

5. Frequency of using service at the National Library
1. First Time
 2. More than once last year
 3. Many times in the past 2-3 years
6. How many times did you use services at other National Libraries last year?
1. 1-2 times
 2. 3-4 times
 3. 5 times and above
 4. Never
7. Objective of using service at the National Library (can select more than one answer)
1. To obtain knowledge
 2. To publicize and persuade others to visit
 3. To be entertained
 4. To get inspiration or information for work
 5. To observe activities
 6. Others (Please specify).....
8. How did you hear about the National Library? (can select more than one answer)
1. From website (If known, please specify).....
 2. From brochure/poster/other printing media
 3. From radio/TV
 4. Advice from others
 5. Others (Please specify).....
9. Do you live or work in the same province (or in close proximity to) where the National Library is located?
1. Yes
 2. No
10. Are you a member of other library institutes or organizations?
1. Yes (Please specify).....
 2. No

Part 2: Satisfaction after using services at the National Library

Instruction: How satisfied are you with the services rendered by the National Library?

Questions	Satisfaction level					
	Most satisfied (5)-----(1) Least satisfied					Did not use service
	5	4	3	2	1	
<ul style="list-style-type: none"> • Document and printed matter service 						
11. Is there enough variety of provided resources (books, researches, magazines, newspapers, theses, audiovisual media, ancient documents etc.) to meet your demands?						
12. Is the search system easy to understand and use?						
<ul style="list-style-type: none"> • Place and facilities 						
13. Is the National Library well-lit and clean? Are the books in the correct order? Are there enough tables and chairs provided for the library patrons?						
14. Is the book classification clear and easy to use?						
15. Are the facilities (e.g. search systems, photocopiers, parkings, and restrooms.) suitable and sufficient.						
<ul style="list-style-type: none"> • Public relations 						

16. Is the contents included in brochures or public relations documents clear, easy to understand and informative?						
17. Does the public relations done through various media encourage you to use services at the National Library?						
• Service rendering of officials						
18. Do the officials provide you polite and friendly service? Are they eager and willing to answer your questions and offer satisfactory suggestions?						
• Overall point of view						
19. Does the level of service you received at the National Library match your expectations?						

20. Will you continue to use services at the National Library?

1. () Yes 2. () No 3. () Not sure

21. Will you recommend others to use service at the National Library?

1. () Yes 2. () No 3. () Not sure

Part 3: Opinions or suggestions aimed to improve the quality of service

Instruction: Please specify or share further ideas as appropriate.

22. Points that should be improved/further suggestions (can select more than one answer)

1. () Provided resources (books, researches, magazines, newspapers, theses, audiovisual media, ancient documents etc.) Please specify required resources

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2. () Number of provided books

3. () Number of reading tables and chairs

4. () Computer search system
5. () Number of provided computers
6. () Number of provided photocopiers
7. () Services rendered by the officials
8. () Temperature in the National Library's buildings
9. () Lighting in the National Library's buildings
10. () Cleanliness in the National Library
11. () Cleanliness and shadiness outside the National Library
12. () Number of parking spaces
13. () Number of restrooms
14. () Cleanliness of restrooms
15. () Increase public relations through television
16. () Increase public relations through radio
17. () Increase public relations through newspapers
18. () Increase public relations through websites
19. () Increase public relations through personal media
20. () Increase public relations through special events
21. () Increase public relations through exhibitions
22. () Increase public relations through brochures
23. () Increase the number of workshops allocated to service users at the National Library
24. () Increase membership application process for service users at the National Library
25. () Increase the amount of exhibitions at the National Library on important days and festivals
26. () Others (Please specify).....
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23. If you want the National Library to send you news and information directly, please fill in your telephone number/email address/address.

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Thank you for taking the time to provide useful information for the development of the Fine Arts Department's National Library.