



Universiteit van Pretoria
University of Pretoria

University of Pretoria, Academic Information Service

Welcome!

We are committed to improving your library services. Better understanding your expectations will help us tailor those services to your needs.

We are conducting this survey to measure library service quality and identify best practices through the Association of Research Libraries' LibQUAL+(TM) program.

Please answer all items. The survey will take about **10 minutes** to complete. Thank you for your participation!

Information supplied on this form will be processed in the United States. Data protection legislation requires us to make clear that supplying information on the form is entirely voluntary.

Please rate the following statements (1 is lowest, 9 is highest) by indicating:

Minimum -- the number that represents the *minimum* level of service that you would find acceptable

Desired -- the number that represents the level of service that *you personally want*

Perceived -- the number that represents the level of service that *you believe* our library currently provides

For each item, you must EITHER rate the item in all three columns OR identify the item as "N/A" (not applicable). Selecting "N/A" will override all other answers for that item.

When it comes to...		My Minimum Service Level Is		My Desired Service Level Is		Perceived Service Performance Is		N/A																					
		Low	High	Low	High	Low	High																						
1)	Library staff who instill confidence in users	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	N/A
2)	Making electronic resources accessible from my home or office	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	N/A
3)	Library space that inspires study and learning	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	N/A
4)	Giving users individual attention	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	N/A
5)	A library Web site enabling me to locate information on my own	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	N/A
6)	Library staff who are consistently courteous	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	N/A
7)	The printed library materials I need for my work	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	N/A
8)	Quiet space for individual work	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	N/A
9)	Readiness to respond to users' enquiries	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	N/A
10)	The electronic information resources I need	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	N/A
11)	Library staff who have the knowledge to answer user questions	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	N/A
12)	A comfortable and inviting location	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	N/A
13)	Library staff who deal with users in a caring fashion	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	N/A
14)	Modern equipment that lets me easily access needed information	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	N/A
15)	Library staff who understand the needs of their users	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	N/A
16)	Easy-to-use access tools that allow me to find things on my own	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	N/A
17)	A haven for study, learning, or research	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	N/A
18)	Willingness to help users	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	N/A
19)	Making information easily accessible for independent use	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	N/A
20)	Print and/or electronic journal collections I require for my work	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	N/A
21)	Space for group learning and group study	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	N/A
22)	Dependability in handling users' service problems	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	N/A

Please indicate the degree to which you agree with the following statements:									
23) The library helps me stay abreast of developments in my field(s) of interest.	1	2	3	4	5	6	7	8	9
	<i>Strongly Disagree</i>						<i>Strongly Agree</i>		
24) The library aids my advancement in my academic discipline.	1	2	3	4	5	6	7	8	9
	<i>Strongly Disagree</i>						<i>Strongly Agree</i>		
25) The library enables me to be more efficient in my academic pursuits.	1	2	3	4	5	6	7	8	9
	<i>Strongly Disagree</i>						<i>Strongly Agree</i>		
26) The library helps me distinguish between trustworthy and untrustworthy information.	1	2	3	4	5	6	7	8	9
	<i>Strongly Disagree</i>						<i>Strongly Agree</i>		
27) The library provides me with the information skills I need in my work or study.	1	2	3	4	5	6	7	8	9
	<i>Strongly Disagree</i>						<i>Strongly Agree</i>		
28) In general, I am satisfied with the way in which I am treated at the library.	1	2	3	4	5	6	7	8	9
	<i>Strongly Disagree</i>						<i>Strongly Agree</i>		
29) In general, I am satisfied with library support for my learning, research, and/or teaching needs.	1	2	3	4	5	6	7	8	9
	<i>Strongly Disagree</i>						<i>Strongly Agree</i>		
30) How would you rate the overall quality of the service provided by the library?	1	2	3	4	5	6	7	8	9
	<i>Extremely Poor</i>						<i>Extremely Good</i>		

Please indicate your library usage patterns:	
31) How often do you use resources within the library?	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Never
32) How often do you access library resources through a library Web page?	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Never
33) How often do you use Yahoo(TM), Google(TM), or non-library gateways for information?	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Never

Please answer a few questions about yourself:	
34) The library that you use most often:	<input type="checkbox"/> Main Library <input type="checkbox"/> Music Library <input type="checkbox"/> Oliver R Tambo Law Library <input type="checkbox"/> Groenkloof Library <input type="checkbox"/> Veterinary Science Library <input type="checkbox"/> Medical Library <input type="checkbox"/> Pre-Clinical Library <input type="checkbox"/> Klinikala Library <input type="checkbox"/> Witbank Health Library <input type="checkbox"/> Public Health Library (SHSPH) <input type="checkbox"/> Mamelodi Library <input type="checkbox"/> GIBS Information Service
35) Age:	<input type="checkbox"/> Under 18 <input type="checkbox"/> 18 - 22 <input type="checkbox"/> 23 - 30 <input type="checkbox"/> 31 - 45 <input type="checkbox"/> 46 - 65 <input type="checkbox"/> Over 65
36) Sex:	<input type="checkbox"/> Male <input type="checkbox"/> Female
37) Full or part-time student?	<input type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Does not apply / NA

- 38) Discipline: Agricultural Sciences
 Arts
 Biological Sciences
 Built Environment
 Economic and Management Sciences
 Education
 Engineering
 Health Sciences
 Information Technology
 Languages
 Law
 Mathematical Sciences
 Physical Sciences
 Social Studies
 Theology
 Veterinary Science

39) Position:

(Select the ONE option that best describes you.)

Undergraduate: First year
 Second year
 Third year
 Fourth year
 Fifth year and above
 Non-degree

Postgraduate: Taught Masters degree
 Research Masters degree
 Doctoral Research degree
 Non-degree
 Undecided

Academic Staff: Professor
 Reader
 Senior / Principal Lecturer
 Lecturer
 Research Staff
 Other Academic Status

Library Staff: Senior Management
 Department Head / Team Leader
 Professional Staff
 Support Staff
 Other

Staff: Administrative or Academic Related Staff
 Other staff positions

40) Please enter any comments about library services in the box below:

41) Enter your e-mail address in the box below if you would like to enter an optional drawing for a prize.
Your e-mail address will be kept confidential and will not be linked to your survey responses. (Not required)

Thank you for participating in this library service quality survey!