

CENTRE FOR ACADEMIC INFORMATION SERVICES (CAIS) UNIVERSITI MALAYSIA SARAWAK

CAIS USER SURVEY 2012 REPORT

Conducted by Research Support & Outreach Services Unit

Introduction

This online survey was carried out from Feb until April 2012. The survey was to get feedbacks from users' perspective on the services and facilities provided by CAIS. 277 responses were received.

The survey comprised:

- Total Completed Survey Received: 227
- Total Incomplete Survey Received: 56
- 2 sections:
 - Demographic – 3 questions
 - Users' Perspective – 23 questions inclusive of 3 questions that required user's comment

Objectives

The objectives of the survey are to investigate whether users are satisfied with the services and facilities offered by the Centre and to identify user's current trend toward library as the most relevance and referred resources. The inputs received will be analyzed and become a blueprint for our future planning.

Survey Results

A. Demographic

- Based on total completed responses received: 221

Question 1*

Gender

Female	165	- 74.66%
Male	56	- 25.34%

Question 2*

Status

Undergraduate	176	- 79.64%
Academic Staff	32	- 14.48%
Postgraduate	7	- 3.17%
Non-academic Staff	6	- 2.71%

Question 3*

Faculty/Institute/Centre/Department

Faculty of Economic & Business	45	- 20.36%
Faculty of Cognitive Sciences & Human Development	43	- 19.45%
Faculty of Social Sciences	41	- 18.55%
Faculty of Applied & Creative Arts	40	- 18.05%
Faculty of Resource Science & Technology	23	- 10.41%
Faculty of Engineering	10	- 4.52%
Faculty of Medicine & Health Sciences	7	- 3.17%
Centre for Language Studies	5	- 2.26%
Faculty of Computer Science & Information Technology	2	- 0.90%
Centre for Pre-University Studies	2	- 0.90%
Centre for Academic Information Services	1	- 0.45%
Centre for Information & Communication Technology Services	1	- 0.45%
Institute of Social Informatics & Technological Innovations	1	- 0.45%

Question 4*

I use CAIS (please tick one)

Weekly	116	- 52.49%
Daily	75	- 33.94%
At least one each half term	25	- 11.31%
Less than once a half term	5	- 2.26%
Never	0	0.00%

Question 5

I use the Centre for (you may choose more than one answer)

finding information for assignment	158	- 71.49%
borrowing books to read at home	145	- 65.61%
doing coursework/studying	141	- 63.81%
using the Internet/computers	133	- 60.18%
reading	122	- 55.20%
working with my friends	101	- 45.70%
attending events/activities	62	- 28.05%
reading newspapers/magazines	48	- 21.72%
finding information for hobbies or interests	47	- 21.26%

others (please give details)

Research and publication purposes
finding information for research and work
Materials for teaching-learning purposes
research, course preparation, borrowing course material
movie screening for my students at CAIS auditorium
finding information for research
discussion
print assignment
finding information for research

reading for knowledge purpose and skills at work, helps answering student Q & A
borrowing books for preparation of lectures or research
scientific writing
borrow books for research reference

Question 6

The Centre's resources I most regularly use are (you may choose more than one answer)

Online resources	155	- 70.14%
reference books	154	- 69.68%
the Internet	139	- 62.89%
fiction books	79	- 35.74%
non-fiction books	66	- 29.86%
newspapers/magazines	42	- 19.01%
other computer software	17	- 7.69%
video/audio tapes/CDs/DVDs	12	- 5.43%

other (please say what)

theses, journals and etc

Question 7*

The age of books in the Centre is mostly

new	121	- 54.75%
old	85	- 38.46%
very new	8	- 3.62%
very old	7	- 3.17%

Question 8*

The number of books in CAIS is

just enough	114	- 51.58%
too many	60	- 27.15%
too few	47	- 21.27%

Question 9*

I borrow a book from the Centre

monthly	108	- 48.87%
weekly	74	- 33.48%
yearly	20	- 9.05%
never	13	- 5.88%
daily	6	- 2.71%

Question 10

I use books from the Centre for (you may choose more than one answer)

coursework/ assignments	185	- 83.71%
leisure reading	100	- 45.25%
I don't borrow books from the library	8	- 3.62%

others

updating oneself on existing research in selected areas
reference
writing journal paper
teaching-learning purposes
Use in teaching and research
I used to borrow books from CAIS before but stop at 2007 after i graduated.
developing teaching materials
research
studying
when i need additional information
just want to read
preparing lecture notes
knowledge & skills improvement for work

preparation for lectures and research info
teaching, scientific writing
writing research papers

Question 11*

When I use the Centre to help me with coursework/assignment, I find what I need

most of the time	123	- 55.66%
rarely	50	- 22.62%
always	47	- 21.27%
never	1	- 0.45%

Question 12

When I cannot find the information or books I need, it is most often because

the materials are already on loan	93	- 42.08%
I don't know where to look	59	- 26.69%
the Centre has nothing on my topic	52	- 23.53%
others (please explain)	13	- 5.88%

others (please explain)

It is available at the Center
It was not on the shelf
can't answer this because the materials needed are normally available
Limited book available
the material not put in right call number
i always can find information from cais
web opac search engine is hard to use because it require exact keyword. Search result sometime is out of the search keyword.
there are so few resources

Not enough copies for each titles
too few materials on my field
library does not subscribe the journals

Question 13

If I cannot find what I want (you may choose more than one answer)

I ask for help from the Librarian	133	- 60.18%
I find the information at home	86	- 38.91%
I give up	30	- 13.57%
I go to another library	21	- 9.51%

I do something else (please say what)

buy the books
online resources
research on the internet
most of the time I search from the internet
I try finding it online
interlibrary loan
Asking from other university's friend help
find in on journal
do more discussion with friends about the topic
Web OPAC

Question 14*

When I need help using the Centre (you may choose more than one answer)

I ask the librarian	165	-74.66%
I ask a friend	138	- 62.44%
I use the guides/leaflets	68	- 30.77%
I ask a lecturer	31	- 14.03%
I give up	6	- 2.71%
I never need help using the Centre	5	- 2.26%

Question 15*

Would you like more training in how to use the Centre?

Yes	166	- 75.11%
No	55	- 24.89%

Question 16

When I need information for coursework/assignment, I most often use resources from (you may choose more than one answer)

Google	183	- 82.81%
CAIS	177	- 80.09%
home	46	- 20.81%

elsewhere (please say where)

Working experiences in industries
Internet
office
PubMed
buy the book
journals & own books
Online journals

Question 17*

If CAIS is to shorten the opening hours, it would affect my study

a great deal	105	- 47.51%
somewhat	79	- 35.75%
not at all	37	- 16.74%

Question 18*

When I choose a book to read for pleasure, it is most often from

CAIS	114	- 51.58%
home	51	- 23.08%
elsewhere (please say where)	32	- 14.48%
the public library	24	- 10.86%

elsewhere (please say where)

purchase on my own
Popular Bookstore & MPH
internet
my collections

Question 19

I would describe the Centre as (you may choose more than one answer)

comfortable	175	- 79.19%
Welcoming	104	- 47.06%
quiet	99	- 44.79%
Safe	93	- 42.08%
fun	37	- 16.74%
orderly	34	- 15.38%
exciting	26	- 11.76%
Noisy	17	- 7.69%
boring	16	- 7.24%

Question 20*

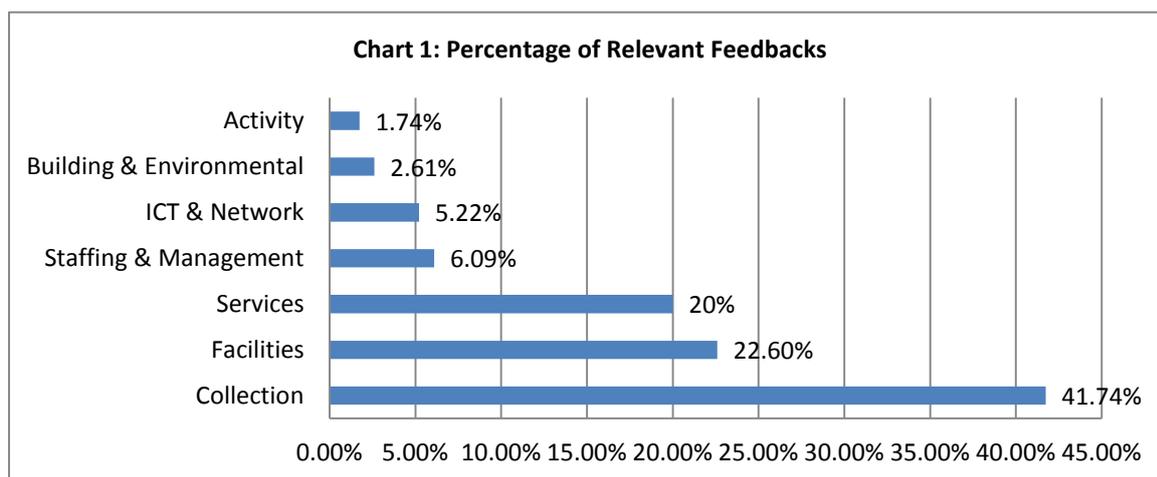
Please rate each of the following areas of the Centre

1star- poor, 2star- okay, 3star- good, 4star- very good

Areas	% *	% **	% ***	% ****
fiction	12.22%	34.39%	42.53%	10.86%
reference	4.07%	24.43%	48.42%	23.08%
reading area	5.88%	27.15%	39.37%	27.60%
computer laboratories	10.86%	35.29%	33.03%	20.81%
non-fiction	8.14%	38.91%	40.72%	12.22%
online databases/journals	8.60%	30.32%	35.75%	25.34%
study area	5.43%	26.70%	32.13%	35.75%
Media services	11.76%	34.39%	33.94%	19.91%

Question 21

The university Centre would be better if.....

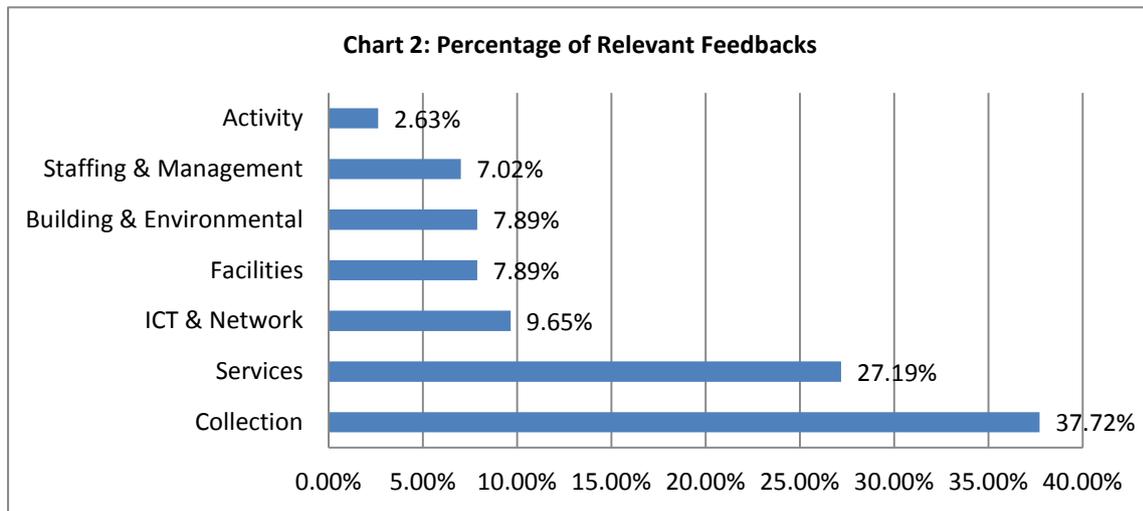


This chart show the percentage by categories of the feedbacks received from the respondents

To see the users' feedback please refer attached appendix (i)

Question 22

I would use the Centre more if.....

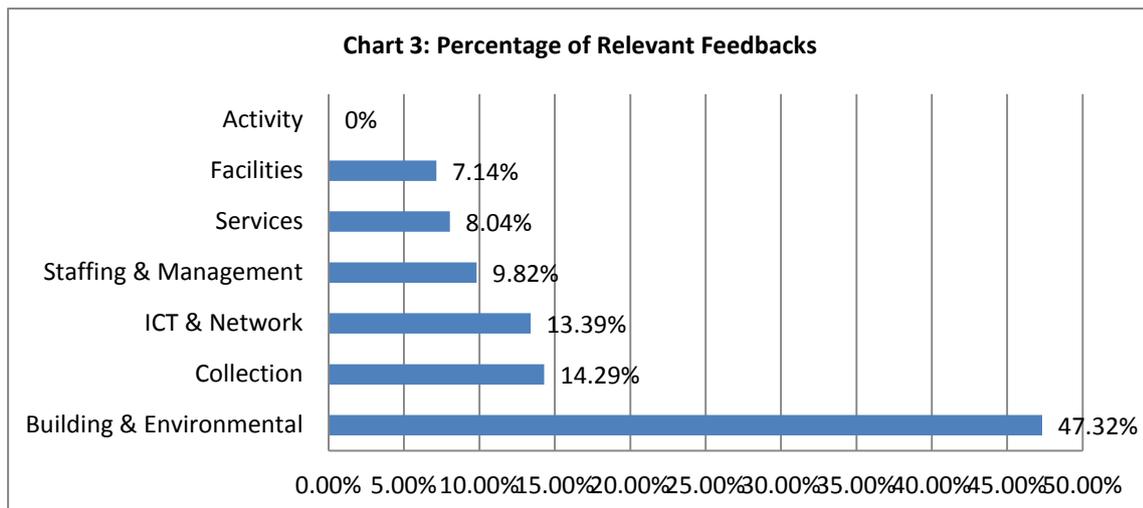


This chart show the percentage by categories of the feedbacks received from the respondents

To see the users' feedback please refer attached appendix (ii)

Question 23

The best thing about the Centre is.....



This chart show the percentage by categories of the feedbacks received from the respondents

To see the users' feedback please refer attached appendix (iii)

Summary Issues

1. Activity
 - a. To have more activity to attract student
2. Facilities
 - a. To provide more computer in Computer Labs
 - b. To have more discussion rooms
 - c. To have better place to perform “solat”.
3. Services
 - a. To provide more printers and photocopy machines for their assignment
 - b. To increase operation hours
4. ICT & Network
 - a. To ensure computers are well functioning
 - b. To ensure plug and socket for computer/internet is secure
5. Collection
 - a. To provide more on reference collection
 - b. To provide full access for online resources
 - c. To purchase more collection on Sarawak and Borneo
 - d. To have more latest edition for books
6. Building & Environmental
 - a. To provide more tables & chairs
 - b. Issue more on temperature

Conclusion

This survey is conducted to see on how the Centre’s achievement and performance from the users’ evaluation and perspective. In future the Centre is taking steps to incorporate the suggestions received and improvements be made especially under those in lower percentage.

Appendix (i)

Based on Question 21

The university Centre would be better if.....

more relevant books according disciplines could be made available and with sufficient number of copies. Also, aspects of convenient outlets have to be looked into in supporting the library services, such cafeteria.
More activities to pull young people /patrons together.
it had more online materials/journals available (But understand given limited budget)
they did not block any access to downloadable items online. Sometimes the lights are off, but i don't know where the switch to turn it on. the air conditioner at certain place are not available.
Please provide full access to more journals.
Provide web of science. Subscribe to Big impact journal e.g. Nature, Science
More reference books to attract more students
There is an obvious need for more computer labs, given the enormous crowd of students I often see at the computers near the circulation desk. There should be some terminals dedicated for only OPAC use, on each level in the stacks area, for those searching for books. Also there are a number of popular online databases in the arts and humanities I would regularly use for both my research and teaching, but unfortunately the library does not subscribe.
1. Books are replaced on the shelves in a timely manner (ie, re-stack every 2 hours?). 2. Library staff knows exactly what's on each shelf. 3. More fiction books are available, esp those in a best seller list or some famous book club list.
There are better and reliable books are being provided.
- we buy more books related to Sarawak and Borneo. CAIS should try keep (preserve) more rare books on Sarawak Borneo. - The Centre will also improve a great deal when they upgrade CAIS website. I find the website rather taxing and 'unfriendly'.
<i>mempunyai cafe atau tempat menjual makanan dan minuman. hal ini kerana, para pelajar susah mahu berpatah balik ke cais sekiranya berada dalam cais dalam beberapa jam. jika ada cafe, saya yakin pelajar akan kerap menggunakan cais dengan kerap. hal ini kerana mereka tidak perlu risaukan kelaparan mereka semasa belajar di cais. hal ini akan dapat memupuk budaya ke cais dan belajar dengan lebih baik. cafe juga haruslah di buka sehingga malam. saya harap cadangan ini dapat dilaksanakan.</i>
more books for references.
only there is a proper place for eating located nearby. Pohon Mas is just too far, and the kiosk is not sufficient and sometimes too pricey if students need to fill their stomachs with "serious" foods. I am not in favor of the kiosk because it produces unnecessary wastes: plastic bags, wrappers and other sort of wastes that can be minimized if we have a proper eating outlet nearby.
the operation hour tend to change to 24 hours basis.

Please provide one stop search for books, journal & online databases
there are photocopying machines available for student to make a copy of the section of materials in red spot and thesis.
more book added
better place for solat. the place just now are very small not enough space.
they include student as volunteer workers in the cais
mempunyai pusat membaca yang lebih besar dengan mempunyai buku rujukan yang sentiasa diperbaharui
cais is near from my hostel..
it is not too far away from my hostel
purchase more journal regard economics
tempat perbincangan diperbanyak.
provide more book that needed
provide more new book for next year.
provide more useful material especially for assignment
Got many new revision book
increase the number of tables and chairs build more electrical plug i can find the book in current, instead of few years ago which is not the latest edition.
Add more computer for student and the closing time is too early. The cleanliness. i even saw a mouse at level 2. It too terrible.
Offer more non-academic books. install more usable electronic plugs. more variety of books.
this cais could longer time until 12 midnight
systematic
more librarians in charge
more facilities being upgraded
get a latest books & arrangement of the book in right order
if they have a cafeteria
store the more new book
more reference book.
Already ok
go ahead and do effort more
not so cold and it can make us feel better.
more book
have a television room so that students can rest at the room.
easy to borrow book...i do know how to borrow it
more places to do discussion and all places have wireless if the computer there is full

with users.
more latest published books can be provided. other than that, most of the book available in CAIS are mostly focused on general topics, so it would be great if more ref materials on specific topic that are suitable for most post-grad studies is provided as well. Adding more non-fiction books/magazines in the centre should do well too.
have more printing and photocopy facilities for students.
have more books for references
more service printing and free photocopy.
the library give the free fee four student photocopy
have many service of printing n photocopy
to relate my book what i want and my course
have a book that related to my course and have enough facilities for example enough computer to print out our document and no need to wait for other people
increase the number pc that can access to opac at each floor
Have more computer at the lab
the centre can add more fiction books
<i>internet lebih cepat</i>
<i>mesin photostat</i>
<i>lebih banyak bahan rujukan bahasa melayu</i>
more books
more new book
UNIMAS
unimas
make an improvement and add much more references books to guide students.
more rest room
more information about the books are shown
24 hour
more book and activities can we do
if the service of the website could be improve. The website should be more easy to use and try to solve the problem of website crashing when a lot student use it at the same time. the searching tools should be improve also. Try to block some of the website in centre.
the wifi service can more faster, the reference book can have more units, the machine service more better(especially the machine of borrowing book
there are more books can be loan. 1 for lecturer, at least 3 for students
got more computer and internet
the were many new books
add more referent especially in Bahasa Melayu because not all student in UNIMAS know

fully referent in english..
more reference
more pc can use for serve internet
the security guards smiles and welcome student coming in and out of cais
there are many books
the computer laboratories have enough computers in order the students will use them and also the computers that already cannot function well will be replaced with the new one.
More socket so that student can plug their laptop charger
provide more study area since the number of student is increasing.
systematic
have more sit
clear information provide
buy more journal..so that we can do assignment efficiently
<i>mempunyai edition buku yang terbaru dan tambah jumlah yang edition yang baru.</i>
more comfortable
if there are more tables and chair for the student. i found it was lack of those during the peak period like during final exam.
there are more latest books and more copies of each book. Provide large space for 24 hour study and reading area (need more chairs and tables). More and new computer are needed in the computer lab. Repair all the malfunction computers and the computer for searching books. Increase the internet speed. Upgrade cais opac to a more easy to search for interested books(search engine like Google).
improve in the rules and regulation.
open 24 hour, more computer, more discussion room and toilet is dirty.
more computer to use
repairing the plug for internet cable,printing service last longer
the center look more fun with the decoration
have cafeteria
new journal is uploaded every week... only old journal is available. So, its hard for us to know the latest studies as new journal is important for us at FSTS.
have lot of table to study
MORE BOOKS IS PREPARE
EFFECTIVE
<i>banyakkan lagi plug,,, ruang tempat yang xmencukupi, menyediakan tempat wuduk di surau kurangnya bahan rujukan yang terbaru,</i>
more new books
improve the tv service

a larger prayer room for muslims are provided. We don't have enough space and we don't like to take a wudhuk from a toilet. It is difficult for us. Please provided a bigger place with wudhuk room
lots more journal shall be able to review from online database
The workers at the counter are friendlier with the students.
Naturally has more books and on-line journals
The pathway linked to the building built with a roof so that client won't get wet as going in & out of that place. A few of the person (not all, One or two only)at the counter and some professionals are sometimes very rude to the students. Please smile at the counter or anyway don't mixed yr prob. with work. They should respect them as client and unimas customers.
more references & textbooks & books
Provide more books for some subject. E.g. Cognitive Psychology book should provide more with new edition
add more books for references
add more reference book
it is close to our hostels.
there are more books and also good arrangement for student easy to find books.
more book
it has more journals
played some melancholic music
have more services
Have more books to student and have more places to do discussion.
provide more book
We can book the discussion room longer

Appendix (ii)

Based on Question 22

I would use the Centre more if.....

more selection on recently published books made available
There were talks and sharing sessions.
more subscription on online databases
more online materials would be accessible from home (at present mostly are accessible from computers on campus)
There are no restrictions to clothes which can be used in CAIS and there would be no restriction to access of internet.
the computers function better for internet and have updated antivirus software
Provide web of science. Subscribe to Big impact journal e.g. Nature, Science. Why can't I access it in CAIS? I used Interlibrary loan (ILL) in the UK. But in CAIS when I asked about ILL one librarian refers me to the other librarian, but I still don't have the journal which I need.
more reference books
The cataloging for the web OPAC has many mistakes. Many titles are listed in authority's fields; some entries have little to no cataloging data, to cite a few examples. As far as I can tell, books are reshelf maybe twice a semester at best. After the first few weeks of the semester, books are in a mess throughout the stacks, and it is then almost impossible to find a book. There needs to be more staff assigned with the duty of reshelving. It should be a daily activity. And it is a problem that certain sections of the library are closed during lunch hours. I would suggest that instead staff lunch breaks be staggered in shifts so that there is always at least one person to staff the reference desks, media centre, etc. The lunch period is one of the few times when students are free to access the library - yet some facilities are not accessible during this same time. The security is very inconsistent. Sometimes there is a guard at the front desk, but usually there is not.
1. I can find the books that I want. 2. Books that I'd like from CAIS in Kota Samarahan are sent to MedLib for pickup (instead of having to get them myself since I was told that this service is not available). 3. The serial section is improved. It's a bit dark.
The books I wanted are there.
the centre improve its website layout.
<i>bahan bacaan dan buku rujukan harus diperbaharui atau ditambahkan. hal ini kerana bilangan pelajar semakin meningkat. selain itu, kawasan perbincangan harus ditambahkan lagi untuk menampung pelajar yang datang ke cais.</i>
a lot of activities organized in CAIS.
it is more accessible through the staircase facing the main gate. I wonder what the use of the staircase is if there is no parking space that is adjacent enough to the staircase. I think it is rather odd for us to come in from the rear entrance, when there is no user friendly entrance that brings us straight to the massive and beautiful front entrance of

CAIS. The "roundabout" should be converted into a parking lot for those who intend to make a quick visit to the CAIS. At the moment, I don't see any good use of roundabout, when users can straightaway turn into the exit leading to rear parking space of CAIS and towards the south gate.
more reference books are renewed.
the materials are adequate
the operation hour be longer
the librarian is more friendly..
not far from college
magazines provided
they provide more latest text book
<i>jika saya mahu mencari bahan rujukan</i>
there is a small branch for students to study and doing the revisions.
the carrel room's is increased
<i>lebih banyak buku disediakan..dan staf-staf yang mesra membantu</i>
have interesting books
materials provided are more useful for my courses
if there are more references books
got may new book
the operation hour is unlimited (24hours) printing service is available all the time, because it's quite inconvenient if i have to wait until the staffs came back from meal. the way go back to hostel has more street light for safety
The computers add more and the cleanliness improves.
more non-academic books is offered, More chinese books is provided, more electronic plug is installed.
there are more books
foods and drinks are allowed
there is more information on my assignment is available
my source of books available
if improve the maintenance
help for student
A place that can talk n a place that online with pc..
i already use the Centre now and im really appreciate it :)
the reference book is complete.
less cold
add more computer lab
have study group

provides more journal for assignment and facilities like chairs because students are getting more.
more newly/latest published books and other reading materials are provided.
i have assignment and i need internet sources from online.
i need something
went I want to use internet, doing assignment, discussion with my friend and others.
i want do the assignment, discussion and when i want search the journal and thesis
i do my assignment, and discussion
i want to find book relate my assignment and to do the discussion with my group member
the facilities is enough
the library is comfortable
have many type of book related to my course
there isn't too much of other students use computer for facebook
group discussion.
<i>lebih banyak komputer</i>
i have work to do
the thesis references are many
need the information
i need to add and find the books that i used for studies.
find research book
i need to make my assignment and my research.
there are more books
many facilities
if the centre can achieve my suggestion above. the number of computer increase... the wifi service can be improve and the speed of the internet need to improve. The variety of newspaper should be increase and pleases allow the student to borrow some of the magazine like reader's digest. the variety of the book should increase also.
can have more reference book, more computer, the attitude of the staff better
there are more tables and seats available. There is more space provided. With big number of students, the facilities are not enough.
have new book.
there were new books that related to my course
i want and if i finding information for my assignment.
excellent wireless and easy to get the book for my reference
cais is open more hour
Resources are available, such as more computer because there is shortage of computers in cais

i have more assignment
i want find information
there is enough materials such as reference books and also other facilities (electric sockets that have to be repaired since many of them cannot function well anymore).
More materials and book updated
the Centre provides more recent reference books.
i want to search book to borrow to finish the work
have many books to choose
more guidance from the librarian
more plug provided
<i>Masa untuk menyewa bilik karek boleh dipanjangkan cth selama 5 jam.</i>
it is nearer
there are enough books for me to borrow:)
More ejournal(jstor, directscience, etc) available would help my assignments and thesis. It is great if cais could operate 24 hours, 7 days a week.
the environment is nice
more facility.
the book is available for me to do my coursework
I want a fast loading Internet
the center is near to the place that i stay..:)
a lot of book fiction and cafeteria
open until 1.00 am
THE COMPUTER IS MORE,PRINTING SERVICE COUNTER IS MORE
DO AN ASGMNT
<i>apa bila memerlukan rujukan untuk membuat tugas,,tapi kebanyakan journal dalam bentuk hardcopy edisi yang lama</i>
it's book is more up to date
more of tv, newspaper, magazine and the annual report
more latest or up to date books, more proceedings, more articles...all those materials are very much appreciated if they are easily to find.
There are lots more book.
Improve a copy center
the center can approved books loan for non academics for 30 days and books loan up to 20 units.
more references & textbooks & books
The environment more good i.e. got air perfume
not too cold

it is opening hour is 24 hours (not referring to 24hours room)
better lightening
more book
student doesn't use the computer for FACEBOOK most of the time
near at my campus at kenanga
have more computer lab and the computer don't have virus.
got more interesting book
More activities held in centre

Appendix (iii)

Based on Question 23

The best thing about the Centre is.....

ambience and comfort
The staffs are friendly and efficient. They are always ready to assist.
staff are always ready to help
It's peaceful and has internet connection which is not available at my college. I can escape from the busy and noisy situation at my college.
Everything except being referred from one librarian to another (see above comments).
The space is quite nice with a pleasant atmosphere, and is usually quiet. The book collection is good.
The inter-library service/staff, especially in terms of the quick turn-around time for ILL requests.
the air conditioning.
The space and the facility.
<i>kawasan yang selesa untuk belajar, membuat assingment, perbincangan kumpulan dan sebagainya.</i>
the design of the building, large lobby area for activities and staff really helpful.
it is quiet and provides a good atmosphere to concentrate on my reading. Plus the staffs are very helpful and I have no problem getting technical assistance every time I utilize the auditorium for my teaching/learning activities.
the carrel room and the internet line.
it's a walking distance from office
Can bring the beg in. I don't have to walk in and out to get my belongings when I need it and I don't worry that my belongings will get stolen.
air conditioner
the encouragement to study (silent and many students)
newspaper
comfortable and relax
<i>boleh melayari internet</i>
comfortable
fun and full of information.
Quite, good environment for revision and discussion.
the internet connection:)
have a books
can find wifi easily and can quietly place for doing revision.

has a variety of reading materials
have air conditional and internet
the internet connection is strong, comfortable environment, and large space to move as compared in hostel.
The speed of the wireless is better than the college. TQ. Quiet.
air-conditioner, Wifi, toilet
the environment is so really make me want to study
wifi
lots of reference source
quite systematic and advanced
Their staff very helpfull
the condition is comfortable
best
silent mode
Can online..connection good
the Centre always help me to find information. That are the best thing because it's help me to do my assignment and work. The funny is second. thank so much for it
it was a good and beauty cais
safe
quiet, comfortable
comfortable and suitable to study
i can do my discussion with my group members and use most of the journal here.i also can do my printing.
the study area.
the books and internet sources.
user friendly
have discussion room and have many facilities at here, i like.
their have internet connection and have the book what i want... :)
there have internet connection
clear, quit and peaceful
clear, quit and peaceful..
more information that we can get. Actually for do assignments.
many reference book
Comfortable
it is spacious, calm and very relaxing..
<i>persekitaran yang baik.</i>
<i>line internet cepat dan dapat memudahkan pencarian maklumat</i>

comfort to study
information
Comfortable to study and discuss my assignment group.
more comfortable because had a rest room and suitable to make some assignment.
more information
suitable foe find books
air condition function very well.. Environment is good also such as washroom.
the toilet is clean
we can online renew the loan books..
fun.
wi-fi,book,
so beautiful and service ok
comfortable
more comfortable to study and help me to get more information about my assignment and knowledge.
can serve internet
serenity
the librarian
the surrounding is almost comfortable and the arrangement of the tables and chairs also become better.:)
Discussion room, 24 hours room
good services of staff.
technology
find the journal
cool, quite and more information
best and good
big,comfortable
the librian are kind and the environment is good too:)
Huge space, courteous staffs, safe environment.
big
Beautiful design.
can enjoy
Air conditioner is cold, clean
the place is comfortable
have a lot of book that I don't know
Comfortable plus all CAIS's assistant are kind.

safety and quiet
have more information and have a excellent service and facility.
the facilities,the environment in cais
many book can borow
<i>adanya bahan rujukan,,walaupun kurang,,</i>
the atmosphere and most of friendly staff.
large
privacy!
It helps me a lot in preparing my assignments.
The on-line journals, but still not enough
there nothing best because some of the toilets are out of order. Not attractive. Cannot go there when raining. no roofing linked.
Operating hour
have good facilities
comfortable. Good facility
huge, a lot of materials and interesting
comfortable for studying.....
The environment is good for study and discussion but can be better if center improve and take seriously the comment for student.
comfortable and luxury
The internet service is just nice