**Appendix - I**

**Customer Feedback Report**

1. **Demographic Details**

Totally 74 customers provided feedback on library resources and services. This include 57 students and 17 staff members.

1. **Overall Customer Satisfaction**

62% of the respondents expressed satisfaction with the library resources and services and 24 % were moderately satisfied. The remaining 13% were dissatisfied with the library.

1. **Frequency of Visit to the Library**

Majority of the customers (76%) were visiting the section at least once in a week .

1. **Usage of Information Resources**

All the customers were making use of the print books. The next heavily used resource was e-journal ( 78%) followed by digital repository (65%) and e-books (55%). The print journals were used only by 32% of customers.

1. **Information Services Used**

All the customers were availing the book circulation service and majority (80%) of them were using online public access catalogue.

1. **Difficulties faced**

The difficulties faced by the customers include shortage of time in using the library, inability to get the needed books, inability to download theses & dissertations, rigidity in book issue-return timing.

 **VII Suggestions**

 The following suggestions were received in improving the library facilities: more number of relevant e-books, circulation of books throughout the working hours, provision of high speed Internet connection, making available of more copies of print books, permission to take personal books inside.