



INSTITUTE OF AERONAUTICAL ENGINEERING (AUTONOMOUS)

Dundigal - 500 043, Hyderabad, Telangana

Feedback on Library Facilities Academic Year: 2022-23

Average

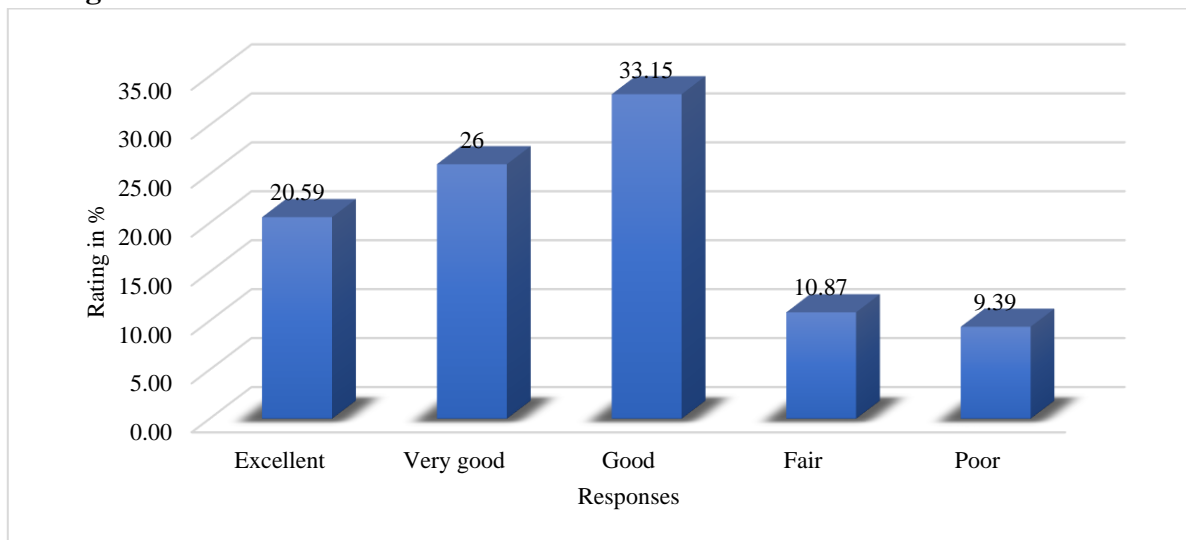


Figure 1

Figure 1 illustrates that the highest percentage of responses falls under "Good" at 33.15%, followed by "Very Good" at 26.00% and "Excellent" at 20.59%. Lower ratings include "Fair" at 10.87% and "Poor" at 9.39%. This indicates that over 79% of respondents view the subject positively, reflecting a strong appreciation for its value. However, the combined 20.26% of "Fair" and "Poor" ratings highlight areas for improvement. Addressing these concerns through targeted initiatives, discussions, or structural enhancements could further improve overall satisfaction within the surveyed group.

Computers and electronic equipment are accessible in the library

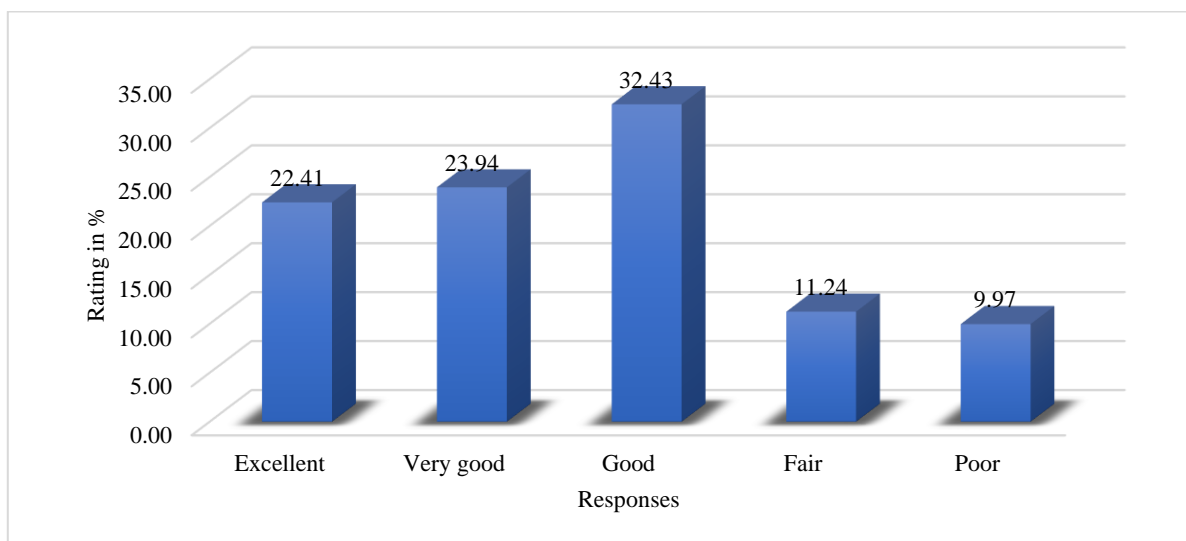


Figure 2

Figure 2 shows that a significant 78.78% of users are generally satisfied (Good or above) with the accessibility of computers and electronic equipment in the library, which reflects a favorable perception overall. However, the combined 21.21% who marked Fair or Poor suggests that some users still face issues such as limited availability of equipment, outdated systems, or insufficient support services.

Internet facility provided in the Library

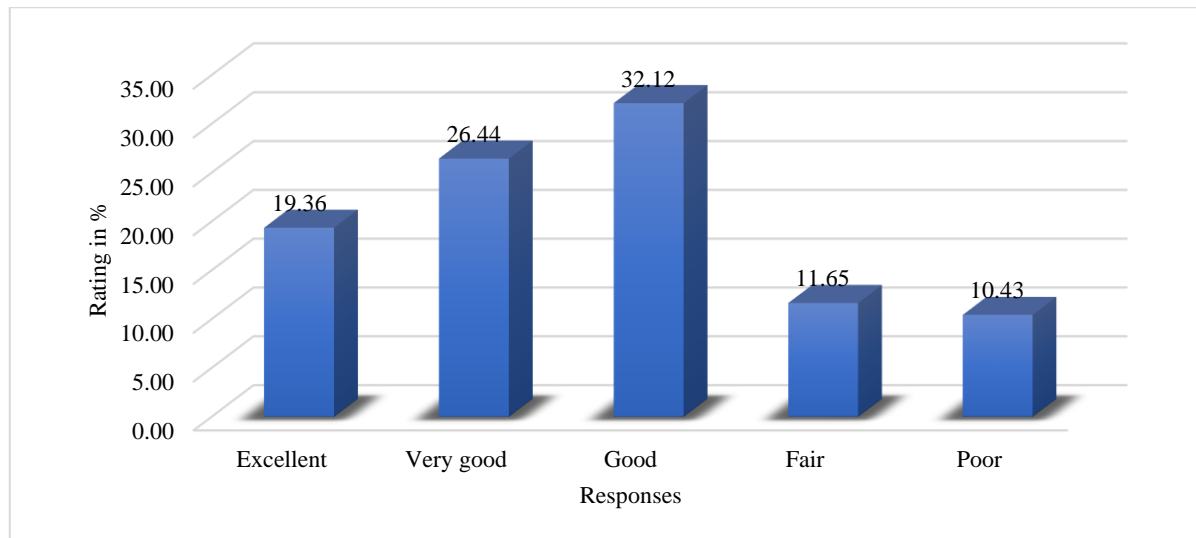


Figure 3

Figure 3 illustrates that **77.92%** of users expressed satisfaction (Good to Excellent) with the internet facility in the library, indicating that the service is functioning relatively well. However, a noticeable **22.08%** (Fair and Poor combined) are not fully satisfied. The issues may relate to Unstable or slow internet connectivity, Limited bandwidth during peak usage times, Inadequate Wi-Fi coverage in all library zones, Difficulty in logging in or accessing resources.

Printing and photocopying services are adequate

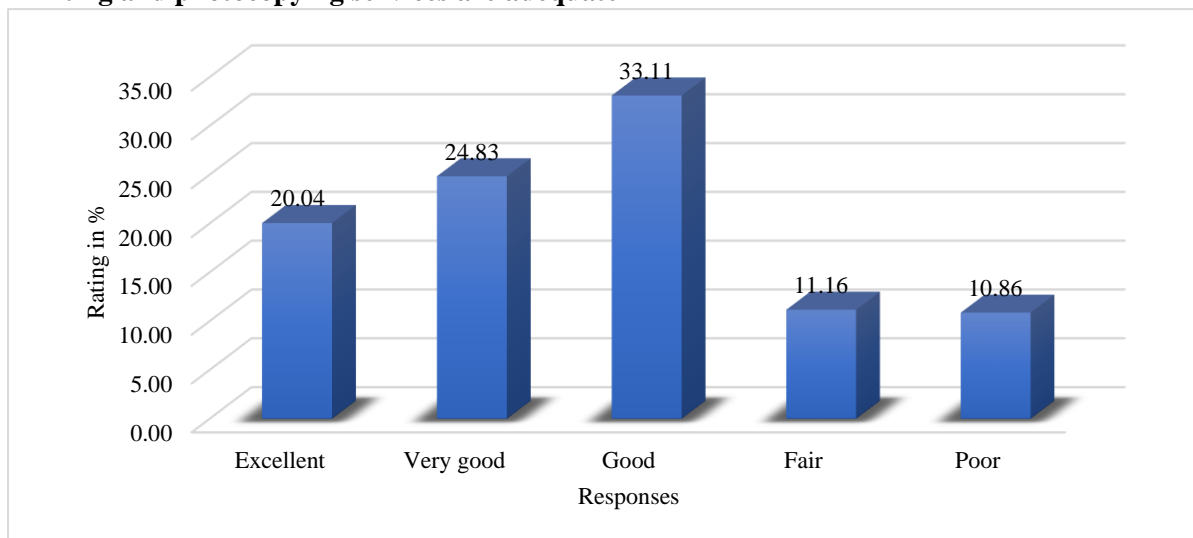


Figure 4

Figure 4 suggests that while services are generally perceived positively, improvements can be made to address dissatisfaction, potentially by enhancing accessibility or equipment reliability. In student support, satisfaction levels are consistently high across most areas, with the highest satisfaction at 84.29% (Q2, Q3, Q8) and the lowest at 77.14% (Q5). Dissatisfaction remains relatively low, ranging

from 15.71% to 22.86%. This indicates strong overall performance in student support services, though Q6 and Q5 highlight opportunities to further refine and address specific concerns. These observations emphasize the need for focused improvements in both facilities and student engagement to elevate overall satisfaction levels.

The library's collection meets my research needs

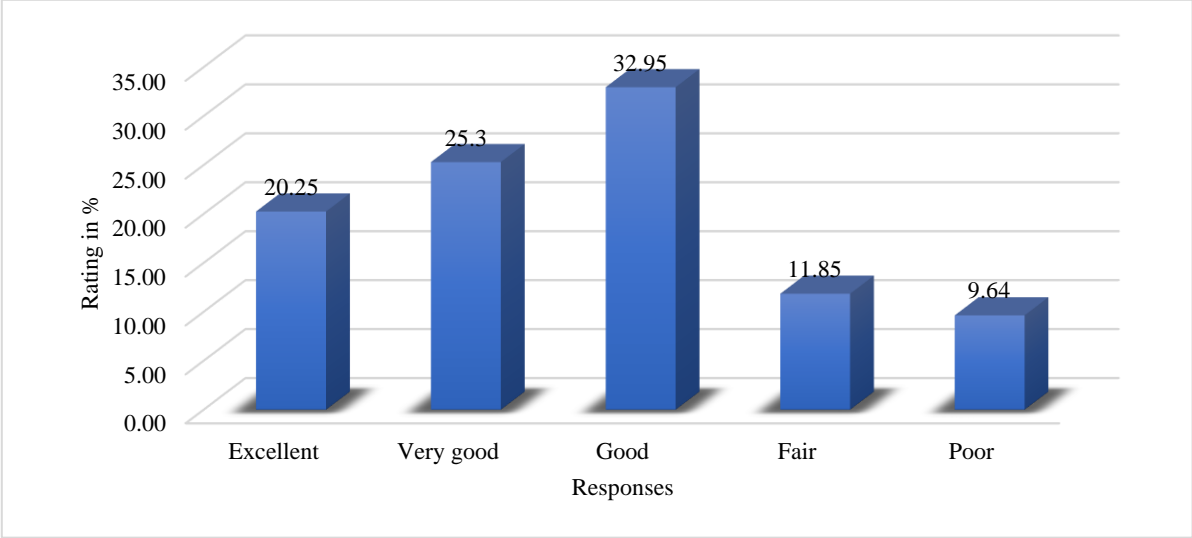


Figure 5

Figure 5 illustrates the feedback on the library's collection in terms of how well it meets research needs. The highest percentage of respondents rated the collection as "Good" at 32.95%, followed by "Very Good" at 25.3% and "Excellent" at 20.25%. Lower ratings include "Fair" at 11.85% and "Poor" at 9.64%. This indicates that over 78% of respondents view the library's collection positively, suggesting that it generally meets research needs effectively. However, the combined 21.49% of "Fair" and "Poor" ratings highlight areas for improvement. Addressing concerns such as expanding resources, ensuring up-to-date materials, and improving accessibility could further enhance user satisfaction and research efficiency

Group study areas are adequate

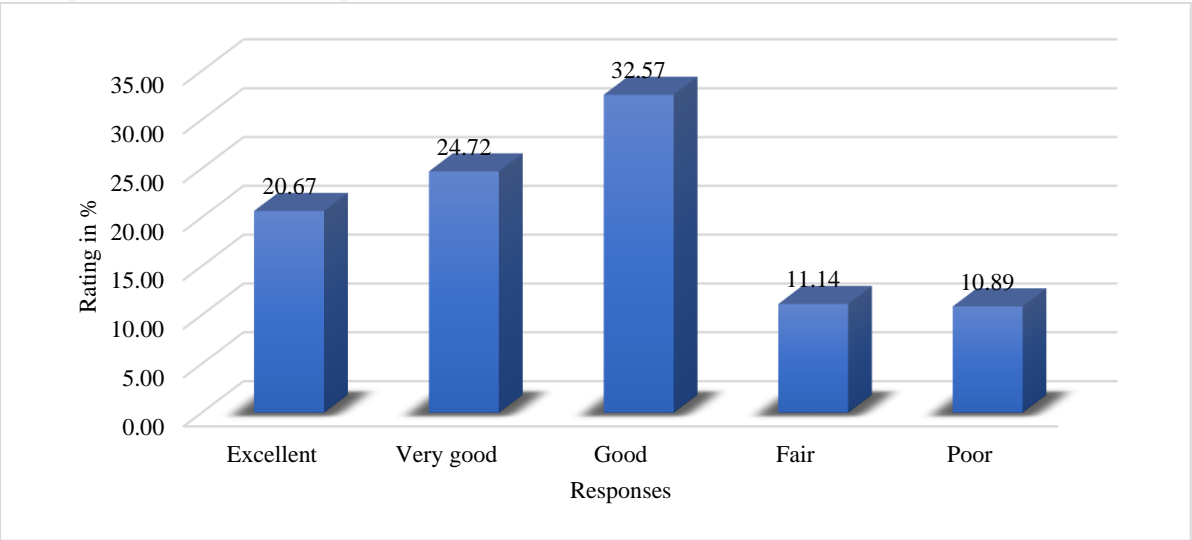


Figure 6

Figure 6 reflects that the majority of respondents rate the facilities positively, the histograms reveal overall satisfaction with the adequacy of services provided, as the majority of responses fall within

"Good" to "Excellent." However, the presence of notable dissatisfaction percentages (ranging from 10.86% to 11.16% for printing services and 10.89% to 11.14% for study areas

Library staff keeps me informed about new services and collections

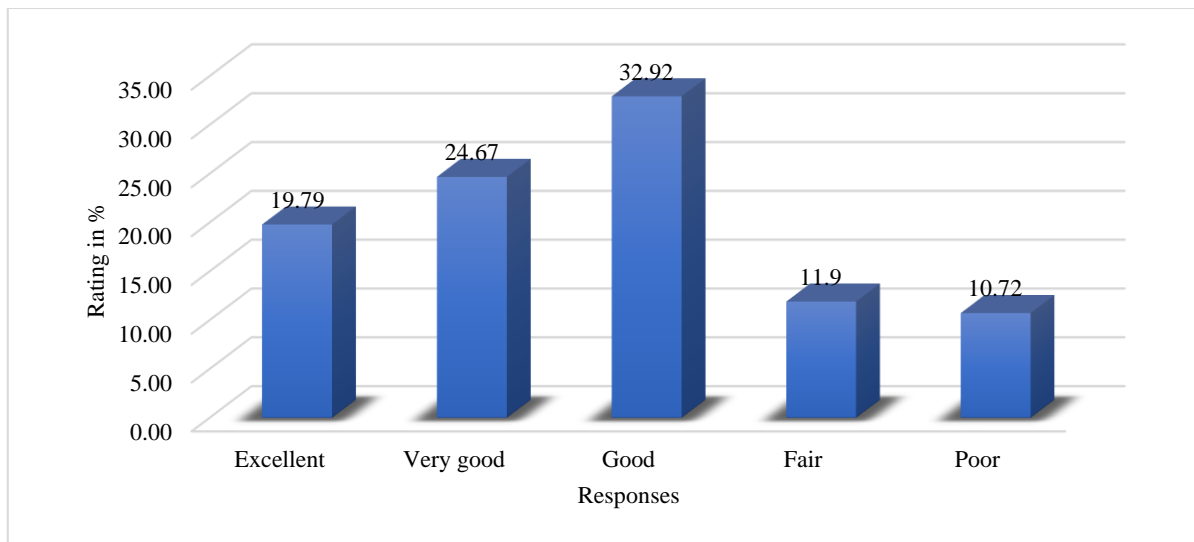


Figure 7

Figure 7 indicates room for improvement in keeping users informed about services. For group study areas, 32.57% rated them "Good," followed by 24.72% "Very good" and 20.67% "Excellent," reflecting general adequacy, yet 22.03% dissatisfaction signals potential for enhancements in seating or accessibility. Similarly, printing and photocopying services received 33.11% "Good," 24.83% "Very good," and 20.04% "Excellent," showing overall satisfaction, though 22.02% dissatisfaction highlights areas like service reliability or equipment availability for improvement. Addressing these concerns could elevate user satisfaction and optimize facilities further.

Library space is adequate

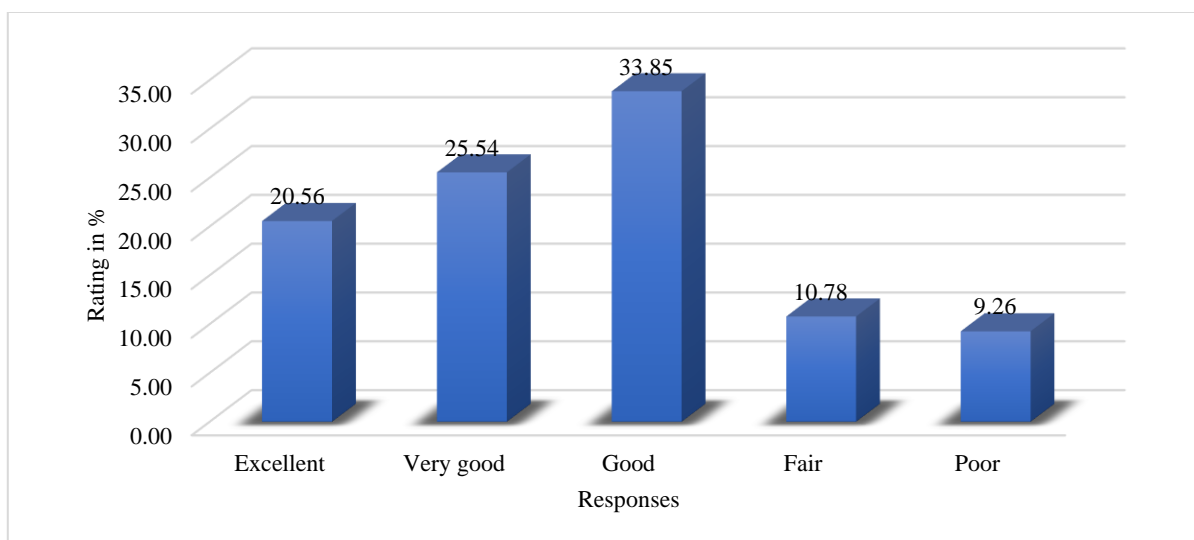


Figure 8

Figure 8 suggesting positive feedback overall, though dissatisfaction (22.62% combined "Fair" and "Poor") indicates room for improvement in keeping users informed about services. For group study areas, 32.57% rated them "Good," followed by 24.72% "Very good" and 20.67% "Excellent," reflecting general adequacy, yet 22.03% dissatisfaction signals potential for enhancements in seating or accessibility. Similarly, printing and photocopying services received 33.11% "Good," 24.83%

"Very good," and 20.04% "Excellent," showing overall satisfaction, though 22.02% dissatisfaction highlights areas like service reliability or equipment availability for improvement. Addressing these concerns could elevate user satisfaction and optimize facilities further.

Opening hours are adequate



Figure 9

Figure 9 that the highest ratings for "Good" (32.92%) and "Very good" (24.67%), but combined dissatisfaction (Fair: 11.9%, Poor: 10.72%) suggests room for improvement in keeping patrons informed. Group study areas garnered positive responses for "Good" (32.57%), "Very good" (24.72%), and "Excellent" (20.67%), though Fair (11.14%) and Poor (10.89%) responses highlight possible limitations in seating or accessibility. Similarly, printing/photocopying services were mostly rated "Good" (33.11%) and "Very good" (24.83%), with smaller dissatisfaction levels (Fair: 11.16%, Poor: 10.86%). Overall, these insights show strong satisfaction across services but emphasize opportunities for targeted improvements in communication, accessibility, and equipment reliability.

Resources are appropriate for my course needs

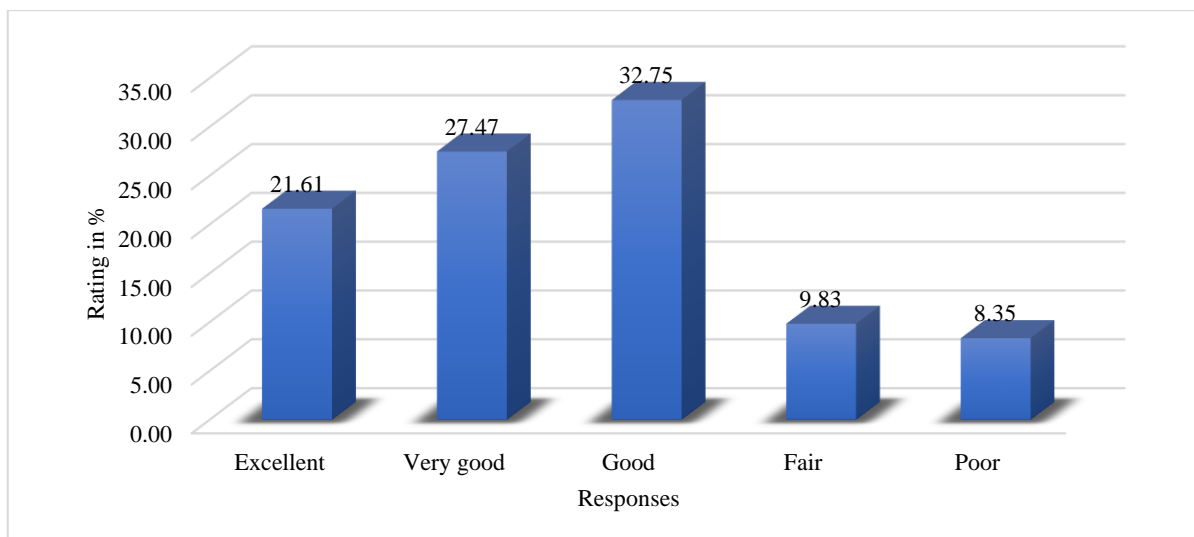


Figure 10

Figure 10 shows that most respondents provided positive feedback, with the majority rating these aspects as "Good" or "Very good." For resources, 32.75% rated them as "Good" and 27.47% as "Very good," reflecting overall adequacy, while smaller portions rated them "Fair" (9.83%) or "Poor"

(8.35%). Opening hours received the highest ratings for "Good" (33.55%), "Very good" (26.05%), and "Excellent" (20.23%), though 10.64% "Fair" and 9.53% "Poor" suggest minor dissatisfaction. Similarly, library staff communication, group study areas, and printing services followed a positive trend, with "Good" consistently leading, followed by "Very good" and "Excellent," yet minor dissatisfaction persisted, ranging from 10.86% to 22.62%. Overall, the histograms indicate strong satisfaction levels while highlighting areas where improvements—like enhanced communication, accessibility, and equipment reliability—can bridge gaps and further elevate user experience.

Resources are current and relevant

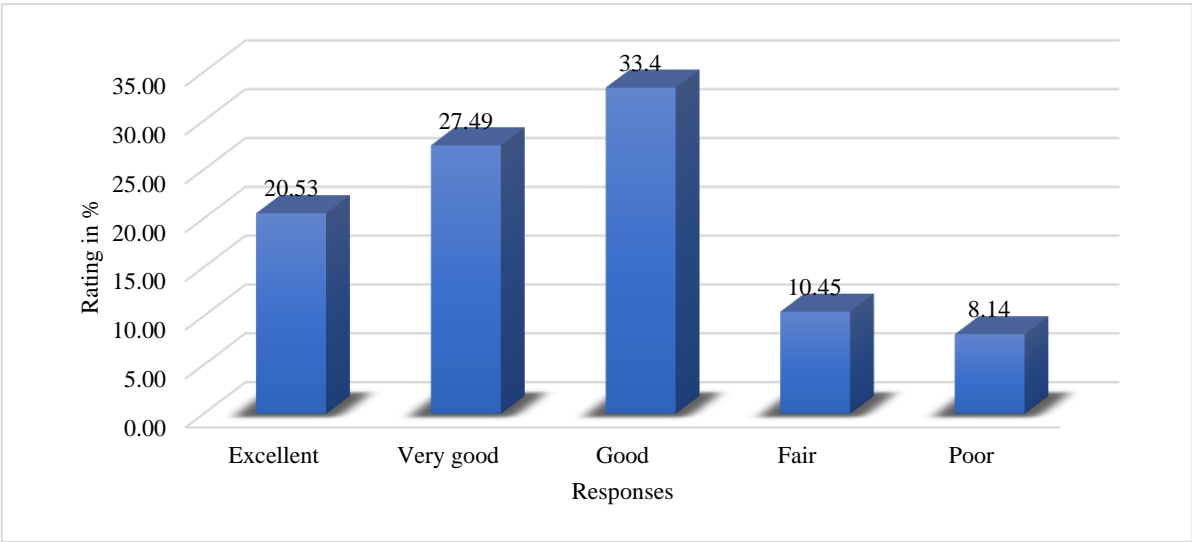


Figure 11

Figure 11 demonstrates that the majority of respondents rated these aspects positively, with "Good" being the most frequent rating across categories, ranging from 32.57% to 33.55%. Resources for course needs and opening hours demonstrated strong satisfaction levels, but areas like library staff communication, group study areas, and printing services showed room for improvement, with dissatisfaction percentages exceeding 20% in some cases. The analysis highlights opportunities to enhance accessibility, communication, and equipment reliability to address user concerns effectively and further boost satisfaction across these facilities and services.

Resources are easy to find

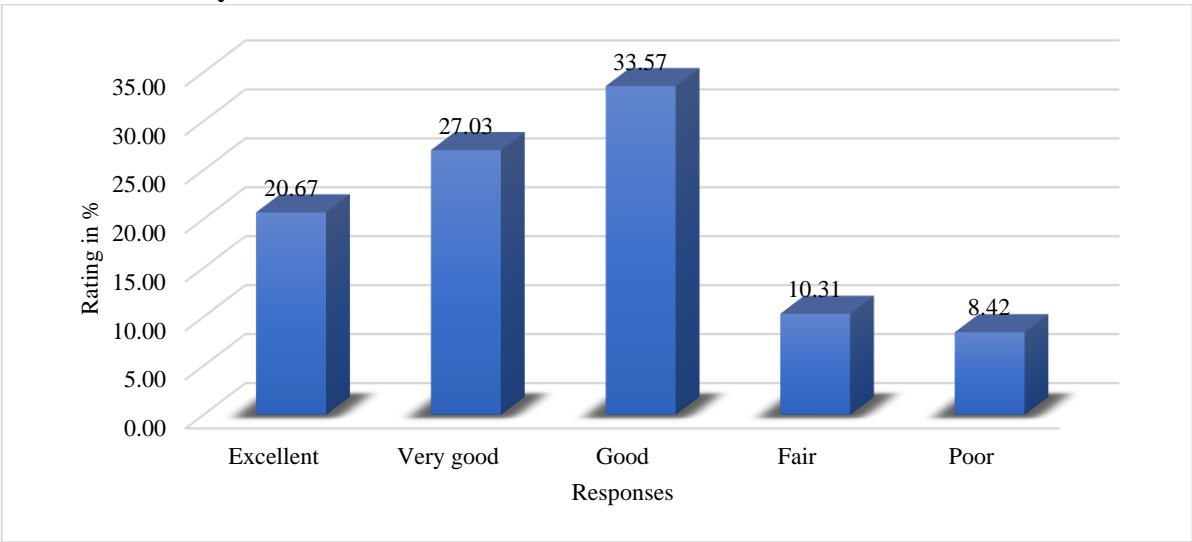


Figure 12

Figure 12 reflects a generally favorable perception of the ease of finding resources, with nearly 81% of responses falling within the "Good" to "Excellent" range. However, the combined 18.73% of "Fair" and "Poor" responses suggests room for improvement. Enhancing the accessibility and visibility of resources, such as improved signage, intuitive digital platforms, or better staff assistance, could help address these concerns and further elevate user satisfaction.

Borrowing resources policies and procedures are clearly stated

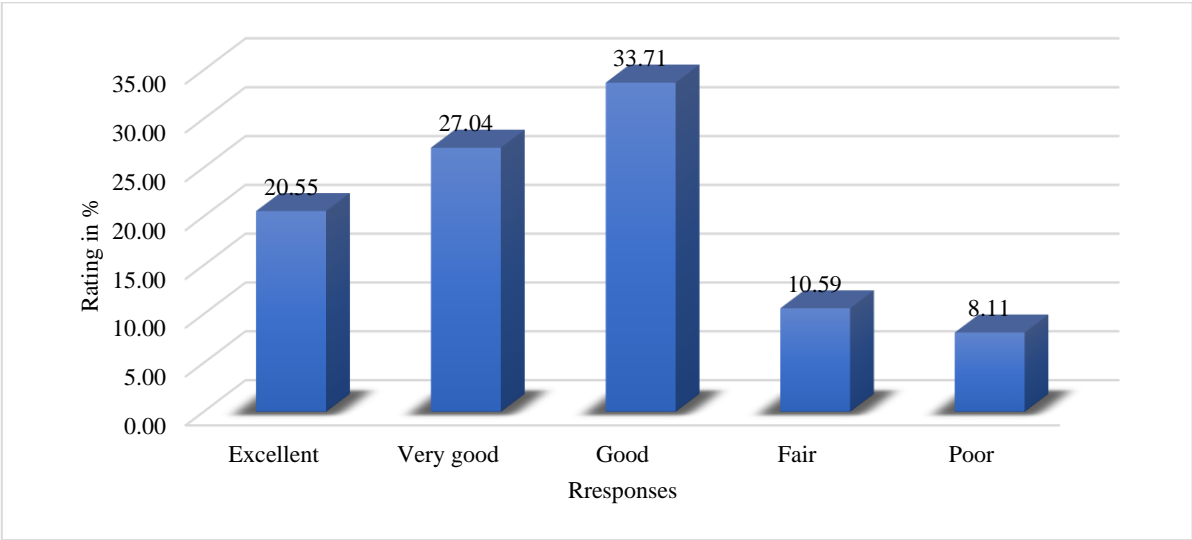


Figure 13

Figure 13 suggest areas for improvement, such as better signage and user-friendly platforms. For borrowing policies (Q12), responses were similarly favorable, with 33.71% rating them as "Good," 27.04% as "Very good," and 20.55% as "Excellent." Yet, combined dissatisfaction of 18.7% ("Fair" and "Poor") indicates room to clarify procedures further and enhance communication. These results highlight overall satisfaction with room for improvement in making systems more intuitive and accessible to users.

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

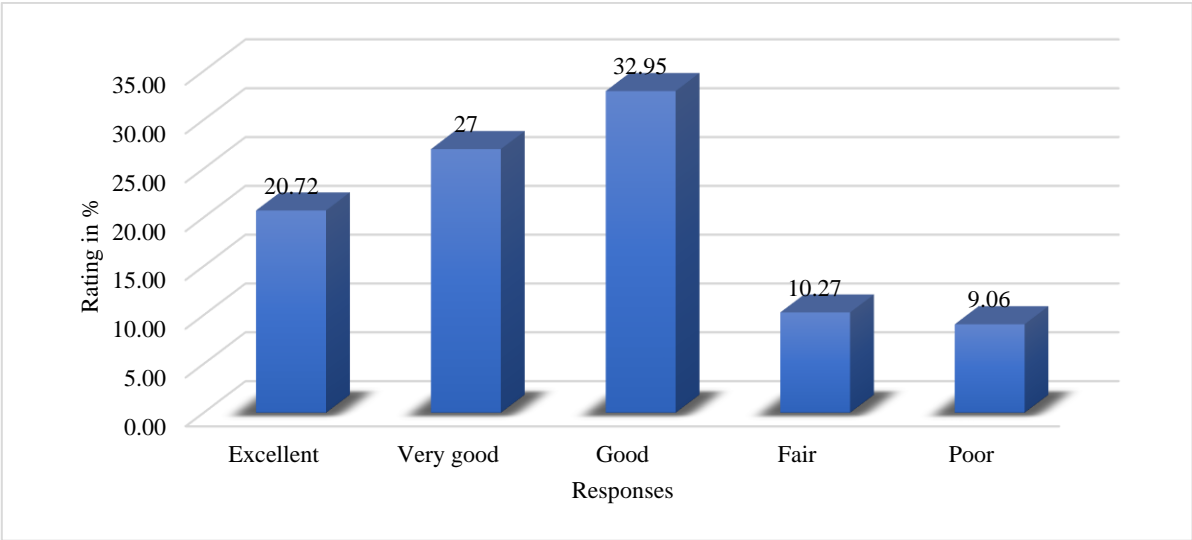


Figure 14

Figure 14 suggest strong overall satisfaction, but the combined dissatisfaction percentages (approximately 19% for Q13 and 18.7% for Q12) reveal opportunities for refinement. Enhancing staff

engagement in implementing resource recommendations and improving communication around borrowing policies could address these concerns and elevate user satisfaction.

Library staff treats me fairly and without discrimination



Figure 15

Figure 15 indicates that over 80% of respondents view the library staff's fairness positively, suggesting a strong appreciation for their equitable treatment. However, the combined 19.56% of "Fair" and "Poor" ratings highlight areas for improvement. Addressing concerns through staff training, awareness programs, and reinforcing inclusive service policies could further enhance user satisfaction and ensure a universally fair experience.

Library staff are professional in their dealings with students

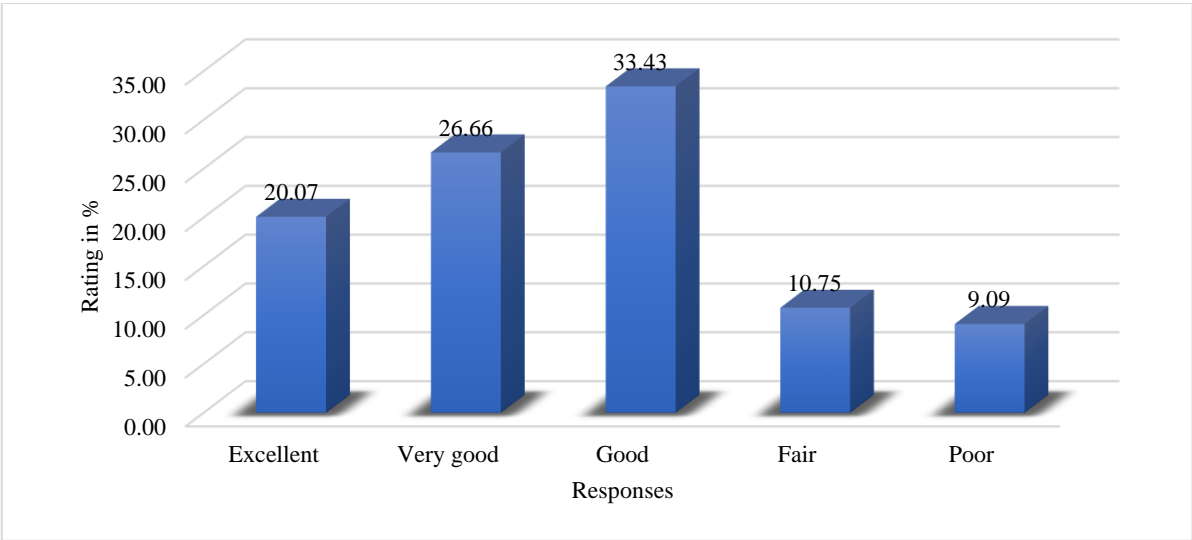


Figure 16

Figure 16 evaluate responses to library staff professionalism. Most respondents provided positive ratings across all three, with "Good" being the most common response: 33.43% for Q15, 33.71% for Q12, and 32.95% for Q13. "Very good" and "Excellent" followed closely, with combined positive ratings exceeding 77% in each case. However, smaller portions of "Fair" and "Poor" responses

(ranging from 9.06% to 22.62%) highlight areas for improvement. The data suggests that while respondents appreciate the professionalism of library staff and clarity of policies, enhancements in communication and responsiveness to user recommendations can further elevate satisfaction. Addressing these concerns through targeted engagement, clearer policies, and user-centric improvements could lead to more consistent satisfaction levels.

Library staff are friendly

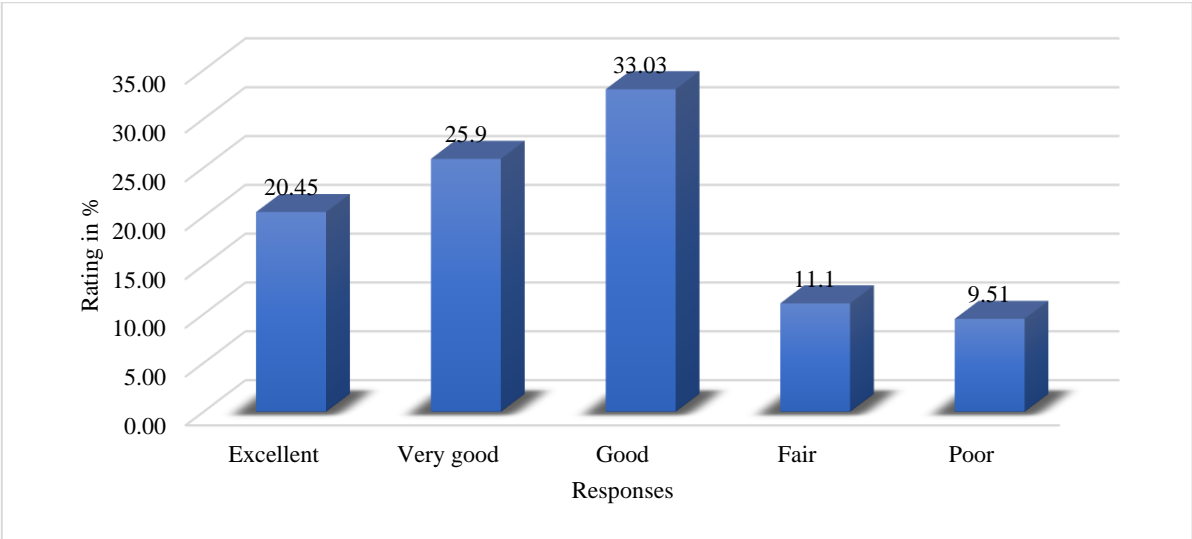


Figure 17

Figure 17 shows a strong overall perception of library staff, with the majority of responses falling within "Good," "Very good," and "Excellent" categories. However, dissatisfaction levels (ranging from 9% to 11%) highlight opportunities for better engagement and responsiveness. Targeted training programs focusing on interpersonal skills and communication could help address the concerns and further elevate user satisfaction with library services.

Library staff are knowledgeable

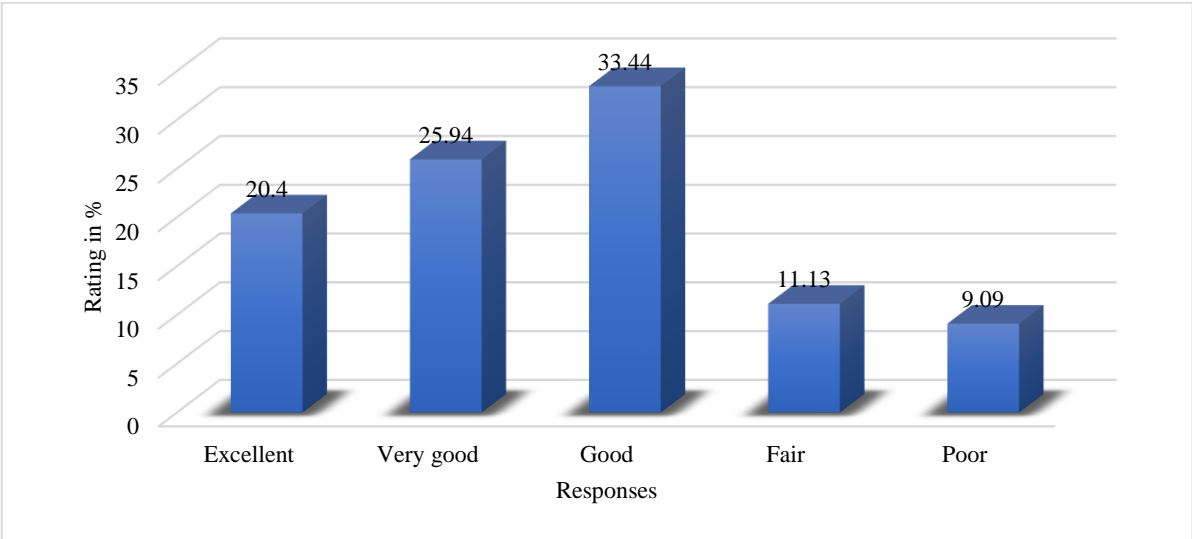


Figure 18

Figure 18 histograms represent that the majority of responses fall within the "Good" category at 33.44%, followed by 25.94% "Very good" and 20.4% "Excellent." While dissatisfaction levels for this category are slightly lower, 11.13% rated "Fair" and 9.09% "Poor." Both histograms show that the library staff is largely perceived positively, with strong ratings in "Good," "Very good," and

"Excellent." However, the dissatisfaction percentages (ranging from 9% to 11%) indicate areas for improvement. Targeted training in interpersonal communication and expanding staff expertise could address these concerns and further enhance user satisfaction. Regular feedback mechanisms and engagement with users can ensure continued improvements in these areas.

Library staff provides quality service

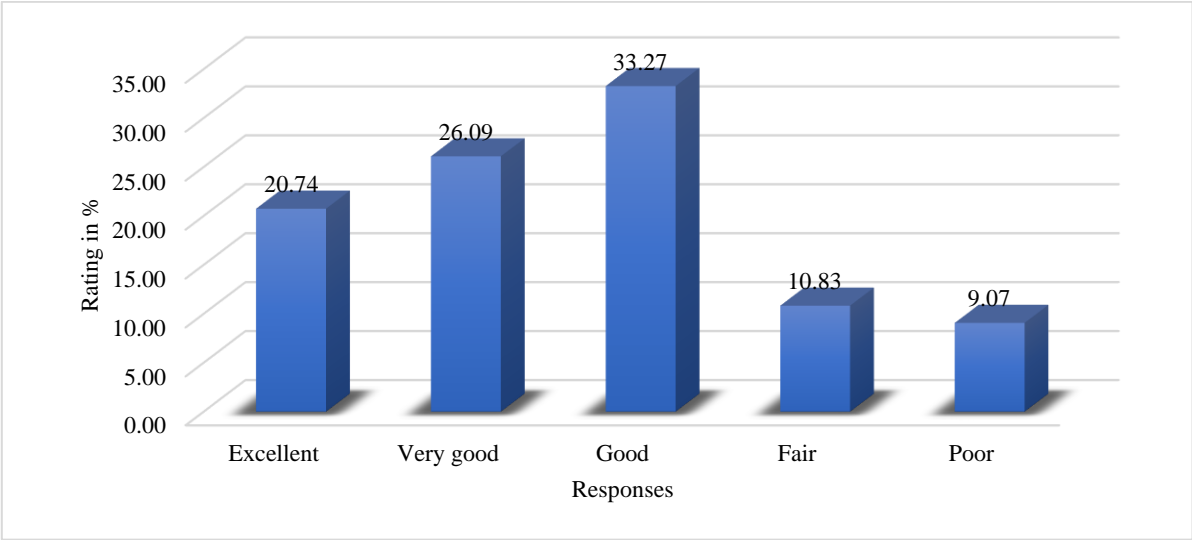


Figure 19

Figure 19 demonstrates that the majority of responses fall within favourable categories, indicating that library staff are largely seen as providing good-quality service. However, the 19.9% dissatisfaction (combined "Fair" and "Poor") highlights areas for potential improvement. Efforts such as targeted training programs, enhanced communication, and timely responsiveness could address concerns and elevate overall satisfaction levels. Regular feedback mechanisms and continuous monitoring can ensure consistent quality and meet users' expectations effectively.

Library staff responds in a timely manner



Figure 20

Figure 20 indicate strong positive perceptions of service quality and responsiveness, with most ratings clustered around "Good" to "Excellent." Nevertheless, dissatisfaction percentages (approximately 19% for both Q18 and Q19) suggest opportunities for improvement. Enhancing response protocols,

refining communication, and ensuring consistency in service delivery could address these concerns effectively and elevate satisfaction levels further.