



# LIBRARY SERVICES

## LIBRARY USERS FEEDBACK QUESTIONNAIRE

Reference

PU/LIB/UFQ/007

Issue/Rev

01/00

The information you will give in this questionnaire is confidential and is meant to improve services given to students and in no circumstances shall it be used to victimize the respondent in any way.

DEPARTMENT \_\_\_\_\_ PROGRAMME ENROLLED \_\_\_\_\_

SEMESTER \_\_\_\_\_ GENDER (M\_) (F\_) ADMNO.....Internal Resident( ) External Resident( )

1. How can you rate the following items (Tick only once on each item in the space provided)

SNO.	ITEM	VERY IN ACCEPTABLE	IN ACCEPTABLE	NEUTRAL	ACCEPTABLE	VERY ACCEPTABLE
1	Library Equipment					
2	Library Tables					
3	Library Opening Hours					
4	Library Resources					
5	Library Seats					
6	Library Security					
7	Library Core Text Books					
8	Library Suppl. Books					
9	Library Lighting					
10	Library E-books					
11	Library E-Journals					
12	Library Customer Care					
13	Library Temperature					
14	Library Noise					
15	Library WIFI Access					
16	Library Opening Days					
17	Library Newspapers					
18	Library OPACs					
19	Library Users computers					
20	Library Shelf Guides					

2. a) Are there any services which you need that have not been included? Yes ( ) No ( ) b) If yes state the service \_\_\_\_\_

3. a) Have you received all the services you need from the library

Yes ( ) No ( )

b) If No state the service you did not receive but its offered by the library \_\_\_\_\_

5. State any five things you are happy about at Pwani University Library

- a. \_\_\_\_\_
- b. \_\_\_\_\_
- c. \_\_\_\_\_
- d. \_\_\_\_\_
- e. \_\_\_\_\_

6. State five issues that if addressed urgently can improve the quality of service at Pwani University Library

- a. \_\_\_\_\_
- b. \_\_\_\_\_
- c. \_\_\_\_\_
- d. \_\_\_\_\_
- e. \_\_\_\_\_