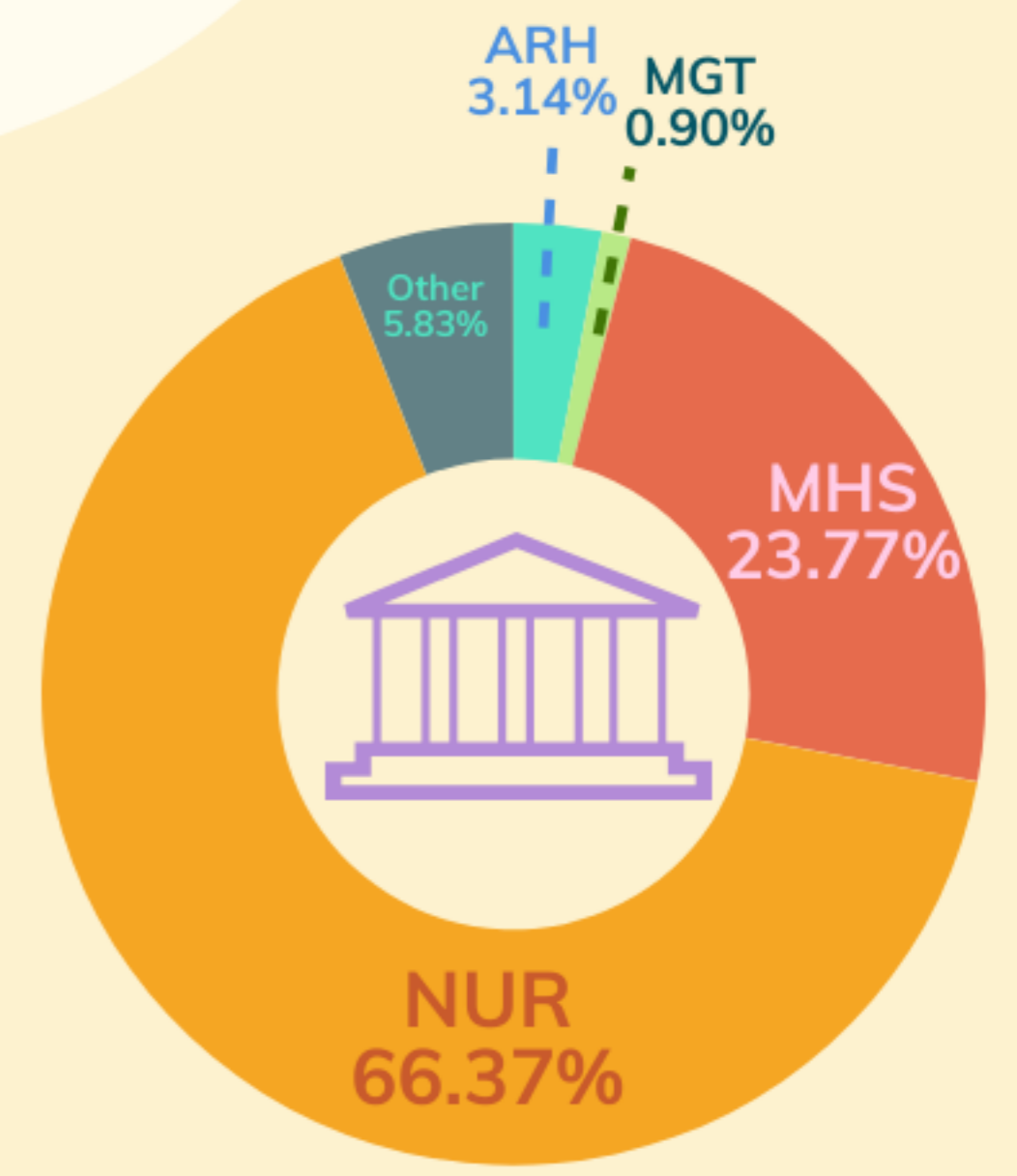
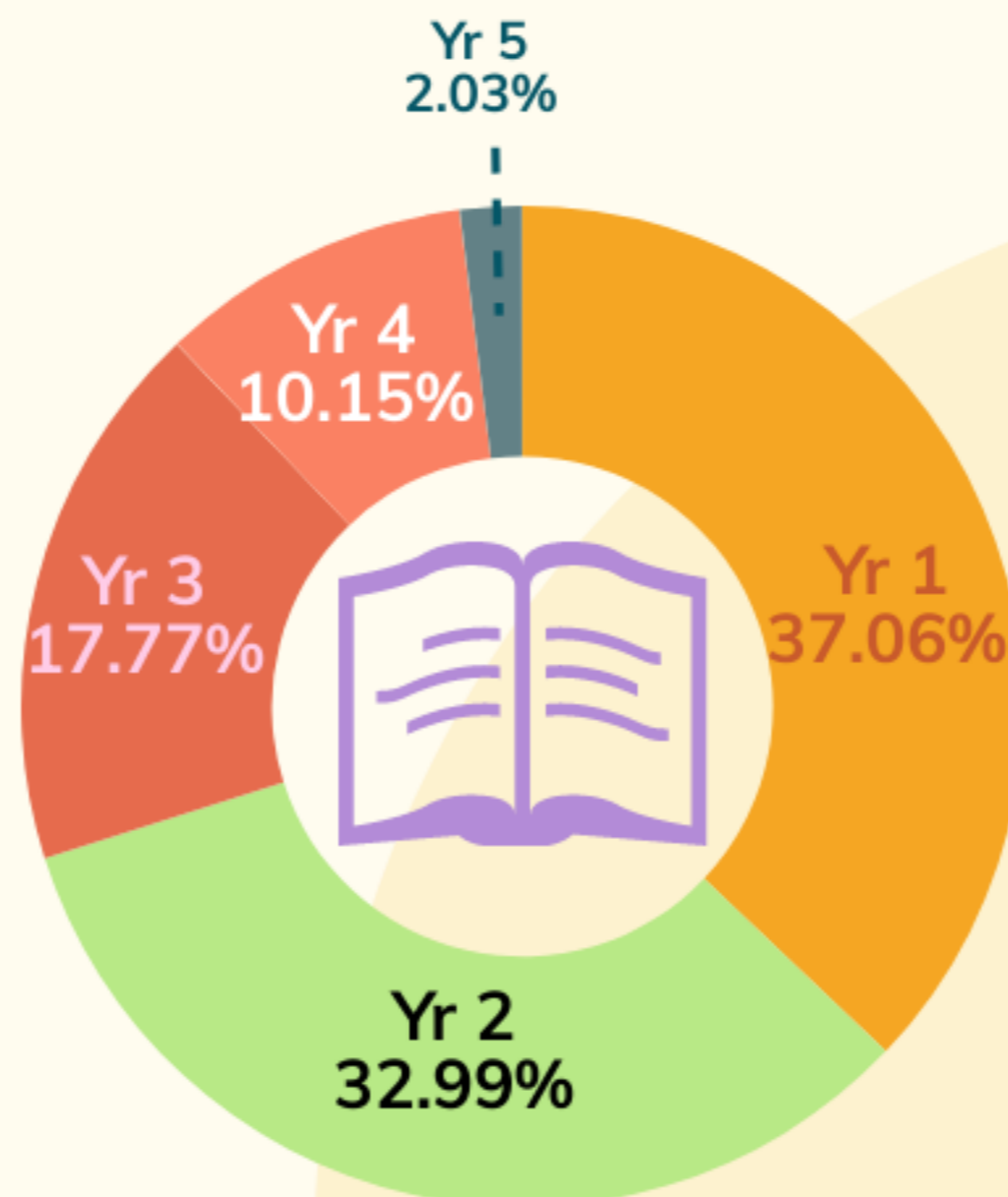
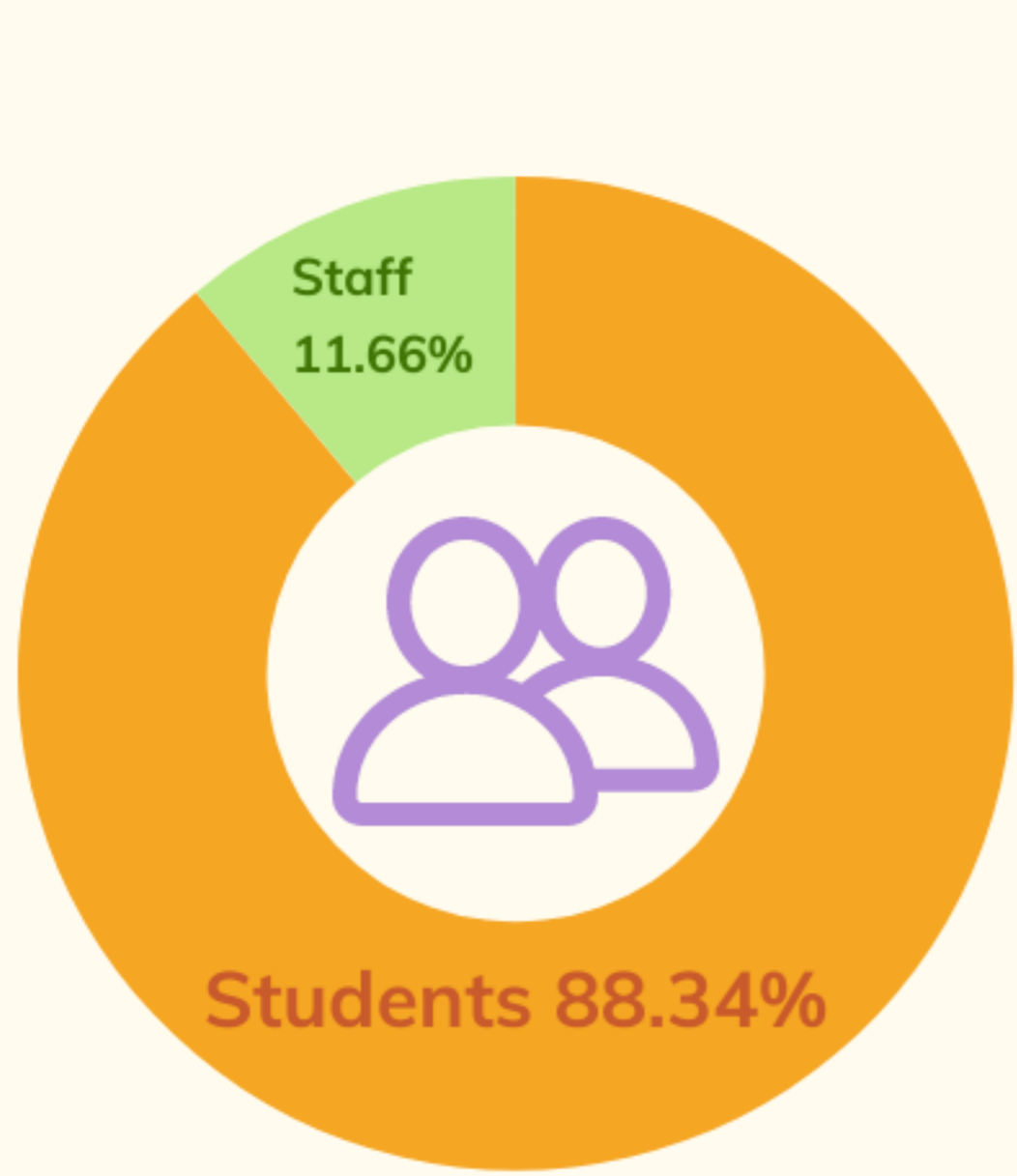


2020 TWC Library Survey Summary



223 Respondents

Conducted from 23 Nov to 21 Dec 2020

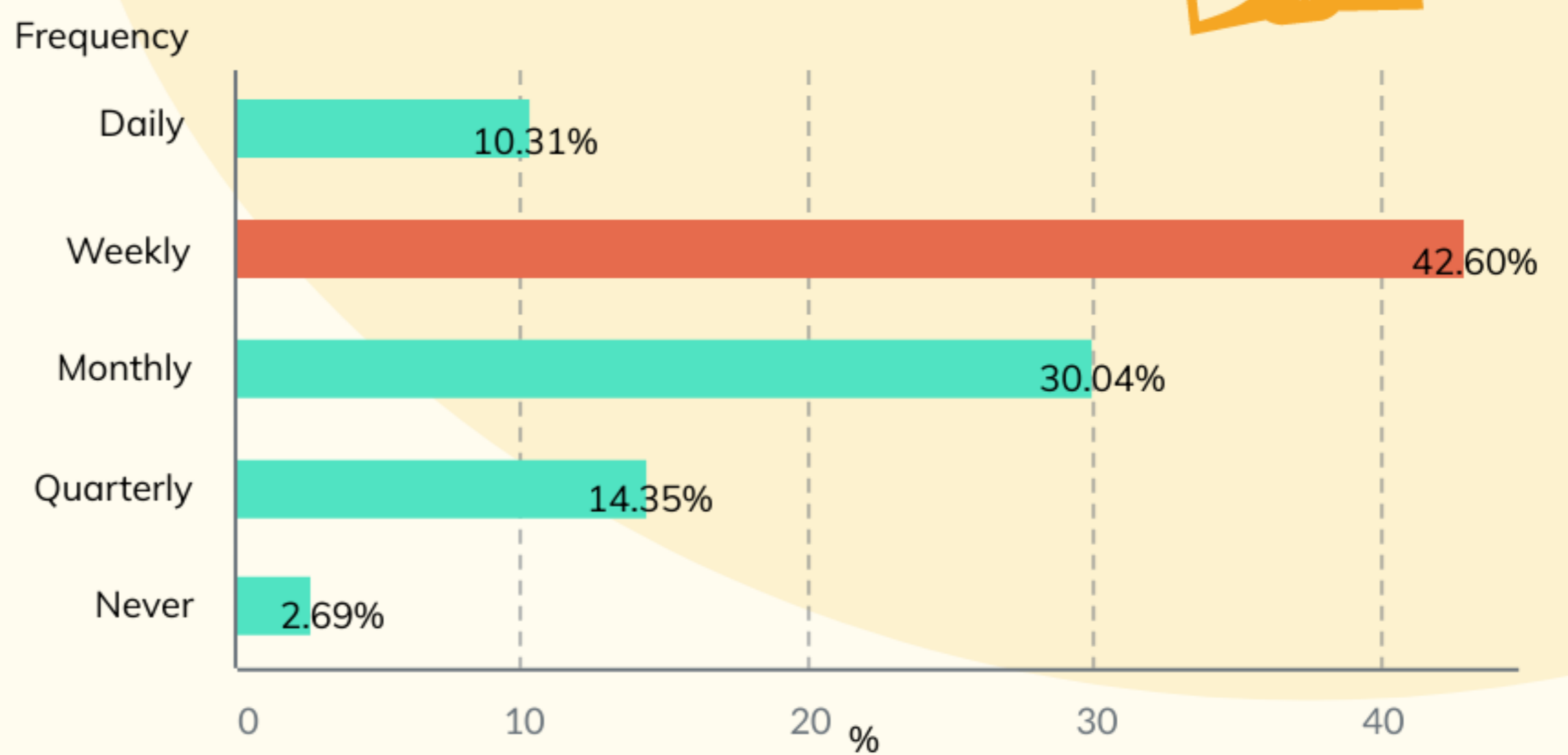


Overall Satisfaction

*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