



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:

	Excellent (5)	Very Satisfactory (4)	Satisfactory (3)	Needs Improvement (2)	Poor (1)	Not Applicable N/A
A. Collection						
B. Services						
C. Staff						
D. Facilities						

2. What resources were you able to use?

_____ Online Resources (if marked, please indicate answer below)
 _____ Online databases (Subscribed journals and periodicals)
 _____ Other Internet Sites: _____

_____ Physical Resources (if marked, please indicate answer below)
 _____ Books (Print and Electronic)
 _____ Periodicals
 _____ Modules
 _____ Other Media (CDs, DVDs etc.)
 _____ Others (if marked, please indicate answer below)

3. Overall, please rate the usefulness/relevance of the library to you.

_____ Excellent (5) _____ Needs Improvement (2)
 _____ Very Satisfactory (4) _____ Poor (1)
 _____ Satisfactory (3)

4. How did you learn about our library? (Please mark all that applies)

_____ Referral from Peers / Instructors / Teachers / School / University
 _____ Through the SEAMEO INNOTECH Website
 _____ Through online or link from other websites, search engines, online advertisements
 _____ Others, please specify : _____

5. Please give your comments and suggestions as to how LRC can further improve its services.

NAME (OPTIONAL): _____ DATE ACCOMPLISHED: _____
 CONTACT DETAILS (OPTIONAL): _____ EMAIL ADDRESS (OPTIONAL): _____

SCALE GUIDE			
5	A. Library Collection outstandingly meets corresponding information needs; B. All inquiries and concerns are attended and addressed; C. Staff has shown exceptional level of competence in meeting info needs; D. Facilities are exceptionally conducive to research and learning	2	A. Library Collection fairly meets corresponding info needs; B. 50% of inquiries and concerns are attended and addressed; C. Staff has shown below average competence in meeting info needs; D. 50% of the facilities are conducive to research and learning
4	A. Library Collection very satisfactorily meets corresponding info needs; B. 90% of inquiries and concerns are attended and addressed; C. Staff has shown high level of competence in meeting info needs; D. Facilities are highly conducive to research and learning	1	A. Library Collection do not meet corresponding info needs; B. 30% and below of inquiries and concerns are attended and addressed; C. Staff has shown poor level of competence in meeting info needs; D. 30% and below of the facilities are conducive to research and learning
3	A. Library Collection satisfactorily meets corresponding info needs; B. 75% of inquiries and concerns are attended and addressed; C. Staff has shown average level of competence in meeting info needs; D. Facilities are conducive to research and learning	N/A	Dimensions/Elements specified do not correspond to identified and attended need(s)



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