International Islamic University Malaysia Library

Customer Satisfaction Survey
a report on its findings

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1. INTRODUCTION

1.1 The survey

The IIUM Library is committed to continuous improvement and to be recognized as an organization consistently exhibiting the ‘walk-the-talk’ as pledged in the library’s goals and values in its balance score card. This survey is one of the key performance indicators of the library and this report presents the findings of the survey.

1.2 Objective

The objective of the survey among others are:
1. To identify opportunities for improvement from the information gathered from the survey
2. To provide the means to measure and monitor the performance of the IIUM Library over time
3. To allow customers the opportunity to communicate openly and honestly with the management team of the Library

The objective of this report among others are:
1. To get the response of the Library Management towards comments and findings acquired from the survey.
2. To use the data to prioritize the continuous improvement initiatives by the library.
3. To recommend on sub-criteria/areas to improve.
1.3 The survey process

1. The Survey Team
A team consisting of all head of branch libraries, two senior librarians – Noraini Mukhtar as the Team Coordinator, and Saabihah Mohd Salleh was appointed by the Chief Librarian to be responsible for the survey. The team was assisted by Marina Husain, Shahrul Nizam Shaharim, Amlan Sidek and some of the Multimedia & Special Collection Section staff in the keying-in of the questionnaire answers into the online survey.

2. Sampling
The survey this time around was targeted to the IIUM Libraries, but had to be postponed due to unavoidable technical shortcomings. This report is focused on the survey conducted at the Central Library in Gombak.

The Gombak campus has an approximate population of 22,000. A 30% sampling (2,760) was planned from out of 9,200 active patrons identified through the SYMPHONY library integrated system.

3. Survey questionnaire
The survey questionnaire (Appendix 6.1) forms the core of the customer satisfaction research. The questionnaires which comprises of forty questions, are sub-divided into two parts, part 1 and 2.

Part 1 being the indicator of satisfaction of the respondents with the library, is subdivided into five main criteria/areas of concern. They are:
1. Information resources
2. Services
3. General facilities & equipment
4. IT facilities & equipment
5. Library staff
6. Communication

Part 1 also houses the question on overall satisfaction. Respondents are also given the opportunity to note their comments in their own words in the additional comments section. Part 2 contains questions for the collection of respondents’ demographics. Customers were given the opportunity to participate in the survey in October 2010 until February 2011 by completing the questionnaires anonymously. This anonymity helps to ensure that the true concerns of the IIUM Library’s customers are identified. The survey could be completed using the paper questionnaire distributed to the customers. The data from the print survey were then entered into the online survey software.
4. Choice of Responses and Related Score
   The choices of responses that respondents may answer on their level of satisfaction on services provided by the IIUM Central Library in Gombak are classified as in the following table:

<table>
<thead>
<tr>
<th>CHOICES OF RESPONSES</th>
<th>SCALE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Relevant</td>
<td>NR</td>
</tr>
<tr>
<td>Very Dissatisfied</td>
<td>1</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>2</td>
</tr>
<tr>
<td>Satisfied</td>
<td>3</td>
</tr>
<tr>
<td>Very Satisfied</td>
<td>4</td>
</tr>
</tbody>
</table>

5. Tools used
   The tools used for this survey:
   1. iSalient - the software used for the online survey and compilation of raw data. The software and usage training was provided by the IT Division of IIUM at the initiation of the 2008 survey.
   2. Microsoft Excel spreadsheets for the calculation of average point and data analysis.
2. OVERVIEW OF FINDINGS

2.1 DEMOGRAPHICS OF SURVEY RESPONDENTS

A total of 1,488 usable respondents’ survey forms were acquired from this survey. Please refer to the following illustrations on detailed profile of survey respondents.

![Student/Staff Proportion](image1.png)

**Fig. 1: Students/Staff Proportion**

![Gender Proportion](image2.png)

**Fig. 2: Gender Proportion**
2.2 OVERALL MEASURE OF SATISFACTION

The Customer Satisfaction Index

The library has set the 3.00 index as the customer satisfaction index in its balance score card. This is also the performance achievement baseline or the qualifying indicator of customer satisfaction.

The calculation of the satisfaction index is derived from the average point of the satisfaction as a whole as illustrated in the table below.

<table>
<thead>
<tr>
<th>NOT RELEVANT</th>
<th>VERY DISSATISFIED</th>
<th>DISSATISFIED</th>
<th>SATISFIED</th>
<th>VERY SATISFIED</th>
<th>VALID RESPONSES (V.R.)</th>
<th>AVERAGE POINT</th>
</tr>
</thead>
<tbody>
<tr>
<td>No. of answers</td>
<td>%</td>
<td>No. of answers</td>
<td>%</td>
<td>No. of answers</td>
<td>%</td>
<td>No. of answers</td>
</tr>
<tr>
<td>7</td>
<td>0.5</td>
<td>8</td>
<td>0.5</td>
<td>35</td>
<td>2.4</td>
<td>312</td>
</tr>
</tbody>
</table>

From the table, the customer satisfaction index is 3.73 (equivalent to satisfaction percentage of 96.7% derived from the sum of the ‘satisfied’ and ‘very satisfied’ percentage). This indicates that the library has achieved the satisfaction index of over 3.00 for the year.

Other criteria/areas of concern and their individual sub-criteria in this survey will be measured against the determined index 3.00. They will be elaborated upon and explained in the pages that follow.

We include the additional comments on each area of concern in the appendices because these comments by the customers touch on the salient points that either emphasize points already covered by the questionnaire or point out aspects/factors not covered by the questionnaire.
3. SPECIFIC RESULTS

3.1 Information Resources

The figure below depicts the average points of the information resources' sub-criteria.

Sub-criteria 4 i.e. adequacy of audio visual materials (CDs, Video/audio cassettes, etc) did not reach the qualifying index of 3.00.

The average index is 3.06 for information resources as shown in the table below.

<table>
<thead>
<tr>
<th>NO.</th>
<th>SUB-CRITERIA OF INFORMATION RESOURCES</th>
<th>AVERAGE POINT</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Adequacy of books in your field(s) of interest</td>
<td>3.07</td>
</tr>
<tr>
<td>2.</td>
<td>Adequacy of journals in your field(s) of interest</td>
<td>3.02</td>
</tr>
<tr>
<td>3.</td>
<td>Adequacy of online databases</td>
<td>3.10</td>
</tr>
<tr>
<td>4.</td>
<td>Adequacy of audio visual materials (CDs, Video/audio cassettes, etc)</td>
<td>2.96</td>
</tr>
<tr>
<td>5.</td>
<td>Access to information resources (books, journals, etc)</td>
<td>3.15</td>
</tr>
<tr>
<td></td>
<td>AVERAGE</td>
<td>3.06</td>
</tr>
</tbody>
</table>

Additional comments on information resources by the customers can be viewed at Appendix 6.2.
3.2 Services

The figure below depicts the average points of the services' sub-criteria.

All sub-criteria:
1. Opening hours
2. Assistance at library entrance/exit
3. Transaction assistance at circulation/lending counter
4. Reference services' assistance at reader’s advisory desk
5. Assistance at multimedia & special collection counter
6. Assistance at serials/journals counter
7. Document delivery and inter-library loan (ILL)
8. Information skills classes (if you have attended any)
9. Assistance on using library resources

exceeded the qualifying satisfaction index of 3.00.

The average index for services is 3.17 as shown in the table below.

<table>
<thead>
<tr>
<th>NO.</th>
<th>SUB-CRITERIA OF INFORMATION RESOURCES</th>
<th>AVERAGE POINT</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Opening hours</td>
<td>3.19</td>
</tr>
<tr>
<td>2.</td>
<td>Assistance at library entrance/exit</td>
<td>3.15</td>
</tr>
<tr>
<td>3.</td>
<td>Transaction assistance at circulation/lending counter</td>
<td>3.21</td>
</tr>
<tr>
<td>4.</td>
<td>Reference services' assistance at information counters at all floors/ level</td>
<td>3.18</td>
</tr>
<tr>
<td>5.</td>
<td>Assistance at multimedia &amp; special collection counter</td>
<td>3.13</td>
</tr>
<tr>
<td>6.</td>
<td>Assistance at serials/journals counter</td>
<td>3.12</td>
</tr>
<tr>
<td>7.</td>
<td>Document delivery and inter-library loan (ILL)</td>
<td>3.1</td>
</tr>
<tr>
<td>8.</td>
<td>Information skills classes (if you have attended any)</td>
<td>3.23</td>
</tr>
<tr>
<td>9.</td>
<td>Assistance on using library resources</td>
<td>3.19</td>
</tr>
<tr>
<td></td>
<td><strong>AVERAGE</strong></td>
<td><strong>3.17</strong></td>
</tr>
</tbody>
</table>

Additional comments on services in the customers' very own words can be viewed at Appendix 6.3.
3.3 General Facilities & Equipment

The figure below depicts the average points of the general facilities & equipment’s sub-criteria.

All thirteen sub-criteria exceeded the qualifying satisfaction index of 3.00. They are:

1. Baggage rooms
2. Self-service book borrowing and return machines (Includes after hours book return)
3. Common study areas
4. Carrel/Research rooms Library catalogue (OPAC)
5. Discussion rooms/Group study rooms
6. Viewing rooms
7. Library auditorium
8. Multipurpose room
9. Print and copier services
10. Space, lighting and temperature
11. Restrooms/Toilets
12. Facilities for the disabled/persons with special needs
13. Leisure reading area
The average index for *general facilities & equipment* is 3.15 as shown in the table below.

<table>
<thead>
<tr>
<th>NO.</th>
<th>SUB-CRITERIA OF GENERAL FACILITIES &amp; EQUIPMENT</th>
<th>AVERAGE POINT</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Baggage rooms</td>
<td>3.04</td>
</tr>
<tr>
<td>2.</td>
<td>Self-service book borrowing and return machines (Includes after hours book return)</td>
<td>3.29</td>
</tr>
<tr>
<td>3.</td>
<td>Common study areas</td>
<td>3.19</td>
</tr>
<tr>
<td>5.</td>
<td>Discussion rooms/Group study rooms</td>
<td>3.11</td>
</tr>
<tr>
<td>6.</td>
<td>Viewing rooms</td>
<td>3.15</td>
</tr>
<tr>
<td>7.</td>
<td>Library auditorium</td>
<td>3.23</td>
</tr>
<tr>
<td>8.</td>
<td>Multipurpose room</td>
<td>3.20</td>
</tr>
<tr>
<td>9.</td>
<td>Print and copier services</td>
<td>3.00</td>
</tr>
<tr>
<td>10.</td>
<td>Space, lighting and temperature</td>
<td>3.16</td>
</tr>
<tr>
<td>11.</td>
<td>Restrooms/Toilets</td>
<td>3.15</td>
</tr>
<tr>
<td>12.</td>
<td>Facilities for the disabled/persons with special needs</td>
<td>3.14</td>
</tr>
<tr>
<td>13.</td>
<td>Leisure reading area</td>
<td>3.22</td>
</tr>
<tr>
<td></td>
<td><strong>AVERAGE</strong></td>
<td><strong>3.15</strong></td>
</tr>
</tbody>
</table>

Additional comments on *general facilities & equipment* in the customers’ very own words can be viewed at Appendix 6.4.
3.4 IT Facilities & Equipment

The figure below depicts the average points of the IT facilities & equipment’s sub-criteria.

Two out of four sub-criteria that exceeded the qualifying satisfaction index of 3.00 were:
1. Library catalogue (OPAC)
2. Wireless facilities

The other two sub-criteria that did not meet the satisfaction index of 3.00 were:
1. Computers to support study/research
2. Access to library information services electronically off campus

The average index for IT facilities & equipment is 3.05 as shown in the table below.

<table>
<thead>
<tr>
<th>NO.</th>
<th>SUB-CRITERIA OF IT FACILITIES &amp; EQUIPMENT</th>
<th>AVERAGE POINT</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Library catalogue (OPAC)</td>
<td>3.22</td>
</tr>
<tr>
<td>2.</td>
<td>Computers to support study/research</td>
<td>2.98</td>
</tr>
<tr>
<td>3.</td>
<td>Wireless facilities</td>
<td>3.05</td>
</tr>
<tr>
<td>4.</td>
<td>Access to library information services electronically off campus</td>
<td>2.96</td>
</tr>
<tr>
<td></td>
<td><strong>AVERAGE</strong></td>
<td><strong>3.05</strong></td>
</tr>
</tbody>
</table>

Additional comments on IT facilities & equipment in the customers’ very own words can be viewed at Appendix 6.5.
3.5 Library Staff

The figure below depicts the average points of the *library staff*’s sub-criteria.

![Satisfaction indication: library staff](image)

All four sub-criteria exceeded the satisfying index of 3.00.

The average index is 3.14 for *library staff* as shown in the table below.

<table>
<thead>
<tr>
<th>NO.</th>
<th>SUB-CRITERIA OF LIBRARY STAFF</th>
<th>AVERAGE POINT</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Response/feedback to queries</td>
<td>3.13</td>
</tr>
<tr>
<td>2.</td>
<td>Readiness to assist and helpfulness</td>
<td>3.16</td>
</tr>
<tr>
<td>3.</td>
<td>Courtesy and friendliness</td>
<td>3.12</td>
</tr>
<tr>
<td>4.</td>
<td>Fair treatment and without discrimination</td>
<td>3.15</td>
</tr>
<tr>
<td></td>
<td><strong>AVERAGE</strong></td>
<td><strong>3.14</strong></td>
</tr>
</tbody>
</table>

Additional comments on *library staff* in the customers’ very own words can be viewed at Appendix 6.6.
3.6 Communication

The figure below depicts the average points of the communication’s sub-criteria.

![Satisfaction indication: Communication](image)

All five sub-criteria exceeded the qualifying satisfaction index of 3.00. They are:

1. Library policies
2. Service description
3. Library’s web page
4. Signage
5. Alerts on new services and facilities

The average index for communication is 3.124 as shown in the table below.

<table>
<thead>
<tr>
<th>NO.</th>
<th>SUB-CRITERIA OF COMMUNICATION</th>
<th>AVERAGE POINT</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Library policies</td>
<td>3.135</td>
</tr>
<tr>
<td>2.</td>
<td>Service description</td>
<td>3.147</td>
</tr>
<tr>
<td>3.</td>
<td>Library’s web page</td>
<td>3.171</td>
</tr>
<tr>
<td>4.</td>
<td>Signage</td>
<td>3.130</td>
</tr>
<tr>
<td>5.</td>
<td>Alerts on new services and facilities</td>
<td>3.038</td>
</tr>
<tr>
<td><strong>AVERAGE</strong></td>
<td></td>
<td><strong>3.124</strong></td>
</tr>
</tbody>
</table>

Additional comments on communication in the customers’ very own words can be viewed at Appendix 6.7.
4. OPPORTUNITIES FOR IMPROVEMENT & RECOMMENDATIONS FROM THE SURVEY TEAM

4.1 Overall Survey Findings

When analyzing the average index between the six criteria or main areas of concern, it was found that all six exceed the satisfaction index of 3.00. They are as depicted in the figure below.

![Comparison of averaged average points between the criteria](image-url)
4.2 Important Area To Focus On

It is important to list down the sub-criteria according to its individual average points. This will indicate the performance of the sub-criteria based on the satisfaction index.

The summarized survey analysis by order of ascending average point is as in the following table.

<table>
<thead>
<tr>
<th>NO.</th>
<th>SUB-CRITERIA / SUB-AREAS OF CONCERN</th>
<th>AVERAGE POINT</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Adequacy of audio visual materials (CDs, Video/audio cassettes, etc)</td>
<td>2.96</td>
</tr>
<tr>
<td>2.</td>
<td>Access to library information services electronically off campus</td>
<td>2.96</td>
</tr>
<tr>
<td>3.</td>
<td>Computers to support study/research</td>
<td>3.00</td>
</tr>
<tr>
<td>4.</td>
<td>Print and copier services</td>
<td>3.00</td>
</tr>
<tr>
<td>5.</td>
<td>Adequacy of journals in your field(s) of interest</td>
<td>3.02</td>
</tr>
<tr>
<td>6.</td>
<td>Alerts on new services and facilities</td>
<td>3.04</td>
</tr>
<tr>
<td>7.</td>
<td>Baggage rooms</td>
<td>3.04</td>
</tr>
<tr>
<td>8.</td>
<td>Wireless facilities</td>
<td>3.05</td>
</tr>
<tr>
<td>9.</td>
<td>Adequacy of books in your field(s) of interest</td>
<td>3.07</td>
</tr>
<tr>
<td>10.</td>
<td>Adequacy of online databases</td>
<td>3.10</td>
</tr>
<tr>
<td>11.</td>
<td>Document delivery and inter-library loan (ILL)</td>
<td>3.10</td>
</tr>
<tr>
<td>12.</td>
<td>Discussion rooms/Group study rooms</td>
<td>3.11</td>
</tr>
<tr>
<td>13.</td>
<td>Assistance at serials/journals counter</td>
<td>3.12</td>
</tr>
<tr>
<td>15.</td>
<td>Courtesy and friendliness</td>
<td>3.12</td>
</tr>
<tr>
<td>16.</td>
<td>Assistance at multimedia &amp; special collection counter</td>
<td>3.13</td>
</tr>
<tr>
<td>17.</td>
<td>Response/feedback to queries</td>
<td>3.13</td>
</tr>
<tr>
<td>18.</td>
<td>Signage</td>
<td>3.13</td>
</tr>
<tr>
<td>19.</td>
<td>Library policies</td>
<td>3.14</td>
</tr>
<tr>
<td>20.</td>
<td>Facilities for the disabled/persons with special needs</td>
<td>3.14</td>
</tr>
<tr>
<td>21.</td>
<td>Service description</td>
<td>3.15</td>
</tr>
<tr>
<td>22.</td>
<td>Access to information resources (books, journals, etc)</td>
<td>3.150</td>
</tr>
<tr>
<td>23.</td>
<td>Assistance at library entrance/exit</td>
<td>3.15</td>
</tr>
<tr>
<td>24.</td>
<td>Viewing rooms</td>
<td>3.150</td>
</tr>
<tr>
<td>25.</td>
<td>Restrooms/Toilets</td>
<td>3.150</td>
</tr>
<tr>
<td>26.</td>
<td>Fair treatment and without discrimination</td>
<td>3.15</td>
</tr>
<tr>
<td>27.</td>
<td>Space, lighting and temperature</td>
<td>3.16</td>
</tr>
<tr>
<td>28.</td>
<td>Readiness to assist and helpfulness</td>
<td>3.160</td>
</tr>
<tr>
<td>29.</td>
<td>Library’s web page</td>
<td>3.17</td>
</tr>
<tr>
<td>30.</td>
<td>Reference services’ assistance at reader’s advisory desk</td>
<td>3.180</td>
</tr>
<tr>
<td>31.</td>
<td>Opening hours</td>
<td>3.19</td>
</tr>
<tr>
<td>32.</td>
<td>Assistance on using library resources</td>
<td>3.19</td>
</tr>
<tr>
<td>33.</td>
<td>Common study areas</td>
<td>3.19</td>
</tr>
<tr>
<td>34.</td>
<td>Multipurpose room</td>
<td>3.200</td>
</tr>
<tr>
<td>35.</td>
<td>Transaction assistance at circulation/lending counter</td>
<td>3.21</td>
</tr>
<tr>
<td>36.</td>
<td>Leisure reading area</td>
<td>3.22</td>
</tr>
<tr>
<td>37.</td>
<td>Library catalogue (OPAC)</td>
<td>3.22</td>
</tr>
<tr>
<td>38.</td>
<td>Information skills classes (if you have attended any)</td>
<td>3.23</td>
</tr>
<tr>
<td>39.</td>
<td>Library auditorium</td>
<td>3.23</td>
</tr>
<tr>
<td>40.</td>
<td>Self-service book borrowing and return machines (Includes after hours book return)</td>
<td>3.29</td>
</tr>
</tbody>
</table>
The top seventeen areas that the IIUM Central Library, Gombak, has to priority-focus on are as listed in number 1 to 3 from the above table as these areas did not achieve the satisfaction index of 3.00.

Other areas (number 4 to 20) should also be given attention for further improvement due to its not-so-overwhelming achievement that is just slightly over 3.00.

However, the top 10 performing sub-criteria should be acknowledged and applauded, namely:

1. Self-service book borrowing and return machines (Includes after hours book return) (3.29)
2. Library auditorium (3.23)
3. Information skills classes (if you have attended any) (3.23)
4. Library catalogue (OPAC) (3.22)
5. Leisure reading area (3.22)
6. Transaction assistance at circulation/lending counter (3.21)
7. Multipurpose room (3.20)
8. Common study areas (3.19)
9. Assistance on using library resources (3.19)
10. Opening hours (3.19)
5. CONCLUSION

The IIUM Central Library, Gombak, has conducted a survey of the customers’ satisfaction so that their views, ideas, and suggestions can be considered as an integral part of its commitment to improvement.

The areas the library should prioritize in the near future are the information resources, and IT facilities & equipment.

However, more improvements in the individual factors (sub-criteria or sub-areas of concern) mentioned in the survey showing less than 3.00 have to be made, to ensure that the library’s vision, mission, objectives and goals in supporting the university’s vision and mission can be achieved.
1. APPENDICES

6.1 Paper Questionnaire
# CUSTOMER SATISFACTION SURVEY 2010

The IIUM Library is conducting a survey to assess the library customers’ level of satisfaction with the library services, resources, and facilities at the Central/Gombak Library. Please take a moment to complete this questionnaire. Your participation is voluntary and anonymous. Collected data will only be accessible to the library researchers conducting the survey. Thank you for your cooperation.

## PART 1 - Please indicate how satisfied you are with the library

### 1. INFORMATION RESOURCES

<table>
<thead>
<tr>
<th>Item</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Not Relevant/Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Adequacy of books in your field(s) of interest</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>b. Adequacy of journals in your field(s) of interest</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>c. Adequacy of online databases</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>d. Adequacy of audio visual materials (CDs, Video/audio cassettes, etc)</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>e. Access to information resources (books, journals, etc)</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
</tbody>
</table>

### 2. SERVICES

<table>
<thead>
<tr>
<th>Service</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Not Relevant/Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Opening hours</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>b. Assistance at library entrance/exit</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>c. Transaction assistance at circulation/lending counter</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>d. Reference services' assistance at reader’s advisory desk</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>e. Assistance at multimedia &amp; special collection counter</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>f. Assistance at serials/journals counter</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>g. Document delivery and inter-library loan (ILL)</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>h. Information skills classes (if you have attended any)</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>i. Assistance on using library resources</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
</tbody>
</table>

### 3. GENERAL FACILITIES & EQUIPMENT

<table>
<thead>
<tr>
<th>Facility</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Not Relevant/Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Baggage facilities</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>b. Self-service book borrowing and return machines</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>(Includes after hours book return)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>c. Common study areas</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>d. Carrel/Research rooms</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>e. Discussion rooms/Group study rooms</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>f. Viewing rooms</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>g. Library auditorium</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>h. Multipurpose room</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>i. Print and copier services</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>j. Space, lighting and temperature</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>k. Restrooms/Toilets</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>l. Facilities for the disabled/persons with special needs</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>m. Leisure reading area</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
</tbody>
</table>

### 4. IT FACILITIES & EQUIPMENT

<table>
<thead>
<tr>
<th>Facility</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Not Relevant/Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Library catalogue (OPAC)</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>b. Computers to support study/research</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>c. Wireless facilities</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>d. Access to library information services electronically off campus</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
</tbody>
</table>
5. **LIBRARY STAFF**

<table>
<thead>
<tr>
<th>Response/feedback to queries</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Not Relevant/Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>a.</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>b. Readiness to assist and helpfulness</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>c. Courtesy and friendliness</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>d. Fair treatment and without discrimination</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
</tbody>
</table>

6. **COMMUNICATION**

<table>
<thead>
<tr>
<th>Library policies</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Not Relevant/Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>a.</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>b. Service description</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>c. Library’s web page</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>d. Signage</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>e. Alerts on new services and facilities</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
</tbody>
</table>

7. **How satisfied are you as a whole with the services provided by IIUM Main/Gombak Library?**

   - O Very Satisfied
   - O Satisfied
   - O Dissatisfied
   - O Very Dissatisfied
   - O Not Relevant

8. **Please tell us why do you come to the Library and make additional comments (if you wish):**

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**PART 2 – Please fill in your background information**

**FOR STAFF**

1. Status: O Full time
   - O Part time
   - O Contract basis
2. Category: O Academic staff
   - O Administrative staff
   - O Technical staff
3. Kulliyyah/Centre: O KIRKHS
   - O AIKOL
   - O KAED
   - O KICT
   - O KENMS
   - O KOE
   - O INSTED
   - O CELPAD
4. Age group: O 21 years & under
   - O 22 – 26
   - O 27 – 39
   - O 40 – 49
   - O 50 and over
5. Gender: O Male
   - O Female
6. How frequent do you use the library? O Daily
   - O Weekly
   - O Monthly
   - O Occasionally
   - O Never

**FOR STUDENTS**

1. Status: O Full time
   - O Part time
2. Level of study: O Undergraduate
   - O Master
   - O PhD
   - O Others
3. Kulliyyah/Centre: O KIRKHS
   - O AIKOL
   - O KAED
   - O KICT
   - O KENMS
   - O KOE
   - O INSTED
4. Year of study: O 1st year
   - O 2nd year
   - O 3rd year
   - O 4th year
5. Gender: O Male
   - O Female
6. How frequent do you use the library? O Daily
   - O Weekly
   - O Monthly
   - O Occasionally
   - O Never

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Thank you again for taking time to fill out this survey.

If you have any questions, comments or concern, please contact:
The Library © Ext 4827 or 4822 or your respective Kulliyyah/Centre’s Liaison Librarian
6. APPENDICES

6.2 Customers’ Additional Comments on ‘Information Resources’
ADDITIONAL COMMENTS BY CUSTOMERS ON “INFORMATION RESOURCES"

a. **Books:**
1. Improve comprehensiveness of books in areas of our strengths.
2. Provide more story books or novels (latest edition).
3. I don't have the right books for my references. Put more books!
4. We need more copies of books
5. Update more Islamic books.
6. I would like if the library get for us more political books, because political books are so limited and we can't find all the time.
7. Please provide us with more & more references books. The library lacks of references books such as communication & others social studies. We need more books.
8. The books most of them outdated. It would be nice to have new books especially in the leisure reading area.
9. I would like the library to enlarge literature works of Malaysian including texts in the Malay language as a way to make comparison & translation works between both worlds.
10. *Hope to get later/current books regarding Islamic Law since now we are learning about current issues & not only the old one.*
11. Provide more books especially for history, psychology books.
13. Please add more books especially on comparative religion subjects.
14. Provide more books in the law department.
15. Add more Arabic books/references for our use.
16. Books.duh! But, you should include more literature works, such as from Indonesia, Persian and more. Sufism is good, but do check current one like Jalaluddin Rumi, Kahlil Libran & more, thanks.
17. Please add more books for BENL students.
18. Library can add more books for KAER students... we have to fight to get 1 books u know.
19. Some text books from my kulliyyah (Engineering) are not available.
20. Books for references in my course are little bit outdated and we need a latest books (manufacturing engineering).
22. In terms of book, please get more and more books. But I am happy that our library is good in providing new books. One suggestion is that, for text book, please make sure that the library has at least 3 copies so that students can make reference.
23. Number of Malay literature such as novels, short stories & poem are very small indeed. Difficult to find great Malay books written by the 'Sasterawan Negara'.
24. I found out that there are not enough books for architecture students. The book is limited and some of them here only in one of member only.
25. To have more syariah books & references, journal hukum recent copies to help us in finding cases.
26. For accounting section, most of the books are all old books. Difficult to make references. Hope the library provides latest books.
27. Provide an adequate information, materials for learning purposes.
28. Varies the resources from social sciences discipline because we unable to get access many books regarding this issues.
29. Suggestion: Buy more new text book and magazine
30. Regarding the materials, although the library can give the result that it has the materials, most at the time the materials are on loan and limited. Please make copies for limited materials more.
31. Add more copies of textbooks kulliyyah subject related kiit.
32. Need more books and copies of books. So there should not be problem for us to borrow the books because right now, I think we have to limited books.
33. Need to renew the Acts & codes. Books are damage.
b. **Journal:**
1. Increase the journal subscriptions in online database.
2. There are certain journals for my research that has not been subscribed by IIUM and these limit my findings in Engineering
3. Need more journals on religion
4. Furthermore, add some alternative paper at newspaper area such as harakah, siasah and other else
5. Increase the number of newspaper in the reading area. Sometimes other students always hide newspapers


c. **Online Database:**
1. Please do consider for reference manager software (EndNote/Refworks/Others)
2. For IRK students and staff does not have enough database online
3. I wish that IIUM Library can buy Science Direct for their research or journal. BECAUSE USUALLY OUR REFERENCES FOR ENGINEERING STUDENT ARE ON SCIENCE DIRECT
4. If it is possible, library can help us by subscribe to the Science Direct because usually our references for engineering student are on Science Direct.
5. There are areas that still need more improvement especially in terms of online journals/database. As the university is aiming for RU, it is advisable that the Library has the most of the journal in any field so that it would be easier for researcher to find the articles that they need


d. **AV Materials:**
(No comments)

e. **Access to Information Resources:**
1. Problem with series no. of the books, it’s hard to find it.
2. Certain books are placed in different sections which makes it impossible to find.
3. Kindly provided more facilities & arrange every on its shelf fastly.
4. Books are not arrange accordingly
5. Sometimes, when i'm using online databases, the internet access is very slow and I have to wait for a long time. Do improve all that.
6. Some book or material no available. Used book also need to be put back in position A.S.A.P.
7. Improve placement of the books. Place the books properly maybe check the shelves every 2 hours
8. The journals at the serials area should be more organised and shelved properly. Thank you for your service.
9. Please do increase on access for online full text journals.
10. Sometime, we have problem while searching the material because of there are students not put back at the right place and just leave the materials on the table. Librarian should make sure there are no one use it - should put it back.
11. Fulfill the empty shelves in the library
12. I like to come to the library because I can lend many books but sometimes I feel difficulty to find the book when the book is not yet putting on the shelf by the librarian

**Others:**
1. Please provide all exam paper at e-library. Please update collection.
2. It's quite hard to access past exam papers if we still have to go to the library to get them. (cannot use other medium)

CSST/mm/mm…01.03.2011
6. APPENDICES

6.3 Customers’ Additional Comments on ‘Services’
ADDITIONAL COMMENTS BY CUSTOMERS ON “SERVICES”

a. **Opening Hours**
   1. Open the library for sisters only in Jumaat prayer
   2. Please open library everyday including public holiday, during weekends and the time also from morning until night
   3. Extend operation hour to 12a.m. include Sunday
   4. The library should be closed at 11 pm but usually it is closed earlier than that 10.40, 10.45pm.
   5. Opening the library 24 hours. I feel very comfy being inside library!
   6. I’m not really satisfied with the closing hours of the Library.
   7. Library opening hours should be longer during semester breaks.
   8. The hours of shut down system renew of staff desk (sometimes when you want to renew or pay fined at night before 11pm. They shut down the computer at 10.15p.m.

b. **Assistance at Library Entrance/Exit**
   1. Some of the stuff is quite rude especially in east/entrance part
   2. Librarians at the library entrance are not friendly pls do not shout at us when we are forgot to bring matric card .talk properly.
   3. Entrance staff: very rude to customer / student

c. **Transaction Assistance at Circulation/lending Counter**
   1. Counter service: very rude to customer / (male staff)

d. **Reference Services’ Assistance at Information Counters at All Floors/Level**
   (No comments)

e. **Assistance at Multimedia & Special Collection Counter**
   (No comments)

f. **Assistance at Serials/Journals Counter**
   (No comments)

g. **Document Delivery and Inter-Library Loan (ILL)**
   1. Add online request for interlibrary loan. Too much trouble just to go in library just to fill in request form. Make it easier to request book acquisition by online request for book acquisition. inform requestor decision whether to purchase book or not and when book comes in inform requestor again. (time taken also way too long)

h. **Information Skills Classes**
   1. I prefer the class (learning on to search for journal, books, etc) to be conducted during 1st year. the class is vital/crucial for all research studies
   2. IIUM should make it compulsory for students to attend introduction to library classes.

j. **Assistance on Using Library Resources**
   (No comments)
**General**

1. Please improve your services.
2. The library now has done a lot to improve & adding a friendly environment to enculture knowledge base society.
3. It is quite difficult to enter the library because my student card cannot be detect by the system. I have settle the problem many time but it happen again.
4. Either the services provided are not suitable or the adequate
5. So good. Goodd...!!!

CSST/son/nn...01.03.2011
6. APPENDICES

6.4 Customers’ Additional Comments on ‘General Facilities & Equipment’
ADDITIONAL COMMENTS BY CUSTOMERS ON “GENERAL FACILITIES & EQUIPMENT”

a. Baggage Facilities:
   1. Baggage facilities are also a problem. I wish library can provide students a convenient environment for study especially for keeping the books and if library really concern about students, there should not be everything only for money. Thanks

b. Self-service Book Borrowing and Return Machines (includes After Hours Book Return):
   (No comments)

c. Common Study Areas:
   1. I hope the staff will manage to enhance the silent rule especially when it comes to the exam period since the library is so not convenience for other students to focus and study. It’s not quiet and sometimes it’s like chaos happen somewhere inside this place and disturb.
   2. I come to the library to be able to study in a peaceful manner, so I would like to have a tidy and clean place without noise around me so that I can focus well in my revision.
   3. Some area very noisy and some students are dating.
   4. It is comfortable & suitable for group discussion, but not for study alone because sometime students & visitors talk too much (noise).
   5. We as law student we like to discuss our subject in level 1 and we always make noise. It is our style of study. Please consider!
   6. The open area at the law level are too noisy, I hope you can observe this matter
   7. People study at level 3 very noisy, especially during exam. Hope IIUM assistant can do something! Thank you very much.
   8. There are some brothers reading and studying at sister area. Some students speak loudly at reading area.
   9. However, there are some disturbance that can be improved especially at law’s level. The students here are little bit noisy. It we could have the library assistance to come and check from to time to time will be appreciated. Can we bring food inside the library? Junk food? especially during final?
   10. Studying in the library is problematic because the library is very noisy (especially during examination week), too cold, lack electrical outlets for laptops (most are not working!!!) and there is a serious lack of discussion rooms, forcing students to loudly discuss in reading areas and thus disturb others.
   11. Staffs please monitor the environment, especially at level 3 as many students (especially foreigners) like to make noise & do discussions at study area. Please ask them to use discussion rooms.
   12. Please try to keep the environment more islamic by reducing free mixing in the library. System should sit with sister and brothers should sit in area
   13. Provide more comfortable chairs for all day long study

d. Carrel/Research Rooms:
   1. Carrel/research rooms are not enough for students, especially post graduate student (PHD) who in research stage
   2. Please provide carrel room for post grade by semester not by month.
   3. Some carrel room or study room very hot and dirty.
   4. The use and abuse of research rooms should be reviewed.
e. **Discussion Room/Group Study Rooms:**
   1. Overall, the service provided is good but there's still some room for improvement e.g. Private study corners, more discussion rooms which are easily accessed etc.....
   2. The discussion rooms are not sound proof, causing ...
   3. I just would like to comment for the improvement of the discussion rooms, most of not all have poor ventilation like example lack of fan or air-conditioning, and more often than not is quite dirty. Apart from that, IIUM library is an excellent library.
   4. Library should use "bilik kedap bunyi" in discussion room because we can hear another group discussion at the beside due to discussion session.

f. **Viewing Rooms:**
   1. Viewing room more bigger.
   2. TV viewing rooms does not have Al-Jazeera!

h. **Multipurpose Room:**
   1. Expand the number of multipurpose room

i. **Print and Copier Services:**
   1. Photocopy machine not much, please allocate more for student's convenience
   2. Printing & photocopy are not very convenient. Scanner on level 2 is very small & cannot cover large books.
   3. Add more copy machines in order to avoid queue

j. **Space, Lighting and Temperature:**
   1. Improve lighting
   2. Air condition in discussion rooms did not work properly, too hot, pls do something, it makes students feel uneasy to discuss their study
   3. I don’t read in the library because it is too cold for me. I wish something should be done to the conduction or reduce it.
   4. It’s cold (air conditioner ...super)
   5. Regarding to the environment, the air-conditioner is very cold. It is one of the hindrances to come to the library

k. **Restrooms/Toilets:**
   1. The sitting toiletri cover bowls are sliperry and dirty, I complained to change, but no action taken
   2. Hard to find the toilet
   3. Also the toilet are extremely horrible they should be cleaned well. put male toilet
   4. Toilet are not as neat as they use to be.

l. **Facilities for the Disabled/Persons with Special Needs:**
   1. More facilities for the disabled person

m. **Leisure Reading Area:**
   1. Leisure reading area is very crowded & very small. We need more table & chairs.
   2. Library authority should provide more books & magazines in Leisure Reading Area
**General:**

1. The chairs at the TV area smells!
2. Hard to find musolla
3. Provide a vending machine coz most of the student stays at the library for a long time & provide one area to eat the snacks so that the hygiene of the library stays clean.
4. Good facilities
5. Library = RIGID environment
6. Serve the coffee shop
7. Why is no 'Surau'? I think it's better if there is Surau in this place. Please provide small surau inside the library.
8. Please provide more than a rest room for male & female in every level.
9. Please make a surau for students & staff so that it will the easier for us to perform prayer & study at the same time.
10. Only one problem I guess, you should put fan in each level in our library to release the smoke outside.
11. Provide more facilities and convenient chair in computer room.

CSST/sms/mm...01.03.2011
6. APPENDICES

6.5

Customers’ Additional Comments on ‘IT Facilities & Equipment’
ADDITIONAL COMMENTS BY CUSTOMERS ON “IT FACILITIES & EQUIPMENT”

a. Library Catalogue (OPAC):
1. Database of books should be more up to date.
2. Opac always hacked, please upgrade the system.
3. When I need a book I search via library catalogue, the catalogue shown books are available, but when I search the shelf, it is not there. So I apply for search assistance but I get none.
4. I love OPAC!
5. Computers for OPAC at Level 4 are not working except 4.
6. It is very confusing to find books in the library on they are not update in the opac Please make opac system more efficient.
7. Finding books can be difficult as users have to spell author's name specifically.
8. Books are available according to OPAC, but it is not available in the shelves.
9. Need more PC or OPAC especially on level 2.

b. Computers to Support Study/Research:
1. In carrel room, no standard/update computers
2. Computers for online not working, slow and so full of viruses and malware/adware that it is practically not usable
3. Add more computers.
4. The computer to access the web is too slow.
5. Currently, no complain a part from on & off computer system down.
6. Improve the facility for computer.
7. The IT services would be much better if the PCs are changed to new ones. Please upgrade the pc.
8. Provide more PC with internet access.

b. Wireless Facilities:
1. To improve on speed and wireless connection
2. Why only IIUM Wifi can access online database ???? - The system is too slow, 1 need to w8 for an hour just to check my summon...
3. The wireless facility should be looked at, it is not as strong as it should be in some places
4. Wireless connection is very good
5. Please improve and simplify wireless usage
6. I couldn't retrieve lib journal using broadband. I've registered but still can't. Before lib started the new policy it is easier but when it restricted to 'off campus', it difficult.
7. The library also have great wireless connection.

b. Access to Library Information Services Electronically Off Campus:
1. Access outside of IIUM should be implemented for study purpose
2. Availability of journals to students from outside university is not satisfactory
3. BECAUSE WE HAVE A TROUBLE TO ACCES ONLINE DATABASE OFF CAMPUS, SO I MUST TOGOTO LIBRARY.
4. Comment: Hope fully we can have access to library information service electronically off campus ( search for thesis easily while off campus)
5. It would be good to enable online database access from outside IIUM network using barcode and matric no. to authorize.
**General:**
1. Additional plug sockets as there's no enough switch plug in the common study areas. Library should provide extra plugs laptop service.
2. Some of the electrical plug/socket in cubical area (level 2) are not functioning properly.
3. Please check-up the facilities provided like the desktop-mouse because I found that some of it can't be used.
4. The mouse @ the computer are not working well @ Law section.
5. I love this system library.

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6.6 Customers’ Additional Comments on ‘Library Staff’
ADDITIONAL COMMENTS BY CUSTOMERS ON “LIBRARY STAFF”

a. **Response/Feedback to Queries:**
   1. Normally, the librarian at the counter esp law department are too snobish, only playing facebook-game. When we ask question, he/she will look at us seems we are too bad, stupid or not assist us at all... “suka buat muka, buat org takut / malas nak tanya”

b. **Readiness to Assist and Helpfulness:**
   1. The staff should be more kind & have to assist the students quickly if they need help. Then the access to the online database /journals etc....not clear! Some students esp. junior don’t know to use the lib service. TQ
   2. About the staff are ever ready to assist & they appear pleasant & friendly. I’m impress.
   3. Sometime we do not know how to search. We need staff to help us

c. **Courtesy and Friendliness:**
   1. The staff should be more kind & have to show good impression towards student
   2. Some of the stuff is quite rude especially in east/entrance part
   3. Librarians at the library entrance are not friendly, pls do not shout at us when we are forgot to bring matric card. talk properly.
   4. There are some staffs are really impolite and unfriendly. May Allah heal you to change your attitudes.
   5. Need staffs to be more friendly to students. Most of them are very rude and arrogant. Staff should be well trained especially in manner of dealing with people

d. **Fair Treatment and Without Discrimination:**
   1. To library staff, please be more kind of cheerful. No discrimination please
   2. One of the female staff very rude to student. She mad to my friend last time just because we could not bring the matric card. but i do not know her name.
   3. Hope all library staff will be in more good ethic.
   4. Counter service : very rude to customer / (male staff) Entrance staff: very rude to customer / student. P/S : PLEASE IMPROVE YOUR SERVICE.
   5. The staff should observe the ethics. - TQ
   6. Upgrade the customer service and train the staff accordingly

**General**
1. Comment-The library staff have to be more alert to missing thing likes thumb drive or valuable things. Not just keep the missing things when they found the things are left on the table. Not just left the things there.
2. I have comment that the library staff should make strong awareness to the students to put the books in the correct place on leave them on the table because sometimes when I search find the books not in their place or i do not find them at all. So please take this matter seriously, thank you.
3. Basically, I am satisfied with all the facilities accept that I hope the librarian would consider about students who are reading peacefullly in the library when they are arranging the books according to its place. The noise is too loud and distract out attention.

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6.7 Customers’ Additional Comments on ‘Communication’
ADDITIONAL COMMENTS BY CUSTOMERS ON “COMMUNICATION”

a. **Library Policies:**
   1. Not relevant when discussion mix gender in one room, how come one girl & one boy in one discussion room, not goodlah. so hope those staffs who give warned to the students, need to check first. sejak bila pula UIA sisters @UIA brothers. tak salah kan kalau niat untuk tuntut ilmu, jangan lihat segolongan yg kecil, terus ‘generalize’. Not relevant when discussion mix gender in Comment, As a law student, I believe we shall have the right to borrow law books, not only master & PHD student can do so. All that are for the purpose of enhancing the learning study & enriching the knowledge.
   2. Denda mahal sangat. It is very disappointed that many law book cannot be borrowed. Hopefully you can find any solution regarding law book.
   3. Make a new policy which is allow the students to borrow the books.
   4. Thank you for it is a must for us to borrow the book in order to fully understood about our research. But why law student (UG) can’t borrow the law books??
   5. Hope that I can borrow books more than 2 wks.
   6. From my observation, it is not about setting a new rules, it is about enforcing them. I think the library needs a full time staff to look after the library environment especially quietness, maybe the library should accept students to help as volunteers.
   7. I think the library should focus on a professional quiet environment other than the customer services only.
   8. The policy should give more concern about study area not mix between males & females, fail to do so, mean the library fail to islamization of policy.

b. **Service Description:**
   (No comments)

c. **Library’s Web Page**
   1. Library web page insufficient to provide information regarding case law materials such as book & journal.

d. **Signage**
   1. More signs for quiet are needed, cell phones are to be mute, research areas for groups of student working together should be pointed and public to limit dating

e. **Alerts on New Services and Facilities**
   1. Previously, IIUM library always remind me when the due date to return library books is coming nearer. Not so now, and I have several times missed the deadline and whenever I forget to renew the loan online, I have to carry all the books to the library to renew. Please bring back this old but good practice of reminding. Thank you.
   2. Provide regular information support to our Research Clusters.
   3. I want to comment about the reminder of return book via email. Not all reminder was sent to me, that’s why I forget to return the book that I borrowed. Then, I compounded. I hope you will concern about this reminder.

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6.8 Customers’ Additional Comments on ‘Why do you come to the Library’
ADDITIONAL COMMENTS BY CUSTOMERS ON “Why do you come to the library”

1. Study, read news & gather information
2. To do the discussion - Find out the information and resources for assignment
3. I have to make my discussion, meeting research and etc.
4. This place is very good for discussion.
5. Because it is important to me to increase my knowledge and my information
6. Get resources & knowledge; spend free time, like being here for a sake of knowledge!
7. Books and wireless service are the two main aims when i come to the library. Overall, the service provided is good but there's still some room for improvement.
8. To search for additional information and resources of the assignments.
9. To do research, borrow books, leisure reading/newspapers/surf the net (wireless, but would be better to improve on speed.
10. To search for books related to assignments and also for leisure reading. The Library is also very conversant to use photocopy machine and the discussion rooms.
11. Some students need to spend more time in Library during examination as well as private lectures who address subject to students.
12. To read newspapers & reference.
13. To borrow books.
14. To do research To search for references.
15. Search books. Fill gap between classes.
16. To search books that are difficult to find outside.
17. To find out the source of reading & source to making assignment. To search for reference materials and new arrival research materials resource.
18. Find cases, discussion, study, reading, etc. -Everything is very good!!
19. To find cases and information.
20. Group discussion & study exactly -getting some rest & read some books there -. -
21. To do research for my assignments - to get access to books, journals for my references
22. To study/discussion/revision
23. To study -to search books/journals -to have good environment -to read newspaper -to sleep -to reading magazines.
24. Comfortable to study.
25. To find book & resources for my study & research.
26. To find the books & also study here with privacy
27. I come to library to find the materials that i need & to access some journal online.
28. Find for extra research and knowledge, in addition, if i have discussion, so library is the appropriate place for me.
29. To find materials for assignments in book review also for leisure time.
30. Find a book, novel and read newspaper
31. I come to the library for leisure reading
32. Make research, rest.
33. Good Library. Keep up the good work.
34. I come to library because the place is conducive to study to conduct research. Secondly to access the document related to my research. I feel very motivated when, in the library compare to any other place. I am grateful to the service, to Allah (s.w.t).
35. I come to the library mostly to borrow books and make color printing, more of that is to watch news. I always read in the lab.
36. To get sources for academic exercise - reading newspaper but not frequently
37. I use to come to the library for the following reasons: 1.To study 2. To borrow books 3. Watch TV 4. To browse the internet.
38. Very good, no comment.
40. Do assignment (check research done by previous researcher, journal, book and etc). Get current information. New/contemporary issue books.
41. To find extra reading.
42. To get reliable sources for my project paper.
43. IIUM Library provide lots of book that make me easier to make research.
44. I usually come to library to borrow books, either for assignments or as reading materials.
45. To have a conducive studying environment.
46. Library is a comfortable place to do my research.
47. I usually go to the library to obtain materials for my study as well as to read the daily newspaper.
48. To make some research on our study area, to use the computers, borrowing books.
49. For me I like to study in the library, and to borrow books, for sure to read newspaper everyday.
50. Study group - find material for research.
52. To search for books, journals and other resources related to my field (materials engineering).
53. Because of group discussion, study, borrowing books.
54. To find resources to do assignment.
55. Because of group discussion, study, borrowing books.
56. To revise subject especially when the final exam around.
57. I normally come to library to have group discussion and also to collect some information for my assignments.
58. To find material, resource, reference - to access the internet.
59. Research/study/assignment/leisure.
60. Search for researcher.
61. 1. To do research. 2. In between classes instead of going to a cafeteria.
62. Because it help me & I would like to thanks for all the staffs. Insha Allah, it will continue & improve more than the effort that you made.
63. I came to library to search for book, general articles and research methodology book, as well the librarian police help me to obtain enough information or relevant information, we are applicable to all and everybody. The aim of library to help to understand and maintain enough countum or level of searching documents, data, and literature acquired by university.
64. Borrowing books. Discussion group. Getting more peaceful study condition.
65. To read newspaper, study, and resting.
66. a. To find information. b. To discuss assignment with friends in the discussion room. c. Library is comfortable for me to study.
68. To study & make research.
69. Find sources for my assignments, read cases.
70. To make research for my study but overall, it the facilities in this library are dissatisfied.
71. Find journal, article, borrow books, study.
72. Mostly, due to the fact that I have to do some research.
73. Easy access.
74. The ambiance is nice for studying.
75. For the research & books especially article & journal of law. Also because of the wireless connection.
76. It is, a good place to study discuss & do research.
77. I come to library to make research & study because we have enough facilities for those purposes.
78. Because its the best place for study from all spect of study -books-references-friends-methods.
79. Library has books.
80. To borrow book and aircond.
81. LIBRARY PROVIDES VERY GOOD CHOICE OF BOOKS, AND ACADEMIC ARTICLES WHICH ARE NEEDED FOR THE RESEARCH THAT I DO.
82. Library is a place to find sources and resources, accessing to great minds around the world in books, database, etc.
84. To look for references of my issues
85. Great place to study.
86. To find materials.
87. To search some book for my assignment
88. Peaceful
89. 1. To search more info to the relevant subject. 2. To study (comfortable place to study), reading magazines, books, newspapers.
90. I search some sources and references in order to finish my assignment and make some group discussion.
91. Thank you for the good service
92. I come to the library to find a materials for doing my research and also to read newspaper.
93. To find the resources and sometime to get reading
94. To find reference book @ discussion
95. Because we can find books, articles that are related to my research and also majority of them are very friendly, I like them I pray for them.
96. I enjoy reading - The internet is better than ITD - Good reference for my course - Peaceful
97. Mostly do revision, besides read newspaper & surf internet
98. To do some research and completing assignments
99. I'm law student and I have to come to find a book and to find case.
100. -> to search books -> to study -> to surf internet -> to read newspaper
101. Very cozy environment and can read books at any time out of leisure or for the needs to do assignments
102. To find information & surfing internet
103. Reference
104. To study but the open area at the law level are too noisy. -To do research.
105. FIND BOOKS FOR ASSIGNMENTS. READING NEWSPAPER - LEISURE TIME
106. Library is the only place where I can do my revisions.
107. I come to library to make some research.
108. To find a book and make research.
109. Generally I come to the library to do research or photocopy document which are not available elsewhere.
110. TO STUDY - SEARCHING BOOKS - READING NEWSPAPER - RELAX
111. Search books to do assignments - Read paper - Discussion
112. Because the librarians are the best in this universe.
113. I come to the library because it's the convenient place to study.
114. Group discussion - study - classes - reading newspaper - On line.
115. To study more focusly. Not bored while studying.
116. To find resources, cases, status, etc. Add knowledge when reading in the library and borrowing books.
117. Library is the main way to extract useable informations to support academic purpose - I need to improve my library skill.
118. I come to the library because easy to find books & materials. The condition also comfort for me. I hope IIUM library will be the best.
119. To find case, statute and so on.
120. I can borrow any reference books there -
121. To find euphoria to study.
122. -To study -To discuss
123. -To study -
124. I come to library to study, group discussion, search for books, etc.
125. For the conducive environment.
126. Need quiet place to study & borrow books for research.
127. To get the resource regarding our related course.
128. Looking for materials (assignment & leisure reading)
129. We need to make research on assignment.
130. Searching for books & journals, sometimes class were conducted in the library
131. To borrow books for my assignment
132. To do research and looking for sources that i need to do my assignment. -Place where i can relax and sometimes its exciting to read something new (not related to the study book i.e. culture of other country)
133. To find sources (books, journal etc) for assignment as well as doing discussion.
134. To search my reading materials & do my assignment.
135. Want to find the reference book
136. Come to library to do research and find some of the textbooks that I not buy. Sometimes, I do have my leisure reading in library.
137. To find additional resources.
138. IIUM LIBRARY IS THE BEST ONE ...
139. Search for the references & new
140. Searching references, journals, themology dictioneries.
141. IIUM library has provide adequacy of books and information resources in order to help in my studies.
142. Looking up the materials reading .materials for assignment.
143. To borrow some books -to study
144. For classes -To study -To find resources for research
145. Comfortable to study -Lot of reading materials as reference
146. To read and borrow books that are related to my field of study and to surf internet and to use printing services.
147. To study with a very convenient & calm environment -To borrow books reference
148. I came to library to study.
149. I come to library for information
150. To complete my assignments -there are a lot of books that help me completing my assignments.
151. TO REVISE SUBJECT ESPECIALLY WHEN THE FINAL EXAM AROUND THE CORNER
152. For research
153. Doing research -finding cases & journal
154. I come library to find a new resource & source to finish my assignment.
155. Discussion with group members
156. Group discussion & especially during final exam
157. IIUM IS THE BEST LIBRARY
158. I come to library because it is near to my kulliyah & very comfortable & I like the environment
159. To find books, articles study & have group discussion
160. To doing some research & borrowing some books
161. I like environment here
162. Study & finds some resources /books
163. I come to the library to borrow books (materials).
164. To borrow books which I can't afford to buy
165. Loan books. Doing my research paper/assignments etc .Air-condition .use wifi -IIUM at library .Quiet environment @peace to study .
166. To search for the books & journal related to my assignment.
167. To search for resources & to utilise my leisure time.
168. To borrow book & finding some of the informations.
169. The library always kept noiseless.
170. Basically to search for reading materials, discussions as well as for assist in doing my assignment.
171. For me searching & studying.
172. My lecturer ask me to.
173. For studying , research task the discussion. Very good atmosphere@ law section.
174. I come to library to read newspaper, and to study.
175. Because library web page insufficient to provide information regarding case law materials such as book & journal.
176. I come to library to studying...
177. Find cases (for law subject) and surfing the net
178. TO DO RESEARCH FOR ASSIGNMENT
179. Borrow books to do some research regarding assignment.
180. I come to the library to study group & finding materials needed for completion of assignment....
181. Because of the temperature.
182. To make researches -additional notes -watch al jazeera - read newspapers but sometimes other students always hide them
183. I came to borrow books.
184. To study.
185. To collect information & search for books, also to do discussion & preparation for any assessment to use computer & read newspaper.
186. Also, I fill full in active in my study when I enter library for reading or studying.
187. To make research
188. Searching for materials sources
189. I come to the library to find books for assignment and some time for classes.
190. Search books or relevant sources for studies.
191. To do revision especially during final exam week. Borrow the books.
192. For the library research skills workshop.
193. To get more sources for my study and library is very comfortable place to study.
194. To gain excess to relevant reading materials as well as to search for extra reading material.
195. To study, -To find suitable /appropriate references
196. To borrow, to study.
197. To do research and assignment and study.
198. To find materials needed.
199. I always come to library to search for materials and also for printing.
200. To study more comfortable
201. Come to find resources, read newspapers and to study comfortably. -Very good condition in this library for studying.
202. Reading and borrowing books.
203. Assignment (search books, etc).
204. To read
205. It is a very friendly place, suitable for studying and easily to access information resources.
206. Good service! Keep up the good job!
207. As law student are not allowed to borrow books, I have to come to the library find sources, journals and etc. -Discussions are also the reason.
208. I would usually come to do research and find books or to get the past years questions.
209. To use the books, using online database, to study.
210. I went to the library to do my research, read newspapers and borrow books.
211. To get sources and find book for my works.
212. Come to library because my concentration to study at here is very high.
213. Because I feel comfortable studying in library.
214. Study, search the books.
215. Library is my 2nd home.
216. The toilets are very clean.
217. Lot of references
218. The library has improved tremendously since 10 years ago. I'm happy. The staff now are helpful. The liaison officer is good as well. They weren't as helpful a decade ago and didn't have an understanding in good customer service. Keep it up!
219. To get references
220. I came to library to find the books. But, sometimes we can't get that book.
221. To borrow books.
222. I find comfortable staying here and it indeed pleasant.
223. For research.
224. Research - Cases - Study
225. Excellent job
226. I come to the library just for the borrowing books purpose and for my class ENGL 1345 expository writing by Mr. Shamsul Kamaruddin.
227. Usually I go to library to check out books I need or to study.
228. I come to the library to do research.
229. To do my research - Having class at multipurpose room
230. To study, look for books, and I like the environment.
231. For borrowing books - For discussion - For searching journals and cases.
232. I am very happy with the services provided by the library.
233. To study and borrow books
234. Study
235. Search for books & read newspaper, online
236. search the book
237. Searching 4 books & additional info, fulfill free time.
238. I go to library to study for final exam
239. To search for reading material.
240. I come to the library to get access regarding my assessment and enjoy reading the materials available. However, lack of reading materials in some fields and too cold discouraged myself to be there for long time.
241. To get more knowledges, information and references. - to study and do revision. - to discuss the assignment
242. To find books related to the courses and do group discussions.
243. To find a suitable books for assignments.
244. I come to find information & search for extra knowledge.
245. To find references for my assignment - do revision/study group
246. Find the books
247. Do revision & studying - borrow books.
248. Really comfortable to do discussion.
249. To find sources for assignments To study to do discussion.
250. Come to the library as there are many books that I use for research.
251. To find the materials, especially through database.
252. Study - Reading books.
253. Discussion - study (self-study) - research
254. To finish my assignments
255. Because law book could not be borrow
256. Because the law books (references) can't be borrowed.
257. To find text books
258. I come to library to find some reference books.
259. Peace - to gain knowledge
260. To search for information
261. Library is a comfortable place to study
262. To search book for assignment
263. I come to Library to find books or other reading materials that are related to my work.
264. Because I want to borrow books.
265. To find the exact fact compared by searching through internet
266. Find book - hang out
267. Group discussion and find materials for work assessment
268. To find additional stuff of my study
269. Only come if I have a class here or when I need to find resources for my studies, I never for leisure.
270. To search for resources for study & research purpose.
271. To find books, cases, journals, etc.
272. * to prepare for lessons, activities in class * to look for information * for postgraduate study (personal use) overall, I’m satisfied with our library
273. Searching for reading materials
274. Very convenient place to study and do research
275. To do research and add on notes in class
276. To do research on specific subjects besides studying
277. To do on specific subjects besides studying - To get internet connection
278. Discussion, study, research
279. Search for the books
280. To search for references for assignments, projects
281. * to have a peaceful environment to study and revise * To have an additional references to study
282. I go to library if I have group discussion and to get some books besides, it is a good place to have
more revision
283. To have conducive condition to study in quiet place and have many resources to use there
284. To do research in to find information & material required for my assignment. - to study, discussion
285. I come to the library to find cases & info. but
286. To search the book
287. It has the best enactment of law journals and material that is relevant in my field of study
288. To search for law enactments & research
289. I can't borrow laws book, so I have to come to library
290. To get access to the book and online materials
291. I come to the library for course references since I'm an Aikolian. We cannot borrow any books or
journals.
292. * Leisure * Studying * Group discussion * Research
293. I come to the library for: i. classes ii. Research iii. Revision iv. Discussions
294. Find books and discussion
295. To find books/materials 4 assignments.
296. I come to the library to search for some references in doing my assignment and tasks given by
lecturer. Sometimes I also doing discussion at the library
297. I often go to library with purpose to search for reference for my academic assessment, group
discussion & meeting social point.
298. To find reading materials - to use online database - for group discussion - for revision during
exams
299. To look for material and sources.
300. To search for book & references.
301. I request a study care, cd. never got it. There are too few cd. Poor communication regarding
bookings. Leisure reading room could benefit from more graded readers since majority of iiun its
are 2nd long.learners p.s. there are several ECT journals that we do not subscribe to e.g. TESOL
quartely.
302. Come to the library to find book, magazine, journal, and others - to read monthly magazines and
daily newspaper
303. To get more information about title area of interest
304. I would go to the library whenever I'm free because I would like to complete and search the
information needed for my assignment
305. To find cases and study.
306. Best environment and references materials for group discussion.
307. For the discussion, search for the case
308. To gain knowledge
309. To find / get information that related to my course. - have discussion with group members. -
borrow books /textbooks.
310. To search for books & journals, to do research
311. Find books and journal
312. To find sources and references regarding to the study.
313. Do research
314. For search the journal/paper
315. * to read journal articles, borrow books
316. Good facilities
317. It’s good for myself, dude!!
318. Seek some research for assignment reading books (mostly Islamic books)
319. To study without disturbance
320. Learn how to find the information
321. I come to the library to do discussion group and to do some revision
322. To make assignment hold meeting regarding works
323. I come to the library for doing my revision. Other than that, for searching books to do my assignment.
324. To study peacefully & use the facilities in the library
325. Study, doing research, find journals, group discussion
326. I come to search for books and discussion and sometimes stay at leisure reading
327. I came to library to look for books or study
328. To borrow the book
329. Extensive collection of books
330. Because I like
331. For discussion to find additional resources
332. Using leisure reading area or get information for assignments
333. To find any books regarding my assignments peaceful and silent research available information
334. Group discussion to access to the Internet
335. To find books that are related to my studies
336. I come to library to study or to borrow books or get articles from the internet. Also for discussion with fellow classmates
337. to study - to find references - discussion
338. Find sources, using facilities accordingly.
339. Search for books to do assignment, oral presentation
340. To study - to make discussion - to attend meeting - to read newspaper
341. I come to library normally because I want to read newspapers there. On the other hand, I want to have discussion regarding my studies with my group members assigned by lecturers.
342. The library have a conducive environment to study and its rights place to do group discussion with friends
343. To make group discussion
344. When there’s gap (time) between classes
345. Discussion, do revision
346. To study, revise, online make additional research
347. Of course for doing some discussion with my friends about assignment given to us. Plus, we can use books or any resources inside the library as reference. Overall, IIUM gombak library is a good library I have ever been.
348. To have knowledge etc.
349. I'M usually at the library either completing my work or reading books. I am quite satisfied with services provided by the library
350. I came to library only once to ask about the library skills programme but nobody at the office to serve me even it is past lunch time
351. Discussion revision borrow books
352. Because to make a research for assignment and sometime for discussion group. In addition, borrow the books for research
353. Make if easy for us to find a books
354. To do research on assignment
355. I go to library to study and often in groups.
356. Get information
357. Come to the library to search for material and sometimes fulfill leisure time
358. Study and sometimes to fill some free time and group discussion
359. Because I want make some discussions with my friends
360. Because I wanna make some discussion with friends
361. I came to library because I want to make research about assignment. it is so easy to find a book at
library
362. To search for books and fulfill my time with beneficial activities make research for my
assignment meeting with other classmate
363. To make research and some reading
364. To make research to complete the assignment
365. To search for text books read newspaper and magazine
366. To borrow textbooks, extra reading.
367. To do revision and find book or article
368. All in all, I satisfied with the service provided
369. To get book basically, sometimes to go the bathroom.
370. To discuss and study the library still needs more improvement
371. To find information and borrowing book
372. Because of the peace environment, and all the facilities student to make our work easier
373. To do group discussion and to find reading materials.
374. Group discussion, study...
375. I come to the library in order to make a research and to find a cases. besides that, need some
references in order to complete my assignment
376. I come to the library when I need to do my research.
377. Comfortable environment to seek knowledge
378. I normally come to the library to do search, find relevant materials as well as read leisure books at
the light reading area.
379. Group discussion, additional materials access to cases law.
380. I come to the library to find more reference books or article to help me in my studies and
assignment
381. To study and attend group discussions
382. To study and borrow books. plus the wireless signal is really clear in the library
383. To borrow books
384. I come to the library to find some references for my assignments plus, I'm also searching for
motivation book to read in my leisure time.
385. To search book
386. I come to library for references, references for my assignments and I like to be in library
387. The reason why I come to library is to borrow books from the library for my assignments.
388. I come to the library to look for the books that may help my research
389. Everything good
390. To find the revision book, discussion, borrow the book
391. To find acknowledgement for assignment. Love to be here, because very convenience
392. Great hospitality with good environment of reading and learning.
393. I come to the library because I want to search the books
394. To fill up empty spaces, borrow books and do research
395. I come to the library to get the book that I want and to attend class.
396. Easy to find books when to read and do assignment
397. To help us complete our assignment with various sources which provided by iium library
398. To searching books and material regarding my assignment and class
399. I'll come to library for searching materials in order to complete my assignment and sometimes for
discussion matter
400. Because I have discussion with my mates for project and because of study matters only
401. Find for the books, discussing and using internet
402. To study or discuss with my friend
403. To study. To find additional reference books
404. I want to borrow the books and find a good place to study Access to the internet, doing my
assignment
405. To do group discussion
406. To do discussion or to revise
407. To get resources
408. I come to the library to study and make the discussion group with my friends
409. For discussion and revision. Also to make some research
410. We always need liunm library. Good Luck.
411. Do research, borrow books read newspapers have rest
412. Studying and doing some work in the library is comfortable compared to other place
413. Library-references and the peaceful and environment
414. To make an assignment
415. I come to library for many purposes : Study, find book for my assignment using database services, group study
416. To read the leisure reading materials
417. Group discussion To get additional information and resources
418. To study and having discussion with my friends
419. To search information on my assignment
420. To study, discuss and make research