

Feedback Analysis on Library Facilities**Academic Year 2025-26**

The Satisfaction Survey on Library Facilities designed to evaluate various aspects of library services within an educational institution. It includes twelve key parameters that cover both physical and digital resources, operational efficiency, and user experience. The survey aims to gather feedback on areas such as the adequacy of the library collection, printing and photocopying services, availability of digital resources and internet access, provision for group studies, library space, and working hours. It also assesses the relevance of available materials, staff support, management systems, and book issuance policies.

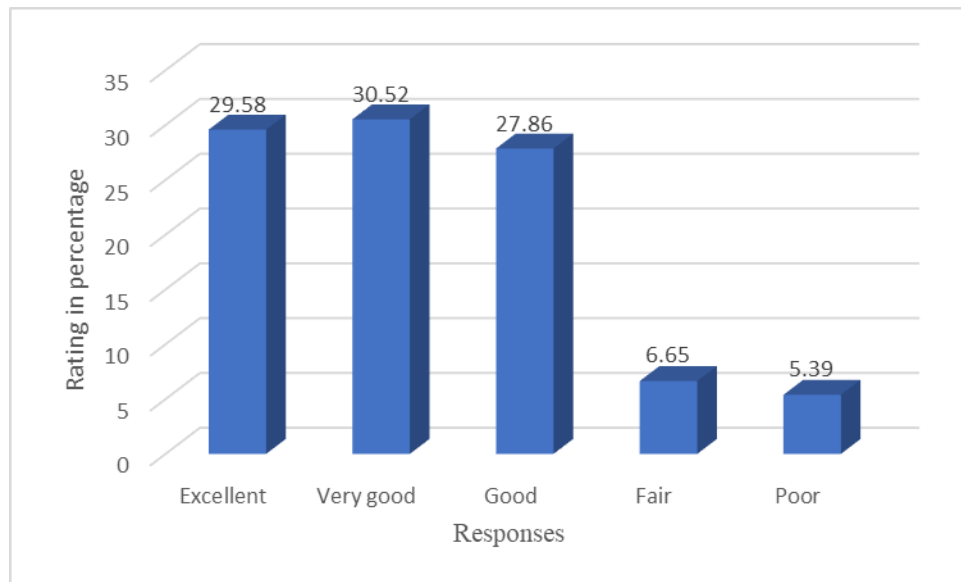
1. Adequacy of library collection

Figure1: Adequacy of library collection

The figure 1 depicts Adequacy of library collection, which assesses the adequacy of the library collection, indicates that most respondents have a positive perception. The largest proportion rated it as very good 30.52%, followed closely by excellent 29.58% and good 27.86%. In contrast, only a small percentage of respondents rated the collection as fair 6.65% or "Poor" 5.39%. Overall, the findings suggest that the library collection is generally considered adequate and meets users' expectations to a high degree.

Analysis:

The analysis of responses to Q1 focuses on the adequacy of the library collection, reveals a strongly positive perception among users. Nearly 88% of respondents rated the collection as excellent, very good, or good, indicating that the library effectively meets the academic and informational needs of its users. The highest proportion falls under the very good category, suggesting that while users are largely satisfied, there remains minor scope for enhancement rather than major shortcomings.

In contrast, the relatively low percentages for fair and poor ratings together accounting for about 12% highlight a small group of users who may be facing challenges related to updated materials, subject coverage, or access to specific resources.

Overall, the data reflects a well-performing library collection, with opportunities for targeted improvements to address the concerns of a minority of users and further elevate satisfaction levels across the institution.

2. Printing and photocopying services are adequate



Figure 2: Printing and photocopying services are adequate

The figure 2 explains Printing and photocopying services are adequate, which evaluates the adequacy of printing and photocopying services, shows a generally positive but more varied response compared to other areas. The highest proportion of respondents rated the services as good 32.16%, followed by excellent 30.99% and fair 28.32%, indicating mixed levels of satisfaction. A smaller percentage rated the services as very good 25.57%, while only 7.44% considered them poor. Overall, although most users find the services acceptable, the relatively higher fair rating suggests there is room for improvement to enhance user satisfaction.

Analysis:

The analysis of Printing and photocopying services are adequate responses indicates that while printing and photocopying services are generally acceptable, user satisfaction is less consistent compared to other library facilities. A majority of respondents around 88% rated the services between excellent, very good and good, reflecting overall adequacy. However, the fact that the largest share falls under good rather than higher categories suggests moderate satisfaction rather than strong approval. Notably, a relatively high proportion of fair responses 28.32% points to noticeable user concerns, possibly related to factors such as machine availability, maintenance issues, printing costs, or service speed. Although only a small percentage 7.44% rated the services as Poor, the combined fair and Poor responses indicate that over one-third of users are not fully satisfied. This highlights a clear need for improvements to enhance efficiency, reliability, and overall user experience in printing and photocopying services.

3. Availability of digital library and nodes

The figure 3 indicates that most respondents view the availability of the digital library and nodes positively, with the highest proportion rating it as good 31.76%.

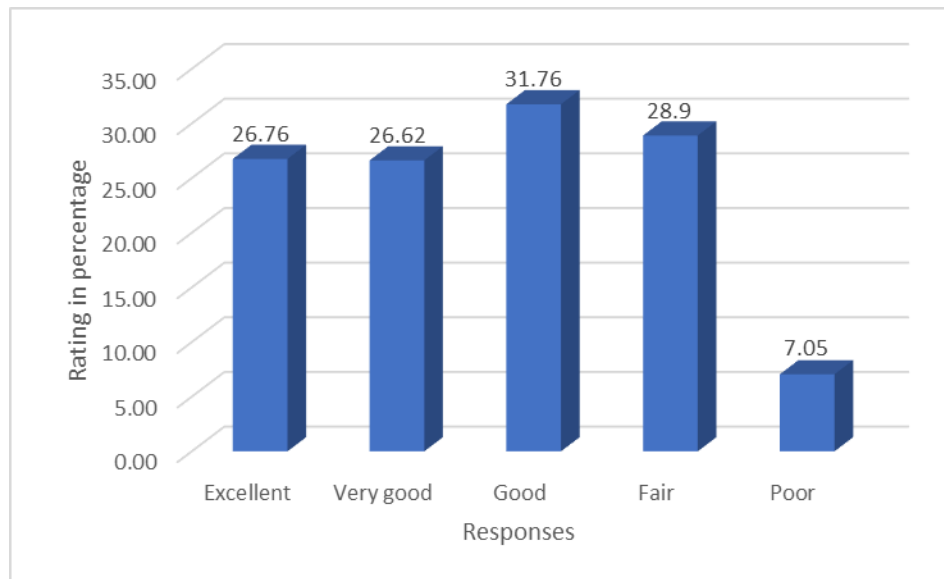


Figure 3: Availability of digital library and nodes

This is followed by fair and 28.9%, suggesting that while many users are satisfied, a notable portion believes there is room for improvement. Ratings of excellent 26.76% and very good 26.62% are also quite close, reinforcing an overall favorable perception. Only a small percentage 7.05% rated the availability as poor, indicating limited dissatisfaction. Overall, the findings suggest generally positive user experiences, though improvements could further enhance satisfaction.

Analysis:

The paragraph reflects a generally positive but moderately balanced assessment of the availability of the digital library and nodes. Most responses cluster in the mid-to-high satisfaction range, with good emerging as the dominant rating, indicating that users largely find the system functional and acceptable. However, the relatively high proportion of fair responses suggests that a significant number of users experience limitations or inconsistencies, pointing to areas that need improvement. Although excellent and very good ratings are substantial, they do not surpass the good category, which implies that while satisfaction exists, it is not at an outstanding level for most users. The very low percentage of poor ratings indicates that serious dissatisfaction is minimal and that the system is generally meeting basic user expectations.

Overall, the analysis suggests that the digital library and nodes are performing adequately, with a solid foundation of user satisfaction, but there is clear potential to enhance quality and reliability to shift more users from moderate fair and good to higher satisfaction levels very good and excellent.

4. Internet facility provided in the library

The figure 4 depicts that users are generally satisfied with the internet facility provided in the library, with the highest proportion rating it as very good 31.19%. This is followed by good 28.34% and excellent 25.61%, indicating a strong overall positive perception of the service.

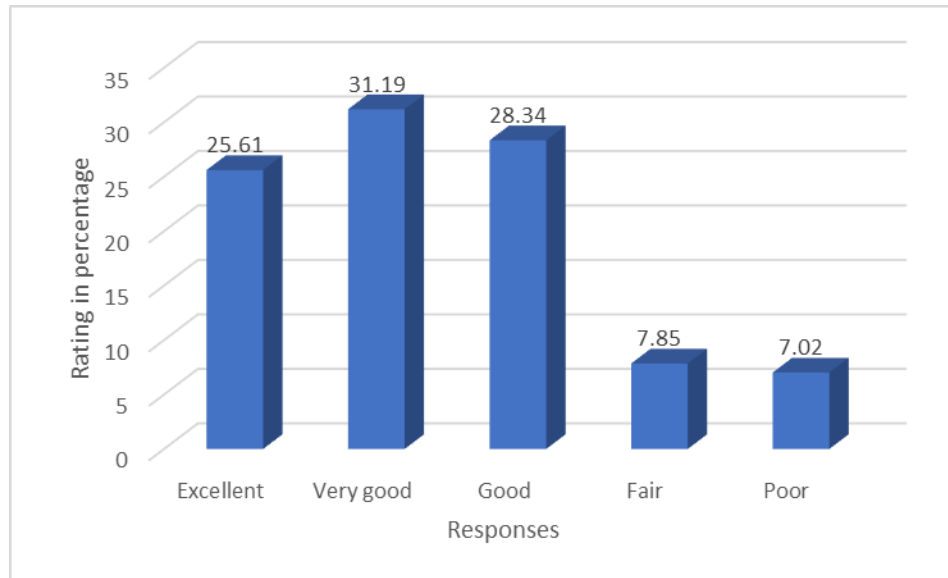


Figure 4: Internet facility provided in the library

In contrast, only a small percentage of respondents rated the facility as fair 7.85% or poor 7.02%, suggesting that dissatisfaction is relatively low. Overall, the findings reflect a high level of user satisfaction, with most respondents expressing favorable opinions about the quality and reliability of the internet service.

Analysis:

The data indicates that the majority of respondents are satisfied with the internet facility provided in the library. The highest proportion of users, 31.19%, rated the service as very good followed by 28.34% who considered it good, and 25.61% who rated it as excellent. This shows that approximately 85% of the respondents have a positive perception of the internet services. On the other hand, a smaller percentage of users expressed lower satisfaction, with 7.85% rating it as fair and 7.02% as poor. Although the overall feedback is highly favorable, the presence of some dissatisfaction suggests that there is still room for improvement in certain aspects of the service, such as speed, reliability, or accessibility.

5.Provision for group studies in the library

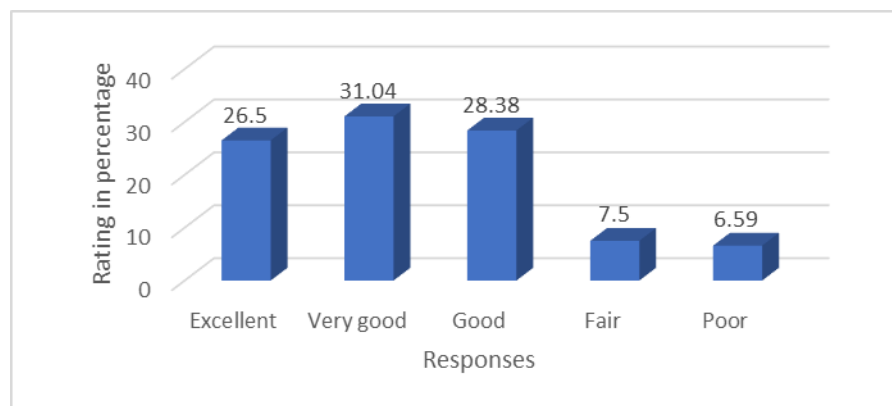


Figure 5: Provision for group studies in the library

The figure 5 illustrates respondents ratings of the provision for group studies in the library, showing a generally positive trend. The highest percentage of respondents, 31.04%, rated the facility as very good followed by 28.38% who considered it “Good,” and 26.5% who rated it as excellent. This indicates that a significant majority, nearly 86%, have a favorable opinion of the group study provisions. In contrast, a smaller proportion expressed lower satisfaction, with 7.5% rating it as fair and 6.59% as “Poor.” Overall, the histogram suggests that while the group study facilities are well-received and effective for most users, there remains a small segment of respondents whose concerns could be addressed to further improve the service.

Analysis:

The analysis of the responses regarding the provision for group studies in the library reveals a predominantly positive perception among users. A significant proportion of respondents rated the facility as very good 31.04%, followed by good 28.38% and excellent 26.5%, indicating that nearly 86% of users are satisfied with the available group study arrangements. This suggests that the library has been largely successful in providing an environment conducive to collaborative learning. However, a small percentage of respondents expressed less satisfaction, with 7.5% rating the facility as fair and 6.59% as “Poor.” Although these figures are relatively low, they highlight areas where improvements can be made, such as enhancing space availability, reducing noise disturbances, or improving seating and infrastructure. Overall, the findings indicate that while the group study provision is effective and well-appreciated, addressing minor concerns could further enhance user satisfaction.

6. Adequate library space

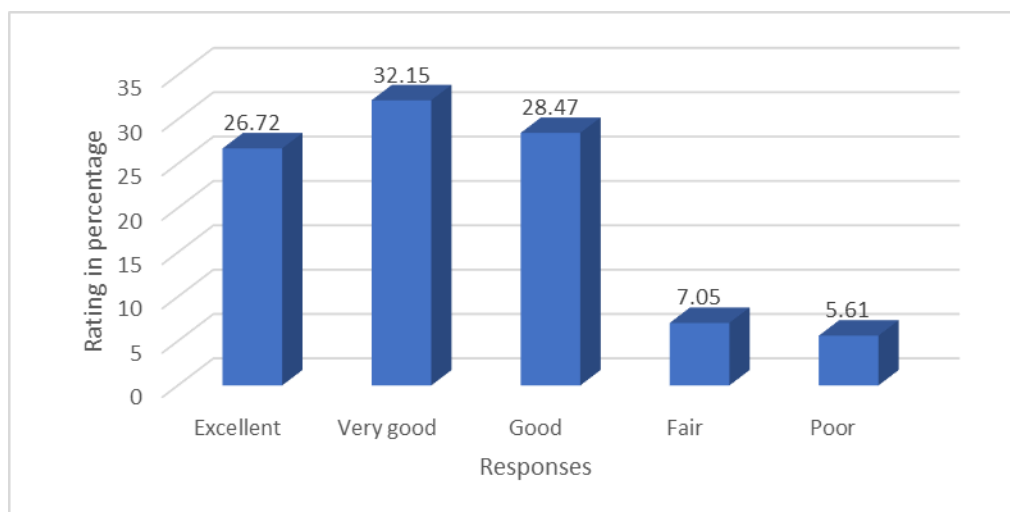


Figure 6: Adequate library space

The Figure 6 explains respondents’ opinions on whether the library space is adequate, revealing a largely positive assessment. The highest proportion of respondents, 32.15%, rated the space as very good followed by 28.47% who rated it as “Good,” and 26.72% who considered it excellent. This indicates that approximately 87% of users are satisfied with the adequacy of the library space. In contrast, a smaller percentage expressed less favorable views, with 7.05% rating it as fair and 5.61% as “Poor.” Overall, the histogram suggests that the majority of users find the library space sufficient and comfortable, although a small proportion indicates the need for improvements, such as increased seating capacity or better space management.

7. Working hours of the library beyond the college timings

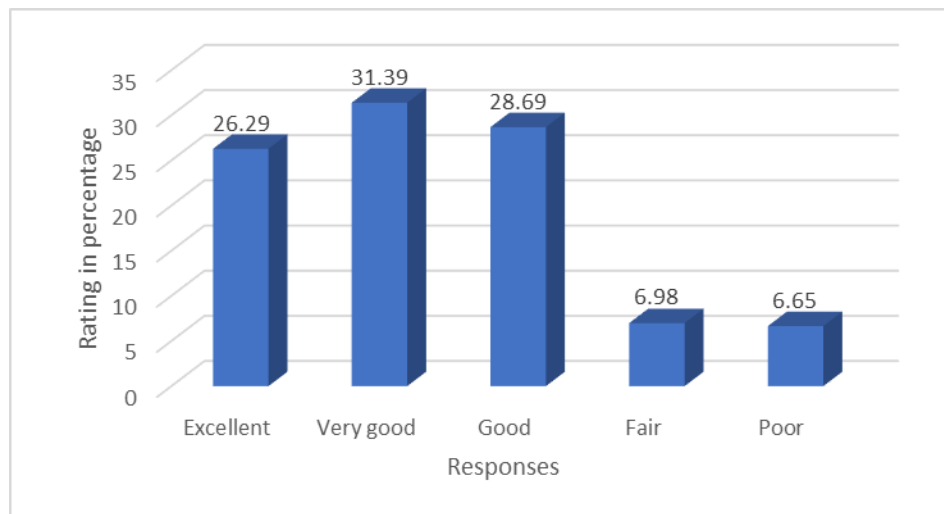


Figure 7: Working hours of the library beyond the college timings

The figure 7 illustrates respondents opinions on the working hours of the library beyond college timings, indicating an overall positive response. The largest proportion of respondents, 31.39%, rated the extended hours as very good followed by 28.69% who rated them as “Good,” and 26.29% who considered them excellent. This shows that approximately 86% of users are satisfied with the library’s extended working hours. Meanwhile, a smaller percentage expressed lower satisfaction, with 6.98% rating it as fair and 6.65% as “Poor.” Overall, the findings suggest that the extended library hours are well-received and beneficial to most users, though minor improvements could further enhance user satisfaction.

Analysis:

The analysis of responses regarding the working hours of the library beyond college timings indicates a high level of user satisfaction. A significant majority of respondents rated the extended hours positively, with 31.39% marking them as very good 28.69% as good, and 26.29% as excellent. This reflects that around 86% of users appreciate the availability of the library beyond regular hours, suggesting that it effectively meets their academic and study needs. However, a small proportion of respondents expressed dissatisfaction, with 6.98% rating the service as fair and 6.65% as poor. Although these figures are relatively low, they highlight the need for minor improvements, such as further extending hours, ensuring consistent access, or enhancing facilities during extended periods. Overall, the extended working hours are well-received and play a crucial role in supporting students’ learning activities.

8.Availability of magazines/periodicals and articles in the library

The figure 8 explains respondents’ views on the availability of magazines, periodicals, and articles in the library, showing a largely positive trend. The highest percentage of respondents, 32.05%, rated the availability as very good followed by 28.9% who rated it as good, and 26.03% who considered it excellent. This indicates that approximately 87% of users are satisfied with the availability of reading materials in the library.

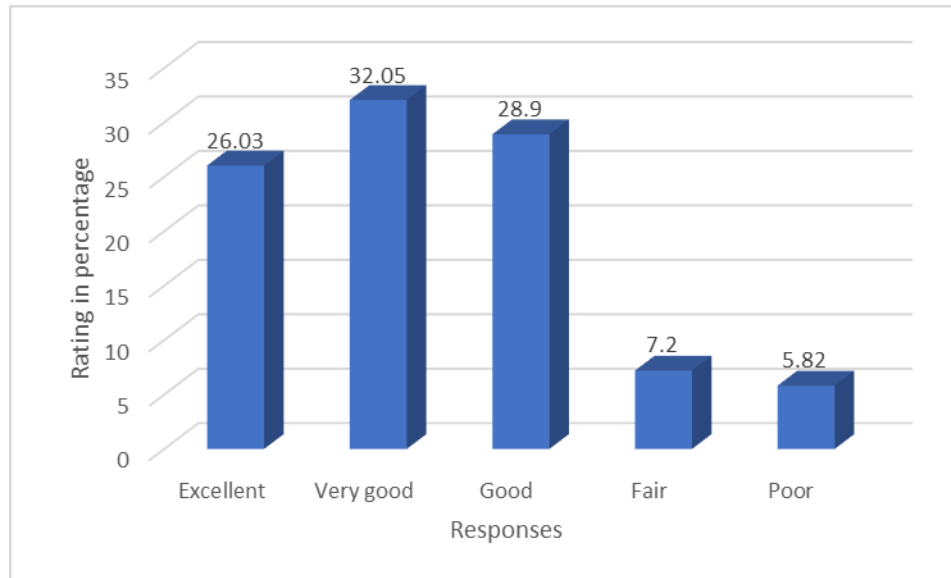


Figure 8: Availability of magazines/periodicals and articles in the library

On the other hand, a smaller proportion of respondents expressed lower satisfaction, with 7.2% rating it as fair and 5.82% as poor. Overall, the histogram suggests that the library is effectively providing access to magazines, periodicals, and articles, though minor improvements could further enhance user satisfaction.

Analysis:

The analysis of responses regarding the availability of magazines, periodicals, and articles in the library indicates a high level of user satisfaction. A substantial majority of respondents provided positive ratings, with 32.05% marking the availability as very good, 28.9% as “Good,” and 26.03% as excellent. This means that nearly 87% of users are satisfied with the range and accessibility of these resources, suggesting that the library is effectively meeting users’ informational and academic needs. However, a small percentage of respondents expressed dissatisfaction, with 7.2% rating it as fair and 5.82% as “Poor.” Although these figures are relatively low, they highlight areas for potential improvement, such as updating collections, increasing the number of subscriptions, or ensuring timely availability of recent issues. Overall, the findings demonstrate that the library performs well in providing reading materials, while minor enhancements could further improve user experience.

9. Resources available in the library

The figure 9 the quality of library resources, the overall sentiment is overwhelmingly positive, with the vast majority of respondents expressing satisfaction. A combined 87.37% of participants rated the timeliness and relevance of the materials as either good, very good or excellent, with very good being the most frequent response at 32.05%.



Figure 9: Resources available in the library

In contrast, only a small minority roughly 12.63% viewed the resources as fair or poor. This distribution suggests that the library is successfully maintaining a current and pertinent collection, as very few users feel the materials are outdated or irrelevant.

Analysis:

The data from the survey indicates a high level of satisfaction regarding the library's resources, with a significant majority of respondents viewing them favorably. Specifically, 32.05% of participants rated the resources as very good followed by 28.95% who rated them as good, and 26.37% who selected excellent. Together, these top three categories represent a total of 87.37% of the feedback, suggesting that the library successfully provides materials that are both contemporary and relevant to its users' needs.

Conversely, the negative feedback remains minimal. Only 6.81% of respondents classified the resources as fair, and a mere 5.82% rated them as poor. The sharp decline in the height of the bars from good to fair highlights a strong consensus that the library is meeting or exceeding expectations. Overall, the histogram reflects a well-maintained collection, with only a small fraction of the user base feeling that improvements in the currency or relevance of materials are necessary.

10 Staff availability in the library

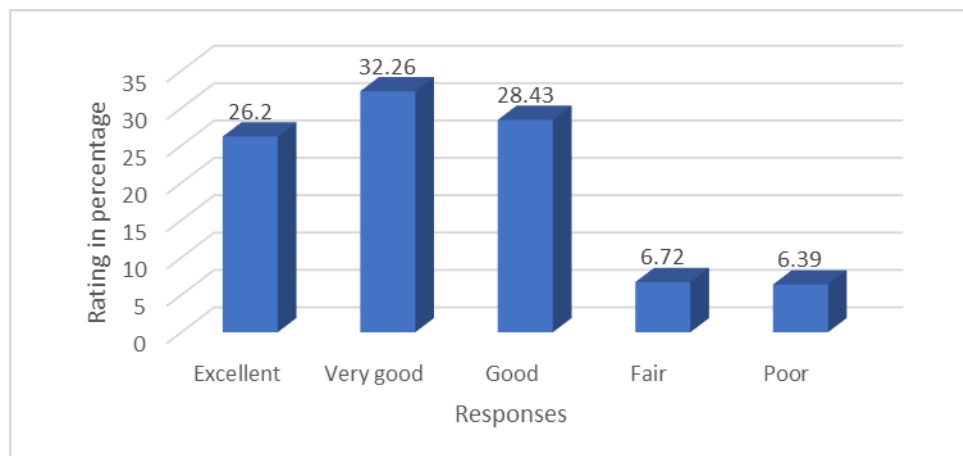


Figure10: Staff availability in the library

The figure 10 depicts survey data regarding library staff performance indicates a high level of user satisfaction, with the vast majority of respondents providing positive feedback. Specifically, 32.26% of users rated staff availability, support, and information as very good making it the most common response, while 26.2% rated it as excellent and 28.43% as "Good." Combined, these positive categories account for 86.89% of the total responses, highlighting that the library staff is generally perceived as helpful and accessible.

Conversely, critical feedback was quite low, with only 6.72% of participants selecting fair and a minor 6.39% selecting "Poor." This distribution suggests that the library's personnel are meeting the informational and support needs of the community effectively. The significant gap between the good and fair ratings further underscores a strong overall consensus that staff performance is a major strength of the library service.

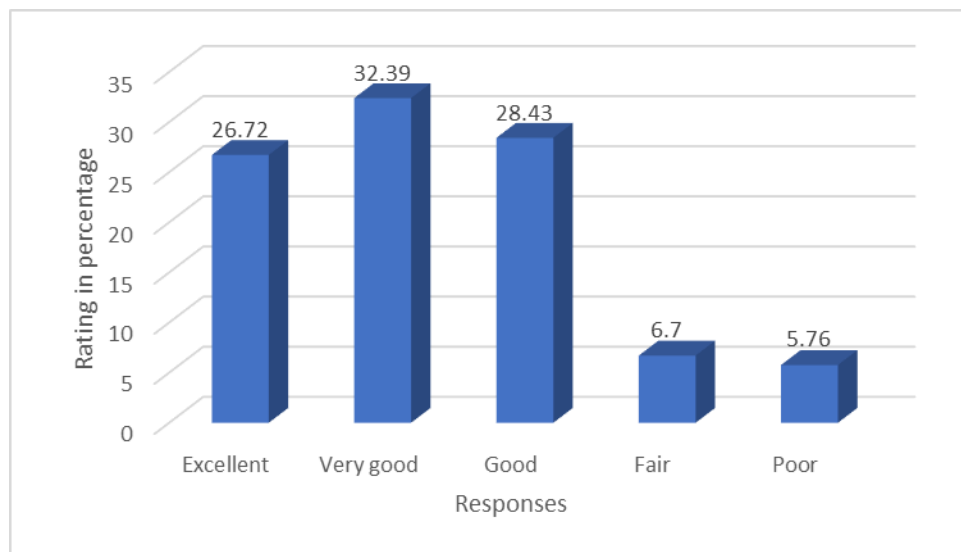


Figure 11: Availability of library management system

The figure 11 shows the availability of the library management system, the data reflects a strong positive consensus among users. A combined total of 87.54% of respondents rated the system's availability favorably, with 32.39% selecting very good 28.43% choosing good, and 26.72% rating it as excellent. These figures indicate that the vast majority of users find the management system to be consistently accessible and functional.

Conversely, dissatisfied users represent a very small fraction of the total feedback. Only 6.7% of participants described the availability as fair, and a mere 5.76% gave it a poor rating. This sharp contrast between high satisfaction levels and minimal negative feedback suggests that the library's digital or organizational management infrastructure is highly reliable and meets the operational needs of the student body or faculty effectively.

12. Adequacy of books issued / retention period is sufficient

The figure 12 regarding the adequacy of books issued and the sufficiency of the retention period reveals a high level of user satisfaction. A significant majority of respondents, totaling 87.74%, gave positive ratings, with 32.75% marking the service as very good 28.18% as good, and 26.81% as excellent.

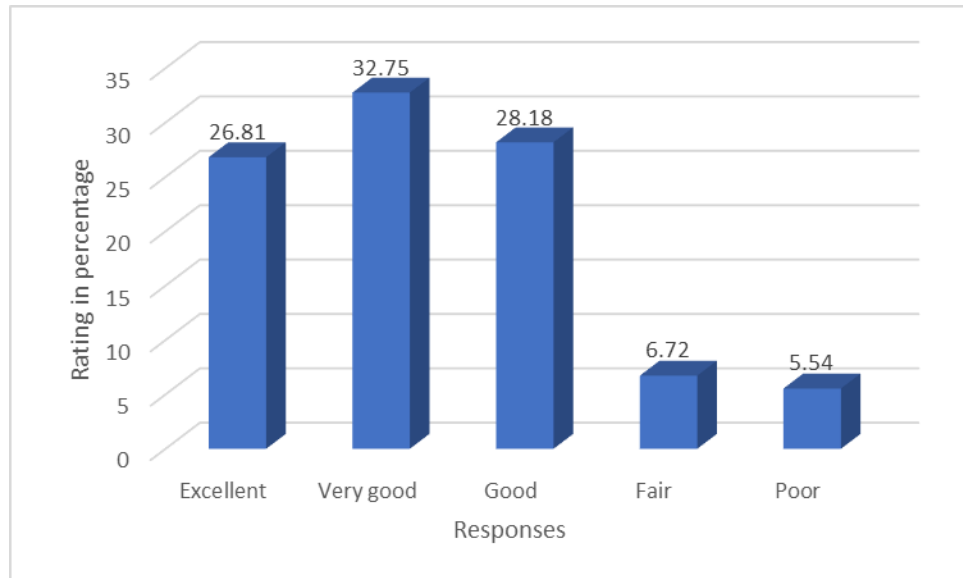


Figure 12: Adequacy of books issued / retention period is sufficient

This data indicates that the library's current circulation policies both in terms of the quantity of books allowed and the timeframe for returning them effectively meet the academic requirements of the majority of its users.

In contrast, only a small portion of the surveyed population expressed dissatisfaction. 6.72% of respondents rated the policies as "Fair," while only 5.54% deemed them "Poor." This low percentage of negative feedback suggests that there is very little pressure from the user base to extend loan periods or increase the number of books issued. Overall, the library appears to have found a successful balance in its lending system that accommodates the needs of most students and faculty.

Overall Analysis on Library Facilities

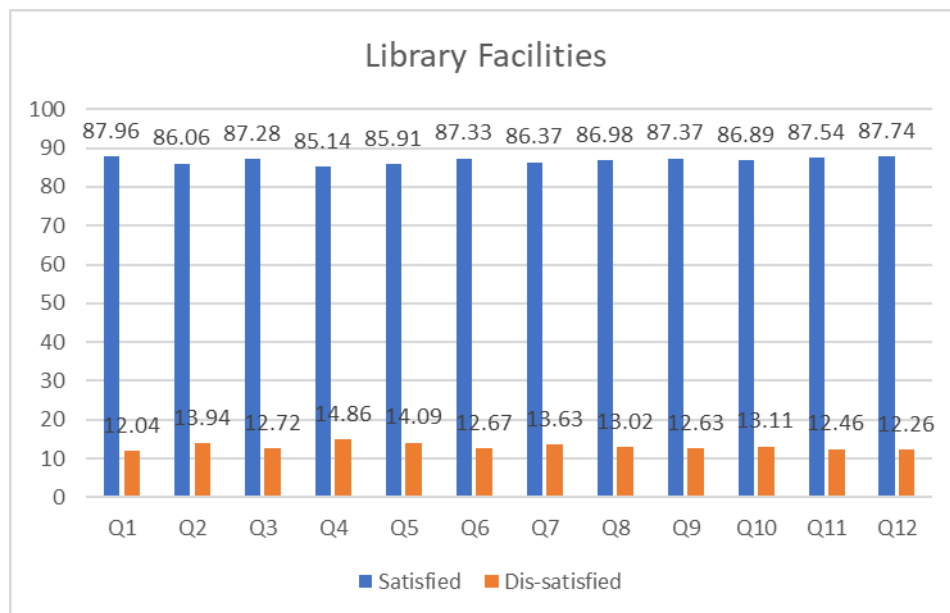


Figure 13 : Overall Analysis on Library Facilities

The figure 13 on library facilities shows consistently high satisfaction levels across all twelve areas, with ratings generally ranging between about 85% and 88%. Dissatisfaction remains comparatively low, fluctuating between roughly 12% and 15%. The highest satisfaction is observed in Q1, Q11, and Q12, while Q4 records the lowest satisfaction and the highest dissatisfaction. Overall, the results indicate a stable and positive perception of the library facilities, with only minor variations across different aspects.

14. Average analysis on Library Facilities

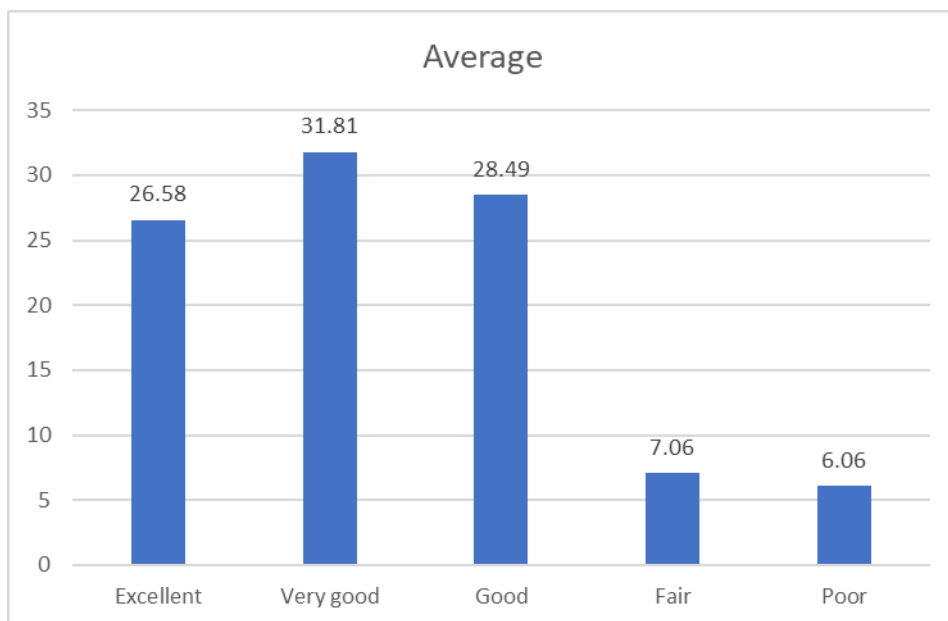


Figure 14 : Average analysis on Library Facilities

The figure 14 shows that the overall ratings are predominantly positive. very good has the highest average rating at 31.81, followed by good 28.49 and excellent 26.58. In contrast, Fair has a much lower average of 7.06, while Poor has the lowest average at 6.06. Overall, the results indicate a high level of satisfaction, as most responses fall within the excellent, very good, and good categories, while relatively few respondents rated the subject as Fair or Poor.

Recommendations of Internal Quality Assurance Centre

S.NO.	Feedback received	Action taken
1	Availability of digital library and nodes	Allocate resources to address the most reported concerns, such as increasing staff during peak hours or upgrading equipment in affected areas.
2	How much satisfied are you with Internet facility provided in the library	Conduct a detailed survey and focus group with users to identify specific issues (e.g., facility availability, staff support, or resource access).