INSTITUTE OF AERONAUTICAL ENGINEERING
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Feedback Analysis on Library Facilities

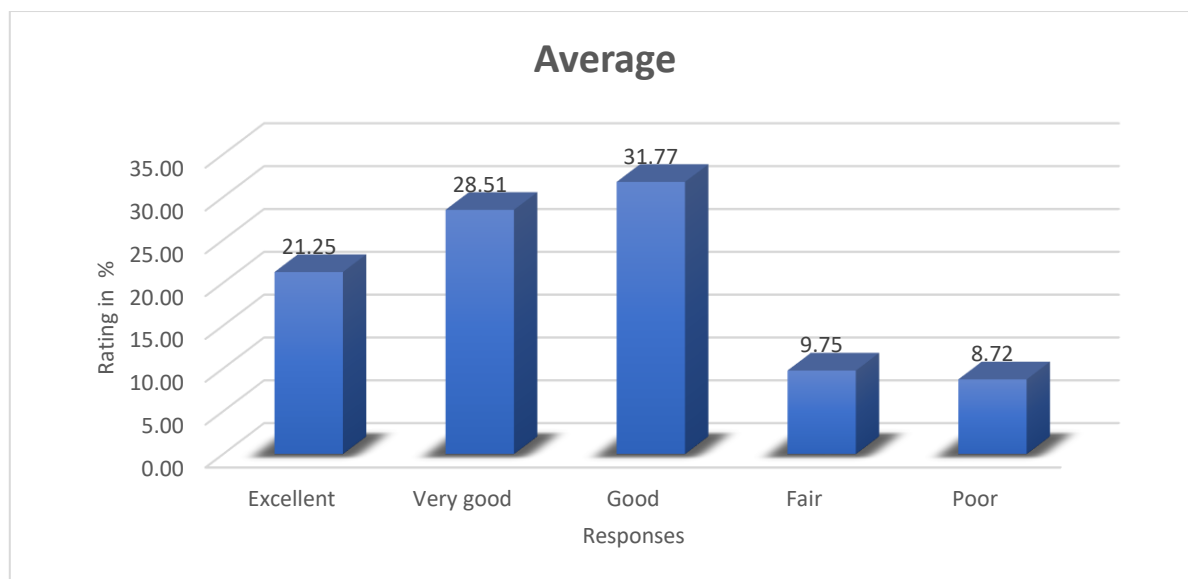**Academic Year 2023-24**

Average

Figure 1

Figure 1 illustrates that the "Good" category has the highest average value of 31.77, followed by "Very good" at 28.51 and "Excellent" at 21.25. The "Fair" and "Poor" categories have significantly lower averages, at 9.75 and 8.72, respectively. This distribution highlights that the majority of responses lean towards positive ratings, with "Good" being the most frequent. However, the lower averages for "Fair" and "Poor" suggest areas where improvements could be made to enhance overall satisfaction.
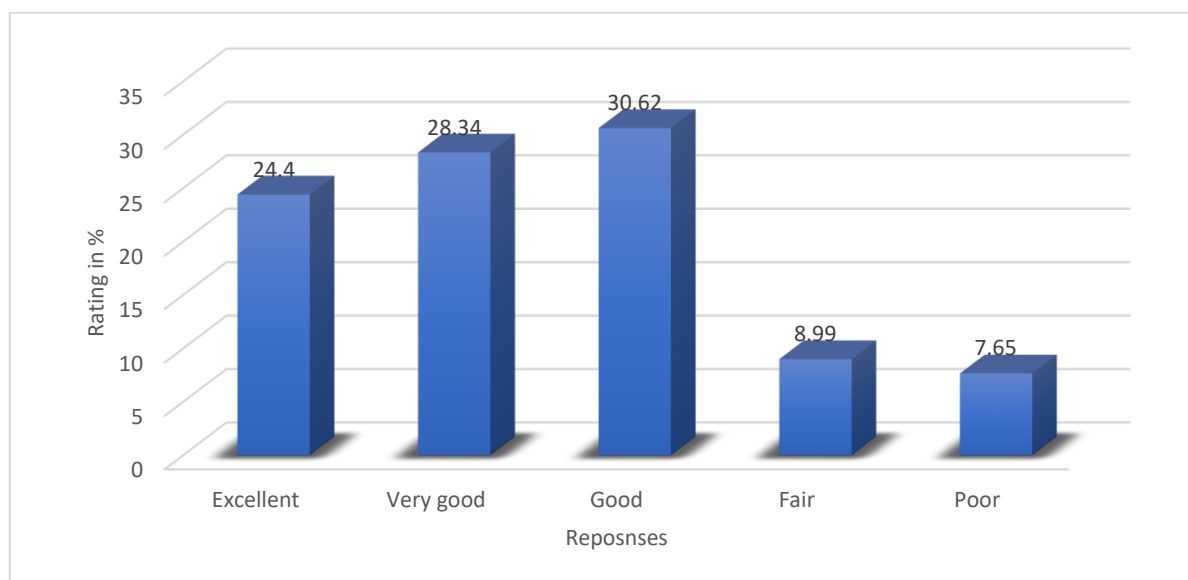
Adequacy of library collection

Figure 2

Figure 2 histogram provides an overview of survey responses evaluating the adequacy of a library collection. The majority of respondents rated the collection as "Good" (30.62), followed by "Very Good" (28.34) and "Excellent" (24.4), highlighting that most users perceive the collection positively. However, a smaller portion found it "Fair" (8.99) or "Poor" (7.65). This distribution suggests that while the library is generally well-regarded, there is room for improvement, particularly in addressing the needs of the dissatisfied minority to further enhance user satisfaction.

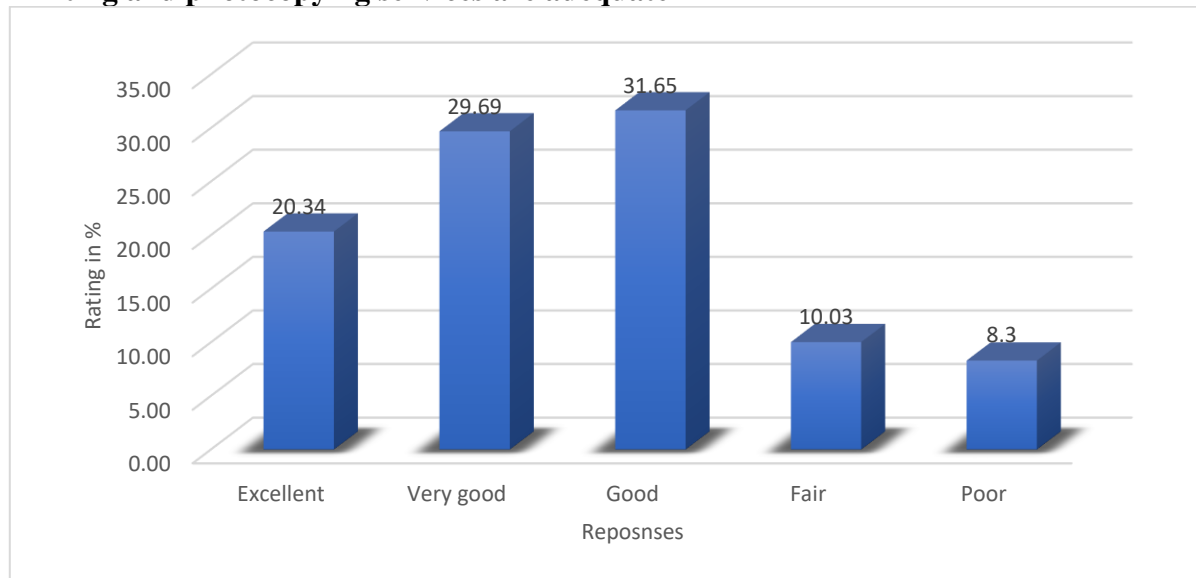**Printing and photocopying services are adequate**

Figure 3

Figure 3 displays that the majority of participants rated these services positively, with "Good" (31.65%) and "Very good" (29.69%) being the most frequent responses. "Excellent" was chosen by 20.34% of respondents, indicating strong satisfaction among a smaller group. However, some dissatisfaction exists, as 10.03% rated the services as "Fair" and 8.3% as "Poor." This data suggests that while the services are generally well-regarded, there is room to address concerns raised by the dissatisfied minority for further improvement.

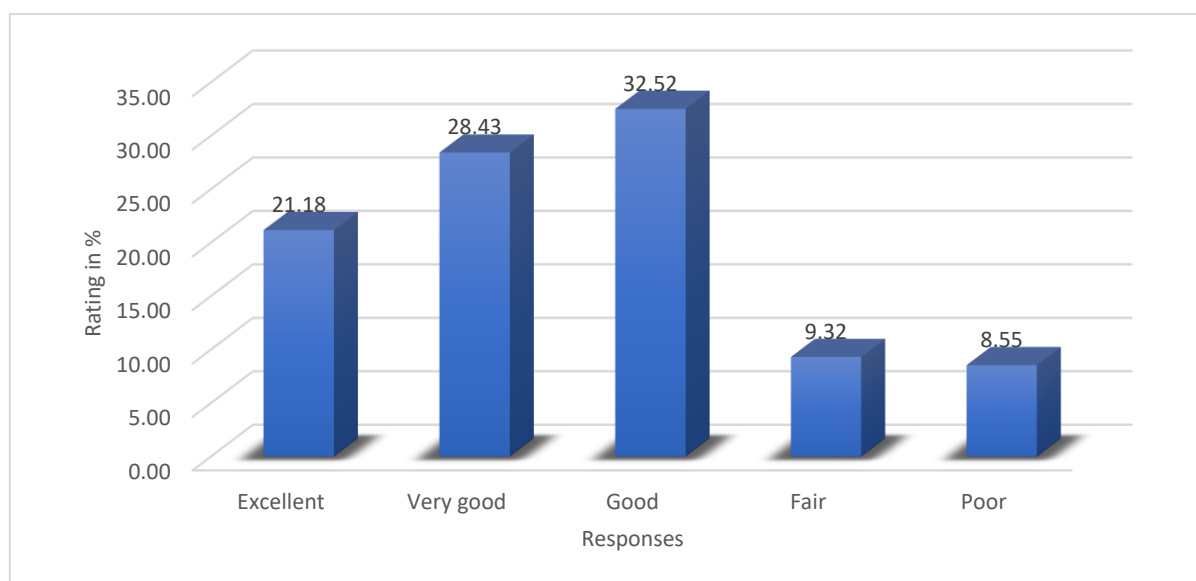**Availability of digital library and nodes**

Figure 4

Figure 4 shows that the majority of users rated the availability as "Good" (32.52%), followed by "Very good" (28.43%) and "Excellent" (21.18%), indicating that a significant portion of respondents perceive the availability positively. However, smaller portions of users expressed dissatisfaction, with 9.32% rating it as "Fair" and 8.55% as "Poor." Overall, the data suggests that while the digital library and nodes are largely appreciated, there is an opportunity to address the concerns of the minority who are less satisfied.

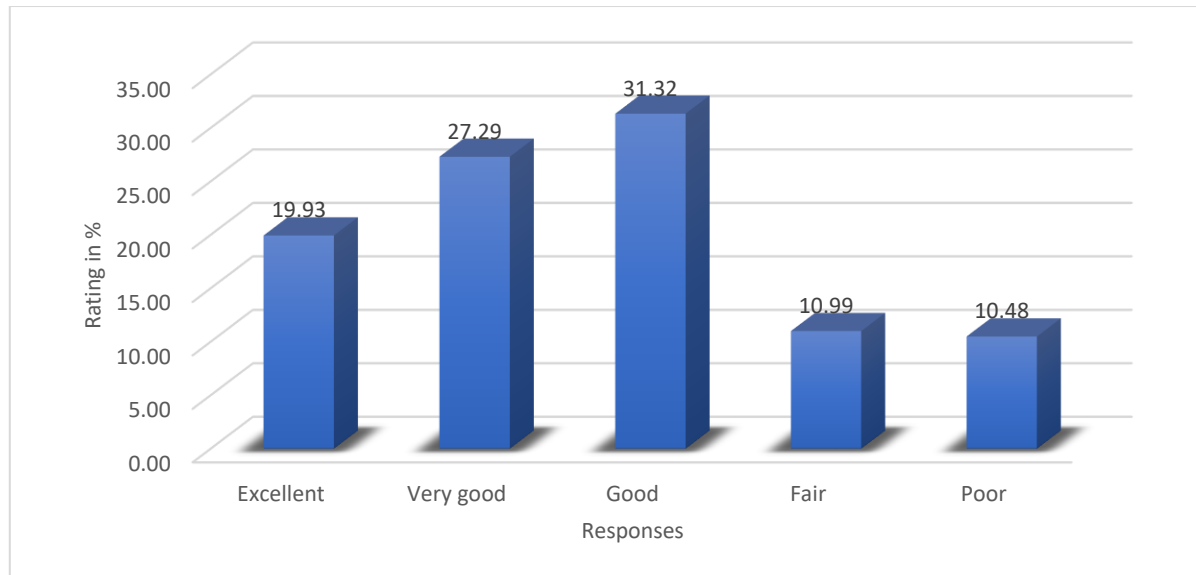**How much satisfied are you with Internet facility provided in the library**

Figure 5

Figure 5 represents that the majority of respondents rated their satisfaction positively, with "Good" receiving the highest proportion (31.32%), followed by "Very Good" (27.29%) and "Excellent" (19.93%). However, a smaller but notable segment expressed dissatisfaction, with "Fair" accounting for 10.99% and "Poor" for 10.48%. This distribution suggests that while the Internet facilities are generally appreciated by users, there is scope for improvement to address the needs of the dissatisfied minority.

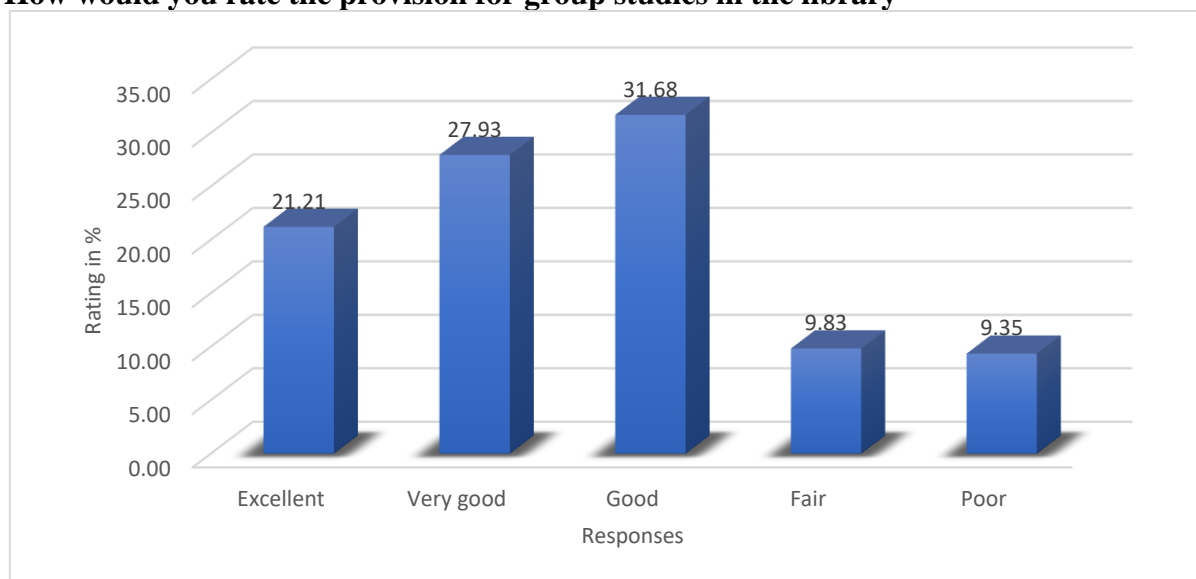**How would you rate the provision for group studies in the library**

Figure 6

Figure 6 displays that most respondents rated the provision positively, with "Good" receiving the highest percentage (31.68%), followed by "Very good" (27.93%) and "Excellent" (21.21%). A smaller portion of users expressed dissatisfaction, with "Fair" accounting for 9.83% and "Poor" for 9.35%. Overall, the data suggests that the group study facilities are well-received by the majority, though there remains an opportunity to enhance these provisions to meet the expectations of the less satisfied users.
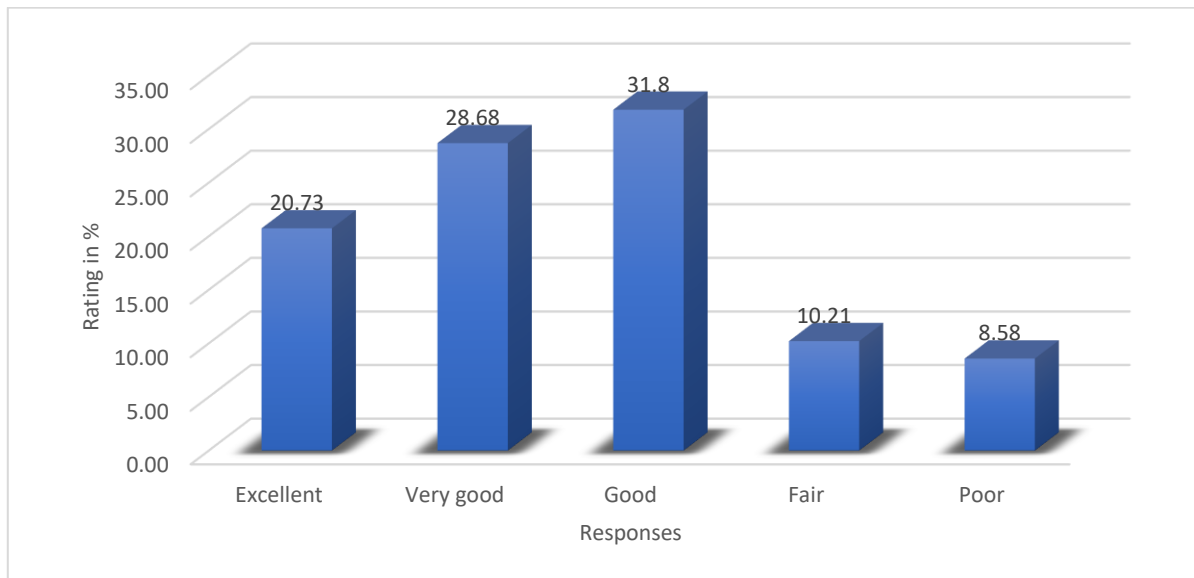
Library space is adequate

Figure 7

Figure 7 depicts that the majority of users rated the space positively, with "Good" receiving the highest percentage (31.8%), followed by "Very good" at 28.68%, and "Excellent" at 20.73%. However, a smaller portion of respondents expressed dissatisfaction, with 10.21% rating it as "Fair" and 8.58% as "Poor." Overall, the data suggests that while the library space is generally perceived as sufficient, there is room for improvement to address the concerns of the minority who found the space less adequate.

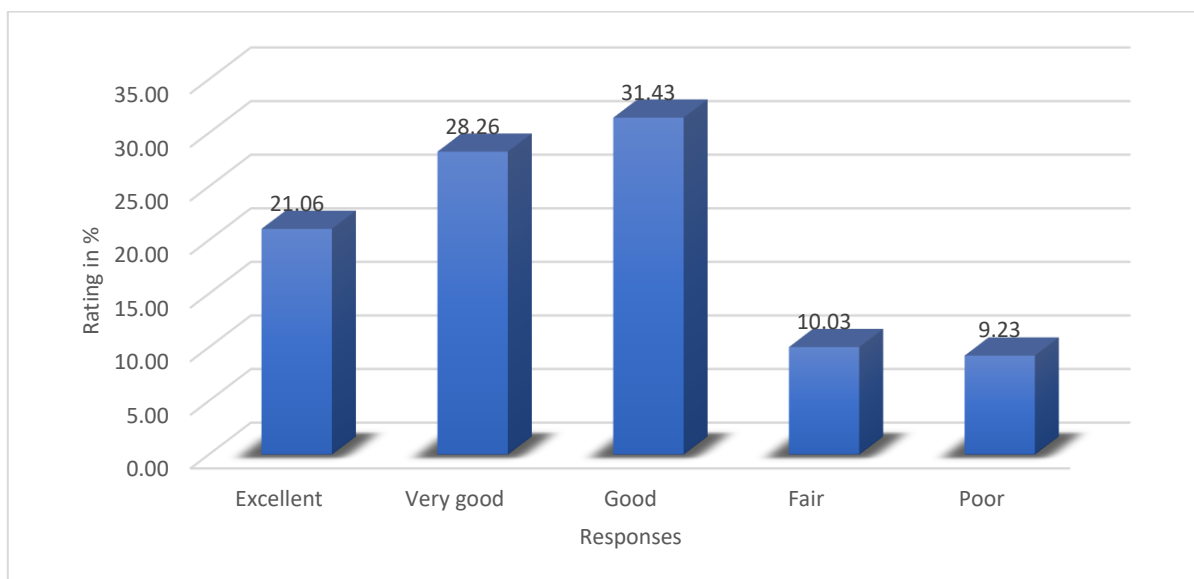**Working hours of the library beyond the college timings**

Figure 8

Figure 8 represents that most respondents rated these hours positively, with "Good" being the most frequent response at 31.43%, followed by "Very Good" at 28.26%, and "Excellent" at 21.06%. A smaller percentage of respondents expressed dissatisfaction, with 10.03% marking "Fair" and 9.23% choosing "Poor." This distribution suggests that while a majority appreciate the extended working hours, there is room to address the concerns of those who are less satisfied to enhance overall user experience.

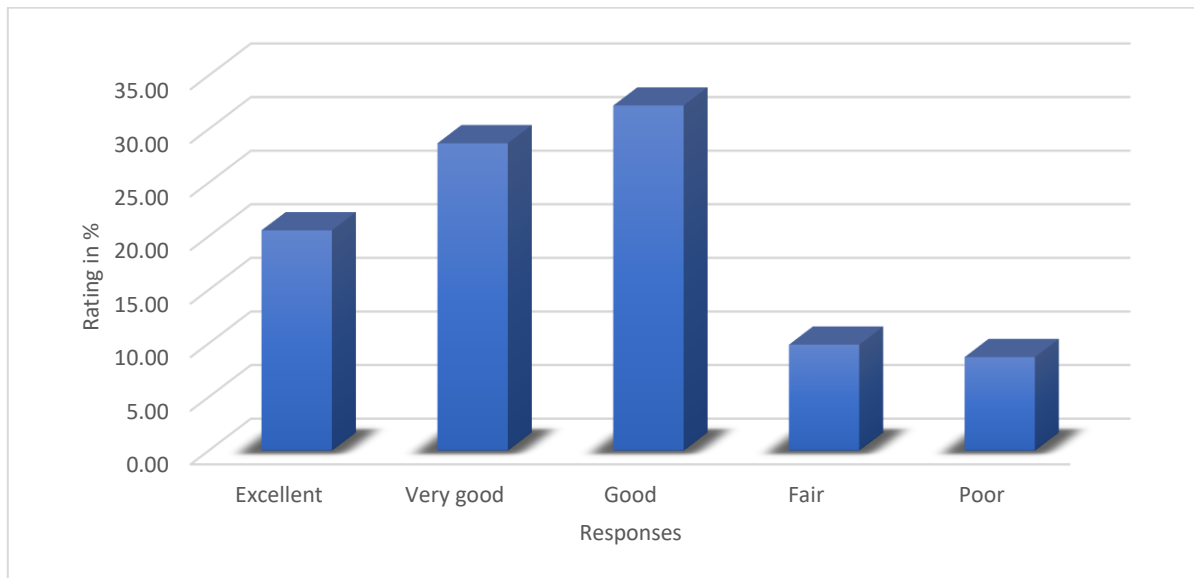**Availability of magazines/periodicals and articles in the library**

Figure 9

Figure 9 depicts that most respondents rated the availability positively, with "Good" receiving the highest number of responses (approximately 30), followed by "Very good" (around 25) and "Excellent" (about 20). However, a smaller portion of respondents expressed dissatisfaction, with "Fair" accounting for approximately 10 responses and "Poor" for about 5. Overall, the data suggests that while the majority of users appreciate the availability of these resources, there remains an opportunity to address the concerns of those who rated it less favourably.

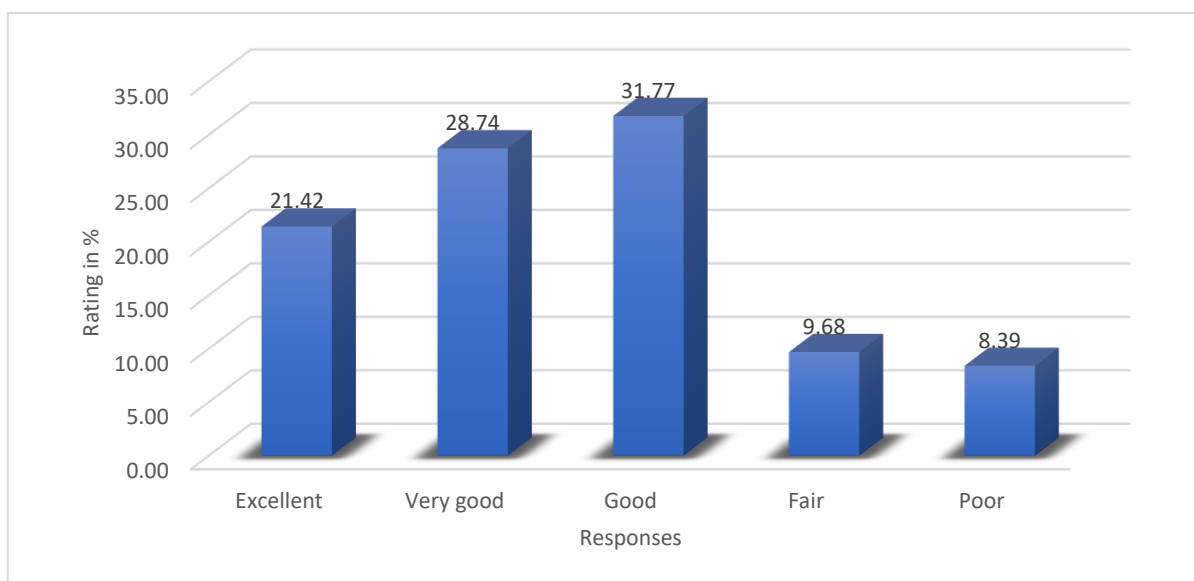**Resources available in the library are latest and relevant**

Figure 10

Figure 10 shows that the majority of participants rated these resources positively, with "Good" (31.77%) being the most frequent response, followed by "Very good" (28.74%) and "Excellent" (21.42%). However, smaller segments expressed dissatisfaction, with "Fair" accounting for 9.68% and "Poor" for 8.39%. This distribution highlights that while most users view the library's resources as adequate and relevant, there remains an opportunity to address the concerns of those who rated them less favorably.

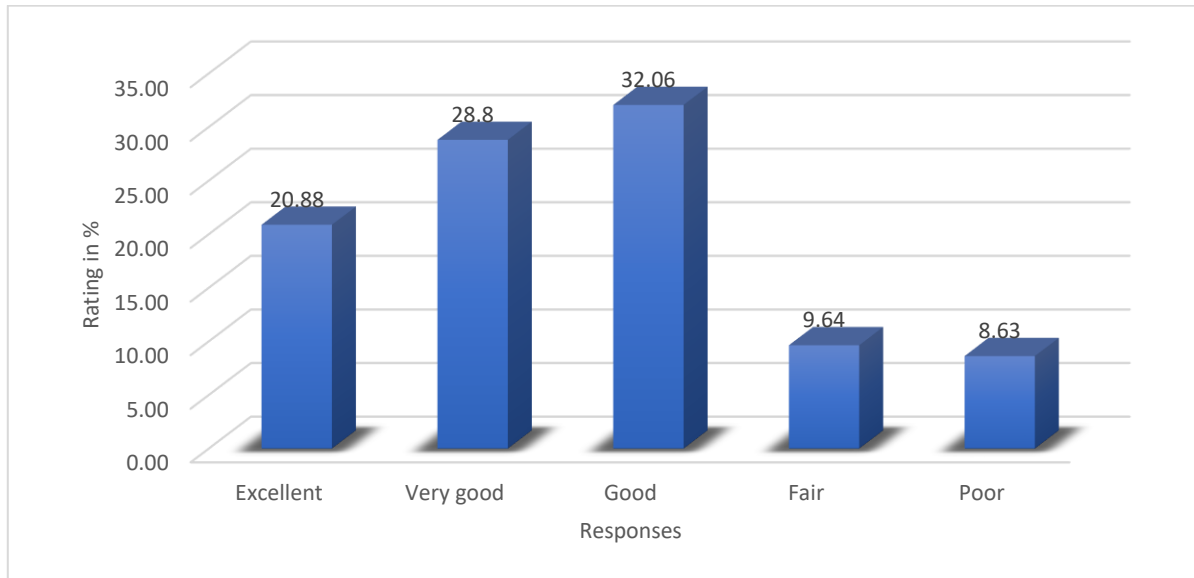**Staff availability in the library are adequate, supportive and informative**

Figure 11

Figure 11 illustrates that a significant portion of respondents provided positive feedback, with the majority rating the staff availability as "Good" (32.06%), followed by "Very Good" (28.8%) and "Excellent" (20.88%). However, smaller segments of users expressed dissatisfaction, with "Fair" accounting for 9.64% and "Poor" for 8.63%. This data indicates that while staff availability and support are largely appreciated, there is scope for further improvement to address the concerns of the minority who rated their experience as less favorable.

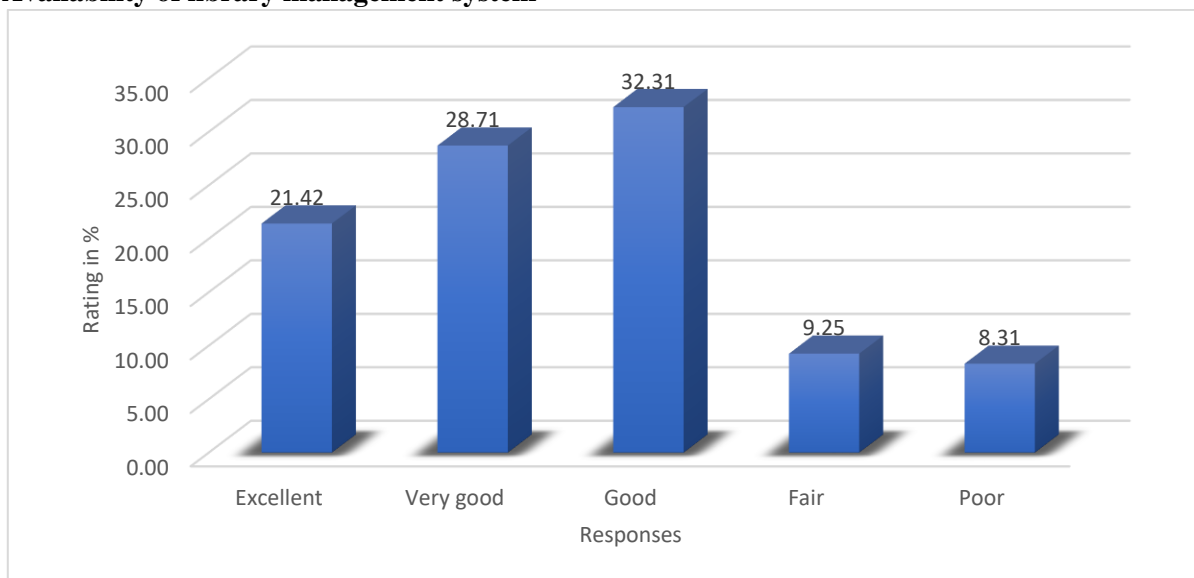**Availability of library management system**

Figure 12

Figure 12 highlights that a majority of respondents rated its availability positively, with "Good" receiving the highest percentage (32.31%), followed by "Very Good" (28.71%) and "Excellent" (21.42%). However, smaller segments of respondents expressed dissatisfaction, with 9.25% rating it as "Fair" and 8.31% as "Poor." Overall, the data suggests that while most users find the library management system to be accessible and effective, there is room for improvement to address the concerns of the less satisfied respondents.

Adequacy of books issued / retention period is sufficient
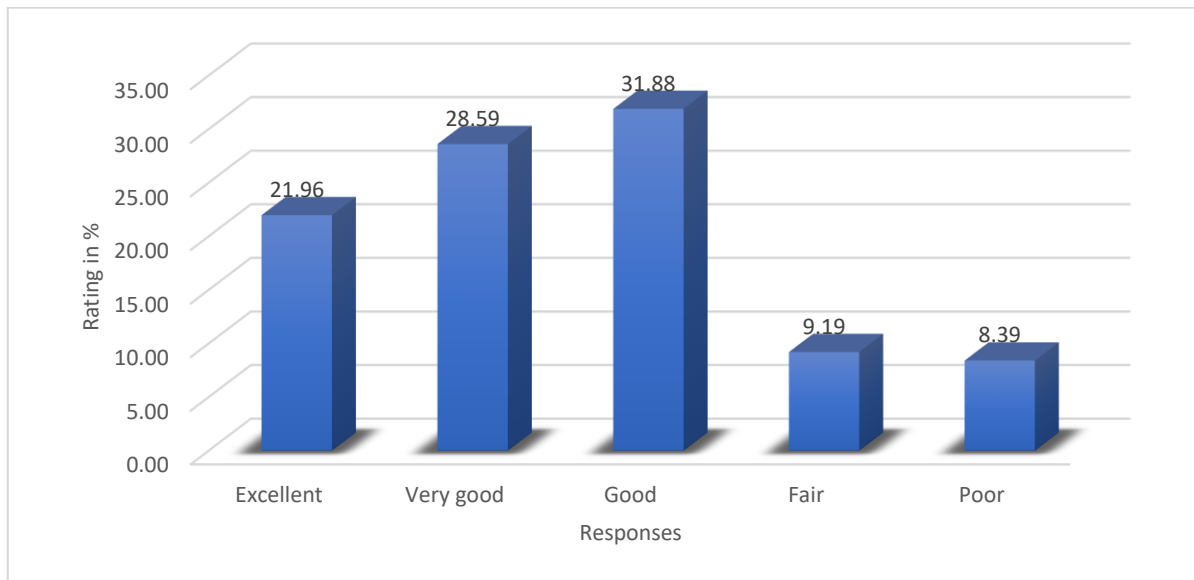

Figure 13

Figure 13 presents that the majority of respondents rated this aspect positively, with "Good" receiving the highest percentage (31.88%), followed by "Very Good" (28.59%) and "Excellent" (21.96%). However, smaller portions of respondents expressed dissatisfaction, with 9.19% rating it as "Fair" and 8.39% as "Poor." This distribution indicates that while most users are satisfied with the adequacy of books issued and the retention period, there is still room for improvement to address the concerns of the less satisfied respondents.