

Questionnaire for library users :

Library Services Satisfaction Survey

Introduction

We are carrying out an evaluation of some of the library's services, to see if we can improve facilities and make them more relevant for our students. Thank you for taking the time to fill in this questionnaire, it should only take 10 minutes. Please return your completed questionnaire to any member of our group. Your answers will be treated with complete confidentiality, and unless you choose to provide an e-mail address, will be entirely anonymous. If you have any questions about this questionnaire, please contact [fatim shakila bt mohad zainuddin].

Instructions

1. Which of the following activities occupied you on your visit to the unisza Library today? Please check all that apply. Then, check the appropriate box beside each activity to show how successful you were in achieving your aim.

Activity	Very unsuccess ful	Fairly unsuccess ful	Neither successf ul nor unsuccess ful	Fairly success ful	Very success ful
<input type="checkbox"/> Looked for library materials on the Shelves.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Used an electronic information service (e.g. OPAC, the Internet)....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Used the library's catalogue.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Got or sought help from library staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Studied my lessons.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Others, please specify: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Others, please specify: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. Approximately, how often do you visit the unisza Library?

☐ Daily ☐ Weekly ☐ Bi-monthly ☐ Monthly

3. What type of materials do you mainly visit the unisza Library to obtain?

Library Services Survey Sample

Frederick Wilfrid Lancaster



Library Services Survey Sample:

The Evaluation and Measurement of Library Services Joseph R. Matthews, 2017-10-27 This guide provides library directors managers and administrators in all types of libraries with complete and up to date instructions on how to evaluate library services in order to improve them It s a fact today s libraries must evaluate their services in order to find ways to better serve patrons and prove their value to their communities In this greatly updated and expanded edition of Matthews seminal text you ll discover a breadth of tools that can be used to evaluate any library service including newer tools designed to measure customer and patron outcomes The book offers practical advice backed by solid research on virtually every aspect of evaluation including quantitative and qualitative tools data analysis and specific recommendations for measuring individual services such as technical services and reference and interlibrary loan New chapters give readers effective ways to evaluate critical aspects of their libraries such as automated systems physical space staff performance management frameworks eBooks social media and information literacy The author explains how broader and more robust adoption of evaluation techniques will help library managers combine traditional internal measurements such as circulation and reference transactions with more customer centric metrics that reflect how well patrons feel they are served and how satisfied they are with the library By applying this comprehensive strategy readers will gain the ability to form a truer picture of their library s value to its stakeholders and patrons [Making Surveys Work for Your Library](#) Robin Miller, Kate Hinnant, 2018-12-01 Instead of using expensive off the shelf surveys or relying on a poorly worded survey read *Making Surveys Work for Your Library* and design your own that collect actionable data Library listservs and websites are littered with examples of surveys that are too long freighted with complex language and generally poorly designed The survey however is a widely used tool that has great potential if designed well Libraries can implement surveys for a variety of purposes including planning program evaluation collection development and space design *Making Surveys Work for Your Library* Guidance Instructions and Examples offers librarians a contemporary and practical approach to creating surveys that answer authentic questions about library users Miller and Hinnant have experience designing deploying and analyzing quantitative and qualitative data from large scale web based user surveys of library patrons as well as smaller survey instruments targeted to special populations Here they offer library professionals a guide to developing and examples of concise surveys that gather the data they need to make evidence based decisions define the scope of future research and understand their patrons **Library Services for Online Patrons** Joelle E. Pitts, Laura Bonella, Jason M. Coleman, Adam Wathen, 2019-10-16 This practical and holistic approach to offering library resources and services to online patrons addresses multiple areas of service to online patrons including reference instruction access and marketing Academic libraries are wonderful resources for university students and faculty on campus and public libraries thrive on providing targeted in person services such as storytime makerspaces and adult programming It can be easy however to forget about

the large population of students faculty and community members who access library resources and use library services remotely Library Services for Online Patrons reaches out to patrons who are not or not always located on campus or who seldom if ever visit libraries physical facilities and who may not be aware of or able to equitably use library services The authors focus on ways to organize library resources using principles of design and to cater library services to the specific needs of online students faculty and community members They also address how to effectively target marketing to the online population and how to collaborate with campus and community stakeholders who work directly with them

A Survey of Libraries in the United States: Public library service to children. Extension work and community service of public libraries. School library organization and service American Library Association, 1927

The Eleventh Off-Campus Library Services Conference Proceedings Patrick Mahoney, 2013-01-11 Learn how to provide better service to distance information users This book is the result of the conference held in May 2004 in Scottsdale Arizona focusing on librarians challenges providing service to nontraditional faculty and students Respected authorities discuss in detail specific problems and fresh strategies and solutions to further promote service to distance information users Each chapter tackles a particular issue such as collaboration outside the contributor's organization or how services can be monitored and assessed to gauge quality and fully explains what can be done to address those issues Each distinguished contribution was carefully selected by a 26 member advisory board using a juried abstracts process Thorough bibliographies useful figures tables and graphs provide accessibility and clarify ideas Some of the topics in this book include the promotion of library services to Native American students the planning and development process of a project to create a Web based multi media instruction tool for off campus graduate students an examination of direct linking tools provided by major aggregators distance learning for the learning disabled distance learning implementation strategies for institutions course management software CMS and library services integration a survey of Association of Research Libraries offered services the do's and don'ts of videoconferencing on and off campus an eBooks collection study one on one research coaching via digital reference service an online tool that assesses students research skills and attitudes creating a library CD for off campus students expanding student and faculty access to information services the collaboration with faculty on electronic course reserves developing assessment questions for services supporting off campus learning programs providing secure off campus access to library services beyond proxy servers and much much more The Eleventh Off Campus Library Services Conference Proceedings is an invaluable comprehensive resource detailing the latest challenges and solutions for on and off campus librarians

Evaluation of Library Service John Douglas Lorenz, 1973

A Handbook of Digital Library Economics Wendy Evans, David Baker, 2013-07-31 This book provides a companion volume to Digital Library Economics and focuses on the how to of managing digital collections and services of all types with regard to their financing and financial management The emphasis is on case studies and practical examples drawn from a wide variety of contexts A Handbook of Digital Library

Economics is a practical manual for those involved or expecting to be involved in the development and management of digital libraries Provides practical approach to the subject Focuses on the challenges associated with the economic and financial aspects of digital developments Will be valuable to practitioners and tutors and students in a wide variety of situations

Library Services to Distance Learners in the Commonwealth Commonwealth of Learning, 1997 The provision of good library services is a crucial factor in determining the quality of distance education This collection of articles acquaints readers with distance librarianship as it is practiced in developed and developing countries throughout the British Commonwealth The reader includes Introduction Michael Wooliscroft Distance Librarianship A Perspective Elizabeth F Watson The Distance Learner the Librarian and the Course Development Team Janet Jenkins Reaching the Remote Student Margaret Appleton Library Services to Distance Learners Research and Operational Developments in a U K and European Context Peter Brophy Deborah Goodall and Peter M Wynne Distance Learners and Library Use in Western Canada the Findings of an Inter university Survey Alexander L Slade Library Services for the University of the West Indies Distance Students Beverley A Steele The University of South Africa s Library Services to Distance Learners S H Behrens and L M Grobler Serving Learners in a Technical Vocational Distance Education Programme Issues for CAST in Jamaica Terrence Bobb Semple Library Services to Distance Learners at Massey University Some Management Issues Celia Bockett Lucy Marsden and Joan Pitchforth A Library Service to Distance Learners What Should the Library Provide Anthony K Cavanagh and Joan Tucker Initiating the First Steps the Use of Technology To Provide Library Services to Distance Learners in the Commonwealth Caribbean Linda Claudia de Four Rendering Equitable Library Services to Distance Learners in India Problems and Prospects Neela Jagannathan Library Support the Missing Link in Support Services at the Secondary Level for the Distance Learner in English Speaking Africa Magnus John Providing Support Services for External B Ed Distance Learners Programme at the University of Nairobi Judith W Kamau Information Technology and Libraries in Distance Education Present and Future Prospects for India Uma Kanjilal Overcoming the Tyranny of Distance David Meacham and Margaret H Macpherson Library Services for the Open University of Tanzania Experiences of the First Year Geoffrey R V Mmari Library and Information Science Through Distance Education the IGNOU Experience R Satyanarayana Library Services to Students at a Distance A Case Study of the University of Otago Library Dunedin New Zealand Hayley Solomon Open Library Information for Off Campus Students The Australian Scenario Marie Therese Van Dyk and Factors Affecting the Provision of Library Services to Distance Learners the Commonwealth Caribbean Experience Elizabeth F Watson SWC

The Fifth Off-campus Library Services Conference Proceedings, 1991

The Measurement and Evaluation of

Library Services Frederick Wilfrid Lancaster, 1977 The second edition of this celebrated reference combines essential material from the first edition 1977 with important extracts from another Lancaster work If you want to evaluate your library U of Illinois Press 1988 and incorporates a broad range of recent evaluative studies Unlike the first edition which dealt

primarily with academic studies the second provides detailed information on the evaluation of public school and special libraries as well In this edition Lancaster is joined by co author Baker library and information science U of Iowa Annotation copyrighted by Book News Inc Portland OR **Colorado Public Libraries & the "digital Divide" 2002** Tammi Moe,2002

Library Services for Children in New Zealand Schools and Public Libraries ,1977 **Bulletin of the American Library Association** American Library Association,1920 Books and Pamphlets on Library Work American Library Association,1928 **Yearbook [of The] American Library Association** ,1929 *Papers and Proceedings of the ... General Meeting of the American Library Association Held at ...* American Library Association. General Meeting,1919

Library Association Record Library Association,1918 Proceedings of the 22d 33d annual conference of the Library Association in v 1 12 proceedings of the 34th 44th 47th 57th annual conference issued as a supplement to v 13 23 new ser v 3 ser 4 v 1 **Library Journal** Melvil Dewey,Richard Rogers Bowker,L. Pylodet,Charles Ammi Cutter,Bertine Emma Weston,Karl Brown,Helen E. Wessells,1911 Includes beginning Sept 15 1954 and on the 15th of each month Sept May a special section School library journal ISSN 0000 0035 called Junior libraries 1954 May 1961 Issued also separately

Municipal Reference Library Notes New York Public Library. Municipal Reference Library,1918 **The Library Survey Questionnaire** American Library Association. Committee on Library Survey,1924

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