance	Accèsibilité aux experts
28	Availability of timely help when using my library's electronic resources	
29	Browsing library materials in the stacks	
30	Center for intellectual interaction	
31	Collections of online full-text articles sufficient to meet my needs	
32	Complete runs of journal titles	
33	Comprehensive collections of fulltext articles online	
34	Comprehensive print collections	
35	Contribution to the intellectual atmosphere of the campus	
36	Convenience of borrowing books from other colleges	Facilité d'emprunter des livres auprès d'autres collèges
37	Convenient access to library collections	Un accès pratique aux collections
38	Convenient business hours	Heures d'ouverture convenables
39	Convenient service hours	Des heures de service commodes
40 **	Ease and timeliness in getting materials from other libraries	Facilité et rapidité de l'obtention de documents d'autres bibliothèques
41	Ease of use of electronic resources	Facilité d'utilisation des ressources électroniques
42	Ease of using library's online article indexes	
43	Efficient interlibrary loan / document delivery	Prêt entre bibliothèques et envoi de documents efficaces
44	Electronic resources matching my information needs	Les ressources électroniques correspondent à mes besoins d'information
45	Employees who appear to enjoy what they do	
46	Employees who have a neat, professional appearance	
47	Enabling me to find information myself 24	Je suis capable de trouver l'information moi-même

ARL List of Optional Questions / La liste des questions d'ARL facultatives		
No.	English (American)	Français (canadien)
	hours a day	24 heures sur 24
48	Facilitating self-directed research	
49	Fine and replacement policies that are reasonable	Règles raisonnables relatives aux amendes et aux remplacements
50	Full-text delivered electronically to individual computer	
51	Full-text delivered electronically to individual users	
52	Having comprehensive electronic resources	
53	Having the user's best interest at heart	
54	Helpfulness in dealing with users' IT problems	
55	Improving library-use skills as a by-product of seeking assistance from library staff	
56	Informing me of useful library services	
57	Instruction in library use, when needed	
58	Instruction in library use, when requested	
59	Interdisciplinary library needs being addressed	
60	Keeping users informed about when services will be performed	
61	Librarians providing assistance that addresses only the user's immediate information needs, and not providing general instruction on using libraries	
62	Librarians providing help that assists in finding information needed now while improving my research skills	
63	Librarians teaching me how to access or manage information	
64	Librarians working with teams or individuals to fulfill specialized knowledge requirements	
65	Library keeping me informed about all of its services	La bibliothèque me tient au courant de ses nouveaux services
66	Library materials available when and where I need them to complete my work	
67	Library materials being available for browsing in open stacks	
68	Library orientations / instruction sessions	Séances d'orientation / d'instruction sur la bibliothèque
69	Library staff focusing on the here and now, not on teaching search skills for the future	

ARL List of Optional Questions / La liste des questions d'ARL facultatives		
No.	English (American)	Français (canadien)
70	Library staff providing help that assists in finding information needed now while improving my research skills	Les bibliothécaires m'ont aidé à trouver l'information dont j'avais besoin maintenant et m'ont montré des techniques de recherche
71	Library staff teaching me how to effectively use the electronically available databases, journals, and books	Les bibliothécaires m'expliquent comment utiliser efficacement les bases de données, les périodiques et les livres disponibles électroniquement
72	Library staff teaching me how to find information	Les bibliothécaires m'a montré comment trouver l'information
73 **	Making me aware of library resources and services	La bibliothèque m'informe sur ses ressources et services
74	Making me aware of library services	
75	Managing and providing access to internal knowledge (archives, document management, etc.)	
76	Modern equipment	
77	Online course support (readings, links, references)	
78	Performing services right the first time	
79	Personalization features in the electronic library	
80	Prompt service to users	
81	Providing access to resources that contribute to better clinical and management decision making	
82	Providing direction to self-navigate the library	
83	Providing health information when and where I need it	
84	Providing help when and where I need it	J'ai reçu de l'aide quand et où j'en ai eu besoin
85	Providing information that answers my questions	
86	Providing legal information when and where I need it	
78	Providing me with information allowing me to work in my own way	
88	Providing me with the information skills I need for my work or study	
89	Providing reliable access to resources when and where I need them	
90	Providing search tools that permit me to work autonomously	Offre des outils de recherche qui me permettent de travailler de manière autonome
91	Providing service at the promised time	
92	Providing services as promised	
93	Provision of information skills training	
94	Ready access to computers / Internet /	Facilité d'accès aux ordinateurs, à l'Internet et aux

ARL List of Optional Questions / La liste des questions d'ARL facultatives		
No.	English (American)	Français (canadien)
	software	logiciels
95	Reliable mix of technology to help me complete my work	
96	Resources added to library collections on request	Ressources ajoutées aux collections de la bibliothèque sur demande
97	Space for group / individual study and research needs	
98	Space for students to study and work in groups	Il y a des espaces pour que les étudiants puissent étudier et travailler en groupe
99	Space that facilitates quiet study	
100	Subject bibliographies	
101	Tailoring a response to meet a particular request rather than teaching me more than I need to know	
102 **	Teaching me how to access, evaluate, and use information	La bibliothèque me forme sur comment obtenir, évaluer et utiliser l'information
103	Teaching me how to locate, evaluate, and use information	
104	Teaching me to find library resources myself	
105	The 24 by 7 live chat service provides information assistance when and where I need it	
106	The library collection provides information resources reflecting diverse points of view	La collection de la bibliothèque contient des ressources faisant état de divers points de vue
107	The library program teaches me how to access, evaluate, and use information	
108	The library provides access to archival materials (documents, manuscripts, and photographs)	
109	The library staff reflects and promotes the Jesuit ideals of social justice and respect for all persons	
110	The magazine / periodical collections I need	
111	The main texts and readings I need for my work	
112	The multimedia (CD / DVD / video / audio) collections I need	Les collections multimédias (CD / DVD / vidéo / audio) dont j'ai besoin
113	The right mix of easy-to-use tools to access legal and other scholarly content	
114	The right mix of easy-to-use tools to access military and other scholarly content	
115	The right mix of electronic content	
116	Timely delivery of the articles and documents that I need	Livraison rapide des articles et documents dont j'ai besoin
117	Timely document delivery / interlibrary loan	Un service de fourniture de documents ou

ARL List of Optional Questions / La liste des questions d'ARL facultatives		
No.	English (American)	Français (canadien)
		d'emprunt entre bibliothèques rapide et efficace
118	Timely fulfillment of reserve requests / holds	
119	URSUS, the online catalog, is user-friendly for finding books	
120	Using the library for recreation and popular materials	
121	Using the library for research	
122	Video and sound recording resources I need for my research	
123	Visually appealing facilities	
124	Visually appealing materials associated with the service (e.g., clear and concise forms)	