AMML Annual Survey Summary Report

September 2020

BACKGROUND

A survey is conducted annually to gauge patrons views, ideas, and suggestions. It can be considered as part of AMML's commitment to continuous improvement.

The survey ensures that AMML can measure quality of performance, which in turn enables AMML to develop the highest possible standards of service for library patrons.

OBJECTIVES

01   To identify, prioritize and manage the key challenges affecting library patrons

02   To measure and monitor the library's performance over time

03   To provide patrons with a channel to communicate openly and honestly with the library

PROCESS

The survey required all patrons to provide feedback on resources, services, facilities and customer service of AMML

The survey was created on MS Forms and adopted five-point Likert scaling method for the formation of most of the questionnaire.

Patrons were given the opportunity to participate in the survey from July 1 to July 30 , 2020. The survey was circulated through various communication channels like email, website, SMS and social media.

Participants were given an opportunity to complete the questionnaire anonymously, those who provided their name were included in the raffle draw.
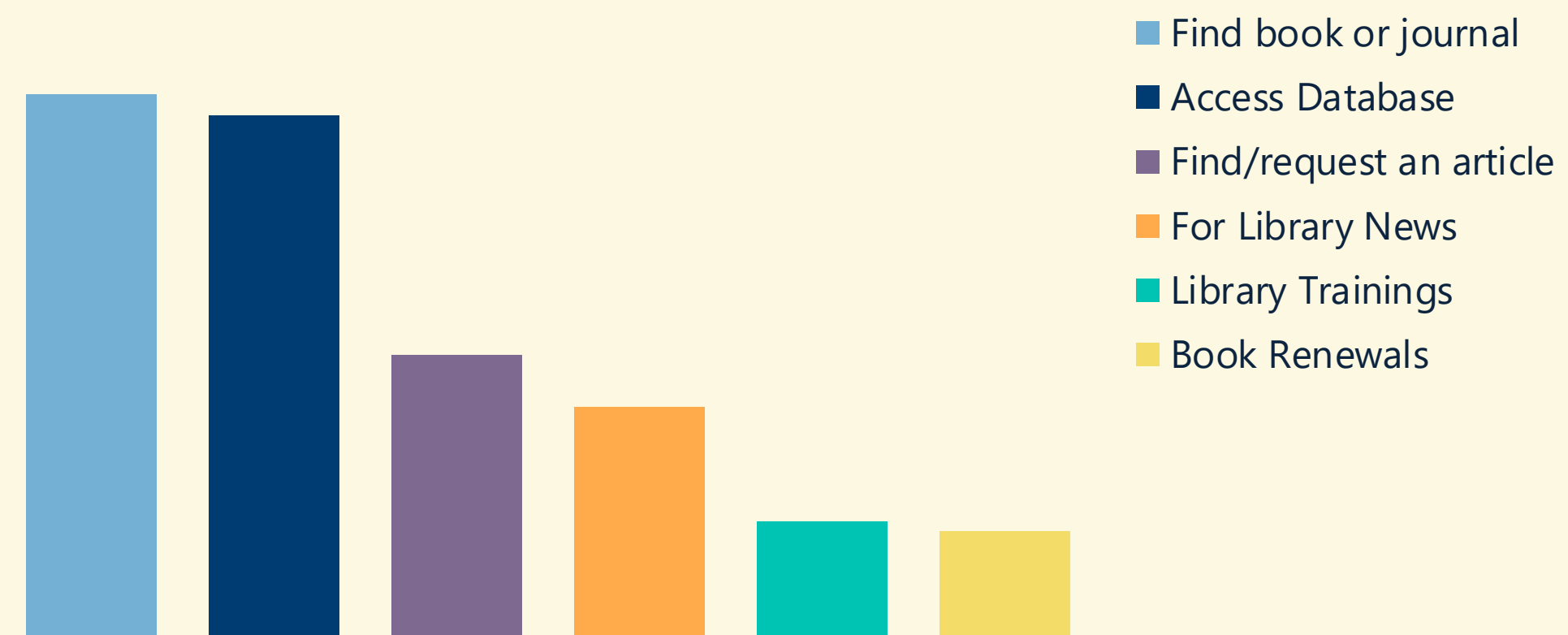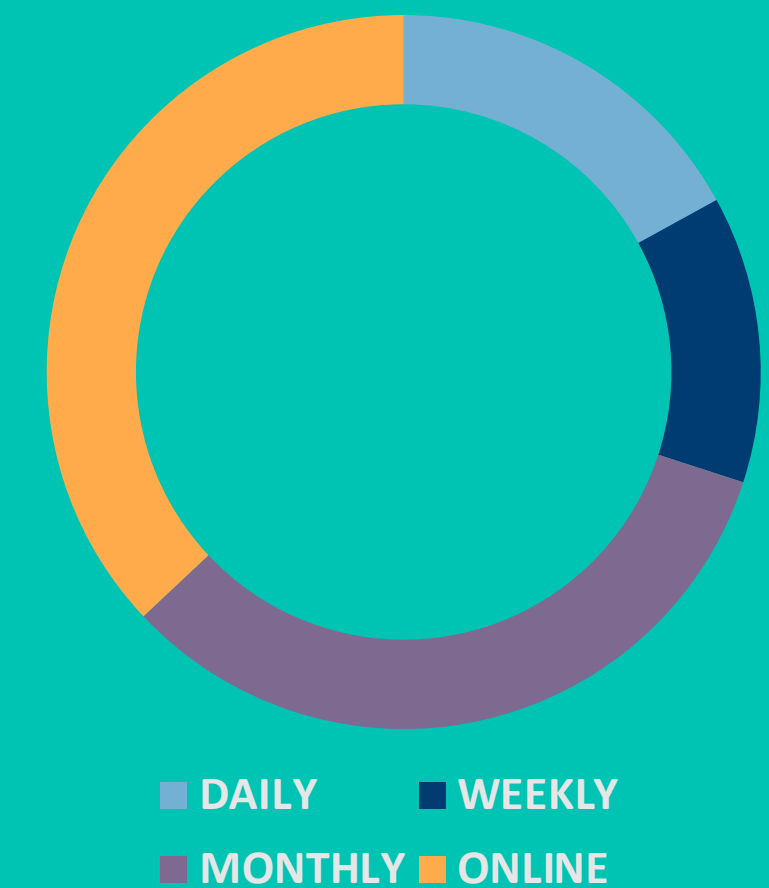
RESPONSE STATISTICS

TOP REASONS FOR LIBRARY VISIT

Find a book or journal	**44%**
Study alone	**39%**
Use the printer/copier	**26%**
Access database	**24%**
Group study	**22%**
Use computers	**19%**

TOP REASONS TO VISIT LIBRARY WEBSITE

- Find book or journal
- Access Database
- Find/request an article
- For Library News
- Library Trainings
- Book Renewals

FREQUENCY OF VISIT

- DAILY
- WEEKLY
- MONTHLY
- ONLINE

MBRU UNDERGRADUATE STUDENTS
22.4%

MBRU POST GRADUATE STUDENTS
4.3%

MBRU FACULTY & STAFF
17.8%

OTHERS
54.9%

RESPONSES
285%
Increase in responses compared to 2019

SATISFACTION
93%
HAPPY CUSTOMERS!

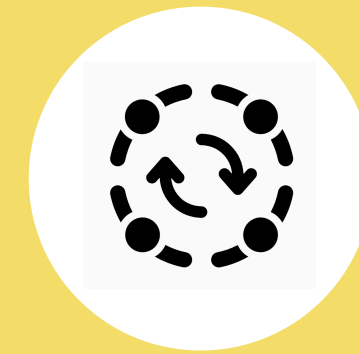# WHAT OUR PATRONS HAD TO SAY?

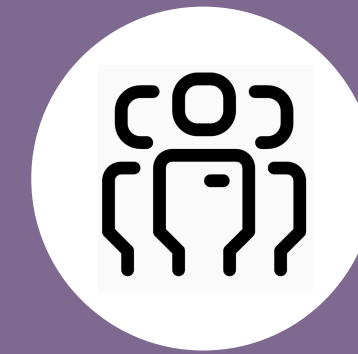**82%** say library resources are current and relevant.

85% say library is clean, safe and welcoming

76% say library community engagement events are engaging, informative and interactive

84% say staff are friendly, approachable and responds in a timely manner

71% say library's resources meets their research needs.

72% say resources are easy to search.

77% say library is designed to meet their study requirements

85% say they are very likely to recommend library to others

WHAT OUR PATRONS HAD TO SAY?

81%
say library resources are appropriate for their course needs.

71%
say they usually find the resources they need

74%
would like to see library wellness services expanded

84%
say staff staff provides quality service

77%
say library's resources meets their information needs.

69%
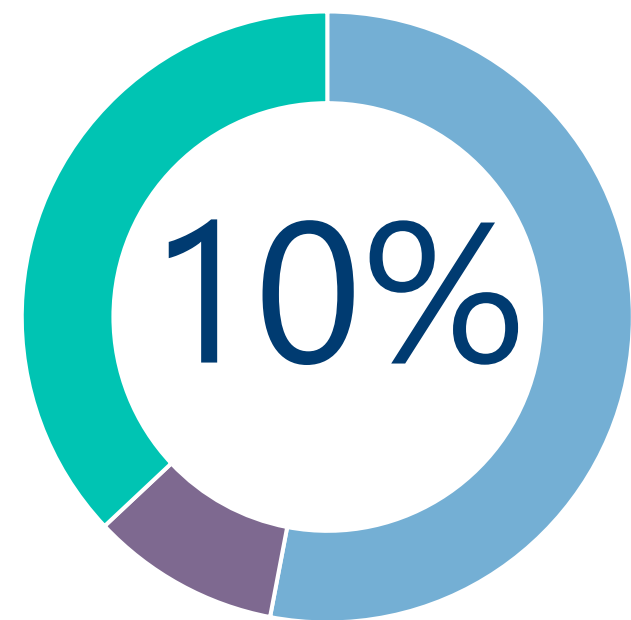would like to see more virtual training sessions

69%
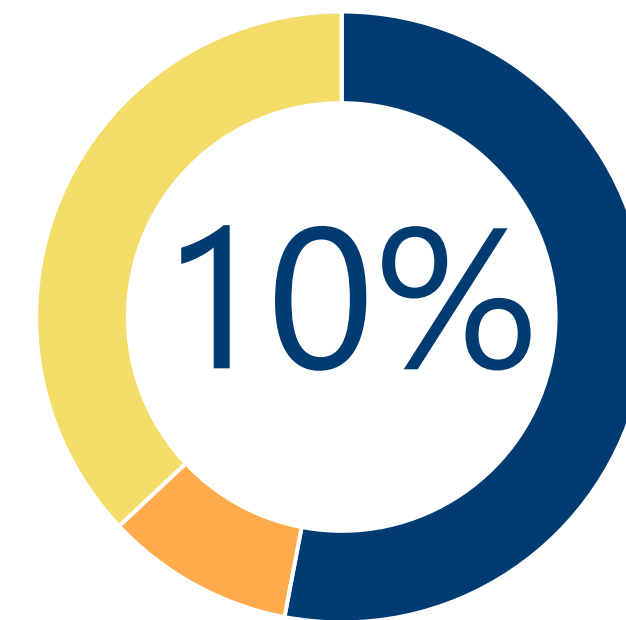say library printing/photocopying facilities meet their needs

81%
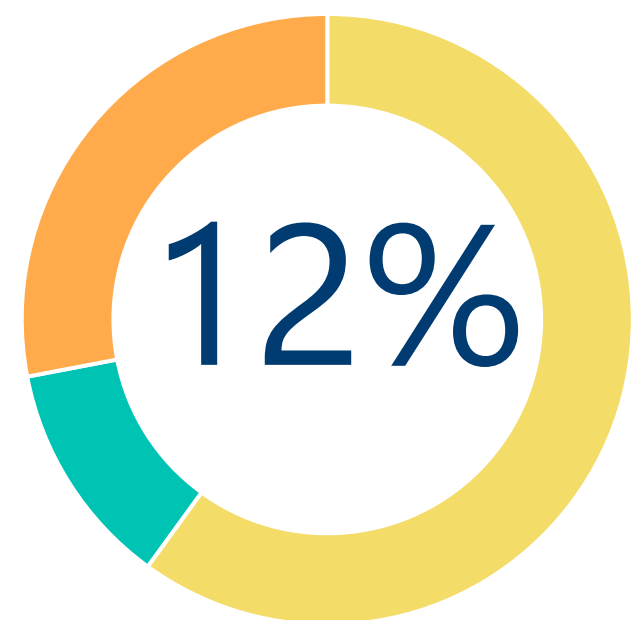say staff are knowledgeable and provide reliable and consistent information.

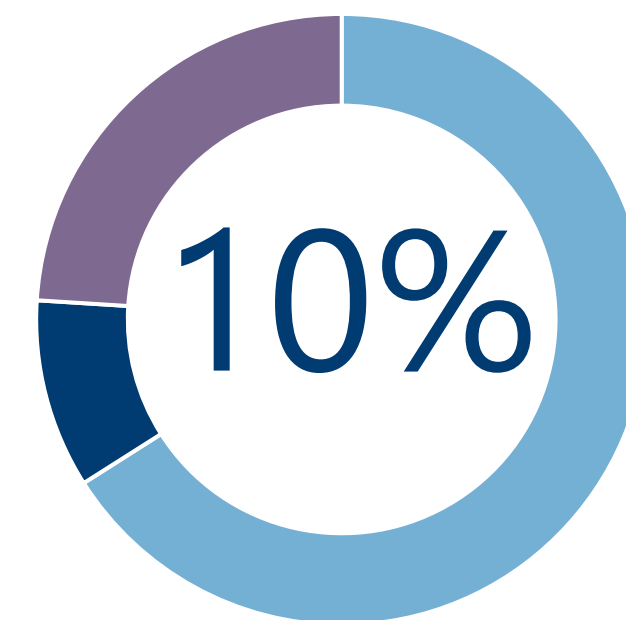# WHAT OUR PATRONS HAD TO SAY?

10% mention they do not feel involved in library collection development.

10% observe they do not feel more comfortable using digital resources than physical resources

12% state individual study rooms are not adequate.

10% say library opening hours are not adequate.

COMMENTS

"I have a personal preference for using physical resources"

"Support students in Research writing"

"I hope you can have an android or apple mobile application for more easy access"

"I feel as though using physical resources helps me learn easier than through a screen in general"

"Services provided are more than our expectations"

"As a medical student I see that there are a variety of resources that the library should be invested in providing. These include: Amboss, Boards and beyond, Sketchy to name a few "

"Some times library is quit noisy with students talking for hours continue in common library study area"

"I need to hold a book to read it"

"The library needs more up to date resources, I have seen them trying their best to order new books. Kudos to that!"

"Improve the library website"

COMMENTS Conti...

"more individual study rooms"

"Please be more engaged on having a book reading every month if possible, in different genres"

"We might need more individual and group study rooms"

"I would like to thank each and every member at AMML for the great efforts and professional work"

"Designated faculty library space to read during break time "

"We want a student's space where we can Play chess, do puzzles such as sequence. A student space is nice as this can be our break between study time"

"Extended hours are useful during exam times; please keep those. otherwise normal timing is good"

"I use the library computers as they're more convenient. Plus, I like the touchscreen"

"Need more textbooks and journals"

"Additional reference books"

"I love all the staff members, they are very kind, helpful, and informative.

CONCLUSION

The survey responses have improved in comparison to the previous academic year by 285% due to the extensive promotion and offering rewards for participants. The survey results show that patrons overall satisfaction rate is high, and the library is proud that 93% are happy with our services, resources and facilities. The survey results show that a good percentage of patrons are accessing our resources remotely.

Overall satisfaction rate for library resources is pretty good, however patrons feedback show that library continues to develop resources and fill gaps in few of the subject areas in consultation with subject faculty. As far as the facilities are concerned, students require more private and group study rooms.
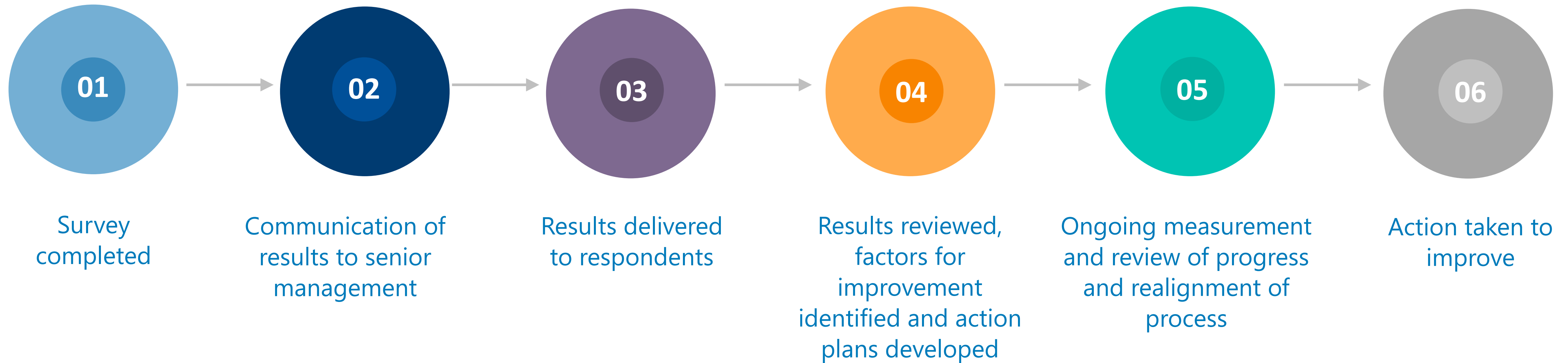
In conclusion, the Library achieved positive results for the Library Annual Survey in 2020 and improved performance across all areas in comparison to the previous survey in 2019.

RECOMMENDATION

- Involve library patrons in collection development process and promote "Suggest a Resource" feature.
- Review library collection and take necessary action to fill gaps in identified subject areas.
- Conduct more information literacy session to make aware of library resources and services
- Develop collection that supports student exams preparation
- Increase awareness of using library and post additional signages if required.
- Promote databases that are offering CMEs
- Develop non-medical collection to promote reading
- Create additional space/rooms for individual/group study
- Enhance library website and technology services
- Develop a plan for library mobile App
- Library services and resources should be marketed and promoted more extensively
- Extend library opening hours during exam period
- Establish a writing center

WHAT NEXT?

01 Survey completed

02 Communication of results to senior management

03 Results delivered to respondents

04 Results reviewed, factors for improvement identified and action plans developed

05 Ongoing measurement and review of progress and realignment of process

06 Action taken to improve

THANK YOU