

	DEPARTMENT OF LIBRARY AND DOCUMENTATION DATABASE SERVICE USER SATISFACTION SURVEY	Document Code	FR.KDD.05
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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:

7. Which of the institutionally subscribed databases would you like to continue subscribing to next year? Please also list any databases you would like to be newly subscribed to:

SECTION 2: Satisfaction Evaluation Criteria		1	2	3	4	5
Department of Library and Documentation Activities		Strongly disagree	Disagree	Neutral	Agree	Strongly agree
1	I can use databases effectively.					
2	The library provides sufficient databases relevant to my field.					
3	I am aware of trial databases made available by the library.					
4	I can use databases more effectively thanks to user guides.					
5	The electronic resources available in the library meet all my needs.					
6	Overall, I am satisfied with database services.					

SECTION 3: Opinions and Suggestions

What are your expectations, requests, suggestions, or complaints regarding library database services?

SECTION 4: If you would like to receive database user training provided by library staff, please enter your full name and email address below.

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