METU Library User Satisfaction Survey - 2012

In the year 2012, METU Library conducted a user satisfaction survey in order to understand the opinions of students, academics and non-METU users about the services and collections of the Library, and to identify the areas in need of improvement. 650 users participated in this survey and the results are as shown below.

**Question 1:** The range of faculty types

![Bar chart showing the range of faculty types](image)

**Question 2:** The rates of user types

![Bar chart showing the rates of user types](image)
Question 3: The satisfaction rates of the Library services

Question 4: The satisfaction rates of the Library’s physical conditions
**Question 5:** The satisfaction rates of the Library web page

![Bar chart showing satisfaction rates for Library web page features: Ease of use (81%), Currency (88%), Graphics (76%), General design (85%), Speed (75%).]

**Question 6:** The satisfaction rates of the Library collections

![Bar chart showing satisfaction rates for Library collections: Print Book Collection (60%), Electronic Book Collection (69%), Print Journal Collection (72%), Electronic Journal Collection (82%), Print Reference Collection (76%), Electronic Reference Collection (70%), Reserve Collection (73%), Print Newspapers (71%), Electronic Newspapers (61%), Audio Visual Collection (71%).]
Question 7: The satisfaction rates of the Library staff

![Satisfaction Rates of Library Staff]

Question 8: The rates of the aims of the user coming to the Library

![Aims of Library Users]
Question 9: The rates of coming to the Library

Question 10: A person, who completed the survey, reported that he/she didn’t come to the Library due to the inadequate physical conditions.

Question 11: The rates of usage of computer services (catalog, e-journals, databases, etc.)
**Question 12:** The subjects that the Library should focus on as a priority in order to improve

![Bar Chart showing Library focus areas]

**Question 13:** The rates of overall user satisfaction of the Library

![Bar Chart showing user satisfaction rates]