# Analysis of Survey Results on Library Services

Date :18.04.2024

A survey was conducted by the staff of the Quality Assurance Center at Western Caspian University to assess student satisfaction with library services. A total of 115 students participated in the survey. The summarized results by question are presented below:

1. **Please indicate your level of satisfaction with the library services.**

115 responses

- Olduqca razıyam
- Razıyam
- Qərarsızam
- Razı deyiləm
- Qəti razı deyiləm
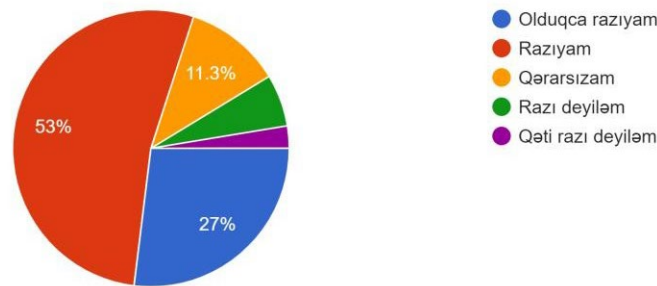
Regarding satisfaction with library services, 61 participants (53%) selected "satisfied" and 31 participants (27%) selected "very satisfied."

2. **Please evaluate the library services based on the following criteria.**
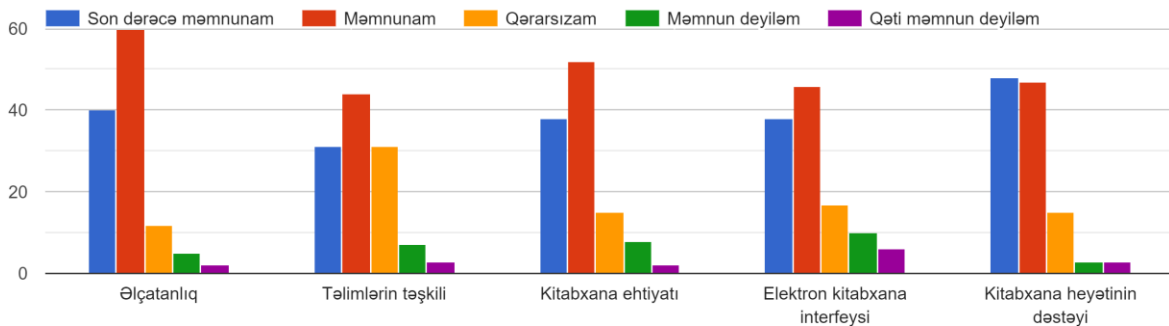
In a separate question, library services were evaluated individually based on the following criteria: *Accessibility*, *Organization of Training Sessions*, *Library Resources*, *Electronic Library Interface*, and *Support from Library Staff*. The responses showed a predominance of "Very Satisfied" and "Satisfied" ratings, ranging between 40–50%.

- **Accessibility** – Very Satisfied (40%) | Satisfied (60%)
- **Organization of Training Sessions** – Very Satisfied (31%) | Satisfied (44%)
- **Library Resources** – Very Satisfied (38%) | Satisfied (52%)
- **Electronic Library Interface** – Very Satisfied (38%) | Satisfied (46%)
- **Support from Library Staff** – Very Satisfied (48%) | Satisfied (47%)

3. Do the organized activities have a positive impact on your professional life?

115 responses

- Bəli
- Xeyr
- İştirak etməmişəm
- -
- Etməmişəm
- Təbdirdə iştirak etməmişəm
- İndiyə kimi heç bir tədbirdə iştirak etm…
- Etmirəm

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	Percentage (%)
Yes	45,2%
No	26,1%
I have not participated	8,7%
Other	10%

4. **Finally, please rate your overall satisfaction with the library services using the scale below.**

115 responses
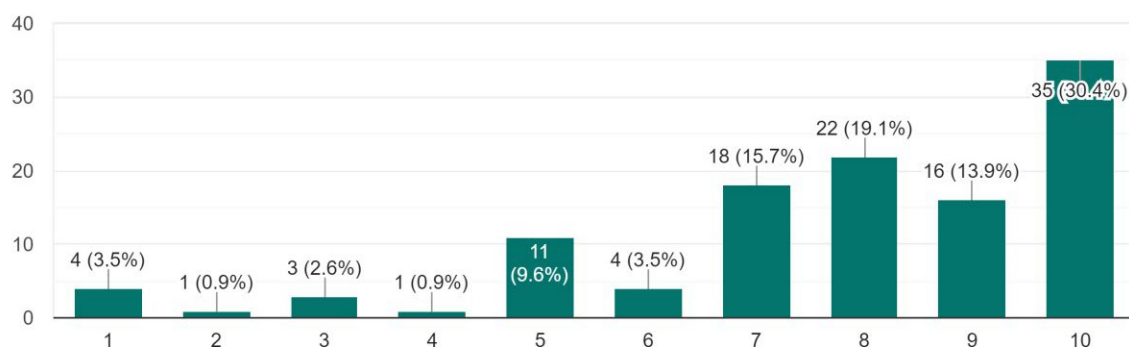
Students were asked to rate their satisfaction with library services on a scale from 1 to 10, where 1 indicates "not satisfied at all" and 10 indicates "very satisfied." The higher ratings on the scale—specifically scores of 8, 9, and 10—were selected by 19.1%, 13.9%, and 30.4% of respondents respectively, amounting to a total of 63.4%. This indicates that positive feedback represents the majority.

5. Please provide your suggestions and comments regarding the library services.

The majority of users expressed satisfaction with the library services, praising the staff's promptness and attentive approach. It was noted that the services are accessible and useful.

Suggestions and Comments

1. Maintaining Silence: Some users highlighted the issue of noise in the library.

2. Upgrading Computers: There is a need to improve the speed and quality of technical equipment.

3. Library Collection: It is recommended to increase the collection of books, especially those translated into Azerbaijani and related to the field of ICT.

4. Book Lending: Users have expressed a desire for the possibility of temporarily lending books to readers.

5. Infrastructure: It was suggested that the Old City branch requires renovation, and that a larger space overall should be provided.