**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.

1. **Demographic Details**

Total Number of Customers Responded = 74

1. Students = 57
2. Staff = 17
3. **Overall Customer Satisfaction**

Number of Satisfied Customers = 46

 Number of Moderately Satisfied Customers = 18

 Number of Dissatisfied Customers = 10

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

Daily = 14

2-3 days in a week = 24

Weekly = 18

Fortnightly = 13

Occasionally = 5

1. **Usage of Information Resources**

 Print books = 74

 E-books = 55

 Print Journals = 23

 E-Journals = 68

 Digital Repository = 42

 Print Theses and Dissertations = 35

 Print Back Volumes = 23

 Bibliographic databases = 17

1. **Information Services Used**

Book Circulation = 74

N-LIST= 30

Book CD-ROMs =38

Online News Clipping Service = 12

Online Public Access Catalogue = 59

1. Difficulties faced

Not able to get the books needed = 14

No time = 42

Not able to download theses & dissertations = 15

Rigid book issue-return timing = 27

Misplaced books

Not permitting aprons inside

Scattering of subject books

 **VII Suggestions**

 More number of relevant e-books

 Book circulation throughout the working hours

 High speed Internet

 More copies of print books

 Permission to take personal books inside

 Simplification of issue-return procedures