

HUE UNIVERSITY OF MEDICINE AND PHARMACY
CENTER OF INFORMATION AND LIBRARY

**SURVEY FOR READERS ON THE SERVICES OF CENTER OF INFORMATION
AND LIBRARY
IN 2020 - 2021**

In order to improve service quality and create a good relationship between the Library and readers, the Library collects readers' opinions through surveys. We look forward to receiving your comments by ticking the Answer box in the questionnaire below.

No	Content
PART I: GENERAL INFORMATION	
Q1	You are: ☐ Undergraduate Student ☐ Student in full-time transfer degree ☐ Student in part-time transfer degree ☐ Postgraduate student
Q2	What is your major?
Q3	When do you get the library card? ☐ At the beginning of the course ☐ Have not done ☐ During study time
PART II: SURVEY FOR READERS	
Q4	Do you frequent go to library? ☐ Every day ☐ Every month ☐ Never ☐ Every week ☐ Rarely
Q5	How long do you spend on visiting to the Library? ☐ less than 1 hour ☐ 2 hours ☐ a whole day ☐ 1 hour ☐ 4 hours
Q6	What is the purpose for your visit to the Library (you can choose both or more items at the same time)? ☐ Read and study at the Library ☐ Read newspapers, magazines,... ☐ Sử dụng phương tiện: máy tính, mạng.. ☐ Other:... ☐ Borrowing books and professional materials ☐ Study exchange ☐ Waiting for the next class
Q7	How do you know the website address and library software?

	☐ Library staff	☐ Announcement through the Library's training classes		
Q8	The Library is open during office hours. Every Saturday morning and open at night until 9pm daily from Monday - Friday. Does this time suit your?			
	☐ Reasonable		☐ Acceptable	
	☐ Need to serve all afternoon		☐ Need to extend the time	
	☐ Other:			
Q9	What makes you hesitate to go to the Library?			
	☐ You don't have habit of using the Library		☐ Limited resources that do not meet your needs	
	☐ The attitude of the staff here is not good		☐ You are too busy due to study schedule and personal activities	
	☐ You choose another ideal study space		☐ Other:	
Q10	How do you look up document information?			
	☐ Search at the Library			
	☐ Search online through the Library's website			
Q11	What type of documents are you usually interested in?			
	☐ Lectures are suitable for your major		☐ Professional books	
	☐ Books and magazines in the field of Medicine and Pharmacy		☐ Other:	
Q12	How do you use study materials?			
	☐ Read at the library		☐ Print out the document	
	☐ Buy the original book for long-term use		☐ Borrow for a limited time	
	☐ Other:			
Q13	What type of document do you prefer?			
	☐ Traditional paper documents		☐ Online documents	
	☐ CD, VCD, DVD....			
PART 3: SURVEY HOW THE LIBRARY SERVICE MEETING THE DEMAND READERS				
With your experiences at the Library Center, would you please give your opinion about your satisfaction of the service by choosing levels from 1 to 5 for the following (Ascending scale: 1: Totally disagree – 5: Totally agree):				
A. SURVEY ABOUT DOCUMENT RESOURCE				
Q14	You can find all the learning materials at the Library			
	☐ 1	☐ 2	☐ 3	☐ 4
Q15	You can borrow the learning materials at the Library			
	☐ 1	☐ 2	☐ 3	☐ 4
Q16	In case the materials are not available (because they are not available/or because others have borrowed them before), the library can solve this problem well			

	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
Q17	In addition to the main subject materials, you can easily find and borrow skill supplemental materials				
	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
Q18	The library is currently provided scientific journals that you are interested in				
	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
Q19	The resources at the Library are up-to-date				
	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
B. SURVEY ABOUT FACILITIES AND STUDY ENVIRONMENT AT THE LIBRARY					
Q20	The location of the Library is very convenient for readers to use the service				
	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
Q21	The conditions for studying/reading documents/researching at the Library are very comfortable				
	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
Q22	The study and research space at the Library is very quiet and well controlled.				
	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
Q23	The number seats in the Library are enough for student to use				
	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
Q24	Document and books are arranged neatly and easy to find				
	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
Q25	Electrical and lighting systems are fully provided				
	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
Q26	The internet/wifi system and computers are always ready for user				
	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
Q27	The Library's website and software are very convenient for searching documents				
	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
C. SURVEY ABOUT THE ATTITUDE OF STAFFS					
Q28	You are always supported promptly when having difficulties in using the library's services.				
	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
Q29	The library staffs are generous and friendly				
	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
Q30	The support service is very prompt and effective				
	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5

PART 4: YOUR OPINION TO IMPROVE LIBRARY SERVICES

1. PLEASE GIVE 2 COMMENTS IMPROVE THE LIBRARY SERVICES

First:

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Second:

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THANK YOU!