



## LIBRARY SATISFACTION SURVEY

Please help us to improve Library services by taking a few minutes to complete this short Questionnaire

**1. Please indicate your primary role (tick once only):**

Staff \_\_\_\_\_ Student at AUSI \_\_\_\_\_  
 IELTS \_\_\_\_\_ Other \_\_\_\_\_

**3. Students only**

**Years of study in AUSI:**

1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_  
 4 \_\_\_\_\_ 5 or more \_\_\_\_\_ N/A \_\_\_\_\_

**2. How frequently do you use the library?**

Several times per week \_\_\_\_\_  
 Several times per month \_\_\_\_\_  
 Once a month or less \_\_\_\_\_

**4. Please tick if applicable:**

\_\_\_\_\_ In addition to this library, I have also used (on a regular basis) one or more academic libraries at institution(s) other than in AUSI

<b>5. Please think about the various activities which occupied you on your visit to the library today. Then, for each, tick the appropriate box below to show how successful you were in achieving your aim.</b>	6	5	4	3	2	1
<i>A. Looked for library materials on the shelves</i>						
<i>B. Used an electronic information service (e.g. e-journal/ database or the Internet)</i>						
<i>C. Used the library's catalogue</i>						
<i>D. Used a computer/PC other than for B or C above</i>						
<i>E. Got or sought help from library staff</i>						

**KEY**

- 6** Very successful
- 5** Fairly successful
- 4** Neither successful nor unsuccessful
- 3** Fairly unsuccessful
- 2** Very unsuccessful
- 1** Did not do today

	6a. In these columns, please indicate <u>how satisfied</u> you are with the following library facilities and services: ▼ ▼ ▼ ▼ ▼ ▼							6b. In these columns, please indicate <u>how important</u> the following library facilities and services are to you: ▼ ▼ ▼ ▼ ▼ ▼					
	6	5	4	3	2	1		6	5	4	3	2	1
<i>Range of books</i>													
<i>Range of periodicals</i>													
<i>Course books and essential texts</i>													
<i>Study facilities (desks, etc)</i>													
<i>Provision of computers</i>													
<i>Library online catalogue</i>													
<i>Range of electronic information services (e.g. journals, CD-ROM databases, Internet etc.)</i>													
<i>Opening hours</i>													
<i>Library environment (noise, heating, ambience, etc.)</i>													
<i>Helpfulness of the library staff</i>													
<i>Competence of the library staff</i>													
<i>Library orientation session</i>													

**KEY**

- 6** Very satisfied
- 5** Fairly satisfied
- 4** Neither satisfied nor dissatisfied
- 3** Fairly dissatisfied
- 2** Very dissatisfied
- 1** Don't know or Not applicable

- 6** Very important
- 5** Fairly important
- 4** Neither important nor unimportant
- 3** Fairly unimportant
- 2** Very unimportant
- 1** Don't know or Not applicable

7. Please indicate how much you agree or disagree with the following statement:	Strongly agree	Slightly Agree	Neither agree nor disagree	Slightly disagree	Strongly disagree	Don't know/ Not applicable
	(6)	(5)	(4)	(3)	(2)	(1)
<i>Overall, the library provides a good service to me</i>						

Additional comments: .....

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**THANK YOU** for your feedback