



**DEPARTMENT OF LIBRARY AND  
DOCUMENTATION  
USER SATISFACTION SURVEY**

Document Code	FR.KDD.04
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Confidentiality Level	Internal Only

**SECTION 1: General Information**

1. Please indicate your user status.

Associate's Degree ( ) Bachelor's Degree ( ) Master's ( ) Doctoral ( ) External User ( ) Academic Staff ( )  
Administrative Staff ( )

2. If you are affiliated with the university, please specify your faculty/vocational school/institute/administrative unit; if you are an external user, please specify your institution.

3. Please indicate your department of study/work:

4. How often do you use the library?

First-time user ( ) Every day ( ) Once or several times a week ( ) Once or several times a month ( ) Once or several times a year (excluding exam periods) ( ) Only during exam periods ( )

5. At what times do you usually use the library?

08:30-12:30 ( ) 12:30-17:30 ( ) 17:30-22:00 ( )

6. For what purposes do you use the library? (You may select more than one option)

Borrowing books ( ) Conducting research ( ) Doing assignments ( ) Reading books ( ) Watching films ( ) Reading journals ( )  
Using reference materials (encyclopedias, dictionaries, atlases, etc.) ( ) Studying ( ) Using electronic resources (e-journals, e-books, e-theses, databases, etc.) ( ) Using computers / internet access ( ) Seeking assistance from library staff ( ) Relaxation / leisure activities ( ) Group study with peers ( )

Other:

**SECTION 2: Evaluation of Library Services and Resources**

1. What are your reasons for choosing Fenerbahçe University Library? (You may select more than one option)

Richness of the collection in terms of size and content ( ) Being a member of Fenerbahçe University ( ) Up-to-date collection ( )  
Ease and convenience of use ( ) Accessibility and transportation convenience ( ) Staff attitude ( ) Other:

2. Please indicate the resources you use most frequently in the library (You may select more than one option)

Printed books ( ) Printed journals ( ) Reference materials (encyclopedias, dictionaries, atlases, bibliographies, etc.) ( )  
Electronic resources (databases, e-journals, e-books, e-theses) ( ) Non-book materials (multimedia, CDs, etc.) ( )

3. Which areas should be prioritized in our library? (You may select more than one option)

Printed books ( ) Printed journals ( ) E-books ( ) E-journals ( ) Reference collections ( ) Databases ( ) Audiovisual materials ( )  
User training / information literacy programs ( ) Technological facilities (computers, etc.) ( )

<b>SECTION 3: Satisfaction Evaluation Criteria</b>		<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>Department of Library and Documentation Activities</b>		<b>Strongly disagree</b>	<b>Disagree</b>	<b>Neutral</b>	<b>Agree</b>	<b>Strongly agree</b>
1	Overall, library staff are helpful and provide appropriate guidance.					
2	Library staff are polite, respectful, tolerant, and friendly toward users.					
3	Circulation staff approach users in a positive and supportive manner.					
4	I am satisfied with the reference services provided by the library.					
5	I receive prompt and clear responses when I request assistance via phone or email from reference staff.					



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6	Overall, I am satisfied with library services.					
7	The number of items I can borrow is sufficient.					
8	The loan period for materials is sufficient.					
9	I know that I need to use the library catalogue to locate the materials I need.					
10	Signage and shelf labeling help me locate the required section and publications.					
11	I know how to locate a book using its call number from the catalogue.					
12	User requests are taken into consideration in acquisition decisions.					
13	I find the library website up-to-date, and its menu and interface user-friendly.					
14	Complaints regarding library services are taken into account.					
15	Suggestions regarding library services are taken into account.					
15	I can effectively use databases.					
16	The library provides sufficient databases relevant to my field.					
17	I am informed about trial databases offered by the library.					
18	I can use databases more effectively thanks to user guides.					
19	The electronic resources in the library meet all my needs.					

**SECTION 4: Opinions and Suggestions**  
1. What are your expectations, requests, suggestions, or complaints regarding library services?

*Thank you for participating in our survey and contributing to the improvement of our services. We sincerely appreciate your cooperation.*