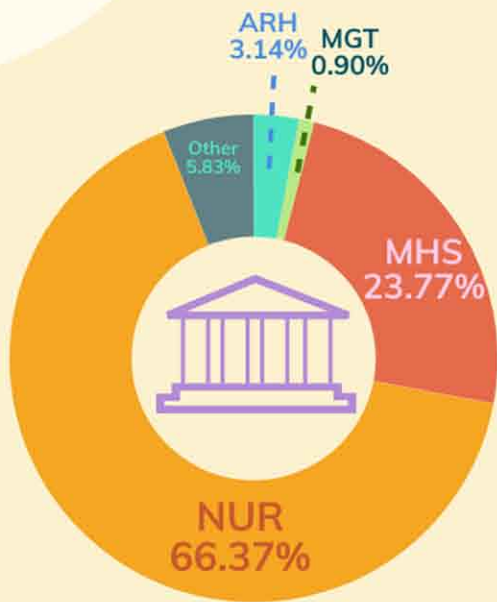
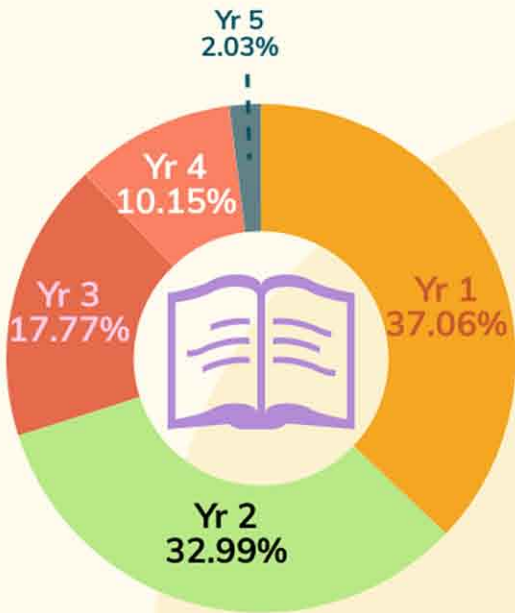
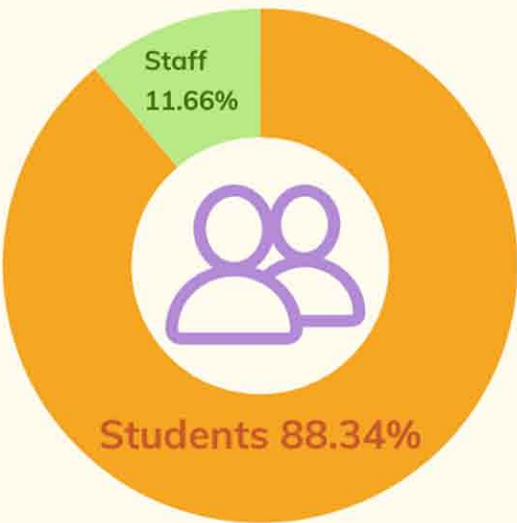
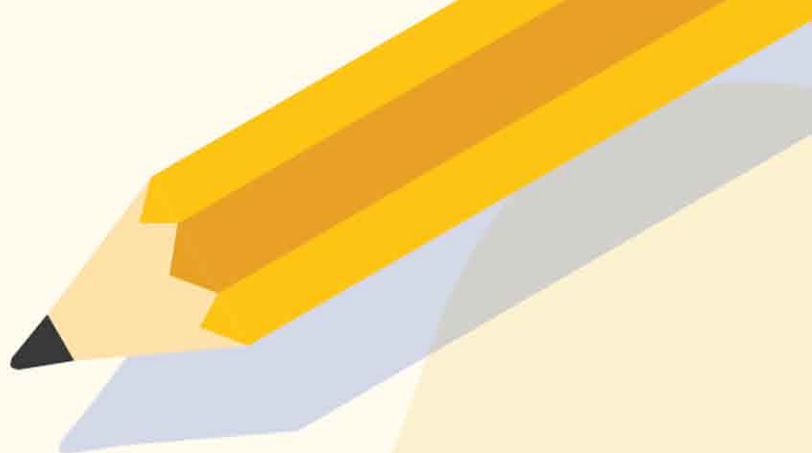


# 2020 TWC Library Survey Summary



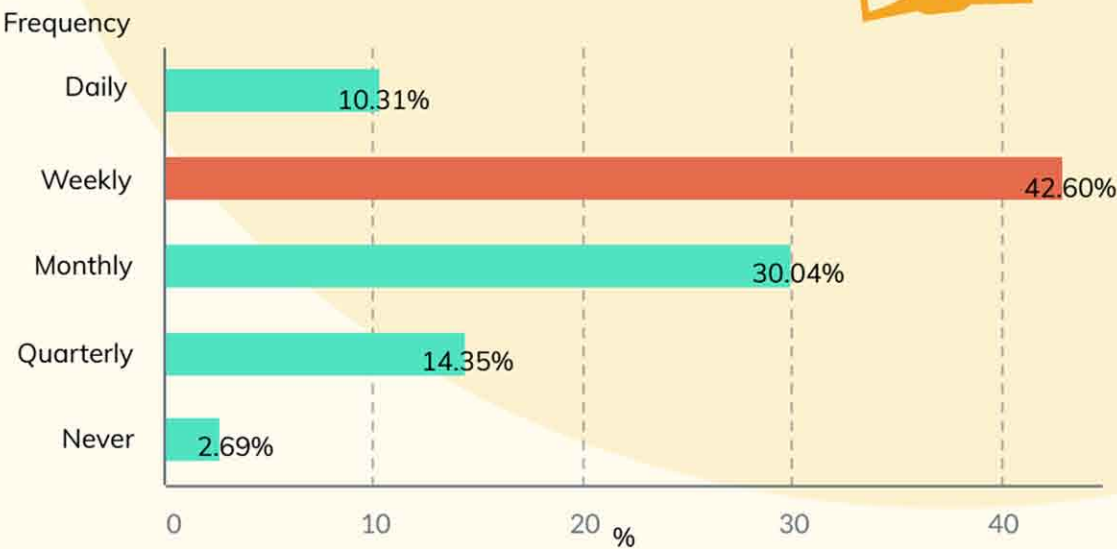
**223 Respondents**  
**Conducted from 23 Nov to 21 Dec 2020**



**Overall Satisfaction**  
\*5 marks being the highest



**How often do you use the Library services?**  
**(including online services)**



## Average Satisfaction Rates by Category

**Environment**



**Facilities**



**Circulation Services**



**Webpage**



**TWC Search**



**Resources**



**User Education**



**Staff**



## In Last Year...



Most of the respondents get Library information from email



And some get Library information from webpage