LibQUAL+® Library Survey 2019

Welcome!

We are committed to improving your library services. Better understanding your expectations will help us tailor our services to your needs.

We are conducting this survey to measure library service quality and identify best practices through the Association of Research Libraries' LibQUAL+® program.

Please answer all items. Thank you for your participation!

Please rate the following statements (1 is lowest, 9 is highest) by indicating:

Minimum --the number that represents the *minimum* level of service that you would find acceptable

Desired --the number that represents the level of service that *you personally want*

Perceived --the number that represents the level of service that *you believe* our library currently provides

For each item, you must EITHER rate the item in all three columns OR identify the item as "N/A" (not applicable). Selecting "N/A" will override all other answers for that item when the survey is submitted.

When it comes to...	My Minimum Service Level Is	My Desired Service Level Is	Perceived Service Performance Is	
	Low High	Low High	Low High	N/A
1) Library staff who instill confidence in users	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	☐ N/A
2) Making electronic resources accessible from my home or office	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	☐ N/A
3) Library space that inspires study and learning	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	☐ N/A
4) Giving users individual attention	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	☐ N/A
5) A library Web site enabling me to locate information on my own	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	☐ N/A
6) Ease and timeliness in getting materials from other libraries	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	☐ N/A
7) Library staff who are consistently courteous	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	☐ N/A
8) The printed library materials I need for my work	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	☐ N/A
9) Quiet space for individual work	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	☐ N/A
10) Readiness to respond to users' enquiries	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	☐ N/A
11) The electronic information resources I need	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	☐ N/A
12) The Library always adopting new technologies which facilitate my learning, teaching and research	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	☐ N/A
13) Library staff who have the knowledge to answer user questions	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	☐ N/A
14) The various training programmes provided by the Library helping me to use and search information more effectively	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	☐ N/A
15) A comfortable and inviting location	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	☐ N/A
16) Library staff who deal with users in a caring fashion	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	☐ N/A
17) Modern equipment that lets me easily access needed information	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	☐ N/A
18) The Library's workshops and seminars helping me develop my ability to seek, find, use, create, and communicate research knowledge, information, and data effectively and ethically	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	☐ N/A
19) Library staff who understand the needs of their users	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	☐ N/A
20) Easy-to-use access tools that allow me to find things on my own	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	☐ N/A
21) A haven for study, learning, or research	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	☐ N/A
22) Willingness to help users	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	☐ N/A
23) Making information easily accessible for independent use	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	☐ N/A
24) Print and/or electronic journal collections I require for my work	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	☐ N/A
25) Space for group learning and group study	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	☐ N/A
26) The Library's exhibitions and talks helping me develop and grow intellectually, culturally, and artistically	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	☐ N/A
27) Dependability in handling users' service problems	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	☐ N/A

Please indicate the degree to which you agree with the following statements:

28) The library helps me stay abreast of developments in my field(s) of interest.

1 2 3 4 5 6 7 8 9
Strongly Disagree   Strongly Agree

29) The library aids my advancement in my academic discipline or work.

1 2 3 4 5 6 7 8 9
Strongly Disagree   Strongly Agree

30) The library enables me to be more efficient in my academic pursuits or work.

1 2 3 4 5 6 7 8 9
Strongly Disagree   Strongly Agree

31) The library helps me distinguish between trustworthy and untrustworthy information.

1 2 3 4 5 6 7 8 9
Strongly Disagree   Strongly Agree

32) The library provides me with the information skills I need in my work or study.

1 2 3 4 5 6 7 8 9
Strongly Disagree   Strongly Agree

33) In general, I am satisfied with the way in which I am treated at the library.

1 2 3 4 5 6 7 8 9
Strongly Disagree   Strongly Agree

34) In general, I am satisfied with library support for my learning, research, and/or teaching needs.

1 2 3 4 5 6 7 8 9
Strongly Disagree   Strongly Agree

35) How would you rate the overall quality of the service provided by the library?

1 2 3 4 5 6 7 8 9
Extremely Poor   Extremely Good

Please indicate your library usage patterns:

36) How often do you use resources within the library?

○ Daily
○ Weekly
○ Monthly
○ Quarterly
○ Never

37) How often do you access library resources through a library Web page?

○ Daily
○ Weekly
○ Monthly
○ Quarterly
○ Never

38) How often do you use Yahoo^{TM}, Google^{TM}, or non-library gateways for information?

○ Daily
○ Weekly
○ Monthly
○ Quarterly
○ Never

Please answer a few questions about yourself:

39) Age:

○ Under 18
○ 18 - 22
○ 23 - 30
○ 31 - 45
○ 46 - 65
○ Over 65

40) Sex:

○ Female
○ Male

41) Full or part-time student?

○ Full-time
○ Part-time
○ Does not apply / NA

42) Discipline:

- ○ Accountancy
- ○ Applied Psychology
- ○ Arts and Humanities
- ○ Business Administration
- ○ Chinese
- ○ Computer and Decision Sciences
- ○ Cultural Studies
- ○ Economics
- ○ English
- ○ Finance and Insurance
- ○ History
- ○ Management
- ○ Marketing and International Business
- ○ Others / Does Not Apply
- ○ Philosophy
- ○ Political Science
- ○ Social Sciences
- ○ Sociology and Social Policy
- ○ Translation
- ○ Visual Studies

43) Position: (Select the ONE option that best describes you.)

Undergraduate
- ○ First year
- ○ Second year
- ○ Third year
- ○ Fourth year
- ○ Fifth year and above
- ○ Non-degree

Postgraduate
- ○ Taught Masters degree
- ○ Research Masters degree
- ○ Doctoral Research degree
- ○ Undecided

Academic Staff
- ○ Chair Professor / Professor / Associate Professor / Assistant Professor
- ○ Senior Lecturer / Lecturer
- ○ Research Staff
- ○ Other Academic Status

Library Staff
Staff
- ○ Other Non-teaching and Administrative Staff

44) Please enter any comments about library services in the box below:

45) Enter your e-mail address in the box below if you would like to enter an optional drawing for a prize.
Your e-mail address will be kept confidential and will not be linked to your survey responses. (Not required)

Thank you for participating in this library service quality survey!