ALL INDIA INSTITUTE OF SPEECH AND HEARING, MYSORE

LIBRARY AND INFORMATION CENTRE

**Customer Feedback Report**

Feedback from the customers is being gathered in three ways. Comment/ suggestion box feedback, questionnaire feedback and oral feedback.

Questionnaire feedback was obtained from 74 customers who include 62 students and 12 staff.

**Frequency of visit:** Majority (60%) make physical visits to the library several times per week. Also, they make use of library web portal based resources very often (75%).

**Information Resources and Services used:** Books and journals are the major library resources used by the customers for furthering knowledge. In case of books print format is the preferred choice, whereas in case of journals it is electronic. In addition, they use theses and dissertations, bibliographic databases etc.

As expected book circulation service is the most frequently used service by the customers. Also, they use digital repository service, plagiarism detection service, online public access catalogue and NLIST service.

**Satisfaction with resources and facilities:** Most of the customers expressed satisfaction with respect to the services over web portal, working hours building space, number of computers, support of staff and lighting.

A few have expressed dissatisfaction with respect to the working hours, number of books issued on loan, number of copies of study related books and classified arrangement of books.

**Overall satisfaction:** Overall 62% of the customers expressed overall satisfaction with the library resources and services and 24% were moderately satisfied. Only a few were dissatisfied with the library services.

**Suggestions:** The suggestions received in improving the library facilities include 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.