

Survey of Customer Satisfaction on Library Services and Support by Mahidol University Library and Knowledge Center

Library location:.....

Part I Your library experience (in the year 2018)

1	What is your position/status? <input type="radio"/> Academic <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"/> Online library use only. <input type="radio"/> I never use the library because.....	
3	Please specify your purpose(s) of visiting the library <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(s) do you access? (select all that apply) <input type="checkbox"/> Mahidol Libraries (li.mahidol.ac.th) <input type="checkbox"/> Thai Union Catalog (UCTAL) <input type="checkbox"/> VPN@mahidol <input type="checkbox"/> Mahidol eJournal Access (ejournal.mahidol.ac.th) <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"/> MUIC - Library (lib.muic.mahidol.ac.th) <input type="checkbox"/> Stang Mongkolsuk Library (stang.sc.mahidol.ac.th) <input type="checkbox"/> Faculty of Nursing Library (lib.ns.mahidol.ac.th) <input type="checkbox"/> GJ Library Website (sites.google.com/mahidol.edu/ligj) <input type="checkbox"/> Library of PT (pt.mahidol.ac.th/library) <input type="checkbox"/> Jiew Bang Sue Music Library (music.mahidol.ac.th/library) <input type="checkbox"/> Other (please specify).....	

Part II 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 (desired)					Level of Service (perceived)					Very Dissatisfied
1	Library staff express service-minded with customer care	5	4	3	2	1	5	4	3	2	1	
2	Library staff have professional competency and are knowledgeable	5	4	3	2	1	5	4	3	2	1	
3	Library staff understand the user need, be able to respond the questions and offer a solution to problems.	5	4	3	2	1	5	4	3	2	1	
4	Library's service hours are suitable.	5	4	3	2	1	5	4	3	2	1	
Place & Facilities		Level of Service (desired)					Level of Service (perceived)					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 meet your demand, in terms of being clean and sufficient.	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 (desired)					Level of Service (perceived)					Very Dissatisfied
11	"Printed books/ textbooks" are adequate and meet your demand	5	4	3	2	1	5	4	3	2	1	
12	"Printed journals/magazines" are adequate and meet your demand	5	4	3	2	1	5	4	3	2	1	
13	"e-book databases" are adequate and meet your demand	5	4	3	2	1	5	4	3	2	1	
14	"e-journal databases" are adequate and meet your demand	5	4	3	2	1	5	4	3	2	1	

Part III Have you ever used library via online? Please select the option "No" or "Yes"

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

Information Access Tools		No	Yes	Level of Service (desired)					Level of Service (perceived)					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	Off campus-remote access via VPN@mahidol			5	4	3	2	1	5	4	3	2	1	
5	Off campus-remote access via ejournal.mahidol.ac.th			5	4	3	2	1	5	4	3	2	1	
6	Mahidol Libraries website (www.li.mahidol.ac.th)			5	4	3	2	1	5	4	3	2	1	
7	Ramathibodi Medical Library website (med.mahidol.ac.th/library)			5	4	3	2	1	5	4	3	2	1	
8	Stang Mongkolsuk Library website (stang.sc.mahidol.ac.th)			5	4	3	2	1	5	4	3	2	1	
9	Jiew Bang Sue Music Library website (music.mahidol.ac.th/library)			5	4	3	2	1	5	4	3	2	1	
10	GJ Library website (sites.google.com/mahidol.edu/ligj)			5	4	3	2	1	5	4	3	2	1	
11	Library of Faculty of Physical Therapy (pt.mahidol.ac.th/library)			5	4	3	2	1	5	4	3	2	1	

Part IV 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 Desired		Level of Service Perceived	
		<input type="text"/>	<input type="text"/>	<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 (either in Thailand or abroad) that is the best practice in your opinion.				
4	What did you find most satisfied in this library?.....				
5	What did you find least satisfied 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.