



INSTITUTE OF AERONAUTICAL ENGINEERING

(Autonomous)
Dundigal, Hyderabad – 500043.

Feedback Analysis on Library Facilities Academic Year 2017-18

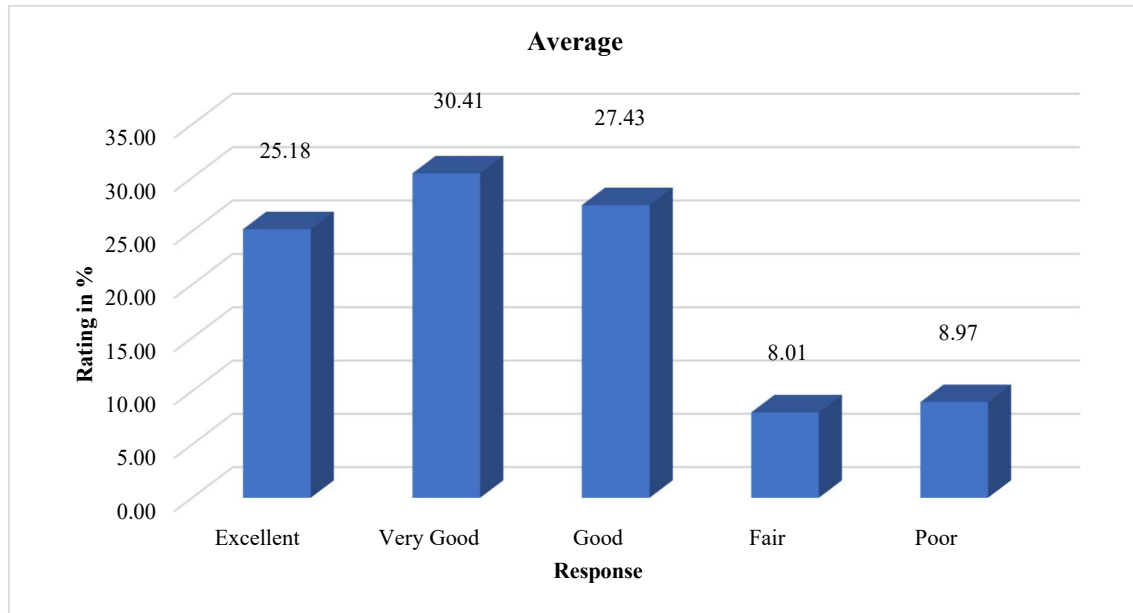


Figure 1

The above Figure 1 depicts the overall satisfaction survey of library facilities for the academic year 2017-18. Out of total number of students surveyed, the average responses from all the questionnaire resulted in satisfaction percent of 83.02 % and dissatisfaction percent of 16.98 %. 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 computer 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. In addition, the library staff's behaviour to students should also be improved in terms of friendliness, professionalism and efficiency.

Computers and electronic equipment are accessible in the library

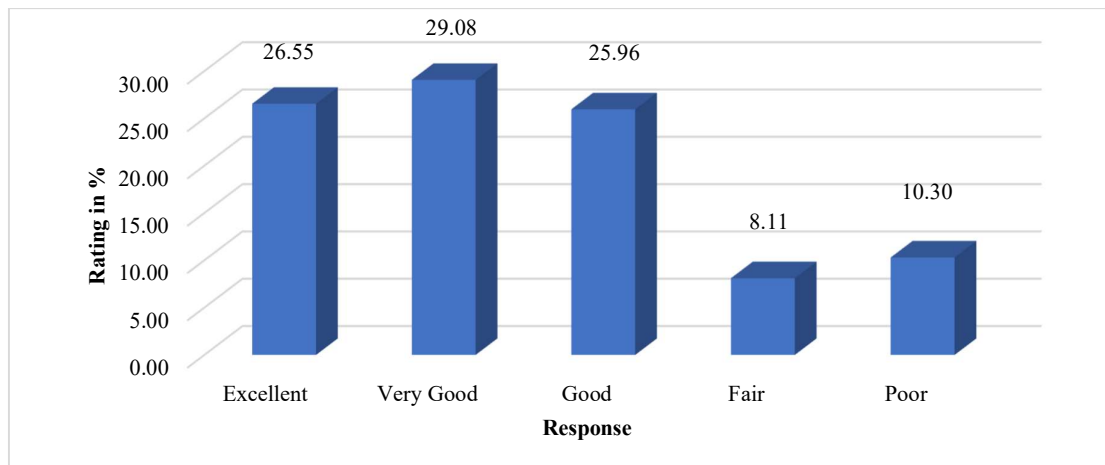


Figure 2

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, 81.59 % of students were satisfied and 18.41 % 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

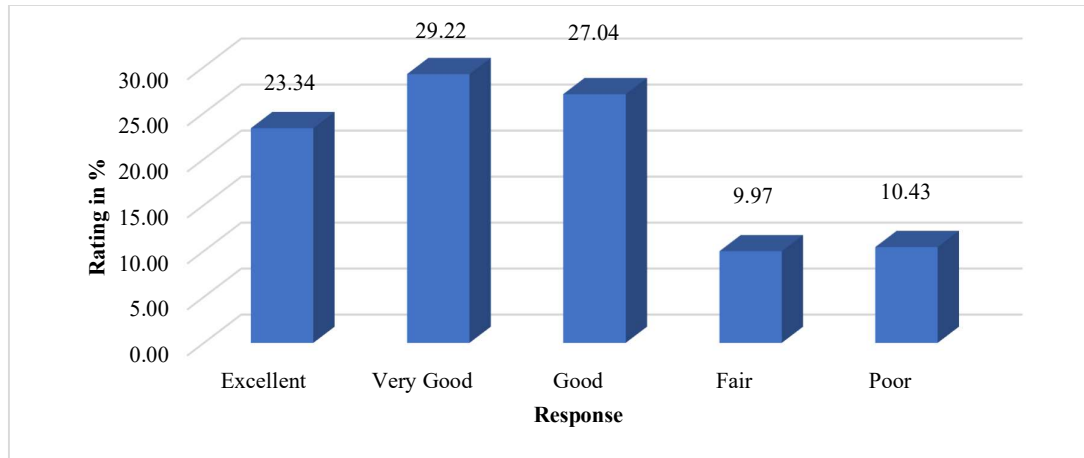


Figure 3

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, 79.60 % of students were satisfied and 20.40 % 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

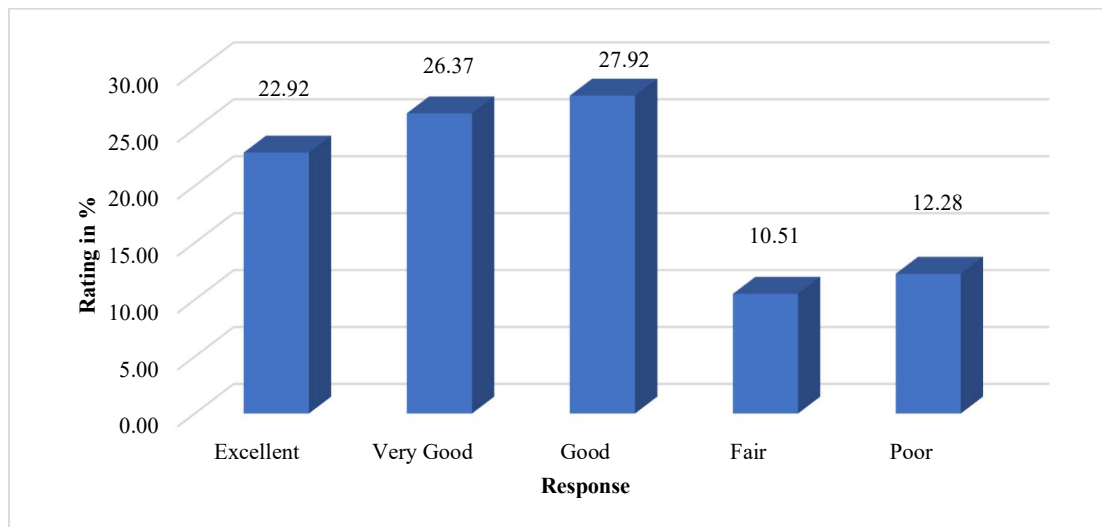


Figure 4

The above 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, 77.21 % of students were satisfied and 22.79 % 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

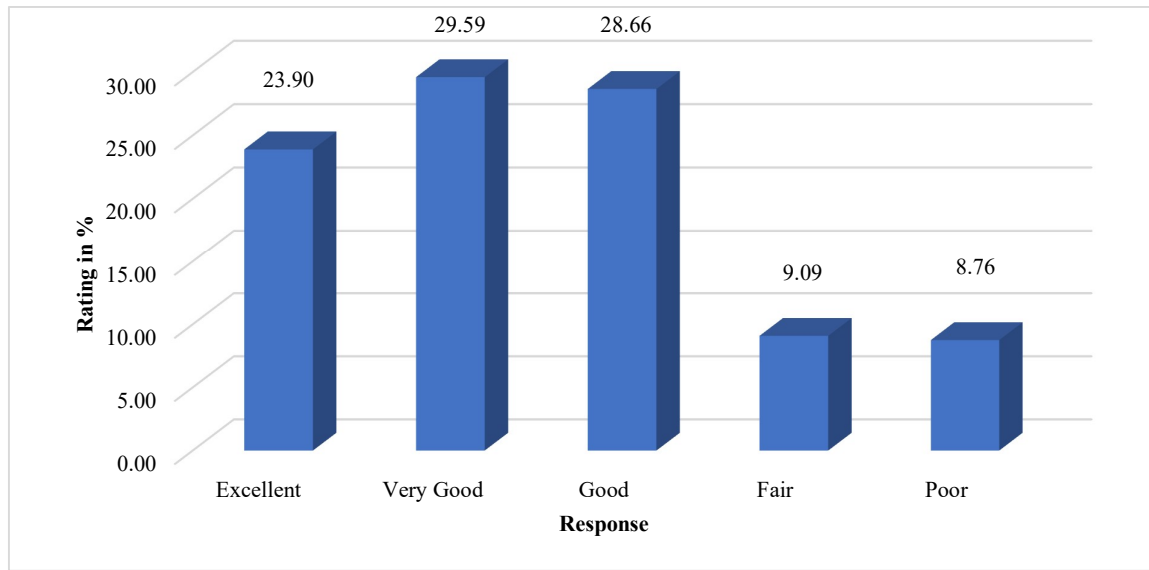


Figure 5

The above Figure 5 presents the student survey of “The library’s collection meets my research needs”. Out of total number of students who took part, 82.15 % of students were satisfied and 17.85 % 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

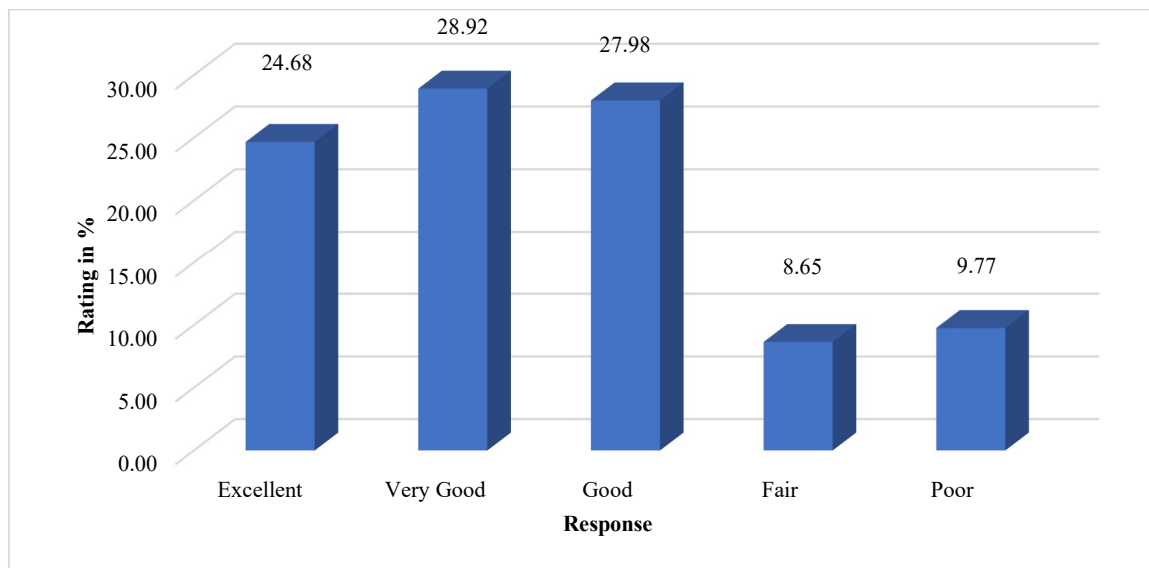


Figure 6

The above Figure 6 depicts the student survey of “Group study areas are adequate in the library”. Out of total number of students who answered, 81.58 % of students were satisfied and 18.42 % 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

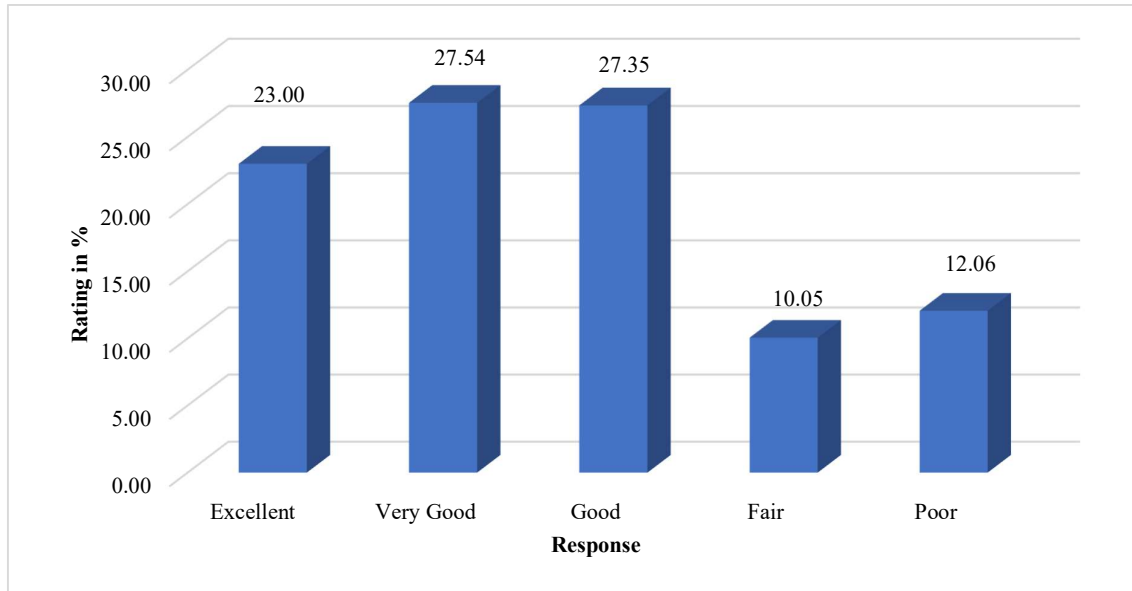


Figure 7

The above 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, 77.89 % of students were satisfied and 22.11 % 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

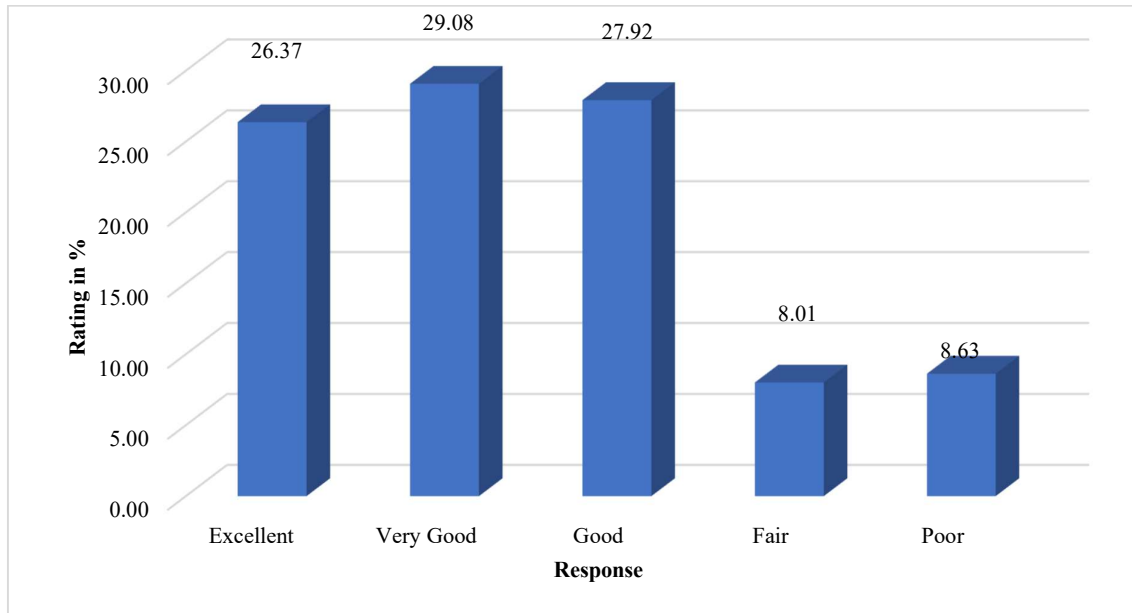


Figure 8

The above Figure 8 presents the student survey of “Library space is adequate”. Out of total number of students who gave feedback, 83.36 % of students were satisfied and 16.64 % 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

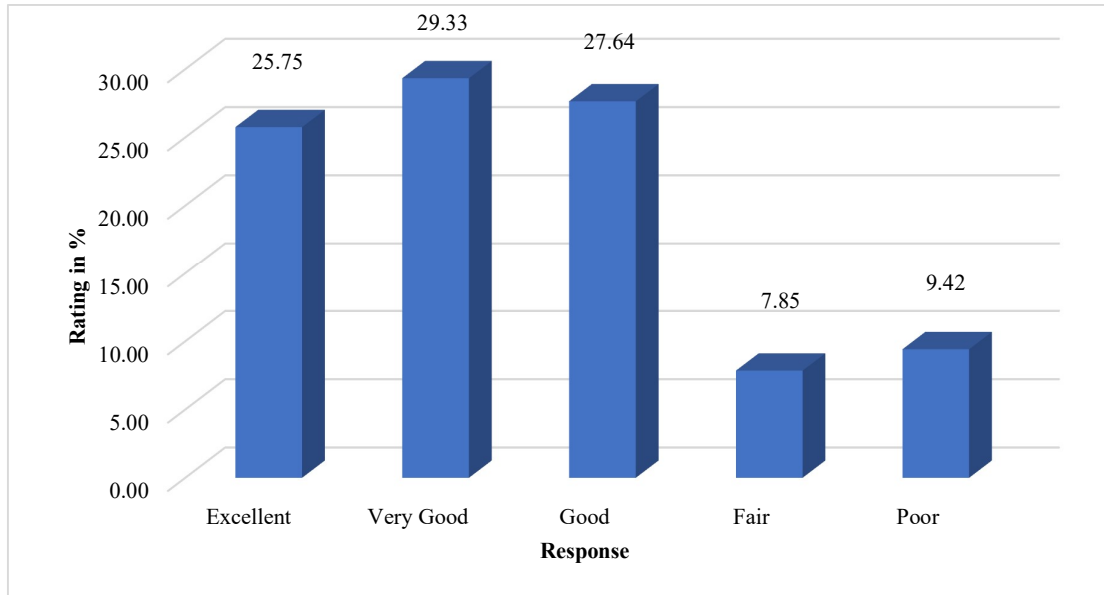


Figure 9

The above Figure 9 depicts the student survey of “Opening hours are adequate”. Out of total number of students who answered the survey, 82.73 % of students were satisfied and 17.27 % 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

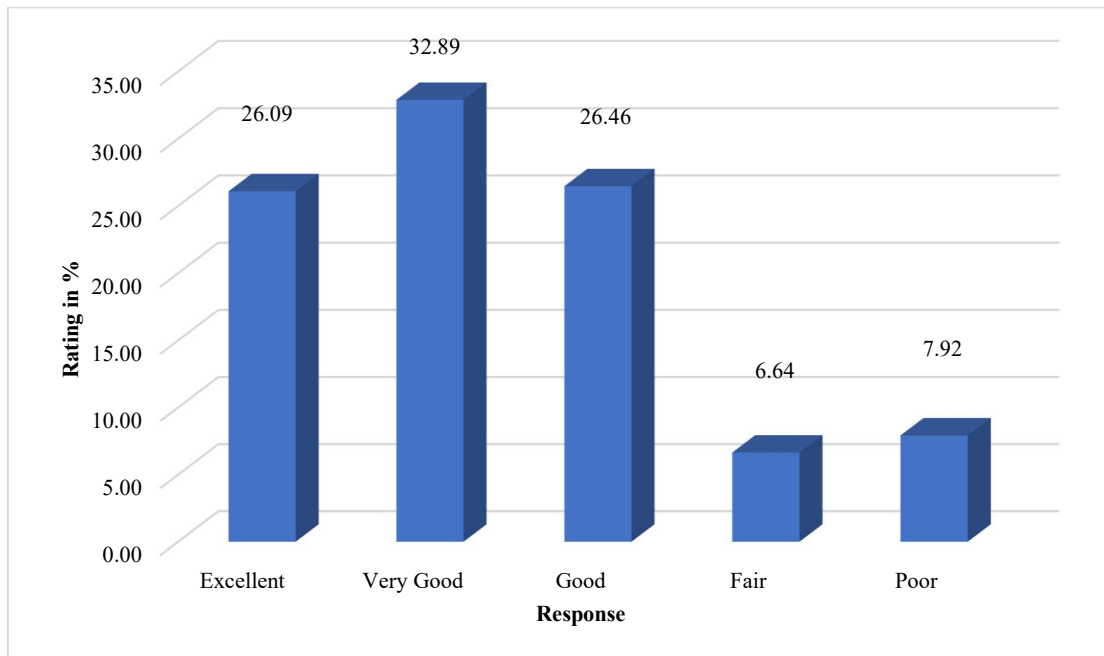


Figure 10

The above Figure 10 depicts the student survey of “Resources are appropriate for my course needs”. Out of total number of students who answered the survey, 85.44 % of students were satisfied and 14.56 % of students were dissatisfied. Since the percentage of dissatisfied students are below 15%, no actions are needed.

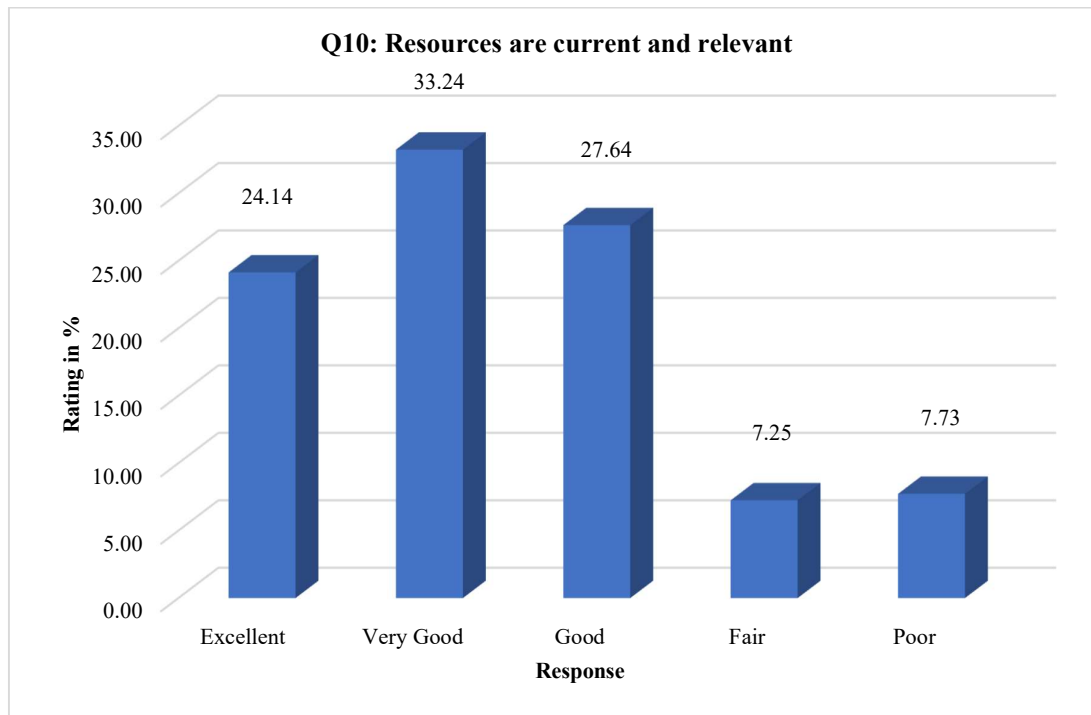


Figure 11

The above Figure 11 depicts the student survey of “Resources are current and relevant”. Out of total number of students who answered the survey, 85.02 % of students were satisfied and 14.98 % of students were dissatisfied. Since the percentage of dissatisfied students are below 15%, no actions are needed.

Resources are easy to find

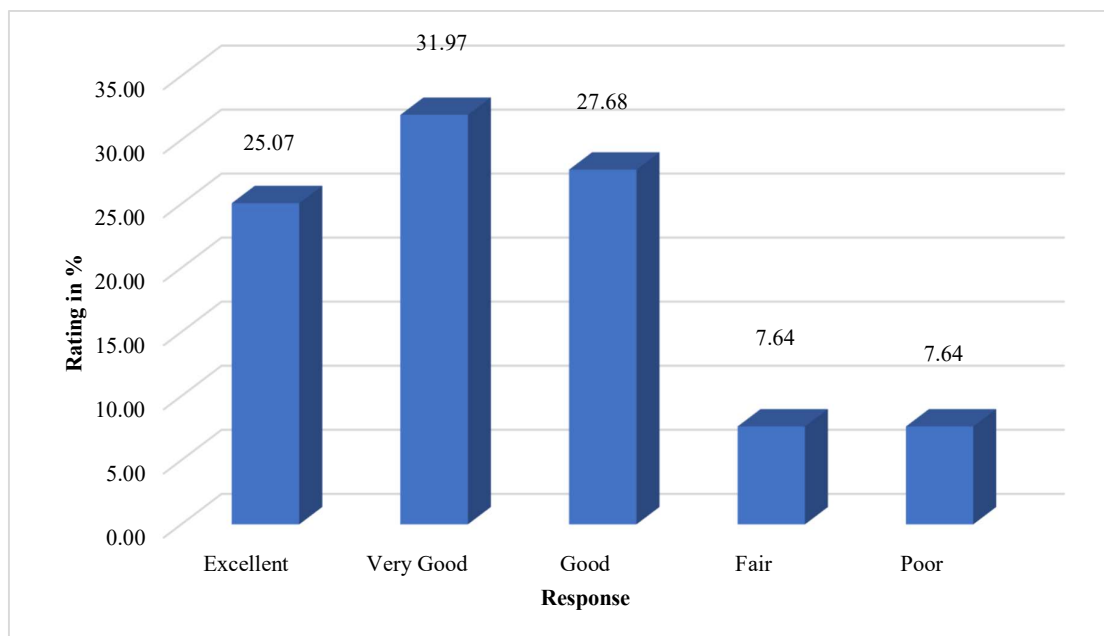


Figure 12

The above Figure 12 depicts the student survey of “Resources are easy to find”. Out of total number of students who answered the survey, 84.72 % of students were satisfied and 15.28 % of students were dissatisfied. Since the percentage of dissatisfied students are above 15%, the response actions are need to be taken.

Borrowing resources policies and procedures are clearly stated

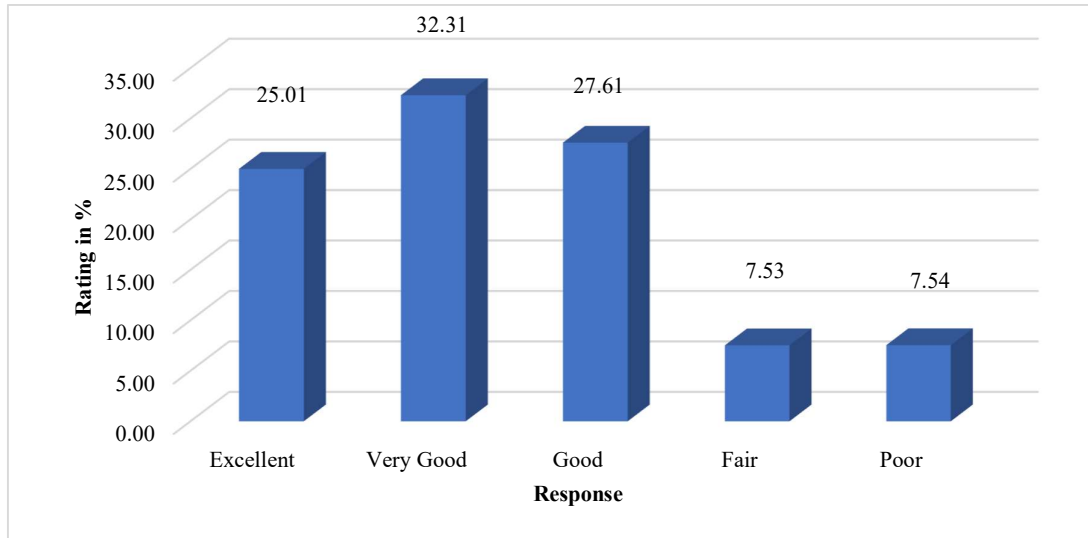


Figure 13

The above 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, 84.93 % were satisfied and 15.07 % of students were dissatisfied. Since the percentage of dissatisfied students are above 15 %, the response actions are need to be taken.

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

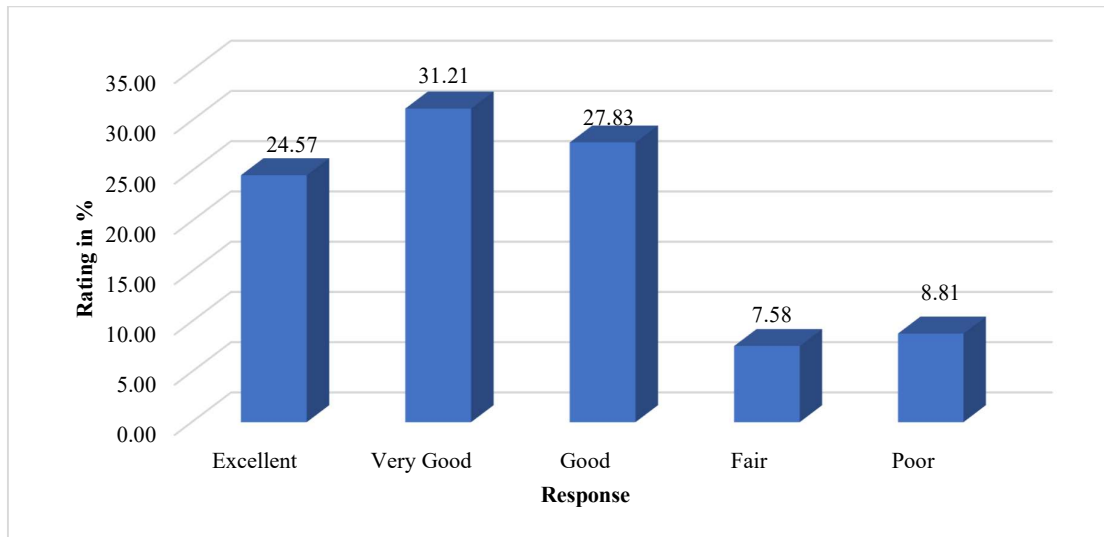


Figure 14

The above bar 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, 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 recommendations for new or different resources by the library staff.

Library staff treats me fairly and without discrimination

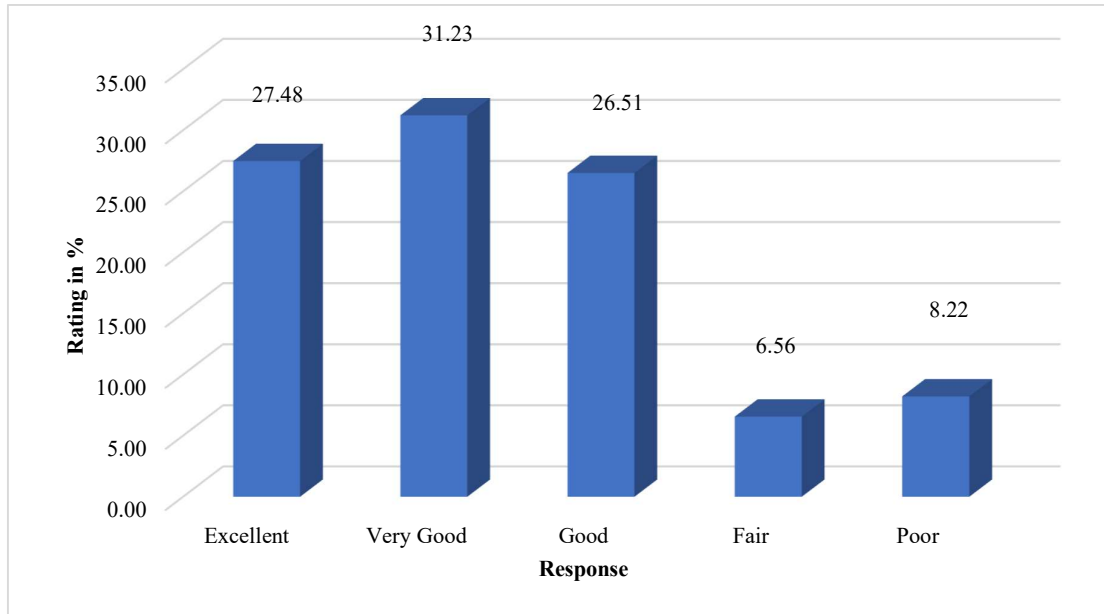


Figure 15

The above 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, 85.22 % of students were satisfied and 14.78 % 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

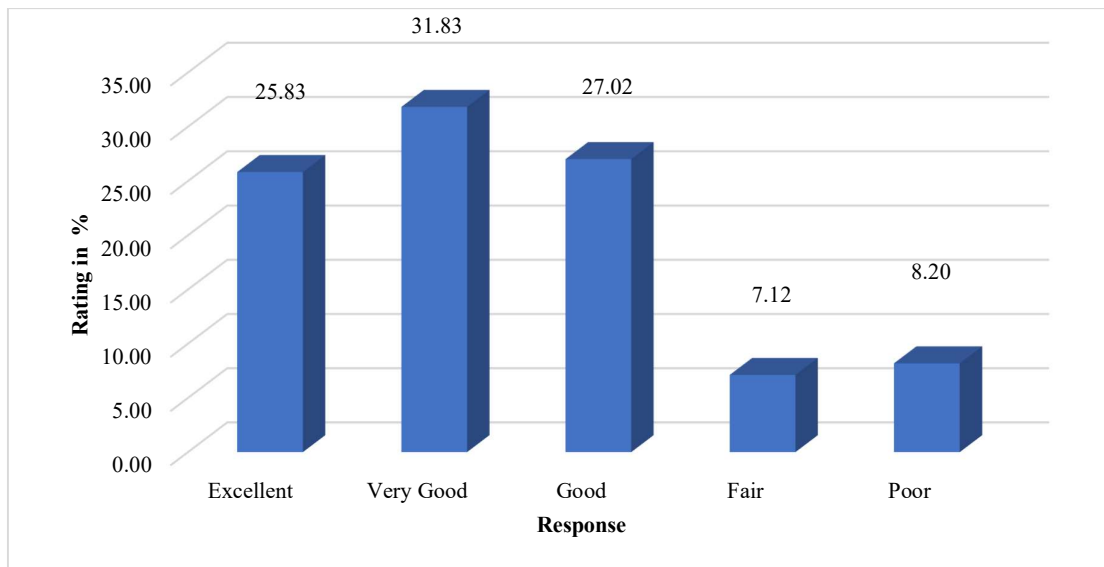


Figure 16

The above 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, 84.68 % of students were satisfied and 15.32 % of students were dissatisfied. Since the percentage of dissatisfied students are above 15%, the response actions are need to be taken.

Library staff are friendly

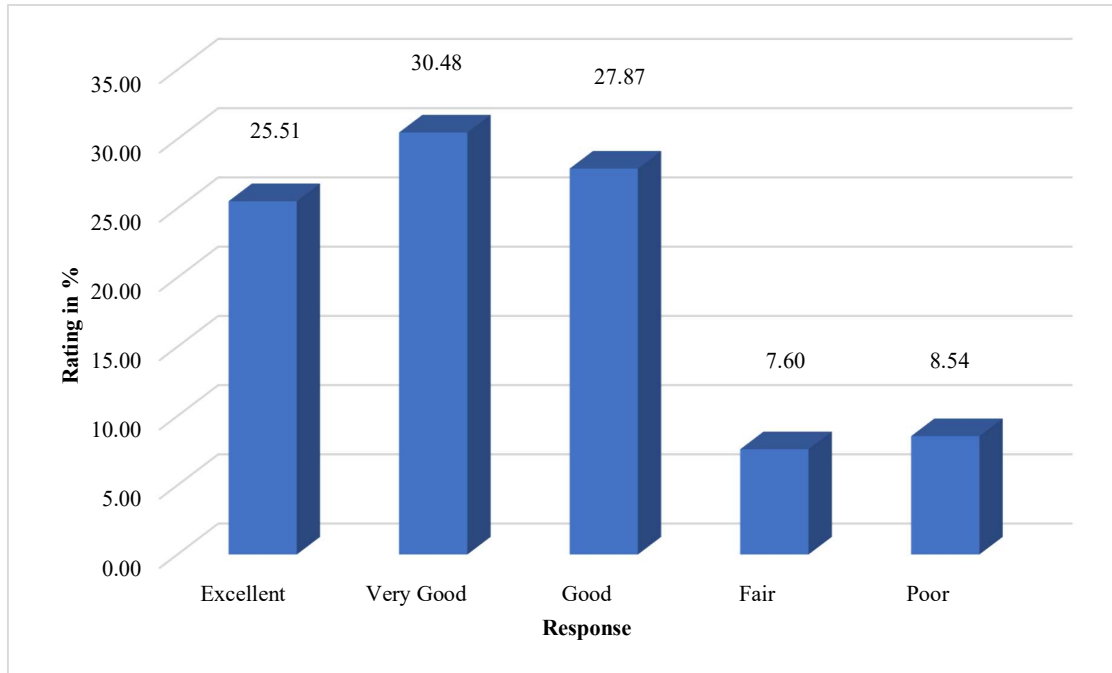


Figure 17

The above Figure 17 depicts the student survey of “Library staff are friendly”. Out of total number of students who answered the survey, 83.86 % of students were satisfied and 16.14 % 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

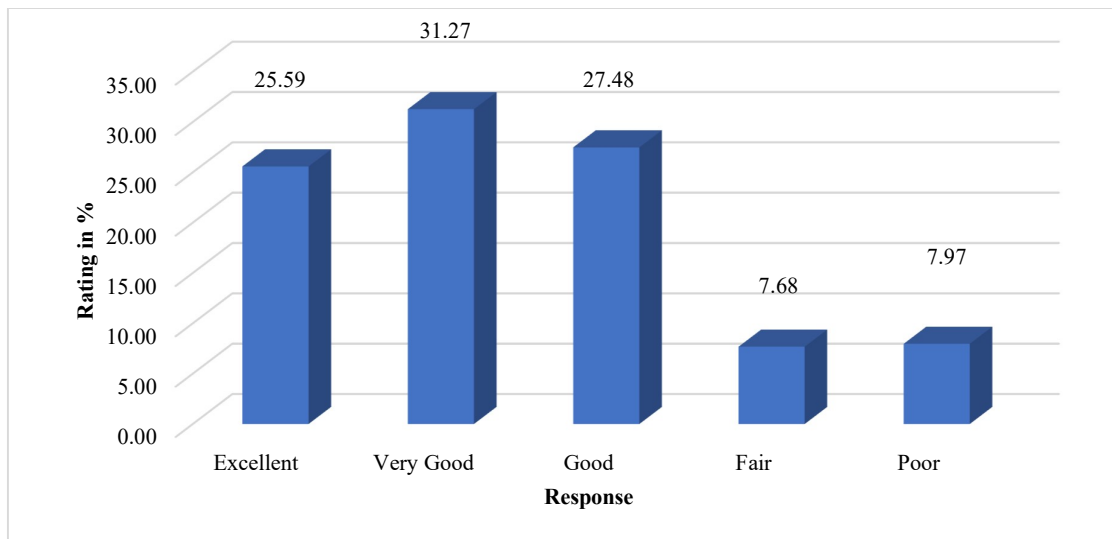


Figure 18

The above Figure 18 depicts the student survey of “Library staff are knowledgeable”. Out of total number of students who answered the survey, 84.35 % of students were satisfied and 15.65 % of students were dissatisfied. Since the percentage of dissatisfied students are above 15%, the response actions are need to be taken regarding the library staff.

Library staff provides quality service

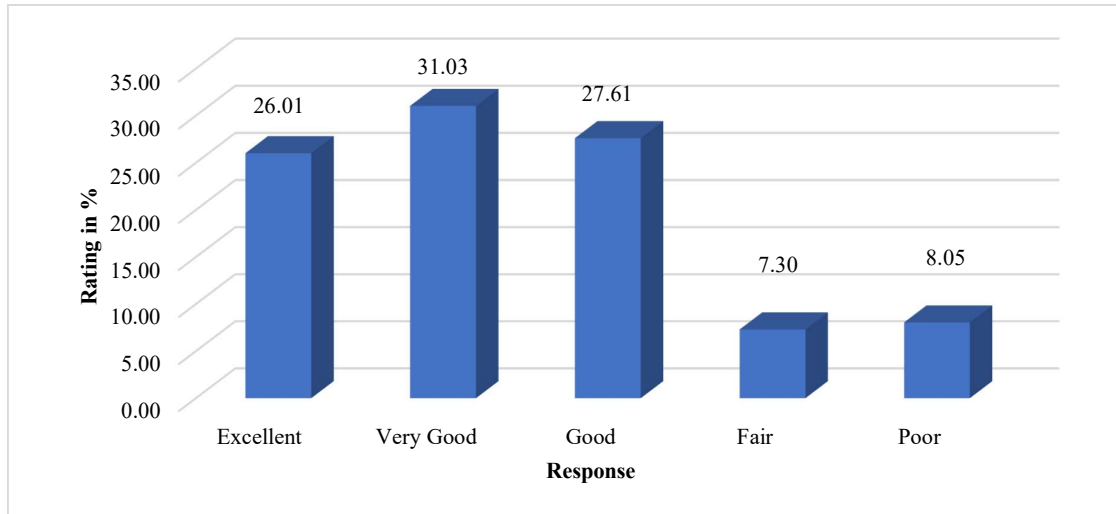


Figure 19

The above Figure 19 depicts the student survey of “Library staff provides quality service”. Out of total number of students who answered the survey, 84.65 % of students were satisfied and 15.35 % of students were dissatisfied. Since the percentage of dissatisfied students are above 15%, the response actions are need to be taken regarding the library staff.

Library staff responds in a timely manner

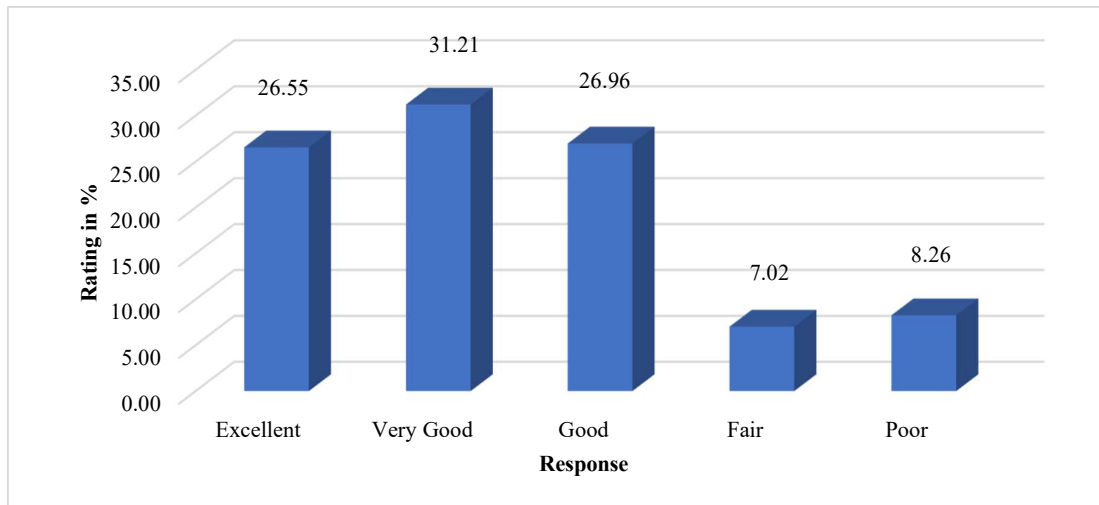


Figure 20

The above Figure 20 depicts the student survey of “Library staff responds in a timely manner”. Out of total number of students who answered the survey, 84.72 % of students were satisfied and 15.28 % of students were dissatisfied. Since the percentage of dissatisfied students are above 15%, the response actions are need to be taken regarding the propose communication of library staff.