



TOP EDUCATION LIBRARY CUSTOMER SATISFACTION SURVEY

Dear Student,

The library is committed to providing the best and most relevant resources and services to make your study here a success. To help us achieve that goal, please fill in the following survey. Your name and information collected will be confidential.

Please rate the following from 1 to 3, 3 being most satisfied, 1 least satisfied and leave the item blank for no opinion.

The Collection:	Further Comments
Are the following resources adequate to support your learning research? Text Books: <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 Reference Books: <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 Recommended Reading: <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 Leisure Reading: <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 Newspapers: <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 Journals/Magazines: <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3	
eResources: eDatabases: <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 eBooks: <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 Subject Guide <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 Research Assistance <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 Online lectures <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3	
What resources would you like to see increase?	
Comments:	
Is our staff:	
Friendly and helpful? <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 Knowledgeable & informed? <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3	
Further Comments	

Infrastructure/facilities	Further Comments
Convenient Location: <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 Enough individual study space: <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 Enough group study space: <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 Enough computers: <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 Enough Snack area: <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 Enough desks & chairs: <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 Printing, Scanning and photocopying Equipment: <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 Adequate opening hours: <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 Quiet and tidy study area: <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3	
Library Website	Further Comments
Easily accessible to navigate: <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 Informative: <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 Easy-to-find Online Resources: <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 Easy-to-search Resources: <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 Social Media to Connect: <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3	
Services:	Further Comments
Workshops: <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 Academic Skills Workshops: <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 English Language Skills Workshops: <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 Consultations: <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 Tutorials: <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3	
Please rate the quality of the service you received from TOP's Library.	Further Comments
<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3	
How frequently do you visit the Library?	Further Comments
<input type="checkbox"/> 3-5 times per month <input type="checkbox"/> 1-2 times per month <input type="checkbox"/> Once every 2 months <input type="checkbox"/> Other	
Additional general comments you want to add: Are you an: <input type="checkbox"/> Undergraduate student <input type="checkbox"/> Postgraduate student Are you a student of: <input type="checkbox"/> Business <input type="checkbox"/> Law	

Student number:	
Survey completion date:	
Mobile number:	
Signature:	