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

**LIBRARY AND INFORMATION CENTRE**

**Customer Feedback Form**

**Section -A**

1. Role

Student

Research Scholar

Staff

1. Course & Class (in case of student)
2. Designation (in case of staff)
3. Area of Specialization (if any)

**Section – B**

1. On average, how often do you visit the library?

Daily

Weekly

Monthly

Less than once a month

1. How often do you visit the library website?

Daily

Weekly

Several times per week

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= Of Little Importance; 1= Unimportant)
2. Print books 5 4 3 2 1
3. E- books 5 4 3 2 1
4. Print Journals 5 4 3 2 1
5. E-journals 5 4 3 2 1
6. Bibliographic databases 5 4 3 2 1
7. Book CD-ROMs 5 4 3 2 1
8. Teaching notes 5 4 3 2 1
9. Digital Repository of theses & dissertations 5 4 3 2 1
10. Print theses & dissertations 5 4 3 2 1

Any other (please specify)

1. Please indicate your satisfaction with the following library resources on a five point scale ( 5 = Very Important; 4= Important; 3 = Moderately Important; 2= Of Little Importance; 1= Unimportant)
2. Print books 5 4 3 2 1
3. E- books 5 4 3 2 1
4. Print journals 5 4 3 2 1
5. E-journals 5 4 3 2 1
6. Bibliographic databases 5 4 3 2 1
7. Book CD-ROMs 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
10. Please indicate your use of the following services provided by the library?

Book circulation

Digital repository

OPAC

NLIST

News Clipping

Plagiarism Detection

1. Please provide your opinion about the library staff

Always ready to help

Moderately helpful

Never help

1. Please record your overall level of satisfaction with respect to the library resources and services.

Satisfied

Moderately satisfied

Dissatisfied

1. Kindly provide some suggestions for improving the library resources and services