## MEASURING USERS' OPINIONS OF ACADEMIC LIBRARY QUALITY

Completely agree = 1 2 3 4 5 6 7 = Completely disagree

	1 2 3 4 5 6 7
The Library is responsive to user comments	
The Library staff are knowledgeable	
It is difficult to find your way around the Library	
The physical environment is comfortable	
The levels of fines and other charges are fair	
Training in library use is satisfactory	
The Library is clean and tidy	
The Library staff are unhelpful	
The loan periods for important items are appropriate	
The range of subjects is sufficient for my needs	
The waiting times for books to be delivered are acceptable	
Up-to-date journals are easily available	
The lighting is poor	
It is safe to leave personal items on a desk	
The Library contains sufficient stock relevant to my studies	

## Completely agree 1 2 3 4 5 6 7 Completely disagree

Generally, I find the items that I need in the Library	
Too many items have restrictions on borrowing	
New books are put into stock quickly	
There are enough Library staff available	
Overall, the quality of the Library is excellent	
TOTALS	

## INTERNAL CUSTOMER SATISFACTION SURVEY

Please give a rating to your answers:  1 = very unsatisfied 2 = unsatisfied 3 = medium 4 = satisfied 5 = very satisfied		
Department		
What is your general impression of the Department	12345	
Please rate the following elements:		
Understanding the internal customer/situation	12345	
Reachable	1 2 3 4 5	
Available	1 2 3 4 5	
Competence	12345	
Tempo	12345	
Access	12345	
Keep an appointment	12345	
Written communication	12345	
Pro-active attitude	1 2 3 4 5	
Co-operation/participation	12345	
Confidence	1 2 3 4 5	
Which are the three most important elements listed above? Please rank them a)b)		
Please suggest areas of improvement for the Department that would be useful to your Department		