

Library User Satisfaction Survey 2018

The graphic features a background of faint, overlapping text including words like 'CONCEPT', 'FEELING', 'THOUGHT', and 'VIEWPOINT'. At the top left is the Lingnan University 50th anniversary logo, and at the top right is the Fore Sun Wood Library logo. The main title 'Library User Satisfaction Survey 2018' is in a large, bold, brown font, with the dates '(From 06 to 20 March 2018)' below it. A large, orange, hand-drawn speech bubble contains the text 'Your Voice Matters!' in white. To the right of the speech bubble is a small orange stick figure pointing towards it.

Library User Satisfaction Survey 2018
(From 06 to 20 March 2018)

Your Voice Matters!

Introduction & Guidelines

This survey is the annual 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.

	1 (Least)	2	3	4	5 (Most)	Not sure
Single Study Carrels	<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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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"/>
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

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

By RSS

Others. Please specify:

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

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

9. Any other comments?

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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.

9. Gender

- Male
- Female

10. Status - Are you affiliated to Lingnan University?

- Yes
- No

11. If you are affiliated to Lingnan, what is your status?

- Full-time Undergraduate Student
- Part-time Undergraduate Student
- Full-time Postgraduate Student
- Part-time Postgraduate Student
- Diploma / Higher Diploma Student
- Associate Degree Student
- Pre-Associate Degree Student
- Academic / Research Staff
- Non-academic Staff. Please specify:
- Others. Please specify:

12. If you are a student / academic / research staff affiliated to Lingnan, what is your academic major at Lingnan?

- Accountancy
- Applied Psychology
- Chinese
- Computing & Decision Sciences
- Cultural Studies
- Economics
- English
- Finance & Insurance
- History
- Management
- Marketing & International Business
- Philosophy
- Political Science

- Sociology and Social Policy
- Translation
- Visual Studies
- Others. Please specify:

13. If you are affiliated to Lingnan, are you living on campus?

- Yes
- No

14. How long have you been affiliated to Lingnan?

- 1st Year
- 2nd Year
- 3rd Year
- More than 3 Years

15. How did you know this survey?

- Campus News
- Email
- Facebook
- Friends
- Library Website
- Printed copy received in the Library
- Others, please specify: