INTRODUCTION & GUIDELINES

This survey is anonymous, fairly brief yet essential to our Library’s ability to provide quality services to you. Over the past few years, we have increased the loan quotas, extended opening hours, introduced a magazine corner, installed network printing for all workstations, and strengthened the multimedia collection based on survey findings. Please fill in the questionnaire and help us improve the Library services.

For each multiple-choice question, circle the word or phrase that comes closest to your view. Some questions may be difficult to answer because you do not have enough knowledge, experience or opinions about the topic. In these cases, circle the “NOT SURE” option.

This questionnaire is the same as its online counterpart at http://www.library.ln.edu.hk/survey/. To avoid double counting, please do not fill in this questionnaire if you have already filled in the online version.

PART I – SATISFACTION WITH LIBRARY SERVICES

REFERENCE SERVICES -- these services include answering questions of all types and complexity, providing orientations to the library, delivering training and conducting online searches.

Generally speaking, to what extent are reference services (circle your answer):

1. Helpful
2. Timely
3. Friendly
4. Convenient

CIRCULATION SERVICES -- these services include circulating materials in and out of the library, processing reserve materials, searching for missing items and management of the stack and reading areas.

Generally speaking, to what extent are circulation services (circle your answer):

5. Helpful
6. Timely
7. Friendly
8. Convenient

PART II – SATISFACTION WITH INFORMATION RESOURCES

Generally speaking, to what extent are you satisfied with the following information resources (circle your answer):

9. English Books
10. Chinese Books
11. Journals & Magazines
12. Newspaper
13. Reserve Materials
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<tbody>
<tr>
<td></td>
<td>Very Little</td>
<td>Little</td>
<td>Some</td>
<td>Great</td>
<td>Very Great</td>
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<td>14. Electronic Databases</td>
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<td>15. WWW</td>
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<td>16. AV / MLLC Materials</td>
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<td>17. Microfilm</td>
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<td>18. HKALL / Inter-Library Loans</td>
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**PART III – SATISFACTION WITH PHYSICAL SETUP**

◆ Satisfaction with physical setup can mean a number of things such as: comfort, ease of usage, convenient location, equipment and furniture availability, etc.

Generally speaking, to what extent are you satisfied with (circle your answer):

19. Group study rooms

20. Individual study carrels

21. Reading tables

22. Air-conditioning and ventilation

23. Lighting

24. Photocopiers

25. Computing equipment & network printing

26. AV / MLLC Equipment

27. Other equipment and furniture

28. Quietness

29. Cleanliness

30. Security and personal property

31. Opening hours

**FINAL QUESTION:**

◆ In what area(s) does the Library need immediate attention? Any new service recommendations?
FACTUAL INFORMATION SHEET

You will remain anonymous in this survey. The questions asked here will allow data analysis by categories. No data will be reported in terms of individuals.

(Please Circle Your Answer)

◆ Gender  Male  Female

◆ On average, how many day(s) a week do you use the library?
   0   1   2   3   4   5   6   7

◆ Status
   Are you affiliated to Lingnan University?  Yes  No
   If you are affiliated to Lingnan, what is your status?
      Full-time Undergraduate Student  Part-time Undergraduate Student
      Full-time Post-graduate Student  Part-time Post-graduate Student
      Associate Degree Student  Pre-AD Student
      Lingnan Teaching / Research Staff  Lingnan Administrative /Support Staff
      Others: ______________________________________________________________

   If you are a student / teaching / research staff affiliated to Lingnan, what is your academic major at Lingnan?
      Arts  Business  Social Sciences
      Chinese  Accountancy  Economics
      Cultural Studies  Computing & Decision Sciences  Political Science
      English  Finance & Insurance  Sociology and Social Policy
      History  Management
      Philosophy  Marketing & Int'l Business
      Translation
      Visual Studies
      Others ______________________________________________________________

   If you are affiliated to Lingnan, are you living on campus?  Yes  No

How long have you been affiliated to Lingnan?
   1st year  2nd year  3rd year  More than 3 years

Thank you for completing this questionnaire. Please drop it in the collection box near the Library Entrance or return it to the Library by campus mail (attention: Library User Survey). We look forward to offering a better service in the forthcoming academic year.