



**INDIAN MARITIME UNIVERSITY  
KOLKATA CAMPUS**

**P-19, Taratala Road, Kolkata – 700088**

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**LIBRARY FEEDBACK FORM**

Name of the User (Optional).....

Date:.....

**1.Status in IMU-KC**

- (i) Faculty   
(ii) Students   
(iii) Non-Teaching Staff   
(iv) Out Side Researcher

**Purpose of Visit (Please check only one)**

- (i) For reference / research   
(ii) To borrow materials   
(iii) To use reading hall   
(iv) To use internet / training modules   
(v) Others.....

**Frequency of Visit to the Library**

- (i) Daily   
(ii) Weekly   
(iii) Monthly   
(iv) Others

**2.SERVICE:**

- (i) Excellent   
(ii) Very Good   
(iii) Good   
(iv) Fair   
(v) Poor

**Periodical Services:**

- (i) Excellent   
(ii) Very Good   
(iii) Good   
(iv) Fair   
(v) Poor

**3.COLLECTIONS:**

**Relevance:**

- (i) Excellent   
(ii) Very Good   
(iii) Good   
(iv) Fair   
(v) Poor

**Sufficiency & Availability**

- (vi) Excellent   
(vii) Very Good   
(viii) Good   
(ix) Fair   
(x) Poor

**Recency / Updateness**

- (i) Excellent   
(ii) Very Good   
(iii) Good   
(iv) Fair   
(v) Poor

**Physical Condition**

- (i) Excellent   
(ii) Very Good   
(iii) Good   
(iv) Fair   
(v) Poor

**Variety**

- (i) Excellent   
(ii) Very Good   
(iii) Good   
(iv) Fair   
(v) Poor

**4.Help us to evaluate our services by checking the appropriate answer:**

**STAFF**

Accommodation

- (i) Excellent
- (ii) Very Good
- (iii) Good
- (iv) Fair
- (v) Poor

Knowledge & Competency

- (i) Excellent
- (ii) Very Good
- (iii) Good
- (iv) Fair
- (v) Poor

Efficiency & Promptness

- (i) Excellent
- (ii) Very Good
- (iii) Good
- (iv) Fair
- (v) Poor

Effectiveness

- (i) Excellent
- (ii) Very Good
- (iii) Good
- (iv) Fair
- (v) Poor

**5.ENVIRONMENT:**

Cleanliness & Ambiance

- (i) Excellent
- (ii) Very Good
- (iii) Good
- (iv) Fair
- (v) Poor

Equipment & Facilities

- (i) Excellent
- (ii) Very Good
- (iii) Good
- (iv) Fair
- (v) Poor

Lighting & Ventilation

- (i) Excellent
- (ii) Very Good
- (iii) Good
- (iv) Fair
- (v) Poor

**6. SERVICES:**

OPAC [Online Public Access Catalog]

- (i) Excellent
- (ii) Very Good
- (iii) Good
- (iv) Fair
- (v) Poor

Climate assistance

- (i) Excellent
- (ii) Very Good
- (iii) Good
- (iv) Fair
- (v) Poor

Borrowing / lending services

- (i) Excellent
- (ii) Very Good
- (iii) Good
- (iv) Fair
- (v) Poor

Multimedia Services

- (i) Excellent
- (ii) Very Good
- (iii) Good
- (iv) Fair
- (v) Poor

Internet Services

- (i) Excellent
- (ii) Very Good
- (iii) Good
- (iv) Fair
- (v) Poor

**7. OVERALL IMPRESSION**

- (i) Excellent
- (ii) Very Good
- (iii) Good
- (iv) Fair
- (v) Poor

**8. Do you have any suggestions on how we can serve you better?**

Staff.....

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Environment.....

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Services.....

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Collections.....

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***THANK YOU FOR YOUR TIME!***

You may also sent your queries, comments and suggestions to [gjilani@imu.ac.in](mailto:gjilani@imu.ac.in) and

WhatsApp: 7786972465