**ALL INDIA INSTITUTE OF SPEECH AND HEARING, MYSORE**

**LIBRARY AND INFORMATION CENTRE**

Dear library user,

Please find enclosed a feedback form on our library resources and services. The objective of taking feedback is to improve the information services and facilities that we provide and the data collected from you will be used only for this purpose.

Yours sincerely,

Library and Information Officer

**ALL INDIA INSTITUTE OF SPEECH AND HEARING, MYSORE**

**LIBRARY AND INFORMATION CENTRE**

**Customer Feedback Form**

1. **Personal Details**
2. Name (*Optional*)
3. Role

Student

Research Scholar

Staff

1. Course & Class (in case of student)
2. Designation (in case of staff)
3. Area of Specialization (if any)
4. Years of Experience in the field
5. **Library Resources and Services**
6. On average, how often do you visit the library?

Daily

Several times per week

Weekly

Monthly

Occasionally

1. How often do you visit the library website?

Daily

Several times per week

Weekly

Monthly

Occassionally

Never

1. Please rate the importance of the following information sources for you on a five point scale

*(5 =* Very Important*; 4=*Important*; 3 = Moderately*Important*; 2= Little*Important*; 1= Unimportant)*

1. Print books 5 4 3 2 1
2. E- books 5 4 3 2 1
3. Print Journals 5 4 3 2 1
4. E-journals 5 4 3 2 1
5. Bibliographic databases 5 4 3 2 1
6. Book CD-ROMs 5 4 3 2 1
7. Teaching notes 5 4 3 2 1
8. Digital Repository of theses & dissertations 5 4 3 2 1
9. Print theses & dissertations 5 4 3 2 1

Any other (please specify)

1. Please indicate your satisfaction with the following resources in our library and information centre on a five point scale

(*5* = Very satisfied; *4=* Satisfied;  *3 = Neither satisfied* n*or dissatisfied; 2= Dissatisfied; 1= Very dissatisfied)*

1. Study/Research related Print books 5 4 3 2 1
2. General Print books 5 4 3 2 1

(Literature and Personality Development etc.)

1. Study related E- books 5 4 3 2 1
2. General E-books 5 4 3 2 1
3. Print journals 5 4 3 2 1
4. E-journals 5 4 3 2 1
5. Bibliographic databases 5 4 3 2 1
6. Book CD-ROMs 5 4 3 2 1
7. Digital Repository of theses & dissertations 5 4 3 2 1
8. Print theses & dissertations 5 4 3 2 1

1. Please indicate the resources/facilities on the library and information centre web portal that you use.

E-journals

E-books

OPAC

Digital repository (theses and dissertations)

Bibliographic databases

Previous years’ question papers

Plagiarism detection service

NLIST

ERMED

News clipping service

1. Please indicate your satisfaction with the following aspects of the library and information Centre on a five point scale ( 5 = Very satisfied; 4= Satisfied; *3 = Neither satisfied nor disatisfied*; 2= *Dissatisfied*; 1= *Very dissatisfied* )
2. Library web portal 5 4 3 2 1
3. Working hours 5 4 3 2 1
4. Building space 5 4 3 2 1
5. Seating capacity 5 4 3 2 1
6. Number of computers 5 4 3 2 1
7. Support of library staff 5 4 3 2 1
8. Number of books issued 5 4 3 2 1
9. Number of copies of study related books 5 4 3 2 1
10. Book loan period 5 4 3 2 1
11. Classified arrangement of books 5 4 3 2 1
12. Lighting 5 4 3 2 1
13. Please indicate the barriers/ difficulties which you face with respect to the use of library resources and services
14. Inadequate number of subject books in print format
15. Inadequate number of copies of subject in print format
16. Inadequate number of subject books in electronic format
17. Lack of electronic resource searching skills
18. Lack of Internet and I.T. skills
19. Unawareness of available information resources
20. Lack of time
21. Lack of training in use of library resources
22. Slow network connection

Any other (please specify)

1. Please rate the contribution of the library resources and services in the following on a three point scale

*(3=Major contribution; 2=Neither major nor minor contribution; 1= No contribution)*

1. To achieve academic success 3 2 1
2. To make efficient use of your time 3 2 1
3. To learn professional skills 3 2 1
4. To gain general knowledge 3 2 1
5. To help study, research, teaching 3 2 1
6. Please record your overall level of satisfaction with respect to the library resources and services.

Satisfied

Moderately satisfied

Dissatisfied

1. Please think of a scenario where our library and information centre is closed for a long period. In such a scenario do you think you will get adequate information support from:
2. Another library
3. Via Internet
4. From teachers, colleagues, friends etc.
5. Perhaps, but it would take more time and effort
6. Not at all
7. Kindly provide your suggestions for improving the library resources and services