



(TO HELP US SERVE YOU BETTER, LIBRARY STAFF ARE ASKING ALL LIBRARY USERS TO FILL OUT THIS SURVEY QUESTIONNAIRE.)

Name (optional): _____ Student Faculty/Personnel Visitor

Course / Year: _____

CUSTOMER SERVICE	Always	Mostly	Sometimes	Never
1. The library staff treat me fairly and without discrimination.				
2. The library staff are professional in their dealings with me.				
3. The library staff are friendly.				
4. The library staff take an interest in me and my needs.				
5. The library staff give my inquiries appropriate time and attention.				
6. The library staff provide accurate answers.				
7. The library staff provide quality service.				
8. The library staff respond clearly and accurately to my inquiries.				
9. The library staff are difficult to approach.				

FACILITIES	Always	Mostly	Sometimes	Never
1. I go to the Library for my research needs.				
2. I have access computer/electronic workstations in the library.				
3. Computer facilities and electronic equipment are accessible.				
4. Printing facilities are sufficient.				
5. Photocopying facilities are sufficient.				
6. Group study facilities are sufficient.				
7. The library collection meets the clients' research needs.				
8. The library staff keep me informed about new services and collection.				
9. The library space is sufficient.				
10. The library opening hours are sufficient.				
11. Study space in the library is sufficient.				
12. I use the computer / electronic station in the library.				
13. Student computer / electronic station is sufficient.				
14. The library is well – lighted.				
15. The library is well – ventilated.				

CATALOGUE SEARCHING	Always	Mostly	Sometimes	Never
1. I use the catalogue when searching for resources.				
2. I browse the shelves when searching for resources.				
3. When using the catalogue, I search for				
• Keywords				
• Subject				
• Title				
• Author				
4. I use a different method if my first search is unsuccessful.				
5. I am able to find the specific titles/subject areas I am looking for when I check the catalogue.				
6. I use the catalogue via the Internet.				

LIBRARY RESOURCES	Strongly Agree	Agree	Somewhat Agree	Disagree
1. The library resources are appropriate for my course needs.				
2. The library resources are up to date and relevant.				
3. The library resources are easy to find.				
4. I usually find the resources I need.				
5. The library resources I need are not available because <ul style="list-style-type: none"> • the library does not have the item • all copies/titles are in use • there are insufficient resources on the topic I am researching 				
6. I visit the library looking for <ul style="list-style-type: none"> • Books • Journals • Magazines / Newspaper • Maps / Dictionaries • Computer • Photocopier 				
7. I usually ask library staff for assistance.				
8. Recommendations for new or different resources are listened to by the library staff.				
9. I used the library's link page.				
10. I find the link useful.				
11. I use any of the following electronic journals listed on the library catalogue, <ul style="list-style-type: none"> • OPAC (Online Public Access Catalog) • CD – ROM (Compact Disc – Read Only Memory) • IPeL (Integrated Philippine e-Library) 				

COMMENTS

1. Do you visit other libraries for your research needs? Please specify.

2. What other services that are currently not available would you like to be offered at the library? Please specify.

Thank you very much.