INSTITUTE OF AERONAUTICAL ENGINEERING

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Feedback Analysis on Library Facilities
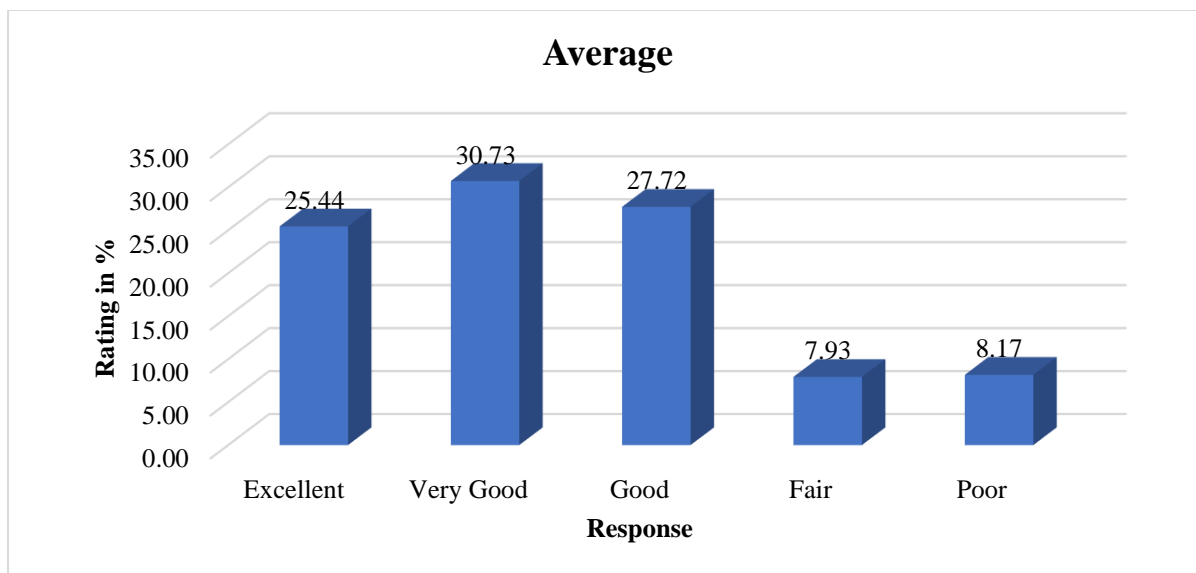**Academic Year 2018-19**

Average

Figure 1

Figure 1 depicts the overall satisfaction survey of library facilities for the academic year 2018-19. Out of total number of students surveyed, the average responses from all the questionnaire resulted in satisfaction percent of 83.90 % and dissatisfaction percent of 16.10 %. Though the average dissatisfaction percent are less than 20 %, the survey indicated the improvement needed for the following things at the library. The students need improvement with the accessibility of computers and electronic equipment, internet facility provided, printing and photocopying services, collections to meet the research needs, adequate group study areas in the library. Also, they indicated the need for improvement in the information about new services and collections and to increase the opening hours of the library. The action taken report for the feedback received from the survey are as follows:

Computers and electronic equipment are accessible in the library
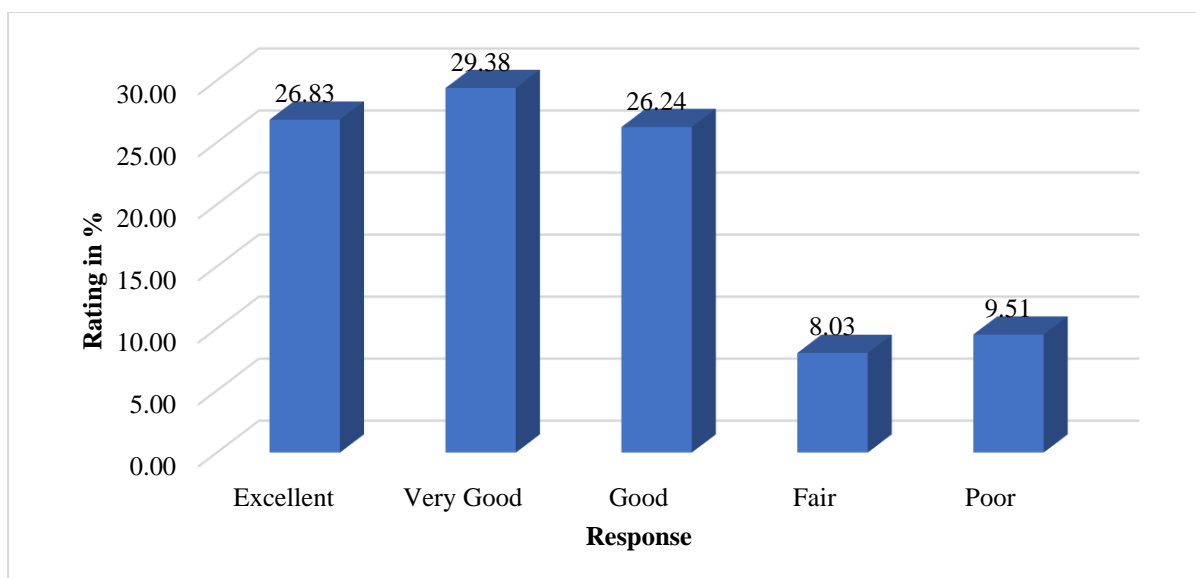
Figure 2

Figure 2 depicts the student survey of "Computers and electronic equipment are accessible in the library". Out of total number of students who participated in the survey, 82.45 % of students were satisfied and 17.55 % of students were dissatisfied. Since above 15 % of the total surveyed students are dissatisfied, the response actions are need to be taken for improving the accessibility of computers and electronic equipment in the library.
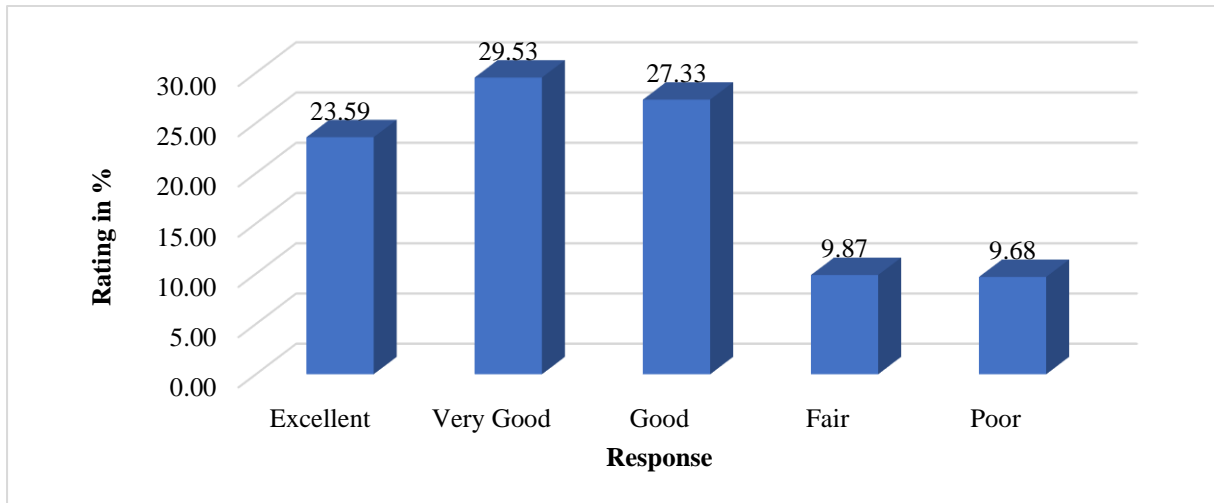
Internet facility provided in the Library

Figure 3

Figure 3 represents the student survey of "Internet facility provided in the library". Out of total number of students who took part in the survey, 80.45 % of students were satisfied and 19.55 % of students were dissatisfied. Since above 15 % of the total surveyed students are dissatisfied, the response actions are need to be taken for improving the internet facility in the library.

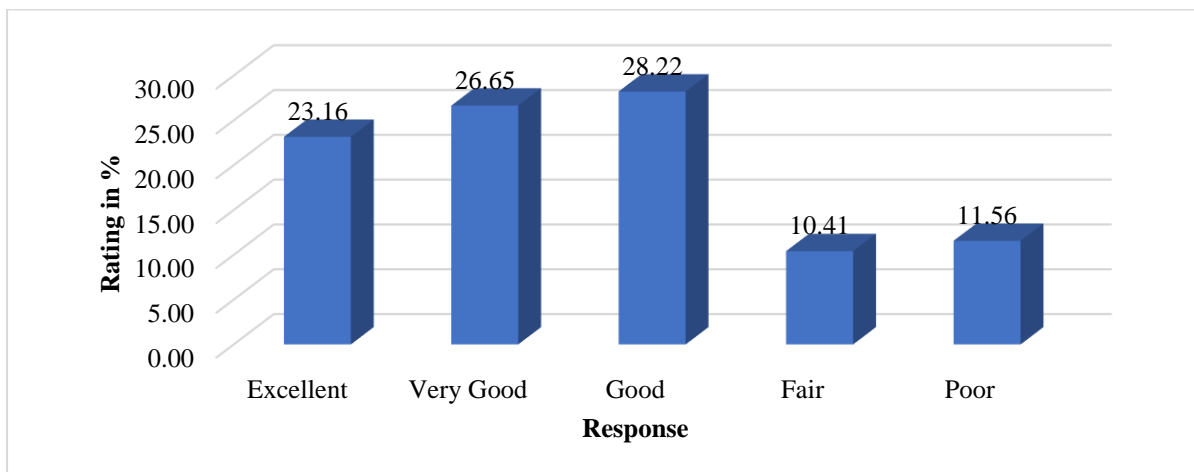**Printing and photocopying services are adequate**

Figure 4

Figure 4 depicts the student survey of "Printing and photocopying services are adequate in the library". Out of total number of students who answered the survey, 78.03 % of students were satisfied and 21.97 % of students were dissatisfied. Since above 15 % of the total surveyed students are dissatisfied, the response actions are need to be taken for improving the adequate number of printing and photocopying services in the library.

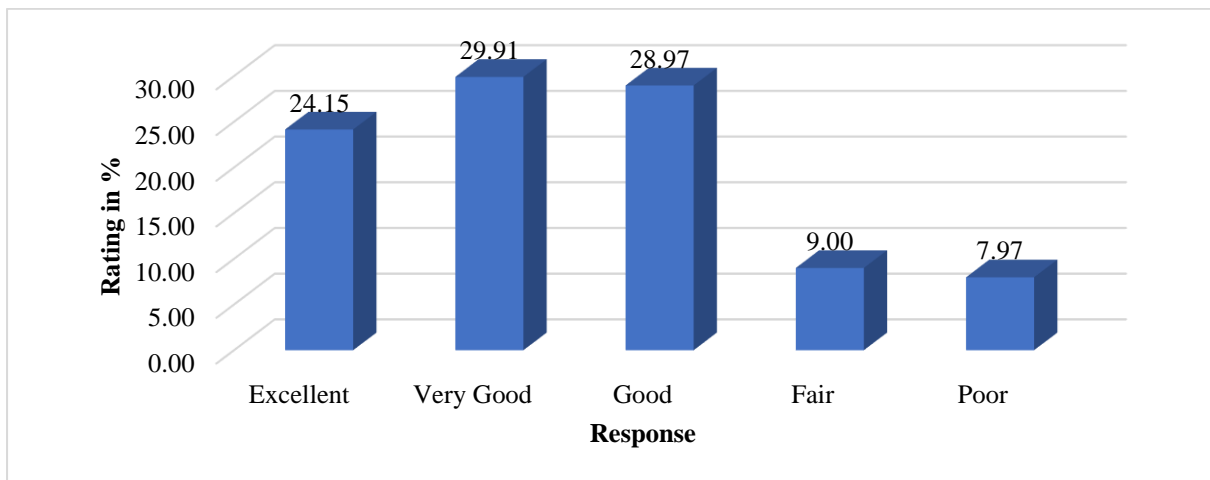**The library's collection meets my research needs**

Figure 5

Figurer 5 presents the student survey of "The library's collection meets my research needs". Out of total number of students who took part, 83.03 % of students were satisfied and 16.97 % of students were dissatisfied. Since above 15 % of the total surveyed students are dissatisfied, the response actions are need to be taken for improving the collections of research needs in the library.
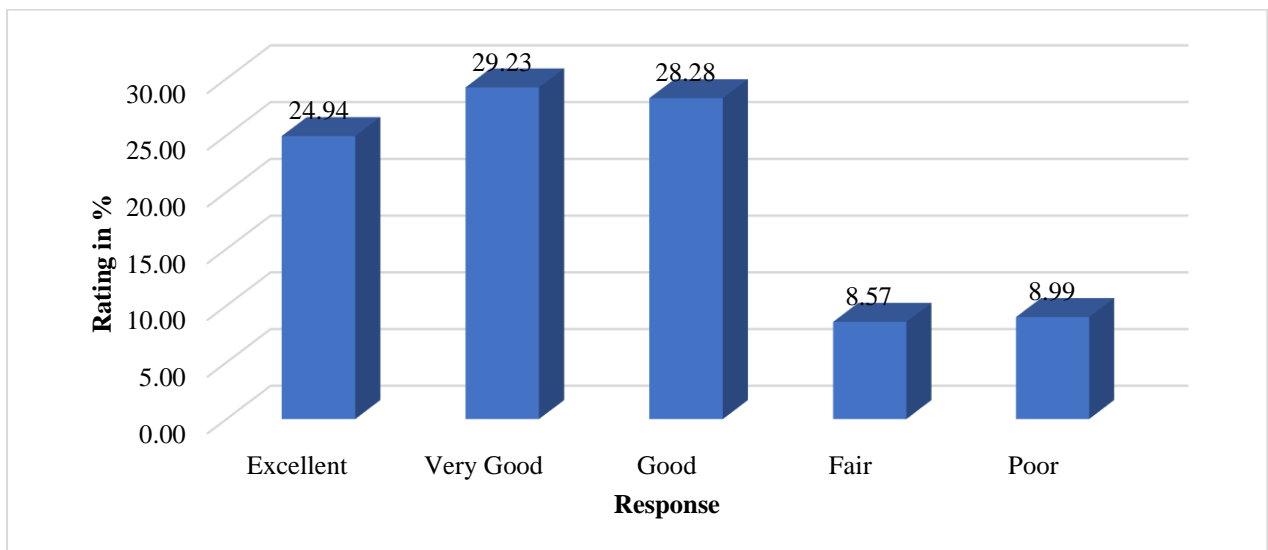
Group study areas are adequate

Figure 6

Figure 6 depicts the student survey of "Group study areas are adequate in the library". Out of total number of students who answered, 82.44 % of students were satisfied and 17.56 % students were dissatisfied. Since above 15 % of the total surveyed students are dissatisfied, the response actions are need to be taken for providing the adequate group study areas in the library.

Library staff keeps me informed about new services and collections
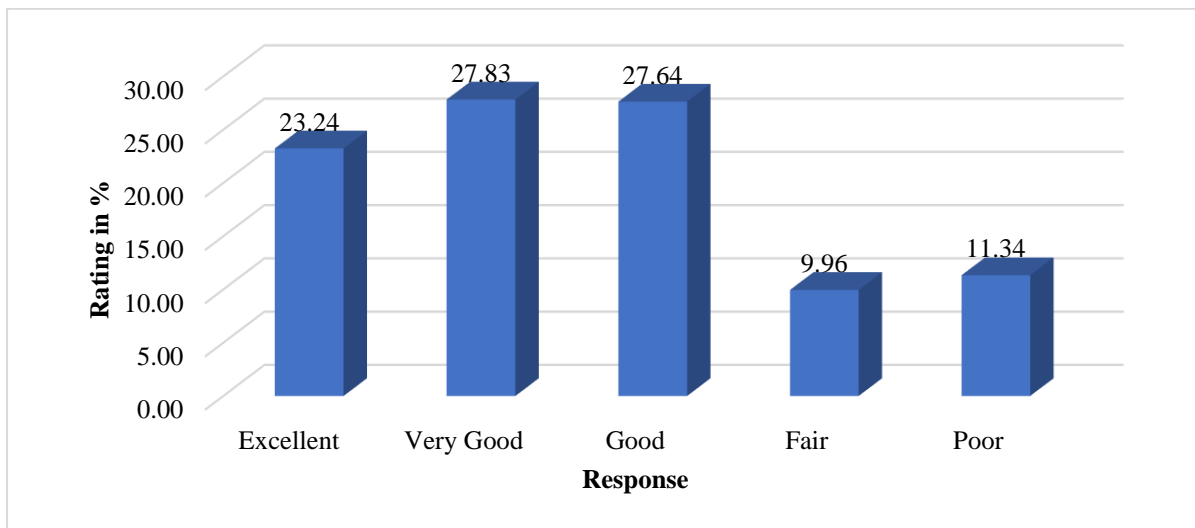

Figure 7

Figure 7 shows the student survey of "Library staff keeps me informed about new services and collections". Out of total number of students who answered the survey, 78.70 % of students were satisfied and 21.30 % of students were dissatisfied. Since above 15 % of the total surveyed students are dissatisfied, the response actions are need to be taken for improving the circulation of information about the new services and collections.
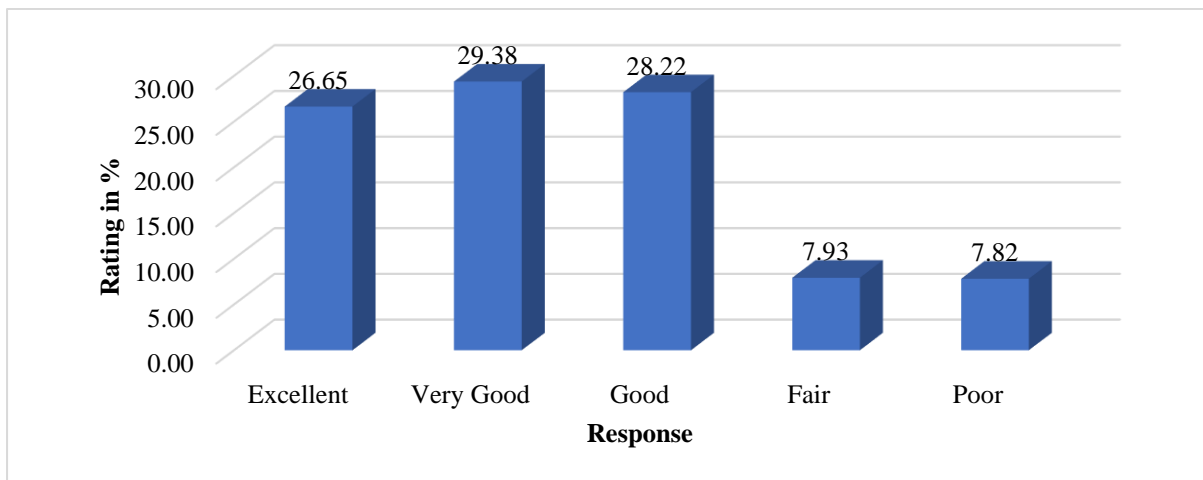
Library space is adequate

Figure 8

Figure 8 presents the student survey of "Library space is adequate". Out of total number of students who gave feedback, 84.25 % of students were satisfied and 15.75 % of students were dissatisfied. Since the percentage of dissatisfied students are above 15%, the response actions are need to be taken regarding the adequate space in library.
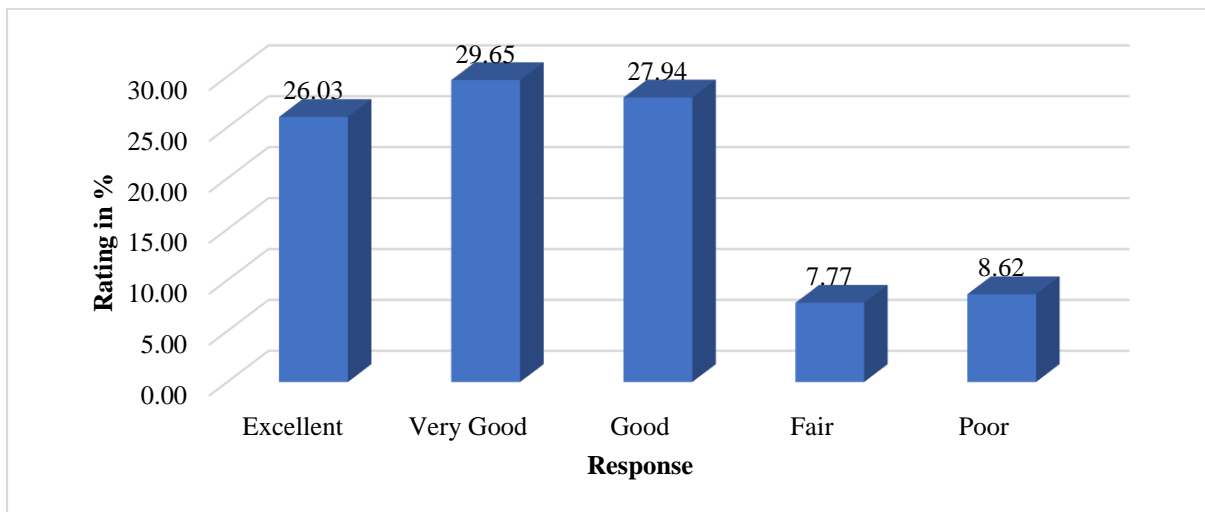
Opening hours are adequate

Figure 9

Figure 9 depicts the student survey of "Opening hours are adequate". Out of total number of students who answered the survey, 83.61 % of students were satisfied and 16.39 % of students were dissatisfied. Since the percentage of dissatisfied students are above 15%, the response actions are need to be taken regarding the adequate opening hours of the library.

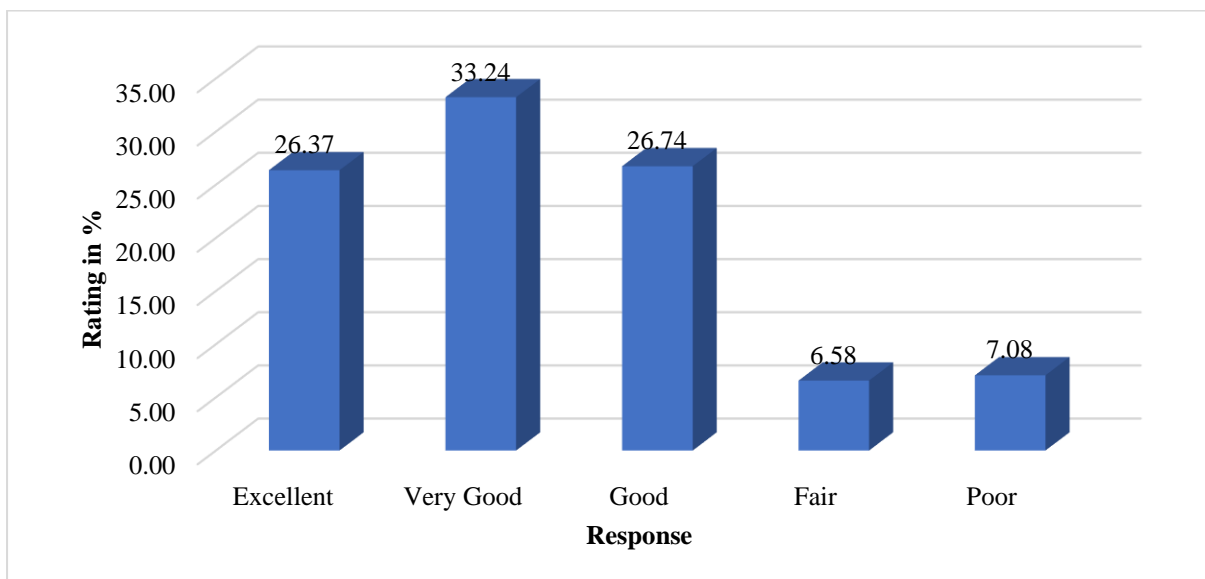**Resources are appropriate for my course needs**

Figure 10

Figure 10 depicts the student survey of "Resources are appropriate for my course needs". Out of total number of students who answered the survey, 86.34 % of students were satisfied and 13.66 % of students were dissatisfied. Since the percentage of dissatisfied students are below 15%, no actions are needed.
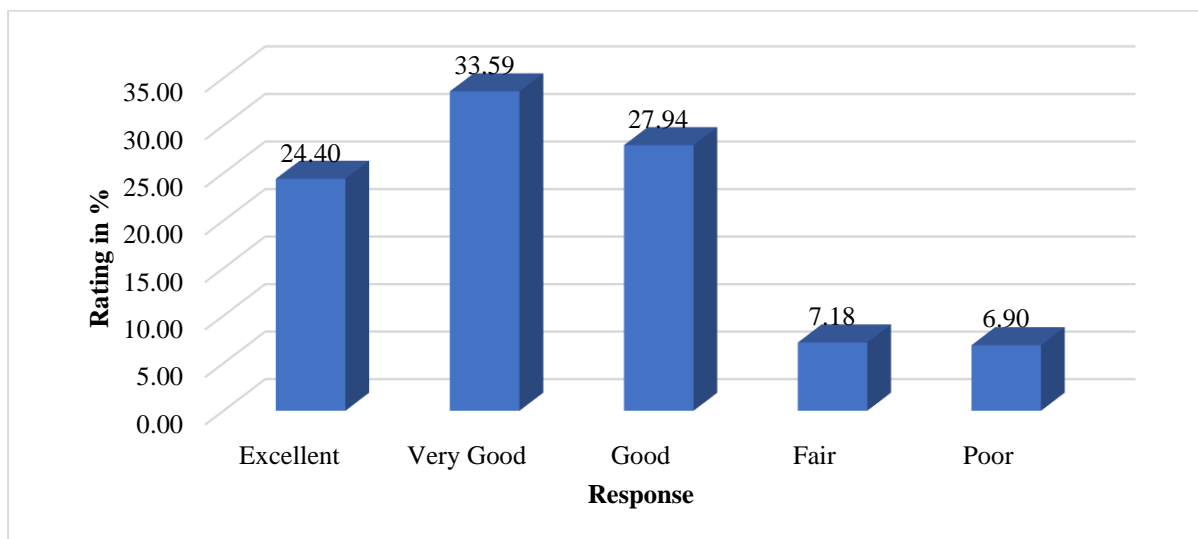
Resources are current and relevant

Figure 11

Figure 11 depicts the student survey of "Resources are current and relevant". Out of total number of students who answered the survey, 85.92 % of students were satisfied and 14.08 % of students were dissatisfied. Since the percentage of dissatisfied students are below 15%, no actions are needed.

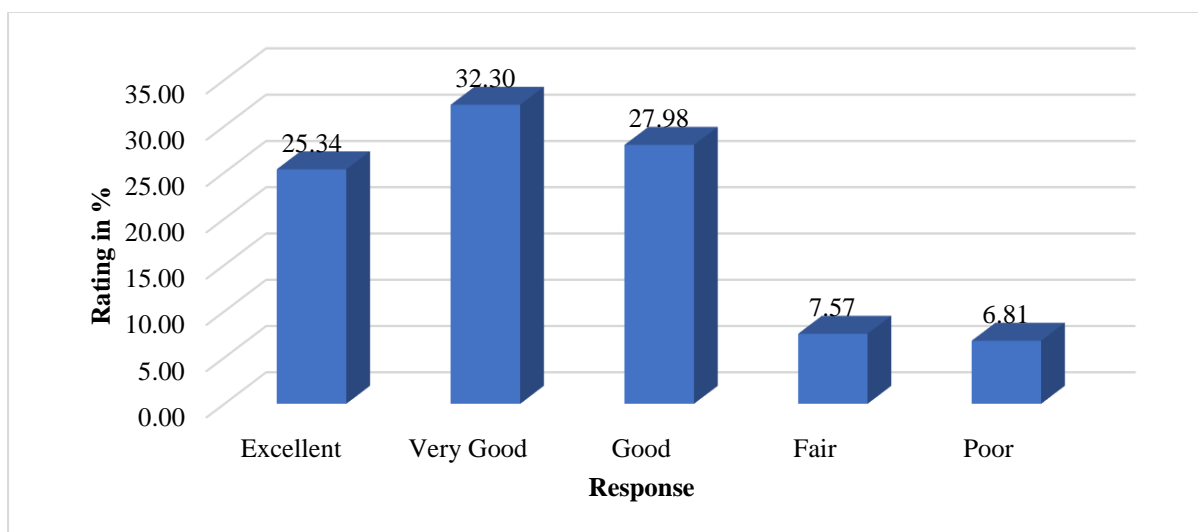**Resources are easy to find**

Figure 12

Figure 12 depicts the student survey of "Resources are easy to find". Out of total number of students who answered the survey, 85.62 % of students were satisfied and 14.38 % of students were dissatisfied. Since the percentage of dissatisfied students are below 15%, no actions are needed.

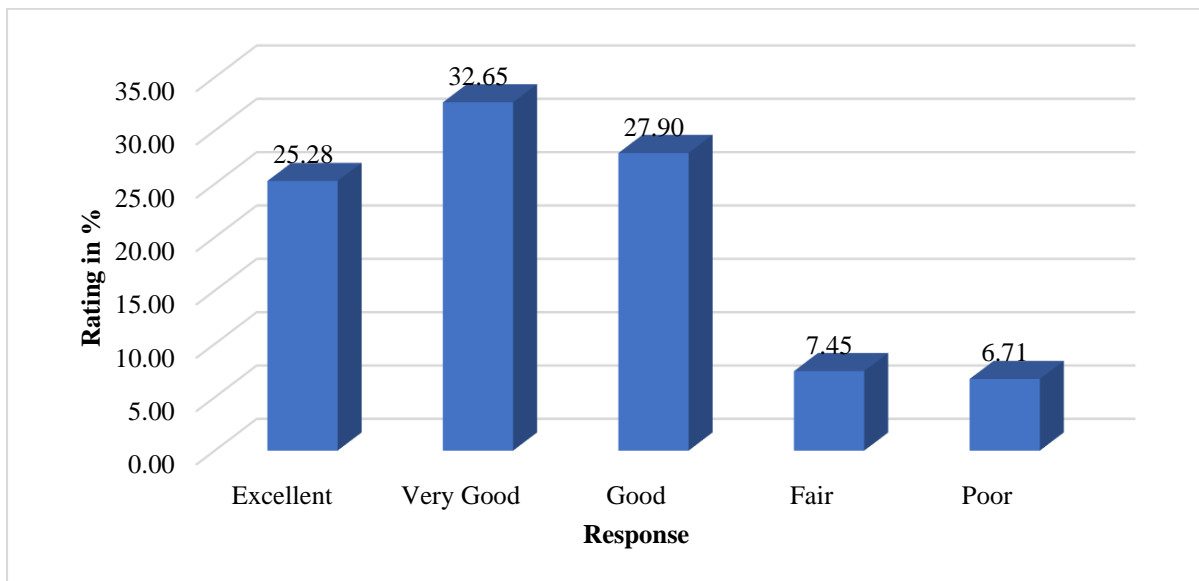**Borrowing resources policies and procedures are clearly stated**

Figure 13

Figure 13 depicts the student survey of "Borrowing resources policies and procedures are clearly stated". Out of total number of students who answered the survey, 85.84 % were satisfied and 14.16 % of students were dissatisfied. Since the percentage of dissatisfied students are below 15 %, no actions are needed.

Recommendations for new or different resources are received by the library staff
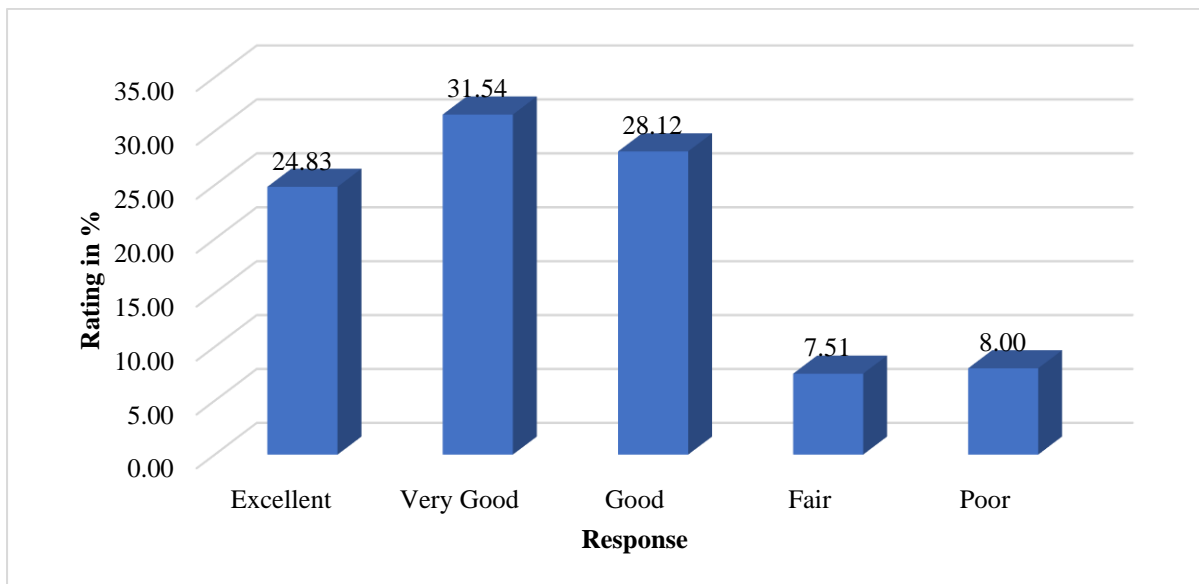

Figure 14

Figure 14 depicts the student survey of "Recommendations for new or different resources are received by the library staff". Out of total number of students who answered the survey, 84.49 % of students were satisfied and 15.51 % of students were dissatisfied. Since the percentage of dissatisfied students are above 15 %, the response actions are need to be taken regarding the recommendations for new or different resources by the library staff.

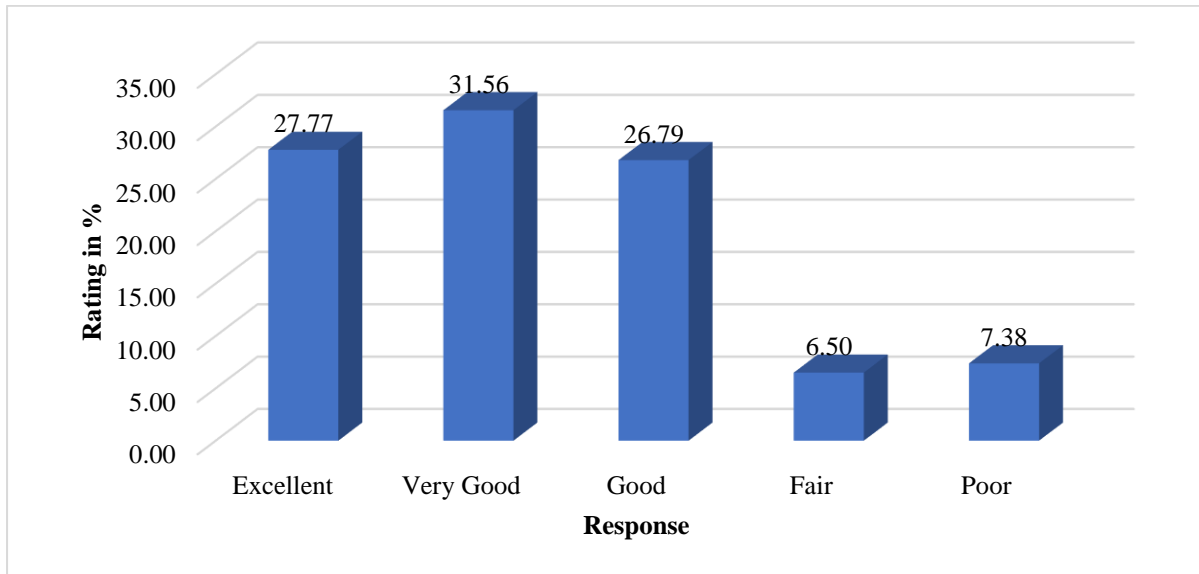**Library staff treats me fairly and without discrimination**

Figure 15

Figure 15 depicts the student survey of "Library staff treats me fairly and without discrimination". Out of total number of students who answered the survey, 86.12 % of students were satisfied and 13.88 % of students were dissatisfied. Since the percentage of dissatisfied students are below 15%, no actions are needed.

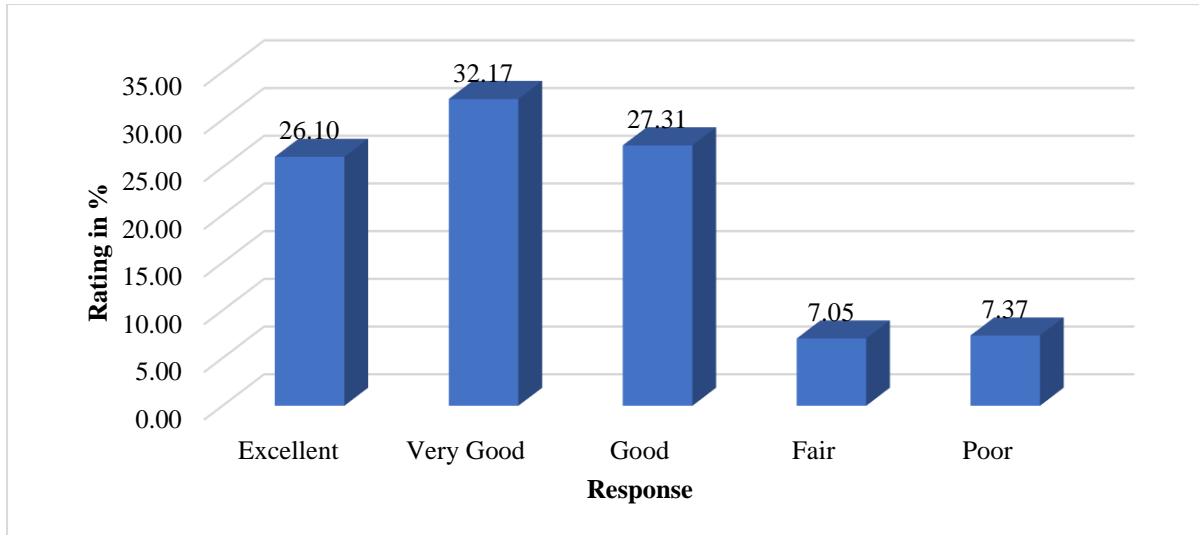**Library staff are professional in their dealings with students**

Figure 16

Figure 16 depicts the student survey of "Library staff are professional in their dealings with students". Out of total number of students who answered the survey, 85.58 % of students were satisfied and 14.42 % of students were dissatisfied. Since the percentage of dissatisfied students are below 15%, no actions are needed.
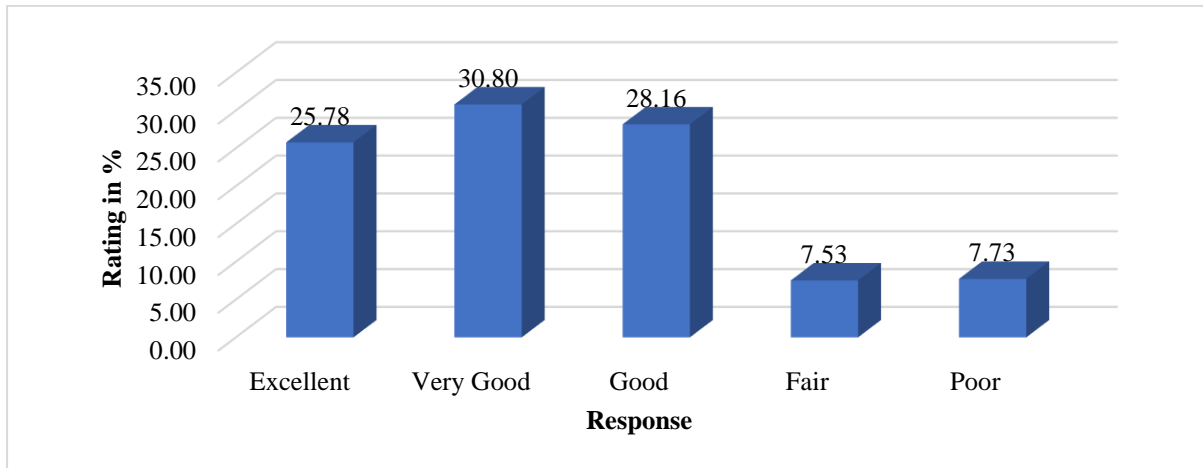
Library staff are friendly

Figure 17

Figure 17 depicts the student survey of "Library staff are friendly". Out of total number of students who answered the survey, 85.22 % of students were satisfied and 15.26 % of students were dissatisfied. Since the percentage of dissatisfied students are above 15%, the response actions are need to be taken regarding the friendly nature of the library staff.

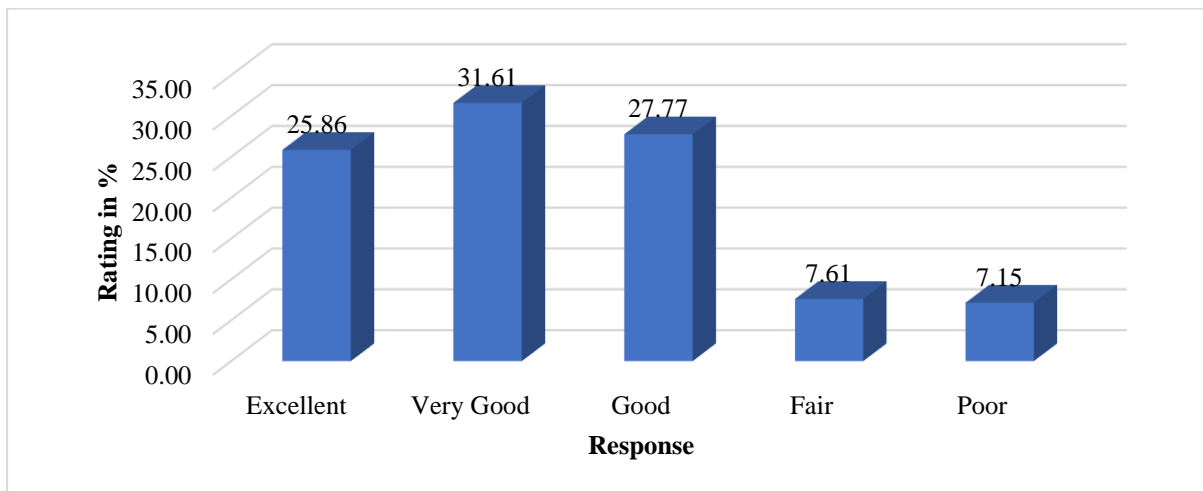**Library staff are knowledgeable**

Figure 18

Figure 18 depicts the student survey of "Library staff are knowledgeable". Out of total number of students who answered the survey, 85.24 % of students were satisfied and 14.76 % of students were dissatisfied. Since the percentage of dissatisfied students are below 15%, no actions are needed.
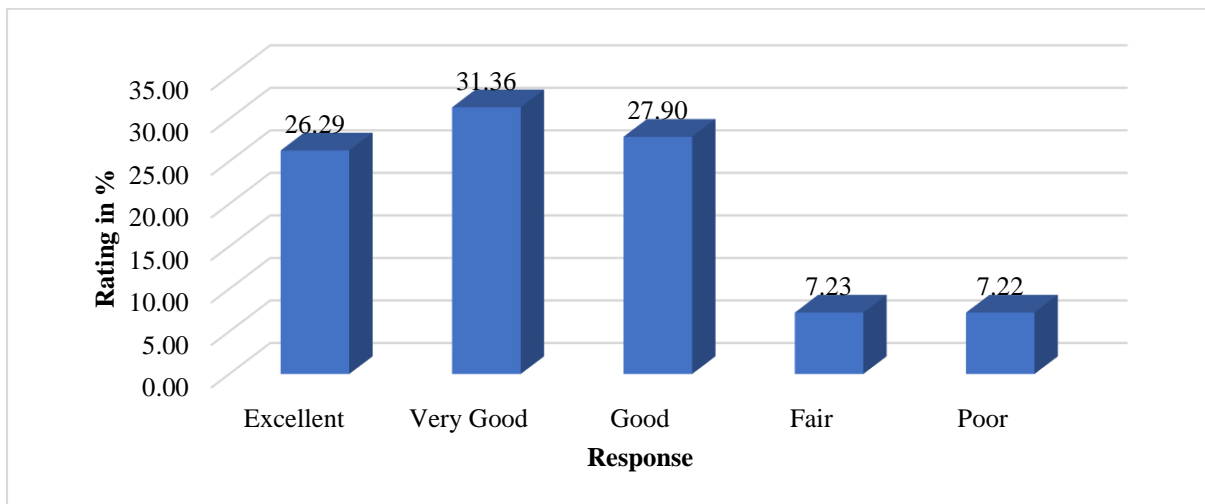
Library staff provides quality service

Figure 19

Figure 19 depicts the student survey of "Library staff provides quality service". Out of total number of students who answered the survey, 85.55 % of students were satisfied and 14.45 % of students were dissatisfied. Since the percentage of dissatisfied students are below 15%, no actions are needed.
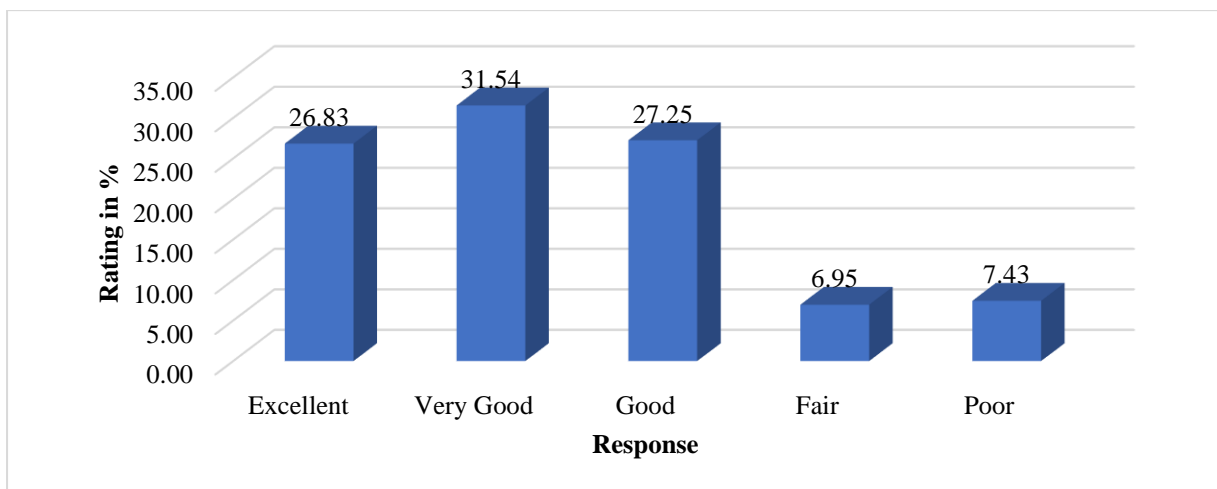
Library staff responds in a timely manner

Figure 20

Figure 20 depicts the student survey of "Library staff responds in a timely manner". Out of total number of students who answered the survey, 85.62 % of students were satisfied and 14.38 % of students were dissatisfied. Since the percentage of dissatisfied students are below 15%, no actions are needed.