

## Library User Satisfaction Survey 2019



### *Introduction & Guidelines*

***This survey is the annual Library survey that we have conducted since 1997. It is anonymous, fairly brief yet essential to our Library's ability to provide quality services to you.***

***For each multiple-choice question, select the radio button with heading that comes closest to your view. Some questions may be difficult to answer because you do not have enough knowledge, experience or opinion about the topic. In such cases, please select the "NOT SURE" option.***

***This questionnaire is the same as its print counterpart that is distributed in the Library. To avoid double counting, please do not complete this questionnaire if you have already filled out the print version.***







5. On average, how many day(s) a week do you use the Library?

0            1            2            3            4            5            6            7



**Part IV - Expectation towards Library**

6. What is/are your preferred way(s) to receive Library news? (You may select more than one answer)

By Email

By Facebook

By Library Website

By RSS

Others. Please specify:

7. What kind of new service(s) are you expecting the Library to provide in the near future?

8. In what area(s) does the Library need immediate attention to improve our services?

9. Any other comments?

**Factual Information - 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.**

**10. Gender**

Male

Female

**11. Status - Your affiliation with Lingnan University**

Are you affiliated to Lingnan University?

Your Status in Lingnan University

Your Academic Major At Lingnan University

Full Time / Part Time

Are you living on Campus?

Years you have been affiliated to Lingnan

**12. How did you know this survey?**

Email

Facebook

Friends

Library Website

Printed copy received in the Library

Library Staff

Others, please specify:

~ Thank you ~

Please click "Next" to submit the survey.