

## APPENDIX A

### Questionnaire (English Version)

#### **Satisfaction of Users with Services at Library of the Bank of Thailand, the Head Office, Bangkok**

##### **Explanation**

This questionnaire is made by a student of Master's Degree in English for Careers, Language Institute, Thammasat University to study satisfaction and problems of the Bank of Thailand's employees with services at the library of the Bank of Thailand - head office, as well as their needs and recommendations in order to improve the quality of services.

This questionnaire is divided into 5 parts as follows:

1. General information of the respondent
2. Characteristics of library use
3. Satisfaction with library use
4. Problems found in using library's services
5. Additional service requirements and suggestions

Please answer every question because your answers are important and helpful for the improvement of this library in the future.

Thank you for your cooperation.

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8. For what purposes do you usually use the library? **(Choose not more than 3 items)**
- To find information needed for your work
  - To find information needed for your own study / to do your homework or review lessons
  - To read books
  - To read newspapers / periodicals
  - To take a rest
  - To use circulation service
9. In what language are the materials that you most frequently use?
- Thai
  - English
  - Others (please specify) .....
10. Which subjects of the materials do you usually use? **(Choose not more than 3 items)**
- Economics / Finance / Banking
  - Management
  - Accounting
  - Computer / Technology
  - Others (please specify) .....
11. Which services of the library do you usually use? **(You can choose more than one)**
- Circulation service
  - Document Delivery Service: DDS (a service offering to send users the borrowed books)
  - Reading service within the library
  - Reference service (help desk service)
  - e-Resource Service (such as e-journal, online database, and e-clipping)
12. How often, on average, do you use services via the library's webpage?
- Everyday
  - More than 1 time a week
  - 1 time a week
  - 1 time a month
  - Uncertainly
  - Never used

13. How often do you use e-resources provided by the library?

- Everyday  
 More than 1 time a week  
 1 time a week  
 1 time a month  
 Uncertainly  
 Never used

### **Part 3 Satisfaction with Library Use**

**Instruction:** Please rate your satisfaction with the use of the library in terms of resources, accessibility, staff, and environment by marking ✓ the item that most reflects your feeling or opinion.

5 = Strongly Satisfied, 4 = Satisfied, 3 = Moderate, 2 = Dissatisfied, 1 = Strongly Dissatisfied, 0 = Never used the service

#### **3.1 Library Resources**

Issues	Levels of Satisfaction					
	5	4	3	2	1	0
14. Sufficiency of titles of books						
15. Sufficiency of copies of books						
16. Sufficiency of titles of periodicals						
17. Sufficiency of copies of periodicals						
18. Sufficiency of titles of newspapers						
19. Sufficiency of copies of newspapers						
20. Sufficiency of e-resources						
21. Sufficiency of audio-visual materials (such as tape cassette, CD, VCD, and DVD)						
22. Others (please specify) .....						

**3.2 Accessibility**

Issues	Levels of Satisfaction					
	5	4	3	2	1	0
23. Computer search service						
24. Circulation service						
25. Material arrangement (such as books, periodicals, newspapers, and audio-visual materials)						
26. Document Delivery Service: DDS						
27. e-Resource Service provided on the library's webpage (such as e-journal, online database, and e-clipping)						
28. e-Resource Service provided via email (such as e-journal and e-clipping)						
29. Service hours						
30. Others (please specify) .....						

**3.3 Library's Staff**

Issues	Levels of Satisfaction					
	5	4	3	2	1	0
31. Politeness and willingness of the library's staff						
32. Speed of service						
33. Knowledge of staff						
34. Sufficiency of service staff						
35. Others (please specify) .....						

**3.4 Library's Environment**

Issues	Levels of Satisfaction					
	5	4	3	2	1	0
36. The library design and area arrangement						
37. Interior lighting of the Library						
38. Ventilation system						
39. Equipment of the library (such as table, chair, sofa, and book shelf)						
40. The library's quietness						
41. Others (please specify) .....						

#### **Part 4 Problems found in using library's services**

**Instruction:** Please rate the degrees of problems with the use of the library in terms of resources, accessibility, staff, and environment by marking ✓ the item that most reflects your feeling or opinion.

5 = Very High,      4 = High,      3 = Moderate,      2 = Low,      1 = Very Low,  
0 = Never used the service

##### **4.1 Library Resources**

Problems	Degrees of Problems					
	5	4	3	2	1	0
42. Titles of books are not enough						
43. Copies of books are not enough						
44. Book are outdated						
45. Books are damaged						
46. Titles of periodicals are not enough						
47. Copies of periodicals are not enough						
48. Titles of newspapers are not enough						
49. Copies of newspapers are not enough						
50. Others (please specify)						
1) .....						
2) .....						

##### **4.2 Accessibility**

Problems	Degrees of Problems					
	5	4	3	2	1	0
51. Computer search service is too complicated						
52. The quantity of searching computers is not adequate						
53. Lists of books are found in computer, but the books cannot be found on shelf						
54. Book arrangement is not in order						
55. New issues of periodicals are late provided						
56. Periodical arrangement is not convenient to use						
57. The borrowing period is not long enough						
58. The number of library resources for circulation each time is not adequate						
59. Service hours are not enough						
60. Others (please specify)						
1) .....						
2) .....						

**4.3 Library's Staff**

Problems	Degrees of Problems					
	5	4	3	2	1	0
61. Staff are not polite						
62. Staff are not willing to service or explain about services of the library						
63. Staff have not enough knowledge to help users						
64. The number of library staff providing services is not sufficient						
65. Others (please specify)						
1) .....						
2) .....						

**4.4 Library's Environment**

Problems	Degrees of Problems					
	5	4	3	2	1	0
66. The library is not quiet enough						
67. Some areas of the library have not enough light						
68. Ventilation system is not good						
69. The number of tables and chairs is not adequate						
70. The library design is not convenient for users						
71. Others (please specify)						
1) .....						
2) .....						

**Part 5 Additional service requirements and suggestions****Additional services that should be available in the library**

72. Extending the library's service hours (currently, Mondays – Fridays : 8.00 hrs. – 17.00 hrs.)

72.1 Extension of service hours on weekdays

- Not needed  
 Needed  
 Absolutely needed
- } (Please specify the new service hours) .....

72.2 Addition of service hours on Saturdays

- Not needed  
 Needed for an half day (8.00 – 12.00 hrs.)  
 Needed for a full day (8.00 – 17.00 hrs.)

73. Providing more books in other subjects that are not related to economics, finance, and banking

- Not needed
  - Needed
  - Absolutely needed
- } (Please specify the subjects you need) .....

74. Providing more periodical subjects

- Not needed
  - Needed
  - Absolutely needed
- } (Please specify the subjects you need) .....

75. Training course of how to use the library

- Not needed
- Needed
- Absolutely needed

76. Other additional services (please specify)

- 1) .....
- 2) .....
- 3) .....

**Suggestions**

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