

## ภาคผนวก

23/6/2562

User satisfaction survey on AU Library services Academic year 2018

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\*Required

### Part I: General Information

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1. **1. Nationality**

*Tick all that apply.*

1. Thai
2. \*Non-Thai (Please specify)

2. **\*Non-Thai (Please specify)**

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3. **2. Status \***

*Tick all that apply.*

1. Undergraduate Student
2. Graduate Student
3. Faculty
4. Researcher
5. Staff

4. **3. Faculty / Office (Please specify) \***

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5. **4. For What purpose do you use the library? (You may answer more than 1 item)**

*Tick all that apply.*

- Teaching and Learning
- Research

6. **Others (Please specify)**

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### Part II Level of users satisfaction

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Direction : Please indicate the level of your satisfaction on library services.

Level 1 = Very Low, Level 2 = Low, Level 3 = Neutral, Level 4 = High, Level 5 = Very High

Note: The one that you never use, please put a check mark in column "Never use"

## Information resources

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7. **1. Books and Journals (in print format) are adequate and appropriate.**

*Mark only one oval.*

	1	2	3	4	5	
Very Low	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very High

8. *Tick all that apply.*

Never use

9. **2. E-Books are adequate and appropriate.**

*Mark only one oval.*

	1	2	3	4	5	
Very Low	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very High

10. *Tick all that apply.*

Never use

11. **3. E-Journals are adequate and appropriate.**

*Mark only one oval.*

	1	2	3	4	5	
Very Low	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very High

12. *Tick all that apply.*

Never use

13. **4. Online databases are adequate and appropriate.**

*Mark only one oval.*

	1	2	3	4	5	
Very Low	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very High

14. *Tick all that apply.*

Never use

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15. **5. Research tools: such as Turnitin, Endnote are adequate and appropriate.***Mark only one oval.*

	1	2	3	4	5	
Very Low	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very High

16. *Tick all that apply.* Never use17. **6. Educational materials such as [coloribus.com](http://coloribus.com), LogoLounge, ect. are adequate and appropriate.***Mark only one oval.*

	1	2	3	4	5	
Very Low	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very High

18. *Tick all that apply.* Never use**Services**

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19. **7. Information Service is convenient and flexible.***Mark only one oval.*

	1	2	3	4	5	
Very Low	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very High

20. *Tick all that apply.* Never use21. **8. Promotion of the use of information resources and services is adequate and appropriate.***Mark only one oval.*

	1	2	3	4	5	
Very Low	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very High

22. *Tick all that apply.* Never use

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23. **9. Communication channels of the library are adequate and appropriate.**

Mark only one oval.

	1	2	3	4	5	
Very Low	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very High

24. Tick all that apply.

Never use

## Infrastructure / Facilities

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25. **10. Computers are adequate.**

Mark only one oval.

	1	2	3	4	5	
Very Low	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very High

26. Tick all that apply.

Never use

27. **11. Wireless access areas are adequate and appropriate.**

Mark only one oval.

	1	2	3	4	5	
Very Low	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very High

28. Tick all that apply.

Never use

29. **12. Print/Scanner machines are adequate.**

Mark only one oval.

	1	2	3	4	5	
Very Low	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very High

30. Tick all that apply.

Never use

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31. **13. Library website is easy to use***Mark only one oval.*

1	2	3	4	5		
Very Low	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very High

32. *Tick all that apply.* Never use33. **14. Discussion rooms, reading areas, corners and zones are adequate and appropriate.***Mark only one oval.*

1	2	3	4	5		
Very Low	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very High

34. *Tick all that apply.* Never use35. **15. Library's atmosphere or ambience is conducive for learning.***Mark only one oval.*

1	2	3	4	5		
Very Low	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very High

36. *Tick all that apply.* Never use**Library information system**

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37. **16. Library Automation system.***Mark only one oval.*

1	2	3	4	5		
Very Low	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very High

38. *Tick all that apply.* Never use

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39. **17. AU-IR system. (AU Institution Repository)**

Mark only one oval.

	1	2	3	4	5	
Very Low	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very High

40. Tick all that apply.

Never use

41. **18. AU Library Mobile (Application)**

Mark only one oval.

	1	2	3	4	5	
Very Low	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very High

42. Tick all that apply.

Never use

43. **Part III: Your suggestion and recommendation (What services do you need from the library?)**

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44. **1.**

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45. **2.**

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