

**G. C. M. College of Education Library**  
New Barrackpore, Kolkata-131

**Questionnaire/Survey Example**

**Questionnaire for Library Users**

We are carrying out an evaluation of some of the Library's services, to see if we can improve facilities and make them more relevant for our users. Thank you for taking the time to fill in this questionnaire; it should only take 10 minutes.

Please return your completed questionnaire to any member of Library staff, or put it in the box provided. [Delete as appropriate] Your answers will be treated with complete confidentiality, and unless you choose to provide an e-mail address, will be entirely anonymous. If you have any questions about this questionnaire, please contact: Mr. Prasanta Kumar Mondal, Librarian.

**Section A**

**1. Do you use the Library, on average: (Please tick any one)**

- Less than once a month
- Once a month
- Once every two weeks
- Once a week
- Two or three times a week
- Daily

**2. Which Library facilities do you use? (Please tick all that apply)**

- Books (lending)
  - e-Resources
  - Reading Room
  - Browsing
  - Book Banks
  - Reference books/information (e.g. Newspapers)
  - Computer facilities
  - Other (Please say what)
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**3. What is your main use of the Library?**

If you DO NOT use any of the computer facilities in the Library (other than the Library catalogue), please go to question 12 (Section B.)

If you DO use the computer facilities, please continue with question 4 below.

**3. a. What do (or have) you used the computer facilities for? (Please tick all that apply)**

- Word processing

- Spreadsheets
- Open learning courses
- e-Resources
- World Wide Web
- E-mail
- Other Internet application (Please say what)
- Other (Please say what)

**4. a. Which application do you use most? (Please tick any one)**

- Word processing
- Spreadsheets
- Open learning courses
- e-Resources
- Worldwide Web
- E-mail
- Other Internet application (Please say what)
- Other (please say what)

**b. What is your main reason for using this facility? (Please tick any one)**

- To support course of study
- Leisure/general enjoyment
- Independent learning/research
- Looking for jobs
- Keeping in touch with family/friends
- Knowledge sharing
- Other (please say what)

**5. How often do you use the computer facilities? (Please tick any one)**

- Daily
- Once or twice a week
- Once every two weeks
- Once a month
- Less than once a month

**6. Is the Library your only access to computer facilities?**

- Yes
- No

If Yes, please go to question 9.

If No, please continue with question 8.

**7. If you have access to/use computer facilities elsewhere, please say where: (please tick all that apply)**

- Home
- School/College/University
- Cybercafé

- Work
- Other (please say where)

**8. Do you consider yourself -**

- A beginner
- An intermediate user
- A fairly experienced user
- A very experienced user

**9. How would the withdrawal of computer facilities from the Library affect you?**

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**10. Do you have an e-mail address?**

- Yes
- No

If you would not mind being contacted by us in the future, please write your e-mail address below.

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Now please go to question 14. Section B. (For non-users of Library computer facilities only)

**11. If you do not use the computer facilities in the Library, could you please say why: (please tick any one)**

- Didn't know they were there
- No interest/use
- Don't know how to
- Have access elsewhere
- No-one to help/reluctant to ask for help
- Other (Please say what)

Please now continue with sections C. and D.

Section C. (All respondents)

**12. Would you be interested in training and orientation programme on how to use the computer facilities?**

- Yes
- No

**13. How important is it for College Libraries to provide computer facilities?**

- Very important

- Quite important
- Not very important
- Not at all important

**14. Which of these statements most reflects your view of the ICT facilities?**

- A vital service
- An add-on service, secondary to other Library services
- An unnecessary expense

Please give a reason for your view:

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**15. Are there any ways the Library could improve your access to the ICT services on offer?  
Section D. (All respondents)**

**16. Are you a resident of (insert local authority area)?**

- Yes

If Yes, please indicate your postcode below:

- No

If No, are you visiting from -

- Within the UK
- Outside the UK

**17. Are you a member of (insert local authority area) Libraries?**

- Yes
- No

**18. Are you -**

- Male
- Female

**19. Are you -**

- Full-time employed
- Part-time employed
- Self-employed
- Not in paid employment
- Student
- Student and working
- Retired

Other (please say what)

**20. Do you consider yourself to have a disability?**

No

Yes

(Please specify)

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Thank you very much for taking the time to complete this questionnaire.

Please hand it back to a member of staff, or put it in the box provided.

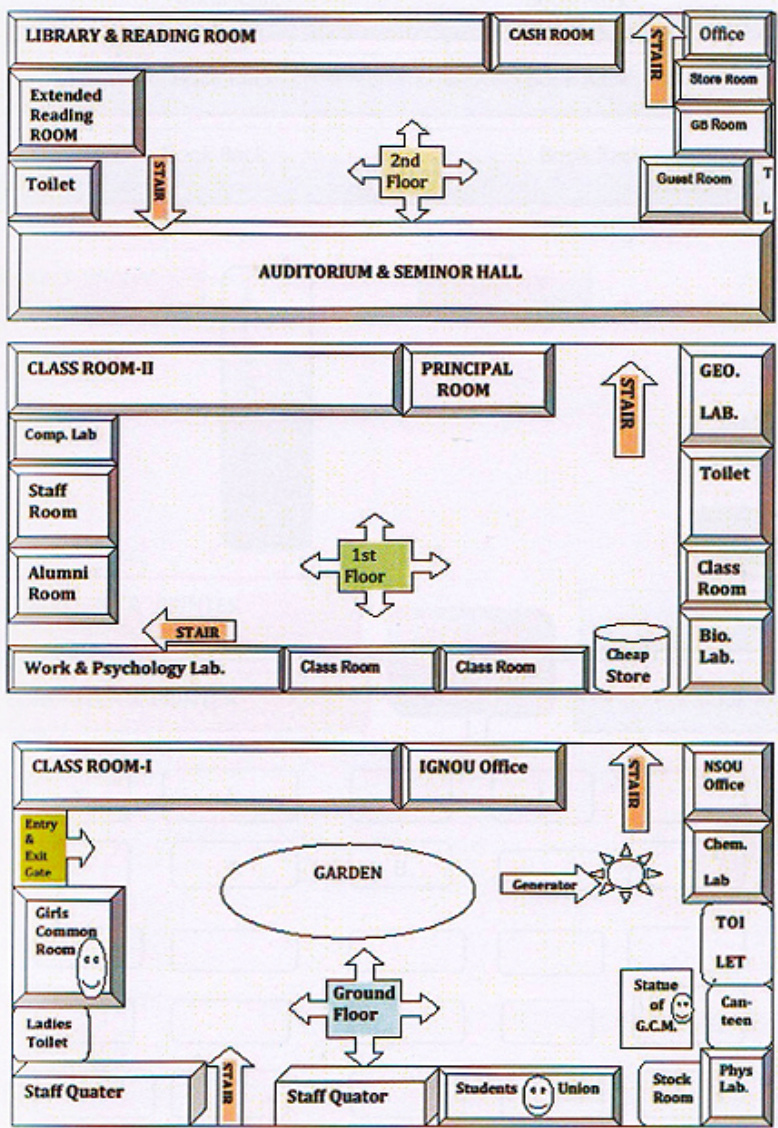
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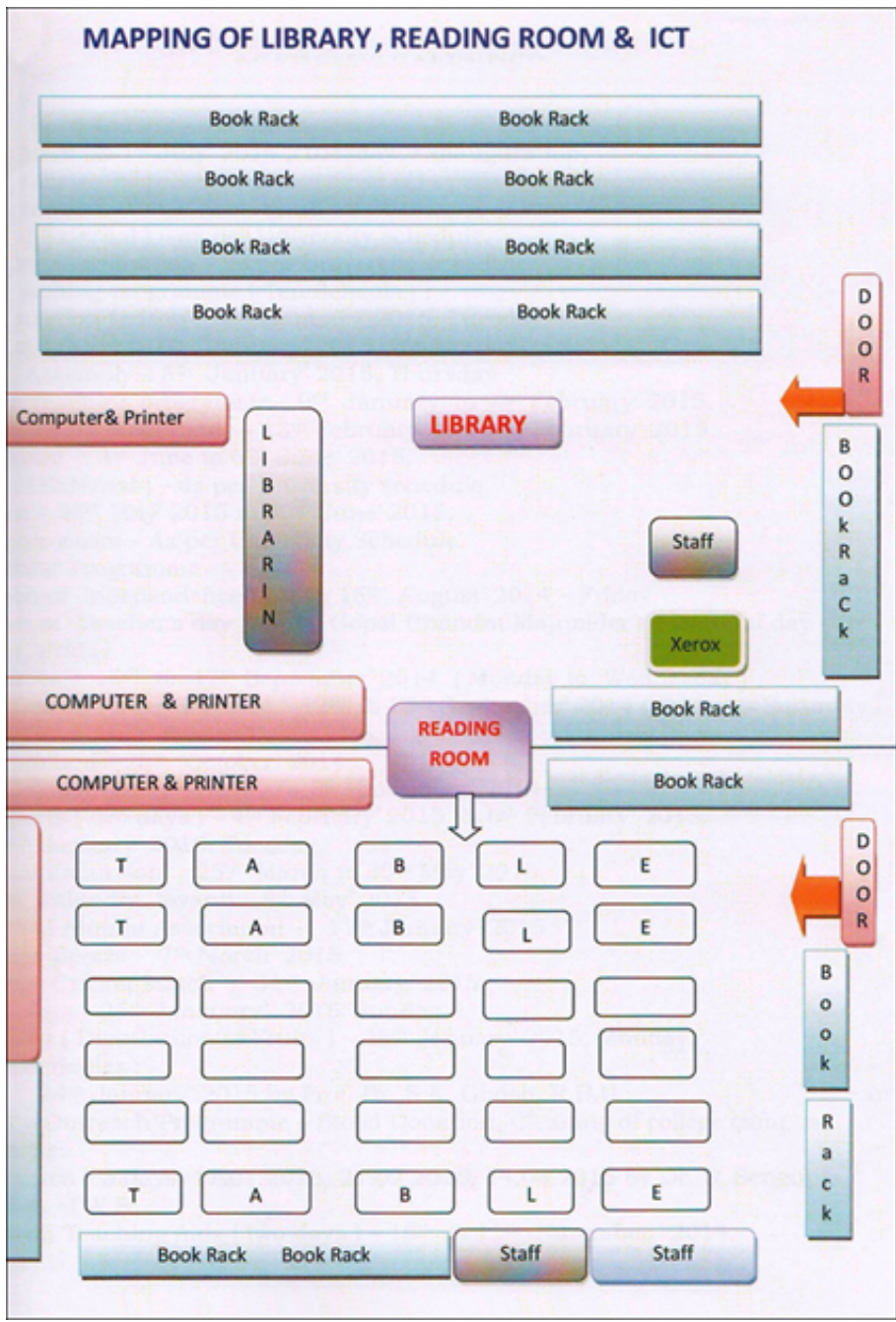
**If you have any other comments, please add them below:**

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BLOG DIAGRAM SHOWING THE COLLEGE BUILDING & LOCATION





Thank you... Visit again.