



## LIBRARY SURVEY QUESTIONS

### استبيان المكتبة

#### 1. Demographic Information (معلومات احصائية)

a. Position: (Check the one option that describes you) اختيار الوضع

- Students  Faculty  Staff

b. Gender: (الجنس)

- Male  Female

#### 2. Please Indicate your Library Usage Pattern (حدد شكل استخدامك للمكتبة)

a. How often do you use resources on the library premises? استخدامك لمصادر المكتبة  
 Daily يوميا  Weekly اسبوعيا  Monthly شهريا  Quarterly غير متأكد  Not sure كل 3 اشهر

b. How often do you use Yahoo, Google, or non-library gateways for information? استخدامك لبوابات المعلومات

- Daily يوميا  Weekly اسبوعيا  Monthly شهريا  Quarterly كل 3 اشهر  Not sure غير متأكد

#### 3. Users Rate the Library تقديرات رواد المكتبة

On a scale of 1 to 9, where 1 is poorest and 9 is the best, please rate the following:

##### a. The Library Itself: (خاص بالمكتبة)

	1	2	3	4	5
Location الموقع	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Attractiveness of the facilities التسهيلات	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Convenient access to the library collection الوصول الى مقتنيات المكتبة	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Printing and photocopying facilities الطباعة والتصوير	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Computer facilities الحاسبات الالية	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Collections (Books, Journals, Databases, CD's etc.) مجموعات المكتبة	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Comfortable and welcoming place to work, study and learn هل المكان مريح	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lighting الاضاءة	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

##### b. The Staff: (العاملون)

	1	2	3	4	5
Friendliness حسن المعاملة	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Willingness to help you استعداد المساعدة	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Readiness to respond to users' questions الاجابة على الاستفسارات	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Number (are there sufficient staff) هل العدد مناسب	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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4. In general, I am satisfied with the way I am treated at the Library (Please indicate the degree)  
(مستوى القناعة بالمعاملة في المكتبة)

1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. How would you rate the overall quality of the service provided by the library?  
ما مدى تقييمك لخدمات المكتبة

- Excellent ممتاز  Good جيد  Fair مقبول  Poor ضعيف  No Opinion لا اعرف

6. What is your preferred method of communication with the library?  
وسيلة الاتصال المفضلة مع المكتبة

- Telephone?  Email?  Memo?  In Person?  Inter office  Other?

7. If you do not use the library, from where do you fulfill your information needs  
من اين تتحصل على المعلومات من غير المكتبة

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8. Please check any of the reasons that limit you from using the Library. اسباب تحول دون استخدام المكتبة.

- Library is far away.  
 I use the Internet from home or work.  
 I am physically unable to visit.  
 The Library hours are inconvenient.  
 The Library does not have what I want/need.  
 I would rather buy my own books and other materials.  
 No reason.

9. Areas that Need Improvement مجالات تحتاج للتحسين

Please comment on services or facilities you rated as "Needs Improvement"

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10. If you wish to make any comments about the library facilities and services, please do so in the space provided below. ملاحظاتك واقتراحاتك حول خدمات المكتبة

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**THANK YOU VERY MUCH FOR COMPLETING THE SURVEY!**