

# 2022 CUSTOMER SATISFACTION SURVEY REPORT

SHARED FACILITIES LIBRARY EDU HUB PAGOH  
PAGOH  
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 Shared Facilities Library Educational Hub Pagoh, located at the Pagoh Campus. The population of the staff and students at IIUM Pagoh Campus amounts to 1,642 registered members, as recorded in the Library Integrated System (KOHA). This includes a diverse community of active members, consisting of 55 staff members and 1,587 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 Pagoh campus in 2022 is comprised of seven 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*

<b><i>Team member</i></b>	<b><i>Committee</i></b>
<i>Yusrina Abu Bakar</i>	Advisor
<i>Siti Hawa Darus</i>	Coordinator
<i>Zahila Mohd Nor, Muhammad Aiman Basri</i>	Report writing and editorial
<i>Juhari Md. Daud, Anis Shafinaz Mohd Salleh,</i> <i>Suhani Saarani</i>	Survey distribution and collection
<i>Irni Izwah Abu Bakar</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 306 respondents from 1,499 population.

### *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 Friends of the Library Club (FLIC). 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 the General Reading Areas and library counters. 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

<i>Date</i>	<i>Platform</i>	<i>No. of respondent</i>
22 Feb. 2023	Email, WhatsApp, Library, Mahallah, Liaison.	
	<b>TOTAL</b>	<b>367</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

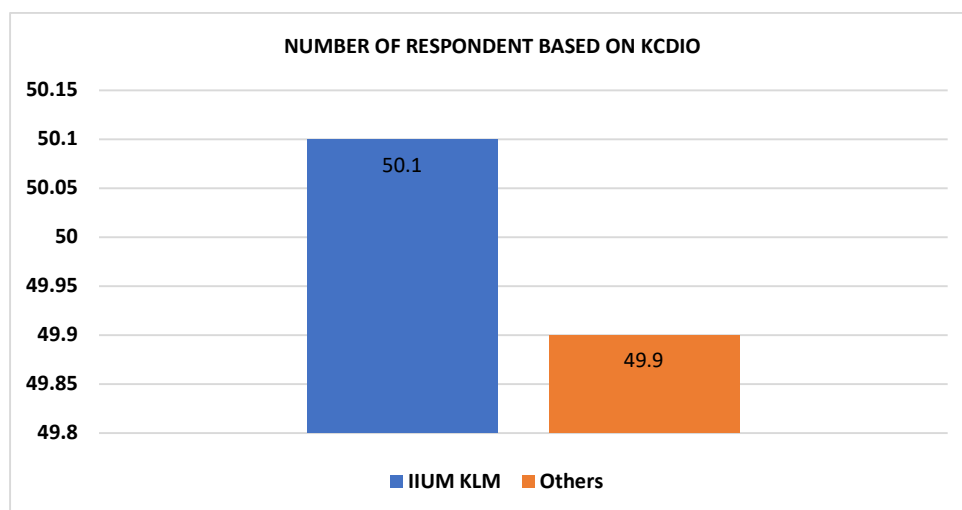
### Demographic result

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 367 respondents participated in the survey, providing valuable insights into their experiences and perceptions of the library.

*Table 3 Number of respondents according to Categories and Status*

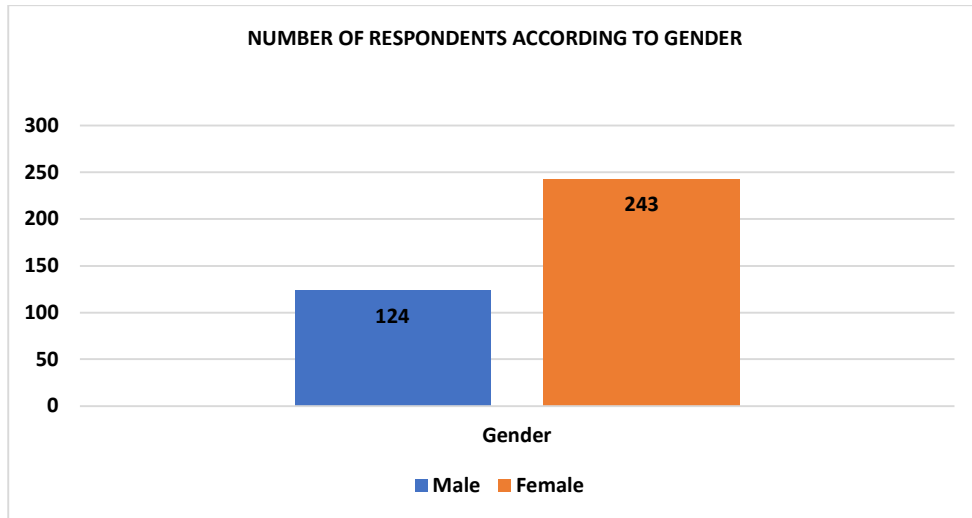
<i>Categories</i>	<i>Full-time</i>	<i>Part-Time</i>	<i>Contract</i>	<i>Total</i>	<i>%</i>
<i>Academic</i>	6	-	-	6	1.6
<i>Administrative</i>	10	-	-	10	4.4
<i>Undergraduate</i>	351	-	-	351	95.6
<b><i>TOTAL</i></b>				<b>367</b>	

According to Table 3, the highest representation comes from undergraduate students, with 351 (95.6%) respondents suggesting their active engagement and interest in the library. On the other hand, the lowest representation is observed among academic staff, with only 6 (1.6%) respondents, indicating a relatively smaller involvement in the survey.



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

Most respondents, comprising 50.1% of the total, are from the Kulliyah of Language and Management, which happens to be the only Kulliyah in IIUM Pagoh Campus. Specifically, this group consists of 184 individuals. On the contrary, the second highest representation is observed from Others with a number of 49.9%. The group from 'Others' category consists of 183 individuals.



*Figure 2: Number of respondents according to Gender.*

All of the respondent's nationality, comprising 100% of the total, are Malaysian. Within the Malaysian group, there are 124 (33.8%) male respondents and 243 (66.2%) 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.

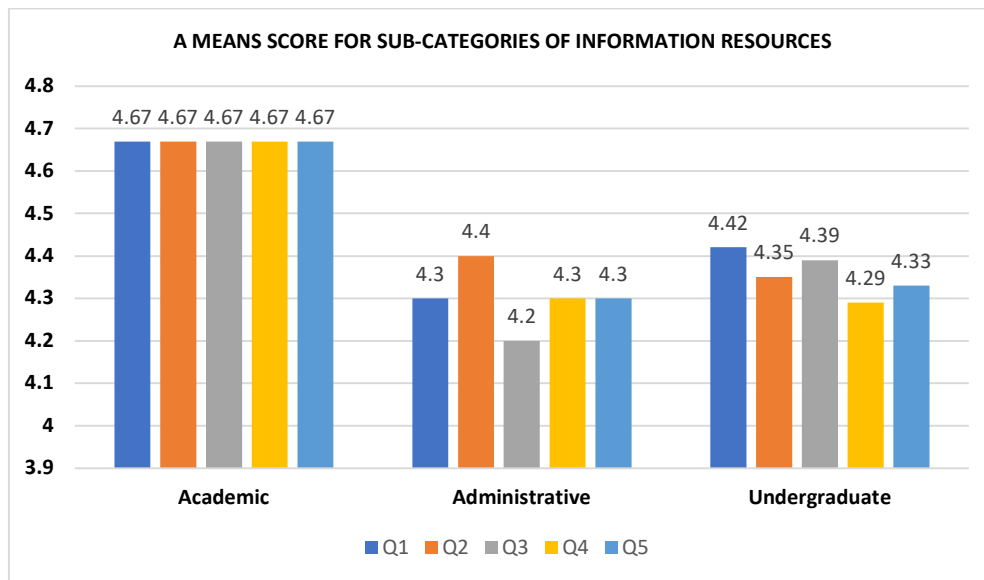


Figure 3: A means score for sub-categories of Information Resources.

According to Figure 3, the means 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, Academic staff have the highest mean score of 4.67, reflecting their overall satisfaction with the availability and quality of resources. On the other hand, Administrative staff have the lowest overall means, which is 4.28, suggesting a comparatively lower level of satisfaction particularly regarding their ability to locate the necessary resources.

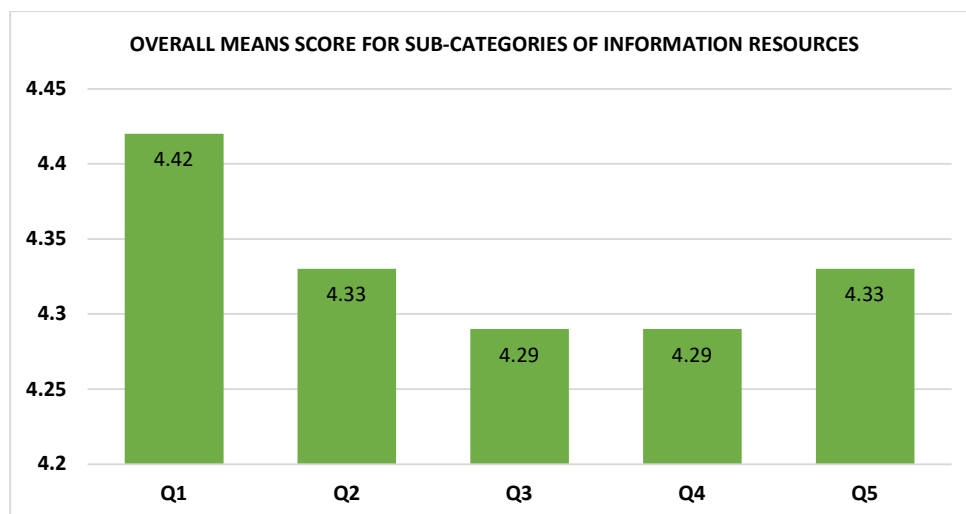


Figure 4: Sub-categories means score for Information Resources

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 the collection of required and recommended reference lists. 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 online resources provided by the library, as evidenced by a commendable mean score of 4.29. The respondents' satisfaction with the online resources highlights the library's commitment to offering valuable digital materials that 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 Academic staff category received the highest mean score of 4.50, indicating their strong satisfaction with the services provided. Academic staff are highly satisfied with Library counters. The second higher score is the

Undergraduate student's category, with a mean score of 4.33 further highlighting their satisfaction with Library Services. Administrative staff also show a satisfaction level for Library counters which is 4.23 This suggests that both Academic staff members and Undergraduate student's exhibit higher levels of satisfaction compared to Administrative staff members.

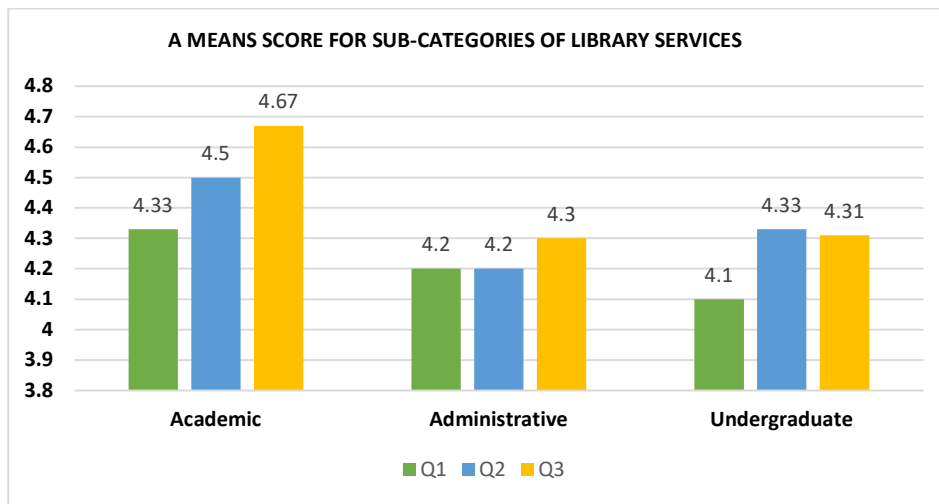


Figure 5: A means score for sub-categories of Library Services

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, Q3, which focuses on the library skill classes, received the highest mean score of 4.32, indicating a strong satisfaction level in this area. Additionally, Q2 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.

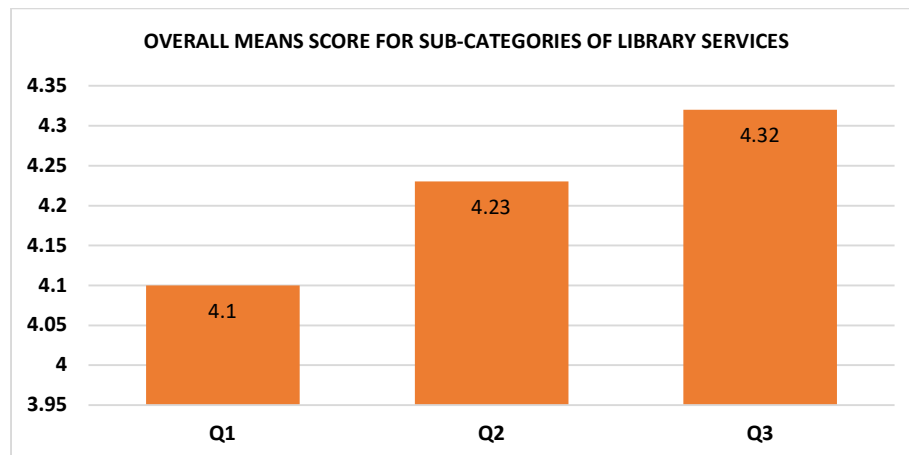
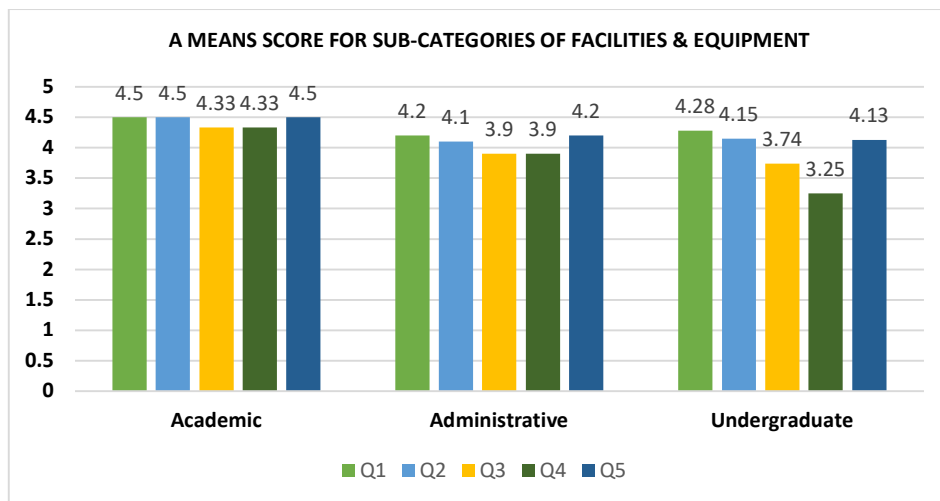


Figure 6: Sub-categories means score for Library Services

## ***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 5, 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. Unfortunately, except for one sub-categories did not achieved the 3.50 rating which is the WIFI access category.

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 WIFI access received the lowest scores compared to other areas, specifically 3.25 from undergraduate students and 3.90 from Administrative staff. While still indicating a satisfactory level of satisfaction, these scores suggest slight room for improvement in terms of WIFI connectivity. This feedback provides valuable insights for the library to identify areas where enhancements can be made to further enhance the user experience, particularly in ensuring reliable and seamless WIFI access throughout the library premises.

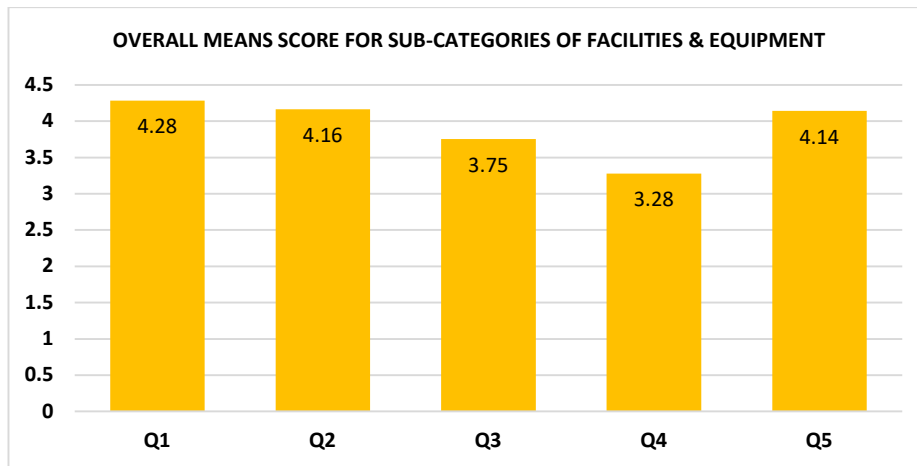


Figure 8: Overall Means Score for Sub-Categories of Facilities & Equipment

Figure 8 displays the overall mean scores for the sub-categories of Facilities and Equipment, offering valuable insights into the respondents' perceptions. Notably, the Q4 sub-category, which pertains to WIFI access, 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 4.28. Q2, focusing on study room facilities, followed closely in terms of satisfaction levels. 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 WIFI access. As WIFI access is a fundamental tool for e-learning, enhancing this facility should be prioritized to ensure a seamless and efficient online learning experience for library users.

### *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.



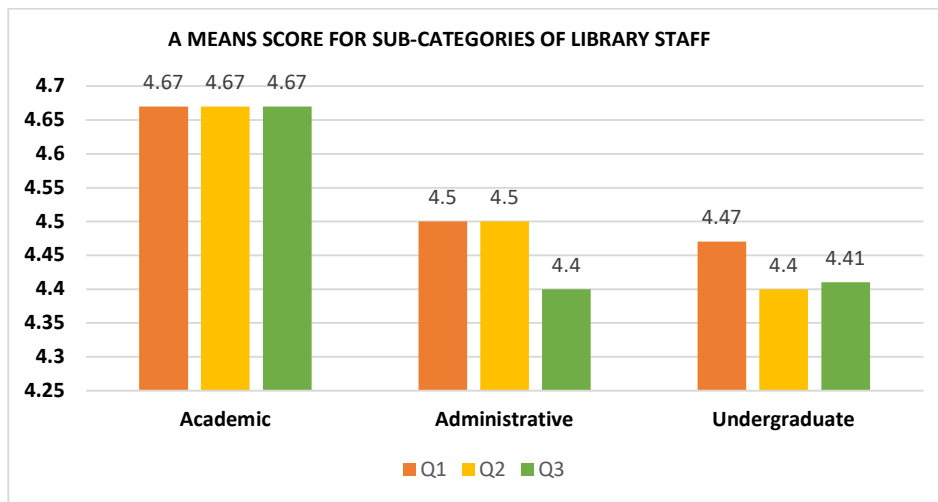


Figure 9: A means scores for sub-categories of Library Staff

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.

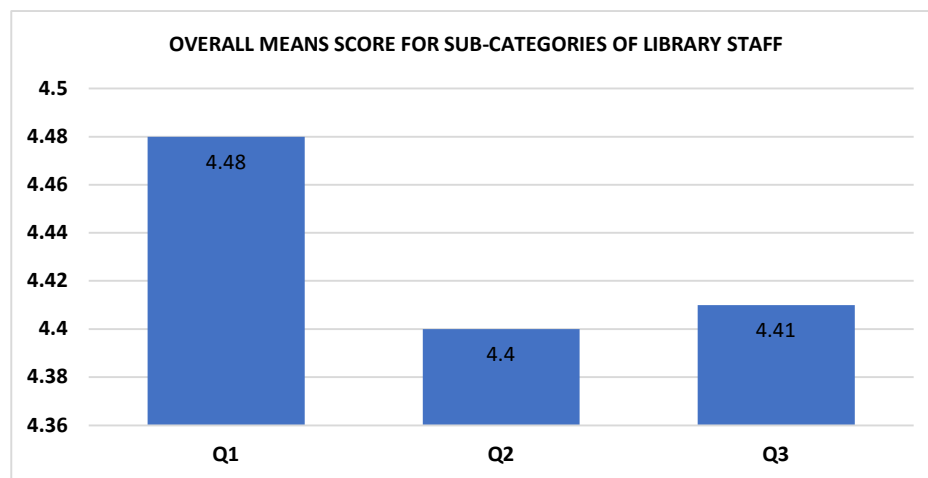


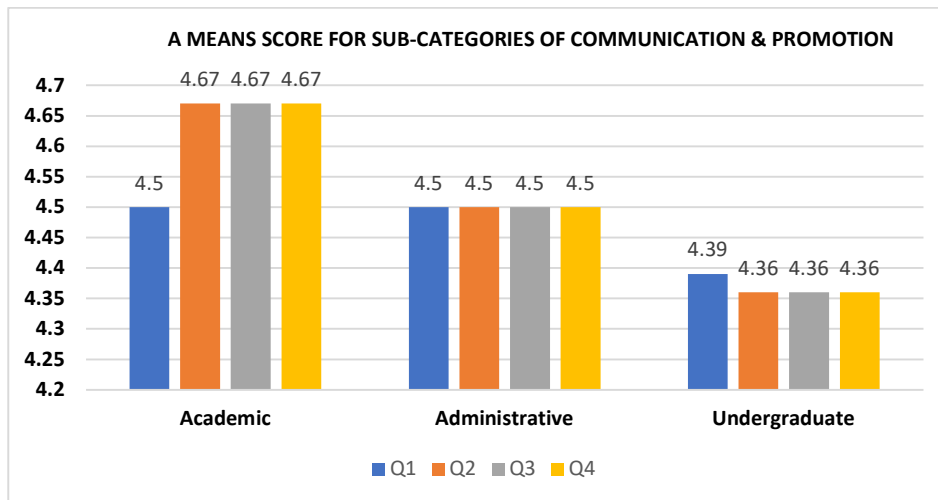
Figure 10: Overall means scores for sub-categories of Library Staff

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 signage's 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.

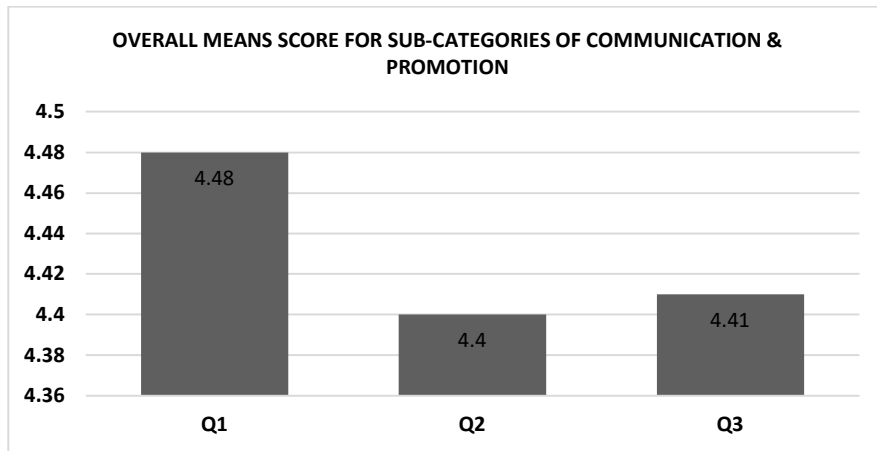


Figure 12: Overall Means Score for Sub-Categories Of Communication & Promotion

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.

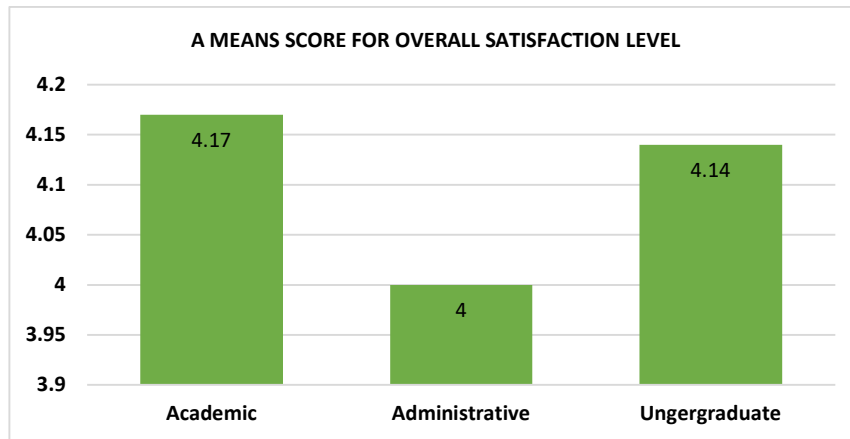


Figure 13: A Means Score for Overall Satisfaction Level

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.

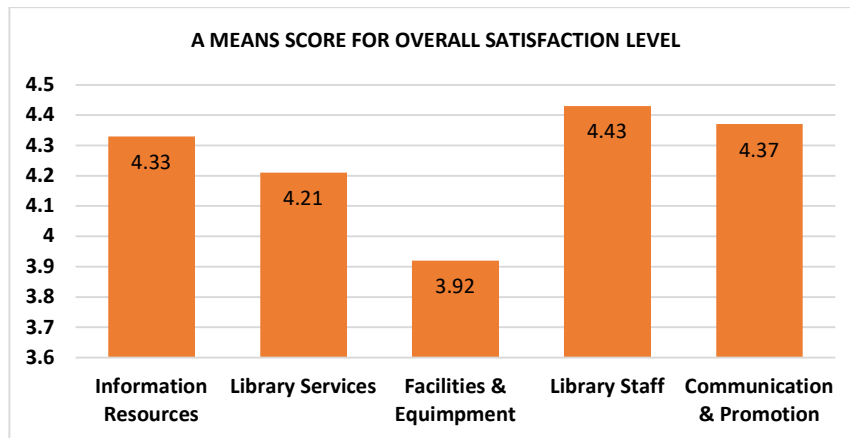


Figure 14: Overall Score means for five categories.

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 Communication and Promotion and Information Resources. Library Services received a respectable mean score of 4.21, 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

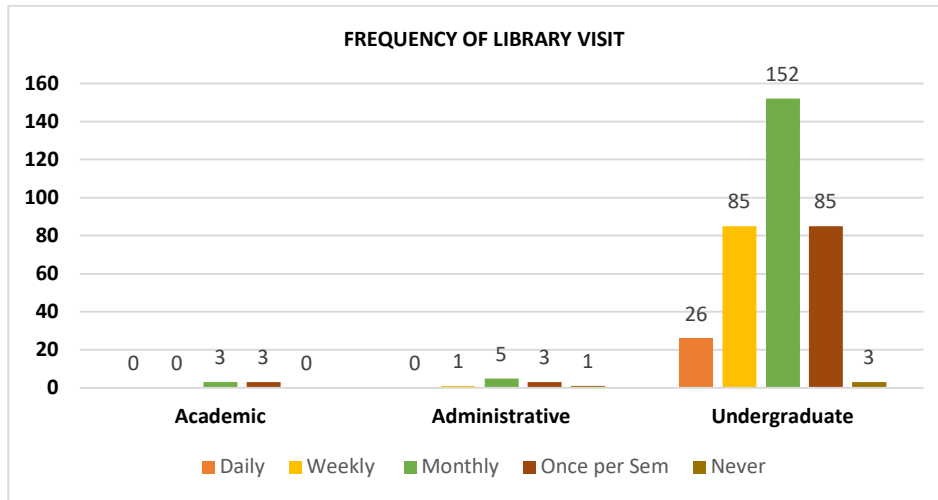


Figure 15: Frequency of Library Visit

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 administrative staff category, 50% of them visit the library on a once per semester basis. On the other hand, 50% of academic staff members visit the library on monthly basis, which is comparable to administrative staff members, where another 10% also never visit the library. These results suggest that academician and administrative staff members have less frequent visits compared to undergraduate students. In contrast, undergraduate students display a different visitation pattern. Approximately 43.3% of undergraduate students visit the library on a monthly basis, indicating a higher frequency compared to other groups. However, it is worth noting that a surprising 0.9% of undergraduate students never visit the library.

### 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.

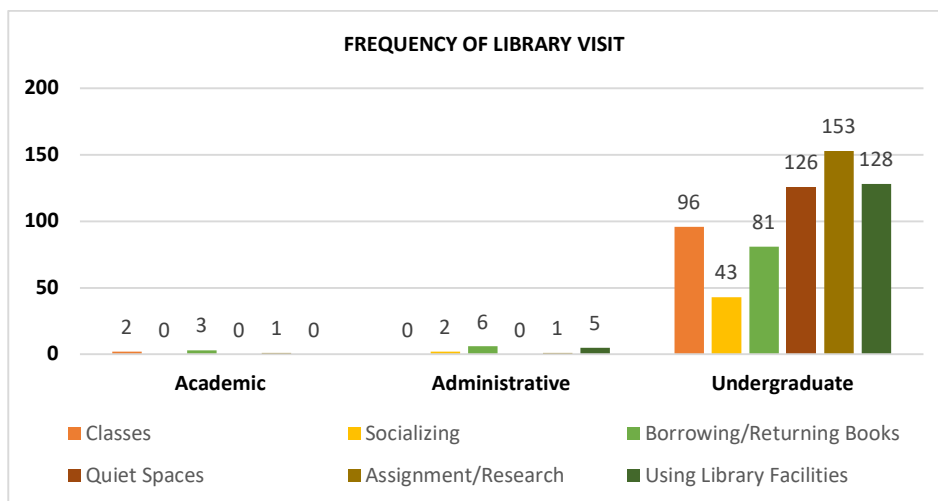


Figure 16: Purposes of Library Visit

The survey results reveal distinct patterns in terms of the purposes for visiting the library among

different groups. For academician participants, 3.3% of them stated that their visits primarily revolve around borrowing or returning books, while 2.0% visit for the purpose of conducting classes. Notably, completing assignments and research appears to be of lesser importance for this group. In contrast, the majority of administrative staff (4.4%) expressed that their visits to the library are primarily driven by the need to borrowing or returning books. Additionally, a notable 3.8% of administrative staff visit the library for utilizing the library facilities. 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, 100% of undergraduate students mentioned quiet study space as their primary reason for library visits. Another common reason cited by students revolve around borrowing or returning books. It is worth mentioning that a significant percentage of undergraduate (98%) students visit the library for classes. Some lecturers opt to conduct their classes within the library premises, attracting students to attend sessions in this environment.

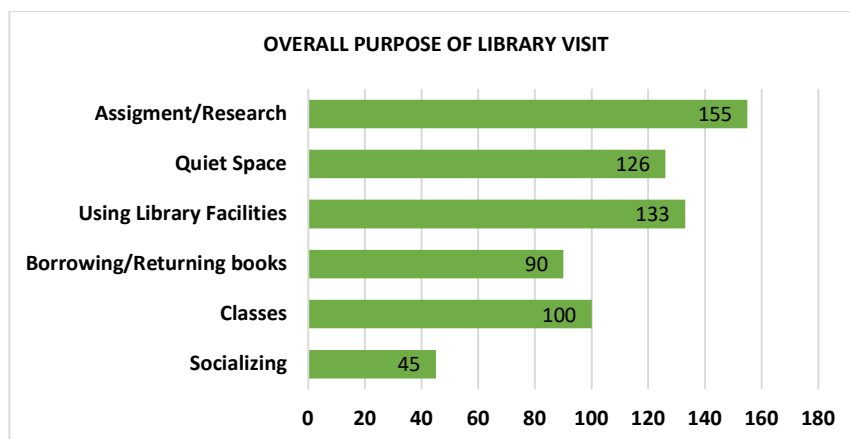


Figure 17: Overall Purposes of Library Visit

The overall results provide valuable insights into the primary reasons behind library visits among users. It is noteworthy that a significant majority, amounting to 23.9% 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. Additionally, 20.5% 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.

Furthermore, the study reveals that more than half, specifically 19.4% 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.

Moreover, approximately 13.9% of respondents visit the library with the specific intention of borrowing and returning books, underscoring the continued significance of physical book collections despite the digital age. This indicates that users still rely on the library as a repository of knowledge and a source of reading materials.

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 classes 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	50	55
Library Services	49	91
<i>Facilities &amp; Equipment</i>	<i>229</i>	<i>169</i>
Library Staff	5	1
Communication & Promotion	5	3
<b>TOTAL</b>	<b>338</b>	<b>319</b>

The survey gathered valuable insights through 686 open-ended answers provided by the respondents. Among these, 367 responses were dedicated to suggesting areas for improvement, while 319 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

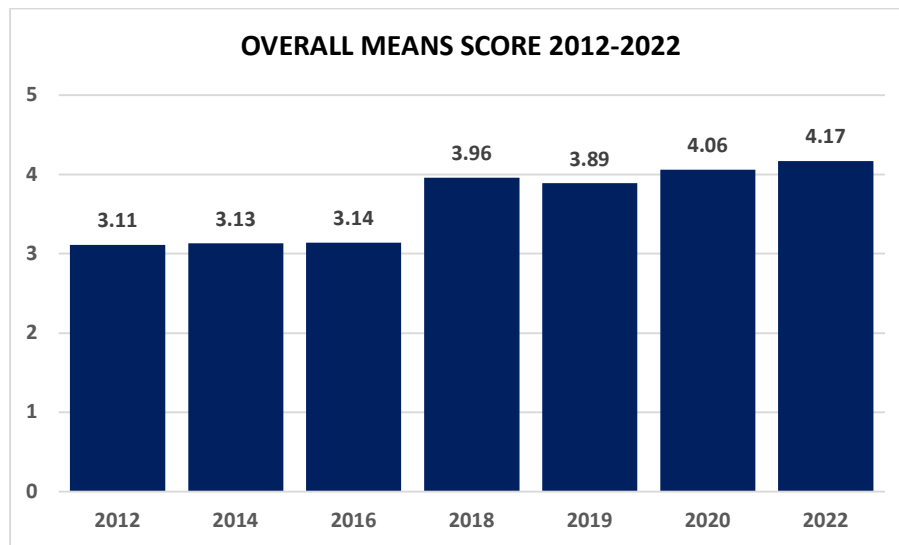
Overall, the results of the means score indicate a high level of satisfaction across various aspects of the library. Below are the key findings of this survey:

- i. **Library Staff (mean score: 4.43):** 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: 4.37):** 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: 4.21):** 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: 4.33):** 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: 3.92):** 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 and postgraduate students tend to visit the library on a monthly basis, while administrative staff and undergraduate students visit more frequently, with daily and weekly visits, respectively.
- 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 2012-2022*

In the beginning, the target means score for Library Customer Satisfaction Survey was 3.00 on a 4 Likert scale. However, starting from the year 2018, the Library Management decided to raise the target means score to 3.50 on a 5 Likert scale.



*Figure 18: Overall Means 2012-2022*

The figure illustrates the overall mean scores from 2012 to 2022, which were based on questions regarding satisfaction with the library. The findings reveal a consistent increase in mean scores over the years, surpassing the targeted mean score of 3.50. It is worth noting that there was a slight decrease in the mean score in 2019, dropping from 3.96 to 3.89. However, the score remained above the target set. Nevertheless, the overall mean score for the 2020 Special Customer Satisfaction Survey during the Covid-19 pandemic surprisingly demonstrated a significant increase of 0.11 compared to the previous year, reaching a score of 4.17.

This finding highlights the library's success in improving the overall satisfaction levels among its clients. By surpassing the set target mean score, the library demonstrates its commitment to enhancing the quality of services and resources, resulting in a higher level of satisfaction among clients. This achievement reflects the library's dedication to meeting the evolving needs and expectations of its clients, thereby establishing itself as a reliable and valued institution within its community.

### *Means Score for five categories 2012-2022*

Table 4 presents the mean scores for the five main categories during the period of 2012-2022, shedding light on the satisfaction levels across different aspects of the library. The findings reveal a significant overall increase in four categories from 2020 to 2022, indicating an upward trend in customer satisfaction.

Table 5: Means Score for five categories 2012-2022

<i>Categories</i>	<i>2012</i>	<i>2014</i>	<i>2016</i>	<i>2018</i>	<i>2019</i>	<i>2020</i>	<i>2022</i>
<i>Information Resources</i>	3.03	3.13	3.14	4.00	3.87	3.97	<b>4.33</b>
<i>Library Services</i>	3.14	3.19	3.31	4.16	4.08	4.11	<b>4.21</b>
<i>Facilities &amp; Equipment</i>	3.18	3.05	3.21	<b>4.19</b>	3.91	4.17	3.92
<i>Library Staff</i>	3.12	3.2	3.34	4.26	4.22	4.26	<b>4.43</b>
<i>Communication</i>	3.09	3.13	3.21	4.09	3.91	4.02	<b>4.37</b>

However, it is worth noting that the Facilities and equipment category experienced a slight decrease in mean score from 4.17 to 3.92. Despite this decline, the score remains above the target of 3.50, indicating that clients are generally satisfied with the facilities and equipment provided by the library. It is important to consider the previous high mean score in 2018 and the subsequent drop in 2019, which may have influenced the overall trend for this category.

Overall, the findings from Table 5 highlight the positive trajectory of user satisfaction in multiple areas of the library, with significant improvements observed in Information resources, Library Services, Library Staff, and Communication and promotion. These findings showcase the library's commitment to meeting the evolving needs and expectations of its clients, further enhancing the overall library experience.

## 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.



The image shows a screenshot of a web browser displaying the Raosoft sample size calculator. The browser's address bar shows the URL "www.raosoft.com/sam". The page features the Raosoft logo, which consists of a blue circle with a white pie chart inside, followed by the word "Raosoft" in a bold, black, sans-serif font. Below the logo, there are four input fields for user-defined parameters, each with a corresponding label and a percentage sign. The first field is for the margin of error, set to 5%. The second is for the confidence level, set to 95%. The third is for the population size, set to 20121. The fourth is for the response distribution, set to 50%. At the bottom of the form, a blue bar displays the recommended sample size as 377.

What margin of error can you accept? 5% is a common choice	5 %
What confidence level do you need? Typical choices are 90%, 95%, or 99%	95 %
What is the population size? If you don't know, use 20000	20121
What is the response distribution? Leave this as 50%	50 %
Your recommended sample size is	377

## 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:       Full time               Part-time               Contract basis
2. Category:    Academic Staff     Administrative Staff     Postgraduate Student     Undergraduate Student     CFS Student
3. Kulliyah/Centre/  
Division/Institute/Office:     KIRKHS     AIKOL     KAED     KICT     KENMS     KOE  
    KOED     CELPAD     Ii/BF     ISTAC     KLM     KOM  
    KON     KOS     KOP     KOD     KAHS     INHART  
    SASMEC     IIUM Academy     CFS Gambang     Other: \_\_\_\_\_
4. Gender:       Male     Female              5. Nationality:     Malaysian     International

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

<b>A. INFORMATION RESOURCES</b>						
<i>To what extent are you satisfied with the following information resources:</i>						
		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"/>

<b>B. SERVICES</b>						
<i>To what extent are you satisfied with the following services:</i>						
		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"/>

<b>C. FACILITIES &amp; EQUIPMENT</b>						
<i>To what extent are you satisfied with the following facilities &amp; equipment:</i>						
		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"/>

<b>D. LIBRARY STAFF</b>						
<i>Satisfaction in the helpfulness/timely/friendliness/convenient of the staff in dealing with library users.</i>						
		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"/>

<b>E. COMMUNICATION AND PROMOTION</b>						
<i>Satisfaction in how information is communicated (medium/speed/language used, etc.)</i>						
		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)  
 Classes       Socializing       Borrowing/returning books  
 Quiet space       Assignment/Research       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**



## APPENDIX C

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

#### A. Information Resources

1. Past years papers, books in course outline should be existed in library.
2. Need to be more resourceful especially in terms of access to digital journals and articles.
3. More books
4. language resources are not enough, there are no academic journal for languages available. There are no interactive space for young children.
5. Have required reading at the open/general shelf too & not just at red spot
6. Books are not in place some times, few are lost, need to buy new and current books.
7. guidelines how to find books
8. We urgently need new books on Islamic studies in the Arabic language, there is a great shortage, many references that were printed in the last 3 years are not available in the library
9. Update books of the leading publications periodically by asking the list of books from students and staff in their fields
10. Library Skill Classes Service
11. Book arrangement is so complicated that it makes it difficult to find a book, so it needs for improvement.
12. I dont know how to search resources in this library
13. Information on how to borrow and return books made accessible online
14. Online journals and databses
15. add more latest publication for engineering related books
16. Add more current books.
17. Updated versions of the books and new reading materials
18. Maybe some books and kitabs that are famous should be put here
19. Text books
20. I think our library need to have more contemporary books such as international and national bestsellers, so that students don't have to buy their desired books, instead they can easily borrow from the library.
21. Place at book place need to have code so student easy to find book what they want.
22. More up to date books some books are old and outdated
23. more recent publication
24. Expand the collection to include more obscure works relevant to our studies
25. more accessible journal, article resources
26. Books
27. The system needs to be specifically mention where is the book
28. some books not available
29. Need to supply the latest published books and to re-arrange the books that have multiple volumes in one place
30. Need latest publication of books. Thank you.
31. Books should be updated
32. add more books
33. physical copy books available in the library are mostly outdated (ie textbook volumes are not up to date)
34. Easier way to find printed/book references for relevant topics
35. Current version of some books
36. More book quota
37. I don't really know how to use/search books in the system. Maybe can improve it
38. Books & references

39. No updated books
40. Add more books material article
41. The library could add more new books, updated
42. I think the library need to update the recent books resources for example the counseling textbook in order for the students can refer to it for their daily references according with their course outline
43. Provide more relevant & current books that can be borrowed by students
44. Jazakumollah Khairan Kathiran, It would be very good if online services be spreaded more and more.
45. Introduce more new books
46. Public book
47. Fiction books
48. Story book and comic need be more
49. Book and research
50. Fiction section in the library

**B. Services**

1. The internet is the most disruptive of its kind, and fades off quickly. Library should operate 24/7, like in the US. Limited working hours jeopardizes research
2. Hope that the Library can provide slippers in female toilets
3. Opening hours
4. Still student Repository (Thesis Database) system unable to access for the outside of campus student. It's very urgent for the outside student.
5. Opening hours on weekends
6. Opening hours.
7. Opening hours should be same all days, all time 8:00am to 10:00pm
8. All are in good service but the only one is about the announcement..the voice is so slow and sometimes I could not hear what they said
9. Improve the time limit in using discussion room & update more reading materials
10. Time extent
11. Library opening hours
12. The operating hours
13. More opening hour when exam season please
14. I don't have any problem with any of the current services
15. All area provides good services. Keep it up.
16. The services was good and satisfying
17. Maybe the library can extend the opening hours during weekend
18. Long term space for research scholars and students
19. Sometimes the toilets are very dirty (some don't flush)
20. To be more quiet in level 3 and not eat anymore
21. Services
22. Entrance area- sometimes students are difficult to enter
23. Library should consider opening and closing hours especially during study week. This is due to students that wants to study longer in library during study week. I would like to suggest to open the library until 12midnight
24. I would recommend for library to opem until 12midnight during the study week
25. Keep maintaining. .Maybe new students dont really know that library provide printing service too
26. It needs to develop in resources area
27. In the resources area
28. The online theses MUST be opened to all, not in campus only. This is the reason why I dont continue my phd study in IIUM. Thanks
29. Opening hours during weekend

30. Operating hours
31. People who are still make noise, take action to them
32. Booking for room
33. Services and maintenance
34. Maybe at the printing service
35. Maybe the arrangement of the tables
36. Helping to easily find what one would wish to use at a time in the library. Finding books is not easy.
37. Can bring snacks
38. Assessing thesis for student who stay outside Campus
39. Providing past year papers services.
40. Sometimes my matric card cannot be detected but sometimes it can. Maybe something wrong with the system. The printing service was kind of confusing, some of the computers are not available for printing service that exist in the library the wifi is kind of slow, harden me to do research and i need to use my data
41. Timing
42. Kurangkan suhu aircond, cannot focus too cold
43. The library could increase its opening hours to include night time as well
44. Extend opening hours
45. Upgrade printing services
46. Already improvise good service
47. Close a little bit late at night. Open on weekend
48. Borrowing and returning book
49. Kad saya tak boleh masuk pintu

**C. Facilities and Equipment**

1. Facilities
2. Wifi
3. On the internet wise in level 1
4. Discussion room
5. Audio visual service. PC display services
6. New settings
7. The Library need to facilitate all private rooms to be used by the PG students for their research/assessments.
8. Aircond at the carol room level 4, the area quiet warm and somehow hot.
9. Overall, I think the library should provide more discussion rooms that we (students) can use for a long time, and the wifi access should be improved so that students can have online classes without any problem.
10. More router for wifi in reading room and Carrell room
11. Carrel room should provide more for postgraduate students
12. Computer lab
13. Wifi. Only certain area has good wifi connection.
14. Increase the amount of toilet in each levels.
15. More working plugs availability
16. Wifi
17. I think everything is good,Except for the elevator
18. Lift
19. Please fix the electric sockets that are not working because when there are multiple students who take all the working sockets, you cannot charge your laptop and you often have to plug in your laptop and check first if its working (its often not), would very much appreciate more working sockets

20. Overall service and facilities in the library are great. Just input and suggestion, there is a proper wudhu area for level 1 (sister mushola).
21. The AC so cold they should adjust it
22. PC in computer lab
23. 1) Please check the wifi connection through, especially carrel rooms, because it is very inconvenient when there is certain room that had a very poor wifi connection so that we need to move to another places. 2) Please add some plug point at reading area.
24. Firstly, i cannot access wifi in carrel room. Secondly, if i sit outside (anywhere place) from carrel room, i need plug to charge my laptop. i fell so frusted badly
25. Maybe add more electrical sockets/plugs...and also repair some of them that were broken.
26. Basically has a very good system in place currently. Just the borrowing machines are broken sometimes but that's also been fixed so no current issue
27. Put massage chair
28. Need to have a strong wifi in law section
29. Discussion room
30. Internet connection are somewhat low in specific areas
31. It's too cold. Sometimes I need to shorten my time here because I couldn't handle the cold any longer. Had it not being too cold, i'll probably spend longer time in the library. Other than that, I have no comment.
32. The temperature of the air-conditioning; the temperature is decent, it would be better if it would be higher so the students don't catch a cold
33. Wifi
34. Wifi and internet connection
35. The wifi connection. It is so frustrating when you can't connect to the wifi and the wifi is very slow as well
36. The wifi speed and coverage, need more latest books and references, open during weekend although it is just beginni ni of the semester
37. Computer
38. Toilet
39. Opac
40. Cable room
41. Website specially offcampus usage sometimes not strong
42. Area labs
43. Main directory map at entrance
44. Its electrical parts sometimes spoiled
45. Labelling of Genres
46. Discussion rooms needed for 1 person to use google meet or so on
47. Somewhere in 4th floor, there is water leakage
48. An overall map of the library near the main entrance would be really helpful and encouraging for visitors and students to explore the library
49. Water dropping from the top
50. Musolla
51. Charger port
52. Provide Musolla for sisters
53. Socket
54. The private room for students
55. Book area
56. Research
57. Not sure since library is quiet huge. Im not exploring more
58. Toilet
59. Charging plug for laptop
60. At the main entrance in terms of matric card scanning

61. Dine area and f&b selling
62. I am not sure because I am only use level 4 area facility.
63. Should set up a room without air cond.Air cond destroying my health condition.I believe there are also some students facing the same condition.TQ
64. The outlet for charging electric devises such as laptop should be provide more and in good conditions.
65. Musolla
66. Maybe put more plug fuse in personal table, so its convenient to student to charge their belongings.
67. Discussion room
68. Limited washroom/toilet available for students to use
69. The plugs because when it is the study week, many people use it so sometime i cannot use the plug because it is not enough
70. Pc provided to search for books. It's very old
71. In my opinion, should improve the library to looks more modern than this
72. Plugging area is insufficient
73. Leisure room
74. Discussion room
75. Library entrence
76. Internet, quality of books, study spaces
77. The internet line in level one
78. The computer at the library is very slow
79. Providing a colder area at the top floor
80. Wifi on the first floor (law section)
81. Private spaces for study
82. The internet at the discussion room
83. At second floor, maybe the library need to put up the curtains at the window
84. Plug sometimes not functioning
85. The library should provide more plug for charging
86. Make a space for people to perform solat, so they dont really need to go to the mosque which is very inconvenient for some people
87. Need to put more charging plug, because when i come to the library and my battery died, i cannot do my work
88. Maybe add snacks more at rnr and coffee machines
89. Reading area because sometimes students are too loud. Also, computer lab- not all pc is function.Need to provide more plugs at the reading area as students might need to use computer
90. Internet access
91. The wifi
92. There is certain place where WIFI connection is slow
93. WIFI connection too weak
94. Internet connection in Level 4-carrel room
95. From my opinion all area are quiet and comfortable
96. Areas with plugging station
97. Scanning matric card for new students
98. Wifi coverage sometimes too slow
99. The library website need to include records of past year questions for students' reference. That is the most effective way of studying and you failed to provide that for the students.
100. 1)Some of carrel rooms has sound when the door opened or closed. 2)Thesis room looks like scary to go alone, like it was a staff only area 3) Wifi at level 2 too low coverage
101. Some areas need better wifi

102. 1) Only certain area has strong wifi access 2) Provide certain area with nature sound like waterfall - to help people focus in silent area
103. Wifi access not work properly in certain areas
104. Computer lab
105. Add more plugs please
106. Betulkan plug rosak
107. Level 1 area the internet connection is quite poor
108. Level 1 area wifi poor
109. 1) More charging ports 2) Extend modern books selection
110. All area already perfect, very comfortable to use it
111. Aircond service
112. In some part of library, there is a weak connection of wifi
113. Level 1-the internet a bit slow
114. Reading area
115. 1) Wifi coverage, 2) Add hanger/hook inside toilet to hang bag with laptop
116. Water dispenser
117. Card path
118. Study
119. The online sources because some are not accessible
120. Stronger wifi connection
121. Plug
122. Need more electrical sockets to plug in our chargers
123. The wifi-connection to phone in the library is not quite good
124. Wifi need to be more okayh
125. Elevator
126. Wifi
127. Facilities
128. Wifi connection
129. More discussion rooms
130. Wifi
131. Digital card
132. Improve the coverage of internet access
133. Wifi at law area
134. Some spots in library need a better internet coverage
135. Regarding the provided room
136. Wifi coverage please tq
137. Need chill area
138. Wifi connection
139. Wifi connectivity
140. Study room
141. The internet accessibility
142. Quantity of Chairs
143. Maintenance for plug point
144. For open spaces and food/drinks regulation
145. Computer lab at the ground level, most pc there is unusable
146. Improve the wifi
147. Every charging pot....tambah kan charging pot...and betulkan mana yang rosak
148. Wifi coverage
149. Aircond

150. More plug
151. Searching by alphabet at every area
152. The wifi connection
153. Facilities
154. None
155. Book area
156. Wifi service
157. The computer!!
158. Wifi connection
159. 1. OPAC, 2. Printed resources, 3. Online databases, 4 Wifi
160. The old matric card often have issue scanning at the entrance
161. Wifi
162. Some area doesn;t have enough wifi connection
163. Wifi weak
164. 1) Improved toilets 2) Environment should be moderately cold (now very cold)
165. The discussion room , make it more privacy
166. Computer. Most computer available in each floor have problems such as lagging, internet connection and outdated windows version.
167. Facilities like printing and such should also offered to Kuantan Campus Students, not only in Gombak
168. The plug. Need more plugs and not all plug function well.
169. Additional seating areas/desks in the leisure reading room.
170. Bike parking
171. Wifi at level 2, 3 very slow
172. Properly separate brothers & sisters sitting place, (sometimes & mostly sisters have used brothers places)
173. In orange room area, hardly to get wifi connection
174. Maybe the rest area put more coffee machine
175. The wifi access
176. Study room
177. Wifi, toilet
178. Cafe
179. Computer in computer lab very slow
180. Lab area level 3 because most computers in the lab take a long time to open.
181. Update the computer section
182. Wifi
183. WIFI need attention because its so slow
184. Wifi
185. More discussion room
186. In wifi
187. None. Satisfied with the facilities
188. Mesin meminjam buku
189. Prepare more type of food, so that i can purchase more food at cafe de'hub
190. Wifi
191. Internet connection
192. Providing more snacks at the cafe
193. Cafe, provide more food
194. Pay attention to the cafe. It's feel like not cafe
195. Wifi problem
196. Study room

197. Update the computer section
198. Book's rack need more space efficient and easy to find book
199. Update the computer section
200. Book's rack need more space efficient and easy to find book
201. Wifi can't use
202. Air-cond at discussion room bad. Wifi also. Not coverage whole library area.
203. Air-cond at discussion room bad. Wifi also. Not coverage whole library area.
204. Locker area
205. Wifi connection without login
206. Wifi connection
207. Auto gate
208. The cafe
209. Wifi connection
210. Fix wifi
211. Cafe food stock
212. Provide more beverage and snack in the cafe
213. Cafe, need to provide more food, heavy food. Comfort food drinks and snacks
214. Medium to send files or document to print teleg/whatsapp
215. Position personal area it is not suitable
216. Add more discussion room
217. Discussion room
218. Expand locker area
219. Discussion room
220. Discussion room
221. Aircond
222. Fix wifi/ internet
223. Computer area
224. Computer upgrade
225. Computer lab and study room
226. Repair computer at lab
227. Fiction section

**D. Library Staff**

1. Good attitude of library staffs. Keep it up...
2. Staff service.
3. Staff
4. Staff
5. At the counter, some of the staff are not approachable, and not friendly especially the women staff

**E. Communication**

1. Attentive librarians. There has been numerous times when people make noise in the library which bothers others. Librarians should be more attentive to ensure this does not happen.
2. Maybe clearer sign of what the theme in each sectors is, i'm struggling to find the book i want because of that, maybe even sub category like islamic finance etc
3. Administrators should provide current information and reminders of upcoming holidays and closure of the library.
4. The Promotion to encourage student come to the library
5. Communication and promotion, as well as opening hours.





## APPENDIX D

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

### A. Information Resources

1. Digital interface for printed book
2. Better website
3. Research and Mendeley skills
4. I am hoping many new books will be available.
5. How to search books skill, or simple guideline to follow
6. Islamic finance related more resources.
7. Easier access to irep journals
8. More online journals
9. Latest journal of Scopus indexed should be updated
10. Borrow book online from library
11. AI classes
12. Increasing the training for PG student e.g advanced research skills and data analysis softwares
13. E Book
14. Frequent Online Library Skill Classes
15. New & Updated books
16. Sorry no idea
17. Latest textbook
18. More online journal and e-text book
19. New up to date books
20. Newest books
21. Webinars and workshops.
22. More subscribe databases
23. I think the materials can be more up to date
24. More latest book on leisure area
25. Online services
26. New updated books
27. Book exhibition
28. Pdf books
29. More recent books More choices of journal & articles
30. Exhibition. Seminars involving information technology
31. 1) Hope to get some kind of manual, etc. On how to use the library facilities, because I/my friends really not know how to access it. It would be really great if know how to use the facilities available. 2) Don't have any idea how to find the books or learning materials in the law section.
32. Neat arrangements of books & increase in books of the newest publications
33. More online database access
34. Put on tutorial about how to find a book or any sources on the website
35. All the latest books should be Available for the service
36. How to search reading materials easily
37. Give more books
38. Online theses available for all
39. More online sources
40. More articles need to be provided.
41. Information services

42. More books(?)
43. To take more info book about knowledge by any courses especially Arabic Books in Literature
44. Not new but just increase more hardcopy version of article/journal reviews. I would love and thankful if the library increases subscriptions of academic research. Such as Nature Journal, Lancet, researchgate, and Science Journal. May Allah ease everything.
45. Many more multilingual books especially novels.
46. New E-Books
47. More open access journal
48. More books for language student since there's hardly one for language courses
49. Pembelian buku
50. Add some new reading materials
51. We need a variety of books genre
52. To provide story-books to read on relaxing times.
53. New comic book
54. Need some new book
55. New book and subject

## B. Library Services

1. To organise a visit to other libraries
2. For neighborhood school children
3. More affordable vending machine in the rest n refresh area
4. To provide longer duration in opening the library
5. Limited services during holidays, all year round.
6. The most borrow book will get award/certification
7. More interesting exhibition
8. E-exhibition
9. Borrowing the librarian
10. Extend opening hours especially on weekends
11. Translation services online
12. Have an assistant to get and read the code of the book
13. Many of the librarians in our in-person focus groups to reach patrons and tell them about all the services the library offered. The visitors will be speaking with a patron who had come in for a specific service or in specific specialization, and would mention other services or resources.
14. Student repository can be accessed much more easier and not complicated
15. Library tour for courses
16. 24 hours operating time during study week and final exam week
17. AR borrowing services
18. Carrel Room for Post Graduate Students with extension of duration
19. Frequent library skill class for international students
20. Installing a Musolla inside the library could somehow ease the students instead of going to the Mosque
21. 24 hours area
22. Having extended operating hours
23. Do you open for student part timer?
24. 24 hours open. Student can work part time/overnight shift
25. Operate whole night
26. Free entrance for public but charge the service like borrow the books.
27. Maybe the online borrow books services
28. Just improve the services that can be improve in the future
29. Before turning off the light, please make an announcement and patiently wait for all people to exit the building.

30. Tutor
31. Wide circulation search of desired books
32. Research scholars one stop centre
33. Perhaps, the carrel room's key can just drop when there is no staff at the counter
34. Provide cafe of fast food trucks nearby
35. Last paper exam of KENMS 2020-2022 -library have lot of last paper exam to study(now dont have)
36. Sometimes some students making noise
37. Enhancing available services
38. Library opening hour until 11pm
39. Asked the students which book the need
40. Library with 24 hours open in some area
41. Free printing service
42. Free snacks
43. Free account to get journals/reasearch
44. More program and past question paper
45. Extend the operation hours
46. Ease of research medium
47. Assist more on students who are lack in knowledge in surfing the iium library website
48. Gadget repair
49. Service that can search the book for me so i can save my time because i dont know where it is
50. Provide a latest past examination papers
51. Trip to book exhibition services maybe.
52. Rental headphone
53. Add gadget repair service
54. Good service
55. If ask for a book, it should be sent in Kulliyah in near future
56. I think, better the library improve and upgrade the current services and facilities before providing a new service.
57. Offering more assistance in accessing literature for the new students on campus especially international students from Africa.
58. The easiest way to search for the references, books on the website
59. 1) Can bring snacks/refreshment 2) Opening hours during weeked until night
60. Printing service like in Gombak Campus for students in Kuantan
61. Promoting liaison for every kuliyyah to student.
62. Any programmes lead to empower students' language from beginner to intermediate
63. Updated book for law
64. Free change of printing
65. Providing past year paper services and accessible by all students of IIUM.
66. Virtual reality learning
67. Anything service that can easier customer in future.
68. Human library
69. Robot cleaning services
70. Longer book borrowing time for paying alumni members
71. Password of wifi didn't approach privately
72. The timing should be extended a little bit more
73. I hope the library can be open on the weekend so that I can recently visit the library
74. Kpt customer service
75. More food
76. Provide QR code for borrowing books

77. Provide online transfer for printing service
78. I hope can open 24 Hours
79. I hope can open 24 Hours
80. 24hrs library
81. Laminate and binding service
82. Laminate and binding service
83. Opening until night
84. Provide more past year exam paper
85. Mohon tukar cara penggunaan discussion room. Kadang2 ada org duduk even diorg tak book bilik :{
86. Provide online transfer/transaction for printing services
87. Provide online transfer for printing services by using QR code
88. Laminate
89. Food bank please
90. Food bank
91. Printing and photocopy

### C. Facilities & Equipment

1. Full time 24/7 operational hours. Upgrading of Washrooms. Internet availability. R and R MUST Have coffee
2. Nothing. Just fix what is presently broken and lacking.
3. Wifi
4. More choice of drink and food in rest area that were suitable to choose for
5. A place that student can take a rest like a designated place that have a game, like chess or else..
6. Is there any musolla there? I hope the library can build a small one.
7. Young children corner
8. Better pc display service
9. Anything could be beneficial students
10. Cafe
11. Chilling area where students or staff can enjoy their time like playing games (board, card, etc)
12. Services of entertainment space in library
13. Coffee machine and postgraduate rooms for a month.
14. More computer for students
15. More toilets
16. How to apply for private room
17. Make a map in front the counter about the specific place of the bookshelf. Goodluck
18. More two weeks room
19. 1) Carrel booking room (online based on imaalum/library portal)
20. We hope that there will be continuous academic activities in the library, and we hope that there will be an open room in the library around the clock, such as the University of Malaya library
21. Need more plug to charge laptop and need access wifi in carrel room.
22. Put massage chair
23. Nothing just internet
24. Selling some simple food like bread or sandwich
25. Movie room?
26. Letak kan setiap meja qr code untuk search buku yg ingin dicari...dan sistem akan tunjuk di mana buku itu berada level berapa dan rak apa
27. Improve wifi connection
28. Every desk have plug

29. Create an app to access library materials and make it more easier to access the the e-books
30. Place to nap
31. More plug
32. Digital
33. Better internet connection
34. Memperbanyakkan buku digital
35. Maybe dry food, snacks & drink
36. Gaming room just like the one in KICT
37. Coffee vending machine would be awesome!
38. More foods! 😊
39. Discussion area, open space to study-open area to discussion
40. A place that provide student to eat such as bread and biscuit so they don't have to go out just to eat.
41. Stronger wifi
42. More charging port
43. Musolla
44. More private room for students to use
45. Research
46. Better computers
47. Food area
48. Proper wifi connection in every corner
49. Has engineering related software at library's computer lab.
50. F&B selling
51. Before this musolla but now musollais already available . I cannot think any services for recommendation
52. Set up space without air cond
53. A reading cafe inside the library where we can eat and read quietly
54. An area where the students can bring foods
55. There is some table are not in good condition, maybe in future can change to the new..
56. More and improved toilet/washroom facility
57. Surau to pray
58. More payment method for library print and photocopy service
59. Increase plugging/charging area
60. Food store
61. Proper study or reading area
62. Proper maintenance also the water leaking
63. Computer room
64. Coffee machine
65. Computer
66. More plug station for student near the study table
67. Cafe
68. More pc
69. Self Check Machine, and more advanced technology
70. Book donation place
71. Plugs to be installed soon at the Reading Area
72. Soundproof rooms
73. Surau
74. More computers for the students
75. Surau
76. Better chairs & sofa

77. A special place to eat while reading
78. Provide past eyar questions
79. Coffee shop
80. Label/bigger signage for books-Fiqh/Muamalah/Quran, Hadis
81. Provide water purifier inside the library
82. Add charging port that are easily accesible for table in general area (level 2)
83. Additional charging port
84. Relaxing space for relax and drink
85. Carrel rooms for undergrad students
86. Free private space
87. System that give easy to student to find books
88. Individual spaces for UG students
89. Movie/Relax/Gaming area
90. Mini musolla. Sometimes I spend whole day in library
91. Re-opening of printing service in Law section
92. Rental locker
93. Working cafe
94. It's better to provide the facilities in terms of the rear resources to be attained
95. Automated book searching and delivering
96. Having an exercise/workout machine while reading just like at UM
97. Charging stations
98. Media services/room for recording video assignment with complete devices
99. Provide the privet rooms to student as well
100.Add private room (sound prove)
101.Soundproof room
102.Different landscape or interior design
103.More discussion room
104.Improve computer
105.Cafe
106.Digital card
107.To provide more food at RNR
108.More resources and discussion room
109.Better wifi
110.Enable a space where we could bring coffee/cold beverages while doing works at the library
111.Private room for students
112.Internet connection
113.Cafe
114.Wudhu place
115.Cafe
116.Water dispenser
117.Leasure area for students to eat while doing assingment or works
118.Provide strong wifi due to many student will use it in future
119.Toilet for each level
120.Coffee shop or gaming centre
121.New chairs
122.Better computer in library
123.Pcs that offer variety of professional software like Adobe and macos system
124.Accessible drinking water
125.Water dispenser
126.New system-fast & practical

127.Food
128.Praying area
129.Separate room for each other
130.More sofas/bean bags for casual discussion
131.I do believe the services in a top condition, but sometimes the wifi connection is very slow/ weak
132.Wudhu' near to Musolla
133.Have a small room to eat light food.
134.Need a musolla for women and i expect to every floor have their own rest area
135.Nearby cafe
136.Online for offcampass
137.Aircond
138.Sleep pod, coffee machine/coffee seller, vending machines at all area, qibla arrow/pointer in musolla, more slippers/flip flops at musolla for wudhu', longer operating hours or one special area accommodated to be opened almost 24 hours, and better internet service/coverage on level 1.
139.Relaxation era
140.1) I hope library will make small store that sell more foods (not just depends on food machine-we can have more options to buy. 2) Put a lot of Coway in each level (too far to go to rnr) 3) Put telekung in sister's Musolla 4) Make more programmes for computer skills (slide, PP, Excel, Photoshops, writing & reading skills, etc.) 5) Need locker to put something important when we need to go outside the library/praying.
141.More cafe and music for healing
142.A better wifi
143.More faster wifi
144.Wifi
145.Restig area
146.Upgrade printing services
147.Gaming room
148.Wifi problem
149.Wifi problem
150.Super fast wifi speed
151.Bigger cafe
152.A proper cafe
153.Gaming room. Bigger
154.Tv/multimedia room
155.Food in cafe
156.Space for playing games in phone
157.More snack at cafeteria
158.Wifi
159.Good wifi
160.Upgrade wifi
161.Upgrade pc use ROG
162.Cafe bigger
163.Provide more snacks
164.Increase the rest space that has a couch and a table for students
165.More plugs
166.Electronic device

#### D. Library Staff

1. Gaming room
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## **E. Communication & Promotions**

1. Modern website and modern platform posts
2. A more simple and updated web interfaces for easier access to everything
3. 1)Announcement of book recommendation of the month (islamic & general science) updated 2) Installed Maktaba Syamila application (in computer Lab)as all IRK students need for assignment purpose