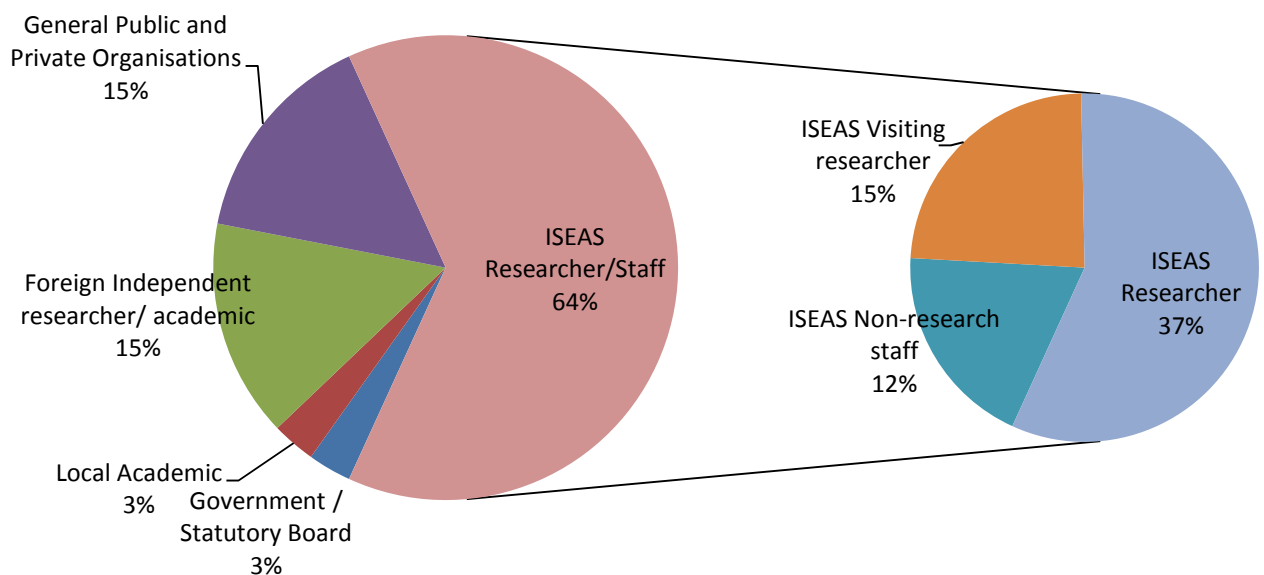


ISEAS LIBRARY USER SATISFACTION SURVEY REPORT FY2015/2016

Survey Overview

The report summarized the key findings of ISEAS Library online survey conducted between 28 January 2016 to 6 March 2016 with our 402 registered library users. A total of 33 individuals (8.2%) gave their feedback by completing the online form. Two-third of them were internal users from ISEAS-Yusof Ishak Institute as shown in the pie charts below:

RESPONDENTS' PROFILE



Notwithstanding the small sample size, the feedback and inputs have enabled the Library to make refinement and adjustment on certain aspects of procedures and improve on other areas to bring about a better service and library experience to the users. The Library hopes to receive more responses next year so that it can enable us to further improve our services.

Survey Results

Library Collection

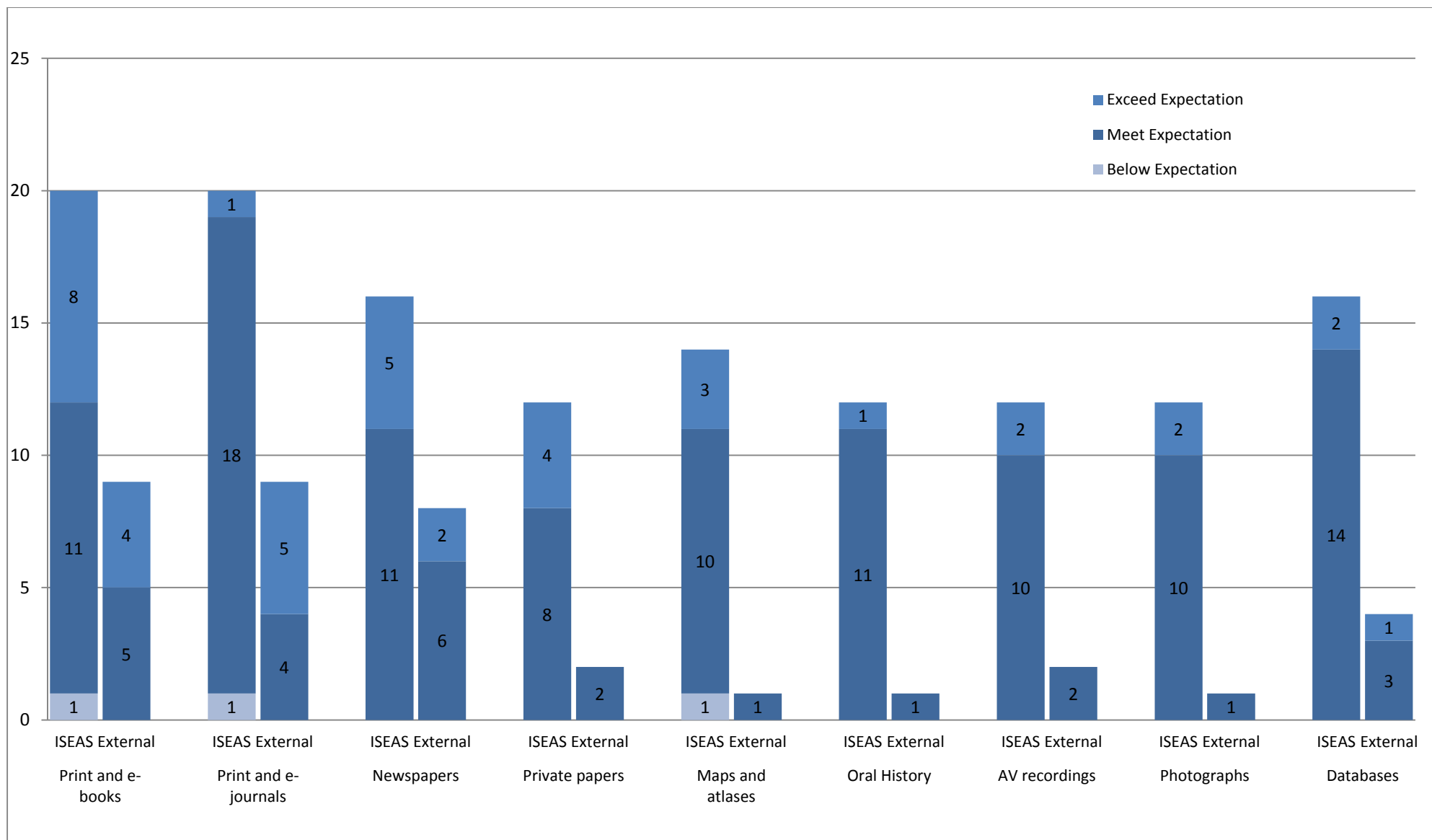
96.5% of the respondents rated the books (both print and e-books) and journals (both print and e-journal) are two collections that have met or exceeded expectation in meeting research needs. In comparison, the Maps and Atlases collection has a lower score of 93%. One user who rated the books and Maps & Atlases to be 'Below expectation' suggested the Library to purchase more books and maps related to Archaeology.

[Library's response] Since 2013, the Library has included all ISEAS affiliated researchers in its monthly acquisition and yearly subscription list so that our purchases of resources closely reflects the information need of the users. In FY 2015, the Library has acquired 121 titles related to Heritage, Arts and Cultures as well as archaeology, this represents 9% of the total collection for the FY.

A user suggested the Library to carry more e-books and he also wanted to be able to access Library's subscribed e-journals/databases outside the Institute.

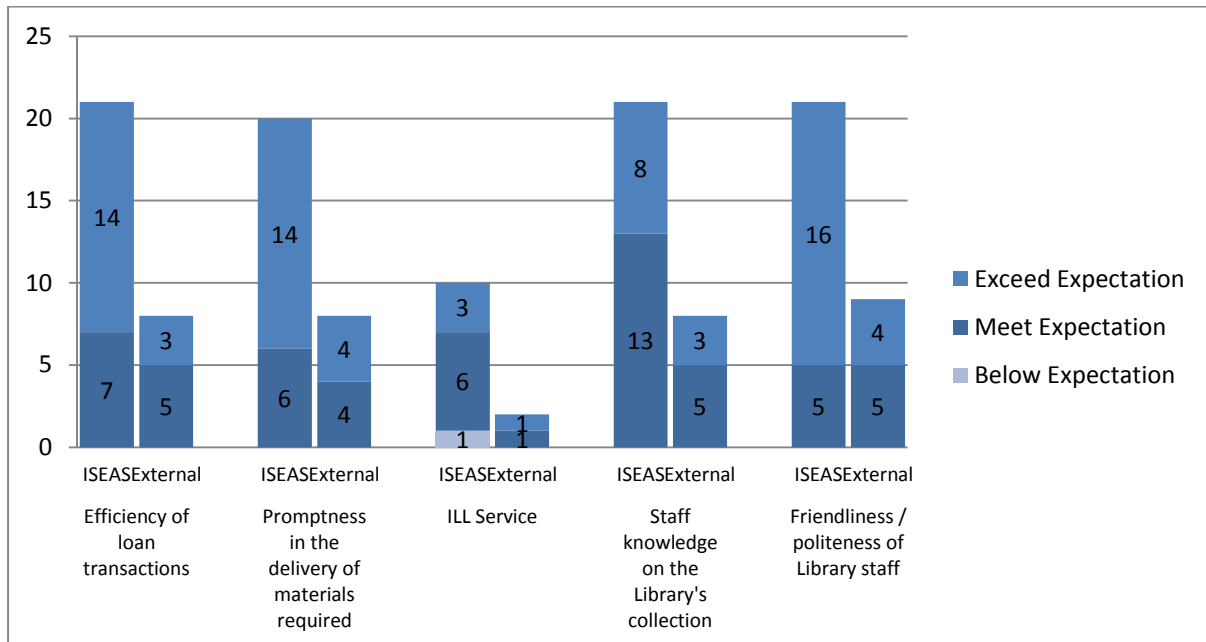
[Library's response] The Library's book collection has few e-books, mainly because there are that many titles fall into ISEAS' research agenda. As for e-journals/databases, the Library has currently subscribed to seven e-database packages, providing online access to over 9,000 e-journal titles which are accessible within the ISEAS IT infrastructure. Furthermore, the Library also has individual subscriptions to over 50 e-journals, magazines and newspapers that are not available in subscribed databases.

Satisfaction level remains high for the other collections which includes Newspapers (both print and e-newspapers), Private Papers collection, Oral History Interviews, Audio Visual Recordings, Photographs and Databases, with all respondents rating them to have met or exceeded expectations in meeting their research needs.



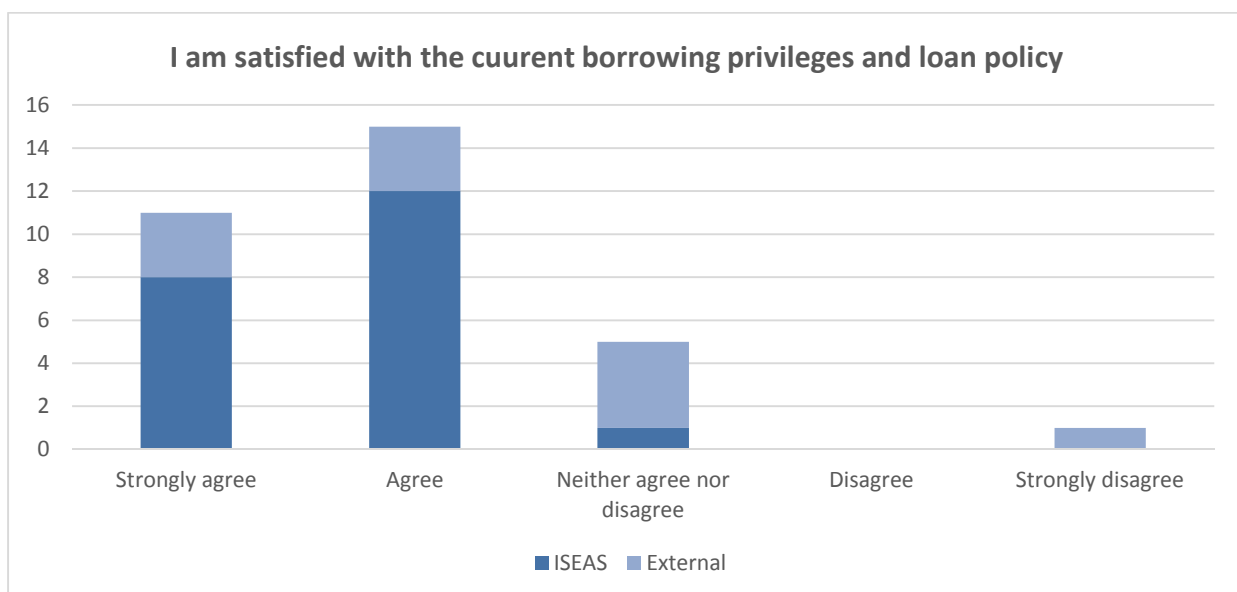
General Service Level

Of the 33 respondents, most respondents rated highly on (i) the efficiency of loan transactions, (ii) promptness in the delivery of materials required, (iii) staff knowledge on the Library's collection and (iv) friendliness / politeness of the Library staff.



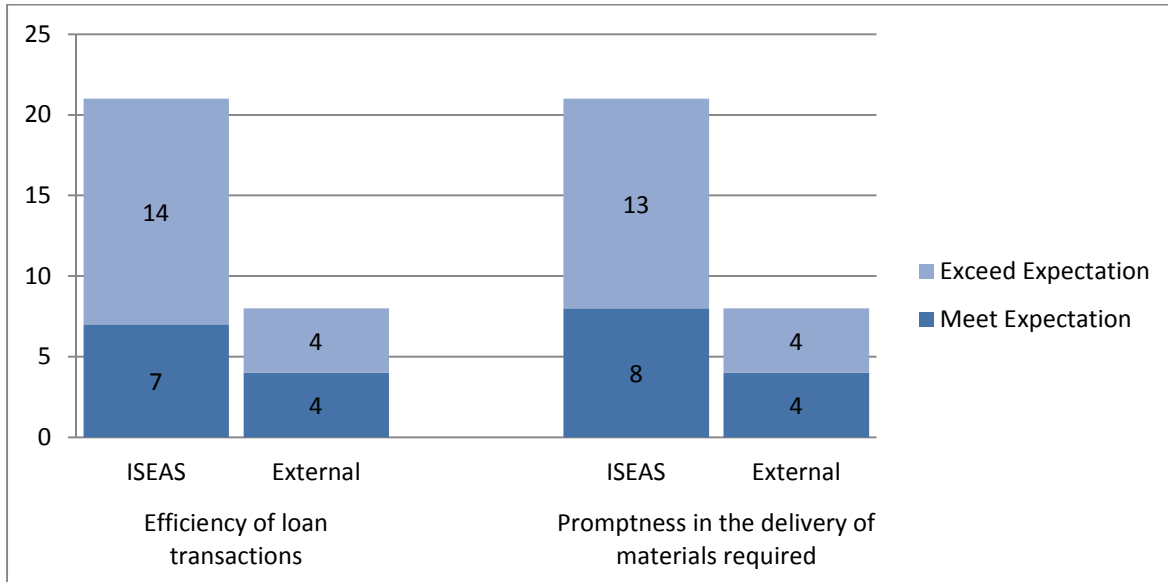
Satisfaction with Loan Privileges

Of the 32 who provided feedback on this service, 81.3% of the total respondents are satisfied with their current borrowing privileges. A higher percentage of ISEAS researchers/staff (95.2%) responded favourably compared to only 54.5% of the external users.



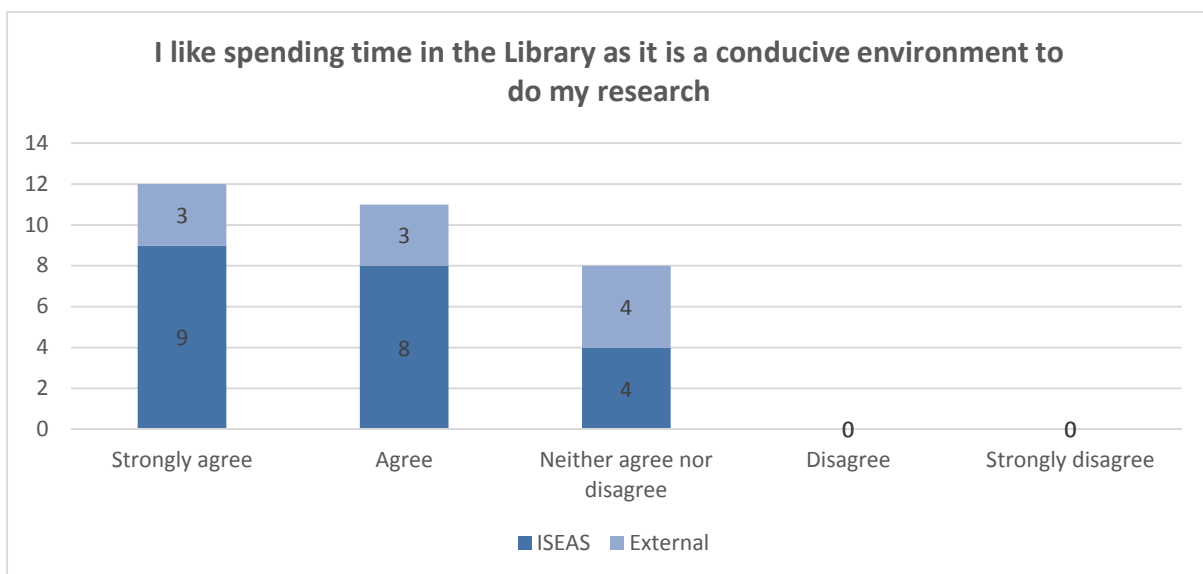
Handling of Enquiries

Of the 29 who provided feedback on this service, all respondents rated the efficiency of loan transactions and the promptness in the delivery of materials to have met or exceeded their expectations.



Library Facilities

Of the 31 who feedback on this, 74.2% of the total respondents agree that they like spending time in the Library as it is a comfortable and conducive environment to do their research. A higher percentage of ISEAS researchers/staff (81%) agreed to this statement compared to only 60% of the external users.



Lighting

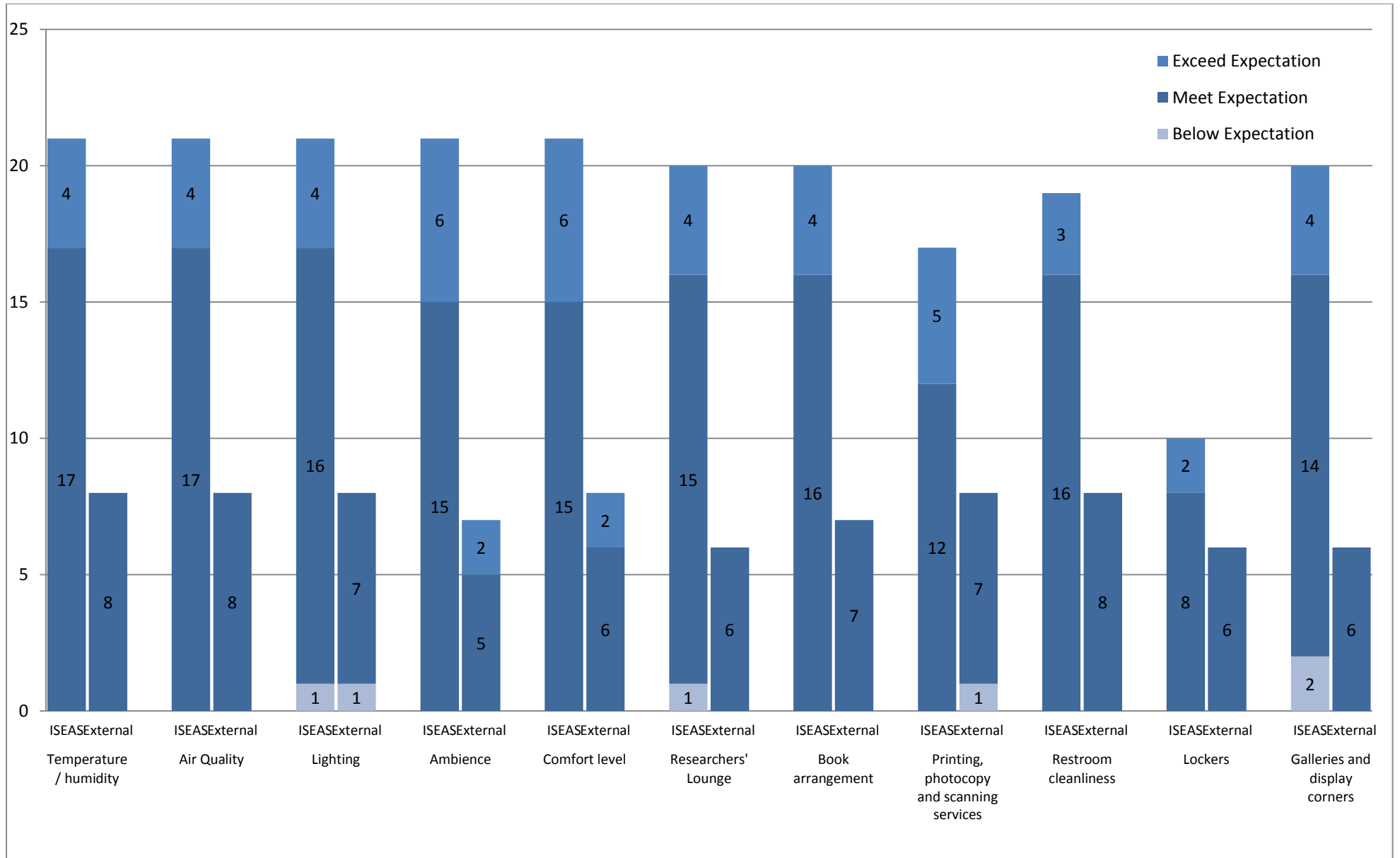
Lighting was still a concern with 2 respondents rating the lighting to be 'Below expectation'. However unlike last year where the lighting was an issue in locating books or journals due to the placement of the lighting directly above the shelves (which the Library has since addressed), the issue this year lies in some areas (possibly Levels 2 and 3) to be too dark for suitable reading.

[Library's response] Library has installed additional table lamps.

Printing, photocopying and scanning service

One user found the price of making copies from microfilm to be quite steep (\$0.30)

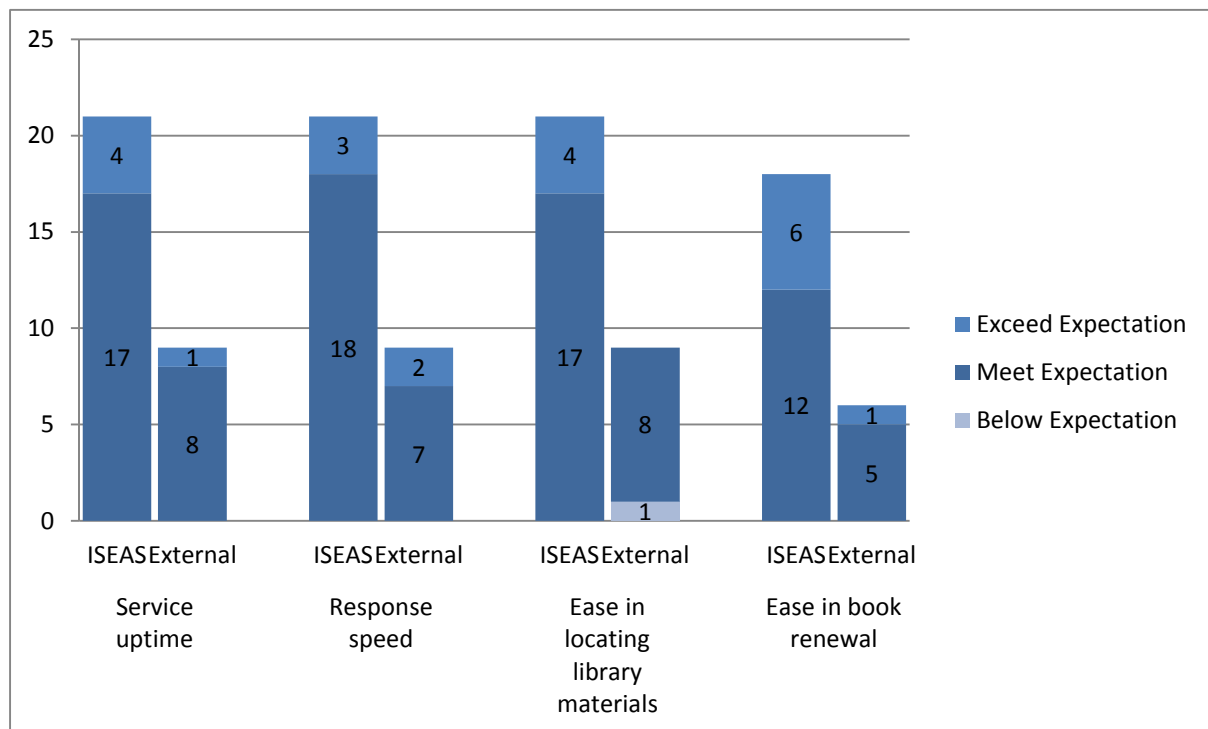
[Library's response] The cost of printing from the microfilm machines is higher due to the higher cost of the microfilm printer as well as the toner. The Library constantly reviews these costs to ensure that library users are not overcharged. We have recently reviewed the cost for laser printing and will be reviewing the cost of printing from the microfilm machine.



Library Online Finding Aid System

One user suggested for the Library to enable users to 'click and send' metadata of selected search results to phone to avoid typing.

[Library's response] SeaLion's booklist function allow users to shortlist and send selected titles for borrowing. For more details on how to go about this process, please refer to "How to build my own booklist on SEALion" found on the [Library's FAQs](#) webpage.



Info-Alert Services

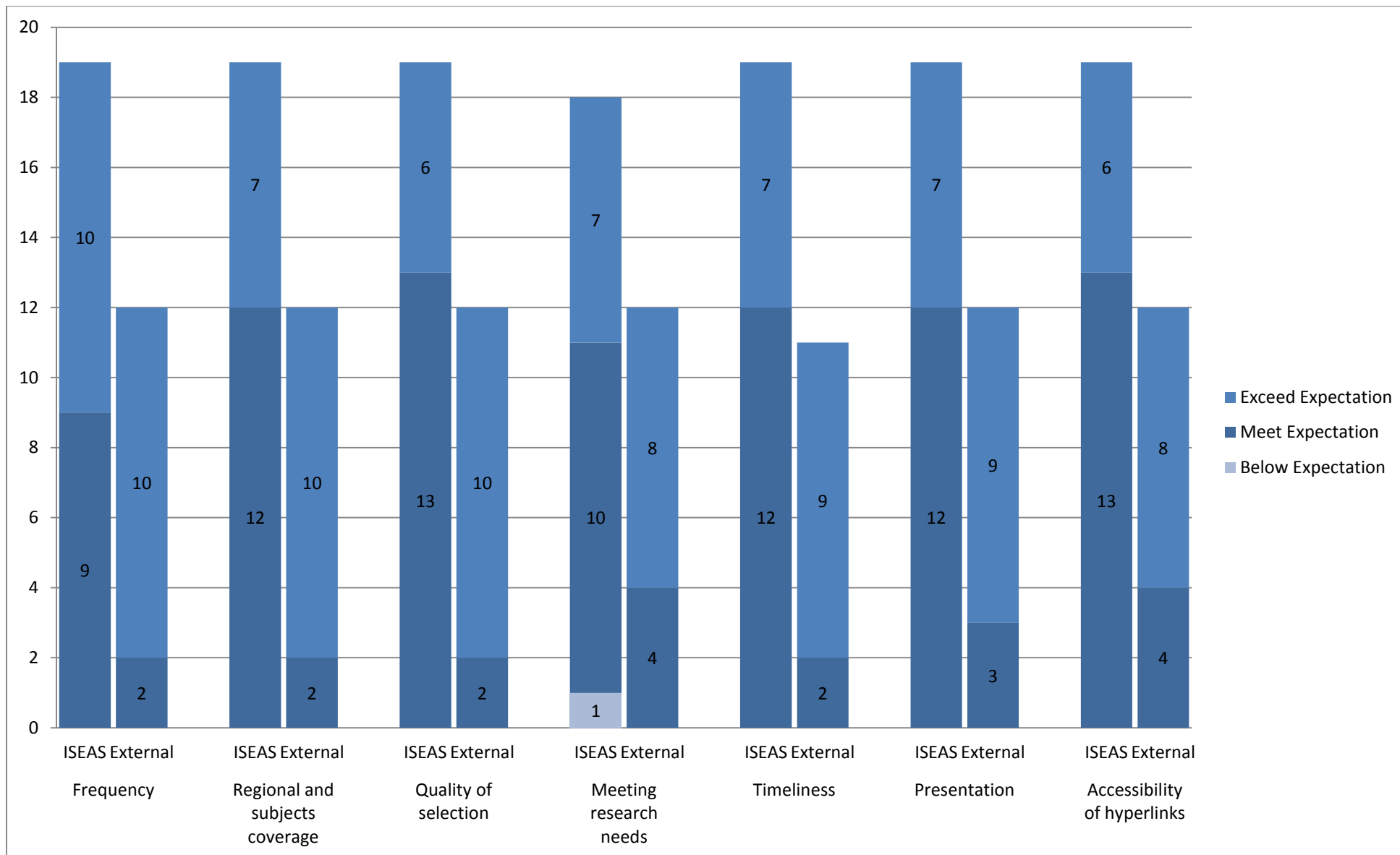
One subscriber commented that *due to frequency of the daily alert, it would be difficult to catch up reading all of articles.*

[Library's response] Although this is a daily service (for working days), this info alert service serves mainly to alert our subscribers on this service and to provide them with the latest news in the region. Subscribers can always choose to view the news during the following days/weeks when the need arises.

It is also encouraging to note that all external respondents rated highly on the Info-Alert service. The Library also obtained a positive feedback from one user who commented that the Info-Alert service was *always very useful; excellent reminder for something I missed.*

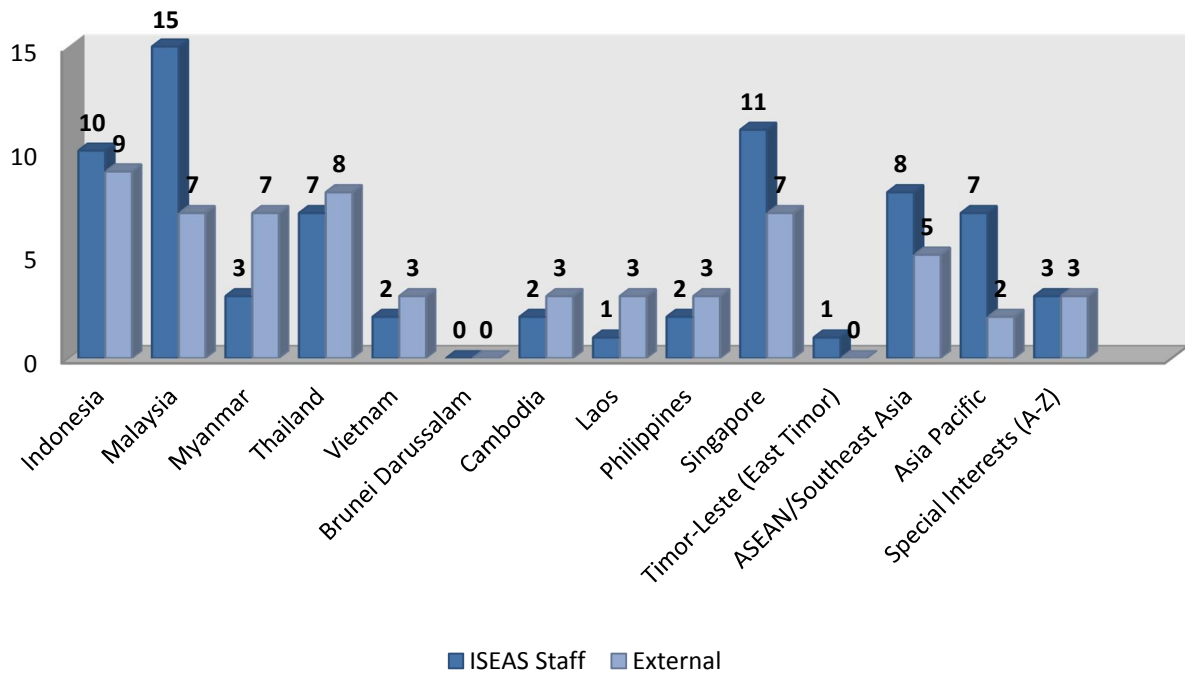
[Library's response] This is a free information alert service provided by ISEAS Library that contains links to news and blog articles covering Southeast Asia and special

topics relevant to the research interest and direction of the ISEAS-Yusof Ishak Institute. Subscription is free and all interested users can subscribe or unsubscribe to it at the Library Info Alert webpage.



Popularity by Regions/Subjects

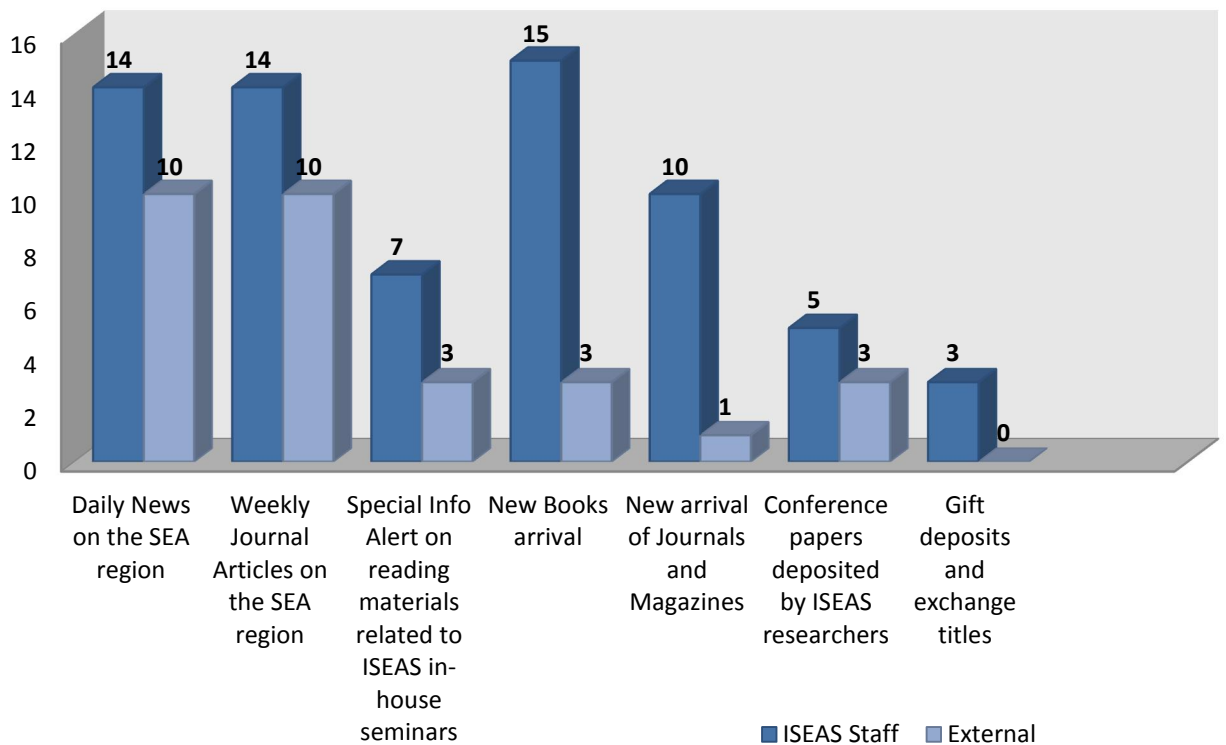
The results show that news and articles from Malaysia, Indonesia and Singapore were read most often by the respondents, followed by Thailand, ASEAN/Southeast Asia and Myanmar. More specifically our internal users read the news and articles on Malaysia most, followed by Singapore and Indonesia, while external subscribers read the news on Indonesia most, followed by Thailand, then Singapore, Malaysia and Myanmar.



Usefulness of Info-Alerts by Categories

Overall the results show that respondents found the info-alerts on daily news on the SEA region, weekly journal articles and new books arrival to be useful to them. 71% (or 15 ISEAS staff) rated the info-alert on New books arrival to be useful, followed by 67% found daily news on the SEA region and weekly journal articles to be useful to them.

A higher percentage of external users, i.e. 83% (or 10 external users) rated the info-alerts on daily news on the SEA region and weekly journal articles on the SEA region to be useful to them.



Overall Library Experience

61.3% of the 31 who responded agree that the info-alert service reduce the need to visit the Library to obtain current information - access newspapers and journals. A higher percentage of external users (72.7%) agreed to this statement compared to only 55% of the ISEAS researchers/staff.

