

Library Use Survey Review of Open-Ended Questions

Overview

A library use survey was conducted between January 2010 and March 2010. A total of 70 responses were recorded and analysed. The overall result of the survey shows that the users' perception of the library is very positive. Most of the ratings showed a high degree of satisfaction in the resources and services provided.

Copies of the survey results reports with analysis have been submitted to the President and the Deputy President. The requests, suggestions and feedbacks from the open-ended questions were compiled and grouped. The following is the list of feedbacks given and the plan of action to be taken by the library and other relevant departments. This report will later be posted on the library website and on the library notice board.

Library Use Survey: Plan of Action for Feedbacks (from Open-Ended Questions)

FEEDBACKS	RECOMMENDATIONS	ACTION BY
Books <ul style="list-style-type: none"> • More text books • More reference and study books • More books on specific collection i.e. teaching English as second language, project management, and supply chain • More magazines • Frequent briefing on updates on journals etc. via e-library 	<ul style="list-style-type: none"> • Textbooks will be bought according to the TOC • Additional books on the topics will be to be acquired. E-books on the topics will be highlighted. • A more coordinated effort to ensure an uninterrupted supply of magazines – gaps to be eliminated • Provide current-awareness-services including contents page service 	Library / Info
Computers <ul style="list-style-type: none"> • Installation of Microsoft 2007 in the user computers • Inability to open pdf files • Unsuitability of Thin clients for the library • Some Google search cannot be viewed saying the “programme too big to fit in memory” – troublesome to do assignment. 	<ul style="list-style-type: none"> • IT Issues to be forwarded to the IT Department 	IT Dept / Info

FEEDBACKS	RECOMMENDATIONS	ACTION BY
<p>Newspapers</p> <ul style="list-style-type: none"> • Provide newspapers of all the major languages in our country • Chinese and Tamil newspapers 	<ul style="list-style-type: none"> • Links to all newspapers online will be provided • The links to selected papers (Tamil and Chinese) will be highlighted on notice boards. • Students will be alerted through emails as well as verbally 	<p>Library /Info</p>
<p>Noise</p> <ul style="list-style-type: none"> • Librarians should enforce rules strictly; sometimes students make a lot of noise • Keep the library quiet at all times • A door to be placed at the coffee corner to avoid noise • Noise levels: visitors should be reminded to be more circumspect when talking/ discussing 	<ul style="list-style-type: none"> • Will convey the comments to the AeU Management and Operations Division. • Suggestions; <ul style="list-style-type: none"> ▪ Events & activities should be confined to within the Conference room ▪ Social Events at the coffee corner to be minimized during work hours ▪ Events for outsiders to be held after office-hours 	<p>Operations/ Management/ Library</p>
<p>Opening hours</p> <ul style="list-style-type: none"> • Opening hours to be prolonged i.e. until 9:00 pm on weekdays, or during the study week or a month before the final exam. • Library closes too early and does not cater for the working adults. • Longer opening hours: weekdays till 10:00 pm, weekends till 6:00 pm or above. • Closing time on weekends when classes are on to 6 pm • Should open till at least 7:00pm on both weekdays and weekends. 	<ul style="list-style-type: none"> • The library will look into extending opening times on periods during and close to examination week for the next semester. • Some of the extended hours requested are not practical as after 7:00 pm this area is too quiet. • The number of users during the extended opening hours on trial does not justify the extra hours. 	<p>Library/Info</p>
<p>Additional Services Requested</p> <ul style="list-style-type: none"> • Lockers • Water purifier • Printing services: RM 0.10 instead of RM 0.20 • Parking fees are too expensive • Uniforms and nametags for all staff Male: coat Female: blazer(with different colours) 	<ul style="list-style-type: none"> • Modern libraries do not provide lockers. The security systems allow students to bring in their bags • Will request Operations for water cooler to be placed in the coffee area • Issues will be forwarded to the Learner Centre • Staff will be encouraged to wear name tags 	<p>Operations/ Management/ Learner Centre Library</p>

COMPLIMENTS	RECOMMENDATIONS	ACTION BY
<p>Environment</p> <ul style="list-style-type: none"> • Peaceful. • The ergonomics of furniture especially the tables and chairs are wonderful • The learning environment is excellent. • High-speed internet • I like that there is a cafe corner • Peaceful. Good set up • The sound of water from the fountain is a good idea <p>Services</p> <ul style="list-style-type: none"> • Very good services. • Excellent service. Keep it up • Keep up the excellent service. Good job! • Thank you • Staff s helpful. • Quiet, friendly library staffs. • Friendly environment • Staff’s helpfulness and location for research and study 	<p style="text-align: center;">Noted the appreciations</p>	<p style="text-align: center;">Information for All</p>