

**IBRAHIM SAAD LEARNING HUB, UNIKL MICET**

**CUSTOMER SATISFACTION SURVEY**

Dear Valuable Patrons:

As the University main information service provider, we want to thank you for giving us the opportunity to serve you. Please help us serve you better by taking a couple of minutes to tell us about the service that you have received so far. We appreciate your concern and want to make sure we meet your expectations.

The questionnaire consists of FOUR (4) parts. Part A, B, C and D. Kindly answer ALL questions.

**A) PERSONAL INFORMATION:**

1. **Gender**

Male Female

2. **Profession**

Student Academic

3. **Faculty / Course**

4. **Level of your study**

Diploma Degree Post Graduate

Semester: \_ Semester: \_

Semester :

**B) PREFERENCE:**

5. **How often do you visit the library?**

|  |  |  |  |
| --- | --- | --- | --- |
| Daily | Weekly |  | Monthly |
| Few times a year | Never |  | Others (please specify) |

6. **Purpose visiting the library?** *(You may tick* ***more than one*** *option)*

Borrow, return book Search for information on particular subject

Use printed material Study or work independently

Use electronic material Study or work in a group

Use the computer Meet friends

Copy and print Others (please specify)

**C) LIBRARY SERVICES:**

*Please rate your satisfactory level on these following library services.*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Poor | Fair | Average | Good | Excellent |
| Circulation service  i.e; *quality of service, efficiency, etc.* |  |  |  |  |  |
| OPAC Station |  |  |  |  |  |
| Self check machine |  |  |  |  |  |
| Interlibrary loan |  |  |  |  |  |
| Reference desk |  |  |  |  |  |
| Book drop |  |  |  |  |  |
| Photocopy & printing |  |  |  |  |  |
| IT service |  |  |  |  |  |

Comments and suggestions concerning library services *(if any)*

**Reference Service/Library Instruction Class**

7. **Did you attend the library instruction class organized by library?** *If* ***YES***

*proceed to question 8. If* ***NO*** *proceed to question 9.*

Yes No

8.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Strongly disagreed | Disagreed | Neutral | Agree | Strongly agreed |
| Library instruction class essential for my information retrieval skill |  |  |  |  |  |
| Librarian offers sufficient guidance on information  retrieval |  |  |  |  |  |
| The library induction program have improved my information retrieval skills |  |  |  |  |  |

9. **Reasons for not attending the library induction class?** *(You may tick* ***more than one*** *option)*

Do not aware Tight schedule

Inappropriate time Others (please specify)

**Electronic Resource Services a).Usage**

*Please rate your satisfactory level on these electronic services.*

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Never  Use | Poor | Fair | Average | Good | Excellent |
| 1. The library's local catalogue/WebOpac  (search or reserve  material, renew loans) |  |  |  |  |  |  |
| 2. The library's website |  |  |  |  |  |  |
| 3. ACM |  |  |  |  |  |  |
| 4. Springerlink |  |  |  |  |  |  |
| 5. Bepress |  |  |  |  |  |  |
| 6. Access Engineering |  |  |  |  |  |  |
| 7. IEEE Xplore |  |  |  |  |  |  |
| 8. Wiley InterScience |  |  |  |  |  |  |
| 9. [eBrary](http://site.ebrary.com/lib/ukl) |  |  |  |  |  |  |
| 10. Books 24x7 |  |  |  |  |  |  |
| 11. PNMB Lawnet |  |  |  |  |  |  |
| 12. eMedia |  |  |  |  |  |  |
| 13. ASTM International |  |  |  |  |  |  |
| 14. Springer |  |  |  |  |  |  |
| 15. Data monitor |  |  |  |  |  |  |
| 16. Taylor & Francis |  |  |  |  |  |  |
| 17. Elsevier |  |  |  |  |  |  |
| 18. Udltheses |  |  |  |  |  |  |
| 19. IGI Global |  |  |  |  |  |  |
| 20. SIAM |  |  |  |  |  |  |
| 21. Begell Digital  Library |  |  |  |  |  |  |
| 22. Frost & Sullivan  ( for MIAT only) |  |  |  |  |  |  |
| 23. Academic Onefile |  |  |  |  |  |  |

**b) Functionality**

*Please rate your satisfactory level on these electronic services.*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Poor | Fair | Average | Good | Excellent |
| The library's electronic resource services are convenience to use |  |  |  |  |  |
| Functionality of electronic services i.e; *access, speed, interface, interactive, etc.* |  |  |  |  |  |
| The usage instructions of the electronic services are clear |  |  |  |  |  |
| Out campus access via EZProxy |  |  |  |  |  |

Comments and suggestions concerning electronic services

10. **Library Collections a) Printed Source**

*Please rate your satisfactory level on printed source library collection.*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Poor | Fair | Average | Good | Excellent |
| The library’s **printed** collection includes the essential sources for my needs |  |  |  |  |  |
| The library’s **printed** collection are up to date |  |  |  |  |  |
| The library’s **printed** collection are adequate for my need |  |  |  |  |  |
| There is enough material of  **printed journals** in the  library’s collection |  |  |  |  |  |

**b) Electronic Resource**

*Please rate your satisfactory level on electronic resource library collection.*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Poor | Fair | Average | Good | Excellent |
| The library’s **electronic** collections includes the essential sources for my needs |  |  |  |  |  |
| There is enough material in the library’s collection of **electronic** journals |  |  |  |  |  |
| There is enough material in the library’s collection of **electronic** e-books |  |  |  |  |  |

Comments and suggestions concerning library collections

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11. **Library facilities**

*Please rate your satisfactory level on library facilities provided.*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Poor | Fair | Average | Good | Excellent |
| Discussion room |  |  |  |  |  |
| Meeting room |  |  |  |  |  |
| WiFi zone |  |  |  |  |  |
| Individual study carrel |  |  |  |  |  |
| Reading area |  |  |  |  |  |
| Locker |  |  |  |  |  |
| Book Drop |  |  |  |  |  |

Comments and suggestions concerning library facilities

**D) OPINION:**

12. **How do you rate the library as a good study environment?**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Poor | Fair | Average | Good | Excellent |
| The library is well located |  |  |  |  |  |
| The library's opening hours are convenient |  |  |  |  |  |
| The library is a good place to work/study according to my  needs |  |  |  |  |  |
| The library is a quiet place to work or study |  |  |  |  |  |
| The library's facilities are adequate for my needs |  |  |  |  |  |

Comments and suggestions for improvement

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13. **Library Staff**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Strongly disagreed | Disagreed | Neutral | Agree | Strongly agreed |
| The library staffs are sufficiently aware of the library's content |  |  |  |  |  |
| The staffs are readily available |  |  |  |  |  |
| The library staffs are helpful |  |  |  |  |  |
| The library staffs are friendly |  |  |  |  |  |

Comments and suggestions for improvement

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14. **Where do you channel your comments or suggestions about the library?**

Forms available at the counter

Inform counter staff

Email

Others (please specify)

**- END OF QUESTIONNAIRE -**

**Thank you for your feedback. We sincerely appreciate your honest opinion and will take your input into consideration while improving our collections and services in the future.**