

Library Service Quality Survey Response Instructions



This survey takes about 10 minutes.
We ask for your cooperation to help us
improve library services.

Respondents will answer questions about the library's services.

Choose how you feel about the library's services on a scale from 1 (lowest) to 9 (highest).


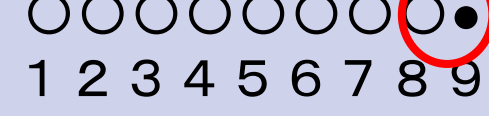
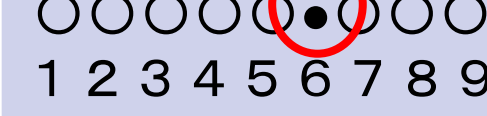
Low

1 2 3 4 5 6 7 8 9

High



The actual response form looks like this.

	Minimum	Desired	Perceived	N/A
Comfortable-ness	 ○○○○○●○○○○○ 1 2 3 4 5 6 7 8 9	 ○○○○○○○○○●○ 1 2 3 4 5 6 7 8 9	 ○○○○○●○○○○○ 1 2 3 4 5 6 7 8 9	<input checked="" type="checkbox"/>

Selecting N/A will override all other answers for that question.

For Questions 1 - 27, answers are to be given in 3 levels for each question.

Answering in 3 levels



Question: The library is comfortable.

Level 1. Minimum service level

Let's choose 5 since I don't expect the library to be too comfortable and it's good enough if it's moderately comfortable.



Minimum service level: 1 2 3 4 5 6 7 8 9

Question: The library is comfortable.

Level 2: Desired service level

Let's choose the highest answer 9, since I would prefer the library be more comfortable.



Desired service level: 1 2 3 4 5 6 7 8 9

Question: The library is comfortable.

Level 3: **Perceived** service level

Let's choose a bit above the middle and go with 6 since while it's comfortable, it's not the best.



Perceived service level: 1 2 3 4 5 **6** 7 8 9

Please check the N/A box if you have never used the library.

	Minimum	Desired	Perceived	N/A
Comfortable-ness	○○○○○○○○○○ 1 2 3 4 5 6 7 8 9	○○○○○○○○○○ 1 2 3 4 5 6 7 8 9	○○○○○○○○○○ 1 2 3 4 5 6 7 8 9	<input checked="" type="checkbox"/>

Check the N/A box and ignore the 3 levels for questions on services you have never used.

Ex) You don't know if the library is comfortable since you've never been there.

Win a raffle for a drink ticket!

150 people who have answered all of the questions **will be randomly selected to receive a 500 yen drink ticket** usable through your smartphone!

Please write your **email address (slcn or luke)** **in the answer section for Question 42** to be entered into the raffle!

Only St.Luke's email address will be valid.

Winners will be contacted through the email after December.

