

Mahidol Library: User Satisfaction Survey 2017

Please specify the library name that you want to evaluate:.....

Part 1 Your library experience (in the year 2017)

1	What is your position/status? <input type="radio"/> Lecturer <input type="radio"/> Researcher <input type="radio"/> Supporting Staff: Position
	<input type="radio"/> Graduate Student: Program..... <input type="radio"/> Undergraduate Student: Program.....
	<input type="radio"/> Alumni <input type="radio"/> Visitor
2	How often do you visit the library? <input type="radio"/> everyday <input type="radio"/> 2 – 3 times/week <input type="radio"/> 2 - 3 times/month <input type="radio"/> once a month <input type="radio"/> once a semester <input type="radio"/> I never walk into the library but I use online library instead. <input type="radio"/> I never use the library because.....
3	Please specify your purpose(s) of visiting the library (select all that apply) <input type="checkbox"/> borrow/return books <input type="checkbox"/> reading/working <input type="checkbox"/> use library computers <input type="checkbox"/> use WIFI <input type="checkbox"/> use individual/group study room <input type="checkbox"/> use Mahidol Book Delivery service <input type="checkbox"/> request for articles/documents <input type="checkbox"/> ask for information <input type="checkbox"/> use literature searching service <input type="checkbox"/> use reference service/help desk <input type="checkbox"/> place for meeting <input type="checkbox"/> place for relaxing <input type="checkbox"/> other (please specify)
4	If you use the library via online. Which website do you access? (select all that apply) <input type="checkbox"/> Mahidol Libraries (li.mahidol.ac.th) <input type="checkbox"/> Mahidol e-Journal Access (ejournal.mahidol.ac.th) <input type="checkbox"/> VPN@mahidol <input type="checkbox"/> Siriraj Medical Library (medlib.si.mahidol.ac.th) <input type="checkbox"/> Ramathibodi Medical Library (med.mahidol.ac.th/library) <input type="checkbox"/> Stang Mongkolsuk Library (stang.mahidol.ac.th) <input type="checkbox"/> MUIC Library (lib.muic.mahidol.ac.th) <input type="checkbox"/> Faculty of Nursing Library (lib.ns.mahidol.ac.th) <input type="checkbox"/> Jiew Bang Sue Music Library (music.mahidol.ac.th/library) <input type="checkbox"/> GJ Library (sites.google.com/mahidol.edu/ligj) <input type="checkbox"/> other (please specify).....

Part 2 If you are the library walk-in user, please indicate your level of satisfaction.

(Excellent [5] Good [4] Average [3] Poor [2] Very Poor [1])

Library Services		Level of Service (you desire)					Level of Service (you perceive)					Very Dissatisfied
1	Library staff provide service with politeness, customer care, and willing to help.	5	4	3	2	1	5	4	3	2	1	
2	Library staff have professional knowledge and skill.	5	4	3	2	1	5	4	3	2	1	
3	Library staff understand the user need, can answer the questions and help solving the problems.	5	4	3	2	1	5	4	3	2	1	
4	Library opening hours are suitable.	5	4	3	2	1	5	4	3	2	1	
Place & Facilities		Level of Service (you desire)					Level of Service (you perceive)					Very Dissatisfied
5	Library spaces and seats e.g. study area, reading rooms, individual/group study rooms, quiet zone, relaxing zone etc. are adequate	5	4	3	2	1	5	4	3	2	1	
6	The library provides adequate computers in good working order.	5	4	3	2	1	5	4	3	2	1	
7	The library provides suitable healthy learning environment, including optimized lighting and temperature.	5	4	3	2	1	5	4	3	2	1	
8	The library provides enough facilities e.g. electric plugs, WIFI, drinking water etc.	5	4	3	2	1	5	4	3	2	1	
9	Toilets are enough and clean.	5	4	3	2	1	5	4	3	2	1	
10	The library provides a safe and secure environment for users	5	4	3	2	1	5	4	3	2	1	

Library Resources (Print & Electronic)		Level of Service (you desire)					Level of Service (you perceive)					Very Dissatisfied
11	"Printed books/ textbooks" are adequate and meet your needs	5	4	3	2	1	5	4	3	2	1	
12	"Printed journals/magazines" are adequate and meet your needs	5	4	3	2	1	5	4	3	2	1	
13	"e-book databases" are adequate and meet your needs	5	4	3	2	1	5	4	3	2	1	
14	"e-journal databases" are adequate and meet your needs	5	4	3	2	1	5	4	3	2	1	

Part 3 Have you ever used library via online? Please select the option "Never" or "Ever"

In case you select "Ever", please indicate your level of satisfaction.

Information Access Tools		Never	Ever	Level of Service (you desire)					Level of Service (you perceive)					Very Dissatisfied
1	Searching Mahidol Library Catalogs (OPAC)			5	4	3	2	1	5	4	3	2	1	
2	Searching Thai Union Catalog (UCTAL)			5	4	3	2	1	5	4	3	2	1	
3	Searching EBSCO Discovery Service (EDS)			5	4	3	2	1	5	4	3	2	1	
4	Searching OCLC Discovery Service			5	4	3	2	1	5	4	3	2	1	
5	Off campus-remote access via VPN@mahidol			5	4	3	2	1	5	4	3	2	1	
6	Off campus-remote access via ejournal.mahidol.ac.th			5	4	3	2	1	5	4	3	2	1	
7	Mahidol Libraries website (www.li.mahidol.ac.th)			5	4	3	2	1	5	4	3	2	1	
8	Siriraj Medical Library website (medlib.si.mahidol.ac.th)			5	4	3	2	1	5	4	3	2	1	
9	Ramathibodi Medical Library website (med.mahidol.ac.th/library)			5	4	3	2	1	5	4	3	2	1	
10	MUIC Library website (lib.muic.mahidol.ac.th)			5	4	3	2	1	5	4	3	2	1	
11	Stang Mongkolsuk Library website (stang.mahidol.ac.th)			5	4	3	2	1	5	4	3	2	1	
12	Jiew Bang Sue Music Library website (music.mahidol.ac.th/library)			5	4	3	2	1	5	4	3	2	1	
13	Faculty of Nursing Library website (lib.ns.mahidol.ac.th)			5	4	3	2	1	5	4	3	2	1	
14	GJ Library website (sites.google.com/mahidol.edu/ligj)			5	4	3	2	1	5	4	3	2	1	

Part 4 Overall satisfaction and other suggestions

1	Your overall satisfaction for this library Excellent [5] Good [4] Fair [3] Poor [2] Very poor [1]	Level of Service: You Desire		Level of Service: You Perceive	
		<input type="text"/>		<input type="text"/>	
2	Will you come back to use the library services again and also recommend to your friends or colleagues?	<input type="radio"/> Sure		<input type="radio"/> Not sure	
		<input type="radio"/> No			
3	Please specify the library name (in either Thailand or abroad) that is the best practice in your opinion.				
4	What did you find most satisfying in this library?.....				
5	What did you find least satisfying in this library?.....				
6	Suggestions for further development				

Your feedback is highly appreciated and will help us to improve our library services. Thank you for your kind cooperation.