

**CENTRE FOR ACADEMIC INFORMATION SERVICES (CAIS)**

# **Users' Satisfaction Survey 2010: Services & Facilities**

**Conducted by Research Support & Outreach Services Unit**

## **Introduction**

This online survey was carried out from October until end of December 2010. The survey was to get feedbacks on users' satisfaction on the services and facilities provided by CAIS. 171 responses were received.

The survey comprised:

- 3 sections:
  - Demographic – 3 questions
  - Services – 23 questions
  - Facilities – 16 questions
- A comment box

## **Objectives**

The objectives of the survey are to investigate whether users are satisfied with the services and facilities offered by the Centre. The inputs received will be analyzed and become a blueprint for our future planning.

## Survey Results

### A. Demographic

- Total responses received: 171

#### 1. Gender:

<b>Male</b>	<b>38 %</b>
<b>Female</b>	<b>62%</b>

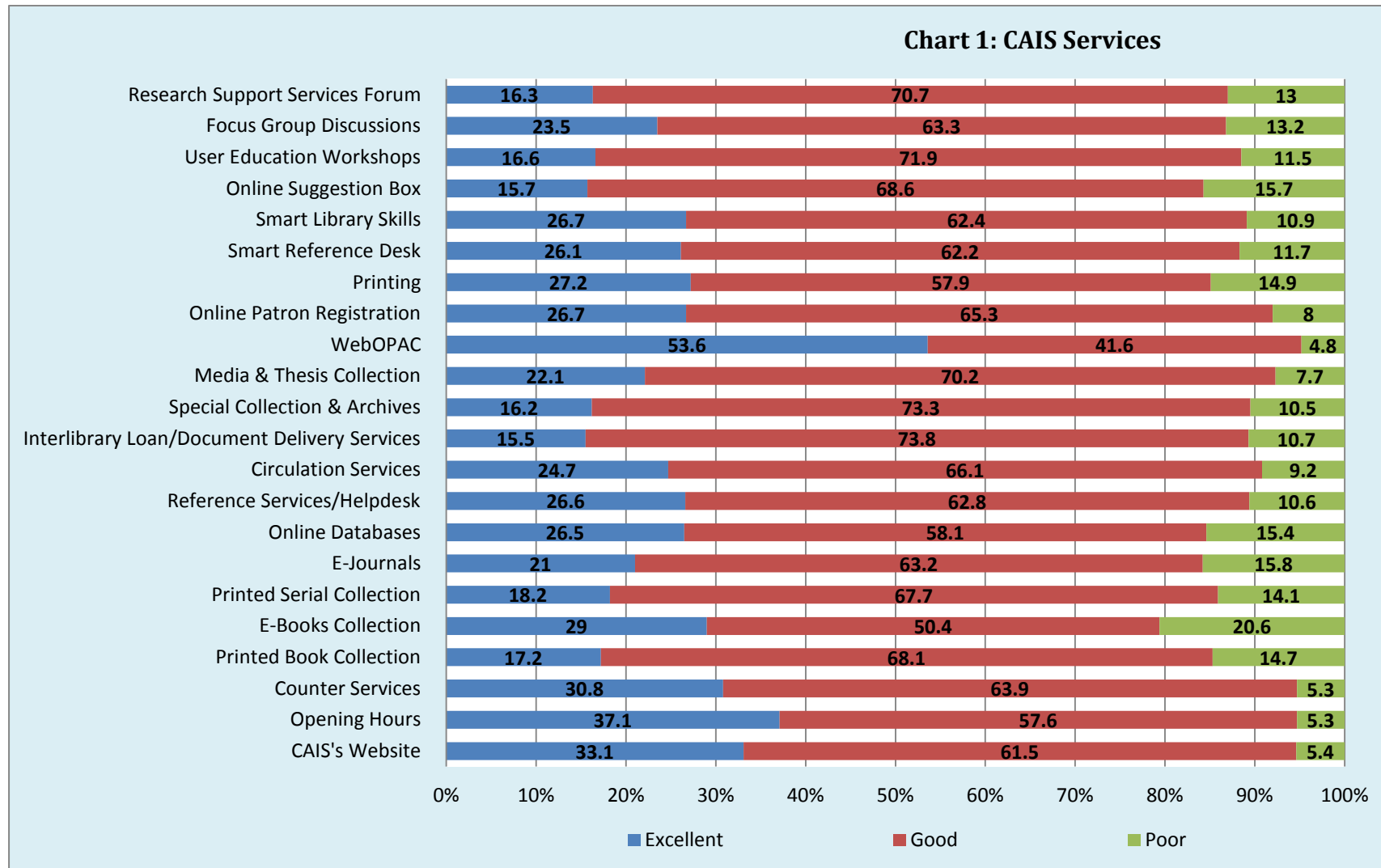
#### 2. Status:

<b>Undergraduate</b>	<b>69 %</b>
<b>Postgraduate</b>	<b>12 %</b>
<b>Academic Staff</b>	<b>16 %</b>
<b>Non-Academic Staff</b>	<b>3 %</b>

#### 3. Faculty/Institute/Centre/Department:

<b>FCSHD</b>	<b>20 %</b>
<b>FEB</b>	<b>19 %</b>
<b>FACA</b>	<b>17 %</b>
<b>FRST</b>	<b>12 %</b>
<b>FE</b>	<b>10 %</b>
<b>FSS</b>	<b>8 %</b>
<b>FMHS</b>	<b>5 %</b>
<b>FCSIT</b>	<b>4 %</b>
<b>CAIS</b>	<b>3 %</b>
<b>CALM</b>	<b>1 %</b>
<b>CLS</b>	<b>1 %</b>
<b>OTHERS</b>	<b>0 %</b>

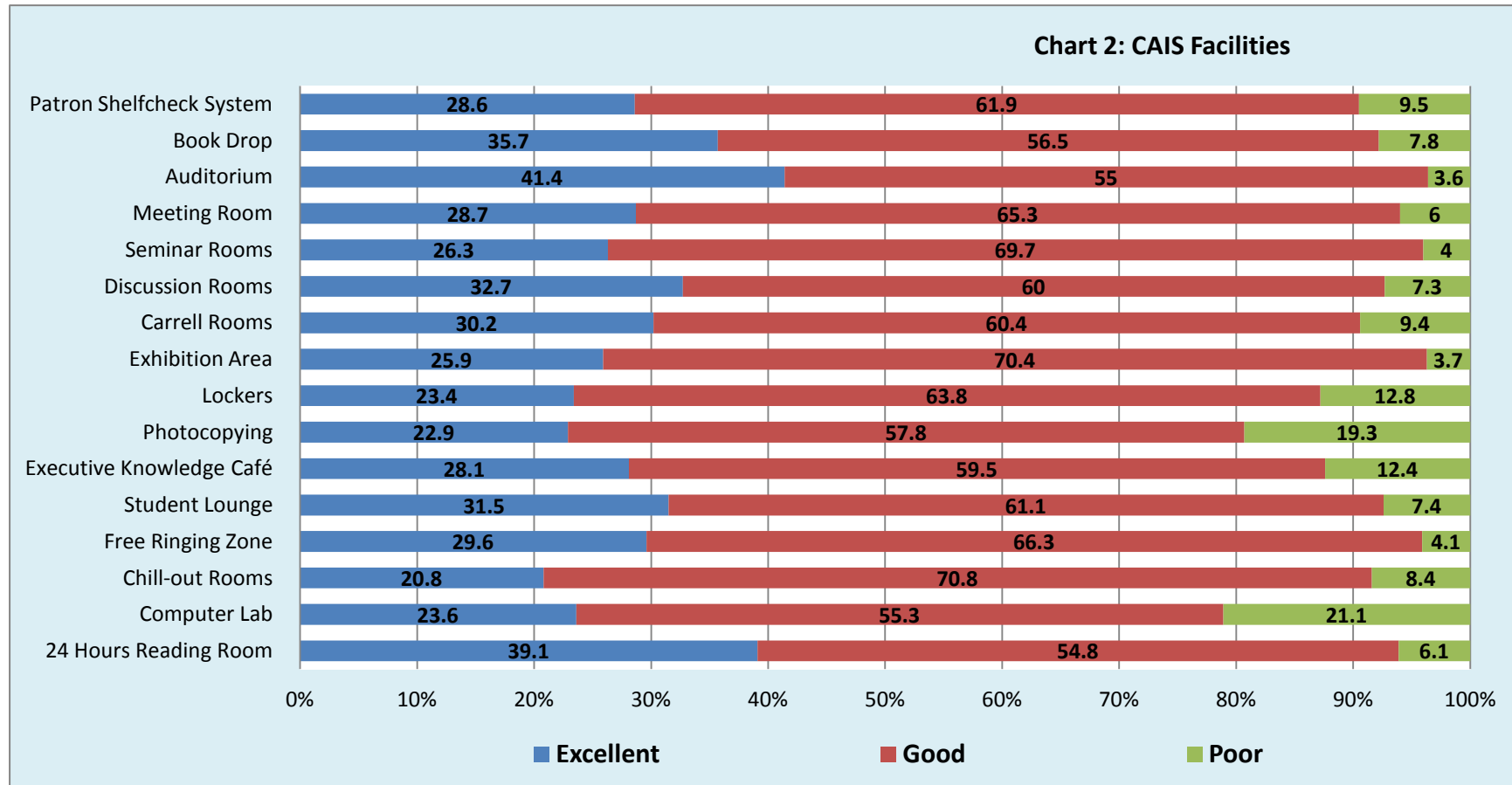
## B. CAIS Services



<b>No.</b>	<b>Services</b>	<b>Percentage (%)</b>
1	WebOPAC	95.2
2	Opening Hours	94.7
3	Counter Services	94.7
4	CAIS's Website	94.6
5	Media & Thesis Collection	92.3
6	Online Patron Registration	92
7	Circulation Services	90.8
8	Special Collection & Archives	89.5
9	Reference Services/Helpdesk	89.4
10	Interlibrary Loan/Document Delivery Services	89.3
11	Smart Library Skills	89.1
12	User Education Workshops	88.5
13	Smart Reference Desk	88.3
14	Research Support Services Forum	87
15	Focus Group Discussions	86.8
16	Printed Serial Collection	85.9
17	Printed Book Collection	85.3
18	Printing	85.1
19	Online Databases	84.6
20	Online Suggestion Box	84.3
21	E-Journals	84.2
22	E-Books Collection	79.4

*Remark: Percentage derived based on the total sum of feedbacks on services described as Excellent & Good*

### C. CAIS Facilities



<b>No.</b>	<b>Facilities</b>	<b>Percentage (%)</b>
1	Auditorium	96.4
2	Exhibition Area	96.3
3	Seminar Rooms	96
4	Free Ringing Zone	95.9
5	Meeting Room	94
6	24 Hours Reading Room	93.9
7	Discussion Rooms	92.7
8	Student Lounge	92.6
9	Book Drop	92.2
10	Chill-out Rooms	91.6
11	Carrell Rooms	90.6
12	Patron Shelfcheck System	90.5
13	Executive Knowledge Café	87.6
14	Lockers	87.2
15	Photocopying	80.7
16	Computer Lab	78.9

*Remark: Percentage derived based on the total sum of feedbacks on facilities described as Excellent & Good*

#### D. Areas of Concern

- a) Printing/Photocopy
  - i. To provide more printers and photocopy machines for their assignment.
  - ii. To request color printer for students.
- b) Network/Internet
  - i. To improve the capacity/speed of the network/internet.
  - ii. Difficulties to access e-journal and WebOPAC/e-resources.
- c) Computer/Electricity
  - i. To ensure computers are well functioning.
  - ii. To do regular scanning for viruses in Computer Lab.
  - iii. To provide additional electricity power supply in 24 Hours Reading Room.
- d) Facilities
  - i. To do regular maintenance for Book Drop and Patron Shelf Check System.
  - ii. To provide Water Cooler Machine for students.
  - iii. To decorate Carrel rooms.
- e) Services
  - i. To improve ILL Service.
  - ii. To provide a friendly floor plan/map/signage to show the location of the facilities in CAIS.
- f) Resources
  - i. To provide more books and magazines in Art and Motivational subject,
  - ii. To provide a variety of magazines for teenagers.
  - iii. To subscribe to JSTOR and full access for International Journals (Elsevier, Science Direct, Springer etc.)
  - iv. Difficulties to have full access to Medical Journals.
- g) Shelving
  - i. To improve on book arrangement/shelving for easy retrieval.
- h) Counter Service
  - i. To welcome users in a friendly manner and smiling face.
  - ii. To ensure a fast response and more initiative if needed from staff.
  - iii. To improve Special Collection Counter Service.
- i) Building
  - i. To provide more tables & chairs.



ii. CAIS to have a Washroom/Toilet especially during library closure.

E. Excellent Services and Facilities

a) Services

- i. 7/22 services provided by CAIS achieved above 90 %.
- Web OPAC
  - Opening Hours
  - Counter Services
  - CAIS's Website
  - Media & Thesis Collection
  - Online Patron Registration
  - Circulation services

b) Facilities

- i. 12/16 facilities provided by CAIS achieved above 90 %.
- Auditorium
  - Exhibition Area
  - Seminar Rooms
  - Free Ringing Zone
  - Meeting Room
  - 24 Hours Reading Room
  - Discussion Rooms
  - Student Lounge
  - Book Drop
  - Chill-out Rooms
  - Carrel Rooms
  - Patron Shelfcheck System

## F. Conclusion

Minimum KPI for Academic Libraries in Malaysian on Users' Satisfaction is 70%. From the survey, CAIS has achieved more than 80% on almost all the services and facilities except on the eBooks collection and the computer labs at 79%. The Centre is taking steps to incorporate the suggestions received and improvements be made especially under those Areas of Concern.