

# 2022 CUSTOMER SATISFACTION SURVEY REPORT

DAR AL-HIKMAH LIBRARY  
KUANTAN CAMPUS  
INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA

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## **INTRODUCTION**

This report presents an analysis of the library Customer Satisfaction Survey (CSS) conducted to assess the level of satisfaction and identify areas for improvement. The survey serves as a valuable tool in understanding the perceptions and experiences of library clients, providing insights that are crucial for enhancing library services. The report aims to provide a comprehensive overview of the survey findings, including satisfaction levels across various categories, such as information resources, facilities, staff, services, and communication. By analyzing the survey data, the report aims to inform decision-making processes, prioritize areas for improvement, and foster open communication between the library management and its clients. This analysis will contribute to the ongoing efforts of the library to deliver high-quality services and ensure customer satisfaction.

This report centers around the survey conducted at the Dar al-Hikmah Library Kuantan Campus. The population of the Kuantan Campus Library amounts to 6883 registered members, as recorded in the Library Integrated System (KOHA). This includes a diverse community of active members, consisting of 2886 staff members and 3997 students.

### **Background**

The Dar al-Hikmah Library has consistently prioritized the delivery of high-quality services to its clients since its establishment. The library is deeply committed to ongoing improvements across all service areas. To ensure accountability and gauge performance, the library has adopted the Customer Satisfaction Survey as one of its key performance indicators. Since 2008, the library has conducted every two years survey to gather valuable feedback from its clients, allowing their perspectives, ideas, and suggestions to shape the library's continuous improvement efforts. This report presents the comprehensive findings of the survey, highlighting important insights and recommendations for enhancing customer satisfaction and meeting the library's commitment to excellence.

### **Objectives**

The survey aims to achieve the following objectives:

- i. Identify areas for improvement in five categories: information resources, services, facilities, staff, and communication.

- ii. Measure and monitor the library's performance over time.
- iii. Enable clients to provide feedback for the enhancement of the five categories.
- iv. Facilitate open and honest communication between clients and the library management, providing clients with the opportunity to express their views openly.

## Survey Team

The survey team for the Kuantan campus in 2022 is comprised of 11 members, with the Chief Librarian serving as the team's advisor. The list of committee members is shown in Table 1 below:

*Table 1: List of 2022 Customer Satisfaction Survey Team*

<i>Team member</i>	<i>Committee</i>
<i>Yusrina Abu Bakar</i>	Advisor
<i>Siti Hawa Darus</i>	Coordinator
<i>Nor Iskhandar Adnan</i>	Report writing and editorial
<i>Mohd Fadzil Zero</i> <i>Saiful Nizam Nazinal</i> <i>M.Zulnahsriq M.Muktiyuddin</i> <i>Siti Khadijah Abdullah</i> <i>Nurul Izzah Nawawi</i> <i>Muhammad Ashraf M.Ismail</i> <i>Kamarul Nizam Abd. Razak</i> <i>Amirul Asyraf Abd. Mutalib</i>	Survey distribution and collection
<i>Ummu Sarah Ismail</i> <i>Nurhasimah Zuryadi</i>	Data compilation
	Graphic design & special task

## **METHODOLOGY**

The 2022 Library Customer Satisfaction Survey employed a questionnaire as the primary data collection tool. The survey aimed to gather valuable feedback and insights from library clients regarding their satisfaction levels with the library's information resources, services, facilities, staff, and communication. The methods used in this survey are discussed in the following paragraphs:

### ***Questionnaire Design:***

A comprehensive questionnaire was developed to assess various aspects of customer satisfaction, including Information Resources, Library Services, Facilities and Equipment, Library staff, and Communication and Promotion. The questionnaire consists of both closed-ended and open-ended questions to gather quantitative and qualitative data.

The questionnaires for the 2022 Customer Satisfaction Survey have undergone revisions compared to the previous 2020 survey. The 2020 CSS was a special survey to gather customer satisfaction levels of the library during the Covid-19 pandemic. These revisions involved combining, adding, and reducing certain questions to align with the current conditions and requirements. The questionnaire is structured into two main parts: Part 1 focuses on collecting demographic information, while Part 2 aims to assess satisfaction levels across five categories. Additionally, the questionnaire includes questions regarding visit frequency, purpose of visit, and overall satisfaction. Part 2 also incorporates two open-ended questions to encourage respondents to provide detailed feedback and opinion. This survey includes five distinct categories that allow respondents to provide feedback on various aspects of the library. These categories are i. Information resources, ii. Library Services, iii. Facilities & Equipment, iv. Library Staff, and v. Communication and promotion. The sample questionnaire is in Appendix B.

### ***Sampling Technique:***

The systematic random sampling technique was utilized to ensure equal opportunities for all library clients to participate in the survey. This method involved randomly selecting respondents from the population of library clients, thereby minimizing bias and increasing the representativeness of the sample. To ensure a fair survey distribution, Sample Size Calculator by Raosoft, Inc. was adopted to calculate the sample size of population. The recommended sample size was 384 respondents from 6883 names were selected as the intended respondents.

### ***Data Collection:***

The questionnaire was distributed among the selected respondents, who were invited to provide their feedback based on their experiences with the library. The survey was conducted through various channels, including in-person distribution, online platforms, and email invitations, to maximize participation rates and convenience for the respondents.

Two data collection methods were utilized to distribute the questionnaires. The first method involved distributing an online form through various channels, including the IIUM Community email, individual WhatsApp messages, group WhatsApp conversations, and the student union from Kuantan Campus. This digital distribution approach allowed for convenient access and ease of completion for respondents who preferred online submissions.

The second method involved distributing printed forms at designated locations, such as Circulation and Reception counter. By making physical copies available, the library ensured that clients who preferred or had limited access to online platforms could also participate in the survey.

By implementing these two data collection methods, the library aimed to maximize participation and gather feedback from a diverse range of clients, accommodating their preferences and ensuring inclusivity in the survey process. The distribution schedule of the questionnaires to the selected respondents is presented in Table 2.

*Table 2: Distribution Schedule of the CSS Questionnaires*

Date	Platform	No. of respondent
22 Feb. 2023	Email, WhatsApp, Library social media, RAD, Mahallah, Liaison, counter distribution.	272
20 Mac 2023	Second announcement	112
<b>TOTAL</b>		<b>384</b>

***Data Analysis:***

Once the data collection phase was completed, the collected responses were compiled and subjected to rigorous analysis. Quantitative data from closed-ended questions were analyzed using statistical techniques, which is *means* to measure customer satisfaction levels. Qualitative data from open-ended questions were coded and thematically analyzed to identify common trends, suggestions, and areas for improvement.

The data analysis for the customer satisfaction survey was conducted using the statistical software SPSS (Statistical Package for the Social Sciences). SPSS is a powerful tool that enables researchers to analyze data and derive meaningful insights from it. The collected survey data was imported into SPSS to examine the responses and draw conclusions. Descriptive statistics were used to summarize the data, such as mean, and frequency distributions. These measures provided an overview of the respondents' satisfaction levels and the distribution of responses across different variables. By utilizing SPSS for data analysis, the library was able to gain valuable insights into the levels of customer satisfaction, identify key areas of strength and improvement, and make data-driven decisions to enhance the overall library experience for its clients.

***Reporting:***

The findings of the survey were synthesized and presented in a comprehensive report, highlighting key insights, trends, and recommendations. The report served as a valuable resource for library management in identifying areas of strength and areas requiring improvement, facilitating evidence-based decision-making and strategic planning.

By employing the questionnaire as a data collection tool and implementing systematic random sampling via RAOSOFT, the 2022 Library Customer Satisfaction Survey aimed to ensure a systematic and representative assessment of customer satisfaction levels. This methodology

allowed for the collection of valuable feedback and insights, ultimately guiding efforts to enhance the library's services and meet the evolving needs of its clients.

***Balance Scorecard Target:***

In 2022, the library maintained the target mean of 3.50 across all five categories in the survey. This target was set to ensure that customer satisfaction with the library services surpassed the level of Somewhat Satisfied and Satisfied. By striving for this target means, the library aimed to continuously improve and exceed customers' expectations, providing a high level of satisfaction in all aspects of its services.



## RESULT

### Demographic result

The 2022 Customer Satisfaction Survey aimed to gauge the level of satisfaction among library clients across various dimensions of service, facilities, resources, staff, and communication. A total of 384 respondents participated in the survey, providing valuable insights into their experiences and perceptions of the library.

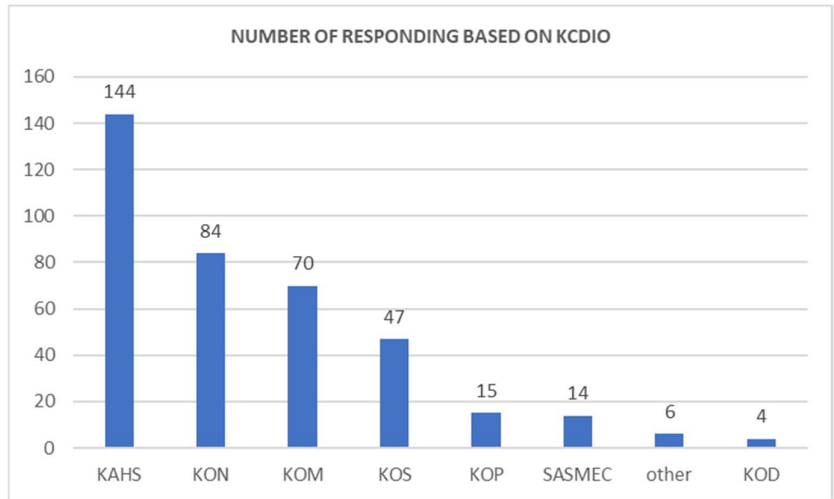
*Table 3(a) Number of respondents according to Categories*

<i>Categories</i>		<i>%</i>
<i>Academic</i>	<b>34</b>	<b>6.7</b>
<i>Administrative</i>	<b>16</b>	<b>3.1</b>
<i>Postgraduate</i>	<b>13</b>	<b>2.5</b>
<i>Undergraduate</i>	<b>311</b>	<b>61.0</b>
<i>CFSstudent</i>	<b>10</b>	<b>2.0</b>
<b>TOTAL</b>	<b>384</b>	<b>75.3</b>

*Table 3(b) Number of respondents according to Status*

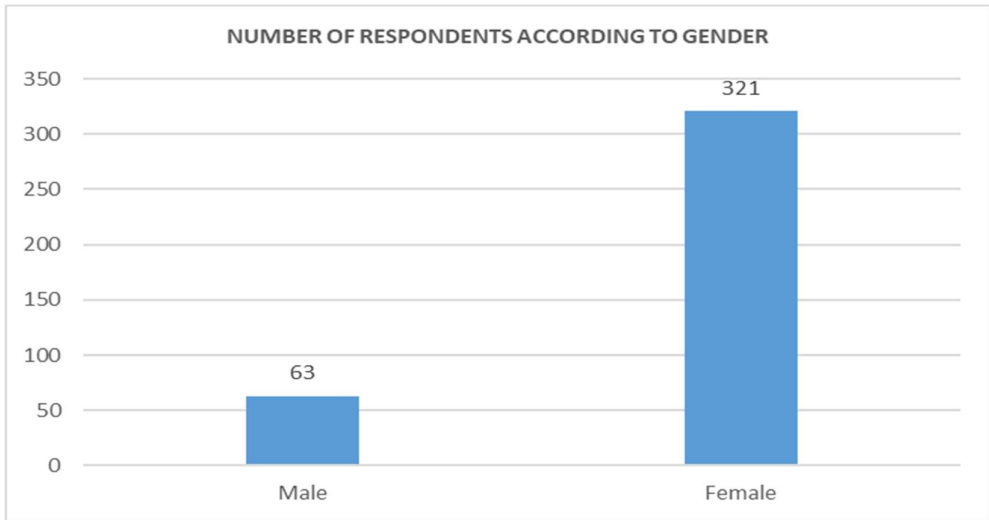
<i>Status</i>		<i>%</i>
<i>Fulltime</i>	<b>377</b>	<b>73.9</b>
<i>Parttime</i>	<b>3</b>	<b>0.6</b>
<i>Contract</i>	<b>4</b>	<b>0.8</b>
<b>TOTAL</b>	<b>384</b>	<b>75.3</b>

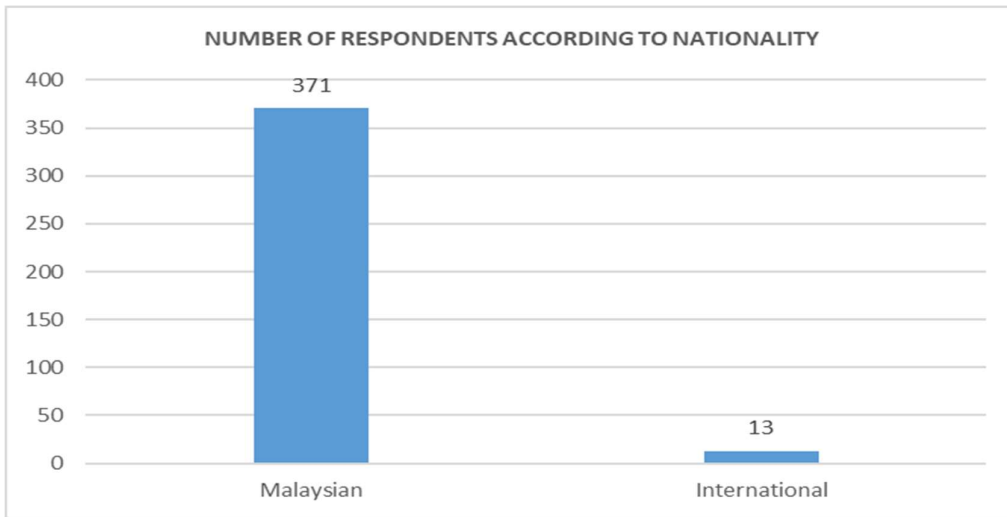
According to Table 3(a&b), the highest representation comes from undergraduate students, with 311 (61%) respondents suggesting their active engagement and interest in the library. On the other hand, the lowest representation is observed among CFS students, with only 10(2%) respondents, indicating a relatively smaller involvement in the survey.



*Figure 1: Number of respondents based on KCDIO.*

Most respondents, comprising 37.5% of the total, are from the Kulliyah of Allied Health Sciences. Specifically, this group consists of 144 individuals. On the contrary, the smallest representation is observed from the Kulliyah of Dentistry, with only four respondents as shown in Figure 1.





*Figure 2: Number of respondents according to Gender and Nationality*

Most of the respondents, comprising 96.6% of the total, are Malaysian. Within the number of respondents, there are 63 male respondents and 321 female respondents.

## Level of satisfaction

In the following section, we will examine the outcomes regarding a means score for five distinct categories: Information Resources, Library Services, Facilities & Equipment, Library Staff, and Communication & Promotion. In order to comprehensively evaluate satisfaction levels, the analysis took into consideration the distinct groups of respondents and their respective satisfaction levels, as well as capturing the collective satisfaction experienced by all respondents. This approach ensured a comprehensive understanding of satisfaction across different respondent categories, while also capturing the overall satisfaction of the entire respondent pool.

### Information resources

This category focuses on assessing the quality, availability, and accessibility of the library's information resources, such as books, journals, databases, and digital collections. It explores the satisfaction levels regarding the range, relevance, and ease of access to these resources. There are five sub-categories for Information Resources which are:

- i. Q1- Required and recommended references as listed in the Course Outlines are appropriate for my learning needs.
- ii. Q2- Printed resources (e.g., books, journals, etc.) meet my learning and research needs.
- iii. Q3- Online resources (e.g., online databases, e-books, e-thesis, e-journals, etc.) meet my learning and research needs.
- iv. Q4- I feel that the resources are current and relevant.
- v. Q5- I could easily find the resources needed.

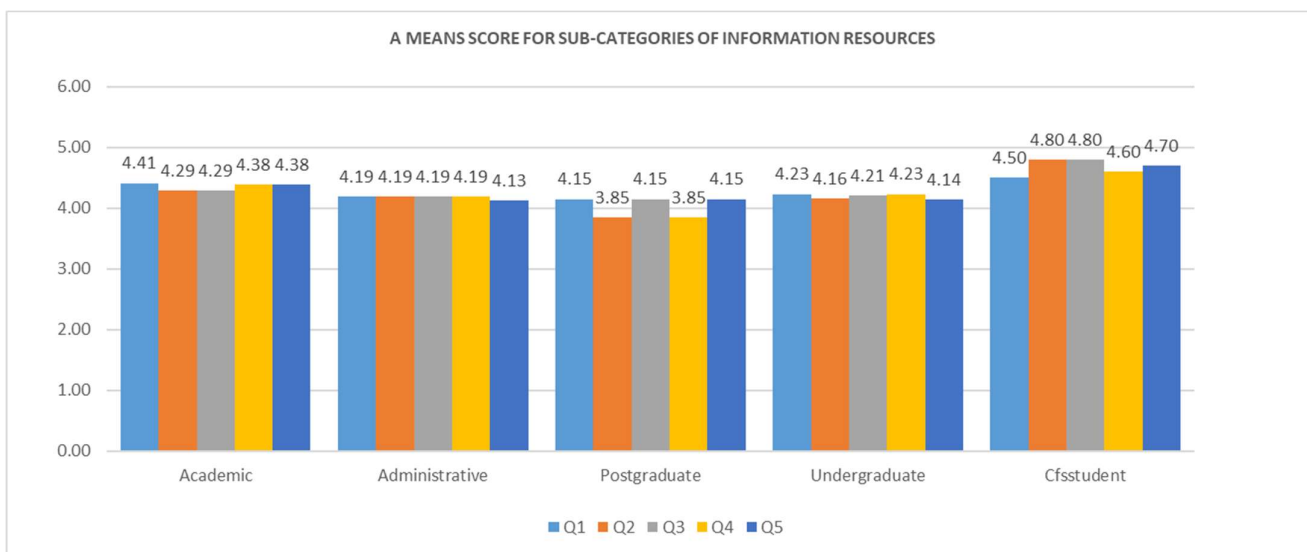
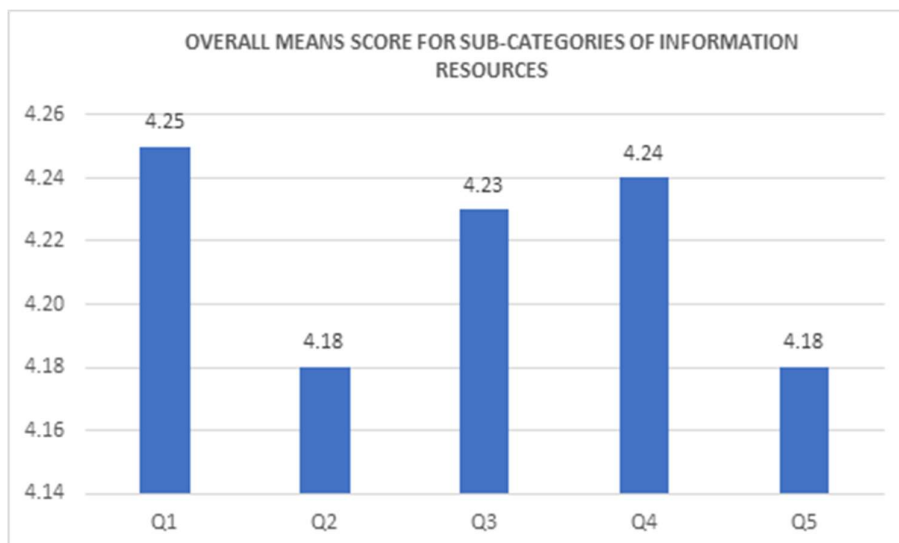


Figure 3: A means score for sub-categories of Information Resources.

According to Figure 3, the mean scores for all sub-categories of Information Resources are notably high, surpassing 3.50. This indicates that respondents from various categories express a higher level of satisfaction with Information Resources. Among the different groups of respondents, CFS students have the highest mean score of 4.8, reflecting their overall satisfaction with the availability and quality of resources. On the other hand, Postgraduate students have the lowest

overall means, which is 3.85, suggesting a comparatively lower level of satisfaction particularly regarding their ability to locate the necessary resources.



*Figure 4: Sub-categories means score for Information Resources*

Furthermore, Figure 4 illustrates the overall mean scores for five sub-categories of Information Resources. Specifically, the highest mean score is attributed to Q1, which is related to required and recommended reference as listed in the course outlines. The respondents indicated a significant level of satisfaction with the availability of textbooks that are appropriate for their learning requirements. This positive sentiment extends to the fact that they feel the resources are current and relevant, as evidenced by a commendable mean score of 4.24. The respondents' satisfaction highlights that the library's should continue with commitment to offering printed resources to support and enhance the learning experience.

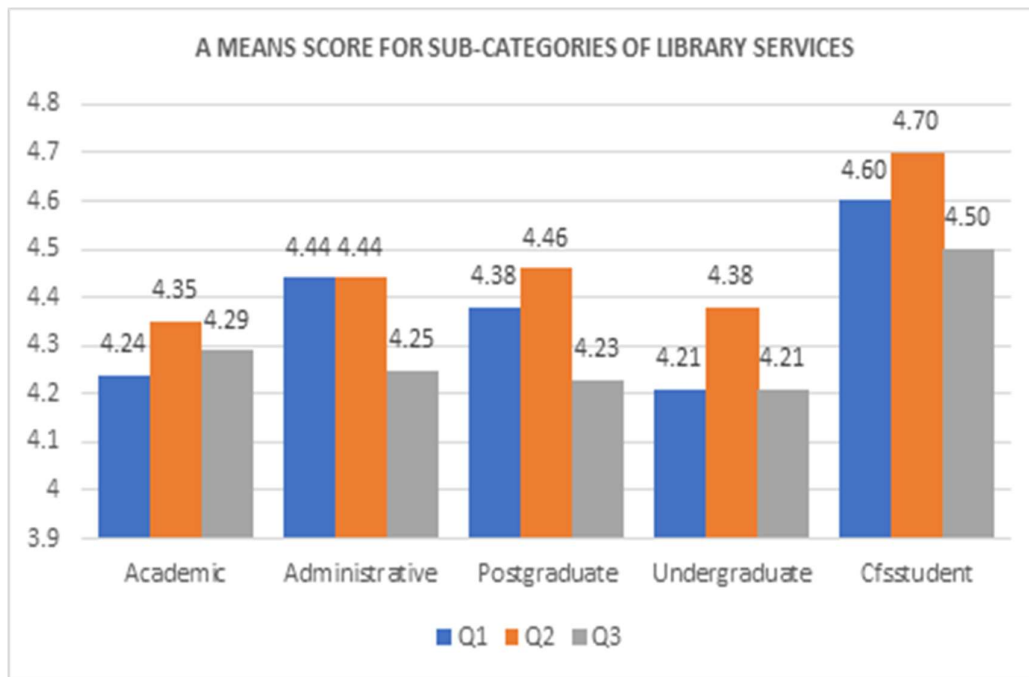
Overall, the respondents consistently assigned high mean scores to the other sub-categories within Information Resources. This indicates a strong level of satisfaction with the overall availability and accessibility of resources offered by the library. The positive evaluations received across multiple sub-categories further reinforce the notion that the respondents hold a high regard for the information resources available to them. It implies that the library has effectively met the needs and expectations of the users by providing a wide range of resources that are easily accessible and readily available.

### *Library services*

This category evaluates the library's services, which include opening hours, circulation and counter services, and library skill classes. It aims to measure satisfaction with the efficiency, effectiveness, and helpfulness of the services provided by the library staff. There are three sub-categories for Library Services which are:

- i. Q1- Library opening hours.
- ii. Q2- Library counters (e.g., Circulation Counter, Readers' Advisory Desk, Inter Library Loan, etc.)
- iii. Q3- Library Skill classes

Based on the results presented in Figure 5, it is evident that respondents express a high level of satisfaction with Library Services. The analysis reveals that the CFS Student received the highest mean score indicating their strong satisfaction with the services provided. CFS students are highly satisfied with Library Counters where the means score is 4.70. The second higher score is the Postgraduate category, with a mean score of 4.46, further highlighting their satisfaction with Library Services. Administrative staff also show a higher satisfaction level for Library counters which is 4.44. This suggests that both CFS student and Academic staff members exhibit higher levels of satisfaction compared to Postgraduate and Undergraduate students.



*Figure 5: A means score for sub-categories of Library Services*

Additionally, Figure 6 provides valuable insights into the overall satisfaction levels of the respondents regarding Library Services. The results highlight a remarkable level of contentment with the various services offered by the library. Notably, Q2, which focuses on the library counters, received the highest mean score of 4.39, indicating a strong satisfaction level in this area. Additionally, Q3 and Q1 also gained favorable mean scores. These findings collectively support the conclusion that the respondents were highly satisfied with the range and quality of services provided by the library. The positive evaluations across multiple aspects of library services highlight the institution's commitment to delivering exceptional experiences and meeting the diverse needs of its clients.

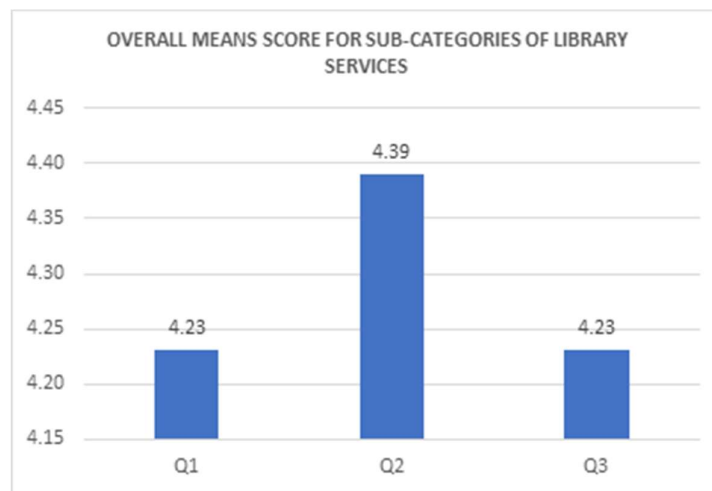


Figure 6: Sub-categories means score for Library Services (library counter)

### ***Facilities and equipment***

This category assesses the physical facilities and equipment available within the library premises. It encompasses factors such as the reading area, study rooms, computer lab, printing, and photocopying facilities, and WIFI access. It aims to gauge satisfaction with the comfort, convenience, and functionality of these resources. There are five sub-categories for Facilities and Equipment which are:

- i. Q1- Reading area (Quiet/General)
- ii. Q2- Study rooms (Discussion/Carrel/Research rooms, etc.)
- iii. Q3- Computer Lab
- iv. Q4- WIFI access
- v. Q5- Printing, scanning and photocopying facilities.

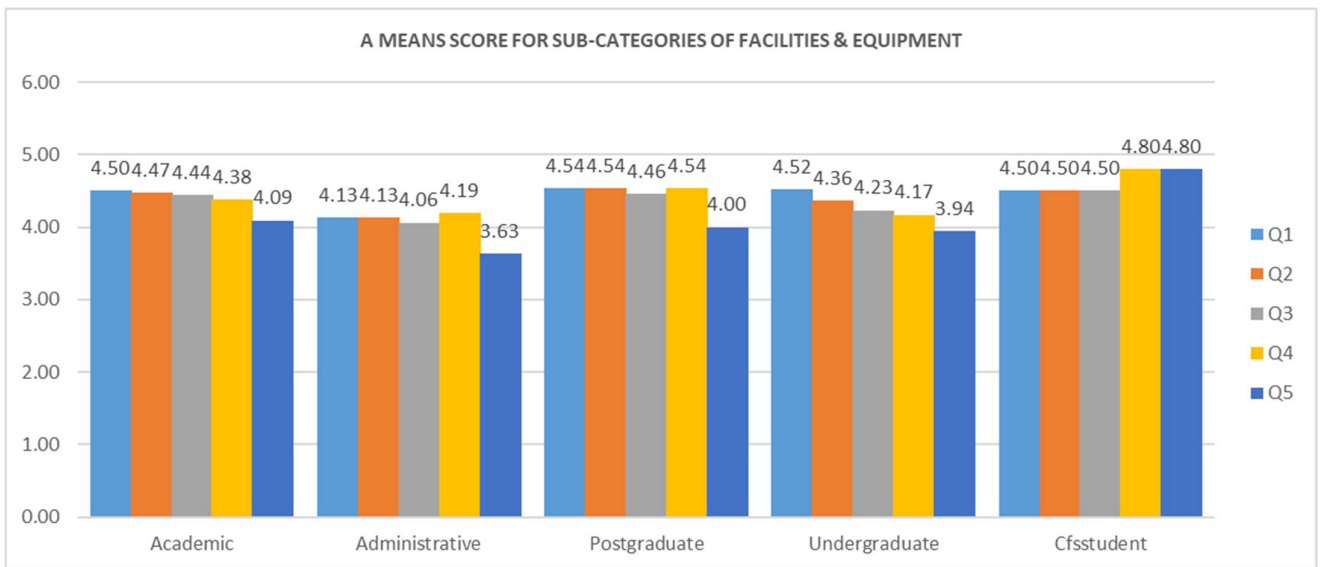


Figure 7: A Means Scores for Sub-Categories of Facilities & Equipment.

Based on Figure 7, the average ratings for the five sub-categories of Facilities and Equipment demonstrate substantial levels of satisfaction among both staff and students. The provided facilities and equipment by the library have garnered high satisfaction from all respondents. The average ratings exceed 3.50, indicating that the library has successfully met the diverse needs of its clients in terms of the facilities and equipment offered.

The feedback from the respondents highlights the overall effectiveness of the library's facilities and equipment in enhancing the user experience. It is evident that the library has made significant efforts to ensure that the resources and amenities provided align closely with the requirements and expectations of its clients. However, when examining the individual sub-categories, it is worth noting that printing, scanning and photocopying facilities received slightly lower scores compared to other areas, specifically 3.63 from administrative staff and 3.94 from undergraduate students.

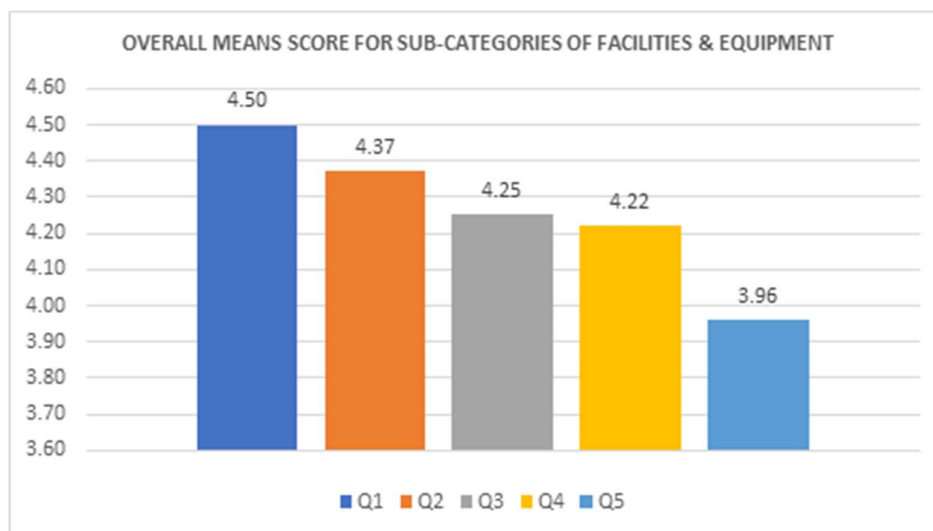


Figure 8: Overall Means Score for Sub-Categories of Facilities & Equipment

Figure 8 displays the overall mean scores for the sub-categories of Facilities and Equipment, offering valuable insights into the respondents' perceptions. Notably, the Q5 sub-category, which

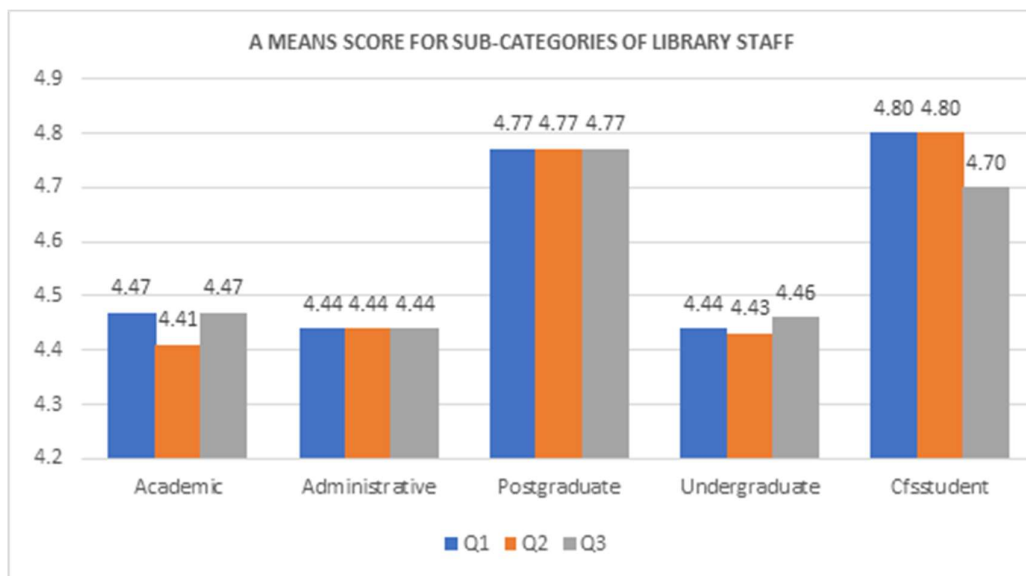


pertains to printing, scanning and photocopying facilities received the lowest mean score compared to other sub-categories. On the other hand, the highest mean score was observed for Q1, which represents the library reading area, with an impressive mean score of 4.50. Q2, focusing on study room facilities, followed closely in terms of satisfaction levels, Q3 for computer lab (4.25) and followed by Q4 for WIFI access (4.22). Even though the results suggest that the respondents held a positive view of various facilities and equipment, it is clear that there is a need for improvement in terms of library printing, scanning and photocopying facilities located at the library to fulfill clients' needs.

**Library staff**

This category focuses on the interactions and assistance provided by the library staff. It examines respondents' satisfaction with the knowledge, professionalism, and responsiveness of the library staff members in addressing inquiries, providing guidance, and supporting clients in their information needs. The sub-categories for Library Staff are as follows:

- i. Q1- Library staff are professional, approachable, and friendly.
- ii. Q2- Library staff provide accurate answers to my inquiries.
- iii. Q3- Library staff are helpful in resolving my problems or questions.



*Figure 9: A means scores for sub-categories of Library Staff*

Overall, the means scores for the various sub-categories pertaining to Library Staff are consistently and significantly higher, with values surpassing 4.00 as shown in Figure 9 and 10. These scores serve as a clear indicator of the exceptional professionalism exhibited by the library staff in fulfilling the diverse needs of the clients. The respondents expressed a high level of satisfaction with the services provided by the library staff.

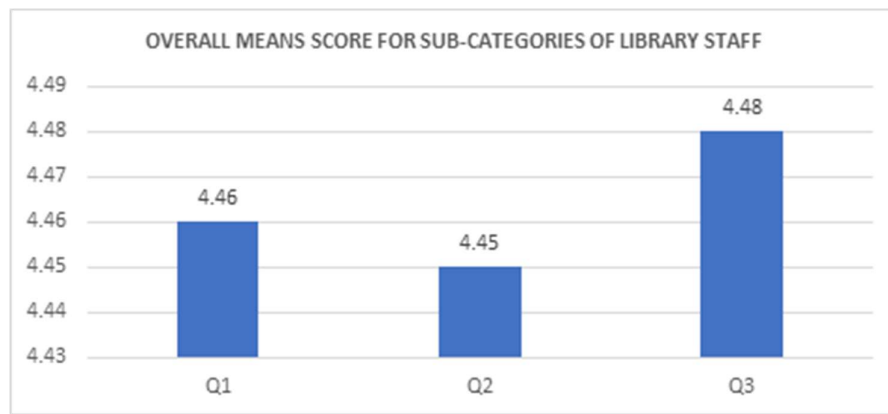


Figure 10: Overall means scores for sub-categories of Library Staff

The consistently high average scores across the sub-categories of Library Staff highlight the staff's dedication, knowledge, and commitment to delivering exceptional customer service. Whether it is providing guidance in locating resources, offering research assistance, or addressing queries, the library staff consistently demonstrated their expertise and competence, leading to a high level of client satisfaction.

### ***Communication and promotion***

This category evaluates the effectiveness of communication channels and strategies employed by the library. It assesses satisfaction with the clarity, informativeness, and timeliness of communication related to library services, updates, events, and promotions. It also includes feedback on the accessibility of information through the library's website, social media platforms, and other communication channels. There are four sub-categories for Communication and Promotion which are:

- i. Q1- Print signages are clear and appropriate.
- ii. Q2- Library websites and social media are informative and interactive.
- iii. Q3- Announcements on new services and facilities are well communicated.
- iv. Q4- Library exhibitions are informative and enhance my knowledge.

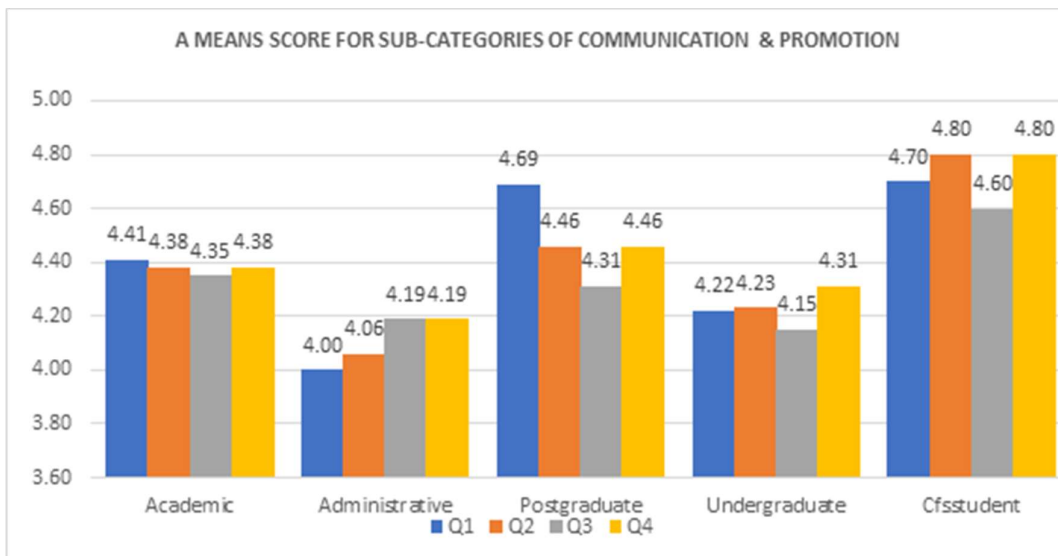


Figure 11: A means score for Sub-Categories of Communication & Promotion

The results depicted in Figures 11 & 12 present the results for the sub-categories pertaining to Communication and Promotion. It is evident from the data that the respondents expressed a high level of satisfaction with all the sub-categories, as indicated by mean scores exceeding 4.00. These results highlight the library's persistent efforts in effectively communicating and promoting events and programmes within the library. The communication and promotion strategies employed by the library have successfully resonated with the respondents, resulting in a positive and satisfactory experience. The consistently high mean scores across all sub-categories underscore the library's commitment to engaging with its clients and effectively disseminating information about various events and programmes.

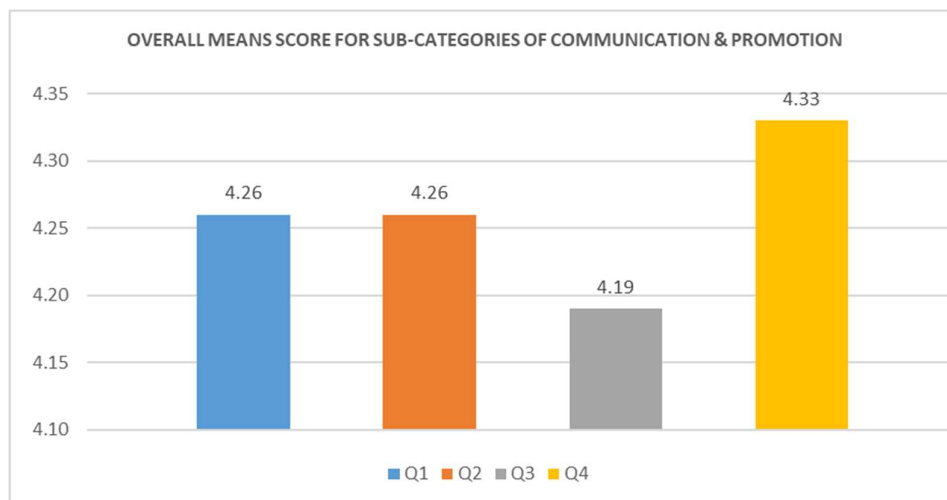
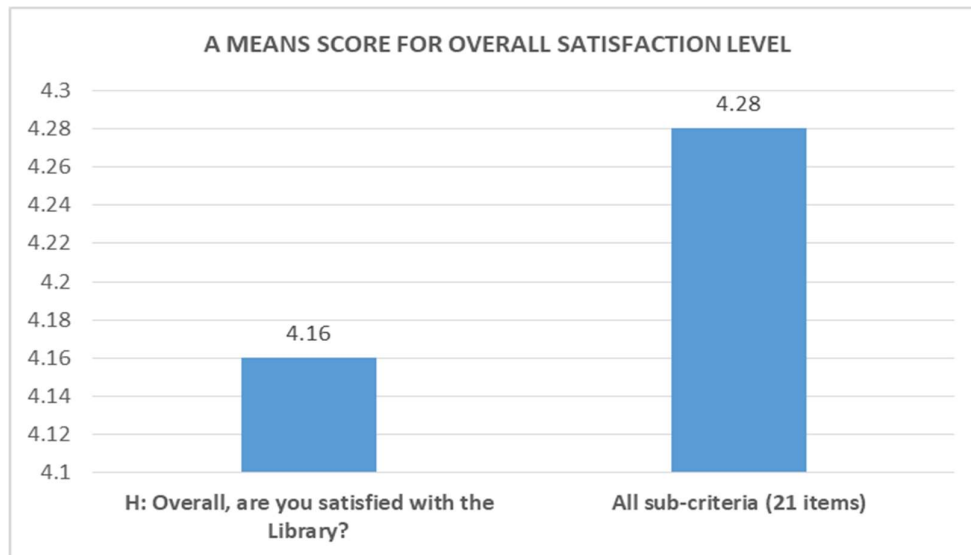


Figure 12: Overall means score for Sub-Categories Of Communication & Promotion

It also reflects the effectiveness of the library's initiatives in keeping the respondents informed and engaged. The high levels of satisfaction expressed by the respondents indicate that the library's communication efforts have effectively reached and resonated with its target audience.

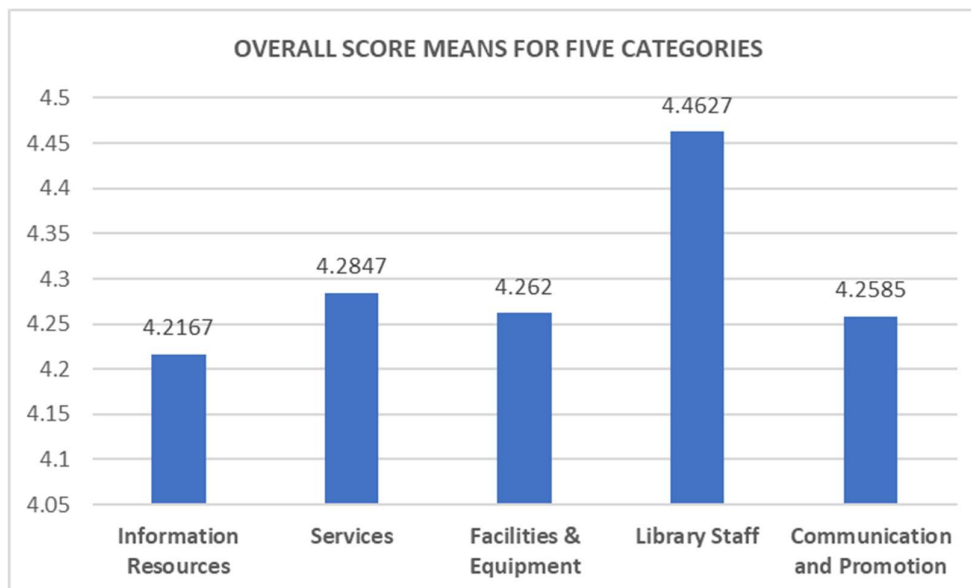
### **Overall satisfaction**

In this survey, the respondents were also asked about their overall satisfaction with the library. Figure 13 below shows the results of a means score for their overall satisfaction.



*Figure 13: A Means Score for Overall Satisfaction Level*

The data presented in Figure 13 clearly indicates a significantly high mean score. All groups of respondents have expressed their satisfaction with the library as a whole. These findings suggest that the library has successfully provided ample resources, efficient services, adequate facilities, professional staff, and effective communication and promotion strategies. Hence, it reflects their contentment with the comprehensive offerings and services provided by the library. Additionally, the results further indicate that the library has effectively met the needs and expectations of its clients, providing them with the necessary resources and assistance.



*Figure 14: Overall Score means for five categories.*

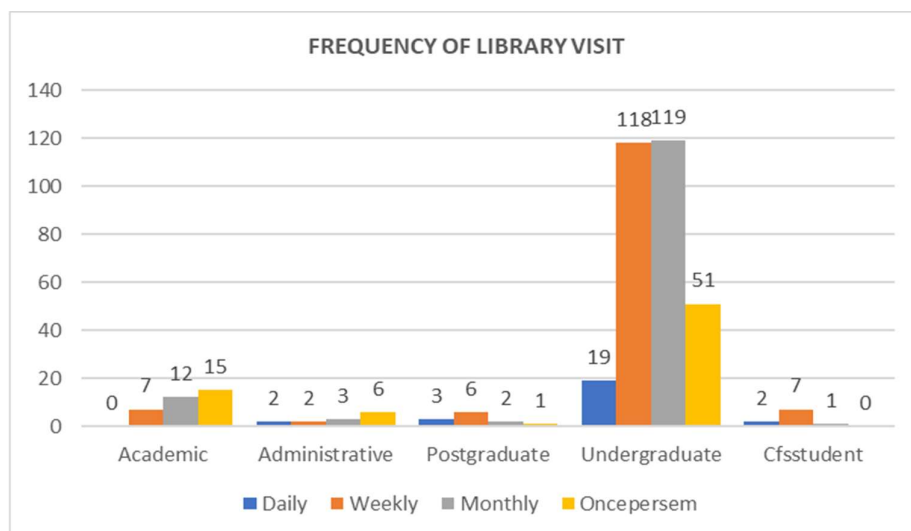
Furthermore, Figure 14 illustrates the overall score means for the five categories of satisfaction. The highest mean score is observed in the Library Staff category, closely followed by Library

Services and Communication and Promotion. Information Resources received a respectable mean score of 4.216, indicating a satisfactory level of performance. On the other hand, the lowest mean score is found in the Facilities and Equipment category, suggesting that improvements may be needed in this area to enhance customer satisfaction.

### Frequency and Purposes of Library Visit

The survey also examines both the frequency and purposes behind the respondents' visits to the library. This aspect of the survey aims to gain insights into how often individuals visit the library and the specific reasons that motivate their visits. Understanding the frequency and purposes of library visits allows for a comprehensive understanding of the clients' behaviors and preferences. Moreover, exploring the purposes of these visits offers deeper insights into the diverse needs and interests of the library's clients. It sheds light on the various reasons individuals choose to visit, such as conducting research, borrowing materials, attending events or workshops, accessing resources, seeking assistance from staff, or simply finding a quiet space for study or leisure. The results are detailed in the section below:

#### *Frequency of library visit*

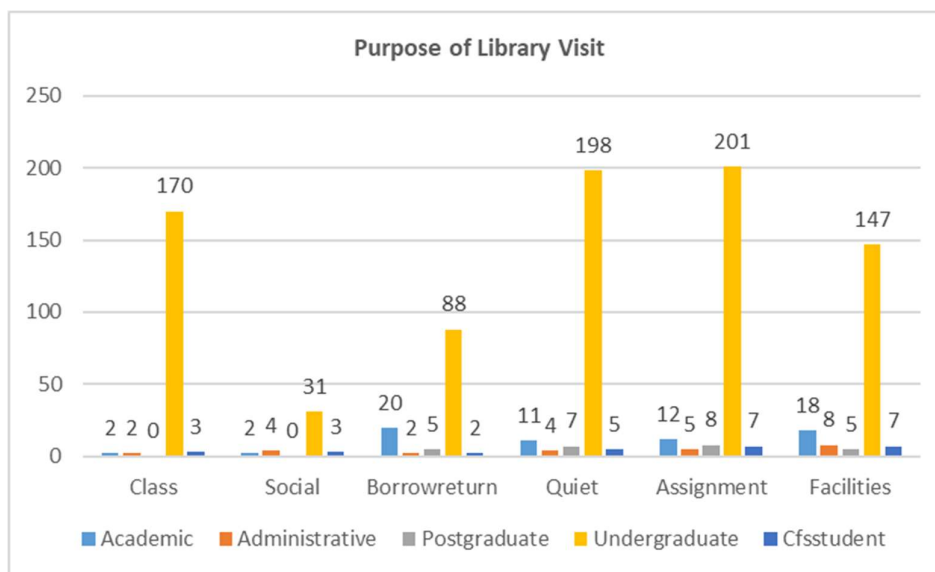


*Figure 15: Frequency of Library Visit*

The results presented in Figure 15 depict the frequency of library visits among different client categories. The data reveals interesting patterns in the visitation habits of various groups. Among the undergraduate students, 38.3% of them visit the library on a monthly basis. On the other hand, 35.3% of academic members visit the library, which is comparable to administrative, where 18.8% also visit the library monthly. These results suggest that postgraduate students have less frequent visits compared to undergraduate students.

### *Purposes of library visit*

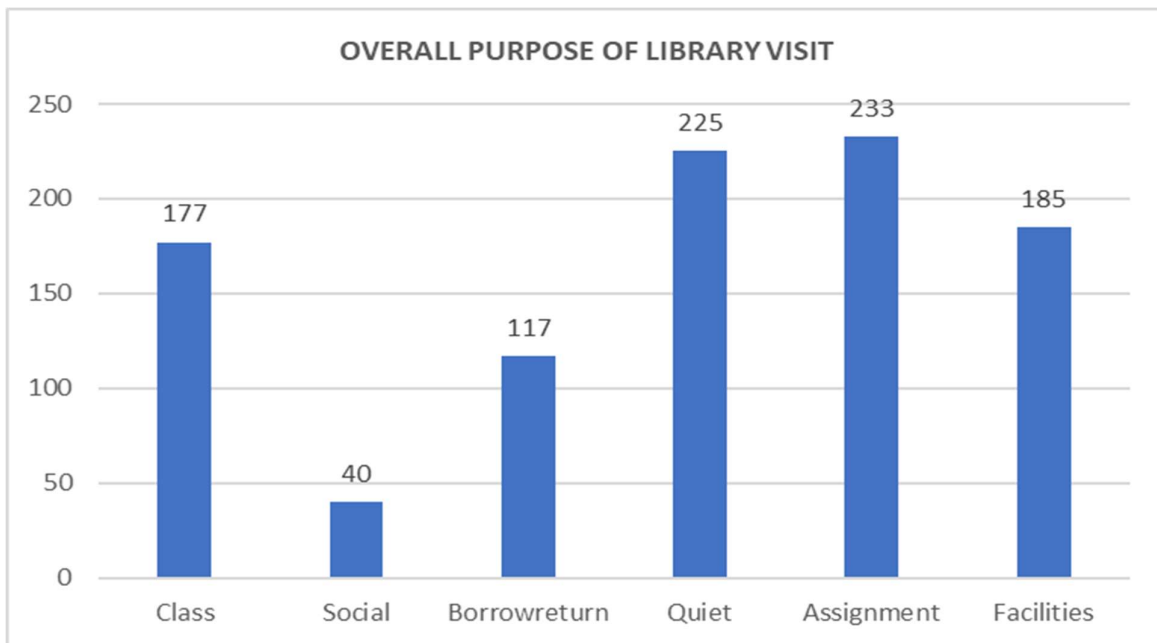
In this survey, respondents were asked about the purpose of their visit to the library. There are six reasons provided in this survey, and respondents may select more than one answer (Figure 16).



*Figure 16: Purposes of Library Visit*

The survey results reveal distinct patterns in terms of the purposes for visiting the library among different groups. For undergraduate participants, 86.3% of them stated that their visits primarily revolve around assignment, while 88% visit for the purpose of quiet space. Notably, socializing appears to be of lesser importance for this group. In contrast, the majority of academic staff come to the library for borrowing/returning books (17.1%) expressed that their visits to the library are primarily driven by the need to utilize library facilities. Additionally, a notable 10% of administrative staff visit the library for socializing purposes. This indicates a relatively higher emphasis on social interaction within this group.

When considering students, a significant majority of them visit the library for assignment-related tasks. Specifically, 86.3% of undergraduate students and 3.4% of postgraduate students mentioned assignments as their primary reason for library visits.



*Figure 17: Overall Purposes of Library Visit*

Figure 17 shows the overall results provide valuable insights into the primary reasons behind library visits among users. It is noteworthy that a significant majority, amounting to 60.6% of respondents, utilize the library for their assignments or research endeavors. This highlights the crucial role of the library as an essential resource for academic and scholarly pursuits. Furthermore, the study reveals that more than half, specifically 58.6% of library visits, are motivated by the quest for a quiet and conducive environment. This emphasizes the importance of the library as a space that fosters concentration and uninterrupted studying.

Additionally, 48.2% of the visits are driven by the availability of various library facilities, which showcases the value placed by users on the amenities provided by the library. These facilities may include computer labs, printing services, meeting rooms, or specialized equipment that enhance the learning experience. Moreover, approximately 46% of respondents visit the library to attend their classes.

It is worth mentioning that the library also serves as a hub for academic activities and social interaction, with some respondents indicating that they visit the library for library services and to connect with peers. This highlights the multifaceted role of the library as a gathering place that facilitates educational and social engagement.

In conclusion, the study findings shed light on the diverse motivations behind library visits, with assignments/research, quiet space, library facilities, book borrowing/returning, classes, and socializing emerging as prominent reasons. These insights can help library administrators and staff in understanding and catering to the diverse needs and preferences of their users.

## ***IMPROVEMENT AND EXPECTATIONS***

The open-ended question at the end of the survey allowed respondents to provide written comments on improvements and expectations. These responses were collected and subjected to coding and thematic analysis to identify recurring patterns, suggestions, and areas that require improvement. Through this process, five distinct themes were assigned, which were aligned to the main categories of the survey.

*Table 4: Open-ended answers for Improvement and Expectation from respondents*

<b>THEMES</b>	<b>IMPROVEMENT</b>	<b>EXPECTATION</b>
Information Resources	17	17
Library Services	32	2
<i>Facilities &amp; Equipment</i>	<i>101</i>	<i>91</i>
Library Staff	1	2
Communication & Promotion	6	10
<b>TOTAL</b>	<b>157</b>	<b>122</b>

The survey gathered valuable insights through 279 open-ended answers provided by the respondents. Among these, 157 responses were dedicated to suggesting areas for improvement, while 122 responses expressed their expectations, as outlined in Table 4. List of all comments are in Appendix C & D.

Significantly, the Facilities and Equipment category received the highest number of comments for improvement and expectations, indicating a strong correlation with its relatively lower mean scores compared to other categories as illustrated in Figure 8. These findings emphasize the critical importance of addressing and enhancing the library's facilities and equipment to effectively cater to the diverse needs and expectations of its customers. Taking these suggestions into account will contribute to an improved overall experience and higher customer satisfaction levels.

Furthermore, the survey also revealed that Information Resources and Library Services also received a significant number of higher comments from the respondents. This suggests that these two categories hold particular importance and serve as focal points for clients' experiences and expectations. Addressing these comments can enhance the overall satisfaction of customers and ensure that the library remains a valuable hub of knowledge.

Moreover, the survey results indicate lower comments for the Library Staff and Communication and Promotion categories. This is noteworthy considering that these categories received higher mean scores, indicating a generally satisfactory level of performance. It is suggested that respondents were generally satisfied with the support, assistance, and professionalism



demonstrated by the library staff. The positive interactions and quality of service provided by the staff might have contributed to the relatively fewer comments, indicating a higher level of satisfaction among the clients.

Similarly, the lower comments for the Communication and Promotion category suggest that respondents found the library's communication efforts effective and informative. The means score for this category indicates that the library successfully conveys relevant information and promotes its services, events, and resources to the user community. The lower number of comments might indicate that clients perceive the communication and promotional activities as meeting their needs and expectations.

## FINDING

Overall, the results of the means scores indicate a high level of satisfaction across various aspects of the library. Below are the key findings of this survey:

- i. **Library Staff (mean score: 4.4627):** The highest mean score which is for library staff reflects a significantly positive perception of the professionalism and effectiveness of the library staff members. This finding suggests that the staff has successfully demonstrated their expertise, responsiveness, and helpfulness in addressing the needs and queries of library clients, resulting in a high level of satisfaction.
- ii. **Communication and Promotion (mean score: 4.2585):** The mean score for communication and promotion indicates that respondents are highly satisfied with the library's efforts in effectively communicating and promoting events and programs. This finding suggests that the library has successfully engaged with its clients, disseminating information about services, resources, and events in a manner that meets their needs and interests.
- iii. **Library Services (mean score: 4.2847):** The high mean score for library services indicates that respondents are highly satisfied with the services offered by the library. This finding suggests that the library has implemented efficient and user-friendly services, such as circulation, Readers' Advisory Desk, interlibrary loans, and learning support, which have successfully met the needs and expectations of its clients.
- iv. **Library Information Resources (mean score: 4.2167):** The high mean score suggests that respondents are highly satisfied with the library's information resources. This finding indicates that the library has effectively updated and provided valuable, relevant, and accessible resources to meet the information needs of its clients.
- v. **Facilities and Equipment (mean score: 4.262):** The mean score for facilities and equipment signifies a positive perception of the library's physical infrastructure and equipment. Although slightly lower than other categories, it still indicates a high level of satisfaction. This finding suggests that the library has provided well-maintained and adequate facilities and equipment that cater to the diverse needs of its clients.
- vi. **Visitation Frequency:** The survey reveals variations in the frequency of library visits among different client categories. Academician participants, postgraduate students and administrative staff do not often visit the library compared to undergraduate students.
- vii. **Purposes of Visits:** The purposes behind library visits also exhibit distinct patterns. Academician participants visit primarily for book-related needs and assignments. Administrative staff prioritize using library facilities and engaging in social interactions. Students, especially postgraduates and undergraduates, primarily visit the library for assignments, access to resources, quiet study spaces, and, in some cases, attending classes held within the library.

In summary, the findings demonstrate a consistently high level of satisfaction across various aspects of the library, including information resources, services, facilities and equipment, library staff, and communication and promotion efforts. These results indicate that the library has successfully met the diverse needs and expectations of its clients, providing valuable resources, efficient services, well-maintained facilities, knowledgeable staff, and effective communication strategies.

### ***Means Score 2014-2022***

In the previous Customer Satisfaction Surveys, the overall mean set was 3.00. Starting from the year 2018, the Library Management has decided to increase the mean to 3.50.

In this 2022 Customer Satisfaction Survey, Dar al-Hikmah Library (Indera Mahkota Campus) has achieved beyond the targeted mean 3.50. The overall mean for 2022 is 4.21 as shown in Table 5.

*Table 5 – Comparison of Overall Mean from Previous Survey Findings*

Year	2014	2016	2018	2019	2020	2022
Overall mean	3.16	3.25	4.16	4.05	4.18	4.21

Table 6 demonstrates the comparison of mean for each category from previous survey findings. The table shows that the score of mean for each category has increased from those in 2019. However, for facilities categories the library should increase their performance (especially for printing and photocopying).

*Table 6 – Comparison of Mean for each Categories with Previous Survey Findings*

Categories	Mean					2022
	2014	2016	2018	2019	2020	
Information Resources	2.98	3.02	3.95	3.98	4.00	4.2
Services	3.19	3.26	4.26	4.18	4.22	4.28
Facilities	3.16	3.28	4.28	4.21	4.26	4.26
Library Staff	3.31	3.36	4.37	4.34	4.38	4.46
Communication	3.11	3.20	3.95	4.01	4.06	4.25

The figure 18 illustrates the overall mean scores from 2014 to 2022, the increase of the score showed that library clients were satisfied with the measures taken by the library to continue serving its clients.

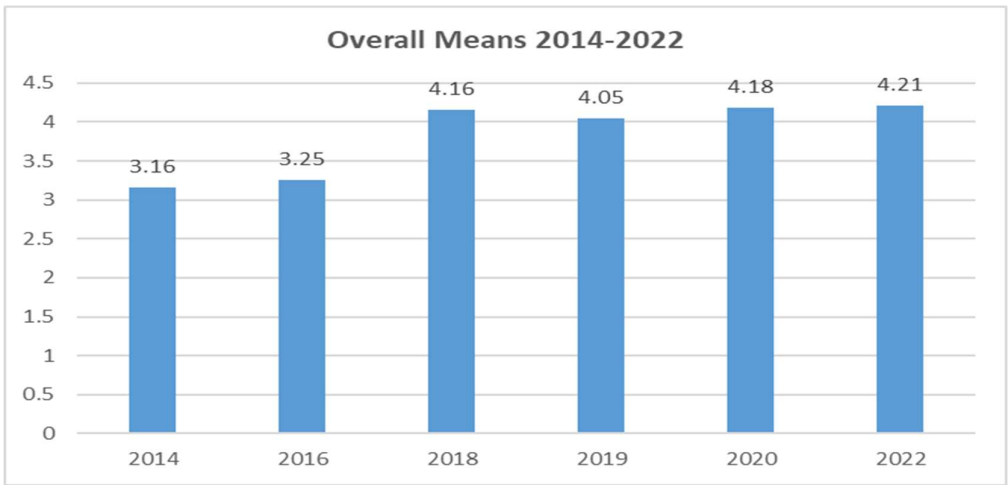


Figure 18: Overall Means 2014-2022

## CONCLUSION

In conclusion, the survey results provide several key findings about the satisfaction levels and perceptions of library services among respondents. The survey indicates a high level of satisfaction among respondents regarding various aspects of the library, including information resources, library services, facilities and equipment, library staff, and communication and promotion efforts. The mean scores consistently surpass the target of 3.50, reflecting the library's success in meeting the needs and expectations of its clients.

Additionally, the survey findings demonstrate an overall improvement in mean scores across different categories over the years. This indicates that the library has been proactive in addressing user feedback, enhancing services, and refining its resources to better serve its clients. Notable improvements were observed in categories such as Information Resources, Library Services, Library Staff, and Communication and Promotion.


While the survey results showcase high levels of satisfaction, there are areas where slight decreases in mean scores were observed, such as in the Facilities and Equipment category. Although the scores remain above the target, these findings suggest that ongoing attention and improvements in these areas can help maintain and further enhance user satisfaction.

The qualitative analysis of open-ended responses provided valuable insights into specific client experiences, suggestions, and areas for improvement. These comments and compliments contribute to a more comprehensive understanding of client perspectives, allowing the library to address specific concerns and implement targeted enhancements.

Overall, the survey results affirm the library's success in meeting client expectations and delivering high-quality services and resources. The findings provide valuable feedback and guidance for the library to continue its efforts in enhancing customer satisfaction, further improving services, and ensuring that the library remains a valuable and trusted resource for its clients.

APPENDIX A

SAMPLE SIZE CALCULATOR BY RAOSOFT, INC.



What margin of error can you accept?  %  
5% is a common choice

What confidence level do you need?  %  
Typical choices are 90%, 95%, or 99%

What is the population size?   
If you don't know, use 20000

What is the response distribution?  %  
Leave this as 50%

---

Your recommended sample size is **364**

## APPENDIX B

### Questionnaire



#### CUSTOMER SATISFACTION SURVEY 2022

*Congratulations on being the respondent to the survey.*

*The Dar al-Hikmah Library, IIUM conducts this survey annually to assess the library customers' level of satisfaction with the library services, resources, and facilities at the campus Libraries.*

*Please take a moment to complete this questionnaire. We will make sure that your participation is anonymous. Collected data will only be accessible to the library researchers conducting the survey.*

*We appreciate your cooperation. Thank you.*

#### PART 1 - Please fill in your background information

1.	Status:	<input type="radio"/> Full time	<input type="radio"/> Part-time	<input type="radio"/> Contract basis			
2.	Category:	<input type="radio"/> Academic Staff	<input type="radio"/> Administrative Staff	<input type="radio"/> Postgraduate Student	<input type="radio"/> Undergraduate Student	<input type="radio"/> CFS Student	
3.	Kulliyah/Centre/ Division/Institute/Office:	<input type="radio"/> KIRKHS	<input type="radio"/> AIKOL	<input type="radio"/> KAED	<input type="radio"/> KICT	<input type="radio"/> KENMS	<input type="radio"/> KOE
		<input type="radio"/> KOED	<input type="radio"/> CELPAD	<input type="radio"/> IiBF	<input type="radio"/> ISTAC	<input type="radio"/> KLM	<input type="radio"/> KOM
		<input type="radio"/> KON	<input type="radio"/> KOS	<input type="radio"/> KOP	<input type="radio"/> KOD	<input type="radio"/> KAHS	<input type="radio"/> INHART
		<input type="radio"/> SASMEC	<input type="radio"/> IIUM Academy	<input type="radio"/> CFS Gambang	<input type="radio"/> Other: .		
4.	Gender:	<input type="radio"/> Male	<input type="radio"/> Female	5.	Nationality:	<input type="radio"/> Malaysian	<input type="radio"/> International

#### PART 2 - Please indicate how satisfied you are with the library

##### A. INFORMATION RESOURCES

*To what extent are you satisfied with the following information resources:*

		Very Dissatisfied	Dissatisfied	Somewhat Satisfied	Satisfied	Very Satisfied
1.	Required and recommended references as listed in the Course Outlines are appropriate for my learning needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.	Printed resources (e.g. books, journals, etc.) meet my learning and research needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3.	Online resources (e.g. online databases, e-books, e-thesis, e-journals etc.) meet my learning and research needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4.	I feel that the resources are current and relevant	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5.	I could easily find the resources needed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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## B. SERVICES

*To what extent are you satisfied with the following services:*

		Very Dissatisfied	Dissatisfied	Somewhat Satisfied	Satisfied	Very Satisfied
1.	Library opening hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.	Library counters (e.g. Circulation Counter, Readers' Advisory Desk, Inter-library Loan, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3.	Library Skill classes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## C. FACILITIES & EQUIPMENT

*To what extent are you satisfied with the following facilities & equipment:*

		Very Dissatisfied	Dissatisfied	Somewhat Satisfied	Satisfied	Very Satisfied
1.	Reading area (Quiet/General)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.	Study rooms (Discussion/Carrel/Research rooms, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3.	Computer Lab	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4.	WIFI access	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5.	Printing, scanning and photocopying facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## D. LIBRARY STAFF

*Satisfaction in the helpfulness/timely/friendliness/convenient of the staff in dealing with library users.*

		Very Dissatisfied	Dissatisfied	Somewhat Satisfied	Satisfied	Very Satisfied
1.	Library staff are professional, approachable and friendly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.	Library staff provide accurate answers to my inquiries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3.	Library staff are helpful in resolving my problems or questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## E. COMMUNICATION AND PROMOTION

*Satisfaction in how information is communicated (medium/speed/language used, etc.)*

		Very Dissatisfied	Dissatisfied	Somewhat Satisfied	Satisfied	Very Satisfied
1.	Print signage are clear and appropriate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.	Library website and social media are informative and interactive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



3.	Announcement on new services and facilities are well communicated	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4.	Library exhibitions are informative and enhance my knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**F. How frequently do you visit the library?**

- Daily     
 Weekly     
 Monthly     
 Once per semester     
 Never

**G. What are your purposes for coming to the library? (You may select more than one answer)**

- |                                   |   |   |
|-----------------------------------|---|---|
| <input type="radio"/> Classes     | <input type="radio"/> Socializing         | <input type="radio"/> Borrowing/returning books                                   |
| <input type="radio"/> Quiet space | <input type="radio"/> Assignment/Research | <input type="radio"/> Using library facilities (e.g. Labs, internet, rooms, etc.) |

**H. Overall, are you satisfied with the Library?**

- Very Dissatisfied     
 Dissatisfied     
 Somewhat Satisfied     
 Satisfied     
 Very Satisfied

**I. In what area(s) does the Library need immediate attention to improve its services?**

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**J. What kind of new services(s) are you expecting our Library to provide in the near future?**

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*Thank you for taking the time to complete this questionnaire. If you have any inquiries, please contact the following:*  
**Gombak Campus Library: 03 64214815**  
**SMNA Library: 03-64211261**  
**Indera Mahkota Library: 09-5704180**  
**Center for Foundation Studies Library: 09-5183480**  
**Pagoh Campus Library: 06-9742425**

CSS2010/NM/SMS/nm 05.05.2010/CSS2012(Staff)/nm/shd 19.11.2012/CSS2014(staff)/nap14.11.2014/lr10.11.2016/lr21.11.2018/YAB12.12.19/SHD 02.02.2023

## APPENDIX C

List of open-ended answers for Improvement according to five categories

**A. Information Resources**

1. Certain databases are not easily accesible for their full article access.
2. Access to WoS and ISI papers should be ready to access for all IIUM members
3. journal subscription
4. journal subscription
5. Full text access
6. Overall its good. Language book need to be add, i can't find any mandarin book for beginners.

7. Latest update book are limited (novels, storybooks and textbooks)
8. coding of the books should be made easies in order to locate the books easily
9. The bookshelves should label according to the subject
10. 1) Please update new book 2)Please improve on online database
11. Information Resoures & Communication and Promotion
12. There are too few copies of the books required by my course programmes which is physics.
13. -Add more books - more variety of books. -Tempat solat kecil.
14. If possible, better to subscribe to Web of Science.
15. Update book
16. Some physical books are not available on shelf even when in website stated available
17. -Update some books -Lower saman (fine)

**B. Services**

1. all seems great
2. Am satisfied overall
3. It is everything is good as it is
4. All are superb
5. Front desk
6. ok
7. no
8. no
9. Overall okay
10. sangat memuaskan
11. everything was good
12. -How to find the location of books , make a poster (maybe) - extend the opening hours during weekend
13. i am satisfied with all the service so far
14. so far, the services provided are good
15. Everything is fine
16. all are good

17. opening hours should be 24 hours
18. level one. students sometimes make noisy and disturbing
19. Do not have idea yet because this is my first time here
20. Everything is ok
21. Longer opening hours, upgrade keyboards in computer lab
22. increase library opening hours till late night.
23. The opening hours.weekend should open untill 10.00pm also especially durig study week because students tend to do works during weekend
24. No comment. Everything perfect.
25. In my opinion, this library has serves everything needed for students and I am also satisfied with library's opening hours which open until night and also open on weekends
26. As for from my knowledge of being here, there are none that needs an immediate attention in forms of service
27. Extend opening hour on weekends
28. All perfects
29. Opening hours
30. Closing hours
31. Everything is fine
32. can allow the bringing of bag into the library

**C. Facilities and Equipment**

1. Coffe Machine & bun/pastry vending machine
2. Vending Machine for coffee and pastries
3. would be great if there is more carrel rooms as many students used it as it is not enough
4. provide many choices of food & beverage at cafe
5. dicussion room
6. Ruang solat
7. Discussion Room
8. computers
9. more discussion rooms

10. Need a comfortable chair
11. internet
12. reading area around novel section
13. please change the sofa to a new one
14. sofa
15. -Functioning of aircond in carrel room, its sometimes shutdown while others working
16. The study room
17. Fix the table in carrel room and slow down the air conditioner in level 2
18. Mussola
19. Vending machine
20. The common room sometimes aircond does not work, thus it can be hot, theres no ventilation
21. 1.carrel room 2. printing service
22. The facilities need to be maintanance like carrel room chair and the carrel room itself. Also about the source of power of the library need to be improve.
23. Common room, where the air conditioner aren't work so its a little uncomfortable whenever we want to have group discuss there.
24. surau
25. surau
26. Surau need to be more spacious
27. in some carrel rooms the plugs were not working and some also has bent table tops and stuck blinds (windows). this is the case for most of the rooms in level 2, so please do something =) thank you
28. wifi
29. wifi
30. Repair damaged carrel rooms
31. I think the chairs cause its kind of uncomfortable and makes by back hurt when i sit for a long time
32. Plug at the carrel room
33. Musolla
34. Wifi is a bit slow
35. Rooms
36. provide computer that can be used by students

37. They need to service aircond in the discussion room. They may also improve or put soundproofed wall between the carrel room and discussion room as some of the discussion noise interrupt the individual in the carrel room.
38. I hope that library can improve the personal room by making sure all aircond work first before giving the keys to the student.
39. 1)Printing service can be continue at the library. Can ease students to print material. 2)Need past year question module. 3)Add more musolla or bigger musolla, it will be full during prayer time.
40. Sofa
41. Printing services
42. Prayer room
43. The room.The aircond doesn't really work
44. Discussion room
45. Aircond in discussion room need to be improved
46. Airconditioner is too cold.
47. Reading area
48. -2nd floor AC is usually not working well. -Consider the opening hour in week study per block system students who are usually do not follow the sem. student exam period.
49. Individual study room should be soundproofed
50. Hygiene in sister's prayer room
51. Private section for studying
52. Toilet
53. Surau
54. Wifi connectivity
55. Cafe
56. Wifi accesss, telco cverage
57. Wifi
58. Aircond in carrel is too cold
59. It would be great if there is a cofee shop at the library
60. Can add computer in the computer lab
61. 1)The carrel room seems old. For eg: room C29 the desk is already bent and the blind not function. 2)Updating the books. Especially book on methodology of qualitative research. The available books are not enough for my research and some of the books are oudated in terms of advancement of qualitative research. 3)The subscription of journal. Maybe can consider the Science Direct. As there are many articles that I unable to access as it said IIUM does not describe to this content.

62. The aircond is too cold
63. The sections sometimes confusing
64. Internet coverage
65. -Sometimes there is no one guarding the counter -some carell rooms have broken a/c
66. WIFI quite slow and if the library open 24 hours it will be benefit for students
67. -small morable tables that-Sofa cover for peeling sofa work well (adjustable, mostly broken and cannot adjust)
68. For the carrel room, i hope the library management can take measures in fixing the curtain-blind for every room, so that the students can adjust brightness of the room.
69. air cond at common room
70. Kindly repair the curtain at certain discussion room.
71. personal study room
72. Providing a cafeteria
73. Carrel room because the plug sometime the plug cannot function well and the curtain for window already bad. Please change it.
74. Printing not available
75. Surau a bit small and do not enough pipe.
76. I think at the book shelf, they can put a tool for students to get their books at the higher place easily. Next, I would like to suggest UIA library staff increase the number of pipe in the musolla to ease student to take ablution in short time.
77. By providing photocopy and photostat services
78. Ergonomic sitting chair for users, improve sofa cover especially at ground floor
79. librarian take role in mantaning the quiete and comfortable environmental for students
80. I think there is no printing or photocopying service in the library.
81. Except WIFI, the line for my phone is slow.
82. Leisure area.
83. Reduce air conditioner tempeture
84. Window cover in carrel room need to be repaired as the last time i saw the broken and damage window cover
85. Garden
86. Carrel room. somehow, the aircond in the room dysfunction.
87. Carrel room and discussion room -air conditioner is not functioning well
88. Improvements on the furniture, for example the sofas. Leather sofa is prone to consistent wear and tear, sometimes the leather peeled off and glued to my attire.

89. Print
90. -Better soundproof carrel room -Longer opening hours
91. Printing
92. Discussion room
93. Prayer room
94. Pantry and garden
95. Carrel room
96. Maintenance, like fixing the broken ceiling in carrel room.
97. Please provided or fixed the damaged/broken wall plug. Its very difficult to find the plug for my laptop. Some plug working, but some places not working.
98. cafe in library. space for reading freely
99. the wifi accessibility for students and also give permission to bring along their backpacks into the library
100.cafe
101.cafe

**D. Library Staff**

1. Sis Norhayati Hassan and Brother Hassan being unprofessional in handling the staff's enquiry about book talks and CTD points.
--

**E. Communication**

1. signage
2. engagement with student. skill classes early expose to students. hard to know how to use the online website without guidance.
3. Promotion and announcement
4. Website can be quite confusing to navigate
5. Library exhibitions
6. Need to encourage more student to come to library since it somehow quite underutilised





## APPENDIX D

List of open-ended answers for Expectation according to five categories

### A. Information Resources

1. subscribe to JCR and Thombson
2. How to locate books using coding number/ search strategy for literature search/how to use library manager e.g. Mendeley, End Note
3. Not new. just hope the users are able to get more nursing journals
4. Easy and competent return book system
5. Online books
6. online access database
7. thesis collection
8. Provide E-book version of novel
9. Leasing subscribed Account of Software related to systematic review and English Writing.
10. Online self-service & physical books delivery
11. 1)The introduction of qualitative research using softwares eg: (Nvivo, Atlas, etc)
12. More accessible website
13. Make the browsing for the student to find their sources more easier.
14. Make the browsing services easier for the students to find their sources of learning accurately and faster
15. Research resources need to be renewed
16. Instruction to find e-books journals
17. big range of choices in books from educational to fiction, non fiction, action, mystery

### B. Library Services

1. Improve the soft skills of librarians/staff, especially those sitting at counter and administrative staff for public relation. Do more training on that area.
2. librarian assist students to show the book rack or code to make them easy

### C. Facilities & Equipment

1. Vending machines for coffee & pastries
2. Coffee and pastries vending machines
3. more carrel rooms

4. provide place to eat
5. Pantry
6. Stationary , duster
7. elevator
8. photocopy
9. High speed WIFI
10. Maybe library can make entrance same like IIUM Gombak Library, where we just need to scan our matric card to enter the library.
11. azan sound when the prayers time
12. Printing , photocopy, scanning and laminating services.
13. Printing . scanning and photocopying facilities.
14. printing service
15. Coffee machine need to be provided at nearest library area
16. Add a kiosk to buy something
17. Vending machine
18. cafe
19. -add another surau since it always packed during peak hour. -cafe
20. 1.curtains 2.provide printers for student to use
21. Vending machine
22. Provide water dispenser
23. bigger surau spaces
24. Vending machine
25. resting service
26. Provide water dispenser for student
27. Coway
28. printing, scanning services and the likes
29. More snacks and drinks available / More telekung
30. Cafeteria.
31. 24H area that is open for student to come & study. It can be sufficient enough with just tables, chairs, fans, just an area for students to have excess 24h.

32. Coffee Shop
33. Cafe in library, selling food, coway
34. provide more board games (quantity)
35. printing service
36. printing services
37. Lounge area with food.Thank you.
38. Bigger surau space
39. Maybe a cafe
40. Book cafe
41. Book cafe
42. Library 'bergerak', book festival
43. Cafe
44. -High speed wifi service -Operating hours
45. Bus service
46. Bus service
47. Cafe
48. Cafe
49. Food/Drinks machine (coffe)
50. More food in cafeteria
51. Recreation area
52. Provide more charging area/plug. Also 'telekung' in surau are smelly, hope someone/cleaner can take action like washing the telekung every weekly.
53. Printing and photocopy services
54. I hope during weekend & night time, there are busses accomodated for students
55. Printing Photocopy
56. -sleeping pod seems nice -gaming area (console games)
57. It would be nice if the library had more space for students to nap.
58. Probably having a cafe like "He and She Cafe" in library IIUM CFS Gambang
59. Printing services for student.
60. Places to buy food as cafe's are far & not open on wekends

61. Cafeteria
62. Cafe
63. Open a cafe near the library
64. -Make activity and program for student. 65. Play azan when meet prayer time.
66. -Floor sitting area -Self-check book materials -Charging area (provide usb) -Gallery - Headphone untuk disewa
67. Photocopy and photostat services
68. Bigger prayer room (musolla)
69. -Enlarge the prayer room (female) -Provide more comfy sofa to study
70. Bigger Surau
71. Area table. Really need to have plug at each of table
72. Add more plug. Add read leisure area for students socializing and rest
73. Looking forward for bigger surau for female staffs and students.
74. Printing service & bus for study week till night.
75. Printing services for student
76. I think a student ID scanner, just like in Gombak campus. It's a bit tedious to scan the QR Code for every visits, plus the platform would only accepting responds around 10am (as I remember). I might forget to time-in my visits as I came for early morning classes at the Library.
77. Allow soft food
78. Allow soft food
79. More computer equipment
80. Projector
81. Light food selling in the pantry
82. Convenience store
83. Gaming room
84. -Open a cafe outside of the library, selling food like 'The Kiosk' at OSC or coffee like 'Heroes Coffee'. 85. -Consider to conduct workshops on how to access articles in the library, every 2 or 3 months.
86. Bus service to the library
87. -Cafe or canteen because it to far to go out. 88. -Vneding machine. 89. -Water dispenser inside the library. To provide easy access to drinking water.

90. tv room maybe
91. multimedia room

**D. Library Staff**

1. Improve the soft skills of librarians/staff, especially those sitting at counter and administrative staff for public relation. Do more training on that area.
2. librarian assist students to show the book rack or code to make them easy

**E. Communication & Promotions**

1. promotion of book donation
2. More lively and motivation quotes. Add something that can encourage student to read more and reading as a hobby.
3. book signing or book reading event with renewed author. (mostly in english)
4. Put the category signage too on shelves instead of just the barcode.
5. I was hoping for more exhibition that can change monthly maybe.
6. Permainan traditional would be a permanent corner at library. Very excited to play everytime.
7. I love traditional games section
8. Provide permanent area of traditional games.
9. I think library can organize few fun activities to encourage more students to come
10. i hope they can put the sign more bigger