

Library Questionnaire

To help us serve you better, library staff are asking all students to fill out this questionnaire.

(The first 100 people to return their survey will be able to choose a voucher. All students returning a survey will be in the running for 1 of 3 CDs donated by the Bible Society)

Please circle the statements that describe you as a user

Student Staff Full-time Part-time

Which stream of study -

Customer Service	Always	Mostly	Some time	Never
Library staff treat me fairly and without discrimination				
Library staff are professional in their dealings with me				
Library staff are friendly				
Library staff take an interest in me and my needs				
Library staff give my enquiries appropriate time and attention				
Library staff provide accurate answers				
Library staff provide quality service				
Library staff respond clearly and accurately to enquiries				
Library staff do what they say they will do				
Library staff respond in a timely manner				
Library staff are difficult to approach				

Facilities	Always	Mostly	Some time	Never
I am able to access computer workstations in the library				
Computer facilities and electronic equipment are accessible				
Printing facilities are adequate				
The library's collection meets my research needs				
Group study facilities are adequate				
Photocopying facilities are adequate				
Library staff keep me informed about new services and collections				
Library space is adequate				
Opening hours are adequate				
Study space in the library is adequate				
Student computer room is adequate				

Comments

How often do you use the student computer room	
How long do you usually stay	
Do you use it mainly for study or personal purposes	

Resources	Always	Mostly	Some time	Never
Resources are appropriate for my course needs				
Resources are up to date and relevant				
Resources are easy to find				
Suggestions to find resources elsewhere are good				
Recommendations for new or different resources are listened to by library staff				
Borrowing facilities are good				
You usually find the resources you need				
If not is it because:				
<ul style="list-style-type: none"> The library does not have the item 				
<ul style="list-style-type: none"> All copies/titles are in use 				
<ul style="list-style-type: none"> The catalogue says the item is in the library but you cannot locate it 				
<ul style="list-style-type: none"> There are not sufficient resources on the topic you are researching 				
You usually ask library staff for assistance				
You feedback to the lecturer involved that you are having difficulty locating resources				
You find there are always resources available that address assignment questions				

Comments

What do you see as the most important role of library staff	
How do you make use of their skill and knowledge	
What do you use mostly in the library – books, computers, photocopier, other	

Catalogue searching	Always	Mostly	Some time	Never
You use the catalogue when searching for resources				
You browse the shelves when searching for resources				
When using the catalogue, you search using:				
▪ keywords				
▪ subject				
▪ title				
▪ author				
You use a different method if your first search is unsuccessful				
You are able to find the specific titles/subject areas you are looking for when you check the catalogue				
Do you use the catalogue via the Internet from home				

Electronic Resources	Always	Mostly	Some time	Never
You use the library's links page				
You find the links useful				
You use any the electronic journals listed on the library catalogue				
You use databases in your research. If so, which of these below:				
▪ ATLA				
▪ Religion and Philosophy				
▪ ERIC				
▪ APAFT				
▪ Other				
You have had training in database searching				
You have considered signing up for training sessions if yes, in which of the following would you like training:				
• ATLA				
• Religion and Philosophy				
• ERIC				
• APAFT				
• General Internet training				

Final Comments

How often do you use *** Library? – why/why not	
Do you use other libraries, if so which ones?	
Please comment on any services you would like to see offered in the library that are currently unavailable	
Please comment on any other areas pertinent to the college library that are not addressed above	