
Mahidol Library: User Satisfaction Survey 2017

* Required

Please specify the library name that you want to evaluate *

Choose

Part 1 Your library experience (in the year 2017)

1 What is your position/status? *

- 1. Lecturer
- 2. Researcher
- 3. Supporting Staff
- 4. Graduate Student
- 5. Undergraduate Student
- 6. Alumni
- 7. Visitor
- Other: _____

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Part 1 Your library experience (cont.)

2. How often do you visit the library? *

- 1. everyday
- 2. 2 – 3 times/week
- 3. 2 - 3 times/month
- 4. once a month
- 5. once a semester
- 6. I never walk into the library but I use online library instead.
- Other: _____

3. Please specify your purpose(s) of visiting the library (select all that apply)

- 1. borrow/return books
- 2. reading/working
- 3. use library computers
- 4. use WIFI
- 5. use individual/group study room
- 6. use Mahidol Book Delivery service
- 7. request for articles/documents
- 8. ask for information
- 9. use literature searching service
- 10. use reference service/help desk
- 11. place for meeting
- 12. place for relaxing
- Other: _____

4. If you use the library via online. Which website do you access?
(select all that apply)

- 1. Mahidol Libraries (www.li.mahidol.ac.th)
- 2. Mahidol eJournal Access (www.ejournal.mahidol.ac.th)
- 3. VPN@mahidol
- 4. Siriraj Medical Library (www.medlib.si.mahidol.ac.th)
- 5. Ramathibodi Medical Library (www.med.mahidol.ac.th/library)
- 6. Stang Mongkolsuk Library (stang.sc.mahidol.ac.th)
- 7. MUIC - Library (www.lib.muic.mahidol.ac.th)
- 8. Faculty of Nursing Library (www.lib.ns.mahidol.ac.th)
- 9. Jiew Bang Sue Music Library (www.music.mahidol.ac.th/library)
- 10. GJ Library Website (sites.google.com/mahidol.edu/ligj)
- Other: _____

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Part 2 If you are the library walk-in user, please indicate your level of satisfaction.

(Excellent [5] Good [4] Average [3] Poor [2] Very Poor [1])

Library Services

Level of Service (you desire) *

	5	4	3	2	1
1. Library staff provide service with politeness, customer care, and willing to help.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Library staff have professional knowledge and skill.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Library staff understand the user need, can answer the questions and help solving the problems.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Library opening hours are suitable.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Place & Facilities

Level of Service (you desire) *

	5	4	3	2	1
5. Library spaces and seats e.g. study area, reading rooms, individual/group study rooms, quiet zone, relaxing zone etc. are adequate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. The library provides adequate computers in good working order.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. The library provides suitable healthy learning environment, including optimized lighting and temperature.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. The library provides enough facilities e.g. electric plugs, WIFI, drinking water etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Toilets are enough and clean.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. The library provides a safe and secure environment for users	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Have you ever used library via online? (e.g. searching library catalogs (OPAC), search for eBook or eJournal, Off campus-remote access) *

- Yes, I have.
- No, I haven't.

Part 3 Have you ever used library via online?

1. Searching Mahidol Library Catalogs (OPAC) *

- Yes, I have.
- No, I haven't.

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Never submit passwords through Google Forms.

1. Searching Mahidol Library Catalogs (OPAC)

Please indicate your level of satisfaction. *

	5	4	3	2	1	Very Dissatisfied
Level of Service: You Desire	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Level of Service: You Perceive	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Part 3 Have you ever used library via online? (cont.)

2. Searching Thai Union Catalog (UCTAL) *

- Yes, I have.
- No, I haven't.

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Part 3 Have you ever used library via online? (cont.)

3. Searching EBSCO Discovery Service (EDS) *

- Yes, I have.
- No, I haven't.

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Part 3 Have you ever used library via online? (cont.)

4. Searching OCLC Discovery Service *

- Yes, I have.
- No, I haven't.

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Part 3 Have you ever used library via online? (cont.)

5. Off campus-remote access via VPN@mahidol *

- Yes, I have.
- No, I haven't.

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Part 3 Have you ever used library via online? (cont.)

6. Off campus-remote access via ejournal.mahidol.ac.th *

- Yes, I have.
- No, I haven't.

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Part 3 Have you ever used library via online? (cont.)

7. Mahidol Libraries website (www.li.mahidol.ac.th) *

- Yes, I have.
- No, I haven't.

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Part 3 Have you ever used library via online? (cont.)

8. Siriraj Medical Library website (www.medlib.si.mahidol.ac.th) *

- Yes, I have.
- No, I haven't.

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Part 3 Have you ever used library via online? (cont.)

9. Ramathibodi Medical Library website (www.med.mahidol.ac.th/library) *

- Yes, I have.
- No, I haven't.

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Part 3 Have you ever used library via online? (cont.)

10. MUIC Library website (www.lib.muic.mahidol.ac.th) *

- Yes, I have.
- No, I haven't.

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Part 3 Have you ever used library via online? (cont.)

11. Stang Mongkolsuk Library website (stang.sc.mahidol.ac.th) *

- Yes, I have.
- No, I haven't.

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Part 3 Have you ever used library via online? (cont.)

12. Jiew Bang Sue Music Library website (www.music.mahidol.ac.th/library) *

- Yes, I have.
- No, I haven't.

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Part 3 Have you ever used library via online? (cont.)

13. Faculty of Nursing Library website (www.lib.ns.mahidol.ac.th)

*

- Yes, I have.
- No, I haven't.

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Part 3 Have you ever used library via online? (cont.)

14. GJ Library website (www.sites.google.com/mahidol.edu/ligj)

*

- Yes, I have.
- No, I haven't.

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Part 4 Overall satisfaction and other suggestions

1. Your overall satisfaction for this library *

	5	4	3	2	1
Level of Service: You Desire	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Level of Service: You Perceive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. Will you come back to use the library services again and also recommend to your friends or colleagues? *

- Sure
- Not sure
- No

3. Please specify the library name (in either Thailand or abroad) that is the best practice in your opinion.

Your answer _____

4. What did you find most satisfying in this library?

Your answer _____

5. What did you find least satisfying in this library?

Your answer _____

6. Suggestions for further development

Your answer _____