

# Library User Satisfaction Survey Report

19 Jun 2014

Prepared by ISEAS Library

Charts and graphs created by Raffle Girls School student interns

## 1 Overview

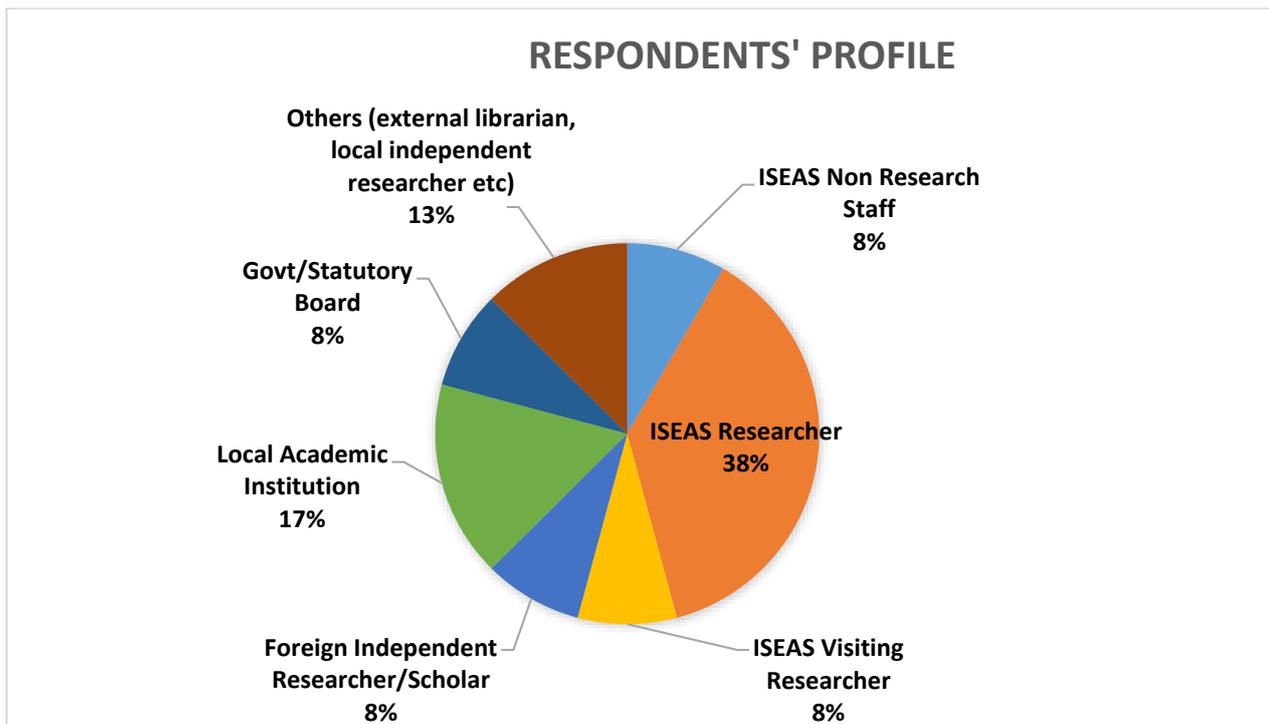
The report summarized the key findings of ISEAS Library first online survey conducted in early June 2014 with 236 registered library users including ISEAS researchers, ISEAS non research Staff and external users – particularly info-alert subscribers.

Among the 236 recipients, only 45 recipients (19%) opened the email containing hyperlink to the online survey form.

Of these 45 recipients, slightly more than half (24 or 53%) took the survey (however, some did not answer all the questions posted).

Of the 24 who responded, 13 are from ISEAS.

The pie chart below shows the detail breakdown by user categories. Since the response size is small, the survey results are not able to represent every user's opinion. Notwithstanding this limitation, from the feedback and inputs, the Library should be able to make immediate adjustments on certain aspects of procedures and improve on other areas to bring about a better service and library experience to users. The Library hope to receive more responses next year so that it can help us to improve our services further.



## 2 Objective of this Survey

- To understand the needs and expectations of users so that the Library can provide the services, resources and facilities that best meet these needs.
- To provide users with the opportunity to communicate directly with the management team of the Library

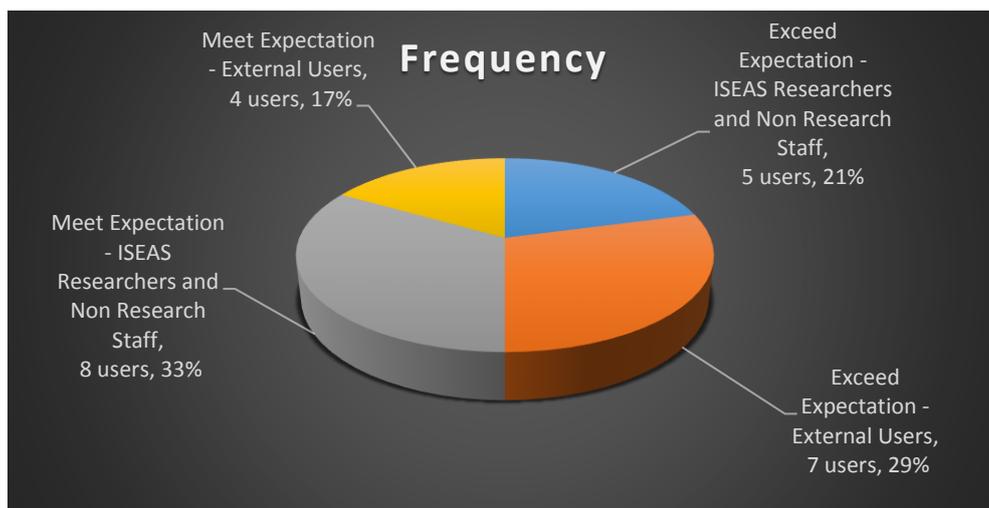
### 3 Summary of the Results

#### 3.1 Daily News Alert and Weekly Article Alert on Southeast Asia Region

Overall, majority of the subscribers felt the frequency, the subject coverage, quality of the selections, presentation layout and accessibility of the hyperlinks of the Daily News Alert and Weekly Article Alert to be satisfactory. 75% of the respondents also rated these two services to have met their research needs or exceeded their expectation.

The followings are the detailed report on the responses.

##### 3.1.1 Frequency of the Info-alerts



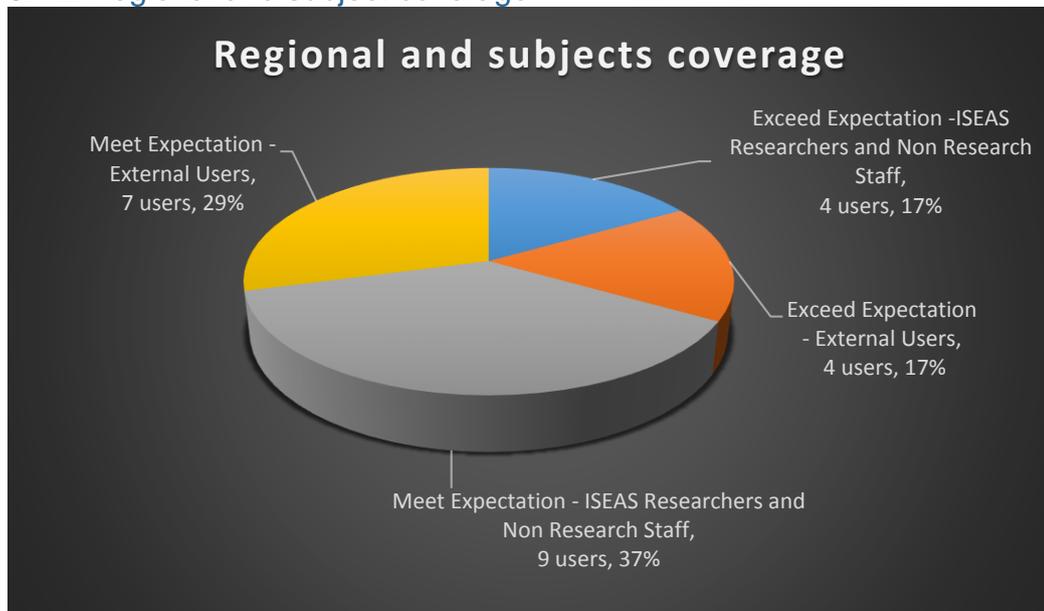
All 24 respondents found the frequency of the info-alerts satisfactory - 50% rated that the service met expectation and 50% rated it exceeded expectation. For those who ranked the service exceeding their expectation, 8% more are from outside ISEAS.

One written feedback relating to the frequency of the Daily News Alert and Weekly Article Alert: "I really appreciate the daily news and the subject specific updates. However, sometimes I feel that there are too many updates. Perhaps research staff could provide information on which updates they want to receive, and then they just receive those."

Another feedback is: "Information overload through email means I use other means to access newspapers."

[Library Response] Library has indicated more prominently in the email how subscribers could easily unsubscribe the type of Info Alert that they are not interested in.

### 3.1.2 Regional and subject coverage

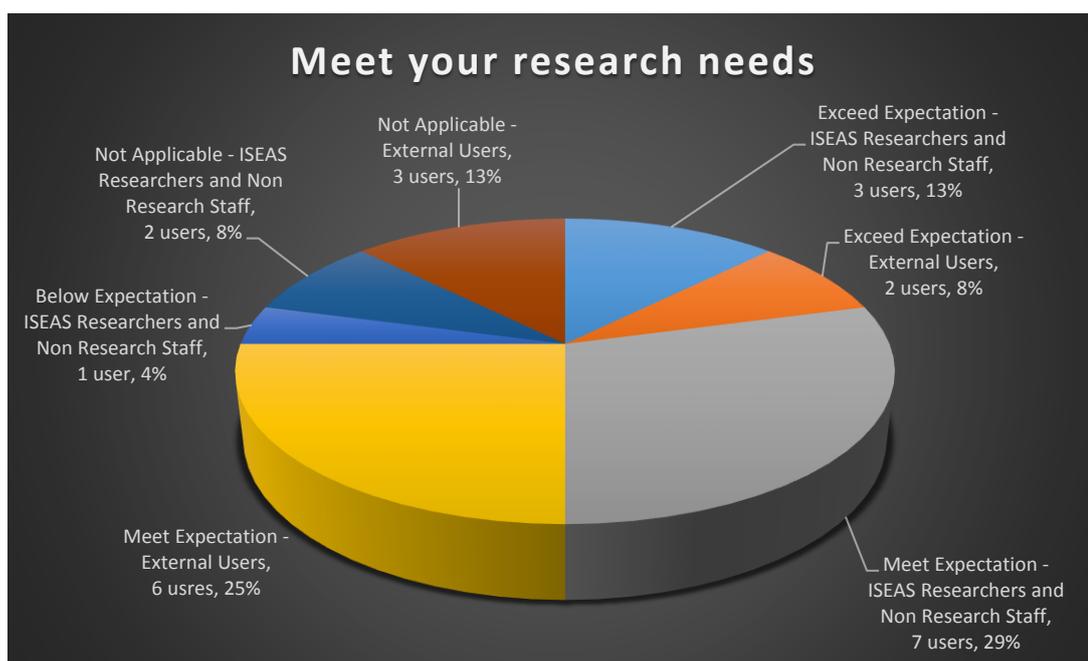


All 24 respondents found the regional and subject coverage of the info-alerts satisfactory - 66% rated the service met expectation and 34% considered that it has exceeded their expectation.

One comment received on the selection is to improve the Vietnamese newspaper coverage: "Vietnamese newspapers covered could be improved. I am happy to help with suggestions."

[Library Response]: The Library will be circulating the existing newspapers subscription list to all researchers for their inputs for renewal, termination and replacement in July. However, for non-English and non-Malay/Indonesian titles, the Library has to depend entirely on the recommendations by researchers. The Library will also remind researchers that they could give their feedback via our SeaLion catalogue: <http://sealion.iseas.edu.sg/uhtbin/cgiirsi.exe/?ps=19QKml40PO/x/7720010/63/493/X/BLASTOFF>

### 3.1.3 Quality of Selection (meeting research need)

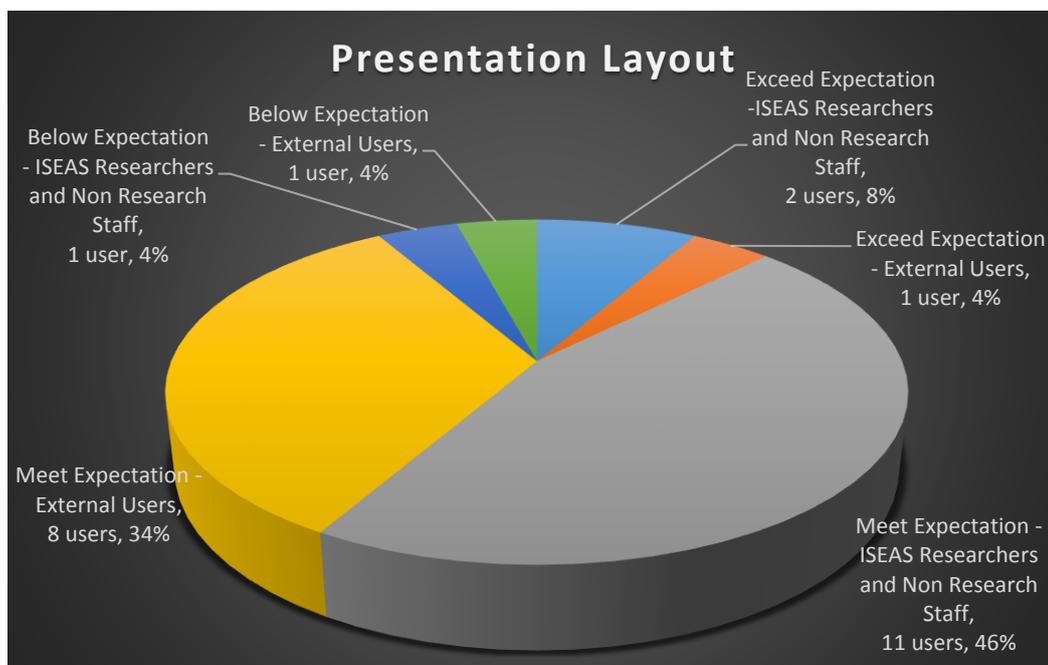


One respondent from ISEAS found the quality of news selection below expectation. The remaining 23 of them, 5 did not subscribe to the service and 18 of them considered the selection to have either met their expectation or exceeded it as one written feedback stated: “Appreciate the real-time news info alerts as it save me the need to source for info as quickly as I had to in the past.” Another feedback is: “Timeliness of news is appreciated for spot-on decision-making.” One written feedback on the relevance of the info alert is: “Given that the in-house seminars cover a range of issues and that some do not interest me, I find that the special info alerts can be distracting.”

[Library Response]: The daily news alert does not aim to function like Tweeter or online news that bring “breaking news” to readers instantly. Rather, it is part of the Library’s collection building strategy, replacing the traditional news clipping selection, supplementing online news sources that ISEAS researchers may already have direct access or via the workstations in the Library due to subscription rules/requirements.

The Library considered the special category of info alert on ISEAS in-house seminar to be infrequent and very selective, and it serves the purpose of highlighting relevant materials available in the Library’s collection. Users who do not find the category of Info Alert useful could simply unsubscribe it.

### 3.1.4 Presentation Layout



92% of the respondents rated that the presentation layout is satisfactory and 2 users considered the presentation layout below expectation.

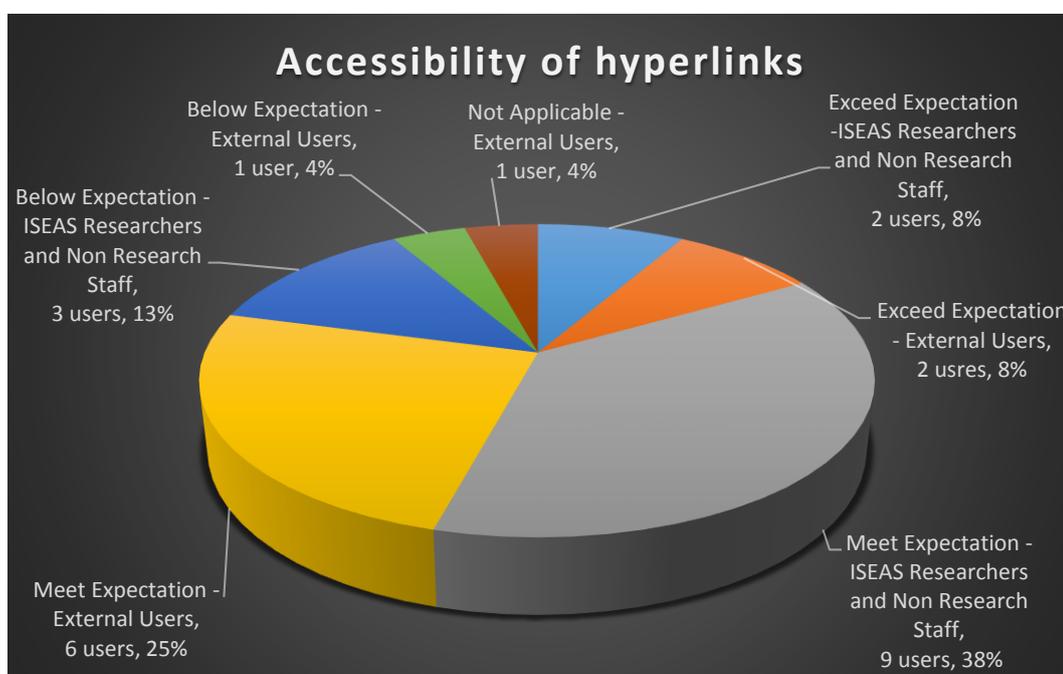
The Library received 3 comments related to the presentation layout:

1. “Feels like information overload. Many of the article in sections are repeat information and sometimes they're taken from same source (Reuters, etc.). Also the format means I spend ages scrolling through information to get to bits I want. The country names could be in a contents section at beginning and linked, so the reader goes straight to the section rather than having to scroll through the entire email - especially if you want Vietnamese news, it takes a very long time and I sometimes get distracted by a competing task and then don't go back to the email, and rely on my other research inlets.”

2. “Could work better if the Email included the headings for each group of articles and a hyperlink. Presently, to get to the articles on the Asia Pacific etc in the daily news Email, one has to scroll through a huge number of hyperlinks to articles on Malaysia etc”
3. “Can't these be consolidated in one comprehensive emailer or at least as few as possible as one I ticked is a daily alert. I would prefer the news and so on be with seminar announcements together. At this stage there are too many emails and it results in me just deleting them all as it's information overload.”

[Library Response]: The Library is currently exploring a new approach in presenting the selected daily news. If tested possible, we will present only the country/regional headers (10 ASEAN countries+ Asia Pacific + ASEAN/Southeast Asia+ Special topics) and the subjects of direct interest to ISEAS. The selected news will be hidden within these headers, which allows subscribers to go straight to the header(s) of interest, and then view & access the news by expanding the articles in the headers.

### 3.1.5 Accessibility of hyperlinks



Two-third of the respondents felt that the accessibility of the hyperlinks is satisfactory, and 4 respondents (3 from ISEAS) found that the accessibility of the hyperlinks is below their expectation, citing reasons of password to new sources are required, broken links etc.

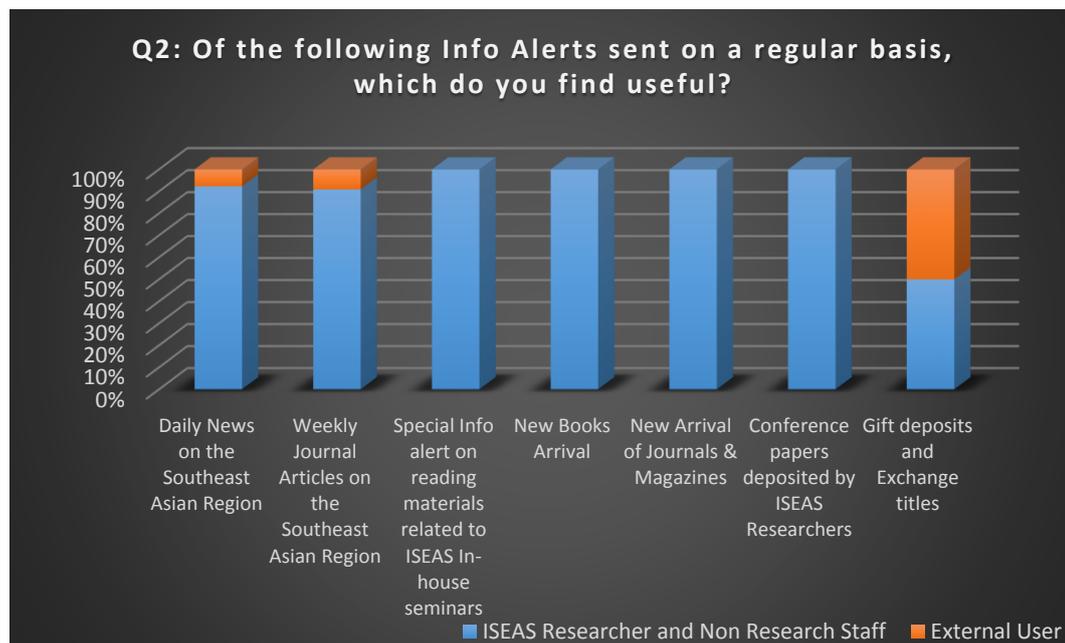
The Library received two comments on the accessibility of hyperlinks as follows

1. “ST articles are not accessible and therefore of limited use”
2. “Some of the hyperlinks are behind pay walls and occasionally they are broken.”

[Library response]: Some of the newspapers including ST are only accessible at the Library due to controlled login required by publisher, for ISEAS researchers they are also able to access the archived ST news from NewsLink database via ISEAS Intranet. For broken links, this could happen sometimes due to the slow response in the server or the publisher has withdrawn the articles from the websites. The Library has done two

rounds of checking on the links prior to releasing the alerts. Notwithstanding this, when the selected news are eventually downloaded for offline access over time, the issue of validity of hyperlink will be irrelevant.

### 3.2 Usefulness of Info-alerts by Categories

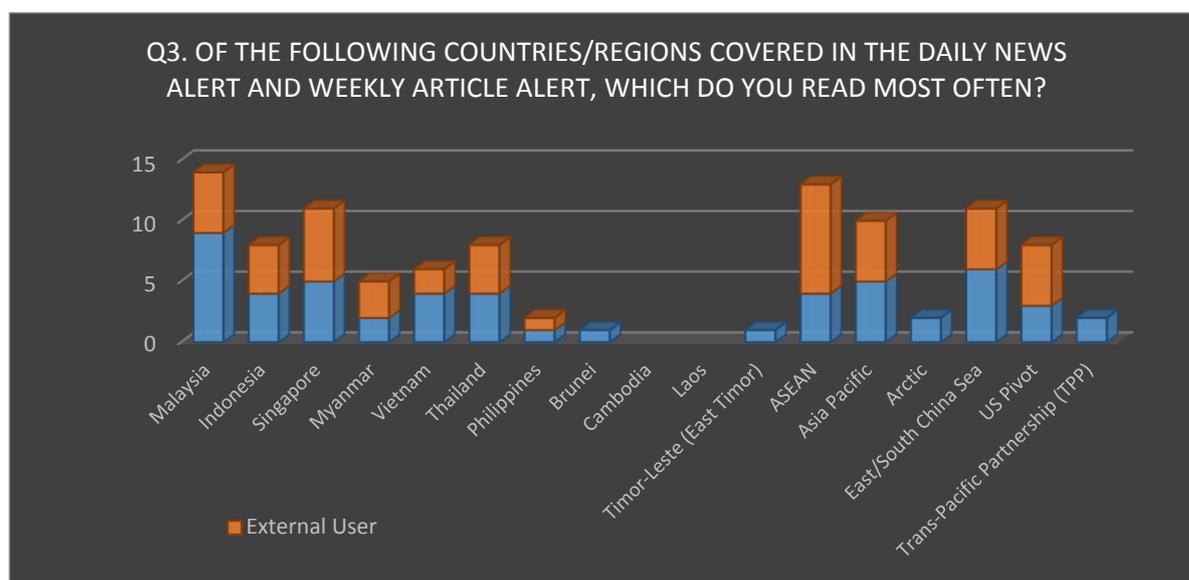


ISEAS researchers/staff found the Special info alert on reading materials related to ISEAS in-house seminars, new books arrival, new arrival of journals and magazines and conference papers deposited by ISEAS researchers useful. 80% more of the ISEAS researchers/staff found the daily news and weekly journal articles are useful compared with the external subscribers. An equal number of ISEAS researchers/staff and external user found gift deposits and exchange titles useful

The Library received one positive feedback to comment the Info Alert service is great. The original comment is as follow:

“It’s a great service! Only last two I haven’t received yet so cannot comment.”

### 3.3 Popularity by region/subjects



Respondents from ISEAS read the news and articles on Malaysia most often followed by East/South China Sea's and the result also shows there is a low interest in the articles on Cambodia and Laos by both internal and external subscribers.

External subscribers read the news and articles on ASEAN most often followed by Singapore. The articles on Brunei, Cambodia, Laos, East Timor, Arctic and Trans-Pacific Partnership were not read by external subscribers at all.

### 3.4 Library Collection Usage

Majority of the respondents rated that the Library collection meets their research needs.

Generally, the print resources are meeting research needs however there are two responses on the print collection is still below expectation- one for print journals, and another for hardcopy newspapers.

From the pie charts below, it also reveals that only 50% and 30% of the respondents have consulted the private papers and map collection respectively. Notwithstanding this, all respondents rated the private paper and map collection to be satisfactory.

The satisfaction level on the electronic resources is lower than the print collection - 8 respondents rated the electronic resources collection to be below their expectation. Two respondents expressed their appreciation that the Library is doing a great job in expanding e-journals collection. The followings are the two comments from the respondents

1. "The library is doing a great job of expanding our access to e-journals. This needs to continue"

2. "Wish that we could have access to more e-journals on economic development like World Development. However I know it is costly and not always possible. Our access to e-journals have however improved so significantly in the past year and I would like to commend the library on this achievement."

[Library Response]: The Library will consider subscribing to this in Q3 of FY 14 if additional budget could be sourced.

There is one respondent commented electronic resources collection is still lacking and the comment is as follows.

"Print Journals: still miss major publications in Geography, Sociology, Anthropology, Development Studies, Environmental Studies. Ideally, it would be nice if we could have at least top 1 or 2 journals in each of these disciplines/fields. Print newspapers: For Vietnam, Thanh Nien and/or Tuoi Tre would be a nice addition, two leading "progressive" newspapers in Vietnam. Databases and eJournals: still lack access to major journals in disciplines and fields mentioned above."

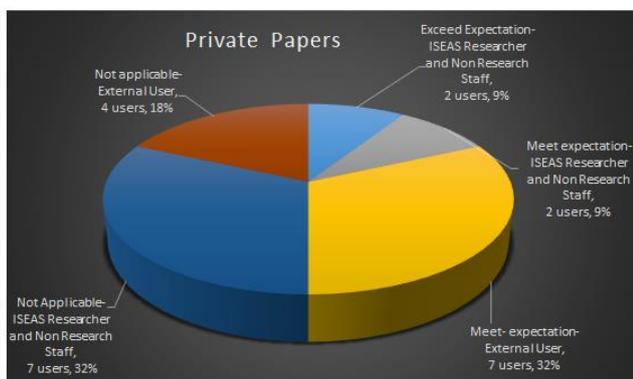
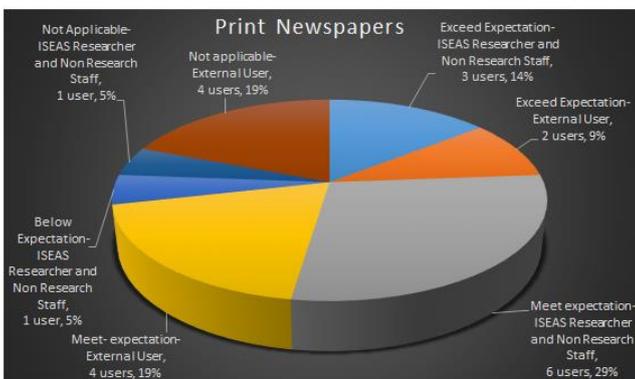
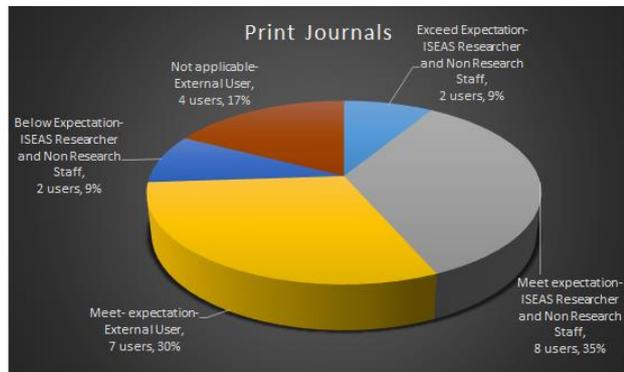
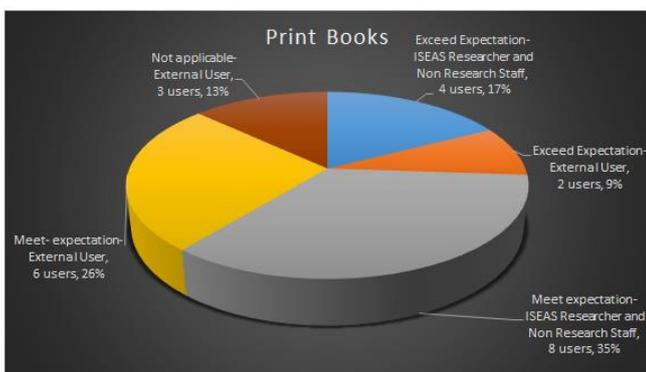
[Library Response]: Geography, environmental studies and development studies are not the key research interest of ISEAS, and the library might not be able to devote more of its limited acquisition budget in these areas. Notwithstanding this our current subscribed JSTOR and Project Muse do consist of several journals on Sociology and Anthropology. Furthermore, the Library has currently subscribed to three journals in these two related fields:

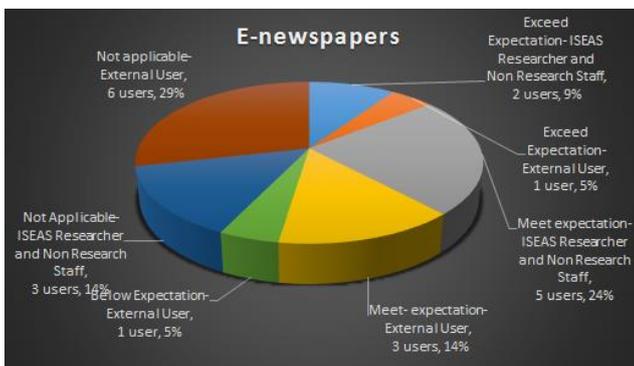
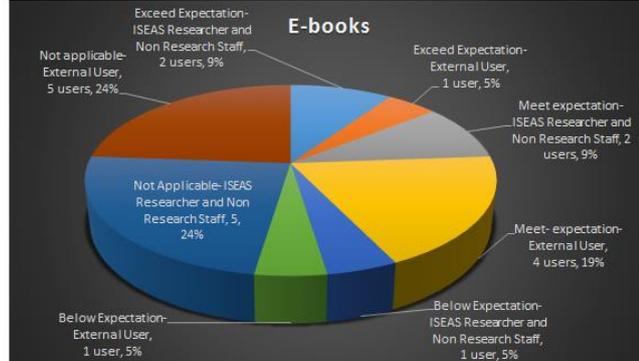
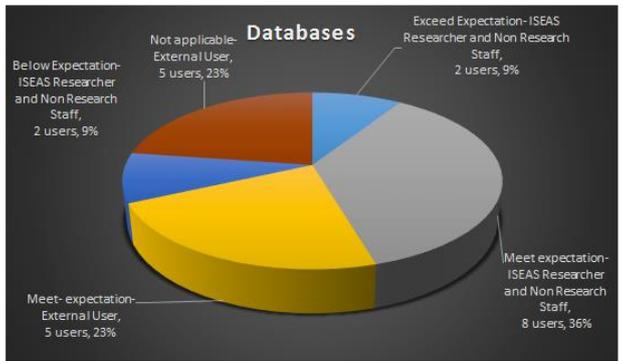
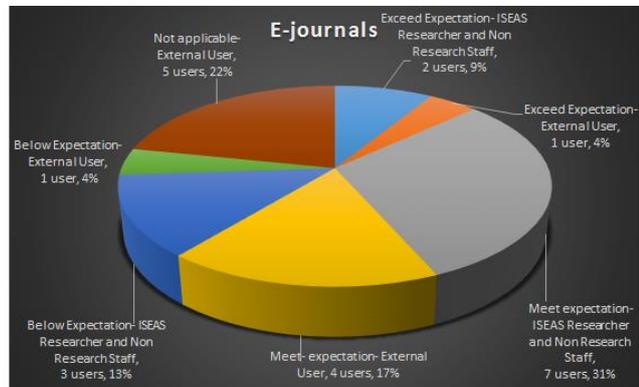
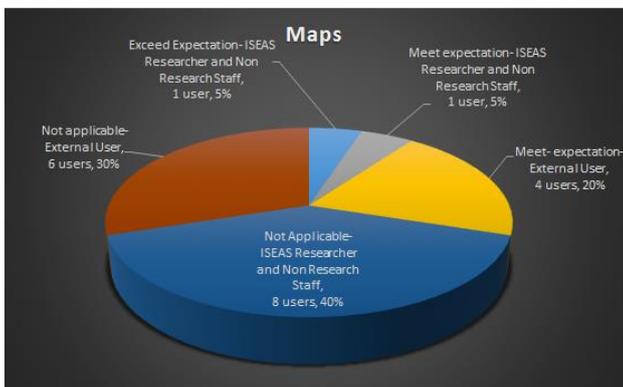
- “American Sociological review” (2nd top ranking journal in sociology with journal impact factor of 4.077) with an investment of S\$613.35 per annum
- “Xã hội học - Sociology (On Vietnam social conditions)” with an investment of S\$64 per annum.
- “Asian ethnology” with an investment of S\$220 per annum.

The Library would continue to encourage researchers to recommend the journals that they find useful but not in the Library collection either via the online [recommendation form](#) from SEALion online catalogue or dropping an email to [iseaslib@smu.edu.sg](mailto:iseaslib@smu.edu.sg)

The Library will also seek researchers’ input to replace the current two Vietnam newspapers with Thanh Nien and Tuoi Tre. The Library will subscribe to more electronic resources if the budget allowed.

Acquisition of more electronic resources to build up the library digital collection is one area we should improve, if the Library could secure more budget in the next FYs.

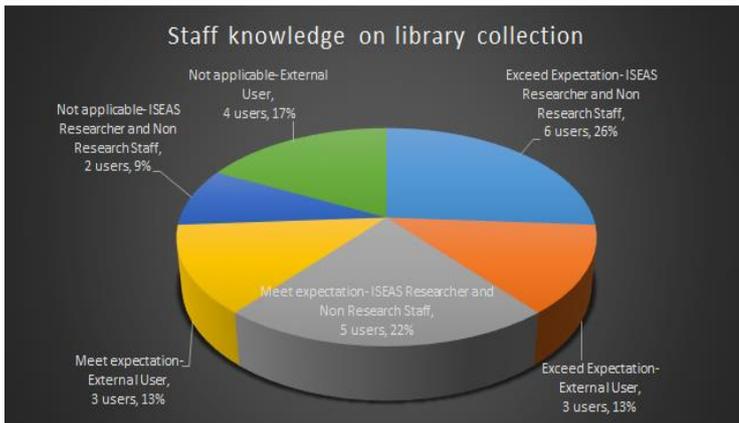
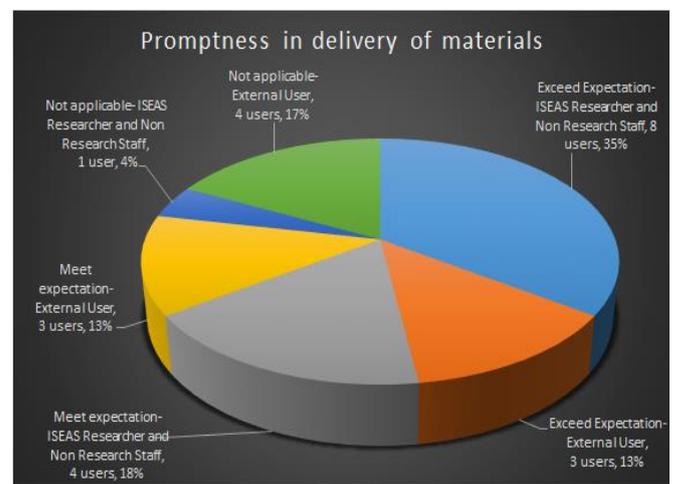
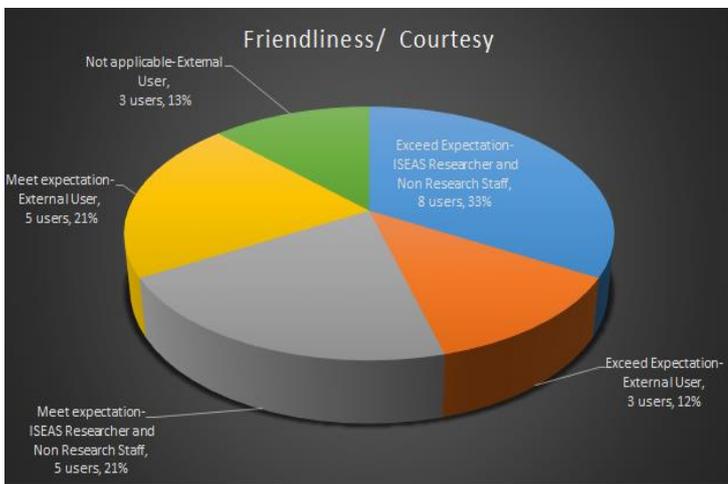




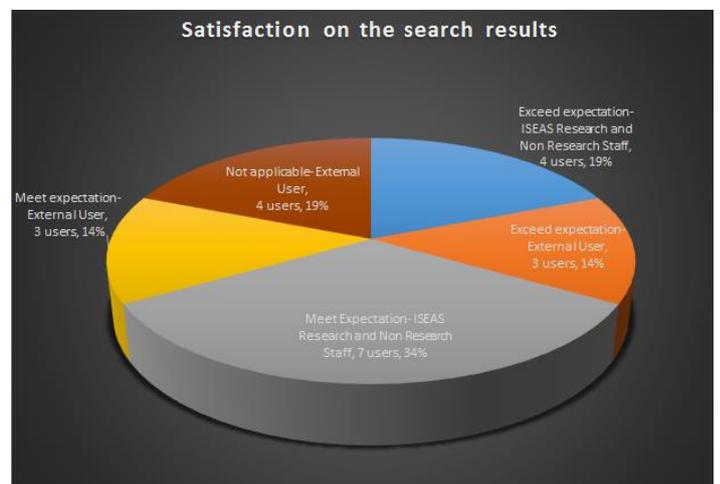
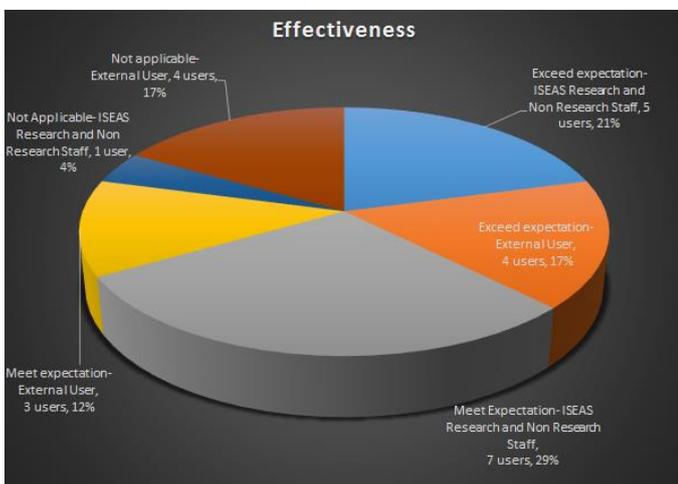
### 3.5 Library Staff Service Level

The feedback on the library staff is very positive and all the respondents who used the library services rated highly on our staff's friendliness/courtesy, promptness in delivery of materials, as well as subject knowledge on the collection. The followings are three comments received from the respondents.

1. "I have visited the library during IFLA workshop and I found the staff very friendly and knowledgeable about the collection."
2. "Library staff are all pleasant and professional"
3. "I like visiting the library to use its resources. I have always considered it a wonderful place to work and a very good environment in which to look for materials."



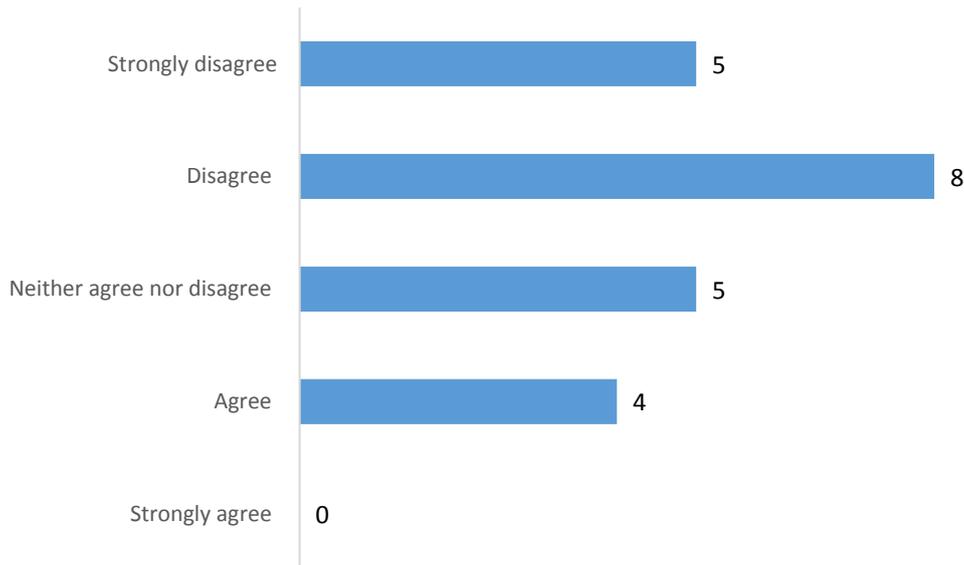
In particular, the feedback on Library staffs' responses to the queries are also very encouraging. All the respondents who asked the queries before rated that the effectiveness and search results are satisfactory.



### 3.6 Library Facilities

Overall, majority of the respondents considered the library facilities meeting their expectation, with the exception of aircon system. 18% of the respondents (4 users) agree on the air-conditioning system and air quality at the Library not conducive for their studies. The Library also received the following written comments from respondents, and the major concerns are on aircon and lighting at the Library.

I do not like spending time in the Library as I find the air-conditioning system and air quality not conducive.



The Library has identified three areas to be improved to meet user needs, firstly is to improve the aircon system to provide users a more user friendly and healthy study environment. Secondly is to improve the lighting at level 2 and level 3 to facilitate the effectiveness in locating library materials. Thirdly is to improve the toilets.

#### Lighting and brightness:

1. "L3 and L2 Lighting should have proper lighting and visibility to locate books or journals. Recycle bins for used or unwanted papers."
2. "Lighting is often above the shelves (not in between), creating a shadow and making it difficult to search and read the book spines."

[Library Response]: The Library has put up a suggestion to replace the existing bulbs with higher. Recycle bins will be placed at level 2 and level 3.

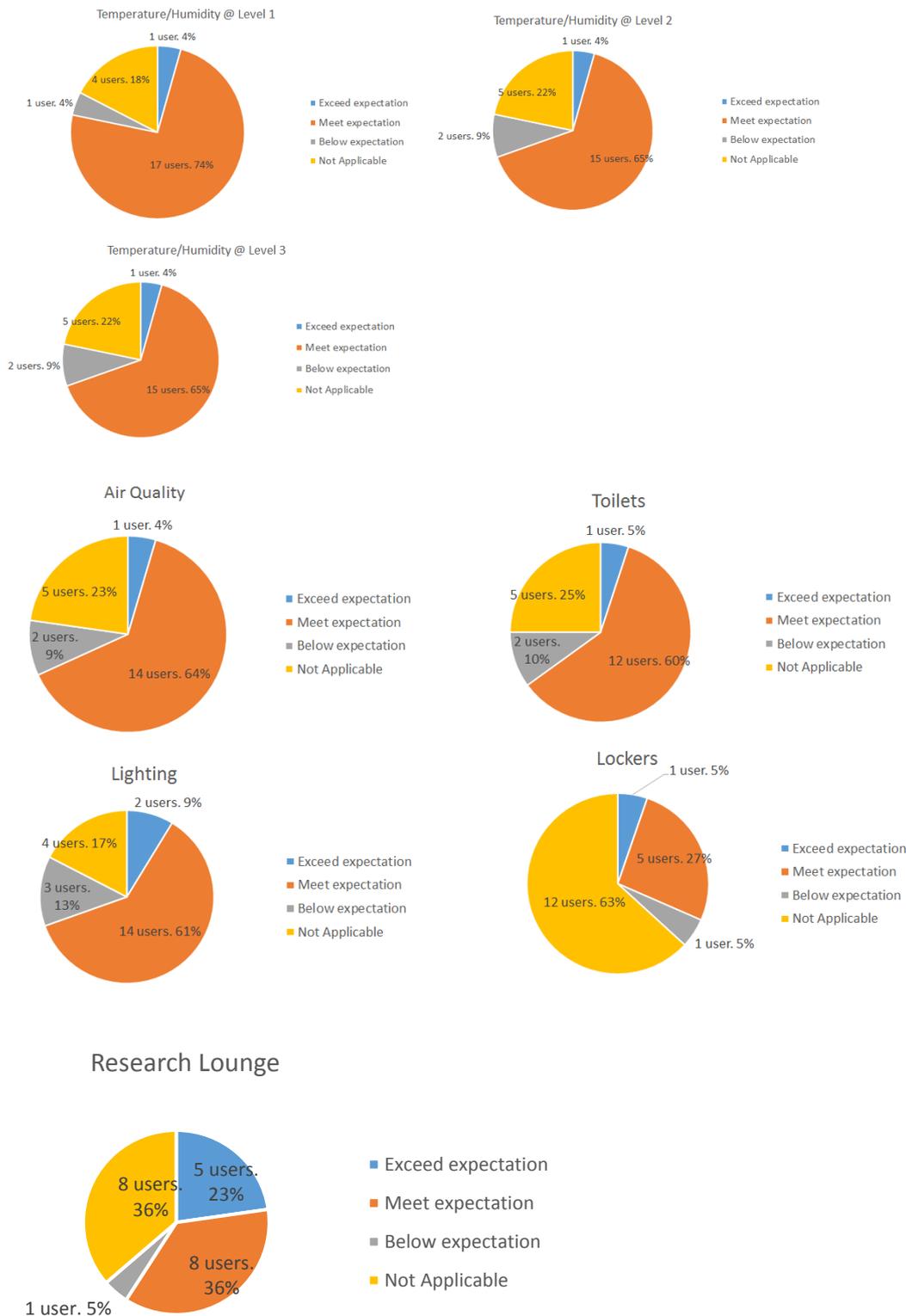
3. "Sometimes it gets a bit too dark on the second level. Could the blinds be raised further so that the natural lighting will brighten up the area. Raising the blinds also make the library more welcoming."

[Library Response]: The Library will raise up the blinds to 2/3 height during the days without sunshine or during the raining days. The blinds to be rolled down to 1/3 height during the time with dazzling sunshine.

#### Aircon:

"The aircon always breakdown and stuffy especially at level 3 because of the higher ceiling. At least once a year to clean the window outside the library premises."

[Library Response]: The Library will work with the Facility Management Team on this.



Two other comments received is on the research lounge and lockers. The Library will feedback to Admin the recommendation to have a round table and the cotton rug in the research lounge.

1. "I greatly appreciate the researchers' lounge. I would like to recommend a round table be installed in one corner for group discussions/work. Very trivial, but perhaps also a cheap cotton rug or two from IKEA?"

[Library Response]: The Library will feedback this to Admin

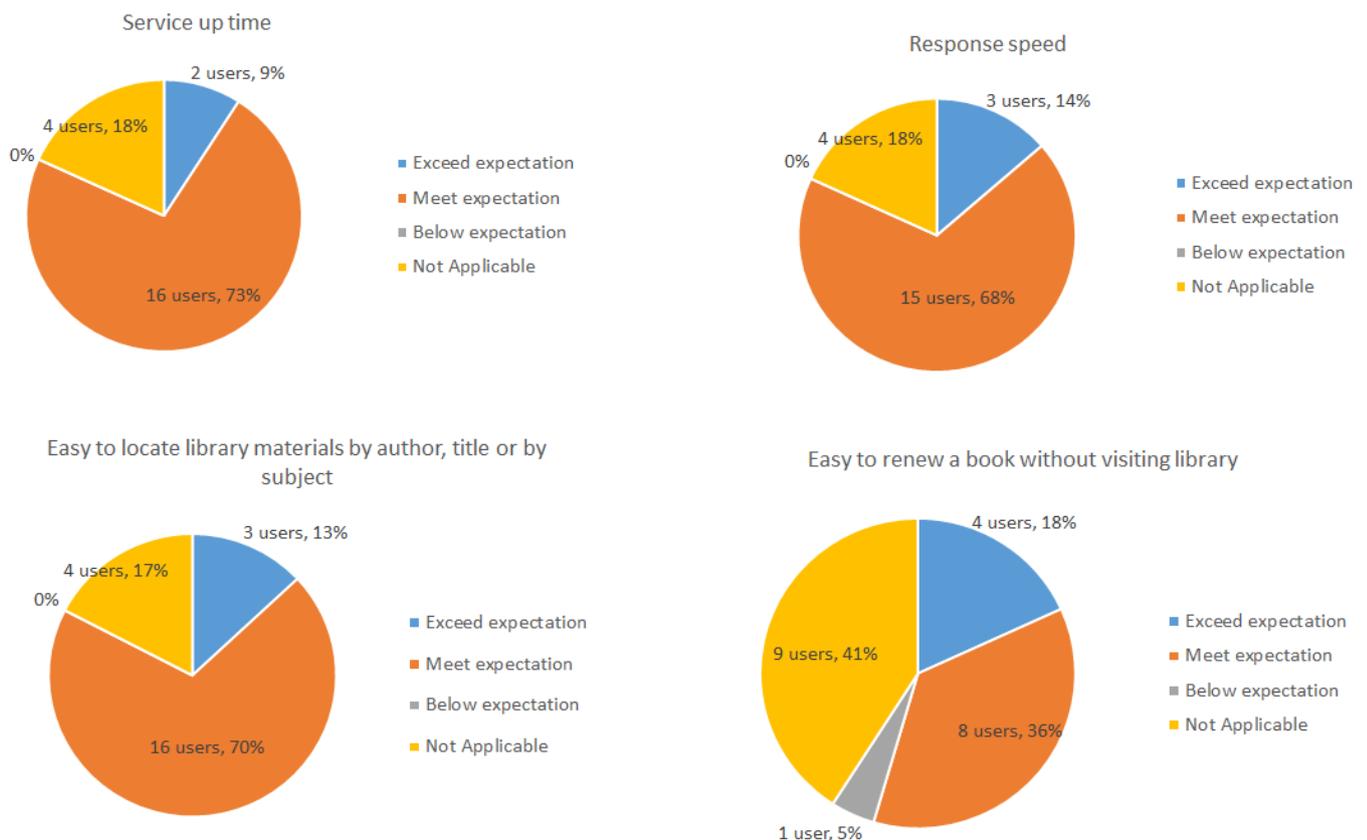
2. “Lockers: this practice seems bureucratic and dated. Why can't we bring bags into library if we have electronic security for books? Lounger: Good start, but needs more things to do in there. Suggestions: a couple of small tables to work at (like cafe), magazine rack, new book arrivals, newspaper. Give people more reasons to go there than just coffee.”

[Library Response]: The Library allows users to bring in the handbags and carrier of laptop, but the users are still required to deposit the large-size bags such as harvest bag, tote bag, luggage etc. in the lockers in order to prevent book loss. Even though the books are with electronic security, it's not 100% detective when the books are brought out due to interference of electromagnetic wave from hand phones etc.

For the tables, the Library will feedback this to Admin. Currently the newspapers and magazines are already placed just outside the lounge for easy access.

### 3.7 Library Online Finding Aid System

All the respondents rated the service uptime for the library online catalogue, response speed and easiness to locate library materials are satisfactory. The results reveals that online renewals of library materials is not fully aware by the users yet.



The Library received the following three comments from respondents. Majority of the comments is on the ISBN search and ISSN search which are currently searchable in SEALion Online Catalogue.

1. “Under combined search to include ISSN or ISBN for easier search. “

2. "To add in the SEALion search by ISBN and ISSN no."

[Library Response]: SeaLion supports the searches by ISBN and ISSN. Simply input the number in the search box under either the basic search or the combined search, and the system will display the material with that ISBN or ISSN.

The screenshot shows the top navigation bar of the SEALion website with links: Home, About the ISEAS Library, Databases, I Need Material, My Account, and Contact Us. Below this is a green bar with links: Go Back, Help, Bookmark this page, Permalink, and Logout. The main search area contains several input fields with dropdown menus for search criteria: keyword (containing '0415297524'), author, title, subject, series, and periodical title. Each field has an 'And' dropdown menu to the right. At the bottom of the search area are 'Search' and 'Reset' buttons.

3. "It would be great if we could use the 'arrow back' function to see previous searches. This is not possible with SeaLion. Also, renewing a book through this system requires lots of serial numbers that are not immediately obvious."

[Library Response]: Users are able to see previous searches by clicking "Go back" on the top right-hand side of the SeaLion catalogue to see previous searches. Please see the screen captures as follows:

The screenshot shows the search results page. At the top is the ISEAS logo and the title 'SEALion at ISEAS - Southeast Asian Library Integrated Online'. The navigation bar includes links: Home, About the ISEAS Library, Databases, I Need Material, My Account, and Contact Us. A green bar below contains links: Go Back, Help, Limit Search, New Search, Next, Kept, Bookmark this page, Permalink, and Logout. The 'Go Back' link is highlighted with a red box. Below the navigation bar is a 'Go Back' button. The main content area is titled 'Search Results' and shows the search criteria: 'Search+everything "asean studies" search found 327 titles.' Below this is a pagination control: 'Pages << 1 2 3 4 ...10 ...17 >>'. A blue button labeled 'Keep All on this Page' is visible. The first search result is listed as: '1. ASEAN Energy Market Integration (AEMI) : from coordination to integration 1st ed. AEMI Group. HD9502 A92A24 2013 1 copy available in General (L3 - Shelf 22)'. To the left of the first result is a checkbox labeled 'Keep' and the text 'Place Hold'.

Keyword
  Browse
  Exact

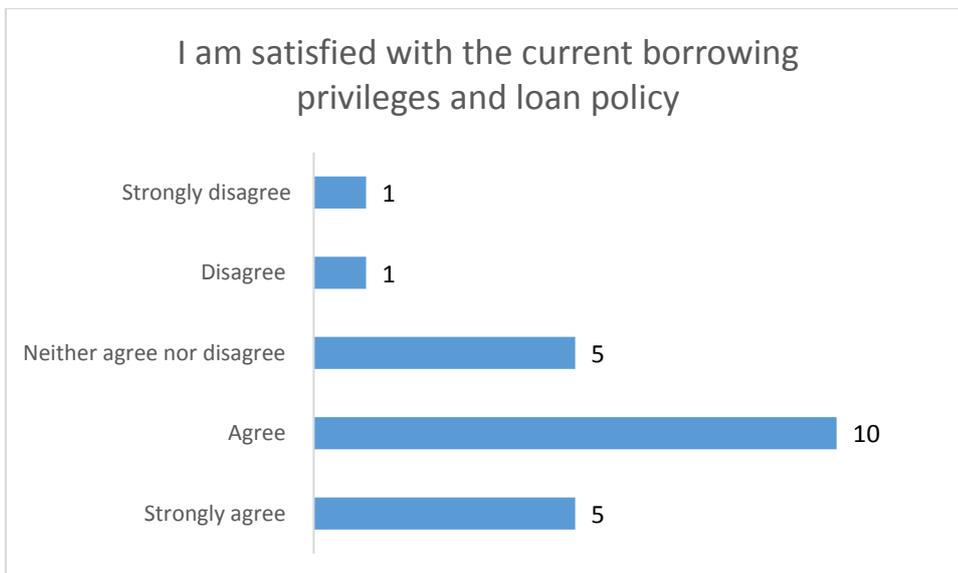
Search for

Previous Searches:

For the online renewal of library materials, users would just need to input the ID and password. The steps on how to renew the materials are available on the library webpage: <http://www.iseas.edu.sg/library-faq.cfm>

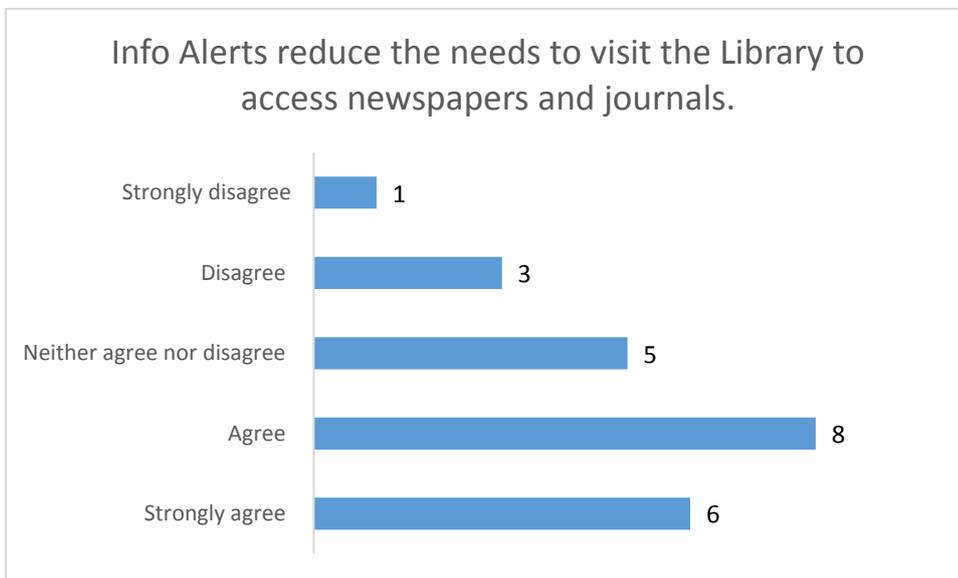
### 3.8 Library Loans

About two-third of respondents are satisfied with current borrowing privileges. The Library will review its loan policy end of this year.



### 3.9 Impact of Info-alert Service on Visiting Library

61% of the respondents considered that the info alerts reduce the needs to visit the Library for obtaining current information - access newspapers and journals. This partially explain why the physical visitorship by researchers is slightly reduced over the last 3 quarters.



#### 4. Other comments

The Library received 2 other general comments on the loan privileges for NUS faculty etc. The Library has tried its best effort to respond to comment in purple.

1. “Cannot spend much time in the Library mostly because I have other things to do in my office.”
2. “Overall, a great facility with great service. Should be made more available to NUS and community. Should allow NUS members to borrow books normally, so that we can also borrow books normally from them (now can only have 6 books for three weeks).”

[Library Response]: The reason why NUS Library allows ISEAS researchers to borrow books is because ISEAS Library issues an introduction letter to state researchers’ affiliation with ISEAS as well as the researchers are required to pay an admin/processing fee to enable the borrowing privileges. About one year ago, NUS Library has revised its policy and stopped issuing the affiliation letter to their academic staff so that ISEAS Library requires NUS faculty to pay for the refundable deposit of S\$200 to prevent book loss and damages.

Currently Singaporean and Singapore Permanent Residents who are pursuing degree(s) study in local institutions are allowed to borrow open access and loanable library materials, up to 2 titles for 2 weeks. Effective from 1 July 2014, the Library will extend the same borrowing privileges to Singaporean and Singapore PR faculty from local universities. Alternatively, NUS members may request the books through Inter Library Loan from NUS Library.