



Library User Satisfaction Survey 2021

Lingnan 嶺南大學
University 香港 Hong Kong

鄺森活圖書館
Fong Sum Wood Library

WE VALUE YOUR FEEDBACK

Library User Satisfaction Survey 2021

7 APRIL ▶ 7 MAY, 2021

<https://www.library.ln.edu.hk/en/about/survey/2021>

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(Phone / Signal / WhatsApp)

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Introduction & Guidelines

This survey is the Library survey that we have conducted since 1997. It is anonymous, fairly brief yet essential to our Library's ability to provide quality services to you.

For each multiple-choice question, select the radio button with heading that comes closest to your view. Some questions may be difficult to answer because you do not have enough knowledge, experience or opinion about the topic. In such cases, please select the "NOT SURE" option.



Part I – Satisfaction with Library Services

Reference Services – these services include answering questions of all types and complexity, providing orientations to the Library, delivering training and conducting online searches.

1. Generally speaking, to what extent are reference services:

	1 (Least)	2	3	4	5 (Most)	Not sure
Helpful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Friendly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Convenient	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

1a. In particular, to what extent are you satisfied with the following services we are providing:

	1 (Least)	2	3	4	5 (Most)	Not sure
1-Search (Library Discovery Tool)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library Workshops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Book Talks / Seminars / Exhibitions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
WhatsApp	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Research Consultation Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Access Services – these services include checking materials in and out of the Library, processing reserve materials, searching for missing items and management of the stack and reading areas.

2. Generally speaking, to what extent are Access Services:

	1 (Least)	2	3	4	5 (Most)	Not sure
Helpful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Friendly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Convenient	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2a. In particular, to what extent are you satisfied with the following services we are providing:

	1 (Least)	2	3	4	5 (Most)	Not sure
HKALL / Interlibrary Loan Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reserve Book Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Part II – Satisfaction with Information Resources

3. Generally speaking, to what extent are you satisfied with the following information resources:

	1 (Least)	2	3	4	5 (Most)	Not sure
Printed Book Collection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E-Book Collection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Printed Journal Collection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E-Journal Collection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electronic Databases	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Newspaper & Magazines	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library Website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
AV / Microform / MLLC Materials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Digital Commons (Theses, Dissertations, Research and Journal papers from students and academic departments)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Part III – Satisfaction with Physical Setup

Satisfaction with physical setup can mean a number of

things such as: comfort, ease of usage, convenient location, equipment and furniture availability, etc.

4. Generally speaking, to what extent are you satisfied with:

	1 (Least)	2	3	4	5 (Most)	Not sure / Not Applicable
Individual Study Rooms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Faculty and Postgraduate Study Rooms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Collaborative Workrooms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Single Study Carrels	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Postgraduate Common Room (3/F)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reading Tables	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Air-conditioning & Ventilation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lighting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Photocopiers / Scanners	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Computing Equipment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Network Printing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
AV / MLLC Equipment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other Equipment & Furniture	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	1 (Least)	2	3	4	5 (Most)	Not sure / Not Applicable
Café	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quietness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Security & Personal Property	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Opening Hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. On average, how many day(s) a week do you use the Library?

0
 1
 2
 3
 4
 5
 6
 7

5a. On average, how many day(s) a week do you visit the Library website and use the online resources virtually?

0
 1
 2
 3
 4
 5
 6
 7



Part IV – Expectation towards Library

6. What is/are your preferred way(s) to receive Library news? (You may select more than one answer)

- By Email
- By Facebook
- By Library Website
- Others. Please specify:

7. What kind of new service(s) are you expecting the Library to provide in the near future?

8. In what area(s) does the Library need immediate attention to improve our services?

9. Any comments on the Library Renovation?

10. Any other comments?

Factual Information – You will remain anonymous in this survey. The questions asked here will allow data analysis by categories. No data will be reported in terms of individuals.

11. Gender

- Male
- Female

12. Status - Your affiliation with Lingnan University

Are you affiliated to Lingnan University?

Your Status in Lingnan University

Your Academic Major At Lingnan University

Full Time / Part Time

Are you living on Campus?

Years you have been affiliated to Lingnan

13. How did you know this survey?

- Email
- Facebook
- Friends
- Library Website
- Library Staff
- Others, please specify:

~ Thank you ~

Please click "Next" to submit the survey.

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