



## Spring Term Questionnaires

The Spring Term Questionnaire will be made available for BPTC students to complete later this term.

### How did students rate our services last year?

The % figures indicate those who rated a variety of library services Satisfactory, Good or Excellent. Top marks are those in blue and bottom marks, areas for improvement, in red.

<b>Spring Term Questionnaire</b>	<b>2008-2009</b>	<b>2009-2010</b>
<b>How you rated us...</b>	<b>Satisfactory, Good or Excellent</b>	<b>Satisfactory, Good or Excellent</b>
Availability of paper sources	84.59	86.52
Availability of study places	87.61	87.19
Assistance from library staff	88.99	94.64
Photocopying facilities	80.83	83.93
Opening hours of library	73.62	80.78
Study environment in library	65.50	71.17
The library resources are good enough for my needs	84.73	87.00
Usefulness of IT & library guides	82.74	88.60
Availability of PCs	85.76	85.82
Efficiency of PCs	37.39	70.21
Availability of IT staff	70.64	84.09
Assistance from IT staff	73.46	86.69

Your feedback is important for the management and development of CLS library services. Thank you.