

NIRMALA COLLEGE CENTRAL LIBRARY

USER FEEDBACK FORM

Please tick mark () the statements that describe you as a user

Faculty / Staff /Student Name

Department/Course:.....

Semester:.....

Sl. No.	USER SERVICE	Always	Mostly	Some time	Never
1	Library staff treat me fairly and without discrimination				
2	Library staff are professional in their dealings with me				
3	Library staff are friendly				
4	Library staff take an interest in me and my needs				
5	Library staff give my enquiries appropriate time and attention				
6	Library staff provide accurate answers				
7	Library staff provide quality service				
8	Library staff respond clearly and accurately to enquiries				
9	Library staff do what they say they will do				
10	Library staff respond in a timely manner				
11	Library staffs are easy to approach				
	RESOURCES	Always	Mostly	Some time	Never
12	Resources are appropriate for my course needs				
13	Resources are up to date and relevant				
14	Resources are easy to find				
15	Suggestions to find resources elsewhere are good				
16	Recommendations for new or different resources are listened to by library staff				
17	Borrowing facilities are good				
18	You usually find the resources you need				
19	If not is it because:				
	• The library does not have the item				
	• All copies/titles are in use				
	• The catalogue says the item is in the library but I cannot locate it				
	• There are not sufficient resources on the topic we are searching				
20	you usually ask library staff for assistance				
21	You feedback to the lecturer involved that you are having difficulty locating resources				
22	You find there are always resources available that address assignment questions				

FACILITIES		Always	Mostly	Some time	Never
23	I am able to access computer workstations in the library				
24	Computer facilities and electronic equipment are accessible				
25	Printing facilities are adequate				
26	The library's collection meets my study needs				
27	Group study facilities are adequate				
28	Photocopying facilities are adequate				
29	Library staff keep me informed about new services and collections				
30	Library space is adequate				
31	Opening hours are adequate				
32	Study space in the library is adequate				
33	Student computer room is adequate				
34	You browse the shelves when searching for resources				
35	You are able to find the specific titles/subject areas you are looking for when you check the catalogue/database				
36	You use any the electronic journals listed on the library Catalogue/database				
FINAL COMMENTS		<i>✍ Please write below shown column</i>			
37	How often do you use *** Library? – why/why not				
38	Do you use other libraries, if so which ones?				
39	Please comment on any services you would like to see offered in the library that are currently unavailable				
40	Please comment on any other areas pertinent to the college library that are not addressed above				