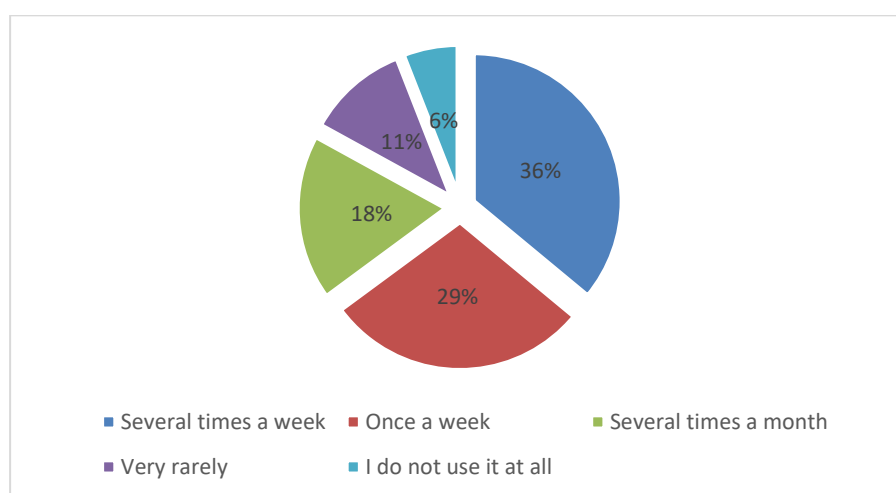WESTERN caspian UNIVERSITY

Analysis of Survey Results on Library Services
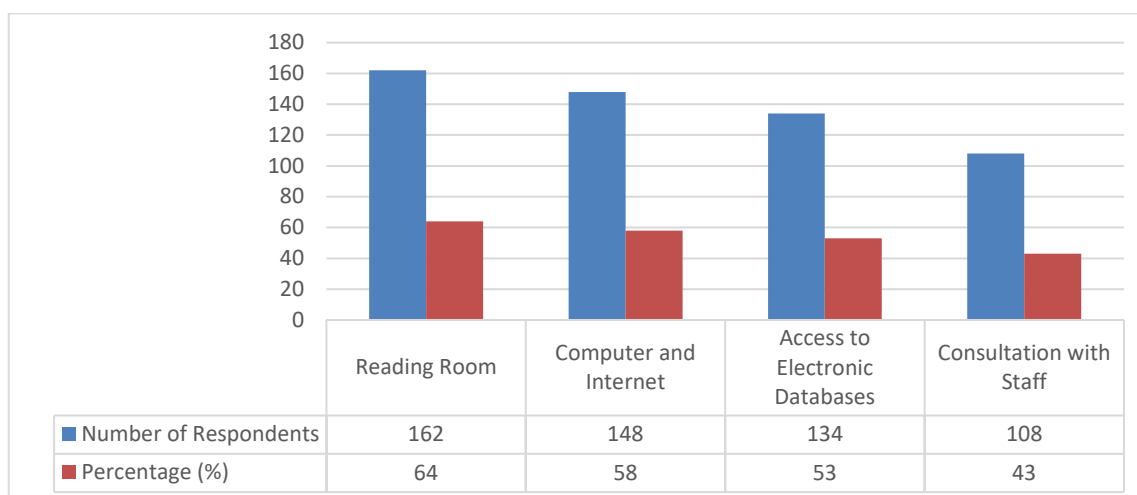
Date: 10.02.2022
Number of Participants: 254
Purpose of the Survey: To evaluate the effectiveness of library services and identify directions for improvement.
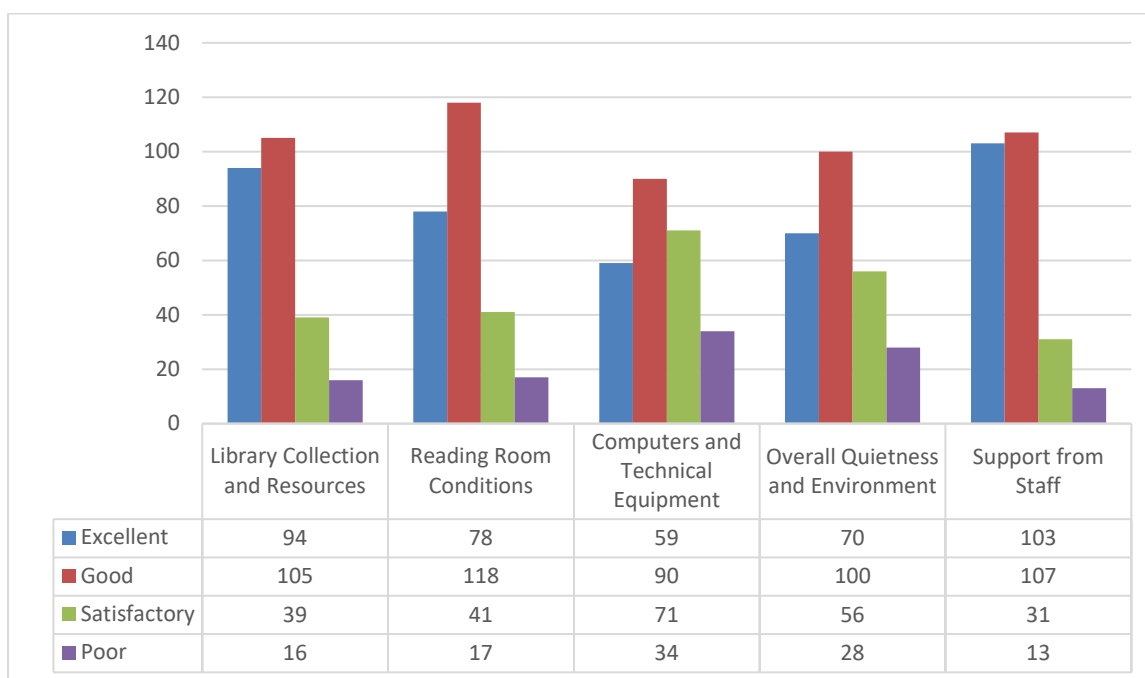
1. How frequently do you utilize the library services?

Frequency of Use	Number of Respondents	Percentage (%)
Several times a week	91	36%
Once a week	73	29%
Several times a month	47	18%
Very rarely	28	11%
I do not use it at all	15	6%

2. What are the main services you utilize in the library? (Multiple answers may be selected)
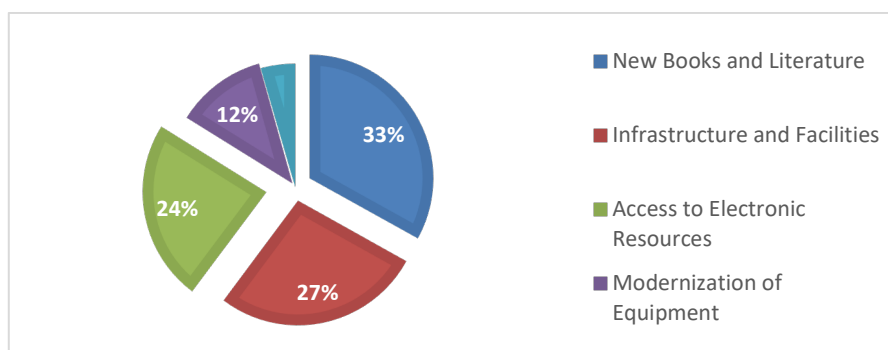

	Reading Room	Computer and Internet	Access to Electronic Databases	Consultation with Staff
Number of Respondents	162	148	134	108
Percentage (%)	64	58	53	43

Service Type	Number of Respondents	Percentage (%)
Reading Room	162	64%
Computer and Internet	148	58%
Access to Electronic Databases	134	53%
Consultation with Staff	108	43%

3. How do you evaluate the following library services?

	Library Collection and Resources	Reading Room Conditions	Computers and Technical Equipment	Overall Quietness and Environment	Support from Staff
Excellent	94	78	59	70	103
Good	105	118	90	100	107
Satisfactory	39	41	71	56	31
Poor	16	17	34	28	13

Service	Excellent	Good	Satisfactory	Poor
Library Collection and Resources	94 (37,0%)	105 (41,3%)	39 (15,4%)	16 (6,3%)
Reading Room Conditions	78 (30,7%)	118 (46,5%)	41 (16,1%)	17 (6,7%)
Computers and Technical Equipment	59 (23,2%)	90 (35,4%)	71 (27,9%)	34 (13,4%)
Overall Quietness and Environment	70 (27,6%)	100 (39,4%)	56 (22,0%)	28 (11,0%)
Support from Staff	103 (40,6%)	107 (42,1%)	31 (12,2%)	13 (5,1%)

4. What area of development do you most require in the library?

Service Type	Number of Respondents	Percentage (%)
New Books and Literature	84	33,1%
Infrastructure and Facilities	69	27,2%
Access to Electronic Resources	60	23,6%
Modernization of Equipment	30	11,8%
Other	11	4,3%

7. Student Feedback

Based on the results of the survey conducted with the participation of 254 students, while overall satisfaction with library services was observed, certain areas for improvement were also identified. A summary of the main feedback and suggestions is presented below:

1. Enhancing Quietness in the Reading Room
   Given frequent concerns raised by students regarding noise levels, it is recommended that control mechanisms be implemented to ensure a quiet study environment.
2. Upgrading Computer Equipment
   To improve user experience, it is advised to replace outdated and technically inadequate computers with modern models.
3. Acquisition of New Literature Relevant to Active Academic Fields
   Particularly for fields such as computer science and technical disciplines, it is important to expand the library collection with up-to-date books in the Azerbaijani language.
4. Improving the Book Lending Policy
   Considering the demand for home use, a mechanism should be developed to allow a limited number of books to be borrowed for short-term use.
5. Expanding Space and Seating Capacity
   In response to the increasing number of users, it is suggested to increase the number of desks and seats in the reading room.
6. Establishing an Electronic Ordering and Reservation System
   Creating an online system for book reservations and orders will significantly ease the process for students.