

EXTERNAL LIBRARY CLIENT FEEDBACK FORM

Thank you for availing our services! We wanted to serve you better so please help us by taking a moment to complete our survey. Kindly answer the following questions by marking one or more of the options given for each item or writing out the information sought.

1. Please rate the following based on helpfulness and relevance to your information needs:

A. (Collection					
B. 5	Services					
C. 5	Staff					
D.	Facilities					
2. What	resources v	vere you able to use?				
	Onli	ne Resources (if marked, please Online databases (Subscribed Other Internet Sites:	journals and	d periodicals)		
	Dhu	cirer internet sitessical Resources (if marked, pleas				
	Pny.	Books (Print and Electronic)	se maicate t	iliswel below)		
		Periodicals				
		Modules				
		Other Media (CDs, DVDs etc.)	, ,			
	Oth	ers (if marked, please indicate a	nswer belov	w)		
2 Over	all place ra	ite the usefulness/relevance of	the library	to you		
3. Over				ds Improvement	. (2)	
			Poor			
	Sati	sfactory (3)				
4. How	did you lear	n about our library? (Please mo	ark all that o	applies)		
		erral from Peers / Instructors / Tough the SEAMEO INNOTECH W		chool / Universi	ty	
	Thre	ough online or link from other v	ebsites, sea	arch engines, on	line advertise	ments
	Oth	ers, please specify :				
5. Pleas	se give your	comments and suggestions as t	o how LRC	can further imp	rove its servic	es.
						-
				PLISHED: SS (OPTIONAL):		
65 88			E GUIDE			
		n oustandingly meets corresponding information needs;			y meets corresponding inf	
5	C. Staff has shown	concerns are attended and addressed; exceptional level of competence in meeting info needs; eptionally conducive to research and learning	2		e attended and addresse nce in meeting info needs; h and learning	
4	90% of inquiries an shown high level of	n very satisfactorily meets corresponding info needs; B. d concerns are attended and addressed; C. Staff has competence in meeting info needs; D. Facilities are research and learning	1	below of inquiries and co C. Staff has shown poor I	ot meet corresponding in oncerns are attended and evel of competence in me facilities are conducive to	addressed; eeting info needs;
3	B. 75% of inquiries	n satisfactorily meets corresponding info needs; and concerns are attended and addressed; average level of competence in meeting info needs; D.	N/A	Dimensions/Elements sp attended need(s)	ecified do not correspond	to identified and

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Facilities are conducive to research and learning



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1. Please rate the following based on helpfulness and relevance to your information needs:

A. Co	ollection							
B. Se	ervices							
C. St	aff							
D. Fo	acilities							
Whatr	esources v	vere you able to use?						
· vviide i		ne Resources (if marked, pleas	e indicate an	swer below)				
-		Online databases (Subscribed						
		Other Internet Sites:						
	Phys	sical Resources (if marked, plea	ase indicate d	answer below)				
-		Books (Print and Electronic)						
		Periodicals						
		_ Modules						
		Other Media (CDs, DVDs etc.						
	Othe	ers (if marked, please indicate	answer belov	N)				
. Overal		te the usefulness/relevance			(0)			
-	Excellent (5) Needs Improvement (2) Very Satisfactory (4) Poor (1)							
-		/ Satisfactory (4) sfactory (3)	Poor	(1)				
-								
. How d	-	n about our library?	T 1 /c					
		erral from Peers / Instructors / ough the SEAMEO INNOTECH \		chool / Universit	Ŋ			
		ough online or link from other		arch engines, onl	ine advertisements			
		ers, please specify :						
. Please	aive vour	comments and suggestions as	to how LRC	can further imp	rove its services.			
	y ,							
IAME (OPT	TIONAL):		DATE ACCOMP	PLISHED:				
		ONAL):		SS (OPTIONAL):				
		SC	ALE GUIDE		Wall State of the			
		oustandingly meets corresponding information needs;			meets corresponding info needs; B. 50% of e attended and addressed; C. Staff has shown			
5	C. Staff has shown e	concerns are attended and addressed; exceptional level of competence in meeting info needs;	2	below average competen	ce in meeting info needs; D. 50% of the facilities			
		eptionally conducive to research and learning very satisfactorily meets corresponding info needs; B.		A. Library Collection do n	ot meet corresponding info needs; B. 30% and			
	90% of inquiries and	d concerns are attended and addressed; C. Staff has	1	below of inquiries and co	ncerns are attended and addressed; evel of competence in meeting info needs;			
		competence in meeting info needs; D. Facilities are research and learning	1		evel of competence in meeting into needs; facilities are conducive to research and learning			
		satisfactorily meets corresponding info needs; and concerns are attended and addressed;		Dimensions/Elements co	ecified do not correspond to identified and			
3		and concerns are attended and addressed;	N/A	attended need(s)	coned do not correspond to identified and			

attended need(s)

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C. Staff has shown average level of competence in meeting info needs; D.

Facilities are conducive to research and learning

