

**LIBRARY FEEDBACK FORM**

**SECTION A: General Information**

Name [Optional]: \_\_\_\_\_

ID and branch: \_\_\_\_\_

Date: \_\_\_\_\_

**Status in University:**

- Faculty  Student  Non-Teaching Personnel  
 Research Scholar

**Section Visited:**

- Circulation  Reference and Special Collection  
 Multimedia /Internet  Periodical  
 Reading section

**Purpose of visit: [Pls. check one only]**

- For reference /research purposes  To borrow materials  
 To make use of the facilities [ex. CD-ROM, Internet, etc]  
 Others \_\_\_\_\_

**Frequency of Visit:**

- Daily  Weekly  Monthly  Others \_\_\_\_\_

**SECTION B: Feedback**

Help us evaluate our services by checking the appropriate answer:

1. STAFF:

**Accommodation**

- Excellent  Very Good  Good  Fair  Poor

**Knowledge & Competency**

- Excellent  Very Good  Good  Fair  Poor

**Efficiency & Promptness**

- Excellent  Very Good  Good  Fair  Poor

**Effectiveness**

- Excellent  Very Good  Good  Fair  Poor

2. ENVIRONMENT:

**Cleanliness & Ambience**

- Excellent  Very Good  Good  Fair  Poor

**Lighting & Ventilation**

- Excellent  Very Good  Good  Fair  Poor

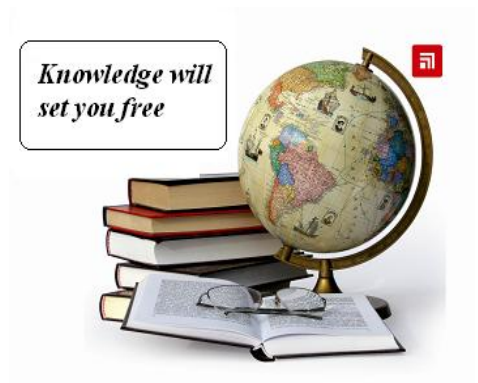
**Equipment & Facilities**

- Excellent  Very Good  Good  Fair  Poor

3. SERVICES:

**OPAC [Online Public Access Catalog]**

- Excellent  Very Good  Good  Fair  Poor



**Clientele assistance**

Excellent       Very Good       Good       Fair       Poor

**Multimedia Services**

Excellent       Very Good       Good       Fair       Poor

**Internet Services**

Excellent       Very Good       Good       Fair       Poor

**Circulation Services**

Excellent       Very Good       Good       Fair       Poor

**Reference /Special Collection Services**

Excellent       Very Good       Good       Fair       Poor

**Periodical Services**

Excellent       Very Good       Good       Fair       Poor

4. COLLECTIONS:

**Relevance**

Excellent       Very Good       Good       Fair       Poor

**Sufficiency & Availability**

Excellent       Very Good       Good       Fair       Poor

**Recency / Updatedness**

Excellent       Very Good       Good       Fair       Poor

**Physical Condition**

Excellent       Very Good       Good       Fair       Poor

**Variety**

Excellent       Very Good       Good       Fair       Poor

5. OVERALL IMPRESSION:

Excellent       Very Good       Good       Fair       Poor

6. Do you have any suggestions on how we can serve you better?

Staff: \_\_\_\_\_

Environment: \_\_\_\_\_

Services: \_\_\_\_\_

Collections: \_\_\_\_\_

THANK YOU FOR YOUR TIME!!!

You may also send your questions, Comments and suggestions to:  
 librarian@chitkara.edu.in  
 mahipal.dutt@chitkara.edu.in