Singapore Management University

Library Survey Report

Scope: All respondents
February   2020

Contents

Singapore Management University Library Survey, February 2020
Response statistics

| Total	2364	
Which Library do you use more?	n	%
Li Ka Shing Library	2025	85.7%
Kwa Geok Choo Law Library	339	14.3%
Unspecified	0	0.0%
What is your major area of study, research or teaching?		
Accountancy	323	13.7%
Business	856	36.2%
Economics	242	10.2%
Information Systems	408	17.3%
Law	198	8.4%
Social Sciences	231	9.8%
Others	106	4.5%
Unspecified	0	0.0%
Position		
Undergraduate year 1	460	19.5%
Undergraduate year 2	494	20.9%
Undergraduate year 3	353	14.9%
Undergraduate year 4 & above	393	16.6%
Exchange student	2	0.1%
Graduate: Masters	320	13.5%
Graduate: Doctoral	46	1.9%
Faculty: Professor	18	0.8%
Faculty: Associate Professor	42	1.8%
Faculty: Assistant Professor	47	2.0%
Faculty: Lecturer/Senior Lecturer	12	0.5%
Staff: Researcher	30	1.3%
Staff: Other administration position	135	5.7%
Others	12	0.5%
Unspecified	0	0.0%
Are you an international (non-exchange) student?		
Yes	411	17.4%
No	1953	82.6%
Unspecified	0	0.0%
How frequently do you visit the library?		
Daily	665	28.1%
Weekly	1022	43.2%
Monthly	413	17.5%
Quarterly	151	6.4%
Never	17	0.7%
Unspecified	96	4.1%
How frequently do you visit the Campus?		
Daily	1724	72.9%
Weekly	517	21.9%
Monthly	18	0.8%
Quarterly	5	0.2%
Never	4	0.2%
Unspecified	96	4.1%
How often do you access library resources (e.g. online articles, databases, ebooks)?		
Daily	382	16.2%
Weekly	982	41.5%
Monthly	623	26.4%
Quarterly	208	8.8%
Never	73	3.1%
Unspecified	96	4.1%

Singapore Management University Library Survey, February 2020
Weighted performance index

|	Communication	Service Delivery	Facilities & Equipment	Information Resources	Weighted Total
Weighting	**18%**	**28%**	**24%**	**30%**	**100%**
February 2020	78.9%	82.3%	79.2%	82.0%	80.8%
February 2018	77.9%	80.8%	78.3%	80.8%	79.7%
Highest performer in database	84.2%	85.6%	87.2%	85.8%	85.8%
Median	78.6%	82.3%	78.7%	82.3%	80.9%
Lowest performer in database	73.2%	78.5%	67.8%	78.8%	75.9%

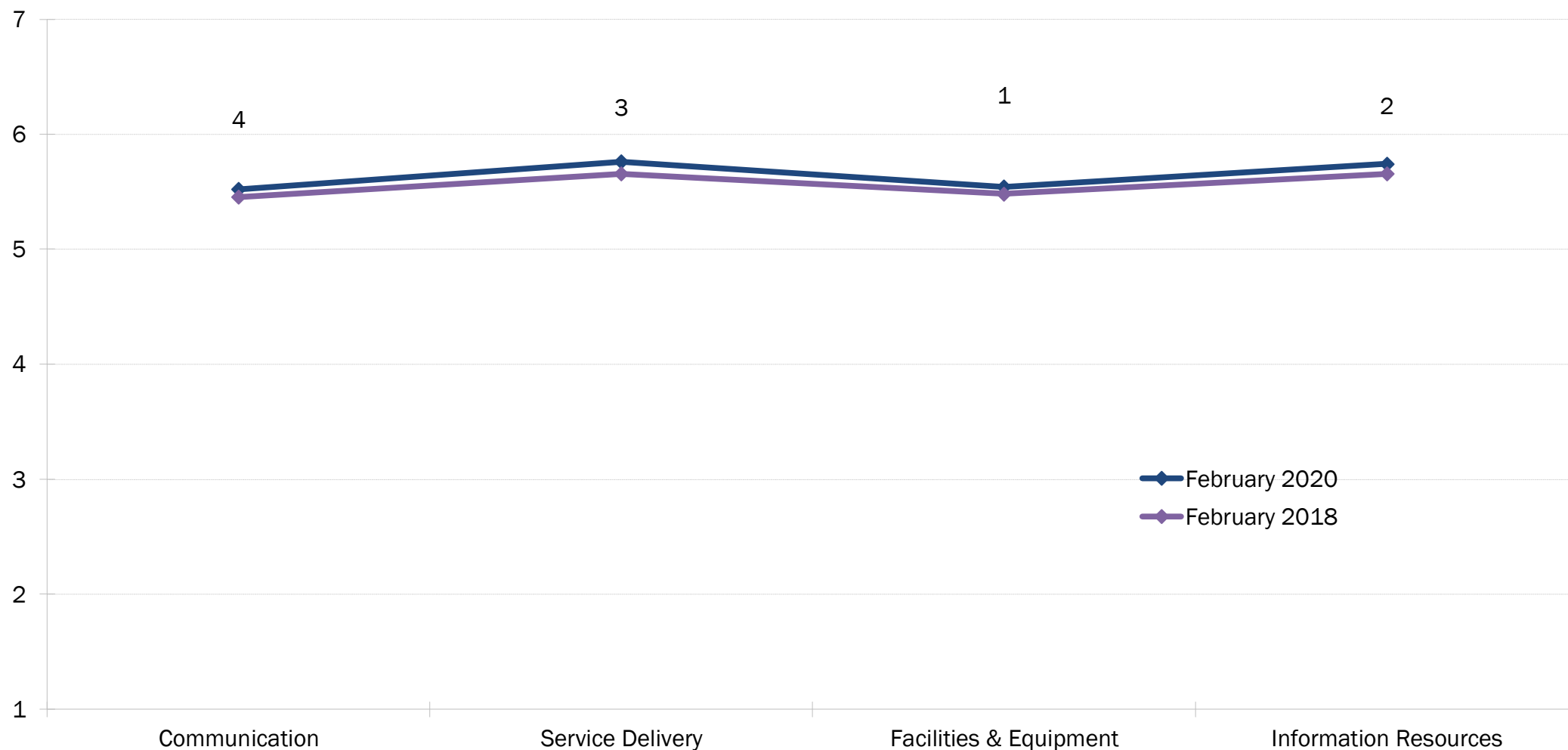Singapore Management University Library Survey, February 2020
Weighted performance index
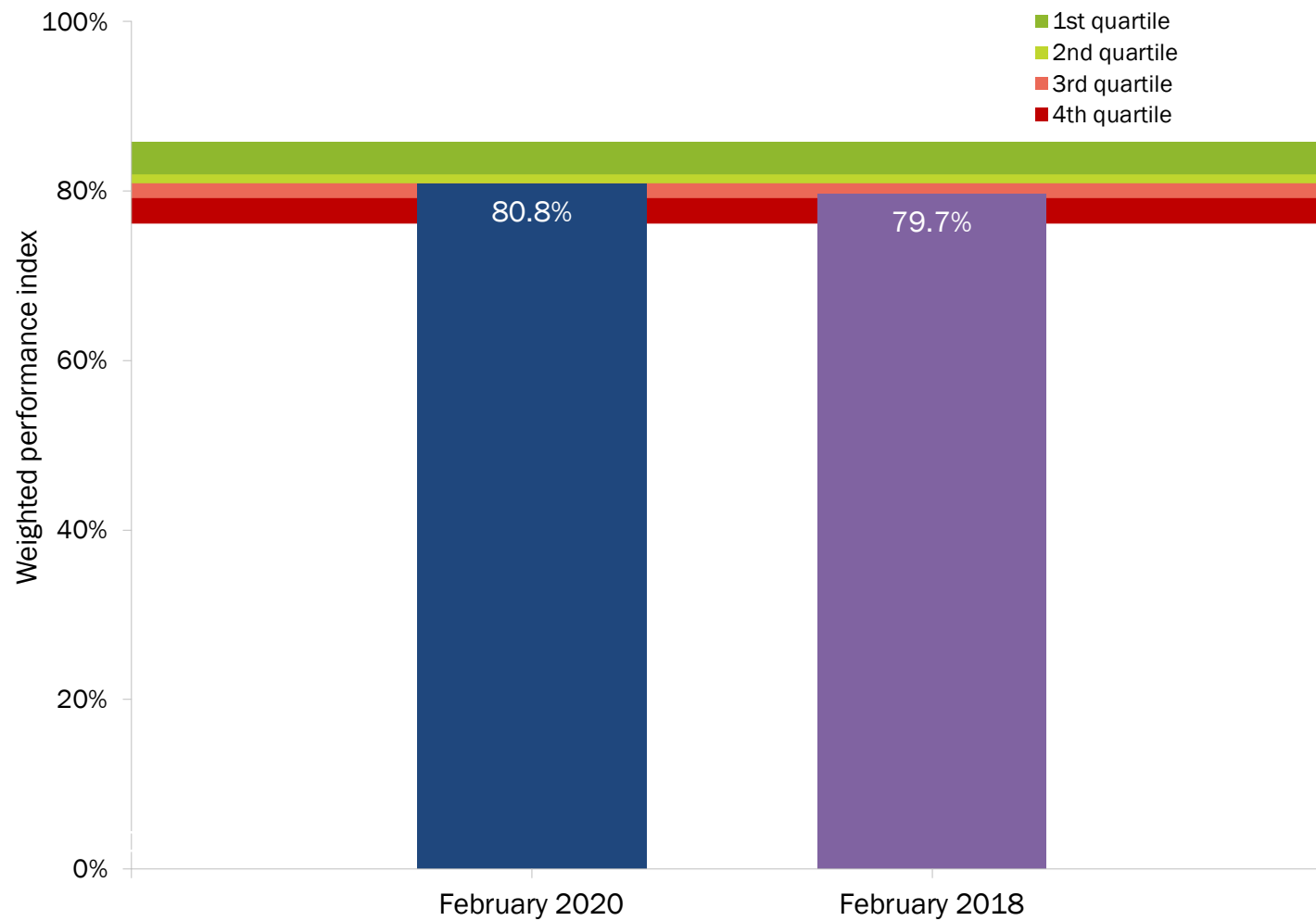
Singapore Management University Library Survey, February 2020
Overall how satisfied are you with the Library?
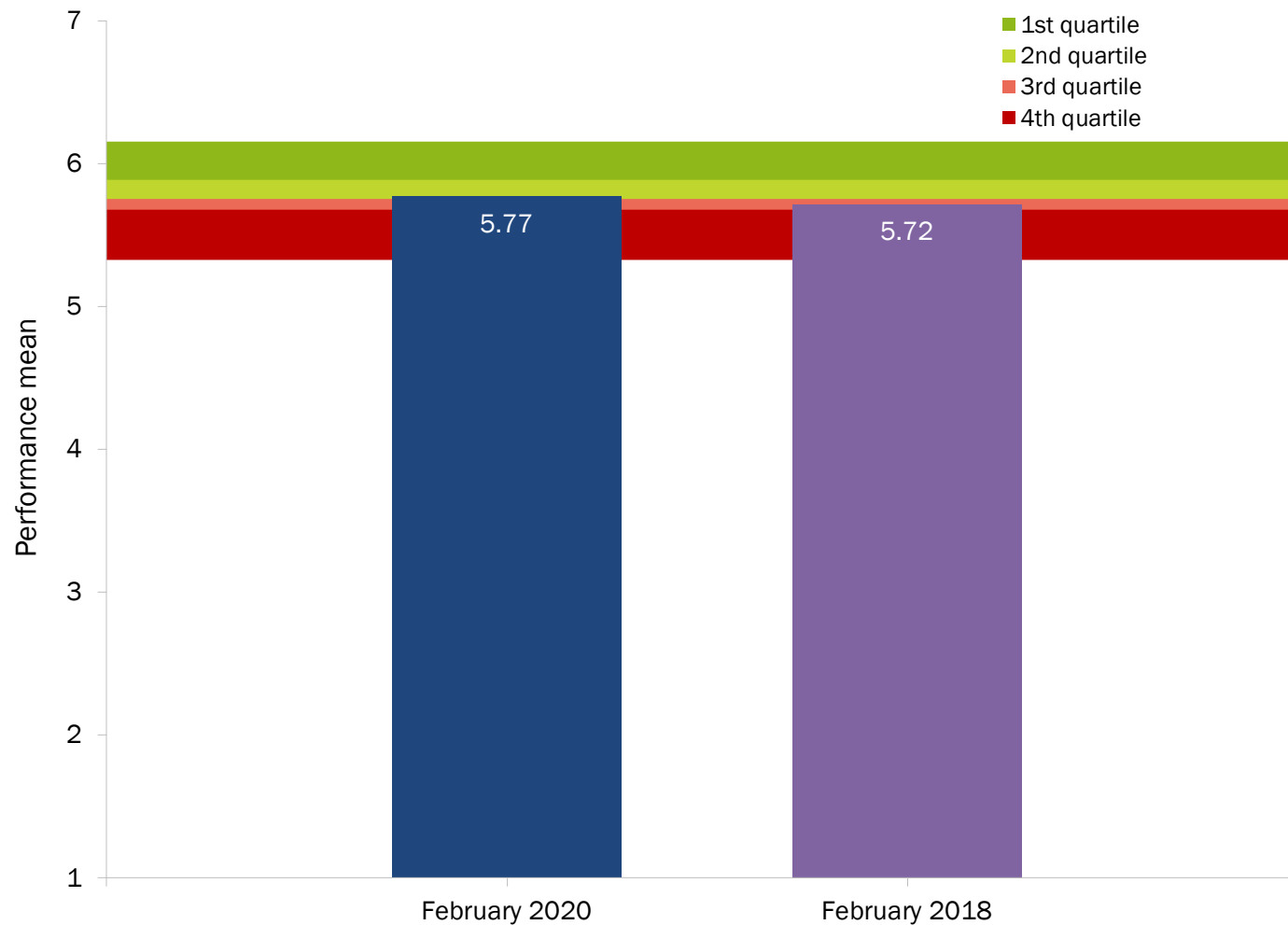
Singapore Management University Library Survey, February 2020
Best practice categories graph

Singapore Management University Library Survey, February 2020
Best practice categories graph

3

1

2

February 2020
February 2018

I am informed about the Library services   The Library website provides useful information   Library signage is clear

Communication

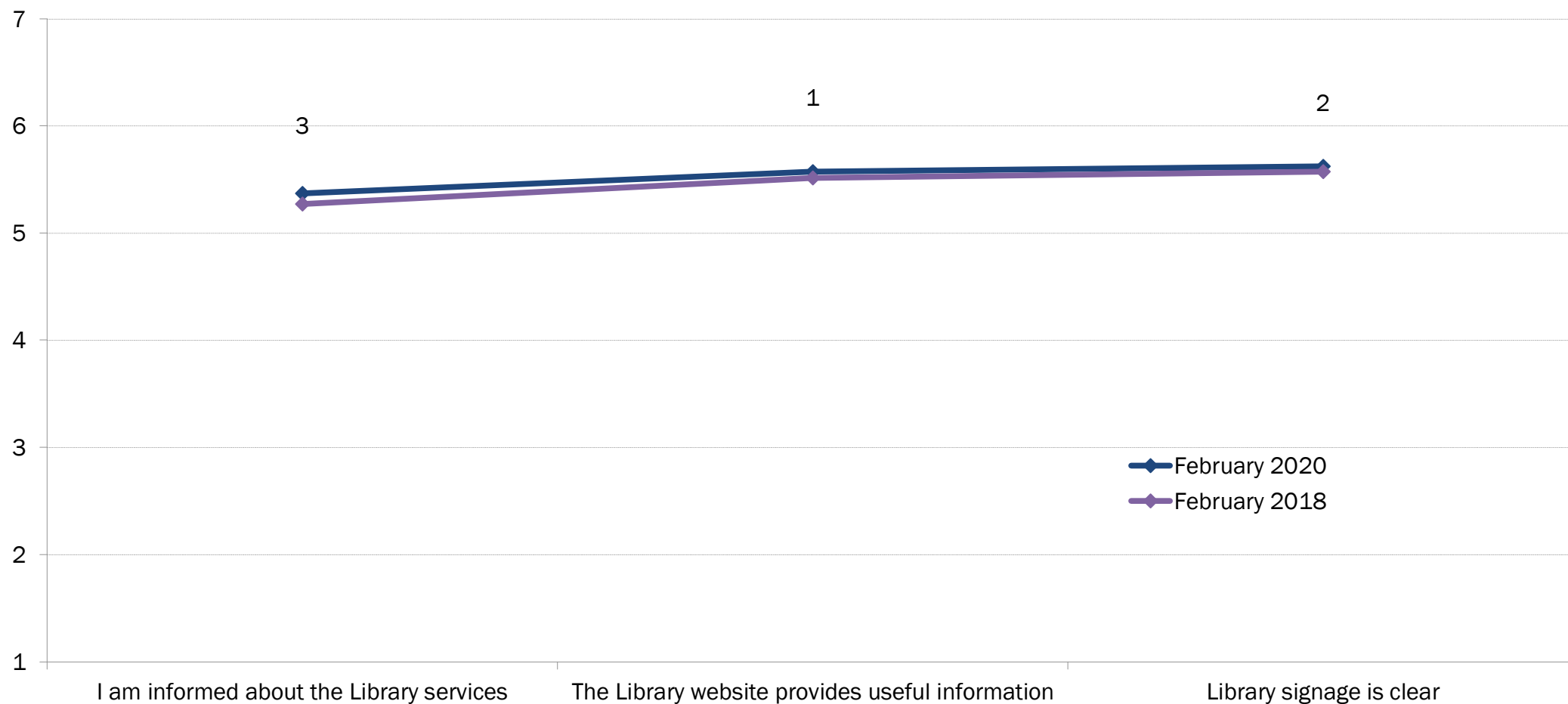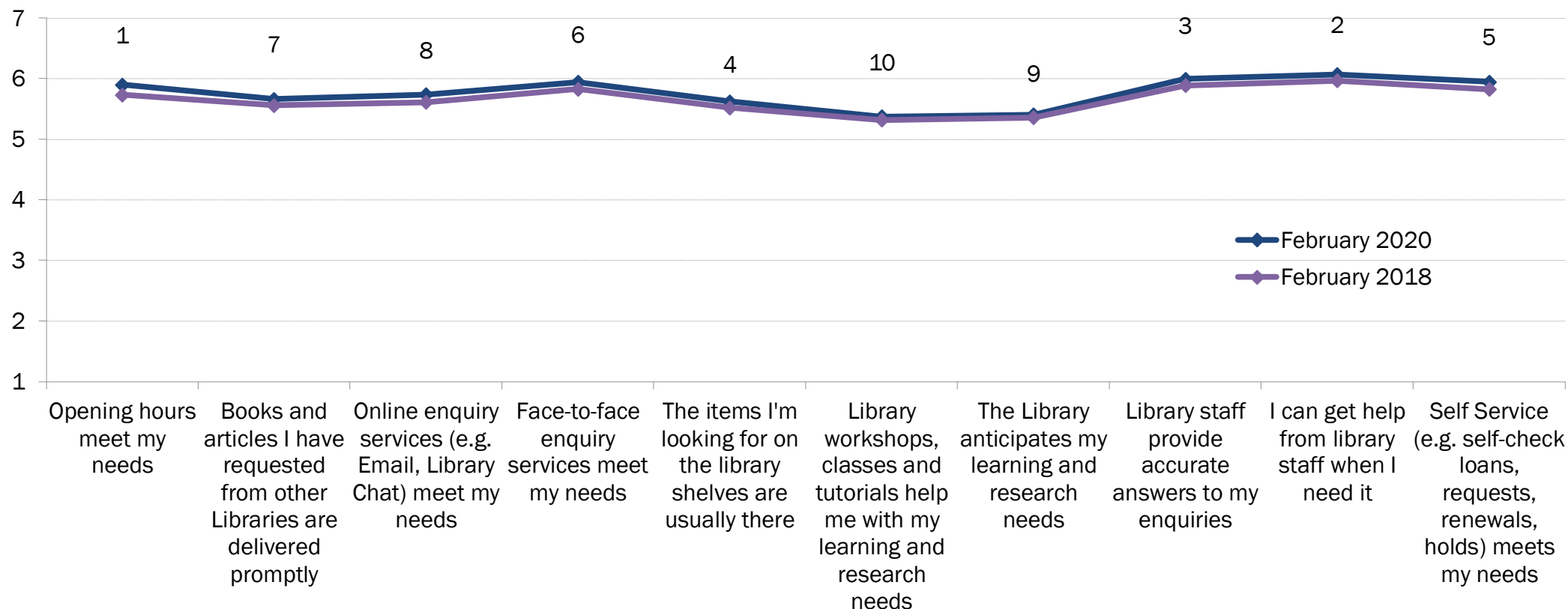# Singapore Management University Library Survey, February 2020
Best practice categories graph

Service Delivery

Singapore Management University Library Survey, February 2020
Best practice categories graph
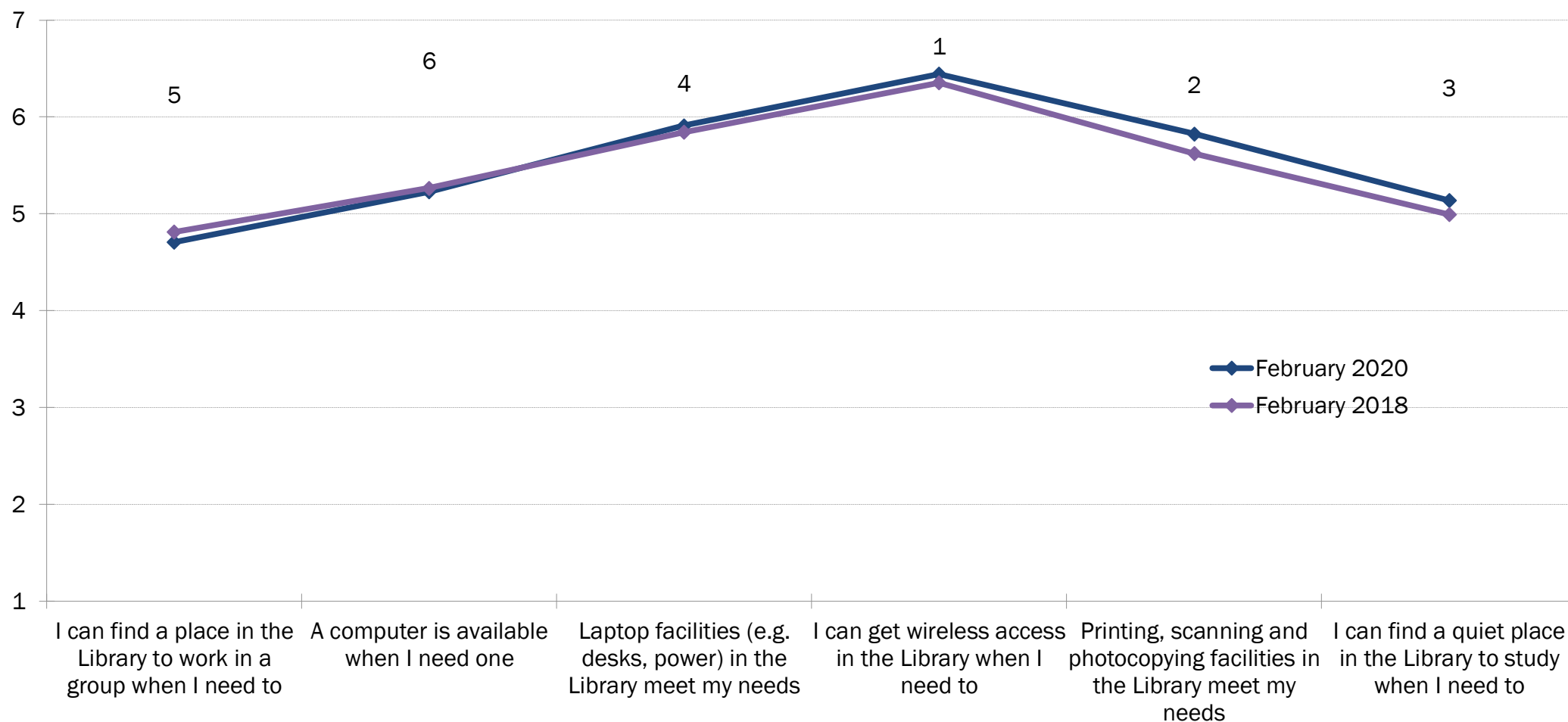
Facilities & Equipment

Singapore Management University Library Survey, February 2020
Best practice categories graph
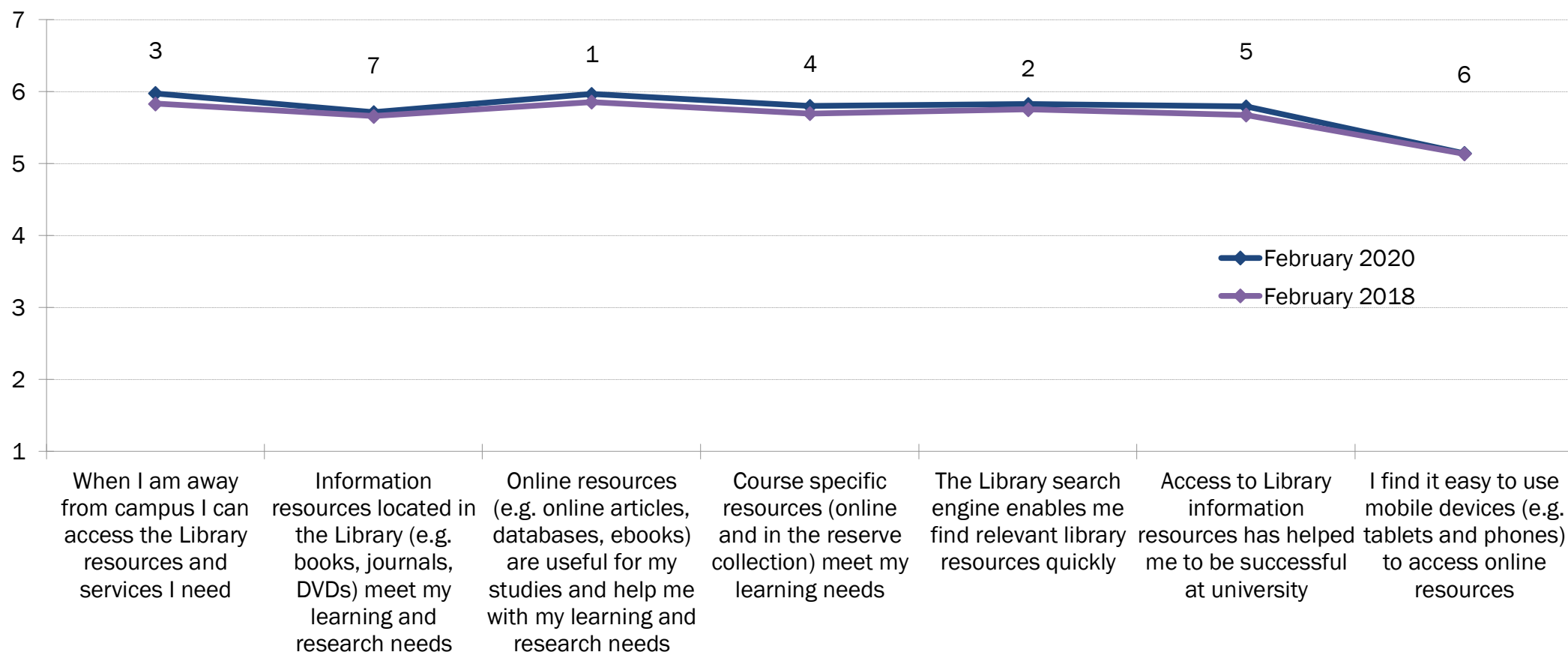
Information Resources

Advocacy

How likely are you to recommend the library service to other students?

Total responses: 2268 respondents
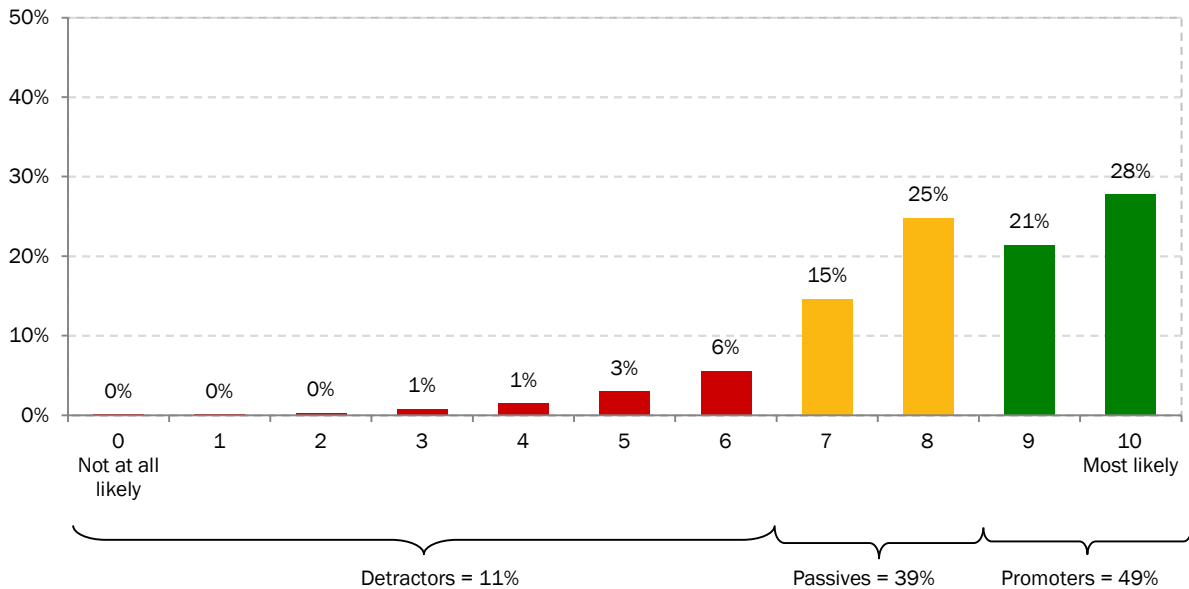
Likelihood of recommending

=   49% Promoters – 11% Detractors

= | 38 |

Key:	>10	There are at least 11% more Promoters than Detractors.
	-10 – 10	There are a similar number of Promoters and Detractors.
	< -10	There are at least 11% less Promoters than Detractors.

Singapore Management University Library Survey, February 2020

Top 10 factors — All respondents

2364 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.57	I can get wireless access in the Library when I need to	6.44	I can find a place in the Library to work in a group when I need to	4.71	I can find a place in the Library to work in a group when I need to	1.32
Printing, scanning and photocopying facilities in the Library meet my needs	6.38	I can get help from library staff when I need it	6.06	I can find a quiet place in the Library to study when I need to	5.14	I can find a quiet place in the Library to study when I need to	1.23
I can find a quiet place in the Library to study when I need to	6.37	Library staff provide accurate answers to my enquiries	5.99	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.14	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.60
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.29	When I am away from campus I can access the Library resources and services I need	5.97	A computer is available when I need one	5.23	Printing, scanning and photocopying facilities in the Library meet my needs	0.56
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.25	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.96	I am informed about the Library services	5.37	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.38
Opening hours meet my needs	6.16	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.94	Library workshops, classes and tutorials help me with my learning and research needs	5.37	The Library search engine enables me find relevant library resources quickly	0.33
The Library search engine enables me find relevant library resources quickly	6.15	Face-to-face enquiry services meet my needs	5.94	The Library anticipates my learning and research needs	5.40	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.29
When I am away from campus I can access the Library resources and services I need	6.14	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.91	The Library website provides useful information	5.57	Opening hours meet my needs	0.27
I can get help from library staff when I need it	6.08	Opening hours meet my needs	5.90	The items I'm looking for on the library shelves are usually there	5.62	The items I'm looking for on the library shelves are usually there	0.27
I can find a place in the Library to work in a group when I need to	6.03	Printing, scanning and photocopying facilities in the Library meet my needs	5.82	Library signage is clear	5.62	Course specific resources (online and in the reserve collection) meet my learning needs	0.22

Singapore Management University Library Survey, February 2020

Mean importance scores — All respondents

2364 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.57	1	6.44	1
Printing, scanning and photocopying facilities in the Library meet my needs	6.38	2	5.82	10
I can find a quiet place in the Library to study when I need to	6.37	3	5.14	25
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.29	4	5.91	8
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.25	5	5.96	5
Opening hours meet my needs	6.16	6	5.90	9
The Library search engine enables me find relevant library resources quickly	6.15	7	5.82	11
When I am away from campus I can access the Library resources and services I need	6.14	8	5.97	4
I can get help from library staff when I need it	6.08	9	6.06	2
I can find a place in the Library to work in a group when I need to	6.03	10	4.71	26
Library staff provide accurate answers to my enquiries	6.02	11	5.99	3
Course specific resources (online and in the reserve collection) meet my learning needs	6.01	12	5.80	12
The items I'm looking for on the library shelves are usually there	5.88	13	5.62	18
Access to Library information resources has helped me to be successful at university	5.88	14	5.79	13
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.79	15	5.94	6
Face-to-face enquiry services meet my needs	5.78	16	5.94	7
The Library website provides useful information	5.77	17	5.57	19
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.74	18	5.14	24
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.68	19	5.71	15
Books and articles I have requested from other Libraries are delivered promptly	5.64	20	5.66	16
Library signage is clear	5.62	21	5.62	17
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.57	22	5.73	14
The Library anticipates my learning and research needs	5.43	23	5.40	20
I am informed about the Library services	5.29	24	5.37	22
Library workshops, classes and tutorials help me with my learning and research needs	5.08	25	5.37	21
A computer is available when I need one	4.93	26	5.23	23

Singapore Management University Library Survey, February 2020

Mean performance score — All respondents

2364 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.44	1	6.57	1
I can get help from library staff when I need it	6.06	2	6.08	9
Library staff provide accurate answers to my enquiries	5.99	3	6.02	11
When I am away from campus I can access the Library resources and services I need	5.97	4	6.14	8
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.96	5	6.25	5
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.94	6	5.79	15
Face-to-face enquiry services meet my needs	5.94	7	5.78	16
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.91	8	6.29	4
Opening hours meet my needs	5.90	9	6.16	6
Printing, scanning and photocopying facilities in the Library meet my needs	5.82	10	6.38	2
The Library search engine enables me find relevant library resources quickly	5.82	11	6.15	7
Course specific resources (online and in the reserve collection) meet my learning needs	5.80	12	6.01	12
Access to Library information resources has helped me to be successful at university	5.79	13	5.88	14
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.73	14	5.57	22
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.71	15	5.68	19
Books and articles I have requested from other Libraries are delivered promptly	5.66	16	5.64	20
Library signage is clear	5.62	17	5.62	21
The items I'm looking for on the library shelves are usually there	5.62	18	5.88	13
The Library website provides useful information	5.57	19	5.77	17
The Library anticipates my learning and research needs	5.40	20	5.43	23
Library workshops, classes and tutorials help me with my learning and research needs	5.37	21	5.08	25
I am informed about the Library services	5.37	22	5.29	24
A computer is available when I need one	5.23	23	4.93	26
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.14	24	5.74	18
I can find a quiet place in the Library to study when I need to	5.14	25	6.37	3
I can find a place in the Library to work in a group when I need to	4.71	26	6.03	10

Singapore Management University Library Survey, February 2020
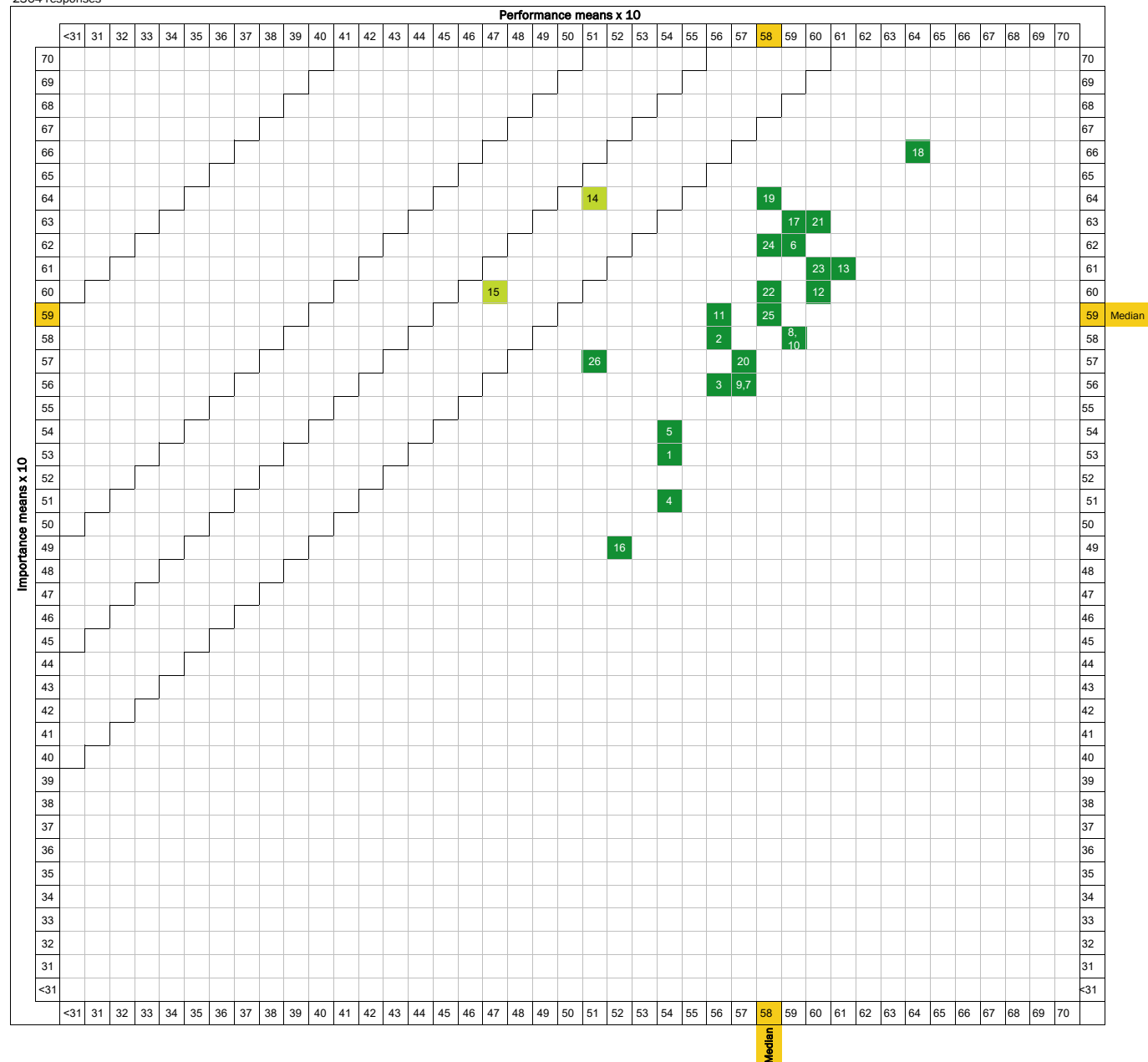
Mean gap scores — All respondents

2364 responses

- 14 -

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a place in the Library to work in a group when I need to	1.32	1	6.03	10
I can find a quiet place in the Library to study when I need to	1.23	2	6.37	3
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.60	3	5.74	18
Printing, scanning and photocopying facilities in the Library meet my needs	0.56	4	6.38	2
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.38	5	6.29	4
The Library search engine enables me find relevant library resources quickly	0.33	6	6.15	7
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.29	7	6.25	5
Opening hours meet my needs	0.27	8	6.16	6
The items I'm looking for on the library shelves are usually there	0.27	9	5.88	13
Course specific resources (online and in the reserve collection) meet my learning needs	0.22	10	6.01	12
The Library website provides useful information	0.20	11	5.77	17
When I am away from campus I can access the Library resources and services I need	0.17	12	6.14	8
I can get wireless access in the Library when I need to	0.12	13	6.57	1
Access to Library information resources has helped me to be successful at university	0.10	14	5.88	14
Library staff provide accurate answers to my enquiries	0.03	15	6.02	11
The Library anticipates my learning and research needs	0.03	16	5.43	23
I can get help from library staff when I need it	0.02	17	6.08	9
Library signage is clear	-0.01	18	5.62	21
Books and articles I have requested from other Libraries are delivered promptly	-0.02	19	5.64	20
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	-0.03	20	5.68	19
I am informed about the Library services	-0.08	21	5.29	24
Face-to-face enquiry services meet my needs	-0.16	22	5.78	16
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	-0.16	23	5.79	15
Online enquiry services (e.g. Email, Library Chat) meet my needs	-0.16	24	5.57	22
Library workshops, classes and tutorials help me with my learning and research needs	-0.29	25	5.08	25
A computer is available when I need one	-0.30	26	4.93	26

Singapore Management University Library Survey, February 2020

Best practice categories gap grid — All respondents

2364 responses

Performance means x 10

Importance means x 10 (vertical axis)

Grid data points (Importance row → Performance column: statement number):
- 66: 18 (at 64)
- 64: 14 (at 51), 19 (at 57)
- 63: 17 (at 57), 21 (at 58)
- 62: 24 (at 57), 6 (at 58)
- 61: 23 (at 60), 13 (at 61)
- 60: 15 (at 47), 22 (at 57), 12 (at 60)
- 59: 11 (at 55), 25 (at 57) — Median
- 58: 2 (at 55), 8, 10 (at 58)
- 57: 26 (at 51), 20 (at 57)
- 56: 3 (at 55), 9,7 (at 56)
- 54: 5 (at 54)
- 53: 1 (at 54)
- 51: 4 (at 54)
- 49: 16 (at 51)

Median (Performance): 58

Statements

#	Statement
1	I am informed about the Library services
2	The Library website provides useful information
3	Library signage is clear
4	Library workshops, classes and tutorials help me with my learning and research needs
5	The Library anticipates my learning and research needs
6	Opening hours meet my needs
7	Books and articles I have requested from other Libraries are delivered promptly
8	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs
9	Online enquiry services (e.g. Email, Library Chat) meet my needs
10	Face-to-face enquiry services meet my needs
11	The items I'm looking for on the library shelves are usually there
12	Library staff provide accurate answers to my enquiries
13	I can get help from library staff when I need it
14	I can find a quiet place in the Library to study when I need to
15	I can find a place in the Library to work in a group when I need to
16	A computer is available when I need one
17	Laptop facilities (e.g. desks, power) in the Library meet my needs
18	I can get wireless access in the Library when I need to
19	Printing, scanning and photocopying facilities in the Library meet my needs
20	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
21	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
22	Course specific resources (online and in the reserve collection) meet my learning needs
23	When I am away from campus I can access the Library resources and services I need
24	The Library search engine enables me find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at university
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

© Insync Surveys

Singapore Management University Library Survey, February 2020
Top 5 importance scores by demographic
Which Library do you use more?

Unique factor

Li Ka Shing Library (2025 responses)	Importance mean
I can get wireless access in the Library when I need to	6.56
Printing, scanning and photocopying facilities in the Library meet my needs	6.36
I can find a quiet place in the Library to study when I need to	6.36
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.28
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.25
Kwa Geok Choo Law Library (339 responses)	**Importance mean**
I can get wireless access in the Library when I need to	6.62
Printing, scanning and photocopying facilities in the Library meet my needs	6.49
I can find a quiet place in the Library to study when I need to	6.45
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.35
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.29

Singapore Management University Library Survey, February 2020
Top 5 performance scores by demographic
Which Library do you use more?

Unique factor

Li Ka Shing Library (2025 responses)	Performance mean
I can get wireless access in the Library when I need to	6.44
I can get help from library staff when I need it	6.07
Library staff provide accurate answers to my enquiries	5.99
When I am away from campus I can access the Library resources and services I need	5.98
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.96
Kwa Geok Choo Law Library (339 responses)	**Performance mean**
I can get wireless access in the Library when I need to	6.47
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.03
I can get help from library staff when I need it	6.01
Library staff provide accurate answers to my enquiries	5.98
When I am away from campus I can access the Library resources and services I need	5.93

Singapore Management University Library Survey, February 2020 Top 5 gap scores by demographic Which Library do you use more?	Unique factor
Li Ka Shing Library (2025 responses)	**Gap score**
I can find a place in the Library to work in a group when I need to	1.30
I can find a quiet place in the Library to study when I need to	1.20
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.60
Printing, scanning and photocopying facilities in the Library meet my needs	0.49
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.36
Kwa Geok Choo Law Library (339 responses)	**Gap score**
I can find a place in the Library to work in a group when I need to	1.44
I can find a quiet place in the Library to study when I need to	1.40
Printing, scanning and photocopying facilities in the Library meet my needs	0.91
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.64
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.50

Singapore Management University Library Survey, February 2020

Top 10 factors — Which Library do you use more? - Li Ka Shing Library

2025 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.56	I can get wireless access in the Library when I need to	6.44	I can find a place in the Library to work in a group when I need to	4.70	I can find a place in the Library to work in a group when I need to	1.30
Printing, scanning and photocopying facilities in the Library meet my needs	6.36	I can get help from library staff when I need it	6.07	I can find a quiet place in the Library to study when I need to	5.15	I can find a quiet place in the Library to study when I need to	1.20
I can find a quiet place in the Library to study when I need to	6.36	Library staff provide accurate answers to my enquiries	5.99	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.15	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.60
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.28	When I am away from campus I can access the Library resources and services I need	5.98	A computer is available when I need one	5.26	Printing, scanning and photocopying facilities in the Library meet my needs	0.49
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.25	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.96	Library workshops, classes and tutorials help me with my learning and research needs	5.37	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.36
Opening hours meet my needs	6.16	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.95	I am informed about the Library services	5.37	The Library search engine enables me find relevant library resources quickly	0.32
The Library search engine enables me find relevant library resources quickly	6.14	Face-to-face enquiry services meet my needs	5.94	The Library anticipates my learning and research needs	5.39	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.30
When I am away from campus I can access the Library resources and services I need	6.12	Opening hours meet my needs	5.92	The Library website provides useful information	5.56	The items I'm looking for on the library shelves are usually there	0.25
I can get help from library staff when I need it	6.08	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.92	Library signage is clear	5.62	Opening hours meet my needs	0.24
Library staff provide accurate answers to my enquiries	6.02	Printing, scanning and photocopying facilities in the Library meet my needs	5.87	The items I'm looking for on the library shelves are usually there	5.62	The Library website provides useful information	0.20

Singapore Management University Library Survey, February 2020

Mean importance scores — Which Library do you use more? - Li Ka Shing Library

2025 responses

- 20 -

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.56	1	6.44	1
Printing, scanning and photocopying facilities in the Library meet my needs	6.36	2	5.87	10
I can find a quiet place in the Library to study when I need to	6.36	3	5.15	25
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.28	4	5.92	9
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.25	5	5.95	6
Opening hours meet my needs	6.16	6	5.92	8
The Library search engine enables me find relevant library resources quickly	6.14	7	5.81	11
When I am away from campus I can access the Library resources and services I need	6.12	8	5.98	4
I can get help from library staff when I need it	6.08	9	6.07	2
Library staff provide accurate answers to my enquiries	6.02	10	5.99	3
I can find a place in the Library to work in a group when I need to	6.00	11	4.70	26
Course specific resources (online and in the reserve collection) meet my learning needs	5.99	12	5.79	12
Access to Library information resources has helped me to be successful at university	5.87	13	5.78	13
The items I'm looking for on the library shelves are usually there	5.87	14	5.62	17
Face-to-face enquiry services meet my needs	5.78	15	5.94	7
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.77	16	5.96	5
The Library website provides useful information	5.77	17	5.56	19
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.75	18	5.15	24
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.68	19	5.71	15
Library signage is clear	5.62	20	5.62	18
Books and articles I have requested from other Libraries are delivered promptly	5.61	21	5.68	16
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.58	22	5.74	14
The Library anticipates my learning and research needs	5.42	23	5.39	20
I am informed about the Library services	5.30	24	5.37	21
Library workshops, classes and tutorials help me with my learning and research needs	5.10	25	5.37	22
A computer is available when I need one	4.95	26	5.26	23

Singapore Management University Library Survey, February 2020

Mean performance score — Which Library do you use more? - Li Ka Shing Library

2025 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.44	1	6.56	1
I can get help from library staff when I need it	6.07	2	6.08	9
Library staff provide accurate answers to my enquiries	5.99	3	6.02	10
When I am away from campus I can access the Library resources and services I need	5.98	4	6.12	8
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.96	5	5.77	16
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.95	6	6.25	5
Face-to-face enquiry services meet my needs	5.94	7	5.78	15
Opening hours meet my needs	5.92	8	6.16	6
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.92	9	6.28	4
Printing, scanning and photocopying facilities in the Library meet my needs	5.87	10	6.36	2
The Library search engine enables me find relevant library resources quickly	5.81	11	6.14	7
Course specific resources (online and in the reserve collection) meet my learning needs	5.79	12	5.99	12
Access to Library information resources has helped me to be successful at university	5.78	13	5.87	13
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.74	14	5.58	22
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.71	15	5.68	19
Books and articles I have requested from other Libraries are delivered promptly	5.68	16	5.61	21
The items I'm looking for on the library shelves are usually there	5.62	17	5.87	14
Library signage is clear	5.62	18	5.62	20
The Library website provides useful information	5.56	19	5.77	17
The Library anticipates my learning and research needs	5.39	20	5.42	23
I am informed about the Library services	5.37	21	5.30	24
Library workshops, classes and tutorials help me with my learning and research needs	5.37	22	5.10	25
A computer is available when I need one	5.26	23	4.95	26
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.15	24	5.75	18
I can find a quiet place in the Library to study when I need to	5.15	25	6.36	3
I can find a place in the Library to work in a group when I need to	4.70	26	6.00	11

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a place in the Library to work in a group when I need to	1.30	1	6.00	11
I can find a quiet place in the Library to study when I need to	1.20	2	6.36	3
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.60	3	5.75	18
Printing, scanning and photocopying facilities in the Library meet my needs	0.49	4	6.36	2
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.36	5	6.28	4
The Library search engine enables me find relevant library resources quickly	0.32	6	6.14	7
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.30	7	6.25	5
The items I'm looking for on the library shelves are usually there	0.25	8	5.87	14
Opening hours meet my needs	0.24	9	6.16	6
The Library website provides useful information	0.20	10	5.77	17
Course specific resources (online and in the reserve collection) meet my learning needs	0.20	11	5.99	12
When I am away from campus I can access the Library resources and services I need	0.14	12	6.12	8
I can get wireless access in the Library when I need to	0.12	13	6.56	1
Access to Library information resources has helped me to be successful at university	0.10	14	5.87	13
Library staff provide accurate answers to my enquiries	0.03	15	6.02	10
The Library anticipates my learning and research needs	0.03	16	5.42	23
I can get help from library staff when I need it	0.01	17	6.08	9
Library signage is clear	0.00	18	5.62	20
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	-0.03	19	5.68	19
Books and articles I have requested from other Libraries are delivered promptly	-0.06	20	5.61	21
I am informed about the Library services	-0.08	21	5.30	24
Online enquiry services (e.g. Email, Library Chat) meet my needs	-0.16	22	5.58	22
Face-to-face enquiry services meet my needs	-0.16	23	5.78	15
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	-0.18	24	5.77	16
Library workshops, classes and tutorials help me with my learning and research needs	-0.27	25	5.10	25
A computer is available when I need one	-0.31	26	4.95	26

Singapore Management University Library Survey, February 2020

Best practice categories gap grid — Which Library do you use more? - Li Ka Shing Library

2025 responses

Performance means x 10

Importance means x 10	<31	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70
70																																									
69																																									
68																																									
67																																									
66																																		18						
65																																									
64																							14							19											
63																														17											
62																														6	21										
61																												24			23	13									
60																						15							22		12										
59 Median																									11		25														
58																									2			10	8												
57																							26			20																
56																									3	9,7															
55																																										
54																								5																		
53																								1																		
52																																										
51																								4																		
50																																										
49																							16																			
48																																										
47																																										
46																																										
45																																										
44																																										
43																																										
42																																										
41																																										
40																																										
39																																										
38																																										
37																																										
36																																										
35																																										
34																																										
33																																										
32																																										
31																																										
<31																																										

Median: 58

Statements

1	I am informed about the Library services
2	The Library website provides useful information
3	Library signage is clear
4	Library workshops, classes and tutorials help me with my learning and research needs
5	The Library anticipates my learning and research needs
6	Opening hours meet my needs
7	Books and articles I have requested from other Libraries are delivered promptly
8	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs
9	Online enquiry services (e.g. Email, Library Chat) meet my needs
10	Face-to-face enquiry services meet my needs
11	The items I'm looking for on the library shelves are usually there
12	Library staff provide accurate answers to my enquiries
13	I can get help from library staff when I need it
14	I can find a quiet place in the Library to study when I need to
15	I can find a place in the Library to work in a group when I need to
16	A computer is available when I need one
17	Laptop facilities (e.g. desks, power) in the Library meet my needs
18	I can get wireless access in the Library when I need to
19	Printing, scanning and photocopying facilities in the Library meet my needs
20	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
21	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
22	Course specific resources (online and in the reserve collection) meet my learning needs
23	When I am away from campus I can access the Library resources and services I need
24	The Library search engine enables me find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at university
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Legend: Gap > 2.9   Gap > 1.9   Gap > 1.4   Gap > 0.9   Gap < 0.9

© Insync Surveys

Singapore Management University Library Survey, February 2020

Top 10 factors — Which Library do you use more? - Kwa Geok Choo Law Library

339 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.62	I can get wireless access in the Library when I need to	6.47	I can find a place in the Library to work in a group when I need to	4.74	I can find a place in the Library to work in a group when I need to	1.44
Printing, scanning and photocopying facilities in the Library meet my needs	6.49	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.03	A computer is available when I need one	5.02	I can find a quiet place in the Library to study when I need to	1.40
I can find a quiet place in the Library to study when I need to	6.45	I can get help from library staff when I need it	6.01	I can find a quiet place in the Library to study when I need to	5.05	Printing, scanning and photocopying facilities in the Library meet my needs	0.91
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.35	Library staff provide accurate answers to my enquiries	5.98	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.06	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.64
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.29	When I am away from campus I can access the Library resources and services I need	5.93	I am informed about the Library services	5.35	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.50
The Library search engine enables me find relevant library resources quickly	6.24	Face-to-face enquiry services meet my needs	5.90	Library workshops, classes and tutorials help me with my learning and research needs	5.37	Opening hours meet my needs	0.46
When I am away from campus I can access the Library resources and services I need	6.22	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.88	The Library anticipates my learning and research needs	5.45	The Library search engine enables me find relevant library resources quickly	0.37
Opening hours meet my needs	6.21	The Library search engine enables me find relevant library resources quickly	5.87	Books and articles I have requested from other Libraries are delivered promptly	5.56	The items I'm looking for on the library shelves are usually there	0.37
I can find a place in the Library to work in a group when I need to	6.18	Access to Library information resources has helped me to be successful at university	5.87	Printing, scanning and photocopying facilities in the Library meet my needs	5.57	Course specific resources (online and in the reserve collection) meet my learning needs	0.32
Course specific resources (online and in the reserve collection) meet my learning needs	6.14	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.85	The items I'm looking for on the library shelves are usually there	5.60	When I am away from campus I can access the Library resources and services I need	0.29

Singapore Management University Library Survey, February 2020

Mean importance scores — Which Library do you use more? - Kwa Geok Choo Law Library

339 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.62	1	6.47	1
Printing, scanning and photocopying facilities in the Library meet my needs	6.49	2	5.57	18
I can find a quiet place in the Library to study when I need to	6.45	3	5.05	24
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.35	4	5.85	10
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.29	5	6.03	2
The Library search engine enables me find relevant library resources quickly	6.24	6	5.87	8
When I am away from campus I can access the Library resources and services I need	6.22	7	5.93	5
Opening hours meet my needs	6.21	8	5.75	12
I can find a place in the Library to work in a group when I need to	6.18	9	4.74	26
Course specific resources (online and in the reserve collection) meet my learning needs	6.14	10	5.82	11
I can get help from library staff when I need it	6.07	11	6.01	3
Library staff provide accurate answers to my enquiries	6.02	12	5.98	4
The items I'm looking for on the library shelves are usually there	5.97	13	5.60	17
Access to Library information resources has helped me to be successful at university	5.96	14	5.87	9
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.87	15	5.88	7
Face-to-face enquiry services meet my needs	5.79	16	5.90	6
The Library website provides useful information	5.78	17	5.63	16
Books and articles I have requested from other Libraries are delivered promptly	5.75	18	5.56	19
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.72	19	5.71	13
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.70	20	5.06	23
Library signage is clear	5.57	21	5.64	15
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.53	22	5.68	14
The Library anticipates my learning and research needs	5.47	23	5.45	20
I am informed about the Library services	5.23	24	5.35	22
Library workshops, classes and tutorials help me with my learning and research needs	4.98	25	5.37	21
A computer is available when I need one	4.79	26	5.02	25

Singapore Management University Library Survey, February 2020				
Mean performance score — Which Library do you use more? - Kwa Geok Choo Law Library				
339 responses				

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.47	1	6.62	1
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.03	2	6.29	5
I can get help from library staff when I need it	6.01	3	6.07	11
Library staff provide accurate answers to my enquiries	5.98	4	6.02	12
When I am away from campus I can access the Library resources and services I need	5.93	5	6.22	7
Face-to-face enquiry services meet my needs	5.90	6	5.79	16
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.88	7	5.87	15
The Library search engine enables me find relevant library resources quickly	5.87	8	6.24	6
Access to Library information resources has helped me to be successful at university	5.87	9	5.96	14
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.85	10	6.35	4
Course specific resources (online and in the reserve collection) meet my learning needs	5.82	11	6.14	10
Opening hours meet my needs	5.75	12	6.21	8
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.71	13	5.72	19
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.68	14	5.53	22
Library signage is clear	5.64	15	5.57	21
The Library website provides useful information	5.63	16	5.78	17
The items I'm looking for on the library shelves are usually there	5.60	17	5.97	13
Printing, scanning and photocopying facilities in the Library meet my needs	5.57	18	6.49	2
Books and articles I have requested from other Libraries are delivered promptly	5.56	19	5.75	18
The Library anticipates my learning and research needs	5.45	20	5.47	23
Library workshops, classes and tutorials help me with my learning and research needs	5.37	21	4.98	25
I am informed about the Library services	5.35	22	5.23	24
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.06	23	5.70	20
I can find a quiet place in the Library to study when I need to	5.05	24	6.45	3
A computer is available when I need one	5.02	25	4.79	26
I can find a place in the Library to work in a group when I need to	4.74	26	6.18	9

Singapore Management University Library Survey, February 2020

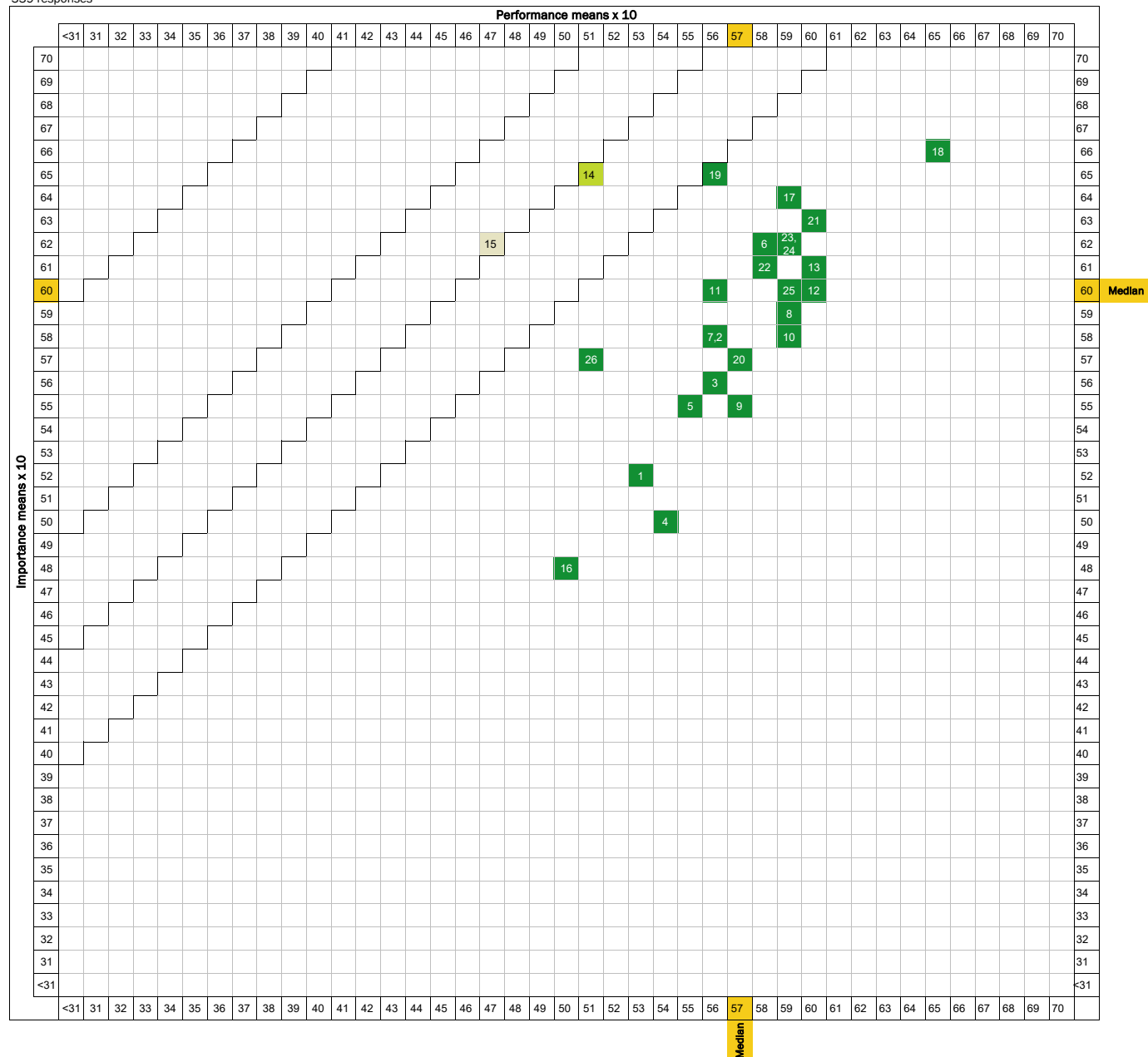Mean gap scores — Which Library do you use more? - Kwa Geok Choo Law Library

339 responses

- 27 -

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a place in the Library to work in a group when I need to	1.44	1	6.18	9
I can find a quiet place in the Library to study when I need to	1.40	2	6.45	3
Printing, scanning and photocopying facilities in the Library meet my needs	0.91	3	6.49	2
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.64	4	5.70	20
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.50	5	6.35	4
Opening hours meet my needs	0.46	6	6.21	8
The Library search engine enables me find relevant library resources quickly	0.37	7	6.24	6
The items I'm looking for on the library shelves are usually there	0.37	8	5.97	13
Course specific resources (online and in the reserve collection) meet my learning needs	0.32	9	6.14	10
When I am away from campus I can access the Library resources and services I need	0.29	10	6.22	7
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.26	11	6.29	5
Books and articles I have requested from other Libraries are delivered promptly	0.19	12	5.75	18
The Library website provides useful information	0.15	13	5.78	17
I can get wireless access in the Library when I need to	0.15	14	6.62	1
Access to Library information resources has helped me to be successful at university	0.10	15	5.96	14
I can get help from library staff when I need it	0.06	16	6.07	11
Library staff provide accurate answers to my enquiries	0.04	17	6.02	12
The Library anticipates my learning and research needs	0.02	18	5.47	23
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.00	19	5.72	19
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	-0.01	20	5.87	15
Library signage is clear	-0.07	21	5.57	21
Face-to-face enquiry services meet my needs	-0.11	22	5.79	16
I am informed about the Library services	-0.12	23	5.23	24
Online enquiry services (e.g. Email, Library Chat) meet my needs	-0.16	24	5.53	22
A computer is available when I need one	-0.23	25	4.79	26
Library workshops, classes and tutorials help me with my learning and research needs	-0.39	26	4.98	25

![insync surveys research consulting]

Singapore Management University Library Survey, February 2020

Best practice categories gap grid — Which Library do you use more? - Kwa Geok Choo Law Library

339 responses

Performance means x 10

Gap grid plotting statement numbers by Performance means x 10 (horizontal axis) against Importance means x 10 (vertical axis). Median Performance = 57, Median Importance = 60.

Approximate plotted positions (Performance, Importance):
- 18 at (65, 66)
- 14 at (51, 65); 19 at (56, 65)
- 17 at (59, 64)
- 21 at (60, 63)
- 15 at (47, 62); 6 at (58, 62); 23,24 at (59, 62)
- 22 at (58, 61); 13 at (60, 61)
- 11 at (54, 60); 25 at (59, 60); 12 at (60, 60)
- 8 at (59, 59)
- 7,2 at (54, 58); 10 at (59, 58)
- 26 at (51, 57); 20 at (58, 57)
- 3 at (54, 56)
- 5 at (53, 55); 9 at (56, 55)
- 1 at (53, 52)
- 4 at (54, 50)
- 16 at (48, 48)

Statements

#	Statement
1	I am informed about the Library services
2	The Library website provides useful information
3	Library signage is clear
4	Library workshops, classes and tutorials help me with my learning and research needs
5	The Library anticipates my learning and research needs
6	Opening hours meet my needs
7	Books and articles I have requested from other Libraries are delivered promptly
8	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs
9	Online enquiry services (e.g. Email, Library Chat) meet my needs
10	Face-to-face enquiry services meet my needs
11	The items I'm looking for on the library shelves are usually there
12	Library staff provide accurate answers to my enquiries
13	I can get help from library staff when I need it
14	I can find a quiet place in the Library to study when I need to
15	I can find a place in the Library to work in a group when I need to
16	A computer is available when I need one
17	Laptop facilities (e.g. desks, power) in the Library meet my needs
18	I can get wireless access in the Library when I need to
19	Printing, scanning and photocopying facilities in the Library meet my needs
20	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
21	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
22	Course specific resources (online and in the reserve collection) meet my learning needs
23	When I am away from campus I can access the Library resources and services I need
24	The Library search engine enables me find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at university
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

© Insync Surveys

Singapore Management University Library Survey, February 2020	
Top 5 importance scores by demographic	
What is your major area of study, research or teaching?	Unique factor

Accountancy (323 responses)	Importance mean
I can get wireless access in the Library when I need to	6.57
Printing, scanning and photocopying facilities in the Library meet my needs	6.42
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.37
I can find a quiet place in the Library to study when I need to	6.35
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.23

Business (856 responses)	Importance mean
I can get wireless access in the Library when I need to	6.60
Printing, scanning and photocopying facilities in the Library meet my needs	6.45
I can find a quiet place in the Library to study when I need to	6.39
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.31
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.28

Economics (242 responses)	Importance mean
I can get wireless access in the Library when I need to	6.51
I can find a quiet place in the Library to study when I need to	6.42
Printing, scanning and photocopying facilities in the Library meet my needs	6.40
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.30
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.14

Information Systems (408 responses)	Importance mean
I can get wireless access in the Library when I need to	6.54
I can find a quiet place in the Library to study when I need to	6.31
Printing, scanning and photocopying facilities in the Library meet my needs	6.24
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.22
Opening hours meet my needs	6.20

Law (198 responses)	Importance mean
I can get wireless access in the Library when I need to	6.65
Printing, scanning and photocopying facilities in the Library meet my needs	6.55
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.52
The Library search engine enables me find relevant library resources quickly	6.49
I can find a quiet place in the Library to study when I need to	6.49

Social Sciences (231 responses)	Importance mean
I can get wireless access in the Library when I need to	6.61
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.51
When I am away from campus I can access the Library resources and services I need	6.45
The Library search engine enables me find relevant library resources quickly	6.41
I can find a quiet place in the Library to study when I need to	6.34

Others (106 responses)	Importance mean
I can get help from library staff when I need it	6.26
I can get wireless access in the Library when I need to	6.26
I can find a quiet place in the Library to study when I need to	6.17
When I am away from campus I can access the Library resources and services I need	6.14
Library staff provide accurate answers to my enquiries	6.12

Singapore Management University Library Survey, February 2020
Top 5 performance scores by demographic
What is your major area of study, research or teaching?

Accountancy (323 responses)	Performance mean
I can get wireless access in the Library when I need to	6.42
I can get help from library staff when I need it	6.08
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.05
Library staff provide accurate answers to my enquiries	6.02
When I am away from campus I can access the Library resources and services I need	5.97
Business (856 responses)	**Performance mean**
I can get wireless access in the Library when I need to	6.47
I can get help from library staff when I need it	6.08
Library staff provide accurate answers to my enquiries	6.02
Face-to-face enquiry services meet my needs	6.00
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.00
Economics (242 responses)	**Performance mean**
I can get wireless access in the Library when I need to	6.38
I can get help from library staff when I need it	6.00
When I am away from campus I can access the Library resources and services I need	5.97
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.94
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.93
Information Systems (408 responses)	**Performance mean**
I can get wireless access in the Library when I need to	6.43
I can get help from library staff when I need it	5.93
Opening hours meet my needs	5.93
When I am away from campus I can access the Library resources and services I need	5.88
Printing, scanning and photocopying facilities in the Library meet my needs	5.85
Law (198 responses)	**Performance mean**
I can get wireless access in the Library when I need to	6.49
I can get help from library staff when I need it	6.08
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.04
Library staff provide accurate answers to my enquiries	6.01
Course specific resources (online and in the reserve collection) meet my learning needs	5.98
Social Sciences (231 responses)	**Performance mean**
I can get wireless access in the Library when I need to	6.53
I can get help from library staff when I need it	6.27
Library staff provide accurate answers to my enquiries	6.22
When I am away from campus I can access the Library resources and services I need	6.19
Opening hours meet my needs	6.18
Others (106 responses)	**Performance mean**
I can get wireless access in the Library when I need to	6.26
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.10
I can get help from library staff when I need it	6.06
Face-to-face enquiry services meet my needs	5.98
Opening hours meet my needs	5.97

Singapore Management University Library Survey, February 2020	
Top 5 gap scores by demographic	
What is your major area of study, research or teaching?	Unique factor

Accountancy (323 responses)	Gap score
I can find a place in the Library to work in a group when I need to	1.42
I can find a quiet place in the Library to study when I need to	1.36
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.54
Printing, scanning and photocopying facilities in the Library meet my needs	0.50
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.45

Business (856 responses)	Gap score
I can find a place in the Library to work in a group when I need to	1.32
I can find a quiet place in the Library to study when I need to	1.19
Printing, scanning and photocopying facilities in the Library meet my needs	0.58
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.55
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.37

Economics (242 responses)	Gap score
I can find a place in the Library to work in a group when I need to	1.55
I can find a quiet place in the Library to study when I need to	1.44
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.59
Printing, scanning and photocopying facilities in the Library meet my needs	0.47
Opening hours meet my needs	0.45

Information Systems (408 responses)	Gap score
I can find a place in the Library to work in a group when I need to	1.27
I can find a quiet place in the Library to study when I need to	1.16
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.64
Printing, scanning and photocopying facilities in the Library meet my needs	0.38
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.38

Law (198 responses)	Gap score
I can find a place in the Library to work in a group when I need to	1.47
I can find a quiet place in the Library to study when I need to	1.37
Printing, scanning and photocopying facilities in the Library meet my needs	1.25
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.82
The items I'm looking for on the library shelves are usually there	0.68

Social Sciences (231 responses)	Gap score
I can find a quiet place in the Library to study when I need to	1.34
I can find a place in the Library to work in a group when I need to	1.16
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.64
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.50
Course specific resources (online and in the reserve collection) meet my learning needs	0.43

Others (106 responses)	Gap score
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.48
The items I'm looking for on the library shelves are usually there	0.47
Access to Library information resources has helped me to be successful at university	0.40
I can find a place in the Library to work in a group when I need to	0.38
Course specific resources (online and in the reserve collection) meet my learning needs	0.37

Singapore Management University Library Survey, February 2020

Top 10 factors — What is your major area of study, research or teaching? - Accountancy

323 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.57	I can get wireless access in the Library when I need to	6.42	I can find a place in the Library to work in a group when I need to	4.66	I can find a place in the Library to work in a group when I need to	1.42
Printing, scanning and photocopying facilities in the Library meet my needs	6.42	I can get help from library staff when I need it	6.08	I can find a quiet place in the Library to study when I need to	5.00	I can find a quiet place in the Library to study when I need to	1.36
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.37	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.05	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.21	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.54
I can find a quiet place in the Library to study when I need to	6.35	Library staff provide accurate answers to my enquiries	6.02	Library workshops, classes and tutorials help me with my learning and research needs	5.27	Printing, scanning and photocopying facilities in the Library meet my needs	0.50
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.23	When I am away from campus I can access the Library resources and services I need	5.97	I am informed about the Library services	5.30	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.45
Opening hours meet my needs	6.12	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.92	A computer is available when I need one	5.30	Opening hours meet my needs	0.23
The Library search engine enables me find relevant library resources	6.09	Printing, scanning and photocopying facilities in the Library meet my needs	5.91	The Library anticipates my learning and research needs	5.41	The items I'm looking for on the library shelves are usually there	0.21
I can find a place in the Library to work in a group when I need to	6.07	The Library search engine enables me find relevant library resources	5.90	The items I'm looking for on the library shelves are usually there	5.55	The Library search engine enables me find relevant library resources	0.19
I can get help from library staff when I need it	6.06	Opening hours meet my needs	5.89	Books and articles I have requested from other Libraries are delivered promptly	5.56	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.18
When I am away from campus I can access the Library resources and services I need	6.02	Course specific resources (online and in the reserve collection) meet my learning needs	5.89	The Library website provides useful information	5.60	I can get wireless access in the Library when I need to	0.15

Singapore Management University Library Survey, February 2020

Mean importance scores — What is your major area of study, research or teaching? - Accountancy

323 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.57	1	6.42	1
Printing, scanning and photocopying facilities in the Library meet my needs	6.42	2	5.91	7
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.37	3	5.92	6
I can find a quiet place in the Library to study when I need to	6.35	4	5.00	25
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.23	5	6.05	3
Opening hours meet my needs	6.12	6	5.89	9
The Library search engine enables me find relevant library resources quickly	6.09	7	5.90	8
I can find a place in the Library to work in a group when I need to	6.07	8	4.66	26
I can get help from library staff when I need it	6.06	9	6.08	2
When I am away from campus I can access the Library resources and services I need	6.02	10	5.97	5
Course specific resources (online and in the reserve collection) meet my learning needs	5.97	11	5.89	10
Library staff provide accurate answers to my enquiries	5.96	12	6.02	4
The items I'm looking for on the library shelves are usually there	5.75	13	5.55	19
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.75	14	5.21	24
Face-to-face enquiry services meet my needs	5.70	15	5.84	12
Access to Library information resources has helped me to be successful at university	5.70	16	5.79	14
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.65	17	5.85	11
The Library website provides useful information	5.59	18	5.60	17
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.57	19	5.80	13
Library signage is clear	5.56	20	5.66	16
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.48	21	5.70	15
Books and articles I have requested from other Libraries are delivered promptly	5.37	22	5.56	18
The Library anticipates my learning and research needs	5.33	23	5.41	20
I am informed about the Library services	5.24	24	5.30	22
Library workshops, classes and tutorials help me with my learning and research needs	4.93	25	5.27	23
A computer is available when I need one	4.91	26	5.30	21

Singapore Management University Library Survey, February 2020

Mean performance score — What is your major area of study, research or teaching? - Accountancy

323 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.42	1	6.57	1
I can get help from library staff when I need it	6.08	2	6.06	9
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.05	3	6.23	5
Library staff provide accurate answers to my enquiries	6.02	4	5.96	12
When I am away from campus I can access the Library resources and services I need	5.97	5	6.02	10
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.92	6	6.37	3
Printing, scanning and photocopying facilities in the Library meet my needs	5.91	7	6.42	2
The Library search engine enables me find relevant library resources quickly	5.90	8	6.09	7
Opening hours meet my needs	5.89	9	6.12	6
Course specific resources (online and in the reserve collection) meet my learning needs	5.89	10	5.97	11
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.85	11	5.65	17
Face-to-face enquiry services meet my needs	5.84	12	5.70	15
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.80	13	5.57	19
Access to Library information resources has helped me to be successful at university	5.79	14	5.70	16
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.70	15	5.48	21
Library signage is clear	5.66	16	5.56	20
The Library website provides useful information	5.60	17	5.59	18
Books and articles I have requested from other Libraries are delivered promptly	5.56	18	5.37	22
The items I'm looking for on the library shelves are usually there	5.55	19	5.75	13
The Library anticipates my learning and research needs	5.41	20	5.33	23
A computer is available when I need one	5.30	21	4.91	26
I am informed about the Library services	5.30	22	5.24	24
Library workshops, classes and tutorials help me with my learning and research needs	5.27	23	4.93	25
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.21	24	5.75	14
I can find a quiet place in the Library to study when I need to	5.00	25	6.35	4
I can find a place in the Library to work in a group when I need to	4.66	26	6.07	8

Singapore Management University Library Survey, February 2020

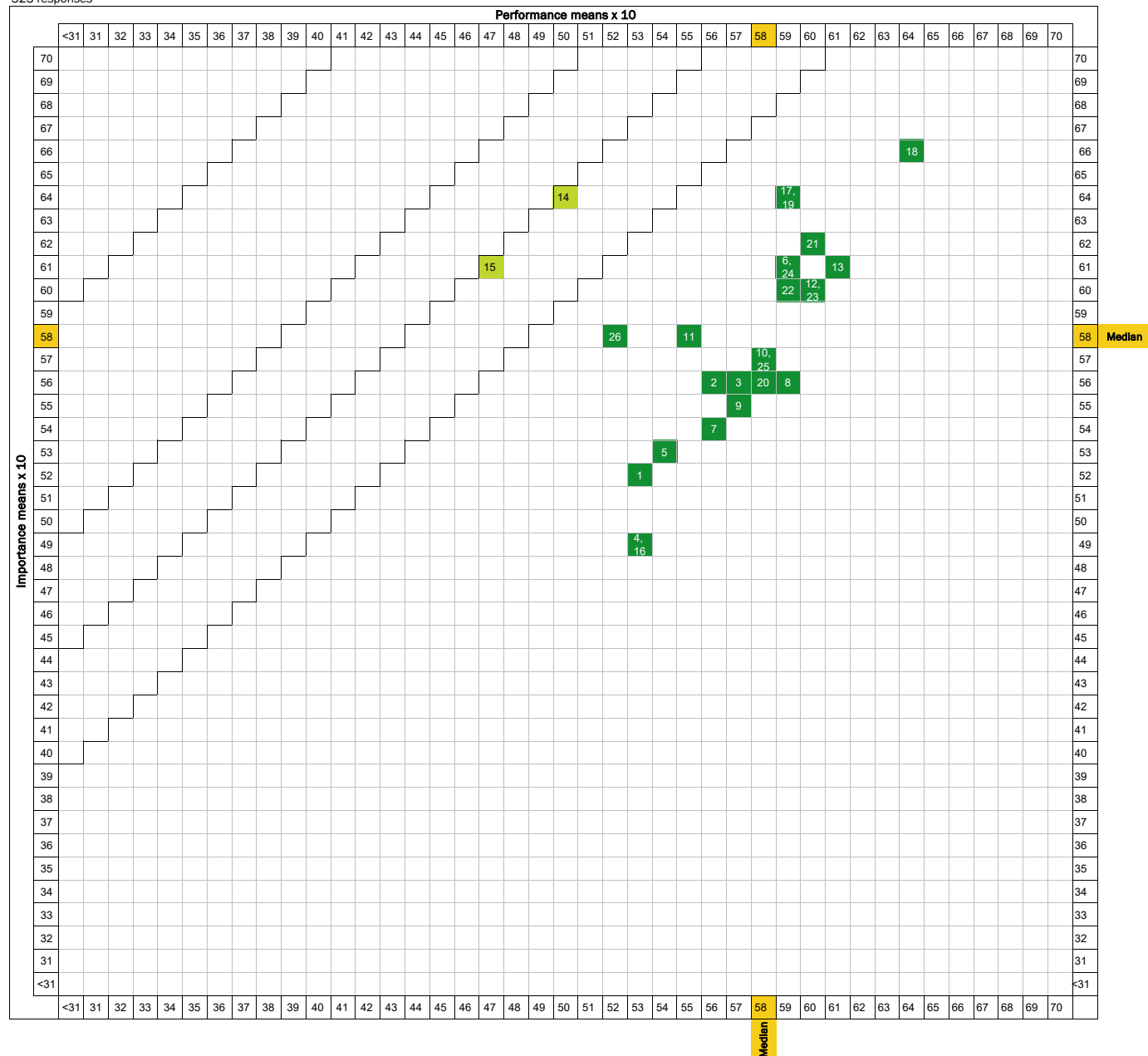Mean gap scores — What is your major area of study, research or teaching? - Accountancy

323 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a place in the Library to work in a group when I need to	1.42	1	6.07	8
I can find a quiet place in the Library to study when I need to	1.36	2	6.35	4
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.54	3	5.75	14
Printing, scanning and photocopying facilities in the Library meet my needs	0.50	4	6.42	2
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.45	5	6.37	3
Opening hours meet my needs	0.23	6	6.12	6
The items I'm looking for on the library shelves are usually there	0.21	7	5.75	13
The Library search engine enables me find relevant library resources quickly	0.19	8	6.09	7
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.18	9	6.23	5
I can get wireless access in the Library when I need to	0.15	10	6.57	1
Course specific resources (online and in the reserve collection) meet my learning needs	0.08	11	5.97	11
When I am away from campus I can access the Library resources and services I need	0.05	12	6.02	10
The Library website provides useful information	-0.01	13	5.59	18
I can get help from library staff when I need it	-0.02	14	6.06	9
I am informed about the Library services	-0.05	15	5.24	24
Library staff provide accurate answers to my enquiries	-0.05	16	5.96	12
The Library anticipates my learning and research needs	-0.07	17	5.33	23
Access to Library information resources has helped me to be successful at university	-0.09	18	5.70	16
Library signage is clear	-0.10	19	5.56	20
Face-to-face enquiry services meet my needs	-0.14	20	5.70	15
Books and articles I have requested from other Libraries are delivered promptly	-0.19	21	5.37	22
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	-0.21	22	5.65	17
Online enquiry services (e.g. Email, Library Chat) meet my needs	-0.22	23	5.48	21
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	-0.23	24	5.57	19
Library workshops, classes and tutorials help me with my learning and research needs	-0.34	25	4.93	25
A computer is available when I need one	-0.39	26	4.91	26

Singapore Management University Library Survey, February 2020

Best practice categories gap grid — What is your major area of study, research or teaching? - Accountancy

323 responses

Performance means x 10

Median: 58 (vertical), 58 (horizontal)

Grid plotted positions (Importance means x 10 vs Performance means x 10):
- 66: 18 (at ~64)
- 64: 14 (at ~50); 17, 19 (at ~58)
- 62: 21 (at ~60)
- 61: 15 (at ~47); 6, 24 (at ~58); 13 (at ~61)
- 60: 22 (at ~58); 12, 23 (at ~59)
- 58: 26 (at ~52); 11 (at ~55)
- 57: 10, 25 (at ~58)
- 56: 2 (at ~53); 3 (at ~54); 20 (at ~55); 8 (at ~57)
- 55: 9 (at ~54)
- 54: 7 (at ~53)
- 53: 5 (at ~53)
- 52: 1 (at ~53)
- 49: 4, 16 (at ~53)

Importance means x 10 (vertical axis)

Statements

#	Statement
1	I am informed about the Library services
2	The Library website provides useful information
3	Library signage is clear
4	Library workshops, classes and tutorials help me with my learning and research needs
5	The Library anticipates my learning and research needs
6	Opening hours meet my needs
7	Books and articles I have requested from other Libraries are delivered promptly
8	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs
9	Online enquiry services (e.g. Email, Library Chat) meet my needs
10	Face-to-face enquiry services meet my needs
11	The items I'm looking for on the library shelves are usually there
12	Library staff provide accurate answers to my enquiries
13	I can get help from library staff when I need it
14	I can find a quiet place in the Library to study when I need to
15	I can find a place in the Library to work in a group when I need to
16	A computer is available when I need one
17	Laptop facilities (e.g. desks, power) in the Library meet my needs
18	I can get wireless access in the Library when I need to
19	Printing, scanning and photocopying facilities in the Library meet my needs
20	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
21	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
22	Course specific resources (online and in the reserve collection) meet my learning needs
23	When I am away from campus I can access the Library resources and services I need
24	The Library search engine enables me find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at university
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Legend:
- Gap > 2.9
- Gap > 1.9
- Gap > 1.4
- Gap > 0.9
- Gap < 0.9

© Insync Surveys

Singapore Management University Library Survey, February 2020

Top 10 factors — What is your major area of study, research or teaching? - Business

856 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.60	I can get wireless access in the Library when I need to	6.47	I can find a place in the Library to work in a group when I need to	4.74	I can find a place in the Library to work in a group when I need to	1.32
Printing, scanning and photocopying facilities in the Library meet my needs	6.45	I can get help from library staff when I need it	6.08	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.18	I can find a quiet place in the Library to study when I need to	1.19
I can find a quiet place in the Library to study when I need to	6.39	Library staff provide accurate answers to my enquiries	6.02	I can find a quiet place in the Library to study when I need to	5.20	Printing, scanning and photocopying facilities in the Library meet my needs	0.58
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.31	Face-to-face enquiry services meet my needs	6.00	A computer is available when I need one	5.26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.55
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.28	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.00	Library workshops, classes and tutorials help me with my learning and research needs	5.42	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.37
Opening hours meet my needs	6.16	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.00	I am informed about the Library services	5.42	The Library search engine enables me find relevant library resources quickly	0.31
The Library search engine enables me find relevant library resources quickly	6.15	When I am away from campus I can access the Library resources and services I need	5.97	The Library anticipates my learning and research needs	5.45	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.28
When I am away from campus I can access the Library resources and services I need	6.09	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.93	The Library website provides useful information	5.61	Opening hours meet my needs	0.27
I can get help from library staff when I need it	6.08	Opening hours meet my needs	5.89	Library signage is clear	5.68	The Library website provides useful information	0.24
I can find a place in the Library to work in a group when I need to	6.06	Printing, scanning and photocopying facilities in the Library meet my needs	5.87	The items I'm looking for on the library shelves are usually there	5.69	The items I'm looking for on the library shelves are usually there	0.20

Singapore Management University Library Survey, February 2020

Mean importance scores — What is your major area of study, research or teaching? - Business

856 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.60	1	6.47	1
Printing, scanning and photocopying facilities in the Library meet my needs	6.45	2	5.87	10
I can find a quiet place in the Library to study when I need to	6.39	3	5.20	24
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.31	4	5.93	8
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.28	5	6.00	5
Opening hours meet my needs	6.16	6	5.89	9
The Library search engine enables me find relevant library resources quickly	6.15	7	5.84	11
When I am away from campus I can access the Library resources and services I need	6.09	8	5.97	7
I can get help from library staff when I need it	6.08	9	6.08	2
I can find a place in the Library to work in a group when I need to	6.06	10	4.74	26
Library staff provide accurate answers to my enquiries	6.04	11	6.02	3
Course specific resources (online and in the reserve collection) meet my learning needs	6.00	12	5.83	12
Access to Library information resources has helped me to be successful at university	5.90	13	5.80	13
The items I'm looking for on the library shelves are usually there	5.88	14	5.69	17
Face-to-face enquiry services meet my needs	5.87	15	6.00	4
The Library website provides useful information	5.85	16	5.61	19
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.77	17	6.00	6
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.73	18	5.18	25
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.67	19	5.71	16
Books and articles I have requested from other Libraries are delivered promptly	5.65	20	5.78	14
Library signage is clear	5.64	21	5.68	18
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.59	22	5.77	15
The Library anticipates my learning and research needs	5.46	23	5.45	20
I am informed about the Library services	5.32	24	5.42	21
Library workshops, classes and tutorials help me with my learning and research needs	5.19	25	5.42	22
A computer is available when I need one	5.12	26	5.26	23

Singapore Management University Library Survey, February 2020

Mean performance score — What is your major area of study, research or teaching? - Business

856 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.47	1	6.60	1
I can get help from library staff when I need it	6.08	2	6.08	9
Library staff provide accurate answers to my enquiries	6.02	3	6.04	11
Face-to-face enquiry services meet my needs	6.00	4	5.87	15
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.00	5	6.28	5
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.00	6	5.77	17
When I am away from campus I can access the Library resources and services I need	5.97	7	6.09	8
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.93	8	6.31	4
Opening hours meet my needs	5.89	9	6.16	6
Printing, scanning and photocopying facilities in the Library meet my needs	5.87	10	6.45	2
The Library search engine enables me find relevant library resources quickly	5.84	11	6.15	7
Course specific resources (online and in the reserve collection) meet my learning needs	5.83	12	6.00	12
Access to Library information resources has helped me to be successful at university	5.80	13	5.90	13
Books and articles I have requested from other Libraries are delivered promptly	5.78	14	5.65	20
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.77	15	5.59	22
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.71	16	5.67	19
The items I'm looking for on the library shelves are usually there	5.69	17	5.88	14
Library signage is clear	5.68	18	5.64	21
The Library website provides useful information	5.61	19	5.85	16
The Library anticipates my learning and research needs	5.45	20	5.46	23
I am informed about the Library services	5.42	21	5.32	24
Library workshops, classes and tutorials help me with my learning and research needs	5.42	22	5.19	25
A computer is available when I need one	5.26	23	5.12	26
I can find a quiet place in the Library to study when I need to	5.20	24	6.39	3
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.18	25	5.73	18
I can find a place in the Library to work in a group when I need to	4.74	26	6.06	10

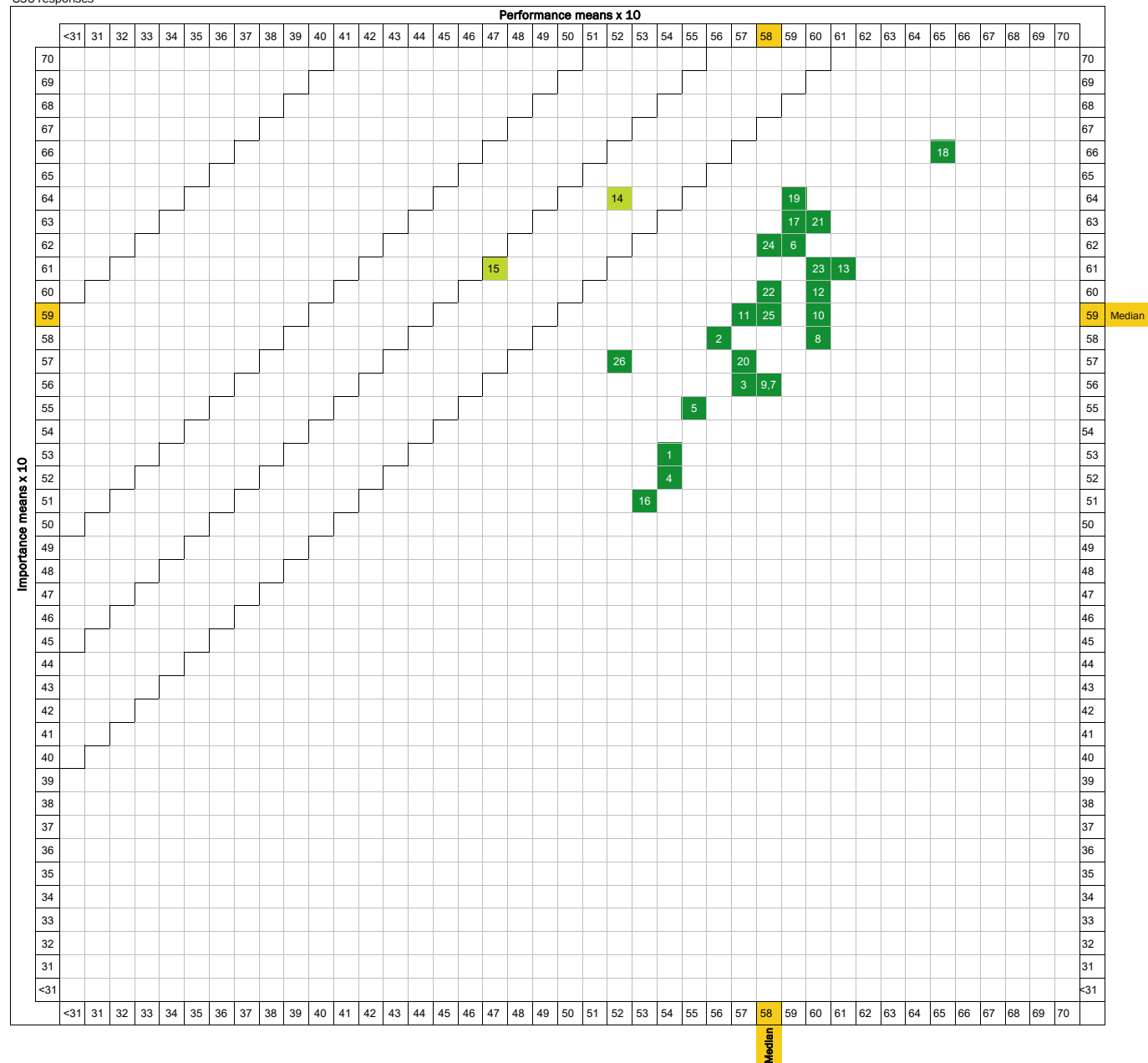**Singapore Management University Library Survey, February 2020**

Mean gap scores — What is your major area of study, research or teaching? - Business

856 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a place in the Library to work in a group when I need to	1.32	1	6.06	10
I can find a quiet place in the Library to study when I need to	1.19	2	6.39	3
Printing, scanning and photocopying facilities in the Library meet my needs	0.58	3	6.45	2
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.55	4	5.73	18
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.37	5	6.31	4
The Library search engine enables me find relevant library resources quickly	0.31	6	6.15	7
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.28	7	6.28	5
Opening hours meet my needs	0.27	8	6.16	6
The Library website provides useful information	0.24	9	5.85	16
The items I'm looking for on the library shelves are usually there	0.20	10	5.88	14
Course specific resources (online and in the reserve collection) meet my learning needs	0.17	11	6.00	12
I can get wireless access in the Library when I need to	0.13	12	6.60	1
When I am away from campus I can access the Library resources and services I need	0.12	13	6.09	8
Access to Library information resources has helped me to be successful at university	0.10	14	5.90	13
Library staff provide accurate answers to my enquiries	0.03	15	6.04	11
The Library anticipates my learning and research needs	0.01	16	5.46	23
I can get help from library staff when I need it	0.00	17	6.08	9
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	-0.04	18	5.67	19
Library signage is clear	-0.04	19	5.64	21
I am informed about the Library services	-0.11	20	5.32	24
Face-to-face enquiry services meet my needs	-0.13	21	5.87	15
Books and articles I have requested from other Libraries are delivered promptly	-0.13	22	5.65	20
A computer is available when I need one	-0.14	23	5.12	26
Online enquiry services (e.g. Email, Library Chat) meet my needs	-0.18	24	5.59	22
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	-0.23	25	5.77	17
Library workshops, classes and tutorials help me with my learning and research needs	-0.23	26	5.19	25

Singapore Management University Library Survey, February 2020

Best practice categories gap grid — What is your major area of study, research or teaching? - Business
856 responses

Performance means x 10

Importance means x 10

Grid data points (Performance x 10, Importance x 10):
- 18 at (65, 66)
- 14 at (52, 64)
- 19 at (59, 64)
- 17 at (59, 63), 21 at (60, 63)
- 24 at (57, 62), 6 at (58, 62)
- 15 at (47, 61), 23 at (61, 61), 13 at (62, 61)
- 22 at (57, 60), 12 at (60, 60)
- 11 at (56, 59), 25 at (57, 59), 10 at (60, 59)
- 2 at (56, 58), 8 at (60, 58)
- 26 at (52, 57), 20 at (58, 57)
- 3 at (57, 56), 9,7 at (58, 56)
- 5 at (55, 55)
- 1 at (54, 53)
- 4 at (54, 52)
- 16 at (53, 51)

Median: 58 (Performance), 59 (Importance)

Statements

#	Statement
1	I am informed about the Library services
2	The Library website provides useful information
3	Library signage is clear
4	Library workshops, classes and tutorials help me with my learning and research needs
5	The Library anticipates my learning and research needs
6	Opening hours meet my needs
7	Books and articles I have requested from other Libraries are delivered promptly
8	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs
9	Online enquiry services (e.g. Email, Library Chat) meet my needs
10	Face-to-face enquiry services meet my needs
11	The items I'm looking for on the library shelves are usually there
12	Library staff provide accurate answers to my enquiries
13	I can get help from library staff when I need it
14	I can find a quiet place in the Library to study when I need to
15	I can find a place in the Library to work in a group when I need to
16	A computer is available when I need one
17	Laptop facilities (e.g. desks, power) in the Library meet my needs
18	I can get wireless access in the Library when I need to
19	Printing, scanning and photocopying facilities in the Library meet my needs
20	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
21	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
22	Course specific resources (online and in the reserve collection) meet my learning needs
23	When I am away from campus I can access the Library resources and services I need
24	The Library search engine enables me find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at university
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

© Insync Surveys

- 41 -

Singapore Management University Library Survey, February 2020

Top 10 factors — What is your major area of study, research or teaching? - Economics

242 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.51	I can get wireless access in the Library when I need to	6.38	I can find a place in the Library to work in a group when I need to	4.45	I can find a place in the Library to work in a group when I need to	1.55
I can find a quiet place in the Library to study when I need to	6.42	I can get help from library staff when I need it	6.00	I can find a quiet place in the Library to study when I need to	4.98	I can find a quiet place in the Library to study when I need to	1.44
Printing, scanning and photocopying facilities in the Library meet my needs	6.40	When I am away from campus I can access the Library resources and services I need	5.97	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.11	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.59
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.30	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.94	A computer is available when I need one	5.13	Printing, scanning and photocopying facilities in the Library meet my needs	0.47
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.14	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.93	The Library anticipates my learning and research needs	5.30	Opening hours meet my needs	0.45
When I am away from campus I can access the Library resources and services I need	6.12	Printing, scanning and photocopying facilities in the Library meet my needs	5.93	I am informed about the Library services	5.30	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.37
Opening hours meet my needs	6.12	Library staff provide accurate answers to my enquiries	5.91	Library workshops, classes and tutorials help me with my learning and research needs	5.32	The Library search engine enables me find relevant library resources quickly	0.34
The Library search engine enables me find relevant library resources quickly	6.10	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.90	Books and articles I have requested from other Libraries are delivered promptly	5.51	The items I'm looking for on the library shelves are usually there	0.21
I can get help from library staff when I need it	6.03	Face-to-face enquiry services meet my needs	5.86	The Library website provides useful information	5.53	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.21
I can find a place in the Library to work in a group when I need to	6.00	Access to Library information resources has helped me to be successful at university	5.79	The items I'm looking for on the library shelves are usually there	5.62	Course specific resources (online and in the reserve collection) meet my learning needs	0.20

Singapore Management University Library Survey, February 2020

Mean importance scores — What is your major area of study, research or teaching? - Economics

242 responses

	Importance		Performance	
	Mean	**Rank**	**Mean**	**Rank**
I can get wireless access in the Library when I need to	6.51	1	6.38	1
I can find a quiet place in the Library to study when I need to	6.42	2	4.98	25
Printing, scanning and photocopying facilities in the Library meet my needs	6.40	3	5.93	6
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.30	4	5.94	4
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.14	5	5.93	5
When I am away from campus I can access the Library resources and services I need	6.12	6	5.97	3
Opening hours meet my needs	6.12	7	5.67	16
The Library search engine enables me find relevant library resources quickly	6.10	8	5.75	12
I can get help from library staff when I need it	6.03	9	6.00	2
I can find a place in the Library to work in a group when I need to	6.00	10	4.45	26
Library staff provide accurate answers to my enquiries	5.93	11	5.91	7
Course specific resources (online and in the reserve collection) meet my learning needs	5.90	12	5.70	13
The items I'm looking for on the library shelves are usually there	5.82	13	5.62	17
Access to Library information resources has helped me to be successful at university	5.82	14	5.79	10
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.70	15	5.11	24
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.70	16	5.90	8
The Library website provides useful information	5.66	17	5.53	18
Library signage is clear	5.63	18	5.68	14
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.63	19	5.67	15
Books and articles I have requested from other Libraries are delivered promptly	5.60	20	5.51	19
Face-to-face enquiry services meet my needs	5.57	21	5.86	9
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.43	22	5.79	11
The Library anticipates my learning and research needs	5.38	23	5.30	22
I am informed about the Library services	5.20	24	5.30	21
Library workshops, classes and tutorials help me with my learning and research needs	5.00	25	5.32	20
A computer is available when I need one	4.75	26	5.13	23

Singapore Management University Library Survey, February 2020

Mean performance score — What is your major area of study, research or teaching? - Economics

242 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.38	1	6.51	1
I can get help from library staff when I need it	6.00	2	6.03	9
When I am away from campus I can access the Library resources and services I need	5.97	3	6.12	6
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.94	4	6.30	4
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.93	5	6.14	5
Printing, scanning and photocopying facilities in the Library meet my needs	5.93	6	6.40	3
Library staff provide accurate answers to my enquiries	5.91	7	5.93	11
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.90	8	5.70	16
Face-to-face enquiry services meet my needs	5.86	9	5.57	21
Access to Library information resources has helped me to be successful at university	5.79	10	5.82	14
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.79	11	5.43	22
The Library search engine enables me find relevant library resources quickly	5.75	12	6.10	8
Course specific resources (online and in the reserve collection) meet my learning needs	5.70	13	5.90	12
Library signage is clear	5.68	14	5.63	18
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.67	15	5.63	19
Opening hours meet my needs	5.67	16	6.12	7
The items I'm looking for on the library shelves are usually there	5.62	17	5.82	13
The Library website provides useful information	5.53	18	5.66	17
Books and articles I have requested from other Libraries are delivered promptly	5.51	19	5.60	20
Library workshops, classes and tutorials help me with my learning and research needs	5.32	20	5.00	25
I am informed about the Library services	5.30	21	5.20	24
The Library anticipates my learning and research needs	5.30	22	5.38	23
A computer is available when I need one	5.13	23	4.75	26
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.11	24	5.70	15
I can find a quiet place in the Library to study when I need to	4.98	25	6.42	2
I can find a place in the Library to work in a group when I need to	4.45	26	6.00	10

Singapore Management University Library Survey, February 2020

Mean gap scores — What is your major area of study, research or teaching? - Economics
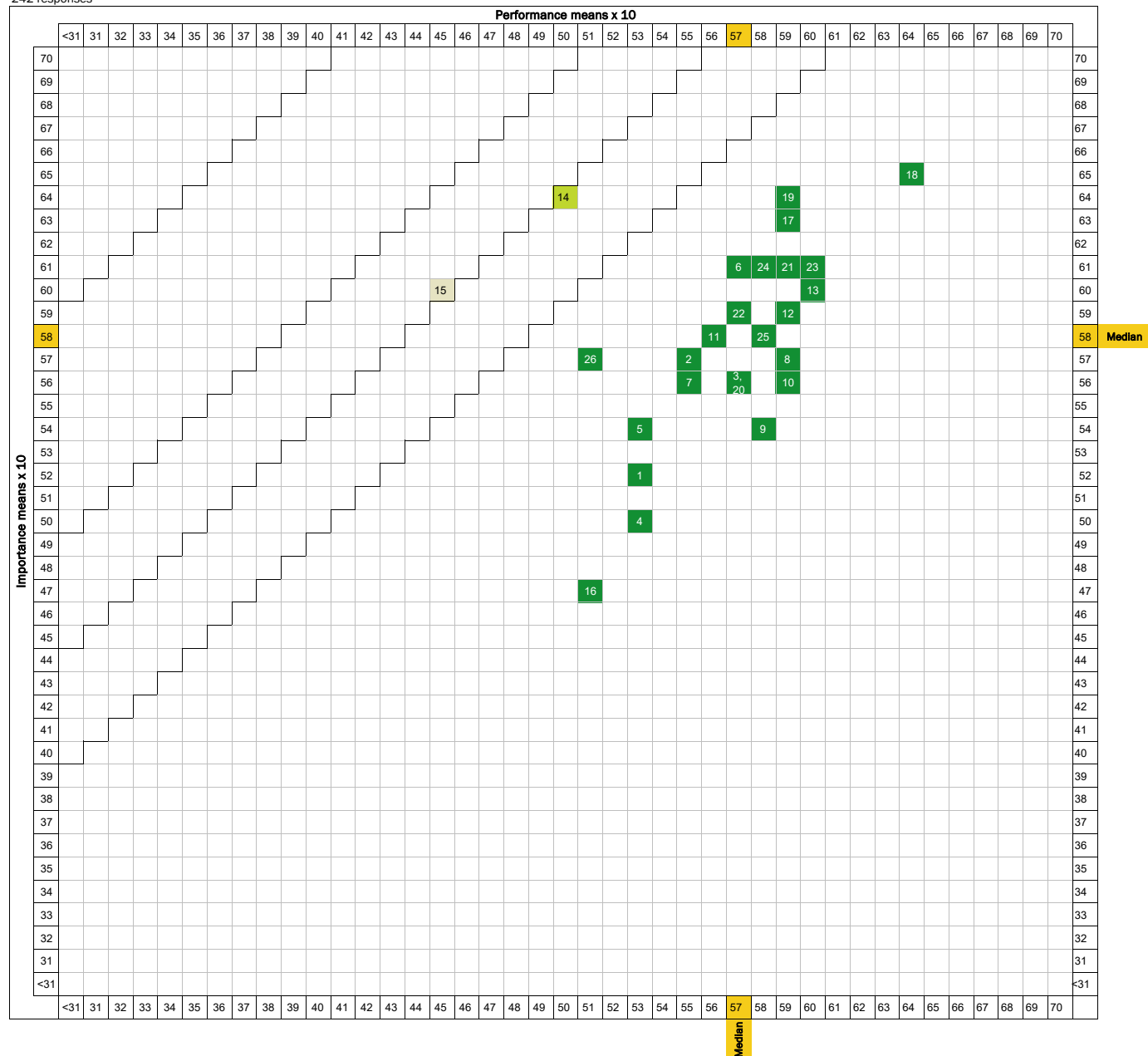
242 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a place in the Library to work in a group when I need to	1.55	1	6.00	10
I can find a quiet place in the Library to study when I need to	1.44	2	6.42	2
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.59	3	5.70	15
Printing, scanning and photocopying facilities in the Library meet my needs	0.47	4	6.40	3
Opening hours meet my needs	0.45	5	6.12	7
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.37	6	6.30	4
The Library search engine enables me find relevant library resources quickly	0.34	7	6.10	8
The items I'm looking for on the library shelves are usually there	0.21	8	5.82	13
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.21	9	6.14	5
Course specific resources (online and in the reserve collection) meet my learning needs	0.20	10	5.90	12
When I am away from campus I can access the Library resources and services I need	0.15	11	6.12	6
I can get wireless access in the Library when I need to	0.13	12	6.51	1
The Library website provides useful information	0.13	13	5.66	17
Books and articles I have requested from other Libraries are delivered promptly	0.09	14	5.60	20
The Library anticipates my learning and research needs	0.08	15	5.38	23
I can get help from library staff when I need it	0.03	16	6.03	9
Access to Library information resources has helped me to be successful at university	0.03	17	5.82	14
Library staff provide accurate answers to my enquiries	0.02	18	5.93	11
Library signage is clear	-0.04	19	5.63	18
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	-0.05	20	5.63	19
I am informed about the Library services	-0.11	21	5.20	24
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	-0.20	22	5.70	16
Face-to-face enquiry services meet my needs	-0.29	23	5.57	21
Library workshops, classes and tutorials help me with my learning and research needs	-0.31	24	5.00	25
Online enquiry services (e.g. Email, Library Chat) meet my needs	-0.36	25	5.43	22
A computer is available when I need one	-0.39	26	4.75	26

Singapore Management University Library Survey, February 2020

Best practice categories gap grid — What is your major area of study, research or teaching? - Economics

242 responses

Performance means x 10

Importance means x 10

Cell position	Statement #
Performance 64, Importance 65	18
Performance 50, Importance 64	14
Performance 59, Importance 64	19
Performance 59, Importance 63	17
Performance 53, Importance 61	6, 24, 21, 23
Performance 60, Importance 60	13
Performance 48, Importance 60	15
Performance 53, Importance 59	22
Performance 59, Importance 59	12
Performance 54, Importance 58	11
Performance 56, Importance 58	25
Performance 52, Importance 57	26
Performance 54, Importance 57	2
Performance 59, Importance 57	8
Performance 54, Importance 56	7
Performance 55, Importance 56	3, 20
Performance 59, Importance 56	10
Performance 53, Importance 54	5
Performance 58, Importance 54	9
Performance 53, Importance 52	1
Performance 53, Importance 50	4
Performance 52, Importance 47	16

Median: 57 (Performance), 58 (Importance)

Statements

#	Statement
1	I am informed about the Library services
2	The Library website provides useful information
3	Library signage is clear
4	Library workshops, classes and tutorials help me with my learning and research needs
5	The Library anticipates my learning and research needs
6	Opening hours meet my needs
7	Books and articles I have requested from other Libraries are delivered promptly
8	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs
9	Online enquiry services (e.g. Email, Library Chat) meet my needs
10	Face-to-face enquiry services meet my needs
11	The items I'm looking for on the library shelves are usually there
12	Library staff provide accurate answers to my enquiries
13	I can get help from library staff when I need it
14	I can find a quiet place in the Library to study when I need to
15	I can find a place in the Library to work in a group when I need to
16	A computer is available when I need one
17	Laptop facilities (e.g. desks, power) in the Library meet my needs
18	I can get wireless access in the Library when I need to
19	Printing, scanning and photocopying facilities in the Library meet my needs
20	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
21	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
22	Course specific resources (online and in the reserve collection) meet my learning needs
23	When I am away from campus I can access the Library resources and services I need
24	The Library search engine enables me find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at university
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Legend: Gap > 2.9   Gap > 1.9   Gap > 1.4   Gap > 0.9   Gap < 0.9

© Insync Surveys

Singapore Management University Library Survey, February 2020

Top 10 factors — What is your major area of study, research or teaching? - Information Systems

408 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.54	I can get wireless access in the Library when I need to	6.43	I can find a place in the Library to work in a group when I need to	4.63	I can find a place in the Library to work in a group when I need to	1.27
I can find a quiet place in the Library to study when I need to	6.31	I can get help from library staff when I need it	5.93	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.01	I can find a quiet place in the Library to study when I need to	1.16
Printing, scanning and photocopying facilities in the Library meet my needs	6.24	Opening hours meet my needs	5.93	A computer is available when I need one	5.14	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.64
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.22	When I am away from campus I can access the Library resources and services I need	5.88	I can find a quiet place in the Library to study when I need to	5.15	Printing, scanning and photocopying facilities in the Library meet my needs	0.38
Opening hours meet my needs	6.20	Printing, scanning and photocopying facilities in the Library meet my needs	5.85	The Library anticipates my learning and research needs	5.26	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.38
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.03	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.85	I am informed about the Library services	5.27	The Library search engine enables me find relevant library resources quickly	0.31
When I am away from campus I can access the Library resources and services I need	5.96	Library staff provide accurate answers to my enquiries	5.84	Library workshops, classes and tutorials help me with my learning and research needs	5.32	Opening hours meet my needs	0.27
The Library search engine enables me find relevant library resources quickly	5.94	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.81	The Library website provides useful information	5.37	The items I'm looking for on the library shelves are usually there	0.25
I can get help from library staff when I need it	5.93	Face-to-face enquiry services meet my needs	5.80	The items I'm looking for on the library shelves are usually there	5.43	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.23
I can find a place in the Library to work in a group when I need to	5.91	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.80	Books and articles I have requested from other Libraries are delivered promptly	5.43	The Library website provides useful information	0.17

Singapore Management University Library Survey, February 2020

Mean importance scores — What is your major area of study, research or teaching? - Information Systems

408 responses

	Importance		Performance	
	Mean	**Rank**	**Mean**	**Rank**
I can get wireless access in the Library when I need to	6.54	1	6.43	1
I can find a quiet place in the Library to study when I need to	6.31	2	5.15	23
Printing, scanning and photocopying facilities in the Library meet my needs	6.24	3	5.85	5
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.22	4	5.85	6
Opening hours meet my needs	6.20	5	5.93	3
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.03	6	5.81	8
When I am away from campus I can access the Library resources and services I need	5.96	7	5.88	4
The Library search engine enables me find relevant library resources quickly	5.94	8	5.63	11
I can get help from library staff when I need it	5.93	9	5.93	2
I can find a place in the Library to work in a group when I need to	5.91	10	4.63	26
Library staff provide accurate answers to my enquiries	5.88	11	5.84	7
Course specific resources (online and in the reserve collection) meet my learning needs	5.74	12	5.60	13
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.73	13	5.80	10
The items I'm looking for on the library shelves are usually there	5.68	14	5.43	18
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.66	15	5.01	25
Access to Library information resources has helped me to be successful at university	5.60	16	5.56	14
Face-to-face enquiry services meet my needs	5.59	17	5.80	9
The Library website provides useful information	5.54	18	5.37	19
Library signage is clear	5.51	19	5.46	16
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.46	20	5.61	12
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.42	21	5.54	15
Books and articles I have requested from other Libraries are delivered promptly	5.36	22	5.43	17
I am informed about the Library services	5.27	23	5.27	21
The Library anticipates my learning and research needs	5.26	24	5.26	22
Library workshops, classes and tutorials help me with my learning and research needs	5.02	25	5.32	20
A computer is available when I need one	4.69	26	5.14	24

Singapore Management University Library Survey, February 2020

Mean performance score — What is your major area of study, research or teaching? - Information Systems

408 responses

	Performance		Importance	
	Mean	**Rank**	**Mean**	**Rank**
I can get wireless access in the Library when I need to	6.43	1	6.54	1
I can get help from library staff when I need it	5.93	2	5.93	9
Opening hours meet my needs	5.93	3	6.20	5
When I am away from campus I can access the Library resources and services I need	5.88	4	5.96	7
Printing, scanning and photocopying facilities in the Library meet my needs	5.85	5	6.24	3
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.85	6	6.22	4
Library staff provide accurate answers to my enquiries	5.84	7	5.88	11
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.81	8	6.03	6
Face-to-face enquiry services meet my needs	5.80	9	5.59	17
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.80	10	5.73	13
The Library search engine enables me find relevant library resources quickly	5.63	11	5.94	8
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.61	12	5.46	20
Course specific resources (online and in the reserve collection) meet my learning needs	5.60	13	5.74	12
Access to Library information resources has helped me to be successful at university	5.56	14	5.60	16
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.54	15	5.42	21
Library signage is clear	5.46	16	5.51	19
Books and articles I have requested from other Libraries are delivered promptly	5.43	17	5.36	22
The items I'm looking for on the library shelves are usually there	5.43	18	5.68	14
The Library website provides useful information	5.37	19	5.54	18
Library workshops, classes and tutorials help me with my learning and research needs	5.32	20	5.02	25
I am informed about the Library services	5.27	21	5.27	23
The Library anticipates my learning and research needs	5.26	22	5.26	24
I can find a quiet place in the Library to study when I need to	5.15	23	6.31	2
A computer is available when I need one	5.14	24	4.69	26
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.01	25	5.66	15
I can find a place in the Library to work in a group when I need to	4.63	26	5.91	10

Singapore Management University Library Survey, February 2020

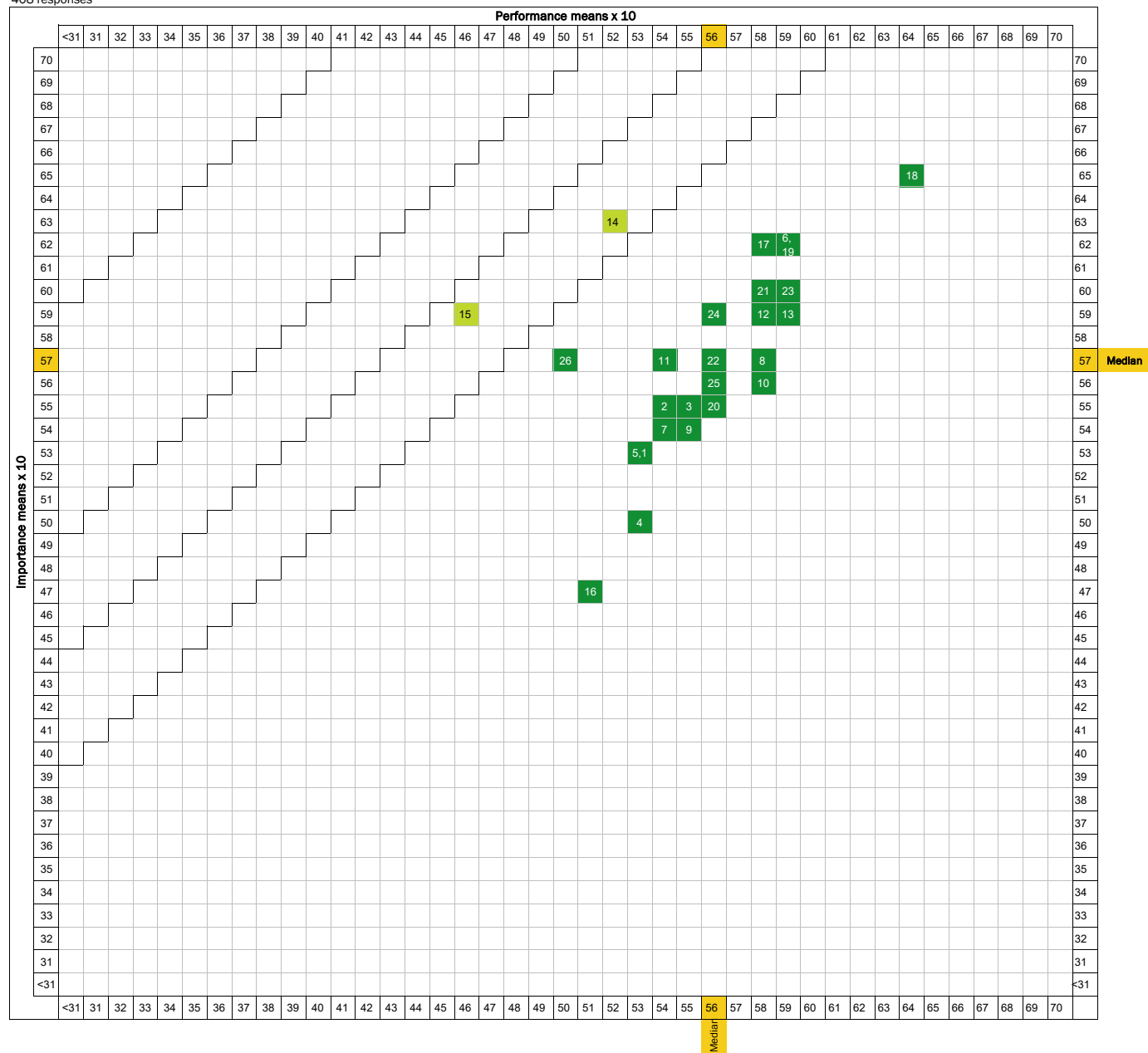Mean gap scores — What is your major area of study, research or teaching? - Information Systems

408 responses

	Gap Mean	Gap Rank	Importance Mean	Importance Rank
I can find a place in the Library to work in a group when I need to	1.27	1	5.91	10
I can find a quiet place in the Library to study when I need to	1.16	2	6.31	2
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.64	3	5.66	15
Printing, scanning and photocopying facilities in the Library meet my needs	0.38	4	6.24	3
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.38	5	6.22	4
The Library search engine enables me find relevant library resources quickly	0.31	6	5.94	8
Opening hours meet my needs	0.27	7	6.20	5
The items I'm looking for on the library shelves are usually there	0.25	8	5.68	14
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.23	9	6.03	6
The Library website provides useful information	0.17	10	5.54	18
Course specific resources (online and in the reserve collection) meet my learning needs	0.14	11	5.74	12
I can get wireless access in the Library when I need to	0.11	12	6.54	1
When I am away from campus I can access the Library resources and services I need	0.08	13	5.96	7
Library signage is clear	0.05	14	5.51	19
Access to Library information resources has helped me to be successful at university	0.04	15	5.60	16
Library staff provide accurate answers to my enquiries	0.04	16	5.88	11
The Library anticipates my learning and research needs	0.01	17	5.26	24
I can get help from library staff when I need it	0.00	18	5.93	9
I am informed about the Library services	0.00	19	5.27	23
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	-0.07	20	5.73	13
Books and articles I have requested from other Libraries are delivered promptly	-0.08	21	5.36	22
Online enquiry services (e.g. Email, Library Chat) meet my needs	-0.12	22	5.42	21
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	-0.15	23	5.46	20
Face-to-face enquiry services meet my needs	-0.22	24	5.59	17
Library workshops, classes and tutorials help me with my learning and research needs	-0.30	25	5.02	25
A computer is available when I need one	-0.45	26	4.69	26

Singapore Management University Library Survey, February 2020

Best practice categories gap grid — What is your major area of study, research or teaching? - Information Systems

408 responses

Performance means x 10

Importance means x 10

Chart data points (Performance x 10 / Importance x 10):
- 18 at 64 / 65
- 14 at 53 / 63
- 17 at 58 / 62; 6, 19 at 59 / 62
- 21 at 59 / 60; 23 at 60 / 60
- 15 at 46 / 59; 24 at 54 / 59; 12 at 59 / 59; 13 at 60 / 59
- 26 at 51 / 57; 11 at 54 / 57; 22 at 55 / 57; 8 at 58 / 57
- 25 at 55 / 56; 10 at 58 / 56
- 2 at 53 / 55; 3 at 54 / 55; 20 at 55 / 55
- 7 at 53 / 54; 9 at 54 / 54
- 5,1 at 52 / 53
- 4 at 53 / 50
- 16 at 51 / 47

Median: Performance 56, Importance 57

Statements

#	Statement
1	I am informed about the Library services
2	The Library website provides useful information
3	Library signage is clear
4	Library workshops, classes and tutorials help me with my learning and research needs
5	The Library anticipates my learning and research needs
6	Opening hours meet my needs
7	Books and articles I have requested from other Libraries are delivered promptly
8	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs
9	Online enquiry services (e.g. Email, Library Chat) meet my needs
10	Face-to-face enquiry services meet my needs
11	The items I'm looking for on the library shelves are usually there
12	Library staff provide accurate answers to my enquiries
13	I can get help from library staff when I need it
14	I can find a quiet place in the Library to study when I need to
15	I can find a place in the Library to work in a group when I need to
16	A computer is available when I need one
17	Laptop facilities (e.g. desks, power) in the Library meet my needs
18	I can get wireless access in the Library when I need to
19	Printing, scanning and photocopying facilities in the Library meet my needs
20	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
21	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
22	Course specific resources (online and in the reserve collection) meet my learning needs
23	When I am away from campus I can access the Library resources and services I need
24	The Library search engine enables me find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at university
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

© Insync Surveys

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.65	I can get wireless access in the Library when I need to	6.49	I can find a place in the Library to work in a group when I need to	4.81	I can find a place in the Library to work in a group when I need to	1.47
Printing, scanning and photocopying facilities in the Library meet my needs	6.55	I can get help from library staff when I need it	6.08	A computer is available when I need one	5.03	I can find a quiet place in the Library to study when I need to	1.37
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.52	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.04	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.10	Printing, scanning and photocopying facilities in the Library meet my needs	1.25
The Library search engine enables me find relevant library resources quickly	6.49	Library staff provide accurate answers to my enquiries	6.01	I can find a quiet place in the Library to study when I need to	5.12	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.82
I can find a quiet place in the Library to study when I need to	6.49	Course specific resources (online and in the reserve collection) meet my learning needs	5.98	Printing, scanning and photocopying facilities in the Library meet my needs	5.30	The items I'm looking for on the library shelves are usually there	0.68
When I am away from campus I can access the Library resources and services I need	6.47	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.98	Library workshops, classes and tutorials help me with my learning and research needs	5.33	The Library search engine enables me find relevant library resources quickly	0.57
Course specific resources (online and in the reserve collection) meet my learning needs	6.41	When I am away from campus I can access the Library resources and services I need	5.95	The Library anticipates my learning and research needs	5.41	Opening hours meet my needs	0.55
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.36	Access to Library information resources has helped me to be successful at university	5.94	I am informed about the Library services	5.41	When I am away from campus I can access the Library resources and services I need	0.52
Opening hours meet my needs	6.31	The Library search engine enables me find relevant library resources quickly	5.93	Books and articles I have requested from other Libraries are delivered promptly	5.50	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.48
The items I'm looking for on the library shelves are usually there	6.29	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.91	The items I'm looking for on the library shelves are usually there	5.61	Books and articles I have requested from other Libraries are delivered promptly	0.46

Singapore Management University Library Survey, February 2020

Mean importance scores — What is your major area of study, research or teaching? - Law

198 responses

- 53 -

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.65	1	6.49	1
Printing, scanning and photocopying facilities in the Library meet my needs	6.55	2	5.30	22
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.52	3	6.04	3
The Library search engine enables me find relevant library resources quickly	6.49	4	5.93	9
I can find a quiet place in the Library to study when I need to	6.49	5	5.12	23
When I am away from campus I can access the Library resources and services I need	6.47	6	5.95	7
Course specific resources (online and in the reserve collection) meet my learning needs	6.41	7	5.98	5
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.36	8	5.91	10
Opening hours meet my needs	6.31	9	5.76	13
The items I'm looking for on the library shelves are usually there	6.29	10	5.61	17
Access to Library information resources has helped me to be successful at university	6.27	11	5.94	8
I can find a place in the Library to work in a group when I need to	6.27	12	4.81	26
I can get help from library staff when I need it	6.15	13	6.08	2
Library staff provide accurate answers to my enquiries	6.14	14	6.01	4
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.03	15	5.98	6
The Library website provides useful information	5.99	16	5.70	14
Books and articles I have requested from other Libraries are delivered promptly	5.96	17	5.50	18
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.92	18	5.10	24
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.90	19	5.83	12
Face-to-face enquiry services meet my needs	5.88	20	5.88	11
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.77	21	5.66	16
Library signage is clear	5.63	22	5.67	15
The Library anticipates my learning and research needs	5.60	23	5.41	20
I am informed about the Library services	5.31	24	5.41	19
Library workshops, classes and tutorials help me with my learning and research needs	4.86	25	5.33	21
A computer is available when I need one	4.77	26	5.03	25

Singapore Management University Library Survey, February 2020

Mean performance score — What is your major area of study, research or teaching? - Law

198 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.49	1	6.65	1
I can get help from library staff when I need it	6.08	2	6.15	13
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.04	3	6.52	3
Library staff provide accurate answers to my enquiries	6.01	4	6.14	14
Course specific resources (online and in the reserve collection) meet my learning needs	5.98	5	6.41	7
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.98	6	6.03	15
When I am away from campus I can access the Library resources and services I need	5.95	7	6.47	6
Access to Library information resources has helped me to be successful at university	5.94	8	6.27	11
The Library search engine enables me find relevant library resources quickly	5.93	9	6.49	4
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.91	10	6.36	8
Face-to-face enquiry services meet my needs	5.88	11	5.88	20
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.83	12	5.90	19
Opening hours meet my needs	5.76	13	6.31	9
The Library website provides useful information	5.70	14	5.99	16
Library signage is clear	5.67	15	5.63	22
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.66	16	5.77	21
The items I'm looking for on the library shelves are usually there	5.61	17	6.29	10
Books and articles I have requested from other Libraries are delivered promptly	5.50	18	5.96	17
I am informed about the Library services	5.41	19	5.31	24
The Library anticipates my learning and research needs	5.41	20	5.60	23
Library workshops, classes and tutorials help me with my learning and research needs	5.33	21	4.86	25
Printing, scanning and photocopying facilities in the Library meet my needs	5.30	22	6.55	2
I can find a quiet place in the Library to study when I need to	5.12	23	6.49	5
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.10	24	5.92	18
A computer is available when I need one	5.03	25	4.77	26
I can find a place in the Library to work in a group when I need to	4.81	26	6.27	12

Singapore Management University Library Survey, February 2020

Mean gap scores — What is your major area of study, research or teaching? - Law
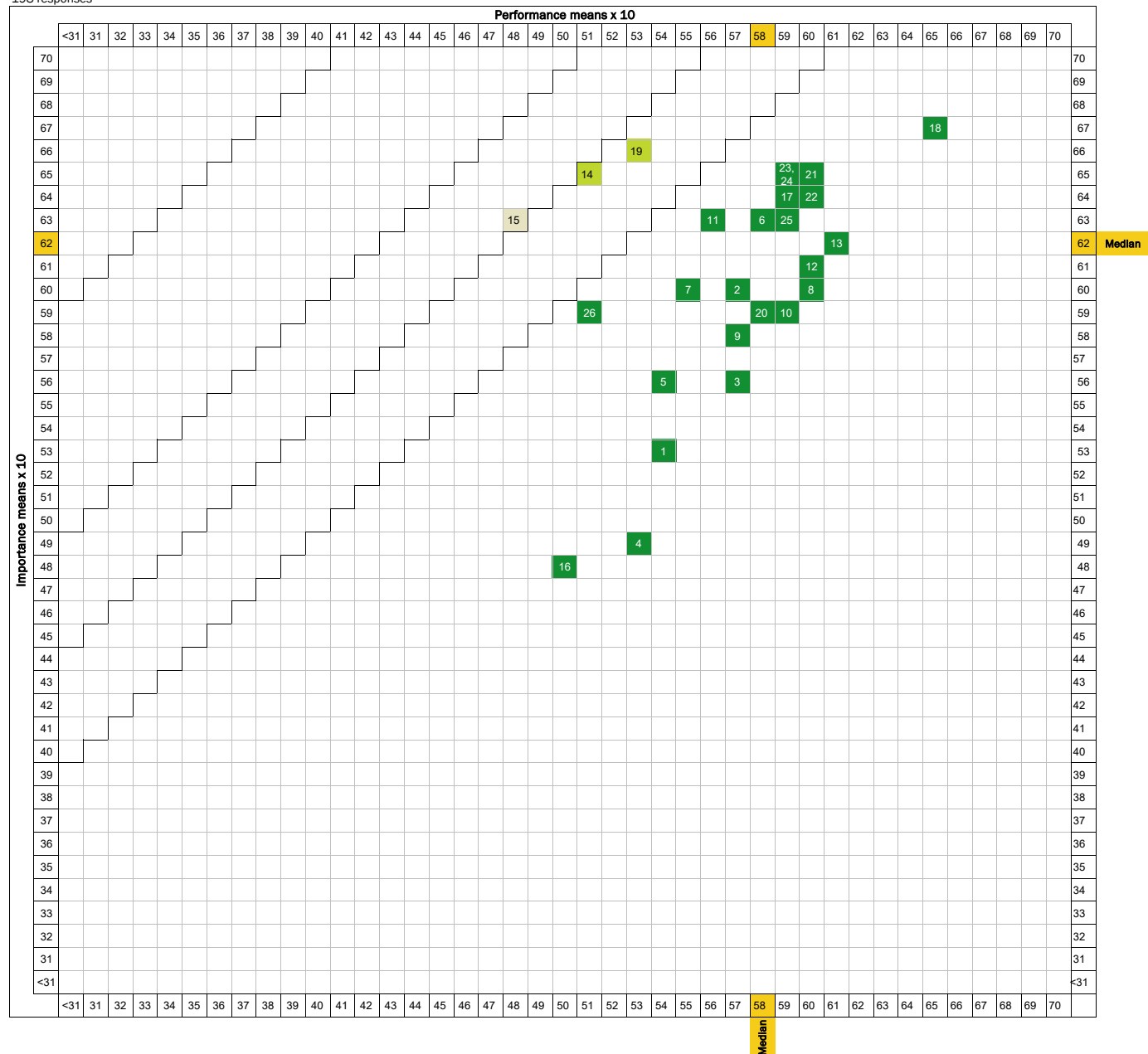
198 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a place in the Library to work in a group when I need to	1.47	1	6.27	12
I can find a quiet place in the Library to study when I need to	1.37	2	6.49	5
Printing, scanning and photocopying facilities in the Library meet my needs	1.25	3	6.55	2
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.82	4	5.92	18
The items I'm looking for on the library shelves are usually there	0.68	5	6.29	10
The Library search engine enables me find relevant library resources quickly	0.57	6	6.49	4
Opening hours meet my needs	0.55	7	6.31	9
When I am away from campus I can access the Library resources and services I need	0.52	8	6.47	6
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.48	9	6.52	3
Books and articles I have requested from other Libraries are delivered promptly	0.46	10	5.96	17
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.46	11	6.36	8
Course specific resources (online and in the reserve collection) meet my learning needs	0.43	12	6.41	7
Access to Library information resources has helped me to be successful at university	0.33	13	6.27	11
The Library website provides useful information	0.29	14	5.99	16
The Library anticipates my learning and research needs	0.19	15	5.60	23
I can get wireless access in the Library when I need to	0.16	16	6.65	1
Library staff provide accurate answers to my enquiries	0.13	17	6.14	14
Online enquiry services (e.g. Email, Library Chat) meet my needs	0.11	18	5.77	21
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.08	19	5.90	19
I can get help from library staff when I need it	0.07	20	6.15	13
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	0.05	21	6.03	15
Face-to-face enquiry services meet my needs	0.00	22	5.88	20
Library signage is clear	-0.04	23	5.63	22
I am informed about the Library services	-0.10	24	5.31	24
A computer is available when I need one	-0.26	25	4.77	26
Library workshops, classes and tutorials help me with my learning and research needs	-0.48	26	4.86	25

Singapore Management University Library Survey, February 2020

Best practice categories gap grid — What is your major area of study, research or teaching? - Law

198 responses

Performance means x 10

Importance means x 10

Median: 62 (rows), 58 (columns)

Grid plotted statements (Performance x 10 horizontal, Importance x 10 vertical):

- 18 at (65, 67)
- 19 at (53, 66)
- 14 at (51, 65); 23,24 at (57, 65); 21 at (59, 65)
- 17 at (57, 64); 22 at (59, 64)
- 15 at (48, 63); 11 at (54, 63); 6 at (57, 63); 25 at (58, 63)
- 13 at (61, 62) — Median 62
- 12 at (60, 61)
- 7 at (53, 60); 2 at (55, 60); 8 at (60, 60)
- 26 at (51, 59); 20 at (57, 59); 10 at (58, 59)
- 9 at (54, 58)
- 5 at (53, 56); 3 at (55, 56)
- 1 at (54, 53)
- 4 at (53, 49)
- 16 at (50, 48)

Median (columns): 58

Statements

#	Statement
1	I am informed about the Library services
2	The Library website provides useful information
3	Library signage is clear
4	Library workshops, classes and tutorials help me with my learning and research needs
5	The Library anticipates my learning and research needs
6	Opening hours meet my needs
7	Books and articles I have requested from other Libraries are delivered promptly
8	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs
9	Online enquiry services (e.g. Email, Library Chat) meet my needs
10	Face-to-face enquiry services meet my needs
11	The items I'm looking for on the library shelves are usually there
12	Library staff provide accurate answers to my enquiries
13	I can get help from library staff when I need it
14	I can find a quiet place in the Library to study when I need to
15	I can find a place in the Library to work in a group when I need to
16	A computer is available when I need one
17	Laptop facilities (e.g. desks, power) in the Library meet my needs
18	I can get wireless access in the Library when I need to
19	Printing, scanning and photocopying facilities in the Library meet my needs
20	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
21	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
22	Course specific resources (online and in the reserve collection) meet my learning needs
23	When I am away from campus I can access the Library resources and services I need
24	The Library search engine enables me find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at university
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

© Insync Surveys

Singapore Management University Library Survey, February 2020

Top 10 factors — What is your major area of study, research or teaching? - Social Sciences

231 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.61	I can get wireless access in the Library when I need to	6.53	I can find a place in the Library to work in a group when I need to	4.75	I can find a quiet place in the Library to study when I need to	1.34
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.51	I can get help from library staff when I need it	6.27	I can find a quiet place in the Library to study when I need to	5.00	I can find a place in the Library to work in a group when I need to	1.16
When I am away from campus I can access the Library resources and services I need	6.45	Library staff provide accurate answers to my enquiries	6.22	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.16	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.64
The Library search engine enables me find relevant library resources quickly	6.41	When I am away from campus I can access the Library resources and services I need	6.19	I am informed about the Library services	5.42	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.50
I can find a quiet place in the Library to study when I need to	6.34	Opening hours meet my needs	6.18	A computer is available when I need one	5.45	Course specific resources (online and in the reserve collection) meet my learning needs	0.43
Printing, scanning and photocopying facilities in the Library meet my needs	6.30	Face-to-face enquiry services meet my needs	6.16	Library workshops, classes and tutorials help me with my learning and research needs	5.51	The Library search engine enables me find relevant library resources quickly	0.43
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.28	Access to Library information resources has helped me to be successful at university	6.07	Library signage is clear	5.57	Printing, scanning and photocopying facilities in the Library meet my needs	0.41
Course specific resources (online and in the reserve collection) meet my learning needs	6.28	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.06	The Library anticipates my learning and research needs	5.63	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.35
I can get help from library staff when I need it	6.26	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.02	The Library website provides useful information	5.71	The Library website provides useful information	0.26
Access to Library information resources has helped me to be successful at university	6.24	The Library search engine enables me find relevant library resources quickly	5.98	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.76	When I am away from campus I can access the Library resources and services I need	0.26

Singapore Management University Library Survey, February 2020

Mean importance scores — What is your major area of study, research or teaching? - Social Sciences

231 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.61	1	6.53	1
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.51	2	6.02	9
When I am away from campus I can access the Library resources and services I need	6.45	3	6.19	4
The Library search engine enables me find relevant library resources quickly	6.41	4	5.98	10
I can find a quiet place in the Library to study when I need to	6.34	5	5.00	25
Printing, scanning and photocopying facilities in the Library meet my needs	6.30	6	5.89	14
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.28	7	5.94	11
Course specific resources (online and in the reserve collection) meet my learning needs	6.28	8	5.85	16
I can get help from library staff when I need it	6.26	9	6.27	2
Access to Library information resources has helped me to be successful at university	6.24	10	6.07	7
Opening hours meet my needs	6.21	11	6.18	5
Library staff provide accurate answers to my enquiries	6.21	12	6.22	3
The items I'm looking for on the library shelves are usually there	6.05	13	5.88	15
The Library website provides useful information	5.98	14	5.71	18
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.98	15	5.76	17
Books and articles I have requested from other Libraries are delivered promptly	5.91	16	5.92	13
I can find a place in the Library to work in a group when I need to	5.90	17	4.75	26
Face-to-face enquiry services meet my needs	5.90	18	6.16	6
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.85	19	6.06	8
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.79	20	5.16	24
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.68	21	5.92	12
Library signage is clear	5.66	22	5.57	20
The Library anticipates my learning and research needs	5.63	23	5.63	19
I am informed about the Library services	5.23	24	5.42	23
Library workshops, classes and tutorials help me with my learning and research needs	5.17	25	5.51	21
A computer is available when I need one	4.75	26	5.45	22

Singapore Management University Library Survey, February 2020

Mean performance score — What is your major area of study, research or teaching? - Social Sciences

231 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.53	1	6.61	1
I can get help from library staff when I need it	6.27	2	6.26	9
Library staff provide accurate answers to my enquiries	6.22	3	6.21	12
When I am away from campus I can access the Library resources and services I need	6.19	4	6.45	3
Opening hours meet my needs	6.18	5	6.21	11
Face-to-face enquiry services meet my needs	6.16	6	5.90	18
Access to Library information resources has helped me to be successful at university	6.07	7	6.24	10
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.06	8	5.85	19
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.02	9	6.51	2
The Library search engine enables me find relevant library resources quickly	5.98	10	6.41	4
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.94	11	6.28	7
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.92	12	5.68	21
Books and articles I have requested from other Libraries are delivered promptly	5.92	13	5.91	16
Printing, scanning and photocopying facilities in the Library meet my needs	5.89	14	6.30	6
The items I'm looking for on the library shelves are usually there	5.88	15	6.05	13
Course specific resources (online and in the reserve collection) meet my learning needs	5.85	16	6.28	8
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.76	17	5.98	15
The Library website provides useful information	5.71	18	5.98	14
The Library anticipates my learning and research needs	5.63	19	5.63	23
Library signage is clear	5.57	20	5.66	22
Library workshops, classes and tutorials help me with my learning and research needs	5.51	21	5.17	25
A computer is available when I need one	5.45	22	4.75	26
I am informed about the Library services	5.42	23	5.23	24
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.16	24	5.79	20
I can find a quiet place in the Library to study when I need to	5.00	25	6.34	5
I can find a place in the Library to work in a group when I need to	4.75	26	5.90	17

Singapore Management University Library Survey, February 2020

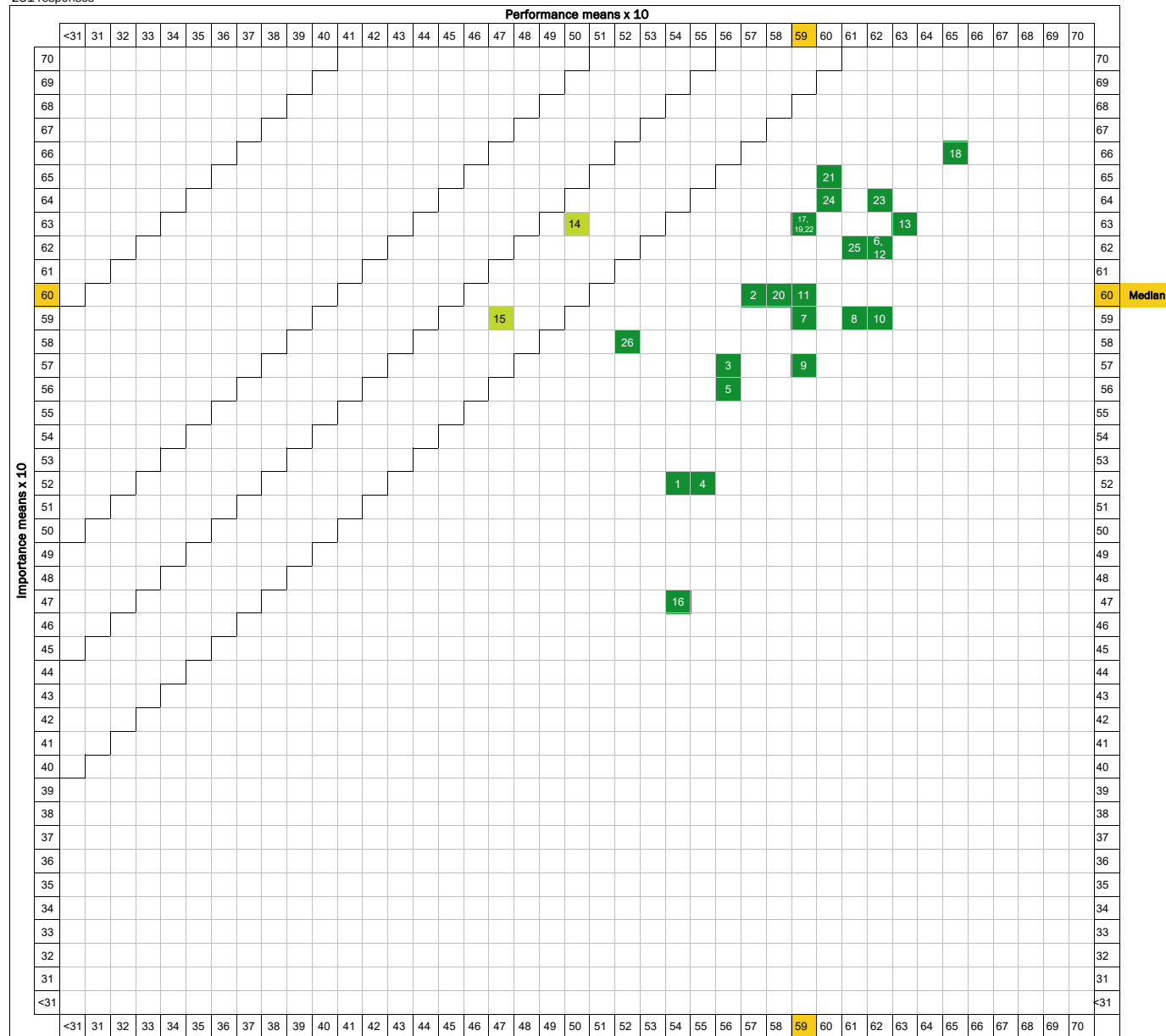Mean gap scores — What is your major area of study, research or teaching? - Social Sciences

231 responses

	Gap		Importance	
	Mean	**Rank**	**Mean**	**Rank**
I can find a quiet place in the Library to study when I need to	1.34	1	6.34	5
I can find a place in the Library to work in a group when I need to	1.16	2	5.90	17
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.64	3	5.79	20
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.50	4	6.51	2
Course specific resources (online and in the reserve collection) meet my learning needs	0.43	5	6.28	8
The Library search engine enables me find relevant library resources quickly	0.43	6	6.41	4
Printing, scanning and photocopying facilities in the Library meet my needs	0.41	7	6.30	6
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.35	8	6.28	7
The Library website provides useful information	0.26	9	5.98	14
When I am away from campus I can access the Library resources and services I need	0.26	10	6.45	3
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.22	11	5.98	15
Access to Library information resources has helped me to be successful at university	0.17	12	6.24	10
The items I'm looking for on the library shelves are usually there	0.17	13	6.05	13
Library signage is clear	0.09	14	5.66	22
I can get wireless access in the Library when I need to	0.08	15	6.61	1
Opening hours meet my needs	0.03	16	6.21	11
The Library anticipates my learning and research needs	0.00	17	5.63	23
Books and articles I have requested from other Libraries are delivered promptly	-0.01	18	5.91	16
I can get help from library staff when I need it	-0.01	19	6.26	9
Library staff provide accurate answers to my enquiries	-0.01	20	6.21	12
I am informed about the Library services	-0.19	21	5.23	24
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	-0.20	22	5.85	19
Online enquiry services (e.g. Email, Library Chat) meet my needs	-0.24	23	5.68	21
Face-to-face enquiry services meet my needs	-0.26	24	5.90	18
Library workshops, classes and tutorials help me with my learning and research needs	-0.34	25	5.17	25
A computer is available when I need one	-0.70	26	4.75	26

Singapore Management University Library Survey, February 2020

Best practice categories gap grid — What is your major area of study, research or teaching? - Social Sciences

231 responses

Performance means x 10

The grid plots statements by Performance means x 10 (horizontal axis, <31 to 70) and Importance means x 10 (vertical axis, <31 to 70). Median = 59 (performance), Median = 60 (importance).

Plotted statement positions (Importance row : Performance column — statement numbers):

- 66 : 65 — 18
- 65 : 59 — 21
- 64 : 59 — 24; 64 : 61 — 23
- 63 : 50 — 14; 63 : 58 — 17, 19, 22; 63 : 62 — 13
- 62 : 60 — 25; 62 : 61 — 6, 12
- 60 : 57 — 2; 60 : 58 — 20; 60 : 59 — 11
- 59 : 49 — 15; 59 : 59 — 7; 59 : 61 — 8; 59 : 62 — 10
- 58 : 46 — 26
- 57 : 54 — 3; 57 : 57 — 9
- 56 : 54 — 5
- 52 : 54 — 1; 52 : 55 — 4
- 47 : 54 — 16

Importance means x 10 (vertical axis label)

Statements

#	Statement
1	I am informed about the Library services
2	The Library website provides useful information
3	Library signage is clear
4	Library workshops, classes and tutorials help me with my learning and research needs
5	The Library anticipates my learning and research needs
6	Opening hours meet my needs
7	Books and articles I have requested from other Libraries are delivered promptly
8	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs
9	Online enquiry services (e.g. Email, Library Chat) meet my needs
10	Face-to-face enquiry services meet my needs
11	The items I'm looking for on the library shelves are usually there
12	Library staff provide accurate answers to my enquiries
13	I can get help from library staff when I need it
14	I can find a quiet place in the Library to study when I need to
15	I can find a place in the Library to work in a group when I need to
16	A computer is available when I need one
17	Laptop facilities (e.g. desks, power) in the Library meet my needs
18	I can get wireless access in the Library when I need to
19	Printing, scanning and photocopying facilities in the Library meet my needs
20	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
21	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
22	Course specific resources (online and in the reserve collection) meet my learning needs
23	When I am away from campus I can access the Library resources and services I need
24	The Library search engine enables me find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at university
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Legend:
- Gap > 2.9
- Gap > 1.9
- Gap > 1.4
- Gap > 0.9
- Gap < 0.9

© Insync Surveys

Singapore Management University Library Survey, February 2020

Top 10 factors — What is your major area of study, research or teaching? - Others

106 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get help from library staff when I need it	6.26	I can get wireless access in the Library when I need to	6.26	The Library anticipates my learning and research needs	5.20	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.48
I can get wireless access in the Library when I need to	6.26	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.10	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.24	The items I'm looking for on the library shelves are usually there	0.47
I can find a quiet place in the Library to study when I need to	6.17	I can get help from library staff when I need it	6.06	A computer is available when I need one	5.35	Access to Library information resources has helped me to be successful at university	0.40
When I am away from campus I can access the Library resources and services I need	6.14	Face-to-face enquiry services meet my needs	5.98	Library workshops, classes and tutorials help me with my learning and research needs	5.36	I can find a place in the Library to work in a group when I need to	0.38
Library staff provide accurate answers to my enquiries	6.12	Opening hours meet my needs	5.97	The items I'm looking for on the library shelves are usually there	5.42	Course specific resources (online and in the reserve collection) meet my learning needs	0.37
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.07	Books and articles I have requested from other Libraries are delivered promptly	5.95	I can find a place in the Library to work in a group when I need to	5.50	The Library website provides useful information	0.36
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.07	Library staff provide accurate answers to my enquiries	5.93	I am informed about the Library services	5.51	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.36
Course specific resources (online and in the reserve collection) meet my learning needs	6.05	I can find a quiet place in the Library to study when I need to	5.92	The Library website provides useful information	5.53	When I am away from campus I can access the Library resources and services I need	0.33
The Library search engine enables me find relevant library resources quickly	6.00	Online enquiry services (e.g. Email, Library Chat) meet my needs	5.84	Printing, scanning and photocopying facilities in the Library meet my needs	5.54	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.32
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.99	When I am away from campus I can access the Library resources and services I need	5.81	Library signage is clear	5.55	The Library search engine enables me find relevant library resources quickly	0.27

Singapore Management University Library Survey, February 2020

Mean importance scores — What is your major area of study, research or teaching? - Others

106 responses   - 63 -

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get help from library staff when I need it	6.26	1	6.06	3
I can get wireless access in the Library when I need to	6.26	2	6.26	1
I can find a quiet place in the Library to study when I need to	6.17	3	5.92	8
When I am away from campus I can access the Library resources and services I need	6.14	4	5.81	10
Library staff provide accurate answers to my enquiries	6.12	5	5.93	7
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.07	6	6.10	2
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.07	7	5.71	13
Course specific resources (online and in the reserve collection) meet my learning needs	6.05	8	5.68	14
The Library search engine enables me find relevant library resources quickly	6.00	9	5.73	12
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.99	10	5.84	9
Books and articles I have requested from other Libraries are delivered promptly	5.98	11	5.95	6
Face-to-face enquiry services meet my needs	5.98	12	5.98	4
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.97	13	5.74	11
Access to Library information resources has helped me to be successful at university	5.96	14	5.56	15
Opening hours meet my needs	5.90	15	5.97	5
The Library website provides useful information	5.89	16	5.53	19
The items I'm looking for on the library shelves are usually there	5.89	17	5.42	22
I can find a place in the Library to work in a group when I need to	5.88	18	5.50	21
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.88	19	5.56	16
Library signage is clear	5.81	20	5.55	17
Printing, scanning and photocopying facilities in the Library meet my needs	5.76	21	5.54	18
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.73	22	5.24	25
A computer is available when I need one	5.57	23	5.35	24
I am informed about the Library services	5.56	24	5.51	20
Library workshops, classes and tutorials help me with my learning and research needs	5.40	25	5.36	23
The Library anticipates my learning and research needs	5.40	26	5.20	26

Singapore Management University Library Survey, February 2020				
Mean performance score — What is your major area of study, research or teaching? - Others				
106 responses				

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.26	1	6.26	2
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.10	2	6.07	6
I can get help from library staff when I need it	6.06	3	6.26	1
Face-to-face enquiry services meet my needs	5.98	4	5.98	12
Opening hours meet my needs	5.97	5	5.90	15
Books and articles I have requested from other Libraries are delivered promptly	5.95	6	5.98	11
Library staff provide accurate answers to my enquiries	5.93	7	6.12	5
I can find a quiet place in the Library to study when I need to	5.92	8	6.17	3
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.84	9	5.99	10
When I am away from campus I can access the Library resources and services I need	5.81	10	6.14	4
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.74	11	5.97	13
The Library search engine enables me find relevant library resources quickly	5.73	12	6.00	9
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.71	13	6.07	7
Course specific resources (online and in the reserve collection) meet my learning needs	5.68	14	6.05	8
Access to Library information resources has helped me to be successful at university	5.56	15	5.96	14
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.56	16	5.88	19
Library signage is clear	5.55	17	5.81	20
Printing, scanning and photocopying facilities in the Library meet my needs	5.54	18	5.76	21
The Library website provides useful information	5.53	19	5.89	16
I am informed about the Library services	5.51	20	5.56	24
I can find a place in the Library to work in a group when I need to	5.50	21	5.88	18
The items I'm looking for on the library shelves are usually there	5.42	22	5.89	17
Library workshops, classes and tutorials help me with my learning and research needs	5.36	23	5.40	25
A computer is available when I need one	5.35	24	5.57	23
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.24	25	5.73	22
The Library anticipates my learning and research needs	5.20	26	5.40	26

Singapore Management University Library Survey, February 2020

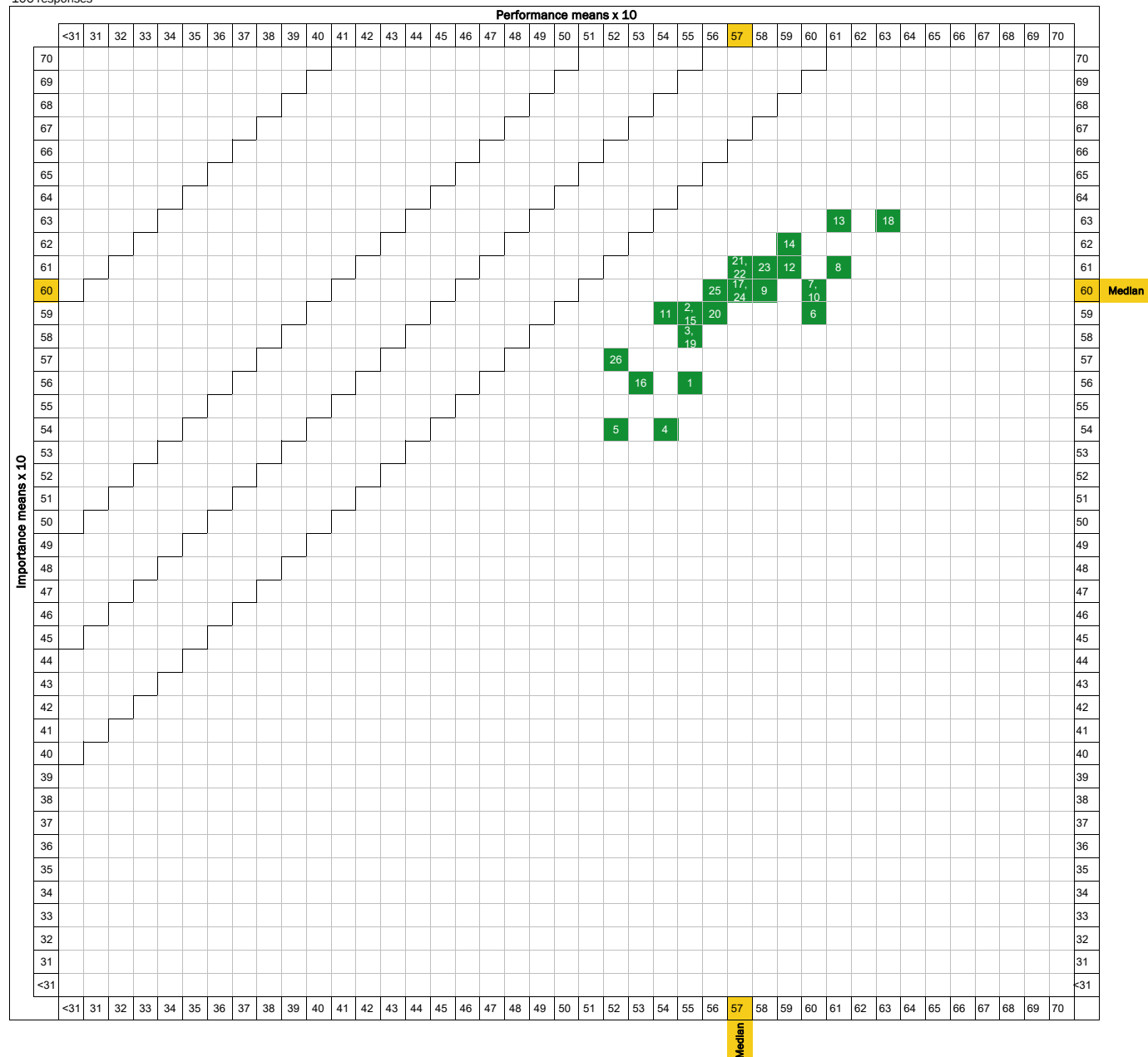Mean gap scores — What is your major area of study, research or teaching? - Others

106 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.48	1	5.73	22
The items I'm looking for on the library shelves are usually there	0.47	2	5.89	17
Access to Library information resources has helped me to be successful at university	0.40	3	5.96	14
I can find a place in the Library to work in a group when I need to	0.38	4	5.88	18
Course specific resources (online and in the reserve collection) meet my learning needs	0.37	5	6.05	8
The Library website provides useful information	0.36	6	5.89	16
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.36	7	6.07	7
When I am away from campus I can access the Library resources and services I need	0.33	8	6.14	4
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.32	9	5.88	19
The Library search engine enables me find relevant library resources quickly	0.27	10	6.00	9
Library signage is clear	0.26	11	5.81	20
I can find a quiet place in the Library to study when I need to	0.25	12	6.17	3
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.23	13	5.97	13
Printing, scanning and photocopying facilities in the Library meet my needs	0.22	14	5.76	21
A computer is available when I need one	0.22	15	5.57	23
I can get help from library staff when I need it	0.20	16	6.26	1
Library staff provide accurate answers to my enquiries	0.20	17	6.12	5
The Library anticipates my learning and research needs	0.19	18	5.40	26
Online enquiry services (e.g. Email, Library Chat) meet my needs	0.14	19	5.99	10
Library workshops, classes and tutorials help me with my learning and research needs	0.04	20	5.40	25
I am informed about the Library services	0.04	21	5.56	24
Books and articles I have requested from other Libraries are delivered promptly	0.03	22	5.98	11
I can get wireless access in the Library when I need to	0.00	23	6.26	2
Face-to-face enquiry services meet my needs	0.00	24	5.98	12
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	-0.02	25	6.07	6
Opening hours meet my needs	-0.07	26	5.90	15

Singapore Management University Library Survey, February 2020

Best practice categories gap grid — What is your major area of study, research or teaching? - Others

106 responses

Performance means x 10

Grid plotted positions (Performance x10 across, Importance x10 down):

- Row 63: 13 at 61; 18 at 63
- Row 62: 14 at 60
- Row 61: 21, 22 at 52; 23 at 53; 12 at 54; 8 at 61
- Row 60 (Median): 25 at 52; 17, 24 at 52; 9 at 54; 7, 10 at 60
- Row 59: 11 at 53; 2, 15 at 53; 3, 19 at 53; 20 at 54; 6 at 60
- Row 57: 26 at 52
- Row 56: 16 at 54; 1 at 55
- Row 54: 5 at 52; 4 at 54

Median (Performance) = 57
Median (Importance) = 60

Importance means x 10

Statements

#	Statement
1	I am informed about the Library services
2	The Library website provides useful information
3	Library signage is clear
4	Library workshops, classes and tutorials help me with my learning and research needs
5	The Library anticipates my learning and research needs
6	Opening hours meet my needs
7	Books and articles I have requested from other Libraries are delivered promptly
8	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs
9	Online enquiry services (e.g. Email, Library Chat) meet my needs
10	Face-to-face enquiry services meet my needs
11	The items I'm looking for on the library shelves are usually there
12	Library staff provide accurate answers to my enquiries
13	I can get help from library staff when I need it
14	I can find a quiet place in the Library to study when I need to
15	I can find a place in the Library to work in a group when I need to
16	A computer is available when I need one
17	Laptop facilities (e.g. desks, power) in the Library meet my needs
18	I can get wireless access in the Library when I need to
19	Printing, scanning and photocopying facilities in the Library meet my needs
20	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
21	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
22	Course specific resources (online and in the reserve collection) meet my learning needs
23	When I am away from campus I can access the Library resources and services I need
24	The Library search engine enables me find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at university
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Legend: Gap > 2.9   Gap > 1.9   Gap > 1.4   Gap > 0.9   Gap < 0.9

© Insync Surveys

Singapore Management University Library Survey, February 2020 Top 5 importance scores by demographic Position	Unique factor
Undergraduate year 1 (460 responses)	**Importance mean**
I can get wireless access in the Library when I need to	6.56
Printing, scanning and photocopying facilities in the Library meet my needs	6.47
I can find a quiet place in the Library to study when I need to	6.41
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.32
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.15
Undergraduate year 2 (494 responses)	**Importance mean**
I can get wireless access in the Library when I need to	6.59
Printing, scanning and photocopying facilities in the Library meet my needs	6.45
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.38
I can find a quiet place in the Library to study when I need to	6.37
Opening hours meet my needs	6.23
Undergraduate year 3 (353 responses)	**Importance mean**
I can get wireless access in the Library when I need to	6.62
Printing, scanning and photocopying facilities in the Library meet my needs	6.50
I can find a quiet place in the Library to study when I need to	6.43
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.40
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.30
Undergraduate year 4 & above (393 responses)	**Importance mean**
I can get wireless access in the Library when I need to	6.64
Printing, scanning and photocopying facilities in the Library meet my needs	6.46
I can find a quiet place in the Library to study when I need to	6.43
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.27
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.26
Graduate: Masters (320 responses)	**Importance mean**
I can get wireless access in the Library when I need to	6.58
I can find a quiet place in the Library to study when I need to	6.40
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.38
Printing, scanning and photocopying facilities in the Library meet my needs	6.30
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.28
Graduate: Doctoral (46 responses)	**Importance mean**
When I am away from campus I can access the Library resources and services I need	6.73
I can get wireless access in the Library when I need to	6.66
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.51
I can find a quiet place in the Library to study when I need to	6.48
The Library search engine enables me find relevant library resources quickly	6.43
Faculty: Professor (18 responses)	**Importance mean**
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.83
The Library search engine enables me find relevant library resources quickly	6.72
I can get help from library staff when I need it	6.72
Library staff provide accurate answers to my enquiries	6.65
When I am away from campus I can access the Library resources and services I need	6.61

Singapore Management University Library Survey, February 2020

Top 5 importance scores by demographic
Position

<div style="text-align:right">Unique factor</div>

Faculty: Associate Professor (42 responses)	Importance mean
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.87
The Library search engine enables me find relevant library resources quickly	6.59
Online enquiry services (e.g. Email, Library Chat) meet my needs	6.58
When I am away from campus I can access the Library resources and services I need	6.55
Library staff provide accurate answers to my enquiries	6.55

Faculty: Assistant Professor (47 responses)	Importance mean
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.46
When I am away from campus I can access the Library resources and services I need	6.38
I can get help from library staff when I need it	6.32
The Library search engine enables me find relevant library resources quickly	6.27
Library staff provide accurate answers to my enquiries	6.27

Faculty: Lecturer/Senior Lecturer (12 responses)	Importance mean
Books and articles I have requested from other Libraries are delivered promptly	6.71
The items I'm looking for on the library shelves are usually there	6.70
I can find a quiet place in the Library to study when I need to	6.67
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.67
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.50

Staff: Researcher (30 responses)	Importance mean
I can find a quiet place in the Library to study when I need to	6.60
I can get help from library staff when I need it	6.58
I can get wireless access in the Library when I need to	6.58
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.45
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.40

Staff: Other administration position (135 responses)	Importance mean
I can get wireless access in the Library when I need to	6.31
I can get help from library staff when I need it	6.27
Library staff provide accurate answers to my enquiries	6.15
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.14
I can find a quiet place in the Library to study when I need to	6.08

Others (12 responses)	Importance mean
Opening hours meet my needs	6.45
I can find a quiet place in the Library to study when I need to	6.40
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.33
I can get wireless access in the Library when I need to	6.33
I can find a place in the Library to work in a group when I need to	6.30

Singapore Management University Library Survey, February 2020
Top 5 performance scores by demographic
Position

Undergraduate year 1 (460 responses)	Performance mean
I can get wireless access in the Library when I need to	6.43
I can get help from library staff when I need it	6.10
Printing, scanning and photocopying facilities in the Library meet my needs	6.08
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.01
Library staff provide accurate answers to my enquiries	6.00

Undergraduate year 2 (494 responses)	Performance mean
I can get wireless access in the Library when I need to	6.41
I can get help from library staff when I need it	6.01
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.94
Library staff provide accurate answers to my enquiries	5.94
When I am away from campus I can access the Library resources and services I need	5.88

Undergraduate year 3 (353 responses)	Performance mean
I can get wireless access in the Library when I need to	6.47
When I am away from campus I can access the Library resources and services I need	6.02
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.01
I can get help from library staff when I need it	5.93
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.92

Undergraduate year 4 & above (393 responses)	Performance mean
I can get wireless access in the Library when I need to	6.48
I can get help from library staff when I need it	6.05
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.04
When I am away from campus I can access the Library resources and services I need	6.04
Opening hours meet my needs	6.04

Graduate: Masters (320 responses)	Performance mean
I can get wireless access in the Library when I need to	6.50
Library staff provide accurate answers to my enquiries	6.10
I can get help from library staff when I need it	6.06
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.04
Face-to-face enquiry services meet my needs	6.01

Graduate: Doctoral (46 responses)	Performance mean
I can get wireless access in the Library when I need to	6.55
When I am away from campus I can access the Library resources and services I need	6.46
I can get help from library staff when I need it	6.34
Face-to-face enquiry services meet my needs	6.17
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.15

Faculty: Professor (18 responses)	Performance mean
I can get help from library staff when I need it	6.67
Books and articles I have requested from other Libraries are delivered promptly	6.65
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.50
When I am away from campus I can access the Library resources and services I need	6.50
The Library website provides useful information	6.41

Singapore Management University Library Survey, February 2020
Top 5 performance scores by demographic
Position

Faculty: Associate Professor (42 responses)	Performance mean
Books and articles I have requested from other Libraries are delivered promptly	6.70
I can get help from library staff when I need it	6.68
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.67
Online enquiry services (e.g. Email, Library Chat) meet my needs	6.67
Face-to-face enquiry services meet my needs	6.66

Faculty: Assistant Professor (47 responses)	Performance mean
I can get wireless access in the Library when I need to	6.42
I can get help from library staff when I need it	6.36
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.24
Library staff provide accurate answers to my enquiries	6.22
Face-to-face enquiry services meet my needs	6.18

Faculty: Lecturer/Senior Lecturer (12 responses)	Performance mean
Face-to-face enquiry services meet my needs	6.70
I can get help from library staff when I need it	6.67
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.67
Course specific resources (online and in the reserve collection) meet my learning needs	6.60
Books and articles I have requested from other Libraries are delivered promptly	6.57

Staff: Researcher (30 responses)	Performance mean
I can get wireless access in the Library when I need to	6.62
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.52
Opening hours meet my needs	6.48
Face-to-face enquiry services meet my needs	6.38
Books and articles I have requested from other Libraries are delivered promptly	6.29

Staff: Other administration position (135 responses)	Performance mean
I can get wireless access in the Library when I need to	6.25
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.09
Opening hours meet my needs	6.06
I can get help from library staff when I need it	6.06
Face-to-face enquiry services meet my needs	5.96

Others (12 responses)	Performance mean
I can get help from library staff when I need it	6.42
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.09
Books and articles I have requested from other Libraries are delivered promptly	6.00
Face-to-face enquiry services meet my needs	6.00
Library staff provide accurate answers to my enquiries	6.00

Singapore Management University Library Survey, February 2020
Top 5 gap scores by demographic
Position

<div style="text-align:right">**Unique factor**</div>

Undergraduate year 1 (460 responses)	Gap score
I can find a place in the Library to work in a group when I need to	1.36
I can find a quiet place in the Library to study when I need to	1.25
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.61
Printing, scanning and photocopying facilities in the Library meet my needs	0.39
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.31
Undergraduate year 2 (494 responses)	**Gap score**
I can find a place in the Library to work in a group when I need to	1.46
I can find a quiet place in the Library to study when I need to	1.39
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.72
Printing, scanning and photocopying facilities in the Library meet my needs	0.70
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.53
Undergraduate year 3 (353 responses)	**Gap score**
I can find a place in the Library to work in a group when I need to	1.68
I can find a quiet place in the Library to study when I need to	1.52
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.86
Printing, scanning and photocopying facilities in the Library meet my needs	0.70
Opening hours meet my needs	0.48
Undergraduate year 4 & above (393 responses)	**Gap score**
I can find a place in the Library to work in a group when I need to	1.33
I can find a quiet place in the Library to study when I need to	1.30
Printing, scanning and photocopying facilities in the Library meet my needs	0.65
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.59
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.30
Graduate: Masters (320 responses)	**Gap score**
I can find a place in the Library to work in a group when I need to	1.28
I can find a quiet place in the Library to study when I need to	1.14
Printing, scanning and photocopying facilities in the Library meet my needs	0.53
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.46
Opening hours meet my needs	0.41
Graduate: Doctoral (46 responses)	**Gap score**
I can find a quiet place in the Library to study when I need to	1.31
A computer is available when I need one	0.67
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.62
I can find a place in the Library to work in a group when I need to	0.59
The Library anticipates my learning and research needs	0.57
Faculty: Professor (18 responses)	**Gap score**
The Library search engine enables me find relevant library resources quickly	0.67
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.57
The items I'm looking for on the library shelves are usually there	0.56
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.44
Library staff provide accurate answers to my enquiries	0.29

Singapore Management University Library Survey, February 2020
Top 5 gap scores by demographic
Position

Faculty: Associate Professor (42 responses)	Gap score
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.76
The Library search engine enables me find relevant library resources quickly	0.59
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.45
When I am away from campus I can access the Library resources and services I need	0.24
Access to Library information resources has helped me to be successful at university	0.22

Faculty: Assistant Professor (47 responses)	Gap score
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.73
The Library search engine enables me find relevant library resources quickly	0.24
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.24
The Library website provides useful information	0.22
When I am away from campus I can access the Library resources and services I need	0.21

Faculty: Lecturer/Senior Lecturer (12 responses)	Gap score
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.80
The items I'm looking for on the library shelves are usually there	0.50
The Library search engine enables me find relevant library resources quickly	0.45
I can find a quiet place in the Library to study when I need to	0.33
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.30

Staff: Researcher (30 responses)	Gap score
The Library search engine enables me find relevant library resources quickly	0.74
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.57
I can get help from library staff when I need it	0.54
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.54
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.52

Staff: Other administration position (135 responses)	Gap score
The items I'm looking for on the library shelves are usually there	0.50
The Library website provides useful information	0.43
Library signage is clear	0.36
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.33
I can find a place in the Library to work in a group when I need to	0.33

Others (12 responses)	Gap score
A computer is available when I need one	1.83
Laptop facilities (e.g. desks, power) in the Library meet my needs	1.44
I can find a quiet place in the Library to study when I need to	1.40
Printing, scanning and photocopying facilities in the Library meet my needs	1.20
I can find a place in the Library to work in a group when I need to	1.10

Singapore Management University Library Survey, February 2020

Top 10 factors — Position - Undergraduate year 1

460 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.56	I can get wireless access in the Library when I need to	6.43	I can find a place in the Library to work in a group when I need to	4.77	I can find a place in the Library to work in a group when I need to	1.36
Printing, scanning and photocopying facilities in the Library meet my needs	6.47	I can get help from library staff when I need it	6.10	A computer is available when I need one	5.13	I can find a quiet place in the Library to study when I need to	1.25
I can find a quiet place in the Library to study when I need to	6.41	Printing, scanning and photocopying facilities in the Library meet my needs	6.08	I can find a quiet place in the Library to study when I need to	5.16	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.61
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.32	Laptop facilities (e.g. desks, power) in the Library meet my needs	6.01	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.17	Printing, scanning and photocopying facilities in the Library meet my needs	0.39
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.15	Library staff provide accurate answers to my enquiries	6.00	I am informed about the Library services	5.32	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.31
Opening hours meet my needs	6.13	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.99	Library workshops, classes and tutorials help me with my learning and research needs	5.38	The Library search engine enables me find relevant library resources quickly	0.30
I can find a place in the Library to work in a group when I need to	6.13	When I am away from campus I can access the Library resources and services I need	5.91	The Library anticipates my learning and research needs	5.50	Opening hours meet my needs	0.24
The Library search engine enables me find relevant library resources quickly	6.09	Opening hours meet my needs	5.90	Books and articles I have requested from other Libraries are delivered promptly	5.57	The items I'm looking for on the library shelves are usually there	0.20
When I am away from campus I can access the Library resources and services I need	6.08	Face-to-face enquiry services meet my needs	5.86	Library signage is clear	5.58	When I am away from campus I can access the Library resources and services I need	0.17
I can get help from library staff when I need it	6.07	The Library search engine enables me find relevant library resources quickly	5.79	The Library website provides useful information	5.59	Course specific resources (online and in the reserve collection) meet my learning needs	0.17

Singapore Management University Library Survey, February 2020

Mean importance scores — Position - Undergraduate year 1

460 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.56	1	6.43	1
Printing, scanning and photocopying facilities in the Library meet my needs	6.47	2	6.08	3
I can find a quiet place in the Library to study when I need to	6.41	3	5.16	24
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.32	4	6.01	4
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.15	5	5.99	6
Opening hours meet my needs	6.13	6	5.90	8
I can find a place in the Library to work in a group when I need to	6.13	7	4.77	26
The Library search engine enables me find relevant library resources quickly	6.09	8	5.79	10
When I am away from campus I can access the Library resources and services I need	6.08	9	5.91	7
I can get help from library staff when I need it	6.07	10	6.10	2
Course specific resources (online and in the reserve collection) meet my learning needs	5.95	11	5.78	11
Library staff provide accurate answers to my enquiries	5.95	12	6.00	5
Access to Library information resources has helped me to be successful at university	5.86	13	5.76	13
The items I'm looking for on the library shelves are usually there	5.82	14	5.62	16
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.77	15	5.17	23
The Library website provides useful information	5.70	16	5.59	17
Face-to-face enquiry services meet my needs	5.66	17	5.86	9
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.64	18	5.77	12
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.60	19	5.73	14
Library signage is clear	5.58	20	5.58	18
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.53	21	5.69	15
The Library anticipates my learning and research needs	5.45	22	5.50	20
Books and articles I have requested from other Libraries are delivered promptly	5.42	23	5.57	19
I am informed about the Library services	5.18	24	5.32	22
Library workshops, classes and tutorials help me with my learning and research needs	5.05	25	5.38	21
A computer is available when I need one	4.70	26	5.13	25

Singapore Management University Library Survey, February 2020

Mean performance score — Position - Undergraduate year 1

460 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.43	1	6.56	1
I can get help from library staff when I need it	6.10	2	6.07	10
Printing, scanning and photocopying facilities in the Library meet my needs	6.08	3	6.47	2
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.01	4	6.32	4
Library staff provide accurate answers to my enquiries	6.00	5	5.95	12
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.99	6	6.15	5
When I am away from campus I can access the Library resources and services I need	5.91	7	6.08	9
Opening hours meet my needs	5.90	8	6.13	6
Face-to-face enquiry services meet my needs	5.86	9	5.66	17
The Library search engine enables me find relevant library resources quickly	5.79	10	6.09	8
Course specific resources (online and in the reserve collection) meet my learning needs	5.78	11	5.95	11
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.77	12	5.64	18
Access to Library information resources has helped me to be successful at university	5.76	13	5.86	13
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.73	14	5.60	19
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.69	15	5.53	21
The items I'm looking for on the library shelves are usually there	5.62	16	5.82	14
The Library website provides useful information	5.59	17	5.70	16
Library signage is clear	5.58	18	5.58	20
Books and articles I have requested from other Libraries are delivered promptly	5.57	19	5.42	23
The Library anticipates my learning and research needs	5.50	20	5.45	22
Library workshops, classes and tutorials help me with my learning and research needs	5.38	21	5.05	25
I am informed about the Library services	5.32	22	5.18	24
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.17	23	5.77	15
I can find a quiet place in the Library to study when I need to	5.16	24	6.41	3
A computer is available when I need one	5.13	25	4.70	26
I can find a place in the Library to work in a group when I need to	4.77	26	6.13	7

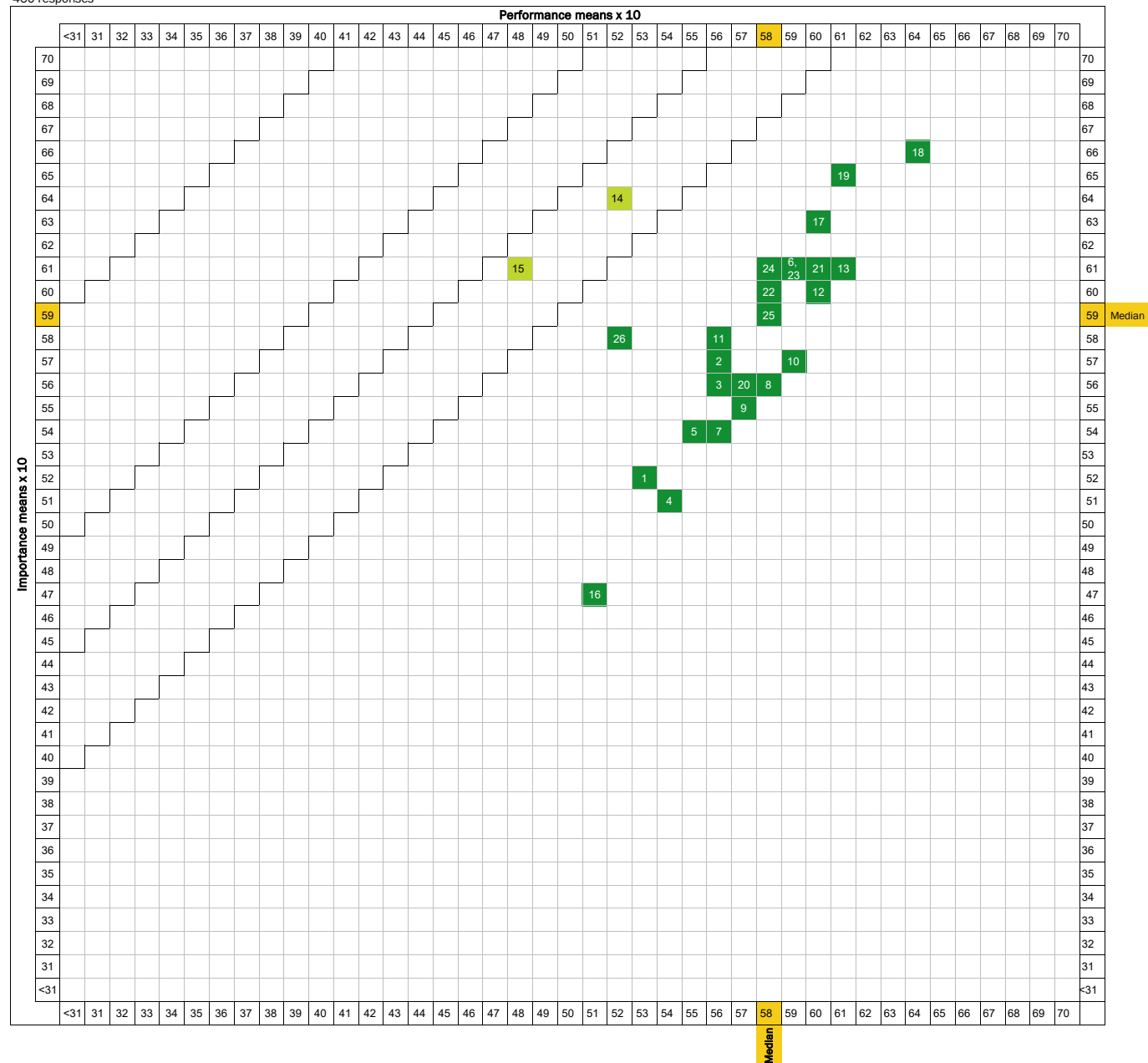## Singapore Management University Library Survey, February 2020

Mean gap scores — Position - Undergraduate year 1

460 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a place in the Library to work in a group when I need to	1.36	1	6.13	7
I can find a quiet place in the Library to study when I need to	1.25	2	6.41	3
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.61	3	5.77	15
Printing, scanning and photocopying facilities in the Library meet my needs	0.39	4	6.47	2
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.31	5	6.32	4
The Library search engine enables me find relevant library resources quickly	0.30	6	6.09	8
Opening hours meet my needs	0.24	7	6.13	6
The items I'm looking for on the library shelves are usually there	0.20	8	5.82	14
When I am away from campus I can access the Library resources and services I need	0.17	9	6.08	9
Course specific resources (online and in the reserve collection) meet my learning needs	0.17	10	5.95	11
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.16	11	6.15	5
I can get wireless access in the Library when I need to	0.13	12	6.56	1
The Library website provides useful information	0.11	13	5.70	16
Access to Library information resources has helped me to be successful at university	0.10	14	5.86	13
Library signage is clear	0.00	15	5.58	20
I can get help from library staff when I need it	-0.03	16	6.07	10
Library staff provide accurate answers to my enquiries	-0.05	17	5.95	12
The Library anticipates my learning and research needs	-0.05	18	5.45	22
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	-0.13	19	5.64	18
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	-0.14	20	5.60	19
I am informed about the Library services	-0.14	21	5.18	24
Books and articles I have requested from other Libraries are delivered promptly	-0.15	22	5.42	23
Online enquiry services (e.g. Email, Library Chat) meet my needs	-0.16	23	5.53	21
Face-to-face enquiry services meet my needs	-0.19	24	5.66	17
Library workshops, classes and tutorials help me with my learning and research needs	-0.32	25	5.05	25
A computer is available when I need one	-0.43	26	4.70	26

Singapore Management University Library Survey, February 2020

Best practice categories gap grid — Position - Undergraduate year 1

460 responses

Performance means x 10

Importance means x 10

Performance		

Grid plotted values (Importance x 10 vs Performance x 10):
- 18 at (58, 66)
- 19 at (61, 65)
- 14 at (52, 64)
- 17 at (60, 63)
- 15 at (48, 61)
- 24 at (56, 61); 6, 23 at (57, 61); 21 at (58, 61); 13 at (59, 61)
- 22 at (56, 60); 12 at (59, 60)
- 25 at (56, 59) — Median (59)
- 26 at (52, 58); 11 at (54, 58)
- 2 at (54, 57); 10 at (57, 57)
- 3 at (53, 56); 20 at (54, 56); 8 at (55, 56)
- 9 at (54, 55)
- 5 at (52, 54); 7 at (53, 54)
- 1 at (52, 52)
- 4 at (53, 51)
- 16 at (51, 47)

Median (58) on Performance axis.

Statements

1	I am informed about the Library services
2	The Library website provides useful information
3	Library signage is clear
4	Library workshops, classes and tutorials help me with my learning and research needs
5	The Library anticipates my learning and research needs
6	Opening hours meet my needs
7	Books and articles I have requested from other Libraries are delivered promptly
8	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs
9	Online enquiry services (e.g. Email, Library Chat) meet my needs
10	Face-to-face enquiry services meet my needs
11	The items I'm looking for on the library shelves are usually there
12	Library staff provide accurate answers to my enquiries
13	I can get help from library staff when I need it
14	I can find a quiet place in the Library to study when I need to
15	I can find a place in the Library to work in a group when I need to
16	A computer is available when I need one
17	Laptop facilities (e.g. desks, power) in the Library meet my needs
18	I can get wireless access in the Library when I need to
19	Printing, scanning and photocopying facilities in the Library meet my needs
20	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
21	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
22	Course specific resources (online and in the reserve collection) meet my learning needs
23	When I am away from campus I can access the Library resources and services I need
24	The Library search engine enables me find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at university
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Legend: Gap > 2.9   Gap > 1.9   Gap > 1.4   Gap > 0.9   Gap < 0.9

© Insync Surveys

Singapore Management University Library Survey, February 2020

Top 10 factors — Position - Undergraduate year 2

494 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.59	I can get wireless access in the Library when I need to	6.41	I can find a place in the Library to work in a group when I need to	4.44	I can find a place in the Library to work in a group when I need to	1.46
Printing, scanning and photocopying facilities in the Library meet my needs	6.45	I can get help from library staff when I need it	6.01	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	4.90	I can find a quiet place in the Library to study when I need to	1.39
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.38	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.94	I can find a quiet place in the Library to study when I need to	4.98	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.72
I can find a quiet place in the Library to study when I need to	6.37	Library staff provide accurate answers to my enquiries	5.94	I am informed about the Library services	5.14	Printing, scanning and photocopying facilities in the Library meet my needs	0.70
Opening hours meet my needs	6.23	When I am away from campus I can access the Library resources and services I need	5.88	A computer is available when I need one	5.20	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.53
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.15	Face-to-face enquiry services meet my needs	5.85	Library workshops, classes and tutorials help me with my learning and research needs	5.21	Opening hours meet my needs	0.41
The Library search engine enables me find relevant library resources	6.02	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.85	The Library anticipates my learning and research needs	5.28	The Library search engine enables me find relevant library resources	0.24
I can get help from library staff when I need it	5.97	Opening hours meet my needs	5.82	The Library website provides useful information	5.42	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.21
When I am away from campus I can access the Library resources and services I need	5.96	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.79	Books and articles I have requested from other Libraries are delivered promptly	5.42	Course specific resources (online and in the reserve collection) meet my learning needs	0.19
Course specific resources (online and in the reserve collection) meet my learning needs	5.92	The Library search engine enables me find relevant library resources quickly	5.78	Library signage is clear	5.44	I can get wireless access in the Library when I need to	0.18

Singapore Management University Library Survey, February 2020

Mean importance scores — Position - Undergraduate year 2

494 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.59	1	6.41	1
Printing, scanning and photocopying facilities in the Library meet my needs	6.45	2	5.75	11
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.38	3	5.85	7
I can find a quiet place in the Library to study when I need to	6.37	4	4.98	24
Opening hours meet my needs	6.23	5	5.82	8
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.15	6	5.94	3
The Library search engine enables me find relevant library resources quickly	6.02	7	5.78	10
I can get help from library staff when I need it	5.97	8	6.01	2
When I am away from campus I can access the Library resources and services I need	5.96	9	5.88	5
Course specific resources (online and in the reserve collection) meet my learning needs	5.92	10	5.73	12
I can find a place in the Library to work in a group when I need to	5.90	11	4.44	26
Library staff provide accurate answers to my enquiries	5.89	12	5.94	4
The items I'm looking for on the library shelves are usually there	5.73	13	5.60	16
Access to Library information resources has helped me to be successful at university	5.69	14	5.61	14
Face-to-face enquiry services meet my needs	5.63	15	5.85	6
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.62	16	4.90	25
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.59	17	5.79	9
The Library website provides useful information	5.56	18	5.42	19
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.47	19	5.62	13
Books and articles I have requested from other Libraries are delivered promptly	5.41	20	5.42	18
Library signage is clear	5.40	21	5.44	17
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.30	22	5.60	15
The Library anticipates my learning and research needs	5.21	23	5.28	20
I am informed about the Library services	5.06	24	5.14	23
Library workshops, classes and tutorials help me with my learning and research needs	4.89	25	5.21	21
A computer is available when I need one	4.72	26	5.20	22

Singapore Management University Library Survey, February 2020

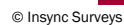Mean performance score — Position - Undergraduate year 2

494 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.41	1	6.59	1
I can get help from library staff when I need it	6.01	2	5.97	8
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.94	3	6.15	6
Library staff provide accurate answers to my enquiries	5.94	4	5.89	12
When I am away from campus I can access the Library resources and services I need	5.88	5	5.96	9
Face-to-face enquiry services meet my needs	5.85	6	5.63	15
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.85	7	6.38	3
Opening hours meet my needs	5.82	8	6.23	5
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.79	9	5.59	17
The Library search engine enables me find relevant library resources quickly	5.78	10	6.02	7
Printing, scanning and photocopying facilities in the Library meet my needs	5.75	11	6.45	2
Course specific resources (online and in the reserve collection) meet my learning needs	5.73	12	5.92	10
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.62	13	5.47	19
Access to Library information resources has helped me to be successful at university	5.61	14	5.69	14
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.60	15	5.30	22
The items I'm looking for on the library shelves are usually there	5.60	16	5.73	13
Library signage is clear	5.44	17	5.40	21
Books and articles I have requested from other Libraries are delivered promptly	5.42	18	5.41	20
The Library website provides useful information	5.42	19	5.56	18
The Library anticipates my learning and research needs	5.28	20	5.21	23
Library workshops, classes and tutorials help me with my learning and research needs	5.21	21	4.89	25
A computer is available when I need one	5.20	22	4.72	26
I am informed about the Library services	5.14	23	5.06	24
I can find a quiet place in the Library to study when I need to	4.98	24	6.37	4
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	4.90	25	5.62	16
I can find a place in the Library to work in a group when I need to	4.44	26	5.90	11

Singapore Management University Library Survey, February 2020

Mean gap scores — Position - Undergraduate year 2

494 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a place in the Library to work in a group when I need to	1.46	1	5.90	11
I can find a quiet place in the Library to study when I need to	1.39	2	6.37	4
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.72	3	5.62	16
Printing, scanning and photocopying facilities in the Library meet my needs	0.70	4	6.45	2
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.53	5	6.38	3
Opening hours meet my needs	0.41	6	6.23	5
The Library search engine enables me find relevant library resources quickly	0.24	7	6.02	7
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.21	8	6.15	6
Course specific resources (online and in the reserve collection) meet my learning needs	0.19	9	5.92	10
I can get wireless access in the Library when I need to	0.18	10	6.59	1
The Library website provides useful information	0.14	11	5.56	18
The items I'm looking for on the library shelves are usually there	0.13	12	5.73	13
When I am away from campus I can access the Library resources and services I need	0.09	13	5.96	9
Access to Library information resources has helped me to be successful at university	0.08	14	5.69	14
Books and articles I have requested from other Libraries are delivered promptly	-0.02	15	5.41	20
I can get help from library staff when I need it	-0.04	16	5.97	8
Library signage is clear	-0.04	17	5.40	21
Library staff provide accurate answers to my enquiries	-0.04	18	5.89	12
The Library anticipates my learning and research needs	-0.07	19	5.21	23
I am informed about the Library services	-0.08	20	5.06	24
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	-0.15	21	5.47	19
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	-0.20	22	5.59	17
Face-to-face enquiry services meet my needs	-0.23	23	5.63	15
Online enquiry services (e.g. Email, Library Chat) meet my needs	-0.30	24	5.30	22
Library workshops, classes and tutorials help me with my learning and research needs	-0.33	25	4.89	25
A computer is available when I need one	-0.48	26	4.72	26

Singapore Management University Library Survey, February 2020

Best practice categories gap grid — Position - Undergraduate year 2

494 responses

Performance means x 10

Statements	
1	I am informed about the Library services
2	The Library website provides useful information
3	Library signage is clear
4	Library workshops, classes and tutorials help me with my learning and research needs
5	The Library anticipates my learning and research needs
6	Opening hours meet my needs
7	Books and articles I have requested from other Libraries are delivered promptly
8	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs
9	Online enquiry services (e.g. Email, Library Chat) meet my needs
10	Face-to-face enquiry services meet my needs
11	The items I'm looking for on the library shelves are usually there
12	Library staff provide accurate answers to my enquiries
13	I can get help from library staff when I need it
14	I can find a quiet place in the Library to study when I need to
15	I can find a place in the Library to work in a group when I need to
16	A computer is available when I need one
17	Laptop facilities (e.g. desks, power) in the Library meet my needs
18	I can get wireless access in the Library when I need to
19	Printing, scanning and photocopying facilities in the Library meet my needs
20	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
21	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
22	Course specific resources (online and in the reserve collection) meet my learning needs
23	When I am away from campus I can access the Library resources and services I need
24	The Library search engine enables me find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at university
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

© Insync Surveys

Singapore Management University Library Survey, February 2020

Top 10 factors — Position - Undergraduate year 3

353 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.62	I can get wireless access in the Library when I need to	6.47	I can find a place in the Library to work in a group when I need to	4.49	I can find a place in the Library to work in a group when I need to	1.68
Printing, scanning and photocopying facilities in the Library meet my needs	6.50	When I am away from campus I can access the Library resources and services I need	6.02	I can find a quiet place in the Library to study when I need to	4.91	I can find a quiet place in the Library to study when I need to	1.52
I can find a quiet place in the Library to study when I need to	6.43	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.01	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	4.98	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.86
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.40	I can get help from library staff when I need it	5.93	I am informed about the Library services	5.19	Printing, scanning and photocopying facilities in the Library meet my needs	0.70
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.30	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.92	Library workshops, classes and tutorials help me with my learning and research needs	5.23	Opening hours meet my needs	0.48
The Library search engine enables me find relevant library resources	6.27	Face-to-face enquiry services meet my needs	5.88	A computer is available when I need one	5.25	The Library search engine enables me find relevant library resources	0.47
Opening hours meet my needs	6.26	Library staff provide accurate answers to my enquiries	5.87	The Library anticipates my learning and research needs	5.27	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.46
When I am away from campus I can access the Library resources and services I need	6.25	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.84	The items I'm looking for on the library shelves are usually there	5.49	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.39
I can find a place in the Library to work in a group when I need to	6.18	Access to Library information resources has helped me to be successful at university	5.83	The Library website provides useful information	5.51	The items I'm looking for on the library shelves are usually there	0.38
Course specific resources (online and in the reserve collection) meet my learning needs	6.07	Printing, scanning and photocopying facilities in the Library meet my needs	5.80	Books and articles I have requested from other Libraries are delivered promptly	5.51	Course specific resources (online and in the reserve collection) meet my learning needs	0.34

Singapore Management University Library Survey, February 2020

Mean importance scores — Position - Undergraduate year 3

353 responses   - 84 -

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.62	1	6.47	1
Printing, scanning and photocopying facilities in the Library meet my needs	6.50	2	5.80	10
I can find a quiet place in the Library to study when I need to	6.43	3	4.91	25
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.40	4	6.01	3
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.30	5	5.84	8
The Library search engine enables me find relevant library resources quickly	6.27	6	5.80	11
Opening hours meet my needs	6.26	7	5.77	12
When I am away from campus I can access the Library resources and services I need	6.25	8	6.02	2
I can find a place in the Library to work in a group when I need to	6.18	9	4.49	26
Course specific resources (online and in the reserve collection) meet my learning needs	6.07	10	5.73	13
Access to Library information resources has helped me to be successful at university	5.98	11	5.83	9
Library staff provide accurate answers to my enquiries	5.98	12	5.87	7
I can get help from library staff when I need it	5.98	13	5.93	4
The items I'm looking for on the library shelves are usually there	5.87	14	5.49	19
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.84	15	4.98	24
Face-to-face enquiry services meet my needs	5.77	16	5.88	6
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.75	17	5.92	5
The Library website provides useful information	5.72	18	5.51	18
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.65	19	5.64	15
Library signage is clear	5.64	20	5.58	16
Books and articles I have requested from other Libraries are delivered promptly	5.60	21	5.51	17
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.49	22	5.67	14
The Library anticipates my learning and research needs	5.35	23	5.27	20
A computer is available when I need one	5.07	24	5.25	21
I am informed about the Library services	5.01	25	5.19	23
Library workshops, classes and tutorials help me with my learning and research needs	4.81	26	5.23	22

Singapore Management University Library Survey, February 2020

Mean performance score — Position - Undergraduate year 3

353 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.47	1	6.62	1
When I am away from campus I can access the Library resources and services I need	6.02	2	6.25	8
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.01	3	6.40	4
I can get help from library staff when I need it	5.93	4	5.98	13
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.92	5	5.75	17
Face-to-face enquiry services meet my needs	5.88	6	5.77	16
Library staff provide accurate answers to my enquiries	5.87	7	5.98	12
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.84	8	6.30	5
Access to Library information resources has helped me to be successful at university	5.83	9	5.98	11
Printing, scanning and photocopying facilities in the Library meet my needs	5.80	10	6.50	2
The Library search engine enables me find relevant library resources quickly	5.80	11	6.27	6
Opening hours meet my needs	5.77	12	6.26	7
Course specific resources (online and in the reserve collection) meet my learning needs	5.73	13	6.07	10
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.67	14	5.49	22
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.64	15	5.65	19
Library signage is clear	5.58	16	5.64	20
Books and articles I have requested from other Libraries are delivered promptly	5.51	17	5.60	21
The Library website provides useful information	5.51	18	5.72	18
The items I'm looking for on the library shelves are usually there	5.49	19	5.87	14
The Library anticipates my learning and research needs	5.27	20	5.35	23
A computer is available when I need one	5.25	21	5.07	24
Library workshops, classes and tutorials help me with my learning and research needs	5.23	22	4.81	26
I am informed about the Library services	5.19	23	5.01	25
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	4.98	24	5.84	15
I can find a quiet place in the Library to study when I need to	4.91	25	6.43	3
I can find a place in the Library to work in a group when I need to	4.49	26	6.18	9

Singapore Management University Library Survey, February 2020

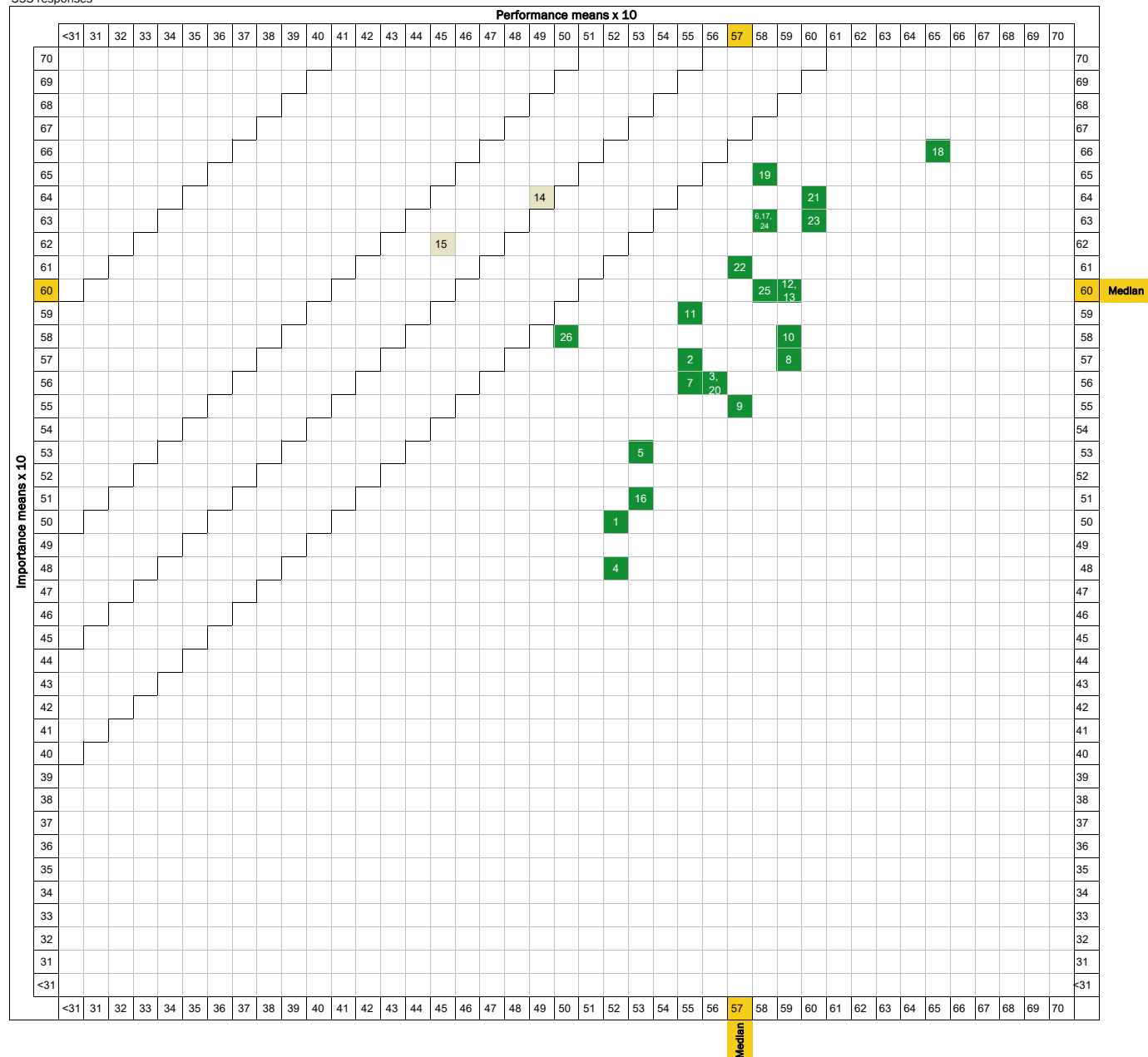Mean gap scores — Position - Undergraduate year 3

353 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a place in the Library to work in a group when I need to	1.68	1	6.18	9
I can find a quiet place in the Library to study when I need to	1.52	2	6.43	3
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.86	3	5.84	15
Printing, scanning and photocopying facilities in the Library meet my needs	0.70	4	6.50	2
Opening hours meet my needs	0.48	5	6.26	7
The Library search engine enables me find relevant library resources quickly	0.47	6	6.27	6
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.46	7	6.30	5
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.39	8	6.40	4
The items I'm looking for on the library shelves are usually there	0.38	9	5.87	14
Course specific resources (online and in the reserve collection) meet my learning needs	0.34	10	6.07	10
When I am away from campus I can access the Library resources and services I need	0.24	11	6.25	8
The Library website provides useful information	0.22	12	5.72	18
I can get wireless access in the Library when I need to	0.15	13	6.62	1
Access to Library information resources has helped me to be successful at university	0.15	14	5.98	11
Library staff provide accurate answers to my enquiries	0.10	15	5.98	12
Books and articles I have requested from other Libraries are delivered promptly	0.09	16	5.60	21
The Library anticipates my learning and research needs	0.08	17	5.35	23
Library signage is clear	0.06	18	5.64	20
I can get help from library staff when I need it	0.05	19	5.98	13
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.00	20	5.65	19
Face-to-face enquiry services meet my needs	-0.11	21	5.77	16
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	-0.17	22	5.75	17
A computer is available when I need one	-0.18	23	5.07	24
I am informed about the Library services	-0.18	24	5.01	25
Online enquiry services (e.g. Email, Library Chat) meet my needs	-0.19	25	5.49	22
Library workshops, classes and tutorials help me with my learning and research needs	-0.42	26	4.81	26

Singapore Management University Library Survey, February 2020

Best practice categories gap grid — Position - Undergraduate year 3

353 responses

Performance means x 10 (x-axis), **Importance means x 10** (y-axis)

Median (Performance) = 57, Median (Importance) = 60

Grid data points (Importance / Performance):

- 18 — Importance 66, Performance 65
- 19 — Importance 65, Performance 58
- 14 — Importance 64, Performance 49
- 21 — Importance 64, Performance 61
- 6, 17, 24 — Importance 63, Performance 59
- 23 — Importance 63, Performance 61
- 15 — Importance 62, Performance 44
- 22 — Importance 61, Performance 54
- 25 — Importance 60, Performance 58
- 12, 13 — Importance 60, Performance 59
- 11 — Importance 59, Performance 53
- 26 — Importance 58, Performance 48
- 10 — Importance 58, Performance 60
- 2 — Importance 57, Performance 53
- 8 — Importance 57, Performance 60
- 7 — Importance 56, Performance 52
- 3, 20 — Importance 56, Performance 53
- 9 — Importance 55, Performance 54
- 5 — Importance 53, Performance 52
- 16 — Importance 51, Performance 53
- 1 — Importance 50, Performance 52
- 4 — Importance 48, Performance 52

Statements

#	Statement
1	I am informed about the Library services
2	The Library website provides useful information
3	Library signage is clear
4	Library workshops, classes and tutorials help me with my learning and research needs
5	The Library anticipates my learning and research needs
6	Opening hours meet my needs
7	Books and articles I have requested from other Libraries are delivered promptly
8	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs
9	Online enquiry services (e.g. Email, Library Chat) meet my needs
10	Face-to-face enquiry services meet my needs
11	The items I'm looking for on the library shelves are usually there
12	Library staff provide accurate answers to my enquiries
13	I can get help from library staff when I need it
14	I can find a quiet place in the Library to study when I need to
15	I can find a place in the Library to work in a group when I need to
16	A computer is available when I need one
17	Laptop facilities (e.g. desks, power) in the Library meet my needs
18	I can get wireless access in the Library when I need to
19	Printing, scanning and photocopying facilities in the Library meet my needs
20	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
21	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
22	Course specific resources (online and in the reserve collection) meet my learning needs
23	When I am away from campus I can access the Library resources and services I need
24	The Library search engine enables me find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at university
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

© Insync Surveys

Singapore Management University Library Survey, February 2020

Top 10 factors — Position - Undergraduate year 4 & above

393 responses

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.64	I can get wireless access in the Library when I need to	6.48	I can find a place in the Library to work in a group when I need to	4.70	I can find a place in the Library to work in a group when I need to	1.33
Printing, scanning and photocopying facilities in the Library meet my needs	6.46	I can get help from library staff when I need it	6.05	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.05	I can find a quiet place in the Library to study when I need to	1.30
I can find a quiet place in the Library to study when I need to	6.43	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.04	I can find a quiet place in the Library to study when I need to	5.13	Printing, scanning and photocopying facilities in the Library meet my needs	0.65
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.27	When I am away from campus I can access the Library resources and services I need	6.04	Library workshops, classes and tutorials help me with my learning and research needs	5.22	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.59
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.26	Opening hours meet my needs	6.04	The Library anticipates my learning and research needs	5.33	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.30
The Library search engine enables me find relevant library resources	6.21	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.97	A computer is available when I need one	5.35	The Library search engine enables me find relevant library resources	0.29
Opening hours meet my needs	6.19	Course specific resources (online and in the reserve collection) meet my learning needs	5.97	I am informed about the Library services	5.37	The items I'm looking for on the library shelves are usually there	0.23
When I am away from campus I can access the Library resources and services I need	6.18	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.96	Books and articles I have requested from other Libraries are delivered promptly	5.56	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.22
I can find a place in the Library to work in a group when I need to	6.03	Library staff provide accurate answers to my enquiries	5.96	The Library website provides useful information	5.56	Opening hours meet my needs	0.16
Course specific resources (online and in the reserve collection) meet my learning needs	6.03	The Library search engine enables me find relevant library resources quickly	5.92	Online enquiry services (e.g. Email, Library Chat) meet my needs	5.60	I can get wireless access in the Library when I need to	0.15

Singapore Management University Library Survey, February 2020	Importance		Performance	
Mean importance scores — Position - Undergraduate year 4 & above				
393 responses				
	Mean	**Rank**	**Mean**	**Rank**
I can get wireless access in the Library when I need to	6.64	1	6.48	1
Printing, scanning and photocopying facilities in the Library meet my needs	6.46	2	5.81	13
I can find a quiet place in the Library to study when I need to	6.43	3	5.13	24
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.27	4	5.97	6
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.26	5	6.04	3
The Library search engine enables me find relevant library resources quickly	6.21	6	5.92	10
Opening hours meet my needs	6.19	7	6.04	5
When I am away from campus I can access the Library resources and services I need	6.18	8	6.04	4
I can find a place in the Library to work in a group when I need to	6.03	9	4.70	26
Course specific resources (online and in the reserve collection) meet my learning needs	6.03	10	5.97	7
I can get help from library staff when I need it	5.98	11	6.05	2
Library staff provide accurate answers to my enquiries	5.92	12	5.96	9
The items I'm looking for on the library shelves are usually there	5.89	13	5.66	16
Access to Library information resources has helped me to be successful at university	5.88	14	5.91	12
The Library website provides useful information	5.72	15	5.56	18
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.70	16	5.96	8
Face-to-face enquiry services meet my needs	5.66	17	5.92	11
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.64	18	5.05	25
Library signage is clear	5.52	19	5.69	15
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.51	20	5.79	14
Books and articles I have requested from other Libraries are delivered promptly	5.44	21	5.56	19
The Library anticipates my learning and research needs	5.26	22	5.33	22
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.23	23	5.60	17
I am informed about the Library services	5.15	24	5.37	20
Library workshops, classes and tutorials help me with my learning and research needs	4.72	25	5.22	23
A computer is available when I need one	4.62	26	5.35	21

Singapore Management University Library Survey, February 2020				
Mean performance score — Position - Undergraduate year 4 & above				
393 responses				

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.48	1	6.64	1
I can get help from library staff when I need it	6.05	2	5.98	11
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.04	3	6.26	5
When I am away from campus I can access the Library resources and services I need	6.04	4	6.18	8
Opening hours meet my needs	6.04	5	6.19	7
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.97	6	6.27	4
Course specific resources (online and in the reserve collection) meet my learning needs	5.97	7	6.03	10
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.96	8	5.70	16
Library staff provide accurate answers to my enquiries	5.96	9	5.92	12
The Library search engine enables me find relevant library resources quickly	5.92	10	6.21	6
Face-to-face enquiry services meet my needs	5.92	11	5.66	17
Access to Library information resources has helped me to be successful at university	5.91	12	5.88	14
Printing, scanning and photocopying facilities in the Library meet my needs	5.81	13	6.46	2
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.79	14	5.51	20
Library signage is clear	5.69	15	5.52	19
The items I'm looking for on the library shelves are usually there	5.66	16	5.89	13
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.60	17	5.23	23
The Library website provides useful information	5.56	18	5.72	15
Books and articles I have requested from other Libraries are delivered promptly	5.56	19	5.44	21
I am informed about the Library services	5.37	20	5.15	24
A computer is available when I need one	5.35	21	4.62	26
The Library anticipates my learning and research needs	5.33	22	5.26	22
Library workshops, classes and tutorials help me with my learning and research needs	5.22	23	4.72	25
I can find a quiet place in the Library to study when I need to	5.13	24	6.43	3
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.05	25	5.64	18
I can find a place in the Library to work in a group when I need to	4.70	26	6.03	9

Singapore Management University Library Survey, February 2020				
Mean gap scores — Position - Undergraduate year 4 & above				
393 responses				
	Gap		**Importance**	
	Mean	Rank	Mean	Rank
I can find a place in the Library to work in a group when I need to	1.33	1	6.03	9
I can find a quiet place in the Library to study when I need to	1.30	2	6.43	3
Printing, scanning and photocopying facilities in the Library meet my needs	0.65	3	6.46	2
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.59	4	5.64	18
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.30	5	6.27	4
The Library search engine enables me find relevant library resources quickly	0.29	6	6.21	6
The items I'm looking for on the library shelves are usually there	0.23	7	5.89	13
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.22	8	6.26	5
Opening hours meet my needs	0.16	9	6.19	7
I can get wireless access in the Library when I need to	0.15	10	6.64	1
The Library website provides useful information	0.15	11	5.72	15
When I am away from campus I can access the Library resources and services I need	0.14	12	6.18	8
Course specific resources (online and in the reserve collection) meet my learning needs	0.06	13	6.03	10
Access to Library information resources has helped me to be successful at university	-0.03	14	5.88	14
Library staff provide accurate answers to my enquiries	-0.04	15	5.92	12
I can get help from library staff when I need it	-0.07	16	5.98	11
The Library anticipates my learning and research needs	-0.08	17	5.26	22
Books and articles I have requested from other Libraries are delivered promptly	-0.13	18	5.44	21
Library signage is clear	-0.17	19	5.52	19
I am informed about the Library services	-0.23	20	5.15	24
Face-to-face enquiry services meet my needs	-0.25	21	5.66	17
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	-0.26	22	5.70	16
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	-0.28	23	5.51	20
Online enquiry services (e.g. Email, Library Chat) meet my needs	-0.37	24	5.23	23
Library workshops, classes and tutorials help me with my learning and research needs	-0.50	25	4.72	25
A computer is available when I need one	-0.72	26	4.62	26

Singapore Management University Library Survey, February 2020

Best practice categories gap grid — Position - Undergraduate year 4 & above

393 responses

Performance means x 10

Importance means x 10

	Statements
1	I am informed about the Library services
2	The Library website provides useful information
3	Library signage is clear
4	Library workshops, classes and tutorials help me with my learning and research needs
5	The Library anticipates my learning and research needs
6	Opening hours meet my needs
7	Books and articles I have requested from other Libraries are delivered promptly
8	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs
9	Online enquiry services (e.g. Email, Library Chat) meet my needs
10	Face-to-face enquiry services meet my enquiries
11	The items I'm looking for on the library shelves are usually there
12	Library staff provide accurate answers to my enquiries
13	I can get help from library staff when I need it
14	I can find a quiet place in the Library to study when I need to
15	I can find a place in the Library to work in a group when I need to
16	A computer is available when I need one
17	Laptop facilities (e.g. desks, power) in the Library meet my needs
18	I can get wireless access in the Library when I need to
19	Printing, scanning and photocopying facilities in the Library meet my needs
20	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
21	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
22	Course specific resources (online and in the reserve collection) meet my learning needs
23	When I am away from campus I can access the Library resources and services I need
24	The Library search engine enables me find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at university
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

© Insync Surveys

Singapore Management University Library Survey, February 2020

Top 10 factors — Position - Graduate: Masters

320 responses

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.58	I can get wireless access in the Library when I need to	6.50	I can find a place in the Library to work in a group when I need to	4.88	I can find a place in the Library to work in a group when I need to	1.28
I can find a quiet place in the Library to study when I need to	6.40	Library staff provide accurate answers to my enquiries	6.10	A computer is available when I need one	5.19	I can find a quiet place in the Library to study when I need to	1.14
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.38	I can get help from library staff when I need it	6.06	I can find a quiet place in the Library to study when I need to	5.26	Printing, scanning and photocopying facilities in the Library meet my needs	0.53
Printing, scanning and photocopying facilities in the Library meet my needs	6.30	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.04	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.44	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.46
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.28	Face-to-face enquiry services meet my needs	6.01	I am informed about the Library services	5.51	Opening hours meet my needs	0.41
Opening hours meet my needs	6.21	When I am away from campus I can access the Library resources and services I need	5.95	The Library anticipates my learning and research needs	5.56	Course specific resources (online and in the reserve collection) meet my learning needs	0.40
Library staff provide accurate answers to my enquiries	6.20	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.92	Library workshops, classes and tutorials help me with my learning and research needs	5.59	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.39
I can get help from library staff when I need it	6.19	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.89	The Library website provides useful information	5.62	The items I'm looking for on the library shelves are usually there	0.39
I can find a place in the Library to work in a group when I need to	6.16	Online enquiry services (e.g. Email, Library Chat) meet my needs	5.88	The items I'm looking for on the library shelves are usually there	5.66	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.38
The Library search engine enables me find relevant library resources quickly	6.16	Books and articles I have requested from other Libraries are delivered promptly	5.84	Library signage is clear	5.75	The Library website provides useful information	0.31

Singapore Management University Library Survey, February 2020

Mean importance scores — Position - Graduate: Masters

320 responses

	Importance		Performance	
	Mean	**Rank**	**Mean**	**Rank**
I can get wireless access in the Library when I need to	6.58	1	6.50	1
I can find a quiet place in the Library to study when I need to	6.40	2	5.26	24
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.38	3	5.92	7
Printing, scanning and photocopying facilities in the Library meet my needs	6.30	4	5.77	15
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.28	5	5.89	8
Opening hours meet my needs	6.21	6	5.81	13
Library staff provide accurate answers to my enquiries	6.20	7	6.10	2
I can get help from library staff when I need it	6.19	8	6.06	3
I can find a place in the Library to work in a group when I need to	6.16	9	4.88	26
The Library search engine enables me find relevant library resources quickly	6.16	10	5.84	11
Course specific resources (online and in the reserve collection) meet my learning needs	6.14	11	5.75	16
When I am away from campus I can access the Library resources and services I need	6.10	12	5.95	6
The items I'm looking for on the library shelves are usually there	6.05	13	5.66	18
Face-to-face enquiry services meet my needs	6.00	14	6.01	5
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.99	15	6.04	4
Access to Library information resources has helped me to be successful at university	5.95	16	5.78	14
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.94	17	5.81	12
The Library website provides useful information	5.93	18	5.62	19
Books and articles I have requested from other Libraries are delivered promptly	5.88	19	5.84	10
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.83	20	5.44	23
Library signage is clear	5.81	21	5.75	17
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.79	22	5.88	9
The Library anticipates my learning and research needs	5.75	23	5.56	21
I am informed about the Library services	5.68	24	5.51	22
Library workshops, classes and tutorials help me with my learning and research needs	5.63	25	5.59	20
A computer is available when I need one	5.41	26	5.19	25

Singapore Management University Library Survey, February 2020 Mean performance score — Position - Graduate: Masters 320 responses	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.50	1	6.58	1
Library staff provide accurate answers to my enquiries	6.10	2	6.20	7
I can get help from library staff when I need it	6.06	3	6.19	8
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.04	4	5.99	15
Face-to-face enquiry services meet my needs	6.01	5	6.00	14
When I am away from campus I can access the Library resources and services I need	5.95	6	6.10	12
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.92	7	6.38	3
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.89	8	6.28	5
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.88	9	5.79	22
Books and articles I have requested from other Libraries are delivered promptly	5.84	10	5.88	19
The Library search engine enables me find relevant library resources quickly	5.84	11	6.16	10
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.81	12	5.94	17
Opening hours meet my needs	5.81	13	6.21	6
Access to Library information resources has helped me to be successful at university	5.78	14	5.95	16
Printing, scanning and photocopying facilities in the Library meet my needs	5.77	15	6.30	4
Course specific resources (online and in the reserve collection) meet my learning needs	5.75	16	6.14	11
Library signage is clear	5.75	17	5.81	21
The items I'm looking for on the library shelves are usually there	5.66	18	6.05	13
The Library website provides useful information	5.62	19	5.93	18
Library workshops, classes and tutorials help me with my learning and research needs	5.59	20	5.63	25
The Library anticipates my learning and research needs	5.56	21	5.75	23
I am informed about the Library services	5.51	22	5.68	24
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.44	23	5.83	20
I can find a quiet place in the Library to study when I need to	5.26	24	6.40	2
A computer is available when I need one	5.19	25	5.41	26
I can find a place in the Library to work in a group when I need to	4.88	26	6.16	9

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a place in the Library to work in a group when I need to	1.28	1	6.16	9
I can find a quiet place in the Library to study when I need to	1.14	2	6.40	2
Printing, scanning and photocopying facilities in the Library meet my needs	0.53	3	6.30	4
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.46	4	6.38	3
Opening hours meet my needs	0.41	5	6.21	6
Course specific resources (online and in the reserve collection) meet my learning needs	0.40	6	6.14	11
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.39	7	6.28	5
The items I'm looking for on the library shelves are usually there	0.39	8	6.05	13
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.38	9	5.83	20
The Library website provides useful information	0.31	10	5.93	18
The Library search engine enables me find relevant library resources quickly	0.31	11	6.16	10
A computer is available when I need one	0.22	12	5.41	26
The Library anticipates my learning and research needs	0.19	13	5.75	23
Access to Library information resources has helped me to be successful at university	0.18	14	5.95	16
I am informed about the Library services	0.17	15	5.68	24
When I am away from campus I can access the Library resources and services I need	0.15	16	6.10	12
I can get help from library staff when I need it	0.13	17	6.19	8
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.13	18	5.94	17
Library staff provide accurate answers to my enquiries	0.10	19	6.20	7
I can get wireless access in the Library when I need to	0.08	20	6.58	1
Library signage is clear	0.06	21	5.81	21
Library workshops, classes and tutorials help me with my learning and research needs	0.04	22	5.63	25
Books and articles I have requested from other Libraries are delivered promptly	0.03	23	5.88	19
Face-to-face enquiry services meet my needs	-0.01	24	6.00	14
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	-0.05	25	5.99	15
Online enquiry services (e.g. Email, Library Chat) meet my needs	-0.09	26	5.79	22

Singapore Management University Library Survey, February 2020

Best practice categories gap grid — Position - Graduate: Masters

320 responses

Performance means x 10

Importance means x 10

Median — 61

Median — 58

Legend: Gap > 2.9   Gap > 1.9   Gap > 1.4   Gap > 0.9   Gap < 0.9

© Insync Surveys

Singapore Management University Library Survey, February 2020

Top 10 factors — Position - Graduate: Doctoral

46 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
When I am away from campus I can access the Library resources and services I need	6.73	I can get wireless access in the Library when I need to	6.55	A computer is available when I need one	4.63	I can find a quiet place in the Library to study when I need to	1.31
I can get wireless access in the Library when I need to	6.66	When I am away from campus I can access the Library resources and services I need	6.46	I can find a place in the Library to work in a group when I need to	4.94	A computer is available when I need one	0.67
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.51	I can get help from library staff when I need it	6.34	I can find a quiet place in the Library to study when I need to	5.17	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.62
I can find a quiet place in the Library to study when I need to	6.48	Face-to-face enquiry services meet my needs	6.17	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.24	I can find a place in the Library to work in a group when I need to	0.59
The Library search engine enables me find relevant library resources quickly	6.43	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.15	Printing, scanning and photocopying facilities in the Library meet my needs	5.36	The Library anticipates my learning and research needs	0.57
I can get help from library staff when I need it	6.39	Access to Library information resources has helped me to be successful at university	6.12	The Library anticipates my learning and research needs	5.50	The items I'm looking for on the library shelves are usually there	0.54
The Library website provides useful information	6.30	Library staff provide accurate answers to my enquiries	6.10	Online enquiry services (e.g. Email, Library Chat) meet my needs	5.62	The Library search engine enables me find relevant library resources	0.50
Access to Library information resources has helped me to be successful at university	6.29	The Library website provides useful information	6.07	Opening hours meet my needs	5.69	Online enquiry services (e.g. Email, Library Chat) meet my needs	0.47
The items I'm looking for on the library shelves are usually there	6.26	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.05	Library workshops, classes and tutorials help me with my learning and research needs	5.69	Books and articles I have requested from other Libraries are delivered promptly	0.47
Books and articles I have requested from other Libraries are delivered promptly	6.25	Library signage is clear	5.93	The items I'm looking for on the library shelves are usually there	5.72	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.47

Singapore Management University Library Survey, February 2020

Mean importance scores — Position - Graduate: Doctoral

46 responses

	Importance		Performance	
	Mean	**Rank**	**Mean**	**Rank**
When I am away from campus I can access the Library resources and services I need	6.73	1	6.46	2
I can get wireless access in the Library when I need to	6.66	2	6.55	1
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.51	3	6.05	9
I can find a quiet place in the Library to study when I need to	6.48	4	5.17	24
The Library search engine enables me find relevant library resources quickly	6.43	5	5.93	12
I can get help from library staff when I need it	6.39	6	6.34	3
The Library website provides useful information	6.30	7	6.07	8
Access to Library information resources has helped me to be successful at university	6.29	8	6.12	6
The items I'm looking for on the library shelves are usually there	6.26	9	5.72	17
Books and articles I have requested from other Libraries are delivered promptly	6.25	10	5.78	14
Library staff provide accurate answers to my enquiries	6.23	11	6.10	7
Face-to-face enquiry services meet my needs	6.20	12	6.17	4
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.13	13	5.76	16
Online enquiry services (e.g. Email, Library Chat) meet my needs	6.09	14	5.62	20
The Library anticipates my learning and research needs	6.07	15	5.50	21
I am informed about the Library services	6.07	16	5.93	11
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.05	17	6.15	5
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	6.03	18	5.78	13
Library signage is clear	6.00	19	5.93	10
Opening hours meet my needs	5.96	20	5.69	19
Course specific resources (online and in the reserve collection) meet my learning needs	5.91	21	5.78	14
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.85	22	5.24	23
Library workshops, classes and tutorials help me with my learning and research needs	5.79	23	5.69	18
Printing, scanning and photocopying facilities in the Library meet my needs	5.76	24	5.36	22
I can find a place in the Library to work in a group when I need to	5.53	25	4.94	25
A computer is available when I need one	5.30	26	4.63	26

Singapore Management University Library Survey, February 2020

Mean performance score — Position - Graduate: Doctoral

46 responses

	Performance		Importance	
	Mean	**Rank**	**Mean**	**Rank**
I can get wireless access in the Library when I need to	6.55	1	6.66	2
When I am away from campus I can access the Library resources and services I need	6.46	2	6.73	1
I can get help from library staff when I need it	6.34	3	6.39	6
Face-to-face enquiry services meet my needs	6.17	4	6.20	12
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.15	5	6.05	17
Access to Library information resources has helped me to be successful at university	6.12	6	6.29	8
Library staff provide accurate answers to my enquiries	6.10	7	6.23	11
The Library website provides useful information	6.07	8	6.30	7
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.05	9	6.51	3
Library signage is clear	5.93	10	6.00	19
I am informed about the Library services	5.93	11	6.07	16
The Library search engine enables me find relevant library resources quickly	5.93	12	6.43	5
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.78	13	6.03	18
Course specific resources (online and in the reserve collection) meet my learning needs	5.78	14	5.91	21
Books and articles I have requested from other Libraries are delivered promptly	5.78	14	6.25	10
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.76	16	6.13	13
The items I'm looking for on the library shelves are usually there	5.72	17	6.26	9
Library workshops, classes and tutorials help me with my learning and research needs	5.69	18	5.79	23
Opening hours meet my needs	5.69	19	5.96	20
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.62	20	6.09	14
The Library anticipates my learning and research needs	5.50	21	6.07	15
Printing, scanning and photocopying facilities in the Library meet my needs	5.36	22	5.76	24
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.24	23	5.85	22
I can find a quiet place in the Library to study when I need to	5.17	24	6.48	4
I can find a place in the Library to work in a group when I need to	4.94	25	5.53	25
A computer is available when I need one	4.63	26	5.30	26

Singapore Management University Library Survey, February 2020

Mean gap scores — Position - Graduate: Doctoral

46 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Library to study when I need to	1.31	1	6.48	4
A computer is available when I need one	0.67	2	5.30	26
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.62	3	5.85	22
I can find a place in the Library to work in a group when I need to	0.59	4	5.53	25
The Library anticipates my learning and research needs	0.57	5	6.07	15
The items I'm looking for on the library shelves are usually there	0.54	6	6.26	9
The Library search engine enables me find relevant library resources quickly	0.50	7	6.43	5
Online enquiry services (e.g. Email, Library Chat) meet my needs	0.47	8	6.09	14
Books and articles I have requested from other Libraries are delivered promptly	0.47	9	6.25	10
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.47	10	6.51	3
Printing, scanning and photocopying facilities in the Library meet my needs	0.39	11	5.76	24
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.37	12	6.13	13
When I am away from campus I can access the Library resources and services I need	0.27	13	6.73	1
Opening hours meet my needs	0.27	14	5.96	20
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.24	15	6.03	18
The Library website provides useful information	0.24	16	6.30	7
Access to Library information resources has helped me to be successful at university	0.17	17	6.29	8
I am informed about the Library services	0.13	18	6.07	16
Course specific resources (online and in the reserve collection) meet my learning needs	0.13	19	5.91	21
Library staff provide accurate answers to my enquiries	0.13	19	6.23	11
I can get wireless access in the Library when I need to	0.11	21	6.66	2
Library workshops, classes and tutorials help me with my learning and research needs	0.10	22	5.79	23
Library signage is clear	0.07	23	6.00	19
I can get help from library staff when I need it	0.05	24	6.39	6
Face-to-face enquiry services meet my needs	0.03	25	6.20	12
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	-0.10	26	6.05	17

Singapore Management University Library Survey, February 2020

Best practice categories gap grid — Position - Graduate: Doctoral

46 responses

Performance means x 10

Importance means x 10

Median: 61 (vertical), 58 (horizontal)

Statements

#	Statement
1	I am informed about the Library services
2	The Library website provides useful information
3	Library signage is clear
4	Library workshops, classes and tutorials help me with my learning and research needs
5	The Library anticipates my learning and research needs
6	Opening hours meet my needs
7	Books and articles I have requested from other Libraries are delivered promptly
8	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs
9	Online enquiry services (e.g. Email, Library Chat) meet my needs
10	Face-to-face enquiry services meet my needs
11	The items I'm looking for on the library shelves are usually there
12	Library staff provide accurate answers to my enquiries
13	I can get help from library staff when I need it
14	I can find a quiet place in the Library to study when I need to
15	I can find a place in the Library to work in a group when I need to
16	A computer is available when I need one
17	Laptop facilities (e.g. desks, power) in the Library meet my needs
18	I can get wireless access in the Library when I need to
19	Printing, scanning and photocopying facilities in the Library meet my needs
20	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
21	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
22	Course specific resources (online and in the reserve collection) meet my learning needs
23	When I am away from campus I can access the Library resources and services I need
24	The Library search engine enables me find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at university
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

© Insync Surveys

Singapore Management University Library Survey, February 2020

Top 10 factors — Position - Faculty: Professor

18 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.83	I can get help from library staff when I need it	6.67	A computer is available when I need one	5.00	The Library search engine enables me find relevant library resources quickly	0.67
The Library search engine enables me find relevant library resources quickly	6.72	Books and articles I have requested from other Libraries are delivered promptly	6.65	I can find a quiet place in the Library to study when I need to	5.20	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.57
I can get help from library staff when I need it	6.72	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.50	Printing, scanning and photocopying facilities in the Library meet my needs	5.33	The items I'm looking for on the library shelves are usually there	0.56
Library staff provide accurate answers to my enquiries	6.65	When I am away from campus I can access the Library resources and services I need	6.50	I can find a place in the Library to work in a group when I need to	5.40	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.44
When I am away from campus I can access the Library resources and services I need	6.61	The Library website provides useful information	6.41	The items I'm looking for on the library shelves are usually there	5.50	Library staff provide accurate answers to my enquiries	0.29
The Library website provides useful information	6.59	Online enquiry services (e.g. Email, Library Chat) meet my needs	6.41	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.64	Online enquiry services (e.g. Email, Library Chat) meet my needs	0.18
Online enquiry services (e.g. Email, Library Chat) meet my needs	6.59	I am informed about the Library services	6.39	Library workshops, classes and tutorials help me with my learning and research needs	5.67	The Library website provides useful information	0.18
Access to Library information resources has helped me to be successful at university	6.44	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.39	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.82	Access to Library information resources has helped me to be successful at university	0.13
Books and articles I have requested from other Libraries are delivered promptly	6.41	Library staff provide accurate answers to my enquiries	6.35	Course specific resources (online and in the reserve collection) meet my learning needs	5.92	The Library anticipates my learning and research needs	0.12
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.39	I can get wireless access in the Library when I need to	6.33	The Library anticipates my learning and research needs	5.94	When I am away from campus I can access the Library resources and services I need	0.11

Singapore Management University Library Survey, February 2020

Mean importance scores — Position - Faculty: Professor

18 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.83	1	6.39	7
The Library search engine enables me find relevant library resources quickly	6.72	2	6.06	15
I can get help from library staff when I need it	6.72	2	6.67	1
Library staff provide accurate answers to my enquiries	6.65	4	6.35	9
When I am away from campus I can access the Library resources and services I need	6.61	5	6.50	3
The Library website provides useful information	6.59	6	6.41	5
Online enquiry services (e.g. Email, Library Chat) meet my needs	6.59	6	6.41	5
Access to Library information resources has helped me to be successful at university	6.44	8	6.31	11
Books and articles I have requested from other Libraries are delivered promptly	6.41	9	6.65	2
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.39	10	6.50	3
I am informed about the Library services	6.22	11	6.39	7
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	6.21	12	5.64	21
The items I'm looking for on the library shelves are usually there	6.06	13	5.50	22
The Library anticipates my learning and research needs	6.06	14	5.94	17
Course specific resources (online and in the reserve collection) meet my learning needs	6.00	15	5.92	18
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.82	16	5.82	19
Library signage is clear	5.75	17	6.31	11
Opening hours meet my needs	5.67	18	6.28	13
I can get wireless access in the Library when I need to	5.56	19	6.33	10
Face-to-face enquiry services meet my needs	5.50	20	6.19	14
Library workshops, classes and tutorials help me with my learning and research needs	5.07	21	5.67	20
Printing, scanning and photocopying facilities in the Library meet my needs	4.17	22	5.33	24
Laptop facilities (e.g. desks, power) in the Library meet my needs	4.17	22	6.00	16
I can find a quiet place in the Library to study when I need to	3.20	24	5.20	25
A computer is available when I need one	2.80	25	5.00	26
I can find a place in the Library to work in a group when I need to	2.80	25	5.40	23

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get help from library staff when I need it	6.67	1	6.72	2
Books and articles I have requested from other Libraries are delivered promptly	6.65	2	6.41	9
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.50	3	6.39	10
When I am away from campus I can access the Library resources and services I need	6.50	3	6.61	5
The Library website provides useful information	6.41	5	6.59	6
Online enquiry services (e.g. Email, Library Chat) meet my needs	6.41	5	6.59	6
I am informed about the Library services	6.39	7	6.22	11
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.39	7	6.83	1
Library staff provide accurate answers to my enquiries	6.35	9	6.65	4
I can get wireless access in the Library when I need to	6.33	10	5.56	19
Library signage is clear	6.31	11	5.75	17
Access to Library information resources has helped me to be successful at university	6.31	11	6.44	8
Opening hours meet my needs	6.28	13	5.67	18
Face-to-face enquiry services meet my needs	6.19	14	5.50	20
The Library search engine enables me find relevant library resources quickly	6.06	15	6.72	2
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.00	16	4.17	22
The Library anticipates my learning and research needs	5.94	17	6.06	14
Course specific resources (online and in the reserve collection) meet my learning needs	5.92	18	6.00	15
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.82	19	5.82	16
Library workshops, classes and tutorials help me with my learning and research needs	5.67	20	5.07	21
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.64	21	6.21	12
The items I'm looking for on the library shelves are usually there	5.50	22	6.06	13
I can find a place in the Library to work in a group when I need to	5.40	23	2.80	25
Printing, scanning and photocopying facilities in the Library meet my needs	5.33	24	4.17	22
I can find a quiet place in the Library to study when I need to	5.20	25	3.20	24
A computer is available when I need one	5.00	26	2.80	25

Singapore Management University Library Survey, February 2020

Mean gap scores — Position - Faculty: Professor

18 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
The Library search engine enables me find relevant library resources quickly	0.67	1	6.72	2
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.57	2	6.21	12
The items I'm looking for on the library shelves are usually there	0.56	3	6.06	13
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.44	4	6.83	1
Library staff provide accurate answers to my enquiries	0.29	5	6.65	4
Online enquiry services (e.g. Email, Library Chat) meet my needs	0.18	6	6.59	6
The Library website provides useful information	0.18	6	6.59	6
Access to Library information resources has helped me to be successful at university	0.13	8	6.44	8
The Library anticipates my learning and research needs	0.12	9	6.06	14
When I am away from campus I can access the Library resources and services I need	0.11	10	6.61	5
Course specific resources (online and in the reserve collection) meet my learning needs	0.08	11	6.00	15
I can get help from library staff when I need it	0.06	12	6.72	2
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.00	13	5.82	16
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	-0.11	14	6.39	10
I am informed about the Library services	-0.17	15	6.22	11
Books and articles I have requested from other Libraries are delivered promptly	-0.24	16	6.41	9
Library signage is clear	-0.56	17	5.75	17
Library workshops, classes and tutorials help me with my learning and research needs	-0.60	18	5.07	21
Opening hours meet my needs	-0.61	19	5.67	18
Face-to-face enquiry services meet my needs	-0.69	20	5.50	20
I can get wireless access in the Library when I need to	-0.78	21	5.56	19
Printing, scanning and photocopying facilities in the Library meet my needs	-1.17	22	4.17	22
Laptop facilities (e.g. desks, power) in the Library meet my needs	-1.83	23	4.17	22
I can find a quiet place in the Library to study when I need to	-2.00	24	3.20	24
A computer is available when I need one	-2.20	25	2.80	25
I can find a place in the Library to work in a group when I need to	-2.60	26	2.80	25

Singapore Management University Library Survey, February 2020

Best practice categories gap grid — Position - Faculty: Professor

18 responses

Performance means x 10

Importance means x 10 (vertical axis)

Grid data points (Performance x 10, Importance x 10):
- 21 — (64, 68)
- 24 — (61, 67)
- 13 — (66, 67)
- 9, 2, 12 — (63, 66)
- 23 — (64, 66)
- 25 — (63, 64)
- 8 — (65, 64)
- 7 — (66, 64)
- 1 — (63, 62)
- 20 — (56, 62)
- 11 — (54, 61) — Median
- 5 — (59, 61)
- 22 — (59, 60)
- 26 — (57, 58)
- 3 — (63, 58)
- 6 — (63, 57)
- 18 — (63, 56)
- 10 — (61, 55)
- 4 — (52, 51)
- 19 — (50, 42)
- 17 — (59, 42)
- 14 — (52, 32)
- 16 — (49, <31)
- 15 — (53, <31)

Median (Performance): 63
Median (Importance): 61

Statements

#	Statement
1	I am informed about the Library services
2	The Library website provides useful information
3	Library signage is clear
4	Library workshops, classes and tutorials help me with my learning and research needs
5	The Library anticipates my learning and research needs
6	Opening hours meet my needs
7	Books and articles I have requested from other Libraries are delivered promptly
8	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs
9	Online enquiry services (e.g. Email, Library Chat) meet my needs
10	Face-to-face enquiry services meet my needs
11	The items I'm looking for on the library shelves are usually there
12	Library staff provide accurate answers to my enquiries
13	I can get help from library staff when I need it
14	I can find a quiet place in the Library to study when I need to
15	I can find a place in the Library to work in a group when I need to
16	A computer is available when I need one
17	Laptop facilities (e.g. desks, power) in the Library meet my needs
18	I can get wireless access in the Library when I need to
19	Printing, scanning and photocopying facilities in the Library meet my needs
20	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
21	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
22	Course specific resources (online and in the reserve collection) meet my learning needs
23	When I am away from campus I can access the Library resources and services I need
24	The Library search engine enables me find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at university
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Legend:
- Gap > 2.9
- Gap > 1.9
- Gap > 1.4
- Gap > 0.9
- Gap < 0.9

© Insync Surveys

Singapore Management University Library Survey, February 2020

Top 10 factors — Position - Faculty: Associate Professor

42 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.87	Books and articles I have requested from other Libraries are delivered promptly	6.70	A computer is available when I need one	5.50	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.76
The Library search engine enables me find relevant library resources	6.59	I can get help from library staff when I need it	6.68	Printing, scanning and photocopying facilities in the Library meet my needs	5.64	The Library search engine enables me find relevant library resources	0.59
Online enquiry services (e.g. Email, Library Chat) meet my needs	6.58	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.67	I can find a quiet place in the Library to study when I need to	5.73	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.45
When I am away from campus I can access the Library resources and services I need	6.55	Online enquiry services (e.g. Email, Library Chat) meet my needs	6.67	The Library anticipates my learning and research needs	5.78	When I am away from campus I can access the Library resources and services I need	0.24
Library staff provide accurate answers to my enquiries	6.55	Face-to-face enquiry services meet my needs	6.66	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.83	Access to Library information resources has helped me to be successful at university	0.22
I can get help from library staff when I need it	6.55	Library staff provide accurate answers to my enquiries	6.63	I can find a place in the Library to work in a group when I need to	5.88	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.20
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	6.45	I can get wireless access in the Library when I need to	6.53	The Library search engine enables me find relevant library resources quickly	6.00	The Library website provides useful information	0.18
The Library website provides useful information	6.40	Opening hours meet my needs	6.39	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	6.00	Course specific resources (online and in the reserve collection) meet my learning needs	-0.04
Books and articles I have requested from other Libraries are delivered promptly	6.37	Course specific resources (online and in the reserve collection) meet my learning needs	6.33	The items I'm looking for on the library shelves are usually there	6.00	Library staff provide accurate answers to my enquiries	-0.08
Access to Library information resources has helped me to be successful at university	6.34	When I am away from campus I can access the Library resources and services I need	6.32	Laptop facilities (e.g. desks, power) in the Library meet my needs	6.00	Online enquiry services (e.g. Email, Library Chat) meet my needs	-0.09

	Importance		Performance	
	Mean	**Rank**	**Mean**	**Rank**
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.87	1	6.11	15
The Library search engine enables me find relevant library resources quickly	6.59	2	6.00	17
Online enquiry services (e.g. Email, Library Chat) meet my needs	6.58	3	6.67	3
When I am away from campus I can access the Library resources and services I need	6.55	4	6.32	10
Library staff provide accurate answers to my enquiries	6.55	4	6.63	6
I can get help from library staff when I need it	6.55	4	6.68	2
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	6.45	7	6.00	17
The Library website provides useful information	6.40	8	6.23	11
Books and articles I have requested from other Libraries are delivered promptly	6.37	9	6.70	1
Access to Library information resources has helped me to be successful at university	6.34	10	6.13	13
Course specific resources (online and in the reserve collection) meet my learning needs	6.30	11	6.33	9
Face-to-face enquiry services meet my needs	6.29	12	6.66	5
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.18	13	6.67	3
I can get wireless access in the Library when I need to	6.05	14	6.53	7
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	6.03	15	5.83	22
I am informed about the Library services	5.95	16	6.23	11
The items I'm looking for on the library shelves are usually there	5.90	17	6.00	17
The Library anticipates my learning and research needs	5.61	18	5.78	23
Library signage is clear	5.54	19	6.09	16
Opening hours meet my needs	5.43	20	6.39	8
Library workshops, classes and tutorials help me with my learning and research needs	5.41	21	6.11	14
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.11	22	6.00	17
A computer is available when I need one	5.00	23	5.50	26
I can find a quiet place in the Library to study when I need to	5.00	23	5.73	24
Printing, scanning and photocopying facilities in the Library meet my needs	4.64	25	5.64	25
I can find a place in the Library to work in a group when I need to	4.63	26	5.88	21

Singapore Management University Library Survey, February 2020				
Mean performance score — Position - Faculty: Associate Professor				
42 responses				
	Performance		**Importance**	
	Mean	**Rank**	**Mean**	**Rank**
Books and articles I have requested from other Libraries are delivered promptly	6.70	1	6.37	9
I can get help from library staff when I need it	6.68	2	6.55	4
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.67	3	6.18	13
Online enquiry services (e.g. Email, Library Chat) meet my needs	6.67	3	6.58	3
Face-to-face enquiry services meet my needs	6.66	5	6.29	12
Library staff provide accurate answers to my enquiries	6.63	6	6.55	4
I can get wireless access in the Library when I need to	6.53	7	6.05	14
Opening hours meet my needs	6.39	8	5.43	20
Course specific resources (online and in the reserve collection) meet my learning needs	6.33	9	6.30	11
When I am away from campus I can access the Library resources and services I need	6.32	10	6.55	4
I am informed about the Library services	6.23	11	5.95	16
The Library website provides useful information	6.23	11	6.40	8
Access to Library information resources has helped me to be successful at university	6.13	13	6.34	10
Library workshops, classes and tutorials help me with my learning and research needs	6.11	14	5.41	21
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.11	15	6.87	1
Library signage is clear	6.09	16	5.54	19
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.00	17	5.11	22
The items I'm looking for on the library shelves are usually there	6.00	17	5.90	17
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	6.00	17	6.45	7
The Library search engine enables me find relevant library resources quickly	6.00	17	6.59	2
I can find a place in the Library to work in a group when I need to	5.88	21	4.63	26
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.83	22	6.03	15
The Library anticipates my learning and research needs	5.78	23	5.61	18
I can find a quiet place in the Library to study when I need to	5.73	24	5.00	23
Printing, scanning and photocopying facilities in the Library meet my needs	5.64	25	4.64	25
A computer is available when I need one	5.50	26	5.00	23

Singapore Management University Library Survey, February 2020

Mean gap scores — Position - Faculty: Associate Professor

42 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.76	1	6.87	1
The Library search engine enables me find relevant library resources quickly	0.59	2	6.59	2
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.45	3	6.45	7
When I am away from campus I can access the Library resources and services I need	0.24	4	6.55	4
Access to Library information resources has helped me to be successful at university	0.22	5	6.34	10
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.20	6	6.03	15
The Library website provides useful information	0.18	7	6.40	8
Course specific resources (online and in the reserve collection) meet my learning needs	-0.04	8	6.30	11
Library staff provide accurate answers to my enquiries	-0.08	9	6.55	4
Online enquiry services (e.g. Email, Library Chat) meet my needs	-0.09	10	6.58	3
The items I'm looking for on the library shelves are usually there	-0.10	11	5.90	17
I can get help from library staff when I need it	-0.13	12	6.55	4
The Library anticipates my learning and research needs	-0.17	13	5.61	18
I am informed about the Library services	-0.27	14	5.95	16
Books and articles I have requested from other Libraries are delivered promptly	-0.33	15	6.37	9
Face-to-face enquiry services meet my needs	-0.37	16	6.29	12
I can get wireless access in the Library when I need to	-0.47	17	6.05	14
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	-0.48	18	6.18	13
A computer is available when I need one	-0.50	19	5.00	23
Library signage is clear	-0.54	20	5.54	19
Library workshops, classes and tutorials help me with my learning and research needs	-0.70	21	5.41	21
I can find a quiet place in the Library to study when I need to	-0.73	22	5.00	23
Laptop facilities (e.g. desks, power) in the Library meet my needs	-0.89	23	5.11	22
Opening hours meet my needs	-0.96	24	5.43	20
Printing, scanning and photocopying facilities in the Library meet my needs	-1.00	25	4.64	25
I can find a place in the Library to work in a group when I need to	-1.25	26	4.63	26

Singapore Management University Library Survey, February 2020

Best practice categories gap grid — Position - Faculty: Associate Professor
42 responses

Performance means x 10

	<31	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	
70																																										70
69																																21										69
68																																										68
67																																										67
66																											24			23				12			9,13					66
65																											20															65
64																													2							7						64
63																											25		22							10						63
62																																				8						62	Median
61																																			18							61
60																										26					1											60
59																											11														59
58																																										58
57																																										57
56																										5																56
55																											3														55
54																											4			6												54
53																																										53
52																																										52
51																											17														51
50																					16		14																			50
49																																										49
48																																										48
47																																										47
46																				19			15																			46
45																																										45
44																																										44
43																																										43
42																																										42
41																																										41
40																																										40
39																																										39
38																																										38
37																																										37
36																																										36
35																																										35
34																																										34
33																																										33
32																																										32
31																																										31
<31																																										<31
	<31	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	

Importance means x 10 (vertical axis label)

Median (at 61 on horizontal axis)

Statements

1	I am informed about the Library services
2	The Library website provides useful information
3	Library signage is clear
4	Library workshops, classes and tutorials help me with my learning and research needs
5	The Library anticipates my learning and research needs
6	Opening hours meet my needs
7	Books and articles I have requested from other Libraries are delivered promptly
8	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs
9	Online enquiry services (e.g. Email, Library Chat) meet my needs
10	Face-to-face enquiry services meet my needs
11	The items I'm looking for on the library shelves are usually there
12	Library staff provide accurate answers to my enquiries
13	I can get help from library staff when I need it
14	I can find a quiet place in the Library to study when I need to
15	I can find a place in the Library to work in a group when I need to
16	A computer is available when I need one
17	Laptop facilities (e.g. desks, power) in the Library meet my needs
18	I can get wireless access in the Library when I need to
19	Printing, scanning and photocopying facilities in the Library meet my needs
20	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
21	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
22	Course specific resources (online and in the reserve collection) meet my learning needs
23	When I am away from campus I can access the Library resources and services I need
24	The Library search engine enables me find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at university
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

© Insync Surveys

Singapore Management University Library Survey, February 2020

Top 10 factors — Position - Faculty: Assistant Professor

47 responses

						Factors rated top 10 in importance	

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.46	I can get wireless access in the Library when I need to	6.42	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.56	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.73
When I am away from campus I can access the Library resources and services I need	6.38	I can get help from library staff when I need it	6.36	Printing, scanning and photocopying facilities in the Library meet my needs	5.58	The Library search engine enables me find relevant library resources quickly	0.24
I can get help from library staff when I need it	6.32	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.24	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.63	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.24
The Library search engine enables me find relevant library resources	6.27	Library staff provide accurate answers to my enquiries	6.22	A computer is available when I need one	5.69	The Library website provides useful information	0.22
Library staff provide accurate answers to my enquiries	6.27	Face-to-face enquiry services meet my needs	6.18	The Library anticipates my learning and research needs	5.72	When I am away from campus I can access the Library resources and services I need	0.21
Books and articles I have requested from other Libraries are delivered promptly	6.24	When I am away from campus I can access the Library resources and services I need	6.17	Library signage is clear	5.72	Course specific resources (online and in the reserve collection) meet my learning needs	0.20
Course specific resources (online and in the reserve collection) meet my learning needs	6.23	Access to Library information resources has helped me to be successful at university	6.11	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.73	The Library anticipates my learning and research needs	0.20
I can get wireless access in the Library when I need to	6.21	Books and articles I have requested from other Libraries are delivered promptly	6.08	I can find a quiet place in the Library to study when I need to	5.75	Books and articles I have requested from other Libraries are delivered promptly	0.16
Online enquiry services (e.g. Email, Library Chat) meet my needs	6.12	Opening hours meet my needs	6.08	I can find a place in the Library to work in a group when I need to	5.75	Online enquiry services (e.g. Email, Library Chat) meet my needs	0.10
The Library website provides useful information	6.11	Course specific resources (online and in the reserve collection) meet my learning needs	6.03	Library workshops, classes and tutorials help me with my learning and research needs	5.79	Library staff provide accurate answers to my enquiries	0.05

Singapore Management University Library Survey, February 2020

Mean importance scores — Position - Faculty: Assistant Professor

47 responses

	Importance		Performance	
	Mean	**Rank**	**Mean**	**Rank**
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.46	1	5.73	20
When I am away from campus I can access the Library resources and services I need	6.38	2	6.17	6
I can get help from library staff when I need it	6.32	3	6.36	2
The Library search engine enables me find relevant library resources quickly	6.27	4	6.02	11
Library staff provide accurate answers to my enquiries	6.27	4	6.22	4
Books and articles I have requested from other Libraries are delivered promptly	6.24	6	6.08	8
Course specific resources (online and in the reserve collection) meet my learning needs	6.23	7	6.03	10
I can get wireless access in the Library when I need to	6.21	8	6.42	1
Online enquiry services (e.g. Email, Library Chat) meet my needs	6.12	9	6.02	11
The Library website provides useful information	6.11	10	5.89	16
Face-to-face enquiry services meet my needs	6.05	11	6.18	5
Access to Library information resources has helped me to be successful at university	5.95	12	6.11	7
The Library anticipates my learning and research needs	5.91	13	5.72	22
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.88	14	6.24	3
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.79	15	5.56	26
I am informed about the Library services	5.72	16	5.91	15
Library signage is clear	5.72	17	5.72	21
Library workshops, classes and tutorials help me with my learning and research needs	5.65	18	5.79	17
The items I'm looking for on the library shelves are usually there	5.63	19	5.95	14
Opening hours meet my needs	5.60	20	6.08	9
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.53	21	5.63	24
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.43	22	6.00	13
I can find a quiet place in the Library to study when I need to	5.25	23	5.75	18
I can find a place in the Library to work in a group when I need to	5.08	24	5.75	18
A computer is available when I need one	5.08	25	5.69	23
Printing, scanning and photocopying facilities in the Library meet my needs	4.83	26	5.58	25

Singapore Management University Library Survey, February 2020

Mean performance score — Position - Faculty: Assistant Professor

47 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.42	1	6.21	8
I can get help from library staff when I need it	6.36	2	6.32	3
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.24	3	5.88	14
Library staff provide accurate answers to my enquiries	6.22	4	6.27	4
Face-to-face enquiry services meet my needs	6.18	5	6.05	11
When I am away from campus I can access the Library resources and services I need	6.17	6	6.38	2
Access to Library information resources has helped me to be successful at university	6.11	7	5.95	12
Books and articles I have requested from other Libraries are delivered promptly	6.08	8	6.24	6
Opening hours meet my needs	6.08	9	5.60	20
Course specific resources (online and in the reserve collection) meet my learning needs	6.03	10	6.23	7
Online enquiry services (e.g. Email, Library Chat) meet my needs	6.02	11	6.12	9
The Library search engine enables me find relevant library resources quickly	6.02	11	6.27	4
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.00	13	5.43	22
The items I'm looking for on the library shelves are usually there	5.95	14	5.63	19
I am informed about the Library services	5.91	15	5.72	16
The Library website provides useful information	5.89	16	6.11	10
Library workshops, classes and tutorials help me with my learning and research needs	5.79	17	5.65	18
I can find a place in the Library to work in a group when I need to	5.75	18	5.08	24
I can find a quiet place in the Library to study when I need to	5.75	18	5.25	23
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.73	20	6.46	1
Library signage is clear	5.72	21	5.72	17
The Library anticipates my learning and research needs	5.72	22	5.91	13
A computer is available when I need one	5.69	23	5.08	25
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.63	24	5.53	21
Printing, scanning and photocopying facilities in the Library meet my needs	5.58	25	4.83	26
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.56	26	5.79	15

Singapore Management University Library Survey, February 2020

Mean gap scores — Position - Faculty: Assistant Professor

47 responses

	Gap		Importance	
	Mean	**Rank**	**Mean**	**Rank**
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.73	1	6.46	1
The Library search engine enables me find relevant library resources quickly	0.24	2	6.27	4
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.24	3	5.79	15
The Library website provides useful information	0.22	4	6.11	10
When I am away from campus I can access the Library resources and services I need	0.21	5	6.38	2
Course specific resources (online and in the reserve collection) meet my learning needs	0.20	6	6.23	7
The Library anticipates my learning and research needs	0.20	7	5.91	13
Books and articles I have requested from other Libraries are delivered promptly	0.16	8	6.24	6
Online enquiry services (e.g. Email, Library Chat) meet my needs	0.10	9	6.12	9
Library staff provide accurate answers to my enquiries	0.05	10	6.27	4
Library signage is clear	0.00	11	5.72	17
I can get help from library staff when I need it	-0.05	12	6.32	3
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	-0.10	13	5.53	21
Face-to-face enquiry services meet my needs	-0.13	14	6.05	11
Library workshops, classes and tutorials help me with my learning and research needs	-0.14	15	5.65	18
Access to Library information resources has helped me to be successful at university	-0.16	16	5.95	12
I am informed about the Library services	-0.19	17	5.72	16
I can get wireless access in the Library when I need to	-0.21	18	6.21	8
The items I'm looking for on the library shelves are usually there	-0.32	19	5.63	19
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	-0.37	20	5.88	14
Opening hours meet my needs	-0.48	21	5.60	20
I can find a quiet place in the Library to study when I need to	-0.50	22	5.25	23
Laptop facilities (e.g. desks, power) in the Library meet my needs	-0.57	23	5.43	22
A computer is available when I need one	-0.62	24	5.08	25
I can find a place in the Library to work in a group when I need to	-0.67	25	5.08	24
Printing, scanning and photocopying facilities in the Library meet my needs	-0.75	26	4.83	26

Singapore Management University Library Survey, February 2020

Best practice categories gap grid — Position - Faculty: Assistant Professor

47 responses

Performance means x 10

Importance means x 10

Median: 59 (rows), 60 (columns)

Grid data point positions (Performance, Importance):
- 21 at (57, 65)
- 23 at (62, 64)
- 24 at (60, 63), 12 at (61, 63), 13 at (63, 63)
- 22 at (60, 62), 7 at (61, 62), 18 at (63, 62)
- 2 at (58, 61), 9 at (59, 61), 10 at (61, 61)
- 5 at (57, 59), 25 at (61, 59), 8 at (62, 59)
- 20 at (56, 58)
- 3 at (57, 57), 4 at (58, 57), 1 at (59, 57)
- 11 at (58, 56), 6 at (60, 56)
- 26 at (56, 55)
- 17 at (59, 54)
- 14 at (58, 53)
- 16 at (56, 51), 15 at (57, 51)
- 19 at (56, 48)

Statements

#	Statement
1	I am informed about the Library services
2	The Library website provides useful information
3	Library signage is clear
4	Library workshops, classes and tutorials help me with my learning and research needs
5	The Library anticipates my learning and research needs
6	Opening hours meet my needs
7	Books and articles I have requested from other Libraries are delivered promptly
8	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs
9	Online enquiry services (e.g. Email, Library Chat) meet my needs
10	Face-to-face enquiry services meet my enquiries
11	The items I'm looking for on the library shelves are usually there
12	Library staff provide accurate answers to my enquiries
13	I can get help from library staff when I need it
14	I can find a quiet place in the Library to study when I need to
15	I can find a place in the Library to work in a group when I need to
16	A computer is available when I need one
17	Laptop facilities (e.g. desks, power) in the Library meet my needs
18	I can get wireless access in the Library when I need to
19	Printing, scanning and photocopying facilities in the Library meet my needs
20	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
21	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
22	Course specific resources (online and in the reserve collection) meet my learning needs
23	When I am away from campus I can access the Library resources and services I need
24	The Library search engine enables me find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at university
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Legend:

| Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9 |

© Insync Surveys

Singapore Management University Library Survey, February 2020

Top 10 factors — Position - Faculty: Lecturer/Senior Lecturer

12 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Books and articles I have requested from other Libraries are delivered promptly	6.71	Face-to-face enquiry services meet my needs	6.70	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.20	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.80
The items I'm looking for on the library shelves are usually there	6.70	I can get help from library staff when I need it	6.67	The Library search engine enables me find relevant library resources	5.73	The items I'm looking for on the library shelves are usually there	0.50
I can find a quiet place in the Library to study when I need to	6.67	Laptop facilities (e.g. desks, power) in the Library meet my needs	6.67	I am informed about the Library services	5.92	The Library search engine enables me find relevant library resources	0.45
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.67	Course specific resources (online and in the reserve collection) meet my learning needs	6.60	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	6.00	I can find a quiet place in the Library to study when I need to	0.33
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.50	Books and articles I have requested from other Libraries are delivered promptly	6.57	Access to Library information resources has helped me to be successful at university	6.00	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.30
Online enquiry services (e.g. Email, Library Chat) meet my needs	6.50	I can get wireless access in the Library when I need to	6.56	I can find a place in the Library to work in a group when I need to	6.00	The Library website provides useful information	0.25
Library staff provide accurate answers to my enquiries	6.50	Library staff provide accurate answers to my enquiries	6.50	The Library website provides useful information	6.08	Access to Library information resources has helped me to be successful at university	0.22
A computer is available when I need one	6.50	A computer is available when I need one	6.50	The Library anticipates my learning and research needs	6.08	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	0.20
I can get help from library staff when I need it	6.50	Opening hours meet my needs	6.40	Library signage is clear	6.18	When I am away from campus I can access the Library resources and services I need	0.18
When I am away from campus I can access the Library resources and services I need	6.45	Online enquiry services (e.g. Email, Library Chat) meet my needs	6.40	The items I'm looking for on the library shelves are usually there	6.20	Books and articles I have requested from other Libraries are delivered promptly	0.14

Singapore Management University Library Survey, February 2020

Mean importance scores — Position - Faculty: Lecturer/Senior Lecturer

12 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
Books and articles I have requested from other Libraries are delivered promptly	6.71	1	6.57	5
The items I'm looking for on the library shelves are usually there	6.70	2	6.20	15
I can find a quiet place in the Library to study when I need to	6.67	3	6.33	12
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.67	3	6.67	2
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.50	5	6.30	13
Online enquiry services (e.g. Email, Library Chat) meet my needs	6.50	5	6.40	9
Library staff provide accurate answers to my enquiries	6.50	5	6.50	7
A computer is available when I need one	6.50	5	6.50	7
I can get help from library staff when I need it	6.50	5	6.67	2
When I am away from campus I can access the Library resources and services I need	6.45	10	6.27	14
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.45	10	6.36	11
I can get wireless access in the Library when I need to	6.44	12	6.56	6
Course specific resources (online and in the reserve collection) meet my learning needs	6.40	13	6.60	4
Face-to-face enquiry services meet my needs	6.40	13	6.70	1
The Library website provides useful information	6.33	15	6.08	19
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	6.30	16	6.00	21
Opening hours meet my needs	6.30	16	6.40	9
Access to Library information resources has helped me to be successful at university	6.22	18	6.00	21
The Library search engine enables me find relevant library resources quickly	6.18	19	5.73	25
Library signage is clear	6.18	19	6.18	18
The Library anticipates my learning and research needs	6.17	21	6.08	19
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	6.00	22	5.20	26
I can find a place in the Library to work in a group when I need to	6.00	22	6.00	21
I am informed about the Library services	5.83	24	5.92	24
Printing, scanning and photocopying facilities in the Library meet my needs	5.80	25	6.20	15
Library workshops, classes and tutorials help me with my learning and research needs	5.60	26	6.20	15

	Performance		Importance	
	Mean	Rank	Mean	Rank
Face-to-face enquiry services meet my needs	6.70	1	6.40	13
I can get help from library staff when I need it	6.67	2	6.50	5
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.67	2	6.67	3
Course specific resources (online and in the reserve collection) meet my learning needs	6.60	4	6.40	13
Books and articles I have requested from other Libraries are delivered promptly	6.57	5	6.71	1
I can get wireless access in the Library when I need to	6.56	6	6.44	12
Library staff provide accurate answers to my enquiries	6.50	7	6.50	5
A computer is available when I need one	6.50	7	6.50	5
Opening hours meet my needs	6.40	9	6.30	16
Online enquiry services (e.g. Email, Library Chat) meet my needs	6.40	9	6.50	5
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.36	11	6.45	10
I can find a quiet place in the Library to study when I need to	6.33	12	6.67	3
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.30	13	6.50	5
When I am away from campus I can access the Library resources and services I need	6.27	14	6.45	10
Library workshops, classes and tutorials help me with my learning and research needs	6.20	15	5.60	26
Printing, scanning and photocopying facilities in the Library meet my needs	6.20	15	5.80	25
The items I'm looking for on the library shelves are usually there	6.20	15	6.70	2
Library signage is clear	6.18	18	6.18	19
The Library anticipates my learning and research needs	6.08	19	6.17	21
The Library website provides useful information	6.08	19	6.33	15
I can find a place in the Library to work in a group when I need to	6.00	21	6.00	22
Access to Library information resources has helped me to be successful at university	6.00	21	6.22	18
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	6.00	21	6.30	16
I am informed about the Library services	5.92	24	5.83	24
The Library search engine enables me find relevant library resources quickly	5.73	25	6.18	19
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.20	26	6.00	22

	Gap		Importance	
	Mean	Rank	Mean	Rank
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.80	1	6.00	22
The items I'm looking for on the library shelves are usually there	0.50	2	6.70	2
The Library search engine enables me find relevant library resources quickly	0.45	3	6.18	19
I can find a quiet place in the Library to study when I need to	0.33	4	6.67	3
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.30	5	6.30	16
The Library website provides useful information	0.25	6	6.33	15
Access to Library information resources has helped me to be successful at university	0.22	7	6.22	18
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	0.20	8	6.50	5
When I am away from campus I can access the Library resources and services I need	0.18	9	6.45	10
Books and articles I have requested from other Libraries are delivered promptly	0.14	10	6.71	1
Online enquiry services (e.g. Email, Library Chat) meet my needs	0.10	11	6.50	5
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.09	12	6.45	10
The Library anticipates my learning and research needs	0.08	13	6.17	21
I can find a place in the Library to work in a group when I need to	0.00	14	6.00	22
Library signage is clear	0.00	14	6.18	19
Library staff provide accurate answers to my enquiries	0.00	14	6.50	5
A computer is available when I need one	0.00	14	6.50	5
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.00	14	6.67	3
I am informed about the Library services	-0.08	19	5.83	24
Opening hours meet my needs	-0.10	20	6.30	16
I can get wireless access in the Library when I need to	-0.11	21	6.44	12
I can get help from library staff when I need it	-0.17	22	6.50	5
Course specific resources (online and in the reserve collection) meet my learning needs	-0.20	23	6.40	13
Face-to-face enquiry services meet my needs	-0.30	24	6.40	13
Printing, scanning and photocopying facilities in the Library meet my needs	-0.40	25	5.80	25
Library workshops, classes and tutorials help me with my learning and research needs	-0.60	26	5.60	26

Singapore Management University Library Survey, February 2020

Best practice categories gap grid — Position - Faculty: Lecturer/Senior Lecturer
12 responses

Performance means x 10

Grid positions (Importance means x 10 vertical, Performance means x 10 horizontal):

- Row 67: 11, 14 (at 63–64); 7 (at 66); 17 (at 67)
- Row 65: 8, 23 (at 63); 9, 21 (at 64); 12, 16 (at 65); 13 (at 67)
- Row 64 (Median): 18, 22 (at 65); 10 (at 66)
- Row 63: 20 (at 60); 2 (at 61); 6 (at 64)
- Row 62: 24 (at 57); 25 (at 60); 5 (at 61); 3 (at 62)
- Row 60: 26 (at 52); 15 (at 60)
- Row 58: 1 (at 58); 19 (at 61)
- Row 56: 4 (at 61)

Median: 64 (Importance); **Median: 63** (Performance)

Importance means x 10 (vertical axis)

Statements

1	I am informed about the Library services
2	The Library website provides useful information
3	Library signage is clear
4	Library workshops, classes and tutorials help me with my learning and research needs
5	The Library anticipates my learning and research needs
6	Opening hours meet my needs
7	Books and articles I have requested from other Libraries are delivered promptly
8	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs
9	Online enquiry services (e.g. Email, Library Chat) meet my needs
10	Face-to-face enquiry services meet my needs
11	The items I'm looking for on the library shelves are usually there
12	Library staff provide accurate answers to my enquiries
13	I can get help from library staff when I need it
14	I can find a quiet place in the Library to study when I need to
15	I can find a place in the Library to work in a group when I need to
16	A computer is available when I need one
17	Laptop facilities (e.g. desks, power) in the Library meet my needs
18	I can get wireless access in the Library when I need to
19	Printing, scanning and photocopying facilities in the Library meet my needs
20	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
21	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
22	Course specific resources (online and in the reserve collection) meet my learning needs
23	When I am away from campus I can access the Library resources and services I need
24	The Library search engine enables me find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at university
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

© Insync Surveys

Singapore Management University Library Survey, February 2020

Top 10 factors — Position - Staff: Researcher

30 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can find a quiet place in the Library to study when I need to	6.60	I can get wireless access in the Library when I need to	6.62	Course specific resources (online and in the reserve collection) meet my learning needs	5.40	The Library search engine enables me find relevant library resources quickly	0.74
I can get help from library staff when I need it	6.58	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.52	The Library anticipates my learning and research needs	5.54	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.57
I can get wireless access in the Library when I need to	6.58	Opening hours meet my needs	6.48	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.54	I can get help from library staff when I need it	0.54
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.45	Face-to-face enquiry services meet my needs	6.38	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.57	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.54
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.40	Books and articles I have requested from other Libraries are delivered promptly	6.29	The Library search engine enables me find relevant library resources quickly	5.63	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.52
The Library search engine enables me find relevant library resources quickly	6.37	Laptop facilities (e.g. desks, power) in the Library meet my needs	6.27	Library workshops, classes and tutorials help me with my learning and research needs	5.64	Course specific resources (online and in the reserve collection) meet my learning needs	0.45
When I am away from campus I can access the Library resources and services I need	6.36	Online enquiry services (e.g. Email, Library Chat) meet my needs	6.26	I am informed about the Library services	5.70	I can find a quiet place in the Library to study when I need to	0.44
The Library website provides useful information	6.36	Printing, scanning and photocopying facilities in the Library meet my needs	6.18	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.76	I am informed about the Library services	0.37
Online enquiry services (e.g. Email, Library Chat) meet my needs	6.35	I can find a quiet place in the Library to study when I need to	6.16	The items I'm looking for on the library shelves are usually there	6.04	The Library anticipates my learning and research needs	0.29
The items I'm looking for on the library shelves are usually there	6.32	When I am away from campus I can access the Library resources and services I need	6.14	Access to Library information resources has helped me to be successful at university	6.04	The Library website provides useful information	0.29

Singapore Management University Library Survey, February 2020

Mean importance scores — Position - Staff: Researcher

30 responses
- 124 -

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Library to study when I need to	6.60	1	6.16	9
I can get help from library staff when I need it	6.58	2	6.04	16
I can get wireless access in the Library when I need to	6.58	3	6.62	1
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.45	4	6.27	6
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.40	5	6.52	2
The Library search engine enables me find relevant library resources quickly	6.37	6	5.63	22
When I am away from campus I can access the Library resources and services I need	6.36	7	6.14	10
The Library website provides useful information	6.36	8	6.07	14
Online enquiry services (e.g. Email, Library Chat) meet my needs	6.35	9	6.26	7
The items I'm looking for on the library shelves are usually there	6.32	10	6.04	17
Library staff provide accurate answers to my enquiries	6.32	10	6.08	12
Library signage is clear	6.30	12	6.07	13
Opening hours meet my needs	6.30	12	6.48	3
Printing, scanning and photocopying facilities in the Library meet my needs	6.29	14	6.18	8
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.28	15	5.76	19
Access to Library information resources has helped me to be successful at university	6.16	16	6.04	17
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	6.14	17	5.57	23
Books and articles I have requested from other Libraries are delivered promptly	6.14	17	6.29	5
Face-to-face enquiry services meet my needs	6.08	19	6.38	4
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	6.08	20	5.54	24
I am informed about the Library services	6.07	21	5.70	20
I can find a place in the Library to work in a group when I need to	5.89	22	6.06	15
Course specific resources (online and in the reserve collection) meet my learning needs	5.85	23	5.40	26
The Library anticipates my learning and research needs	5.82	24	5.54	25
A computer is available when I need one	5.76	25	6.10	11
Library workshops, classes and tutorials help me with my learning and research needs	5.68	26	5.64	21

Singapore Management University Library Survey, February 2020

Mean performance score — Position - Staff: Researcher

30 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.62	1	6.58	3
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.52	2	6.40	5
Opening hours meet my needs	6.48	3	6.30	12
Face-to-face enquiry services meet my needs	6.38	4	6.08	19
Books and articles I have requested from other Libraries are delivered promptly	6.29	5	6.14	17
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.27	6	6.45	4
Online enquiry services (e.g. Email, Library Chat) meet my needs	6.26	7	6.35	9
Printing, scanning and photocopying facilities in the Library meet my needs	6.18	8	6.29	14
I can find a quiet place in the Library to study when I need to	6.16	9	6.60	1
When I am away from campus I can access the Library resources and services I need	6.14	10	6.36	7
A computer is available when I need one	6.10	11	5.76	25
Library staff provide accurate answers to my enquiries	6.08	12	6.32	10
Library signage is clear	6.07	13	6.30	12
The Library website provides useful information	6.07	14	6.36	8
I can find a place in the Library to work in a group when I need to	6.06	15	5.89	22
I can get help from library staff when I need it	6.04	16	6.58	2
Access to Library information resources has helped me to be successful at university	6.04	17	6.16	16
The items I'm looking for on the library shelves are usually there	6.04	17	6.32	10
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.76	19	6.28	15
I am informed about the Library services	5.70	20	6.07	21
Library workshops, classes and tutorials help me with my learning and research needs	5.64	21	5.68	26
The Library search engine enables me find relevant library resources quickly	5.63	22	6.37	6
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.57	23	6.14	17
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.54	24	6.08	20
The Library anticipates my learning and research needs	5.54	25	5.82	24
Course specific resources (online and in the reserve collection) meet my learning needs	5.40	26	5.85	23

	Gap		Importance	
	Mean	Rank	Mean	Rank
The Library search engine enables me find relevant library resources quickly	0.74	1	6.37	6
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.57	2	6.14	17
I can get help from library staff when I need it	0.54	3	6.58	2
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.54	4	6.08	20
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.52	5	6.28	15
Course specific resources (online and in the reserve collection) meet my learning needs	0.45	6	5.85	23
I can find a quiet place in the Library to study when I need to	0.44	7	6.60	1
I am informed about the Library services	0.37	8	6.07	21
The Library anticipates my learning and research needs	0.29	9	5.82	24
The Library website provides useful information	0.29	9	6.36	8
The items I'm looking for on the library shelves are usually there	0.28	11	6.32	10
Library staff provide accurate answers to my enquiries	0.24	12	6.32	10
When I am away from campus I can access the Library resources and services I need	0.23	13	6.36	7
Library signage is clear	0.22	14	6.30	12
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.18	15	6.45	4
Access to Library information resources has helped me to be successful at university	0.12	16	6.16	16
Printing, scanning and photocopying facilities in the Library meet my needs	0.12	17	6.29	14
Online enquiry services (e.g. Email, Library Chat) meet my needs	0.09	18	6.35	9
Library workshops, classes and tutorials help me with my learning and research needs	0.04	19	5.68	26
I can get wireless access in the Library when I need to	-0.04	20	6.58	3
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	-0.12	21	6.40	5
Books and articles I have requested from other Libraries are delivered promptly	-0.14	22	6.14	17
I can find a place in the Library to work in a group when I need to	-0.17	23	5.89	22
Opening hours meet my needs	-0.19	24	6.30	12
Face-to-face enquiry services meet my needs	-0.29	25	6.08	19
A computer is available when I need one	-0.33	26	5.76	25

Singapore Management University Library Survey, February 2020

Best practice categories gap grid — Position - Staff: Researcher

30 responses

Performance means x 10

Importance means x 10

Statements	
1	I am informed about the Library services
2	The Library website provides useful information
3	Library signage is clear
4	Library workshops, classes and tutorials help me with my learning and research needs
5	The Library anticipates my learning and research needs
6	Opening hours meet my needs
7	Books and articles I have requested from other Libraries are delivered promptly
8	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs
9	Online enquiry services (e.g. Email, Library Chat) meet my needs
10	Face-to-face enquiry services meet my needs
11	The items I'm looking for on the library shelves are usually there
12	Library staff provide accurate answers to my enquiries
13	I can get help from library staff when I need it
14	I can find a quiet place in the Library to study when I need to
15	I can find a place in the Library to work in a group when I need to
16	A computer is available when I need one
17	Laptop facilities (e.g. desks, power) in the Library meet my needs
18	I can get wireless access in the Library when I need to
19	Printing, scanning and photocopying facilities in the Library meet my needs
20	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
21	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
22	Course specific resources (online and in the reserve collection) meet my learning needs
23	When I am away from campus I can access the Library resources and services I need
24	The Library search engine enables me find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at university
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

© Insync Surveys

Singapore Management University Library Survey, February 2020

Top 10 factors — Position - Staff: Other administration position

135 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.31	I can get wireless access in the Library when I need to	6.25	The Library anticipates my learning and research needs	5.23	The items I'm looking for on the library shelves are usually there	0.50
I can get help from library staff when I need it	6.27	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.09	A computer is available when I need one	5.27	The Library website provides useful information	0.43
Library staff provide accurate answers to my enquiries	6.15	Opening hours meet my needs	6.06	Printing, scanning and photocopying facilities in the Library meet my needs	5.40	Library signage is clear	0.36
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.14	I can get help from library staff when I need it	6.06	The items I'm looking for on the library shelves are usually there	5.43	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.33
I can find a quiet place in the Library to study when I need to	6.08	Face-to-face enquiry services meet my needs	5.96	The Library website provides useful information	5.44	I can find a place in the Library to work in a group when I need to	0.33
Face-to-face enquiry services meet my needs	6.07	Library staff provide accurate answers to my enquiries	5.88	I can find a place in the Library to work in a group when I need to	5.47	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.32
Online enquiry services (e.g. Email, Library Chat) meet my needs	6.04	I can find a quiet place in the Library to study when I need to	5.86	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.49	Printing, scanning and photocopying facilities in the Library meet my needs	0.28
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.00	Books and articles I have requested from other Libraries are delivered promptly	5.85	Library workshops, classes and tutorials help me with my learning and research needs	5.55	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.28
Opening hours meet my needs	5.99	Online enquiry services (e.g. Email, Library Chat) meet my needs	5.78	Library signage is clear	5.56	Library staff provide accurate answers to my enquiries	0.27
The Library search engine enables me find relevant library resources quickly	5.96	When I am away from campus I can access the Library resources and services I need	5.74	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.61	The Library search engine enables me find relevant library resources quickly	0.27

Singapore Management University Library Survey, February 2020

Mean importance scores — Position - Staff: Other administration position

135 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.31	1	6.25	1
I can get help from library staff when I need it	6.27	2	6.06	4
Library staff provide accurate answers to my enquiries	6.15	3	5.88	6
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.14	4	6.09	2
I can find a quiet place in the Library to study when I need to	6.08	5	5.86	7
Face-to-face enquiry services meet my needs	6.07	6	5.96	5
Online enquiry services (e.g. Email, Library Chat) meet my needs	6.04	7	5.78	9
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.00	8	5.67	14
Opening hours meet my needs	5.99	9	6.06	3
The Library search engine enables me find relevant library resources quickly	5.96	10	5.70	12
When I am away from campus I can access the Library resources and services I need	5.95	11	5.74	10
Course specific resources (online and in the reserve collection) meet my learning needs	5.95	12	5.68	13
The items I'm looking for on the library shelves are usually there	5.93	13	5.43	23
Books and articles I have requested from other Libraries are delivered promptly	5.93	14	5.85	8
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.93	15	5.61	17
Library signage is clear	5.92	16	5.56	18
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.90	17	5.72	11
The Library website provides useful information	5.87	18	5.44	22
Access to Library information resources has helped me to be successful at university	5.84	19	5.64	15
I can find a place in the Library to work in a group when I need to	5.80	20	5.47	21
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.77	21	5.49	20
I am informed about the Library services	5.72	22	5.64	16
Printing, scanning and photocopying facilities in the Library meet my needs	5.68	23	5.40	24
Library workshops, classes and tutorials help me with my learning and research needs	5.61	24	5.55	19
A computer is available when I need one	5.53	25	5.27	25
The Library anticipates my learning and research needs	5.36	26	5.23	26

Singapore Management University Library Survey, February 2020				
Mean performance score — Position - Staff: Other administration position				
135 responses				

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.25	1	6.31	1
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.09	2	6.14	4
Opening hours meet my needs	6.06	3	5.99	9
I can get help from library staff when I need it	6.06	4	6.27	2
Face-to-face enquiry services meet my needs	5.96	5	6.07	6
Library staff provide accurate answers to my enquiries	5.88	6	6.15	3
I can find a quiet place in the Library to study when I need to	5.86	7	6.08	5
Books and articles I have requested from other Libraries are delivered promptly	5.85	8	5.93	14
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.78	9	6.04	7
When I am away from campus I can access the Library resources and services I need	5.74	10	5.95	11
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.72	11	5.90	17
The Library search engine enables me find relevant library resources quickly	5.70	12	5.96	10
Course specific resources (online and in the reserve collection) meet my learning needs	5.68	13	5.95	12
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.67	14	6.00	8
Access to Library information resources has helped me to be successful at university	5.64	15	5.84	19
I am informed about the Library services	5.64	16	5.72	22
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.61	17	5.93	15
Library signage is clear	5.56	18	5.92	16
Library workshops, classes and tutorials help me with my learning and research needs	5.55	19	5.61	24
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.49	20	5.77	21
I can find a place in the Library to work in a group when I need to	5.47	21	5.80	20
The Library website provides useful information	5.44	22	5.87	18
The items I'm looking for on the library shelves are usually there	5.43	23	5.93	13
Printing, scanning and photocopying facilities in the Library meet my needs	5.40	24	5.68	23
A computer is available when I need one	5.27	25	5.53	25
The Library anticipates my learning and research needs	5.23	26	5.36	26

Singapore Management University Library Survey, February 2020

Mean gap scores — Position - Staff: Other administration position

135 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
The items I'm looking for on the library shelves are usually there	0.50	1	5.93	13
The Library website provides useful information	0.43	2	5.87	18
Library signage is clear	0.36	3	5.92	16
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.33	4	6.00	8
I can find a place in the Library to work in a group when I need to	0.33	5	5.80	20
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.32	6	5.93	15
Printing, scanning and photocopying facilities in the Library meet my needs	0.28	7	5.68	23
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.28	8	5.77	21
Library staff provide accurate answers to my enquiries	0.27	9	6.15	3
The Library search engine enables me find relevant library resources quickly	0.27	10	5.96	10
Course specific resources (online and in the reserve collection) meet my learning needs	0.26	11	5.95	12
A computer is available when I need one	0.26	12	5.53	25
Online enquiry services (e.g. Email, Library Chat) meet my needs	0.26	13	6.04	7
I can find a quiet place in the Library to study when I need to	0.22	14	6.08	5
When I am away from campus I can access the Library resources and services I need	0.22	15	5.95	11
I can get help from library staff when I need it	0.21	16	6.27	2
Access to Library information resources has helped me to be successful at university	0.20	17	5.84	19
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.17	18	5.90	17
The Library anticipates my learning and research needs	0.13	19	5.36	26
Face-to-face enquiry services meet my needs	0.11	20	6.07	6
Books and articles I have requested from other Libraries are delivered promptly	0.08	21	5.93	14
I am informed about the Library services	0.08	22	5.72	22
Library workshops, classes and tutorials help me with my learning and research needs	0.06	23	5.61	24
I can get wireless access in the Library when I need to	0.06	24	6.31	1
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	0.05	25	6.14	4
Opening hours meet my needs	-0.07	26	5.99	9

Singapore Management University Library Survey, February 2020
Best practice categories gap grid — Position - Staff: Other administration position
135 responses

Performance means x 10

Importance means x 10

	<31	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	**57**	58	59	60	61	62	63	64	65	66	67	68	69	70	
70																																										70
69																																										69
68																																										68
67																																										67
66																																										66
65																																										65
64																																										64
63																																	13		18							63
62																																12										62
61																															14	10	8									61
60																											21,23,24		9			6										60
59																									2,11		3,20	17,22	7													**59** Median
58																										15,26	25															58
57																									19		1															57
56																											4															56
55																								16																		55
54																							5																			54
53																																										53
52																																										52
51																																										51
50																																										50
49																																										49
48																																										48
47																																										47
46																																										46
45																																										45
44																																										44
43																																										43
42																																										42
41																																										41
40																																										40
39																																										39
38																																										38
37																																										37
36																																										36
35																																										35
34																																										34
33																																										33
32																																										32
31																																										31
<31																																										<31
	<31	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	**57**	58	59	60	61	62	63	64	65	66	67	68	69	70	

Median

Statements

1	I am informed about the Library services
2	The Library website provides useful information
3	Library signage is clear
4	Library workshops, classes and tutorials help me with my learning and research needs
5	The Library anticipates my learning and research needs
6	Opening hours meet my needs
7	Books and articles I have requested from other Libraries are delivered promptly
8	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs
9	Online enquiry services (e.g. Email, Library Chat) meet my needs
10	Face-to-face enquiry services meet my needs
11	The items I'm looking for on the library shelves are usually there
12	Library staff provide accurate answers to my enquiries
13	I can get help from library staff when I need it
14	I can find a quiet place in the Library to study when I need to
15	I can find a place in the Library to work in a group when I need to
16	A computer is available when I need one
17	Laptop facilities (e.g. desks, power) in the Library meet my needs
18	I can get wireless access in the Library when I need to
19	Printing, scanning and photocopying facilities in the Library meet my needs
20	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
21	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
22	Course specific resources (online and in the reserve collection) meet my learning needs
23	When I am away from campus I can access the Library resources and services I need
24	The Library search engine enables me find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at university
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Legend: Gap > 2.9   Gap > 1.9   Gap > 1.4   Gap > 0.9   Gap < 0.9

© Insync Surveys

Singapore Management University Library Survey, February 2020

Top 10 factors — Position - Others

12 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Opening hours meet my needs	6.45	I can get help from library staff when I need it	6.42	A computer is available when I need one	4.00	A computer is available when I need one	1.83
I can find a quiet place in the Library to study when I need to	6.40	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.09	Laptop facilities (e.g. desks, power) in the Library meet my needs	4.89	Laptop facilities (e.g. desks, power) in the Library meet my needs	1.44
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.33	Books and articles I have requested from other Libraries are delivered promptly	6.00	I can find a quiet place in the Library to study when I need to	5.00	I can find a quiet place in the Library to study when I need to	1.40
I can get wireless access in the Library when I need to	6.33	Face-to-face enquiry services meet my needs	6.00	Printing, scanning and photocopying facilities in the Library meet my needs	5.00	Printing, scanning and photocopying facilities in the Library meet my needs	1.20
I can find a place in the Library to work in a group when I need to	6.30	Library staff provide accurate answers to my enquiries	6.00	I can find a place in the Library to work in a group when I need to	5.20	I can find a place in the Library to work in a group when I need to	1.10
The items I'm looking for on the library shelves are usually there	6.27	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.92	I am informed about the Library services	5.25	Opening hours meet my needs	0.82
When I am away from campus I can access the Library resources and services I need	6.27	I can get wireless access in the Library when I need to	5.92	Course specific resources (online and in the reserve collection) meet my learning needs	5.50	I am informed about the Library services	0.58
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.25	Library signage is clear	5.91	The Library website provides useful information	5.55	The items I'm looking for on the library shelves are usually there	0.55
Printing, scanning and photocopying facilities in the Library meet my needs	6.20	When I am away from campus I can access the Library resources and services I need	5.91	The Library anticipates my learning and research needs	5.55	Course specific resources (online and in the reserve collection) meet my learning needs	0.50
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.18	Online enquiry services (e.g. Email, Library Chat) meet my needs	5.89	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.56	The Library search engine enables me find relevant library resources quickly	0.42

Singapore Management University Library Survey, February 2020

Mean importance scores — Position - Others

12 responses

- 134 -

	Importance		Performance	
	Mean	Rank	Mean	Rank
Opening hours meet my needs	6.45	1	5.64	15
I can find a quiet place in the Library to study when I need to	6.40	2	5.00	23
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.33	3	4.89	25
I can get wireless access in the Library when I need to	6.33	3	5.92	6
I can find a place in the Library to work in a group when I need to	6.30	5	5.20	22
The items I'm looking for on the library shelves are usually there	6.27	6	5.73	14
When I am away from campus I can access the Library resources and services I need	6.27	6	5.91	8
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.25	8	5.92	6
Printing, scanning and photocopying facilities in the Library meet my needs	6.20	9	5.00	23
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.18	10	6.09	2
The Library search engine enables me find relevant library resources quickly	6.17	11	5.75	13
I can get help from library staff when I need it	6.17	11	6.42	1
Course specific resources (online and in the reserve collection) meet my learning needs	6.00	13	5.50	20
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	6.00	13	5.82	11
Library signage is clear	6.00	13	5.91	8
Library staff provide accurate answers to my enquiries	6.00	13	6.00	3
The Library website provides useful information	5.91	17	5.55	18
Face-to-face enquiry services meet my needs	5.89	18	6.00	3
A computer is available when I need one	5.83	19	4.00	26
I am informed about the Library services	5.83	19	5.25	21
Access to Library information resources has helped me to be successful at university	5.82	21	5.64	15
Books and articles I have requested from other Libraries are delivered promptly	5.67	22	6.00	3
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.56	23	5.56	17
Library workshops, classes and tutorials help me with my learning and research needs	5.56	23	5.78	12
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.56	23	5.89	10
The Library anticipates my learning and research needs	5.45	26	5.55	18

Singapore Management University Library Survey, February 2020				
Mean performance score — Position - Others				
12 responses				

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get help from library staff when I need it	6.42	1	6.17	11
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.09	2	6.18	10
Books and articles I have requested from other Libraries are delivered promptly	6.00	3	5.67	22
Face-to-face enquiry services meet my needs	6.00	3	5.89	18
Library staff provide accurate answers to my enquiries	6.00	3	6.00	13
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.92	6	6.25	8
I can get wireless access in the Library when I need to	5.92	6	6.33	3
Library signage is clear	5.91	8	6.00	13
When I am away from campus I can access the Library resources and services I need	5.91	8	6.27	6
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.89	10	5.56	23
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.82	11	6.00	13
Library workshops, classes and tutorials help me with my learning and research needs	5.78	12	5.56	23
The Library search engine enables me find relevant library resources quickly	5.75	13	6.17	11
The items I'm looking for on the library shelves are usually there	5.73	14	6.27	6
Access to Library information resources has helped me to be successful at university	5.64	15	5.82	21
Opening hours meet my needs	5.64	15	6.45	1
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.56	17	5.56	23
The Library anticipates my learning and research needs	5.55	18	5.45	26
The Library website provides useful information	5.55	18	5.91	17
Course specific resources (online and in the reserve collection) meet my learning needs	5.50	20	6.00	13
I am informed about the Library services	5.25	21	5.83	19
I can find a place in the Library to work in a group when I need to	5.20	22	6.30	5
Printing, scanning and photocopying facilities in the Library meet my needs	5.00	23	6.20	9
I can find a quiet place in the Library to study when I need to	5.00	23	6.40	2
Laptop facilities (e.g. desks, power) in the Library meet my needs	4.89	25	6.33	3
A computer is available when I need one	4.00	26	5.83	19

Singapore Management University Library Survey, February 2020
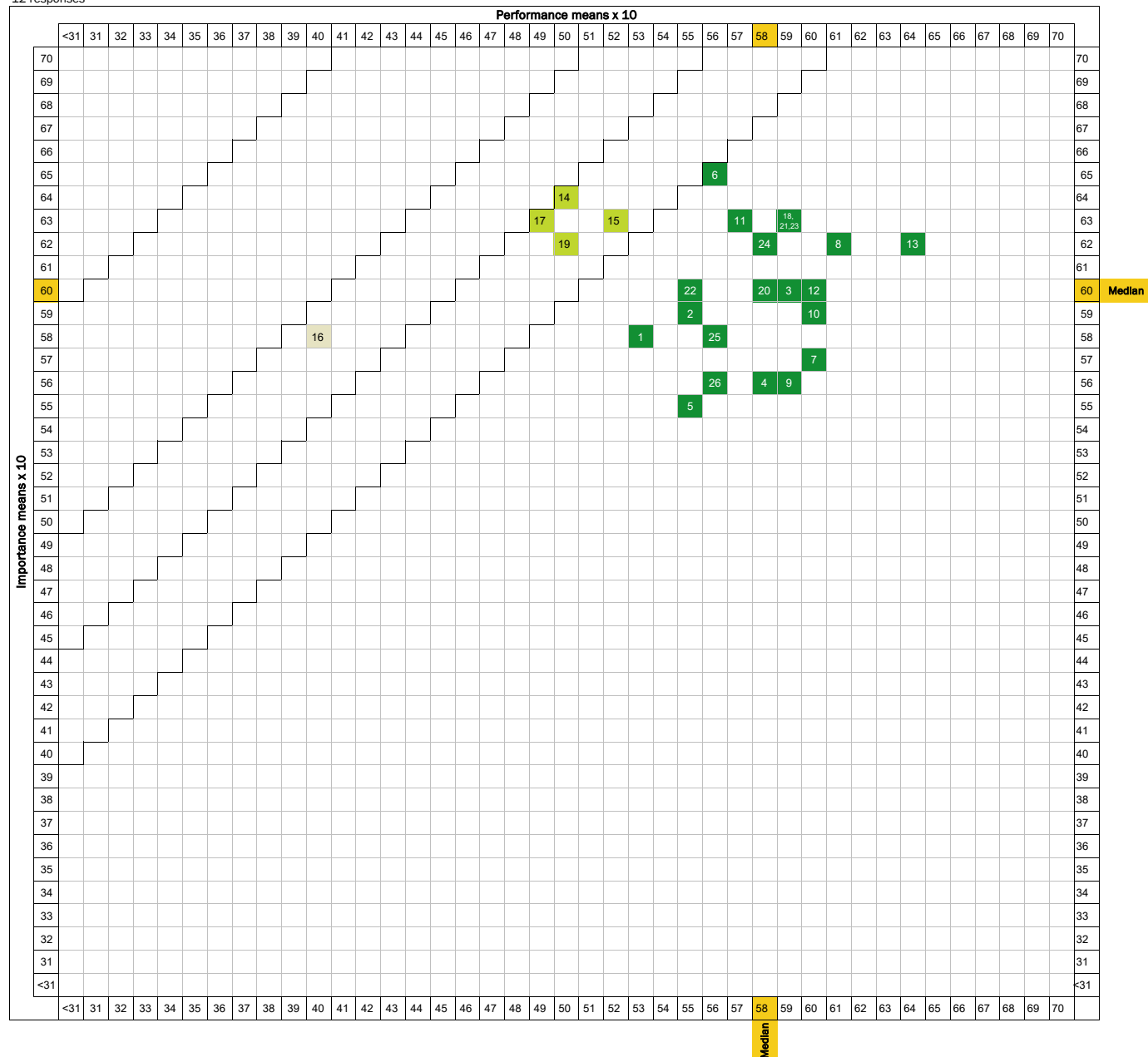
Mean gap scores — Position - Others

12 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
A computer is available when I need one	1.83	1	5.83	19
Laptop facilities (e.g. desks, power) in the Library meet my needs	1.44	2	6.33	3
I can find a quiet place in the Library to study when I need to	1.40	3	6.40	2
Printing, scanning and photocopying facilities in the Library meet my needs	1.20	4	6.20	9
I can find a place in the Library to work in a group when I need to	1.10	5	6.30	5
Opening hours meet my needs	0.82	6	6.45	1
I am informed about the Library services	0.58	7	5.83	19
The items I'm looking for on the library shelves are usually there	0.55	8	6.27	6
Course specific resources (online and in the reserve collection) meet my learning needs	0.50	9	6.00	13
The Library search engine enables me find relevant library resources quickly	0.42	10	6.17	11
I can get wireless access in the Library when I need to	0.42	11	6.33	3
The Library website provides useful information	0.36	12	5.91	17
When I am away from campus I can access the Library resources and services I need	0.36	12	6.27	6
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.33	14	6.25	8
Access to Library information resources has helped me to be successful at university	0.18	15	5.82	21
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.18	15	6.00	13
Library signage is clear	0.09	17	6.00	13
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	0.09	17	6.18	10
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.00	19	5.56	23
Library staff provide accurate answers to my enquiries	0.00	19	6.00	13
The Library anticipates my learning and research needs	-0.09	21	5.45	26
Face-to-face enquiry services meet my needs	-0.11	22	5.89	18
Library workshops, classes and tutorials help me with my learning and research needs	-0.22	23	5.56	23
I can get help from library staff when I need it	-0.25	24	6.17	11
Books and articles I have requested from other Libraries are delivered promptly	-0.33	25	5.67	22
Online enquiry services (e.g. Email, Library Chat) meet my needs	-0.33	26	5.56	23

Singapore Management University Library Survey, February 2020
Best practice categories gap grid — Position - Others
12 responses

Performance means x 10

Importance means x 10

	<31	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	
70																																										70
69																																										69
68																																										68
67																																										67
66																																										66
65																										6															65
64																				14																					64
63																			17			15					11		18, 21,23												63
62																				19					24			8			13										62
61																																										61
60																			22			20	3	12																	60 Median
59																			2				10																		59
58										16						1		25																							58
57																					7																				57
56																26		4	9																							56
55															5																											55
54																																										54
53																																										53
52																																										52
51																																										51
50																																										50
49																																										49
48																																										48
47																																										47
46																																										46
45																																										45
44																																										44
43																																										43
42																																										42
41																																										41
40																																										40
39																																										39
38																																										38
37																																										37
36																																										36
35																																										35
34																																										34
33																																										33
32																																										32
31																																										31
<31																																										<31
	<31	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	

Median (58)

Statements

1	I am informed about the Library services
2	The Library website provides useful information
3	Library signage is clear
4	Library workshops, classes and tutorials help me with my learning and research needs
5	The Library anticipates my learning and research needs
6	Opening hours meet my needs
7	Books and articles I have requested from other Libraries are delivered promptly
8	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs
9	Online enquiry services (e.g. Email, Library Chat) meet my needs
10	Face-to-face enquiry services meet my needs
11	The items I'm looking for on the library shelves are usually there
12	Library staff provide accurate answers to my enquiries
13	I can get help from library staff when I need it
14	I can find a quiet place in the Library to study when I need to
15	I can find a place in the Library to work in a group when I need to
16	A computer is available when I need one
17	Laptop facilities (e.g. desks, power) in the Library meet my needs
18	I can get wireless access in the Library when I need to
19	Printing, scanning and photocopying facilities in the Library meet my needs
20	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
21	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
22	Course specific resources (online and in the reserve collection) meet my learning needs
23	When I am away from campus I can access the Library resources and services I need
24	The Library search engine enables me find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at university
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Legend: ■ Gap > 2.9   ■ Gap > 1.9   ■ Gap > 1.4   ■ Gap > 0.9   ■ Gap < 0.9

© Insync Surveys

Singapore Management University Library Survey, February 2020		
Top 5 importance scores by demographic		
Are you an international (non-exchange) student?		Unique factor
Yes (411 responses)		**Importance mean**
I can get wireless access in the Library when I need to		6.56
I can find a quiet place in the Library to study when I need to		6.47
Printing, scanning and photocopying facilities in the Library meet my needs		6.41
Laptop facilities (e.g. desks, power) in the Library meet my needs		6.33
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs		6.25
No (1953 responses)		**Importance mean**
I can get wireless access in the Library when I need to		6.57
Printing, scanning and photocopying facilities in the Library meet my needs		6.37
I can find a quiet place in the Library to study when I need to		6.35
Laptop facilities (e.g. desks, power) in the Library meet my needs		6.28
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs		6.25

Singapore Management University Library Survey, February 2020	
Top 5 performance scores by demographic	
Are you an international (non-exchange) student?	Unique factor

Yes (411 responses) -	Performance mean
I can get wireless access in the Library when I need to	6.45
I can get help from library staff when I need it	6.14
Library staff provide accurate answers to my enquiries	6.04
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.02
When I am away from campus I can access the Library resources and services I need	5.99

No (1953 responses)	Performance mean
I can get wireless access in the Library when I need to	6.44
I can get help from library staff when I need it	6.05
Library staff provide accurate answers to my enquiries	5.98
When I am away from campus I can access the Library resources and services I need	5.97
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.96

Singapore Management University Library Survey, February 2020	
Top 5 gap scores by demographic	
Are you an international (non-exchange) student?	Unique factor
Yes (411 responses)	**Gap score**
I can find a place in the Library to work in a group when I need to	1.29
I can find a quiet place in the Library to study when I need to	1.29
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.58
Printing, scanning and photocopying facilities in the Library meet my needs	0.54
The items I'm looking for on the library shelves are usually there	0.54
No (1953 responses)	**Gap score**
I can find a place in the Library to work in a group when I need to	1.33
I can find a quiet place in the Library to study when I need to	1.22
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.61
Printing, scanning and photocopying facilities in the Library meet my needs	0.56
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.38

Singapore Management University Library Survey, February 2020

Top 10 factors — Are you an international (non-exchange) student? - Yes

411 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.56	I can get wireless access in the Library when I need to	6.45	I can find a place in the Library to work in a group when I need to	4.80	I can find a place in the Library to work in a group when I need to	1.29
I can find a quiet place in the Library to study when I need to	6.47	I can get help from library staff when I need it	6.14	I can find a quiet place in the Library to study when I need to	5.18	I can find a quiet place in the Library to study when I need to	1.29
Printing, scanning and photocopying facilities in the Library meet my needs	6.41	Library staff provide accurate answers to my enquiries	6.04	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.21	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.58
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.33	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.02	A computer is available when I need one	5.33	Printing, scanning and photocopying facilities in the Library meet my needs	0.54
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.25	When I am away from campus I can access the Library resources and services I need	5.99	Library workshops, classes and tutorials help me with my learning and research needs	5.48	The items I'm looking for on the library shelves are usually there	0.54
Opening hours meet my needs	6.24	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.97	I am informed about the Library services	5.49	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.39
The Library search engine enables me find relevant library resources quickly	6.20	Face-to-face enquiry services meet my needs	5.96	Books and articles I have requested from other Libraries are delivered promptly	5.59	Opening hours meet my needs	0.39
The items I'm looking for on the library shelves are usually there	6.16	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.94	The Library anticipates my learning and research needs	5.61	The Library search engine enables me find relevant library resources	0.35
When I am away from campus I can access the Library resources and services I need	6.15	Printing, scanning and photocopying facilities in the Library meet my needs	5.87	The items I'm looking for on the library shelves are usually there	5.62	The Library website provides useful information	0.32
I can get help from library staff when I need it	6.13	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.86	The Library website provides useful information	5.66	Course specific resources (online and in the reserve collection) meet my learning needs	0.31

Singapore Management University Library Survey, February 2020

Mean importance scores — Are you an international (non-exchange) student? - Yes

411 responses

	Importance		Performance	
	Mean	**Rank**	**Mean**	**Rank**
I can get wireless access in the Library when I need to	6.56	1	6.45	1
I can find a quiet place in the Library to study when I need to	6.47	2	5.18	25
Printing, scanning and photocopying facilities in the Library meet my needs	6.41	3	5.87	9
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.33	4	5.94	8
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.25	5	5.97	6
Opening hours meet my needs	6.24	6	5.85	11
The Library search engine enables me find relevant library resources quickly	6.20	7	5.85	12
The items I'm looking for on the library shelves are usually there	6.16	8	5.62	18
When I am away from campus I can access the Library resources and services I need	6.15	9	5.99	5
I can get help from library staff when I need it	6.13	10	6.14	2
Library staff provide accurate answers to my enquiries	6.13	11	6.04	3
Course specific resources (online and in the reserve collection) meet my learning needs	6.10	12	5.78	15
I can find a place in the Library to work in a group when I need to	6.09	13	4.80	26
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.99	14	6.02	4
The Library website provides useful information	5.98	15	5.66	17
Access to Library information resources has helped me to be successful at university	5.93	16	5.78	14
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.87	17	5.86	10
Library signage is clear	5.85	18	5.76	16
Face-to-face enquiry services meet my needs	5.83	19	5.96	7
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.79	20	5.21	24
Books and articles I have requested from other Libraries are delivered promptly	5.78	21	5.59	20
The Library anticipates my learning and research needs	5.73	22	5.61	19
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.68	23	5.80	13
I am informed about the Library services	5.67	24	5.49	21
Library workshops, classes and tutorials help me with my learning and research needs	5.40	25	5.48	22
A computer is available when I need one	5.38	26	5.33	23

Singapore Management University Library Survey, February 2020

Mean performance score — Are you an international (non-exchange) student? - Yes

411 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.45	1	6.56	1
I can get help from library staff when I need it	6.14	2	6.13	10
Library staff provide accurate answers to my enquiries	6.04	3	6.13	11
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.02	4	5.99	14
When I am away from campus I can access the Library resources and services I need	5.99	5	6.15	9
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.97	6	6.25	5
Face-to-face enquiry services meet my needs	5.96	7	5.83	19
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.94	8	6.33	4
Printing, scanning and photocopying facilities in the Library meet my needs	5.87	9	6.41	3
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.86	10	5.87	17
Opening hours meet my needs	5.85	11	6.24	6
The Library search engine enables me find relevant library resources quickly	5.85	12	6.20	7
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.80	13	5.68	23
Access to Library information resources has helped me to be successful at university	5.78	14	5.93	16
Course specific resources (online and in the reserve collection) meet my learning needs	5.78	15	6.10	12
Library signage is clear	5.76	16	5.85	18
The Library website provides useful information	5.66	17	5.98	15
The items I'm looking for on the library shelves are usually there	5.62	18	6.16	8
The Library anticipates my learning and research needs	5.61	19	5.73	22
Books and articles I have requested from other Libraries are delivered promptly	5.59	20	5.78	21
I am informed about the Library services	5.49	21	5.67	24
Library workshops, classes and tutorials help me with my learning and research needs	5.48	22	5.40	25
A computer is available when I need one	5.33	23	5.38	26
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.21	24	5.79	20
I can find a quiet place in the Library to study when I need to	5.18	25	6.47	2
I can find a place in the Library to work in a group when I need to	4.80	26	6.09	13

Singapore Management University Library Survey, February 2020

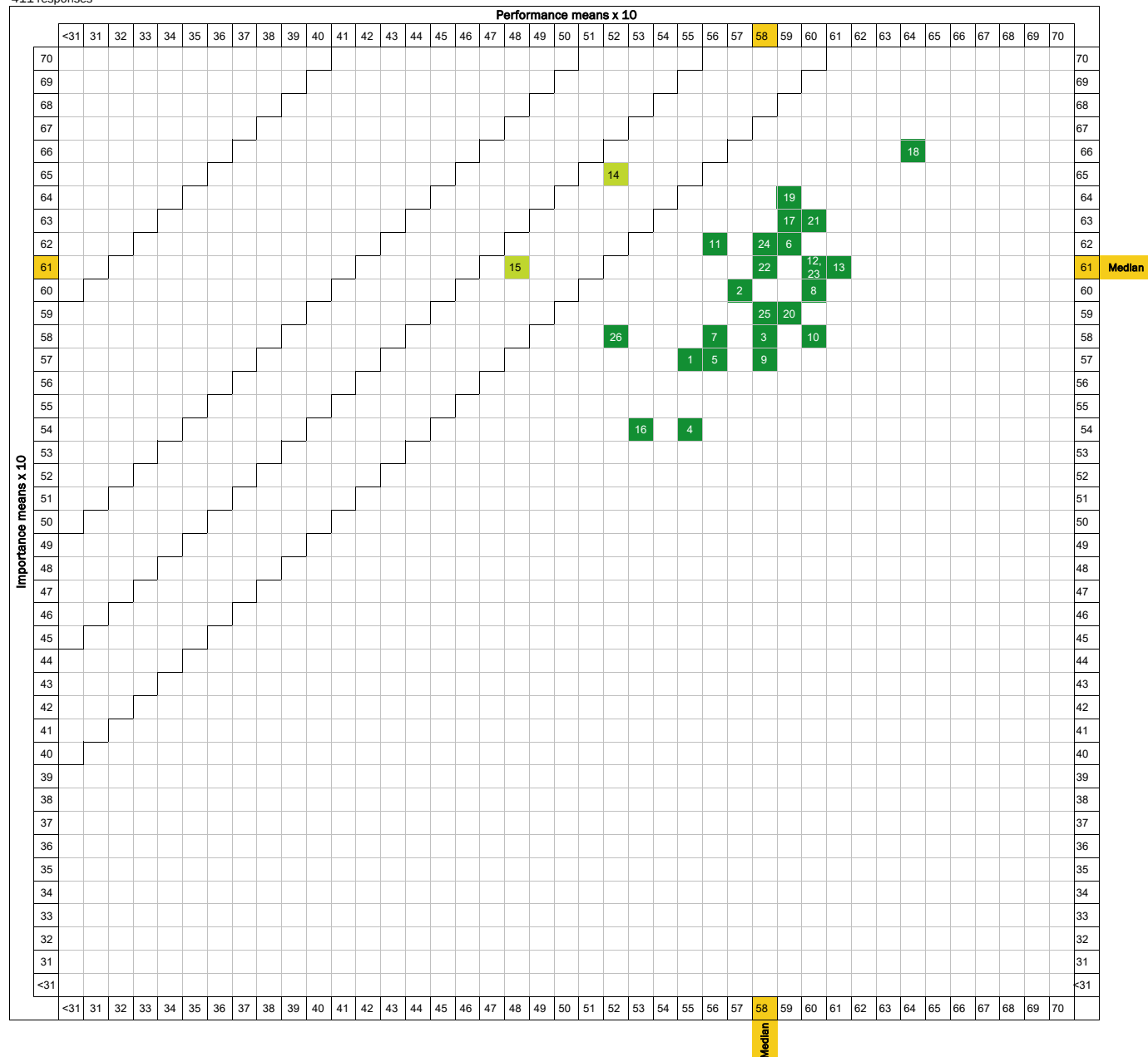Mean gap scores — Are you an international (non-exchange) student? - Yes

411 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a place in the Library to work in a group when I need to	1.29	1	6.09	13
I can find a quiet place in the Library to study when I need to	1.29	2	6.47	2
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.58	3	5.79	20
Printing, scanning and photocopying facilities in the Library meet my needs	0.54	4	6.41	3
The items I'm looking for on the library shelves are usually there	0.54	5	6.16	8
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.39	6	6.33	4
Opening hours meet my needs	0.39	7	6.24	6
The Library search engine enables me find relevant library resources quickly	0.35	8	6.20	7
The Library website provides useful information	0.32	9	5.98	15
Course specific resources (online and in the reserve collection) meet my learning needs	0.31	10	6.10	12
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.28	11	6.25	5
Books and articles I have requested from other Libraries are delivered promptly	0.19	12	5.78	21
I am informed about the Library services	0.18	13	5.67	24
When I am away from campus I can access the Library resources and services I need	0.16	14	6.15	9
Access to Library information resources has helped me to be successful at university	0.14	15	5.93	16
The Library anticipates my learning and research needs	0.11	16	5.73	22
I can get wireless access in the Library when I need to	0.11	17	6.56	1
Library staff provide accurate answers to my enquiries	0.09	18	6.13	11
Library signage is clear	0.08	19	5.85	18
A computer is available when I need one	0.05	20	5.38	26
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.02	21	5.87	17
I can get help from library staff when I need it	0.00	22	6.13	10
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	-0.03	23	5.99	14
Library workshops, classes and tutorials help me with my learning and research needs	-0.08	24	5.40	25
Online enquiry services (e.g. Email, Library Chat) meet my needs	-0.13	25	5.68	23
Face-to-face enquiry services meet my needs	-0.13	26	5.83	19

Singapore Management University Library Survey, February 2020

Best practice categories gap grid — Are you an international (non-exchange) student? - Yes

411 responses

Performance means x 10

Importance means x 10

Position	Statement(s)
x=64, y=66	18
x=52, y=65	14
x=59, y=64	19
x=59, y=63	17, 21
x=56, y=62	11
x=58, y=62	24, 6
x=48, y=61	15
x=58, y=61	22
x=60, y=61	12, 23
x=61, y=61	13
x=54, y=60	2
x=59, y=60	8
x=58, y=59	25, 20
x=52, y=58	26
x=55, y=58	7
x=58, y=58	3
x=60, y=58	10
x=53, y=57	1
x=54, y=57	5
x=58, y=57	9
x=52, y=54	16
x=55, y=54	4

Median = 61 (vertical axis), Median = 58 (horizontal axis)

Statements

1. I am informed about the Library services
2. The Library website provides useful information
3. Library signage is clear
4. Library workshops, classes and tutorials help me with my learning and research needs
5. The Library anticipates my learning and research needs
6. Opening hours meet my needs
7. Books and articles I have requested from other Libraries are delivered promptly
8. Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs
9. Online enquiry services (e.g. Email, Library Chat) meet my needs
10. Face-to-face enquiry services meet my needs
11. The items I'm looking for on the library shelves are usually there
12. Library staff provide accurate answers to my enquiries
13. I can get help from library staff when I need it
14. I can find a quiet place in the Library to study when I need to
15. I can find a place in the Library to work in a group when I need to
16. A computer is available when I need one
17. Laptop facilities (e.g. desks, power) in the Library meet my needs
18. I can get wireless access in the Library when I need to
19. Printing, scanning and photocopying facilities in the Library meet my needs
20. Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
21. Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
22. Course specific resources (online and in the reserve collection) meet my learning needs
23. When I am away from campus I can access the Library resources and services I need
24. The Library search engine enables me find relevant library resources quickly
25. Access to Library information resources has helped me to be successful at university
26. I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

© Insync Surveys

Singapore Management University Library Survey, February 2020

Top 10 factors — Are you an international (non-exchange) student? - No

1953 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.57	I can get wireless access in the Library when I need to	6.44	I can find a place in the Library to work in a group when I need to	4.69	I can find a place in the Library to work in a group when I need to	1.33
Printing, scanning and photocopying facilities in the Library meet my needs	6.37	I can get help from library staff when I need it	6.05	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.12	I can find a quiet place in the Library to study when I need to	1.22
I can find a quiet place in the Library to study when I need to	6.35	Library staff provide accurate answers to my enquiries	5.98	I can find a quiet place in the Library to study when I need to	5.13	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.61
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.28	When I am away from campus I can access the Library resources and services I need	5.97	A computer is available when I need one	5.20	Printing, scanning and photocopying facilities in the Library meet my needs	0.56
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.25	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.96	I am informed about the Library services	5.34	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.38
Opening hours meet my needs	6.15	Face-to-face enquiry services meet my needs	5.93	Library workshops, classes and tutorials help me with my learning and research needs	5.35	The Library search engine enables me find relevant library resources quickly	0.33
The Library search engine enables me find relevant library resources quickly	6.14	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.93	The Library anticipates my learning and research needs	5.35	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.29
When I am away from campus I can access the Library resources and services I need	6.13	Opening hours meet my needs	5.91	The Library website provides useful information	5.56	Opening hours meet my needs	0.24
I can get help from library staff when I need it	6.07	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.90	Library signage is clear	5.59	The items I'm looking for on the library shelves are usually there	0.20
I can find a place in the Library to work in a group when I need to	6.02	The Library search engine enables me find relevant library resources quickly	5.82	The items I'm looking for on the library shelves are usually there	5.62	Course specific resources (online and in the reserve collection) meet my learning needs	0.19

	Importance		Performance	
	Mean	**Rank**	**Mean**	**Rank**
I can get wireless access in the Library when I need to	6.57	1	6.44	1
Printing, scanning and photocopying facilities in the Library meet my needs	6.37	2	5.81	11
I can find a quiet place in the Library to study when I need to	6.35	3	5.13	24
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.28	4	5.90	9
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.25	5	5.96	5
Opening hours meet my needs	6.15	6	5.91	8
The Library search engine enables me find relevant library resources quickly	6.14	7	5.82	10
When I am away from campus I can access the Library resources and services I need	6.13	8	5.97	4
I can get help from library staff when I need it	6.07	9	6.05	2
I can find a place in the Library to work in a group when I need to	6.02	10	4.69	26
Library staff provide accurate answers to my enquiries	6.00	11	5.98	3
Course specific resources (online and in the reserve collection) meet my learning needs	5.99	12	5.80	12
Access to Library information resources has helped me to be successful at university	5.87	13	5.79	13
The items I'm looking for on the library shelves are usually there	5.82	14	5.62	17
Face-to-face enquiry services meet my needs	5.77	15	5.93	6
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.74	16	5.93	7
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.73	17	5.12	25
The Library website provides useful information	5.73	18	5.56	19
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.64	19	5.68	16
Books and articles I have requested from other Libraries are delivered promptly	5.60	20	5.68	15
Library signage is clear	5.57	21	5.59	18
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.55	22	5.72	14
The Library anticipates my learning and research needs	5.36	23	5.35	20
I am informed about the Library services	5.21	24	5.34	22
Library workshops, classes and tutorials help me with my learning and research needs	5.01	25	5.35	21
A computer is available when I need one	4.81	26	5.20	23

Singapore Management University Library Survey, February 2020
Mean performance score — Are you an international (non-exchange) student? - No
1953 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.44	1	6.57	1
I can get help from library staff when I need it	6.05	2	6.07	9
Library staff provide accurate answers to my enquiries	5.98	3	6.00	11
When I am away from campus I can access the Library resources and services I need	5.97	4	6.13	8
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.96	5	6.25	5
Face-to-face enquiry services meet my needs	5.93	6	5.77	15
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.93	7	5.74	16
Opening hours meet my needs	5.91	8	6.15	6
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.90	9	6.28	4
The Library search engine enables me find relevant library resources quickly	5.82	10	6.14	7
Printing, scanning and photocopying facilities in the Library meet my needs	5.81	11	6.37	2
Course specific resources (online and in the reserve collection) meet my learning needs	5.80	12	5.99	12
Access to Library information resources has helped me to be successful at university	5.79	13	5.87	13
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.72	14	5.55	22
Books and articles I have requested from other Libraries are delivered promptly	5.68	15	5.60	20
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.68	16	5.64	19
The items I'm looking for on the library shelves are usually there	5.62	17	5.82	14
Library signage is clear	5.59	18	5.57	21
The Library website provides useful information	5.56	19	5.73	18
The Library anticipates my learning and research needs	5.35	20	5.36	23
Library workshops, classes and tutorials help me with my learning and research needs	5.35	21	5.01	25
I am informed about the Library services	5.34	22	5.21	24
A computer is available when I need one	5.20	23	4.81	26
I can find a quiet place in the Library to study when I need to	5.13	24	6.35	3
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.12	25	5.73	17
I can find a place in the Library to work in a group when I need to	4.69	26	6.02	10

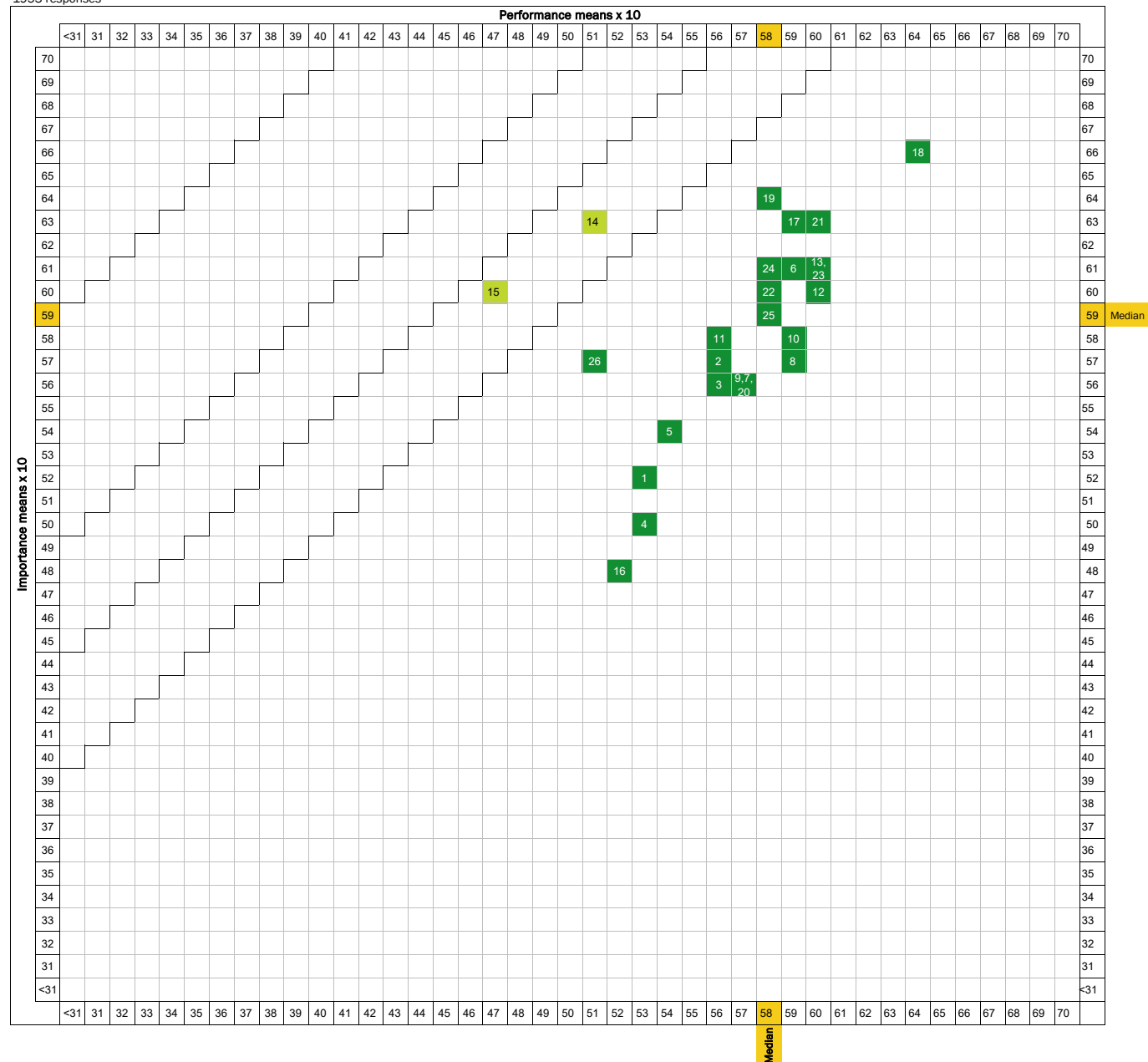## Singapore Management University Library Survey, February 2020

Mean gap scores — Are you an international (non-exchange) student? - No

1953 responses

- 149 -

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a place in the Library to work in a group when I need to	1.33	1	6.02	10
I can find a quiet place in the Library to study when I need to	1.22	2	6.35	3
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.61	3	5.73	17
Printing, scanning and photocopying facilities in the Library meet my needs	0.56	4	6.37	2
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.38	5	6.28	4
The Library search engine enables me find relevant library resources quickly	0.33	6	6.14	7
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.29	7	6.25	5
Opening hours meet my needs	0.24	8	6.15	6
The items I'm looking for on the library shelves are usually there	0.20	9	5.82	14
Course specific resources (online and in the reserve collection) meet my learning needs	0.19	10	5.99	12
The Library website provides useful information	0.17	11	5.73	18
When I am away from campus I can access the Library resources and services I need	0.17	12	6.13	8
I can get wireless access in the Library when I need to	0.12	13	6.57	1
Access to Library information resources has helped me to be successful at university	0.09	14	5.87	13
I can get help from library staff when I need it	0.02	15	6.07	9
Library staff provide accurate answers to my enquiries	0.02	16	6.00	11
The Library anticipates my learning and research needs	0.01	17	5.36	23
Library signage is clear	-0.03	18	5.57	21
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	-0.04	19	5.64	19
Books and articles I have requested from other Libraries are delivered promptly	-0.08	20	5.60	20
I am informed about the Library services	-0.14	21	5.21	24
Face-to-face enquiry services meet my needs	-0.16	22	5.77	15
Online enquiry services (e.g. Email, Library Chat) meet my needs	-0.16	23	5.55	22
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	-0.19	24	5.74	16
Library workshops, classes and tutorials help me with my learning and research needs	-0.33	25	5.01	25
A computer is available when I need one	-0.39	26	4.81	26

Singapore Management University Library Survey, February 2020

Best practice categories gap grid — Are you an international (non-exchange) student? - No

1953 responses

Performance means x 10

Grid positions	
18	at Performance 64, Importance 66
19	at Performance 57, Importance 64
14	at Performance 51, Importance 63
17, 21	at Performance 57–58, Importance 63
24, 6, 13, 23	at Performance 57–59, Importance 61
15	at Performance 47, Importance 60
22, 12	at Performance 57–59, Importance 60
25	at Performance 57, Importance 59 (Median)
11, 10	at Importance 58
26, 2, 8	at Importance 57
3, 9,7,20	at Importance 56
5	at Performance 53, Importance 54
1	at Performance 52, Importance 52
4	at Performance 52, Importance 50
16	at Performance 51, Importance 48

Importance means x 10

Median 59

Statements

#	Statement
1	I am informed about the Library services
2	The Library website provides useful information
3	Library signage is clear
4	Library workshops, classes and tutorials help me with my learning and research needs
5	The Library anticipates my learning and research needs
6	Opening hours meet my needs
7	Books and articles I have requested from other Libraries are delivered promptly
8	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs
9	Online enquiry services (e.g. Email, Library Chat) meet my needs
10	Face-to-face enquiry services meet my enquiries
11	The items I'm looking for on the library shelves are usually there
12	Library staff provide accurate answers to my enquiries
13	I can get help from library staff when I need it
14	I can find a quiet place in the Library to study when I need to
15	I can find a place in the Library to work in a group when I need to
16	A computer is available when I need one
17	Laptop facilities (e.g. desks, power) in the Library meet my needs
18	I can get wireless access in the Library when I need to
19	Printing, scanning and photocopying facilities in the Library meet my needs
20	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
21	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
22	Course specific resources (online and in the reserve collection) meet my learning needs
23	When I am away from campus I can access the Library resources and services I need
24	The Library search engine enables me find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at university
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Median 58

Legend:
Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

© Insync Surveys

Singapore Management University Library Survey, February 2020	
Top 5 importance scores by demographic	
How frequently do you visit the library?	Unique factor

Daily (665 responses)	Importance mean
I can get wireless access in the Library when I need to	6.67
I can find a quiet place in the Library to study when I need to	6.58
Printing, scanning and photocopying facilities in the Library meet my needs	6.57
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.48
Opening hours meet my needs	6.41
Weekly (1022 responses)	**Importance mean**
I can get wireless access in the Library when I need to	6.59
I can find a quiet place in the Library to study when I need to	6.40
Printing, scanning and photocopying facilities in the Library meet my needs	6.39
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.29
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.23
Monthly (413 responses)	**Importance mean**
I can get wireless access in the Library when I need to	6.44
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.28
When I am away from campus I can access the Library resources and services I need	6.22
I can get help from library staff when I need it	6.16
The Library search engine enables me find relevant library resources quickly	6.14
Quarterly (151 responses)	**Importance mean**
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.26
I can get wireless access in the Library when I need to	6.21
I can get help from library staff when I need it	6.18
The Library search engine enables me find relevant library resources quickly	6.16
Library staff provide accurate answers to my enquiries	6.14
Never (17 responses)	**Importance mean**
I can get wireless access in the Library when I need to	6.71
Access to Library information resources has helped me to be successful at university	6.50
I can get help from library staff when I need it	6.36
The Library search engine enables me find relevant library resources quickly	6.36
When I am away from campus I can access the Library resources and services I need	6.31

Singapore Management University Library Survey, February 2020 **Top 5 performance scores by demographic** **How frequently do you visit the library?**	Unique factor
Daily (665 responses) - 152 -	**Performance mean**
I can get wireless access in the Library when I need to	6.52
I can get help from library staff when I need it	6.12
Library staff provide accurate answers to my enquiries	6.06
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.05
When I am away from campus I can access the Library resources and services I need	6.02
Weekly (1022 responses)	**Performance mean**
I can get wireless access in the Library when I need to	6.46
I can get help from library staff when I need it	6.03
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.97
When I am away from campus I can access the Library resources and services I need	5.97
Library staff provide accurate answers to my enquiries	5.95
Monthly (413 responses)	**Performance mean**
I can get wireless access in the Library when I need to	6.32
I can get help from library staff when I need it	6.02
When I am away from campus I can access the Library resources and services I need	5.95
Library staff provide accurate answers to my enquiries	5.94
Face-to-face enquiry services meet my needs	5.94
Quarterly (151 responses)	**Performance mean**
I can get wireless access in the Library when I need to	6.29
I can get help from library staff when I need it	6.11
Opening hours meet my needs	6.07
Library staff provide accurate answers to my enquiries	6.04
Face-to-face enquiry services meet my needs	6.00
Never (17 responses)	**Performance mean**
I can get wireless access in the Library when I need to	6.71
Access to Library information resources has helped me to be successful at university	6.25
I can get help from library staff when I need it	6.18
Library staff provide accurate answers to my enquiries	6.09
Face-to-face enquiry services meet my needs	6.00

Singapore Management University Library Survey, February 2020	
Top 5 gap scores by demographic	
How frequently do you visit the library?	Unique factor

Daily (665 responses)	Gap score
I can find a place in the Library to work in a group when I need to	1.53
I can find a quiet place in the Library to study when I need to	1.38
Printing, scanning and photocopying facilities in the Library meet my needs	0.75
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.64
Opening hours meet my needs	0.58

Weekly (1022 responses)	Gap score
I can find a place in the Library to work in a group when I need to	1.37
I can find a quiet place in the Library to study when I need to	1.30
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.61
Printing, scanning and photocopying facilities in the Library meet my needs	0.53
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.37

Monthly (413 responses)	Gap score
I can find a place in the Library to work in a group when I need to	1.01
I can find a quiet place in the Library to study when I need to	0.98
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.62
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.42
The Library search engine enables me find relevant library resources quickly	0.34

Quarterly (151 responses)	Gap score
I can find a quiet place in the Library to study when I need to	0.67
I can find a place in the Library to work in a group when I need to	0.57
The Library website provides useful information	0.49
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.46
The Library search engine enables me find relevant library resources quickly	0.39

Never (17 responses)	Gap score
I can find a quiet place in the Library to study when I need to	1.17
Laptop facilities (e.g. desks, power) in the Library meet my needs	1.00
I can find a place in the Library to work in a group when I need to	0.83
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.80
Course specific resources (online and in the reserve collection) meet my learning needs	0.75

Singapore Management University Library Survey, February 2020

Top 10 factors — How frequently do you visit the library? - Daily

665 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.67	I can get wireless access in the Library when I need to	6.52	I can find a place in the Library to work in a group when I need to	4.74	I can find a place in the Library to work in a group when I need to	1.53
I can find a quiet place in the Library to study when I need to	6.58	I can get help from library staff when I need it	6.12	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.19	I can find a quiet place in the Library to study when I need to	1.38
Printing, scanning and photocopying facilities in the Library meet my needs	6.57	Library staff provide accurate answers to my enquiries	6.06	I can find a quiet place in the Library to study when I need to	5.20	Printing, scanning and photocopying facilities in the Library meet my needs	0.75
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.48	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.05	A computer is available when I need one	5.31	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.64
Opening hours meet my needs	6.41	When I am away from campus I can access the Library resources and services I need	6.02	I am informed about the Library services	5.43	Opening hours meet my needs	0.58
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.28	Laptop facilities (e.g. desks, power) in the Library meet my needs	6.01	Library workshops, classes and tutorials help me with my learning and research needs	5.44	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.47
I can find a place in the Library to work in a group when I need to	6.27	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.01	The Library anticipates my learning and research needs	5.47	The Library search engine enables me find relevant library resources quickly	0.28
When I am away from campus I can access the Library resources and services I need	6.18	Face-to-face enquiry services meet my needs	5.95	The Library website provides useful information	5.66	The items I'm looking for on the library shelves are usually there	0.27
The Library search engine enables me find relevant library resources quickly	6.17	The Library search engine enables me find relevant library resources quickly	5.90	Books and articles I have requested from other Libraries are delivered promptly	5.68	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.22
I can get help from library staff when I need it	6.17	Course specific resources (online and in the reserve collection) meet my learning needs	5.90	The items I'm looking for on the library shelves are usually there	5.71	Course specific resources (online and in the reserve collection) meet my learning needs	0.20

Singapore Management University Library Survey, February 2020

Mean importance scores — How frequently do you visit the library? - Daily

665 responses   - 155 -

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.67	1	6.52	1
I can find a quiet place in the Library to study when I need to	6.58	2	5.20	24
Printing, scanning and photocopying facilities in the Library meet my needs	6.57	3	5.82	13
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.48	4	6.01	6
Opening hours meet my needs	6.41	5	5.82	12
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.28	6	6.05	4
I can find a place in the Library to work in a group when I need to	6.27	7	4.74	26
When I am away from campus I can access the Library resources and services I need	6.18	8	6.02	5
The Library search engine enables me find relevant library resources quickly	6.17	9	5.90	9
I can get help from library staff when I need it	6.17	10	6.12	2
Course specific resources (online and in the reserve collection) meet my learning needs	6.10	11	5.90	10
Library staff provide accurate answers to my enquiries	6.07	12	6.06	3
The items I'm looking for on the library shelves are usually there	5.98	13	5.71	17
Access to Library information resources has helped me to be successful at university	5.96	14	5.86	11
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.83	15	5.19	25
Face-to-face enquiry services meet my needs	5.83	16	5.95	8
The Library website provides useful information	5.78	17	5.66	19
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.77	18	6.01	7
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.68	19	5.81	14
Library signage is clear	5.67	20	5.74	16
Books and articles I have requested from other Libraries are delivered promptly	5.66	21	5.68	18
The Library anticipates my learning and research needs	5.53	22	5.47	20
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.51	23	5.79	15
I am informed about the Library services	5.35	24	5.43	22
Library workshops, classes and tutorials help me with my learning and research needs	5.10	25	5.44	21
A computer is available when I need one	5.03	26	5.31	23

Singapore Management University Library Survey, February 2020				
Mean performance score — How frequently do you visit the library? - Daily				
665 responses				

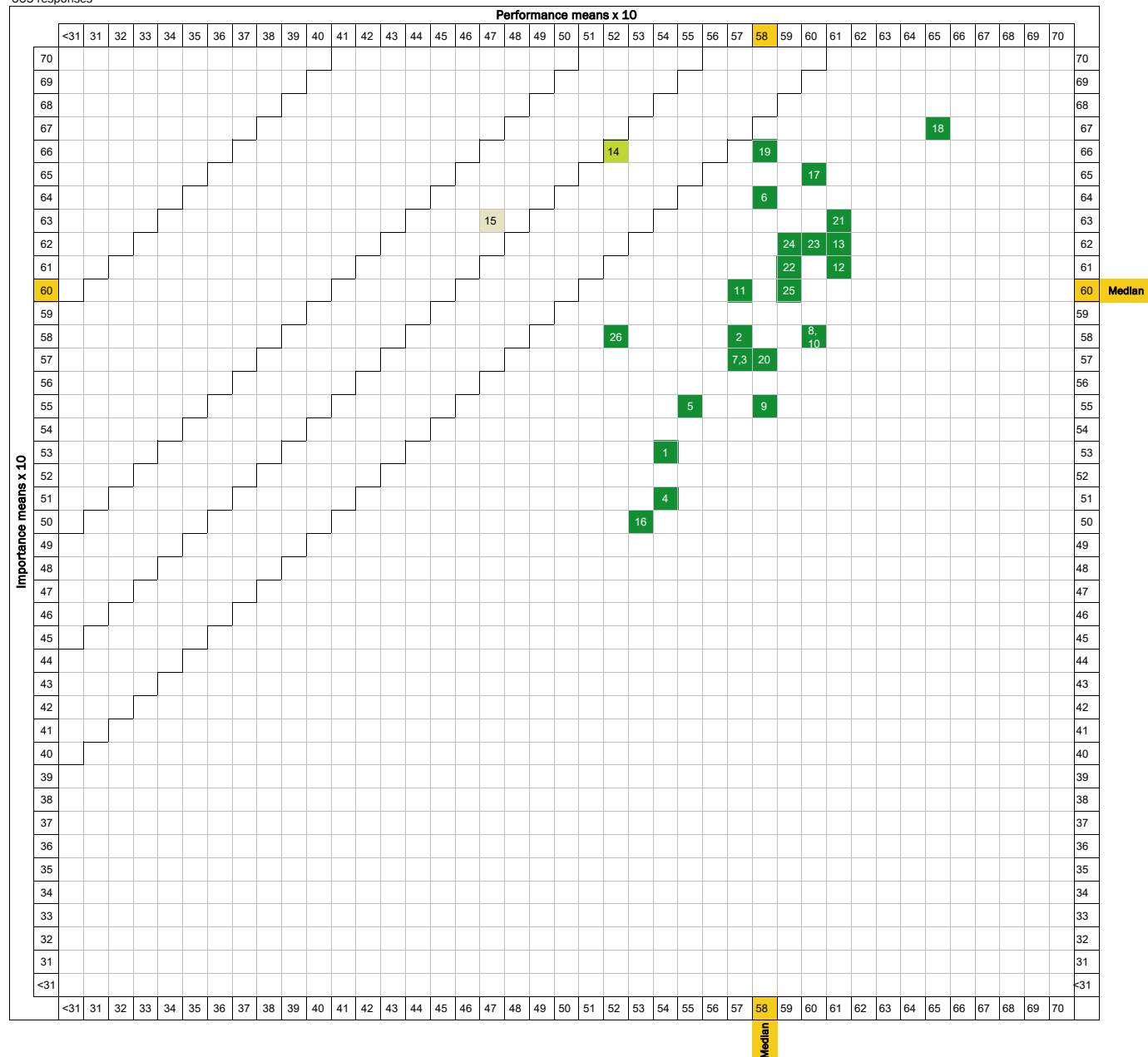|	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.52	1	6.67	1
I can get help from library staff when I need it	6.12	2	6.17	10
Library staff provide accurate answers to my enquiries	6.06	3	6.07	12
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.05	4	6.28	6
When I am away from campus I can access the Library resources and services I need	6.02	5	6.18	8
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.01	6	6.48	4
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.01	7	5.77	18
Face-to-face enquiry services meet my needs	5.95	8	5.83	16
The Library search engine enables me find relevant library resources quickly	5.90	9	6.17	9
Course specific resources (online and in the reserve collection) meet my learning needs	5.90	10	6.10	11
Access to Library information resources has helped me to be successful at university	5.86	11	5.96	14
Opening hours meet my needs	5.82	12	6.41	5
Printing, scanning and photocopying facilities in the Library meet my needs	5.82	13	6.57	3
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.81	14	5.68	19
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.79	15	5.51	23
Library signage is clear	5.74	16	5.67	20
The items I'm looking for on the library shelves are usually there	5.71	17	5.98	13
Books and articles I have requested from other Libraries are delivered promptly	5.68	18	5.66	21
The Library website provides useful information	5.66	19	5.78	17
The Library anticipates my learning and research needs	5.47	20	5.53	22
Library workshops, classes and tutorials help me with my learning and research needs	5.44	21	5.10	25
I am informed about the Library services	5.43	22	5.35	24
A computer is available when I need one	5.31	23	5.03	26
I can find a quiet place in the Library to study when I need to	5.20	24	6.58	2
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.19	25	5.83	15
I can find a place in the Library to work in a group when I need to	4.74	26	6.27	7

Singapore Management University Library Survey, February 2020

Mean gap scores — How frequently do you visit the library? - Daily

665 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a place in the Library to work in a group when I need to	1.53	1	6.27	7
I can find a quiet place in the Library to study when I need to	1.38	2	6.58	2
Printing, scanning and photocopying facilities in the Library meet my needs	0.75	3	6.57	3
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.64	4	5.83	15
Opening hours meet my needs	0.58	5	6.41	5
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.47	6	6.48	4
The Library search engine enables me find relevant library resources quickly	0.28	7	6.17	9
The items I'm looking for on the library shelves are usually there	0.27	8	5.98	13
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.22	9	6.28	6
Course specific resources (online and in the reserve collection) meet my learning needs	0.20	10	6.10	11
When I am away from campus I can access the Library resources and services I need	0.15	11	6.18	8
I can get wireless access in the Library when I need to	0.15	12	6.67	1
The Library website provides useful information	0.12	13	5.78	17
Access to Library information resources has helped me to be successful at university	0.09	14	5.96	14
The Library anticipates my learning and research needs	0.05	15	5.53	22
I can get help from library staff when I need it	0.05	16	6.17	10
Library staff provide accurate answers to my enquiries	0.01	17	6.07	12
Books and articles I have requested from other Libraries are delivered promptly	-0.02	18	5.66	21
Library signage is clear	-0.07	19	5.67	20
I am informed about the Library services	-0.08	20	5.35	24
Face-to-face enquiry services meet my needs	-0.13	21	5.83	16
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	-0.14	22	5.68	19
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	-0.24	23	5.77	18
A computer is available when I need one	-0.28	24	5.03	26
Online enquiry services (e.g. Email, Library Chat) meet my needs	-0.28	25	5.51	23
Library workshops, classes and tutorials help me with my learning and research needs	-0.33	26	5.10	25

Singapore Management University Library Survey, February 2020

Best practice categories gap grid — How frequently do you visit the library? - Daily
665 responses

Performance means x 10 (horizontal axis), **Importance means x 10** (vertical axis). Median = 58 (Performance), Median = 60 (Importance).

Statements

#	Statement
1	I am informed about the Library services
2	The Library website provides useful information
3	Library signage is clear
4	Library workshops, classes and tutorials help me with my learning and research needs
5	The Library anticipates my learning and research needs
6	Opening hours meet my needs
7	Books and articles I have requested from other Libraries are delivered promptly
8	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs
9	Online enquiry services (e.g. Email, Library Chat) meet my needs
10	Face-to-face enquiry services meet my needs
11	The items I'm looking for on the library shelves are usually there
12	Library staff provide accurate answers to my enquiries
13	I can get help from library staff when I need it
14	I can find a quiet place in the Library to study when I need to
15	I can find a place in the Library to work in a group when I need to
16	A computer is available when I need one
17	Laptop facilities (e.g. desks, power) in the Library meet my needs
18	I can get wireless access in the Library when I need to
19	Printing, scanning and photocopying facilities in the Library meet my needs
20	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
21	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
22	Course specific resources (online and in the reserve collection) meet my learning needs
23	When I am away from campus I can access the Library resources and services I need
24	The Library search engine enables me find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at university
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

© Insync Surveys

Singapore Management University Library Survey, February 2020

Top 10 factors — How frequently do you visit the library? - Weekly

1022 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.59	I can get wireless access in the Library when I need to	6.46	I can find a place in the Library to work in a group when I need to	4.65	I can find a place in the Library to work in a group when I need to	1.37
I can find a quiet place in the Library to study when I need to	6.40	I can get help from library staff when I need it	6.03	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.09	I can find a quiet place in the Library to study when I need to	1.30
Printing, scanning and photocopying facilities in the Library meet my needs	6.39	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.97	I can find a quiet place in the Library to study when I need to	5.10	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.61
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.29	When I am away from campus I can access the Library resources and services I need	5.97	A computer is available when I need one	5.22	Printing, scanning and photocopying facilities in the Library meet my needs	0.53
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.23	Library staff provide accurate answers to my enquiries	5.95	I am informed about the Library services	5.26	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.37
Opening hours meet my needs	6.17	Face-to-face enquiry services meet my needs	5.93	Library workshops, classes and tutorials help me with my learning and research needs	5.34	The Library search engine enables me find relevant library resources quickly	0.34
The Library search engine enables me find relevant library resources	6.15	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.92	The Library anticipates my learning and research needs	5.36	Opening hours meet my needs	0.27
When I am away from campus I can access the Library resources and services I need	6.08	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.91	The Library website provides useful information	5.51	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.26
I can find a place in the Library to work in a group when I need to	6.01	Opening hours meet my needs	5.90	Books and articles I have requested from other Libraries are delivered promptly	5.58	The items I'm looking for on the library shelves are usually there	0.25
Course specific resources (online and in the reserve collection) meet my learning needs	5.99	Printing, scanning and photocopying facilities in the Library meet my needs	5.87	The items I'm looking for on the library shelves are usually there	5.59	Course specific resources (online and in the reserve collection) meet my learning needs	0.21

Singapore Management University Library Survey, February 2020

Mean importance scores — How frequently do you visit the library? - Weekly

1022 responses

	Importance		Performance	
	Mean	**Rank**	**Mean**	**Rank**
I can get wireless access in the Library when I need to	6.59	1	6.46	1
I can find a quiet place in the Library to study when I need to	6.40	2	5.10	24
Printing, scanning and photocopying facilities in the Library meet my needs	6.39	3	5.87	10
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.29	4	5.92	7
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.23	5	5.97	3
Opening hours meet my needs	6.17	6	5.90	9
The Library search engine enables me find relevant library resources quickly	6.15	7	5.80	11
When I am away from campus I can access the Library resources and services I need	6.08	8	5.97	4
I can find a place in the Library to work in a group when I need to	6.01	9	4.65	26
Course specific resources (online and in the reserve collection) meet my learning needs	5.99	10	5.78	12
I can get help from library staff when I need it	5.97	11	6.03	2
Library staff provide accurate answers to my enquiries	5.95	12	5.95	5
Access to Library information resources has helped me to be successful at university	5.85	13	5.77	13
The items I'm looking for on the library shelves are usually there	5.84	14	5.59	17
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.76	15	5.91	8
Face-to-face enquiry services meet my needs	5.73	16	5.93	6
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.70	17	5.09	25
The Library website provides useful information	5.68	18	5.51	19
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.65	19	5.71	14
Library signage is clear	5.55	20	5.62	16
Books and articles I have requested from other Libraries are delivered promptly	5.54	21	5.58	18
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.53	22	5.71	15
The Library anticipates my learning and research needs	5.36	23	5.36	20
I am informed about the Library services	5.16	24	5.26	22
Library workshops, classes and tutorials help me with my learning and research needs	5.04	25	5.34	21
A computer is available when I need one	4.84	26	5.22	23

Singapore Management University Library Survey, February 2020				
Mean performance score — How frequently do you visit the library? - Weekly				
1022 responses				

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.46	1	6.59	1
I can get help from library staff when I need it	6.03	2	5.97	11
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.97	3	6.23	5
When I am away from campus I can access the Library resources and services I need	5.97	4	6.08	8
Library staff provide accurate answers to my enquiries	5.95	5	5.95	12
Face-to-face enquiry services meet my needs	5.93	6	5.73	16
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.92	7	6.29	4
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.91	8	5.76	15
Opening hours meet my needs	5.90	9	6.17	6
Printing, scanning and photocopying facilities in the Library meet my needs	5.87	10	6.39	3
The Library search engine enables me find relevant library resources quickly	5.80	11	6.15	7
Course specific resources (online and in the reserve collection) meet my learning needs	5.78	12	5.99	10
Access to Library information resources has helped me to be successful at university	5.77	13	5.85	13
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.71	14	5.65	19
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.71	15	5.53	22
Library signage is clear	5.62	16	5.55	20
The items I'm looking for on the library shelves are usually there	5.59	17	5.84	14
Books and articles I have requested from other Libraries are delivered promptly	5.58	18	5.54	21
The Library website provides useful information	5.51	19	5.68	18
The Library anticipates my learning and research needs	5.36	20	5.36	23
Library workshops, classes and tutorials help me with my learning and research needs	5.34	21	5.04	25
I am informed about the Library services	5.26	22	5.16	24
A computer is available when I need one	5.22	23	4.84	26
I can find a quiet place in the Library to study when I need to	5.10	24	6.40	2
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.09	25	5.70	17
I can find a place in the Library to work in a group when I need to	4.65	26	6.01	9

Singapore Management University Library Survey, February 2020				
Mean gap scores — How frequently do you visit the library? - Weekly				
1022 responses				

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a place in the Library to work in a group when I need to	1.37	1	6.01	9
I can find a quiet place in the Library to study when I need to	1.30	2	6.40	2
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.61	3	5.70	17
Printing, scanning and photocopying facilities in the Library meet my needs	0.53	4	6.39	3
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.37	5	6.29	4
The Library search engine enables me find relevant library resources quickly	0.34	6	6.15	7
Opening hours meet my needs	0.27	7	6.17	6
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.26	8	6.23	5
The items I'm looking for on the library shelves are usually there	0.25	9	5.84	14
Course specific resources (online and in the reserve collection) meet my learning needs	0.21	10	5.99	10
The Library website provides useful information	0.16	11	5.68	18
I can get wireless access in the Library when I need to	0.13	12	6.59	1
When I am away from campus I can access the Library resources and services I need	0.11	13	6.08	8
Access to Library information resources has helped me to be successful at university	0.08	14	5.85	13
Library staff provide accurate answers to my enquiries	0.00	15	5.95	12
The Library anticipates my learning and research needs	0.00	16	5.36	23
Books and articles I have requested from other Libraries are delivered promptly	-0.04	17	5.54	21
I can get help from library staff when I need it	-0.06	18	5.97	11
Library signage is clear	-0.07	19	5.55	20
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	-0.07	20	5.65	19
I am informed about the Library services	-0.11	21	5.16	24
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	-0.15	22	5.76	15
Online enquiry services (e.g. Email, Library Chat) meet my needs	-0.17	23	5.53	22
Face-to-face enquiry services meet my needs	-0.19	24	5.73	16
Library workshops, classes and tutorials help me with my learning and research needs	-0.30	25	5.04	25
A computer is available when I need one	-0.38	26	4.84	26

Singapore Management University Library Survey, February 2020

Best practice categories gap grid — How frequently do you visit the library? - Weekly

1022 responses

Performance means x 10

Importance means x 10

Median (row 59)
Median (column 58)

#	Statements
1	I am informed about the Library services
2	The Library website provides useful information
3	Library signage is clear
4	Library workshops, classes and tutorials help me with my learning and research needs
5	The Library anticipates my learning and research needs
6	Opening hours meet my needs
7	Books and articles I have requested from other Libraries are delivered promptly
8	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs
9	Online enquiry services (e.g. Email, Library Chat) meet my needs
10	Face-to-face enquiry services meet my needs
11	The items I'm looking for on the library shelves are usually there
12	Library staff provide accurate answers to my enquiries
13	I can get help from library staff when I need it
14	I can find a quiet place in the Library to study when I need to
15	I can find a place in the Library to work in a group when I need to
16	A computer is available when I need one
17	Laptop facilities (e.g. desks, power) in the Library meet my needs
18	I can get wireless access in the Library when I need to
19	Printing, scanning and photocopying facilities in the Library meet my needs
20	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
21	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
22	Course specific resources (online and in the reserve collection) meet my learning needs
23	When I am away from campus I can access the Library resources and services I need
24	The Library search engine enables me find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at university
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Legend: Gap > 2.9   Gap > 1.9   Gap > 1.4   Gap > 0.9   Gap < 0.9

© Insync Surveys

- 163 -

Singapore Management University Library Survey, February 2020

Top 10 factors — How frequently do you visit the library? - Monthly

413 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.44	I can get wireless access in the Library when I need to	6.32	I can find a place in the Library to work in a group when I need to	4.76	I can find a place in the Library to work in a group when I need to	1.01
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.28	I can get help from library staff when I need it	6.02	A computer is available when I need one	5.09	I can find a quiet place in the Library to study when I need to	0.98
When I am away from campus I can access the Library resources and services I need	6.22	When I am away from campus I can access the Library resources and services I need	5.95	I can find a quiet place in the Library to study when I need to	5.12	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.62
I can get help from library staff when I need it	6.16	Library staff provide accurate answers to my enquiries	5.94	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.13	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.42
The Library search engine enables me find relevant library resources quickly	6.14	Face-to-face enquiry services meet my needs	5.94	Library workshops, classes and tutorials help me with my learning and research needs	5.35	The Library search engine enables me find relevant library resources quickly	0.34
Printing, scanning and photocopying facilities in the Library meet my needs	6.12	Opening hours meet my needs	5.93	The Library anticipates my learning and research needs	5.40	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.33
I can find a quiet place in the Library to study when I need to	6.10	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.89	I am informed about the Library services	5.43	The items I'm looking for on the library shelves are usually there	0.33
Library staff provide accurate answers to my enquiries	6.07	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.86	Library signage is clear	5.45	Printing, scanning and photocopying facilities in the Library meet my needs	0.31
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.07	Printing, scanning and photocopying facilities in the Library meet my needs	5.81	The items I'm looking for on the library shelves are usually there	5.56	When I am away from campus I can access the Library resources and services I need	0.28
Course specific resources (online and in the reserve collection) meet my learning needs	5.98	The Library search engine enables me find relevant library resources quickly	5.79	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.59	Course specific resources (online and in the reserve collection) meet my learning needs	0.27

Singapore Management University Library Survey, February 2020

Mean importance scores — How frequently do you visit the library? - Monthly

413 responses

	Importance		Performance	
	Mean	**Rank**	**Mean**	**Rank**
I can get wireless access in the Library when I need to	6.44	1	6.32	1
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.28	2	5.86	8
When I am away from campus I can access the Library resources and services I need	6.22	3	5.95	3
I can get help from library staff when I need it	6.16	4	6.02	2
The Library search engine enables me find relevant library resources quickly	6.14	5	5.79	10
Printing, scanning and photocopying facilities in the Library meet my needs	6.12	6	5.81	9
I can find a quiet place in the Library to study when I need to	6.10	7	5.12	24
Library staff provide accurate answers to my enquiries	6.07	8	5.94	4
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.07	9	5.74	12
Course specific resources (online and in the reserve collection) meet my learning needs	5.98	10	5.71	14
Opening hours meet my needs	5.90	11	5.93	6
The items I'm looking for on the library shelves are usually there	5.89	12	5.56	18
Access to Library information resources has helped me to be successful at university	5.87	13	5.73	13
The Library website provides useful information	5.85	14	5.59	16
Face-to-face enquiry services meet my needs	5.83	15	5.94	5
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.81	16	5.89	7
I can find a place in the Library to work in a group when I need to	5.77	17	4.76	26
Books and articles I have requested from other Libraries are delivered promptly	5.76	18	5.78	11
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.75	19	5.13	23
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.75	20	5.59	17
Library signage is clear	5.61	21	5.45	19
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.60	22	5.66	15
The Library anticipates my learning and research needs	5.42	23	5.40	21
I am informed about the Library services	5.35	24	5.43	20
Library workshops, classes and tutorials help me with my learning and research needs	5.08	25	5.35	22
A computer is available when I need one	4.90	26	5.09	25

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.32	1	6.44	1
I can get help from library staff when I need it	6.02	2	6.16	4
When I am away from campus I can access the Library resources and services I need	5.95	3	6.22	3
Library staff provide accurate answers to my enquiries	5.94	4	6.07	8
Face-to-face enquiry services meet my needs	5.94	5	5.83	15
Opening hours meet my needs	5.93	6	5.90	11
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.89	7	5.81	16
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.86	8	6.28	2
Printing, scanning and photocopying facilities in the Library meet my needs	5.81	9	6.12	6
The Library search engine enables me find relevant library resources quickly	5.79	10	6.14	5
Books and articles I have requested from other Libraries are delivered promptly	5.78	11	5.76	18
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.74	12	6.07	9
Access to Library information resources has helped me to be successful at university	5.73	13	5.87	13
Course specific resources (online and in the reserve collection) meet my learning needs	5.71	14	5.98	10
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.66	15	5.60	22
The Library website provides useful information	5.59	16	5.85	14
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.59	17	5.75	20
The items I'm looking for on the library shelves are usually there	5.56	18	5.89	12
Library signage is clear	5.45	19	5.61	21
I am informed about the Library services	5.43	20	5.35	24
The Library anticipates my learning and research needs	5.40	21	5.42	23
Library workshops, classes and tutorials help me with my learning and research needs	5.35	22	5.08	25
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.13	23	5.75	19
I can find a quiet place in the Library to study when I need to	5.12	24	6.10	7
A computer is available when I need one	5.09	25	4.90	26
I can find a place in the Library to work in a group when I need to	4.76	26	5.77	17

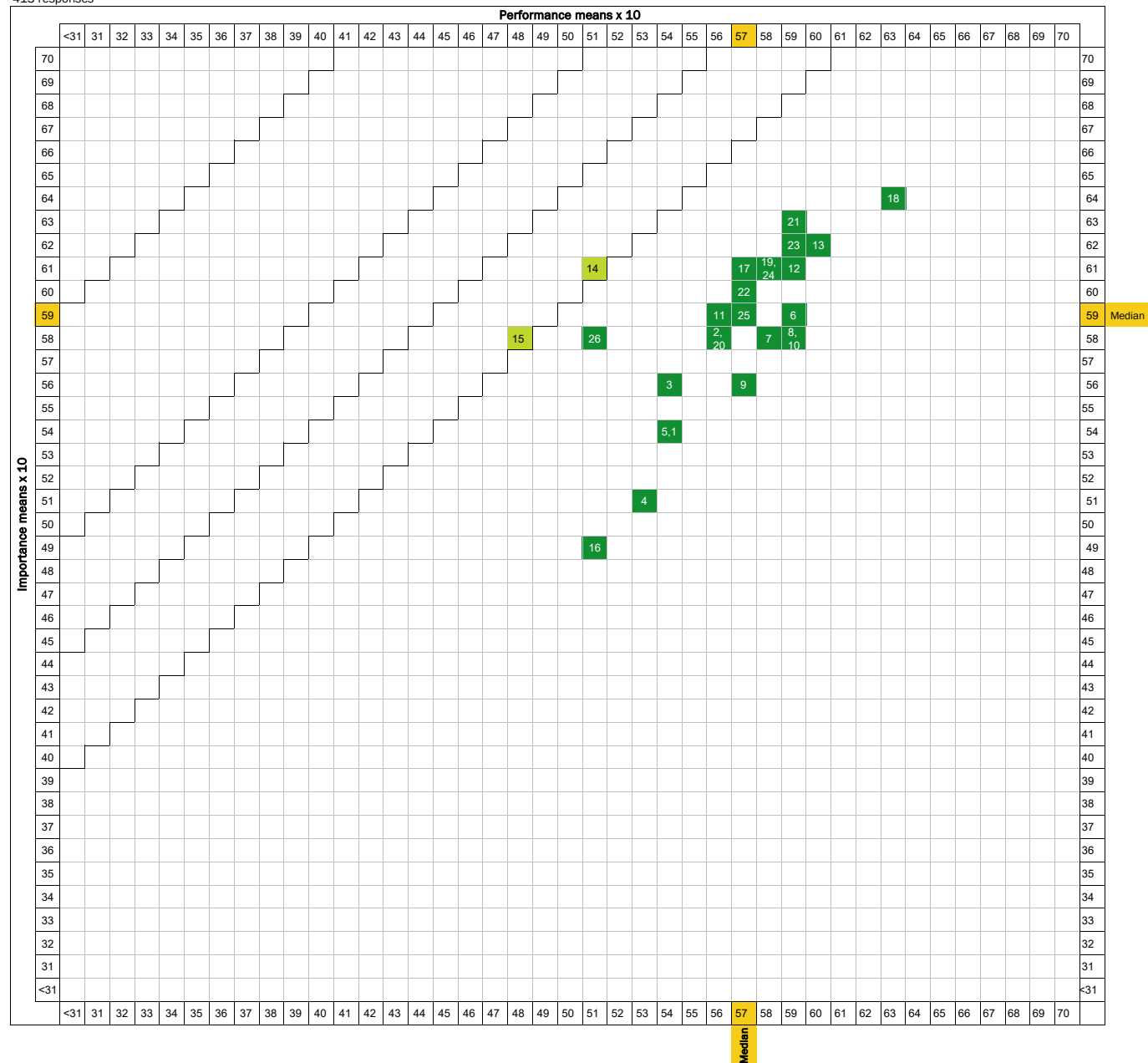## Singapore Management University Library Survey, February 2020

Mean gap scores — How frequently do you visit the library? - Monthly

413 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a place in the Library to work in a group when I need to	1.01	1	5.77	17
I can find a quiet place in the Library to study when I need to	0.98	2	6.10	7
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.62	3	5.75	19
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.42	4	6.28	2
The Library search engine enables me find relevant library resources quickly	0.34	5	6.14	5
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.33	6	6.07	9
The items I'm looking for on the library shelves are usually there	0.33	7	5.89	12
Printing, scanning and photocopying facilities in the Library meet my needs	0.31	8	6.12	6
When I am away from campus I can access the Library resources and services I need	0.28	9	6.22	3
Course specific resources (online and in the reserve collection) meet my learning needs	0.27	10	5.98	10
The Library website provides useful information	0.25	11	5.85	14
Library signage is clear	0.17	12	5.61	21
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.16	13	5.75	20
Access to Library information resources has helped me to be successful at university	0.14	14	5.87	13
I can get help from library staff when I need it	0.13	15	6.16	4
Library staff provide accurate answers to my enquiries	0.13	16	6.07	8
I can get wireless access in the Library when I need to	0.11	17	6.44	1
The Library anticipates my learning and research needs	0.02	18	5.42	23
Books and articles I have requested from other Libraries are delivered promptly	-0.01	19	5.76	18
Opening hours meet my needs	-0.03	20	5.90	11
Online enquiry services (e.g. Email, Library Chat) meet my needs	-0.05	21	5.60	22
I am informed about the Library services	-0.08	22	5.35	24
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	-0.09	23	5.81	16
Face-to-face enquiry services meet my needs	-0.10	24	5.83	15
A computer is available when I need one	-0.19	25	4.90	26
Library workshops, classes and tutorials help me with my learning and research needs	-0.27	26	5.08	25

Singapore Management University Library Survey, February 2020

Best practice categories gap grid — How frequently do you visit the library? - Monthly
413 responses

Performance means x 10

Statements

1	I am informed about the Library services
2	The Library website provides useful information
3	Library signage is clear
4	Library workshops, classes and tutorials help me with my learning and research needs
5	The Library anticipates my learning and research needs
6	Opening hours meet my needs
7	Books and articles I have requested from other Libraries are delivered promptly
8	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs
9	Online enquiry services (e.g. Email, Library Chat) meet my needs
10	Face-to-face enquiry services meet my needs
11	The items I'm looking for on the library shelves are usually there
12	Library staff provide accurate answers to my enquiries
13	I can get help from library staff when I need it
14	I can find a quiet place in the Library to study when I need to
15	I can find a place in the Library to work in a group when I need to
16	A computer is available when I need one
17	Laptop facilities (e.g. desks, power) in the Library meet my needs
18	I can get wireless access in the Library when I need to
19	Printing, scanning and photocopying facilities in the Library meet my needs
20	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
21	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
22	Course specific resources (online and in the reserve collection) meet my learning needs
23	When I am away from campus I can access the Library resources and services I need
24	The Library search engine enables me find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at university
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

© Insync Surveys

Singapore Management University Library Survey, February 2020

Top 10 factors — How frequently do you visit the library? - Quarterly

151 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.26	I can get wireless access in the Library when I need to	6.29	I can find a place in the Library to work in a group when I need to	4.83	I can find a quiet place in the Library to study when I need to	0.67
I can get wireless access in the Library when I need to	6.21	I can get help from library staff when I need it	6.11	A computer is available when I need one	4.95	I can find a place in the Library to work in a group when I need to	0.57
I can get help from library staff when I need it	6.18	Opening hours meet my needs	6.07	I can find a quiet place in the Library to study when I need to	5.05	The Library website provides useful information	0.49
The Library search engine enables me find relevant library resources quickly	6.16	Library staff provide accurate answers to my enquiries	6.04	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.13	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.46
Library staff provide accurate answers to my enquiries	6.14	Face-to-face enquiry services meet my needs	6.00	The Library anticipates my learning and research needs	5.39	The Library search engine enables me find relevant library resources	0.39
When I am away from campus I can access the Library resources and services I need	6.13	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.00	Library workshops, classes and tutorials help me with my learning and research needs	5.40	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.35
The Library website provides useful information	6.08	When I am away from campus I can access the Library resources and services I need	5.90	Printing, scanning and photocopying facilities in the Library meet my needs	5.51	The items I'm looking for on the library shelves are usually there	0.33
Online enquiry services (e.g. Email, Library Chat) meet my needs	6.03	Online enquiry services (e.g. Email, Library Chat) meet my needs	5.88	The items I'm looking for on the library shelves are usually there	5.55	Printing, scanning and photocopying facilities in the Library meet my needs	0.27
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.94	Books and articles I have requested from other Libraries are delivered promptly	5.85	Library signage is clear	5.55	Library signage is clear	0.27
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.89	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.80	The Library website provides useful information	5.59	Course specific resources (online and in the reserve collection) meet my learning needs	0.24

Singapore Management University Library Survey, February 2020

Mean importance scores — How frequently do you visit the library? - Quarterly

151 responses

	Importance		Performance	
	Mean	**Rank**	**Mean**	**Rank**
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.26	1	5.80	10
I can get wireless access in the Library when I need to	6.21	2	6.29	1
I can get help from library staff when I need it	6.18	3	6.11	2
The Library search engine enables me find relevant library resources quickly	6.16	4	5.76	11
Library staff provide accurate answers to my enquiries	6.14	5	6.04	4
When I am away from campus I can access the Library resources and services I need	6.13	6	5.90	7
The Library website provides useful information	6.08	7	5.59	17
Online enquiry services (e.g. Email, Library Chat) meet my needs	6.03	8	5.88	8
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.94	9	6.00	5
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.89	10	5.70	12
Course specific resources (online and in the reserve collection) meet my learning needs	5.89	11	5.65	15
The items I'm looking for on the library shelves are usually there	5.88	12	5.55	19
Library signage is clear	5.82	13	5.55	18
Face-to-face enquiry services meet my needs	5.81	14	6.00	5
Printing, scanning and photocopying facilities in the Library meet my needs	5.79	15	5.51	20
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.78	16	5.60	16
Opening hours meet my needs	5.77	17	6.07	3
Access to Library information resources has helped me to be successful at university	5.74	18	5.68	13
Books and articles I have requested from other Libraries are delivered promptly	5.73	19	5.85	9
I can find a quiet place in the Library to study when I need to	5.72	20	5.05	24
I am informed about the Library services	5.65	21	5.65	14
The Library anticipates my learning and research needs	5.49	22	5.39	22
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.48	23	5.13	23
I can find a place in the Library to work in a group when I need to	5.40	24	4.83	26
Library workshops, classes and tutorials help me with my learning and research needs	5.31	25	5.40	21
A computer is available when I need one	5.05	26	4.95	25

Singapore Management University Library Survey, February 2020

Mean performance score — How frequently do you visit the library? - Quarterly

151 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.29	1	6.21	2
I can get help from library staff when I need it	6.11	2	6.18	3
Opening hours meet my needs	6.07	3	5.77	17
Library staff provide accurate answers to my enquiries	6.04	4	6.14	5
Face-to-face enquiry services meet my needs	6.00	5	5.81	14
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.00	5	5.94	9
When I am away from campus I can access the Library resources and services I need	5.90	7	6.13	6
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.88	8	6.03	8
Books and articles I have requested from other Libraries are delivered promptly	5.85	9	5.73	19
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.80	10	6.26	1
The Library search engine enables me find relevant library resources quickly	5.76	11	6.16	4
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.70	12	5.89	10
Access to Library information resources has helped me to be successful at university	5.68	13	5.74	18
I am informed about the Library services	5.65	14	5.65	21
Course specific resources (online and in the reserve collection) meet my learning needs	5.65	15	5.89	11
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.60	16	5.78	16
The Library website provides useful information	5.59	17	6.08	7
Library signage is clear	5.55	18	5.82	13
The items I'm looking for on the library shelves are usually there	5.55	19	5.88	12
Printing, scanning and photocopying facilities in the Library meet my needs	5.51	20	5.79	15
Library workshops, classes and tutorials help me with my learning and research needs	5.40	21	5.31	25
The Library anticipates my learning and research needs	5.39	22	5.49	22
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.13	23	5.48	23
I can find a quiet place in the Library to study when I need to	5.05	24	5.72	20
A computer is available when I need one	4.95	25	5.05	26
I can find a place in the Library to work in a group when I need to	4.83	26	5.40	24

Singapore Management University Library Survey, February 2020

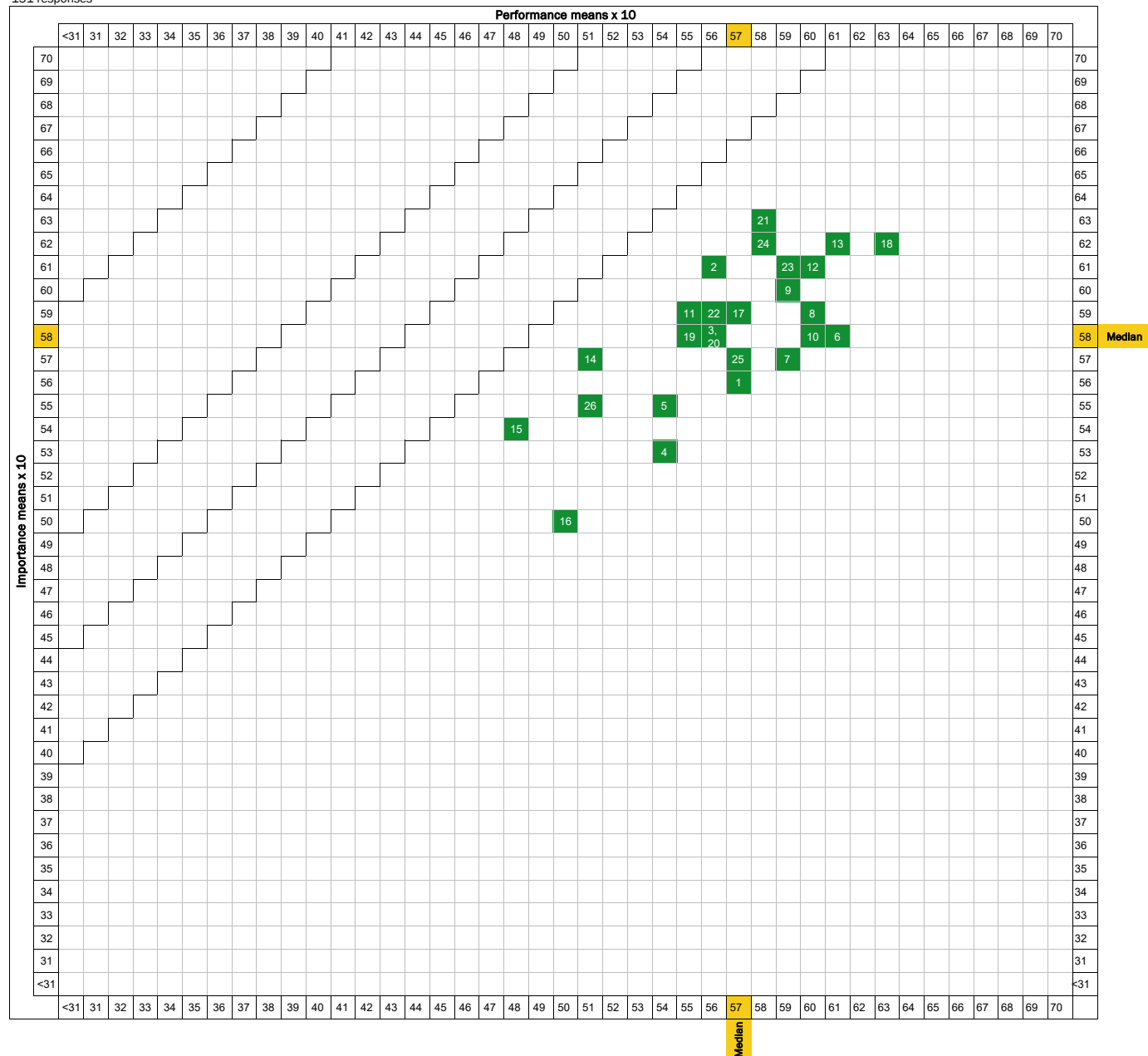Mean gap scores — How frequently do you visit the library? - Quarterly

151 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Library to study when I need to	0.67	1	5.72	20
I can find a place in the Library to work in a group when I need to	0.57	2	5.40	24
The Library website provides useful information	0.49	3	6.08	7
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.46	4	6.26	1
The Library search engine enables me find relevant library resources quickly	0.39	5	6.16	4
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.35	6	5.48	23
The items I'm looking for on the library shelves are usually there	0.33	7	5.88	12
Printing, scanning and photocopying facilities in the Library meet my needs	0.27	8	5.79	15
Library signage is clear	0.27	9	5.82	13
Course specific resources (online and in the reserve collection) meet my learning needs	0.24	10	5.89	11
When I am away from campus I can access the Library resources and services I need	0.23	11	6.13	6
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.19	12	5.89	10
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.18	13	5.78	16
Online enquiry services (e.g. Email, Library Chat) meet my needs	0.15	14	6.03	8
Library staff provide accurate answers to my enquiries	0.10	15	6.14	5
The Library anticipates my learning and research needs	0.10	16	5.49	22
A computer is available when I need one	0.10	17	5.05	26
I can get help from library staff when I need it	0.06	18	6.18	3
Access to Library information resources has helped me to be successful at university	0.06	19	5.74	18
I am informed about the Library services	-0.01	20	5.65	21
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	-0.06	21	5.94	9
I can get wireless access in the Library when I need to	-0.09	22	6.21	2
Library workshops, classes and tutorials help me with my learning and research needs	-0.09	23	5.31	25
Books and articles I have requested from other Libraries are delivered promptly	-0.12	24	5.73	19
Face-to-face enquiry services meet my needs	-0.19	25	5.81	14
Opening hours meet my needs	-0.30	26	5.77	17

Singapore Management University Library Survey, February 2020

Best practice categories gap grid — How frequently do you visit the library? - Quarterly
151 responses

Performance means x 10

Grid positions (Importance means x 10 vertical, Performance means x 10 horizontal):

- 63: 21 (at 56)
- 62: 24 (at 56), 13 (at 60), 18 (at 63)
- 61: 2 (at 50), 23 (at 58), 12 (at 59)
- 60: 9 (at 58)
- 59: 11 (at 53), 22 (at 54), 17 (at 55), 8 (at 60)
- 58 (Median): 19 (at 54), 3, 20 (at 55), 10 (at 60), 6 (at 61)
- 57: 14 (at 50), 25 (at 56), 7 (at 58)
- 56: 1 (at 56)
- 55: 26 (at 49), 5 (at 54)
- 54: 15 (at 47)
- 53: 4 (at 54)
- 50: 16 (at 48)

Median: 57 (vertical), **58** (horizontal)

Statements

#	Statement
1	I am informed about the Library services
2	The Library website provides useful information
3	Library signage is clear
4	Library workshops, classes and tutorials help me with my learning and research needs
5	The Library anticipates my learning and research needs
6	Opening hours meet my needs
7	Books and articles I have requested from other Libraries are delivered promptly
8	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs
9	Online enquiry services (e.g. Email, Library Chat) meet my needs
10	Face-to-face enquiry services meet my needs
11	The items I'm looking for on the library shelves are usually there
12	Library staff provide accurate answers to my enquiries
13	I can get help from library staff when I need it
14	I can find a quiet place in the Library to study when I need to
15	I can find a place in the Library to work in a group when I need to
16	A computer is available when I need one
17	Laptop facilities (e.g. desks, power) in the Library meet my needs
18	I can get wireless access in the Library when I need to
19	Printing, scanning and photocopying facilities in the Library meet my needs
20	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
21	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
22	Course specific resources (online and in the reserve collection) meet my learning needs
23	When I am away from campus I can access the Library resources and services I need
24	The Library search engine enables me find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at university
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

© Insync Surveys

Singapore Management University Library Survey, February 2020

Top 10 factors — How frequently do you visit the library? - Never

17 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.71	I can get wireless access in the Library when I need to	6.71	I can find a quiet place in the Library to study when I need to	4.67	I can find a quiet place in the Library to study when I need to	1.17
Access to Library information resources has helped me to be successful at university	6.50	Access to Library information resources has helped me to be successful at university	6.25	I can find a place in the Library to work in a group when I need to	4.67	Laptop facilities (e.g. desks, power) in the Library meet my needs	1.00
I can get help from library staff when I need it	6.36	I can get help from library staff when I need it	6.18	Laptop facilities (e.g. desks, power) in the Library meet my needs	4.83	I can find a place in the Library to work in a group when I need to	0.83
The Library search engine enables me find relevant library resources quickly	6.36	Library staff provide accurate answers to my enquiries	6.09	A computer is available when I need one	4.83	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.80
When I am away from campus I can access the Library resources and services I need	6.31	Face-to-face enquiry services meet my needs	6.00	Books and articles I have requested from other Libraries are delivered promptly	5.00	Course specific resources (online and in the reserve collection) meet my learning needs	0.75
Library staff provide accurate answers to my enquiries	6.27	The items I'm looking for on the library shelves are usually there	5.86	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.20	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.73
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.27	Library signage is clear	5.79	Opening hours meet my needs	5.20	The Library search engine enables me find relevant library resources quickly	0.71
Printing, scanning and photocopying facilities in the Library meet my needs	6.17	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.78	Course specific resources (online and in the reserve collection) meet my learning needs	5.25	When I am away from campus I can access the Library resources and services I need	0.62
The Library website provides useful information	6.13	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.75	Library workshops, classes and tutorials help me with my learning and research needs	5.31	The Library website provides useful information	0.60
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	6.00	When I am away from campus I can access the Library resources and services I need	5.69	I am informed about the Library services	5.40	Books and articles I have requested from other Libraries are delivered promptly	0.56

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.71	1	6.71	1
Access to Library information resources has helped me to be successful at university	6.50	2	6.25	2
I can get help from library staff when I need it	6.36	3	6.18	3
The Library search engine enables me find relevant library resources quickly	6.36	4	5.64	13
When I am away from campus I can access the Library resources and services I need	6.31	5	5.69	10
Library staff provide accurate answers to my enquiries	6.27	6	6.09	4
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.27	7	5.53	14
Printing, scanning and photocopying facilities in the Library meet my needs	6.17	8	5.67	11
The Library website provides useful information	6.13	9	5.53	14
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	6.00	10	5.20	20
Course specific resources (online and in the reserve collection) meet my learning needs	6.00	10	5.25	19
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	6.00	10	5.75	9
Library signage is clear	5.93	13	5.79	7
Face-to-face enquiry services meet my needs	5.91	14	6.00	5
I can find a quiet place in the Library to study when I need to	5.83	15	4.67	25
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.83	15	4.83	23
The Library anticipates my learning and research needs	5.83	15	5.42	16
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.83	15	5.67	11
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.78	19	5.78	8
Opening hours meet my needs	5.60	20	5.20	20
Books and articles I have requested from other Libraries are delivered promptly	5.56	21	5.00	22
I can find a place in the Library to work in a group when I need to	5.50	22	4.67	25
I am informed about the Library services	5.47	23	5.40	17
The items I'm looking for on the library shelves are usually there	5.29	24	5.86	6
Library workshops, classes and tutorials help me with my learning and research needs	5.15	25	5.31	18
A computer is available when I need one	5.00	26	4.83	23

Singapore Management University Library Survey, February 2020

Mean performance score — How frequently do you visit the library? - Never
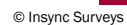
17 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.71	1	6.71	1
Access to Library information resources has helped me to be successful at university	6.25	2	6.50	2
I can get help from library staff when I need it	6.18	3	6.36	3
Library staff provide accurate answers to my enquiries	6.09	4	6.27	6
Face-to-face enquiry services meet my needs	6.00	5	5.91	14
The items I'm looking for on the library shelves are usually there	5.86	6	5.29	24
Library signage is clear	5.79	7	5.93	13
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.78	8	5.78	19
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.75	9	6.00	10
When I am away from campus I can access the Library resources and services I need	5.69	10	6.31	5
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.67	11	5.83	15
Printing, scanning and photocopying facilities in the Library meet my needs	5.67	11	6.17	8
The Library search engine enables me find relevant library resources quickly	5.64	13	6.36	4
The Library website provides useful information	5.53	14	6.13	9
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.53	14	6.27	7
The Library anticipates my learning and research needs	5.42	16	5.83	15
I am informed about the Library services	5.40	17	5.47	23
Library workshops, classes and tutorials help me with my learning and research needs	5.31	18	5.15	25
Course specific resources (online and in the reserve collection) meet my learning needs	5.25	19	6.00	10
Opening hours meet my needs	5.20	20	5.60	20
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.20	20	6.00	10
Books and articles I have requested from other Libraries are delivered promptly	5.00	22	5.56	21
A computer is available when I need one	4.83	23	5.00	26
Laptop facilities (e.g. desks, power) in the Library meet my needs	4.83	23	5.83	15
I can find a place in the Library to work in a group when I need to	4.67	25	5.50	22
I can find a quiet place in the Library to study when I need to	4.67	25	5.83	15

© Insync Surveys

Singapore Management University Library Survey, February 2020

Mean gap scores — How frequently do you visit the library? - Never

17 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Library to study when I need to	1.17	1	5.83	15
Laptop facilities (e.g. desks, power) in the Library meet my needs	1.00	2	5.83	15
I can find a place in the Library to work in a group when I need to	0.83	3	5.50	22
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.80	4	6.00	10
Course specific resources (online and in the reserve collection) meet my learning needs	0.75	5	6.00	10
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.73	6	6.27	7
The Library search engine enables me find relevant library resources quickly	0.71	7	6.36	4
When I am away from campus I can access the Library resources and services I need	0.62	8	6.31	5
The Library website provides useful information	0.60	9	6.13	9
Books and articles I have requested from other Libraries are delivered promptly	0.56	10	5.56	21
Printing, scanning and photocopying facilities in the Library meet my needs	0.50	11	6.17	8
The Library anticipates my learning and research needs	0.42	12	5.83	15
Opening hours meet my needs	0.40	13	5.60	20
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.25	14	6.00	10
Access to Library information resources has helped me to be successful at university	0.25	14	6.50	2
Library staff provide accurate answers to my enquiries	0.18	16	6.27	6
I can get help from library staff when I need it	0.18	16	6.36	3
A computer is available when I need one	0.17	18	5.00	26
Online enquiry services (e.g. Email, Library Chat) meet my needs	0.17	19	5.83	15
Library signage is clear	0.14	20	5.93	13
I am informed about the Library services	0.07	21	5.47	23
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	0.00	22	5.78	19
I can get wireless access in the Library when I need to	0.00	22	6.71	1
Face-to-face enquiry services meet my needs	-0.09	24	5.91	14
Library workshops, classes and tutorials help me with my learning and research needs	-0.15	25	5.15	25
The items I'm looking for on the library shelves are usually there	-0.57	26	5.29	24

Singapore Management University Library Survey, February 2020

Best practice categories gap grid — How frequently do you visit the library? - Never

17 responses

Performance means x 10

Importance means x 10

Performance	Statement positions
67	18 (at perf 67)
65	25 (at perf 63)
64	24 (perf 54), 13 (perf 61)
63	21 (perf 53), 23 (perf 54), 12 (perf 60)
62	19 (perf 54)
61	2 (perf 53)
60	20 (perf 50), 22 (perf 51), 26 (perf 57)
59	3 (perf 57), 10 (perf 59) — Median
58	14 (perf 47), 17 (perf 48), 5 (perf 53), 9 (perf 57), 8 (perf 58)
56	7 (perf 50), 6 (perf 52)
55	15 (perf 47), 1 (perf 52)
53	11 (perf 58)
52	4 (perf 52)
50	16 (perf 48)

Median (Performance): 56

Statements

#	Statement
1	I am informed about the Library services
2	The Library website provides useful information
3	Library signage is clear
4	Library workshops, classes and tutorials help me with my learning and research needs
5	The Library anticipates my learning and research needs
6	Opening hours meet my needs
7	Books and articles I have requested from other Libraries are delivered promptly
8	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs
9	Online enquiry services (e.g. Email, Library Chat) meet my needs
10	Face-to-face enquiry services meet my needs
11	The items I'm looking for on the library shelves are usually there
12	Library staff provide accurate answers to my enquiries
13	I can get help from library staff when I need it
14	I can find a quiet place in the Library to study when I need to
15	I can find a place in the Library to work in a group when I need to
16	A computer is available when I need one
17	Laptop facilities (e.g. desks, power) in the Library meet my needs
18	I can get wireless access in the Library when I need to
19	Printing, scanning and photocopying facilities in the Library meet my needs
20	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
21	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
22	Course specific resources (online and in the reserve collection) meet my learning needs
23	When I am away from campus I can access the Library resources and services I need
24	The Library search engine enables me find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at university
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Legend:
Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

© Insync Surveys

- 178 -

Singapore Management University Library Survey, February 2020	
Top 5 importance scores by demographic	
How frequently do you visit the Campus?	Unique factor

Daily (1724 responses) - 179 -	Importance mean
I can get wireless access in the Library when I need to	6.59
Printing, scanning and photocopying facilities in the Library meet my needs	6.42
I can find a quiet place in the Library to study when I need to	6.41
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.32
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.24
Weekly (517 responses)	**Importance mean**
I can get wireless access in the Library when I need to	6.52
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.32
Printing, scanning and photocopying facilities in the Library meet my needs	6.29
I can find a quiet place in the Library to study when I need to	6.27
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.23
Monthly (18 responses)	**Importance mean**
I can get wireless access in the Library when I need to	6.53
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.07
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.06
The Library search engine enables me find relevant library resources quickly	6.00
Opening hours meet my needs	5.94

Singapore Management University Library Survey, February 2020 Top 5 performance scores by demographic How frequently do you visit the Campus?	Unique factor

Daily (1724 responses)	Performance mean
I can get wireless access in the Library when I need to	6.46
I can get help from library staff when I need it	6.11
Library staff provide accurate answers to my enquiries	6.03
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.99
When I am away from campus I can access the Library resources and services I need	5.99

Weekly (517 responses)	Performance mean
I can get wireless access in the Library when I need to	6.40
When I am away from campus I can access the Library resources and services I need	5.94
I can get help from library staff when I need it	5.93
Face-to-face enquiry services meet my needs	5.89
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.88

Monthly (18 responses)	Performance mean
I can get wireless access in the Library when I need to	6.12
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.93
Opening hours meet my needs	5.89
Printing, scanning and photocopying facilities in the Library meet my needs	5.81
When I am away from campus I can access the Library resources and services I need	5.80

Singapore Management University Library Survey, February 2020
Top 5 gap scores by demographic
How frequently do you visit the Campus?

Unique factor

Daily (1724 responses)	Gap score
I can find a place in the Library to work in a group when I need to	1.35
I can find a quiet place in the Library to study when I need to	1.29
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.59
Printing, scanning and photocopying facilities in the Library meet my needs	0.57
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.40
Weekly (517 responses)	**Gap score**
I can find a place in the Library to work in a group when I need to	1.28
I can find a quiet place in the Library to study when I need to	1.11
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.67
Printing, scanning and photocopying facilities in the Library meet my needs	0.50
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.44
Monthly (18 responses)	**Gap score**
I can find a quiet place in the Library to study when I need to	1.31
The Library search engine enables me find relevant library resources quickly	0.94
I can find a place in the Library to work in a group when I need to	0.87
I can get wireless access in the Library when I need to	0.41
The Library website provides useful information	0.35

Singapore Management University Library Survey, February 2020

Top 10 factors — How frequently do you visit the Campus? - Daily

1724 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.59	I can get wireless access in the Library when I need to	6.46	I can find a place in the Library to work in a group when I need to	4.70	I can find a place in the Library to work in a group when I need to	1.35
Printing, scanning and photocopying facilities in the Library meet my needs	6.42	I can get help from library staff when I need it	6.11	I can find a quiet place in the Library to study when I need to	5.12	I can find a quiet place in the Library to study when I need to	1.29
I can find a quiet place in the Library to study when I need to	6.41	Library staff provide accurate answers to my enquiries	6.03	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.14	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.59
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.32	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.99	A computer is available when I need one	5.23	Printing, scanning and photocopying facilities in the Library meet my needs	0.57
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.24	When I am away from campus I can access the Library resources and services I need	5.99	Library workshops, classes and tutorials help me with my learning and research needs	5.41	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.40
Opening hours meet my needs	6.20	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.98	I am informed about the Library services	5.41	The Library search engine enables me find relevant library resources quickly	0.31
The Library search engine enables me find relevant library resources	6.15	Face-to-face enquiry services meet my needs	5.96	The Library anticipates my learning and research needs	5.46	Opening hours meet my needs	0.31
When I am away from campus I can access the Library resources and services I need	6.14	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.92	The Library website provides useful information	5.63	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.25
I can get help from library staff when I need it	6.11	Opening hours meet my needs	5.90	Library signage is clear	5.66	The items I'm looking for on the library shelves are usually there	0.24
I can find a place in the Library to work in a group when I need to	6.05	The Library search engine enables me find relevant library resources	5.84	The items I'm looking for on the library shelves are usually there	5.66	The Library website provides useful information	0.18

Singapore Management University Library Survey, February 2020

Mean importance scores — How frequently do you visit the Campus? - Daily

1724 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.59	1	6.46	1
Printing, scanning and photocopying facilities in the Library meet my needs	6.42	2	5.84	11
I can find a quiet place in the Library to study when I need to	6.41	3	5.12	25
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.32	4	5.92	8
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.24	5	5.99	4
Opening hours meet my needs	6.20	6	5.90	9
The Library search engine enables me find relevant library resources quickly	6.15	7	5.84	10
When I am away from campus I can access the Library resources and services I need	6.14	8	5.99	5
I can get help from library staff when I need it	6.11	9	6.11	2
I can find a place in the Library to work in a group when I need to	6.05	10	4.70	26
Library staff provide accurate answers to my enquiries	6.04	11	6.03	3
Course specific resources (online and in the reserve collection) meet my learning needs	6.00	12	5.83	12
The items I'm looking for on the library shelves are usually there	5.90	13	5.66	17
Access to Library information resources has helped me to be successful at university	5.89	14	5.81	13
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.82	15	5.98	6
The Library website provides useful information	5.81	16	5.63	19
Face-to-face enquiry services meet my needs	5.80	17	5.96	7
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.73	18	5.14	24
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.70	19	5.75	15
Library signage is clear	5.66	20	5.66	18
Books and articles I have requested from other Libraries are delivered promptly	5.65	21	5.68	16
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.59	22	5.77	14
The Library anticipates my learning and research needs	5.46	23	5.46	20
I am informed about the Library services	5.32	24	5.41	21
Library workshops, classes and tutorials help me with my learning and research needs	5.09	25	5.41	22
A computer is available when I need one	4.96	26	5.23	23

Singapore Management University Library Survey, February 2020				
Mean performance score — How frequently do you visit the Campus? - Daily				
1724 responses				

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.46	1	6.59	1
I can get help from library staff when I need it	6.11	2	6.11	9
Library staff provide accurate answers to my enquiries	6.03	3	6.04	11
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.99	4	6.24	5
When I am away from campus I can access the Library resources and services I need	5.99	5	6.14	8
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.98	6	5.82	15
Face-to-face enquiry services meet my needs	5.96	7	5.80	17
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.92	8	6.32	4
Opening hours meet my needs	5.90	9	6.20	6
The Library search engine enables me find relevant library resources quickly	5.84	10	6.15	7
Printing, scanning and photocopying facilities in the Library meet my needs	5.84	11	6.42	2
Course specific resources (online and in the reserve collection) meet my learning needs	5.83	12	6.00	12
Access to Library information resources has helped me to be successful at university	5.81	13	5.89	14
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.77	14	5.59	22
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.75	15	5.70	19
Books and articles I have requested from other Libraries are delivered promptly	5.68	16	5.65	21
The items I'm looking for on the library shelves are usually there	5.66	17	5.90	13
Library signage is clear	5.66	18	5.66	20
The Library website provides useful information	5.63	19	5.81	16
The Library anticipates my learning and research needs	5.46	20	5.46	23
I am informed about the Library services	5.41	21	5.32	24
Library workshops, classes and tutorials help me with my learning and research needs	5.41	22	5.09	25
A computer is available when I need one	5.23	23	4.96	26
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.14	24	5.73	18
I can find a quiet place in the Library to study when I need to	5.12	25	6.41	3
I can find a place in the Library to work in a group when I need to	4.70	26	6.05	10

Singapore Management University Library Survey, February 2020

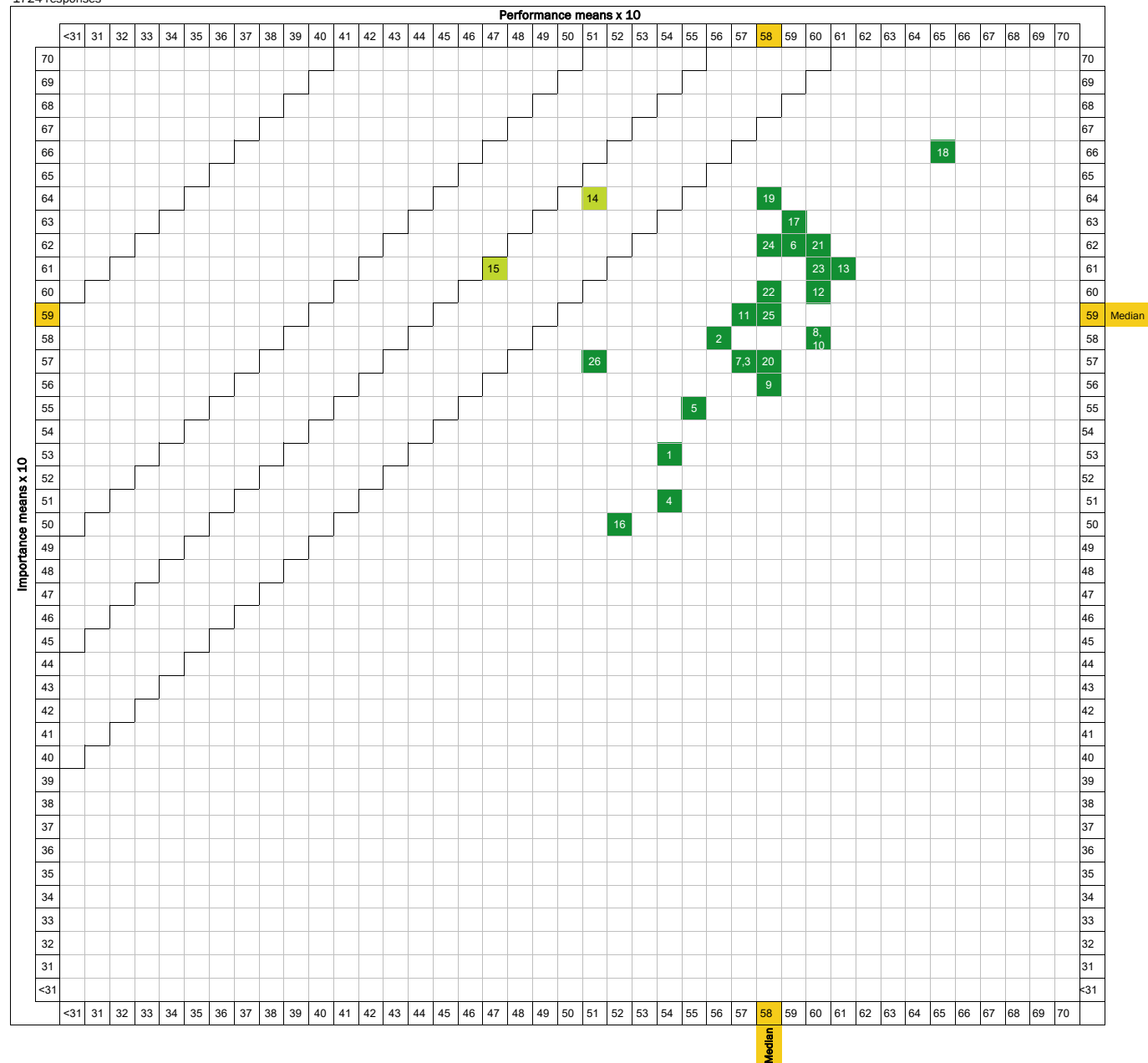Mean gap scores — How frequently do you visit the Campus? - Daily

1724 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a place in the Library to work in a group when I need to	1.35	1	6.05	10
I can find a quiet place in the Library to study when I need to	1.29	2	6.41	3
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.59	3	5.73	18
Printing, scanning and photocopying facilities in the Library meet my needs	0.57	4	6.42	2
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.40	5	6.32	4
The Library search engine enables me find relevant library resources quickly	0.31	6	6.15	7
Opening hours meet my needs	0.31	7	6.20	6
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.25	8	6.24	5
The items I'm looking for on the library shelves are usually there	0.24	9	5.90	13
The Library website provides useful information	0.18	10	5.81	16
Course specific resources (online and in the reserve collection) meet my learning needs	0.17	11	6.00	12
When I am away from campus I can access the Library resources and services I need	0.15	12	6.14	8
I can get wireless access in the Library when I need to	0.12	13	6.59	1
Access to Library information resources has helped me to be successful at university	0.08	14	5.89	14
Library staff provide accurate answers to my enquiries	0.02	15	6.04	11
The Library anticipates my learning and research needs	0.01	16	5.46	23
I can get help from library staff when I need it	0.00	17	6.11	9
Library signage is clear	0.00	18	5.66	20
Books and articles I have requested from other Libraries are delivered promptly	-0.03	19	5.65	21
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	-0.05	20	5.70	19
I am informed about the Library services	-0.09	21	5.32	24
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	-0.16	22	5.82	15
Face-to-face enquiry services meet my needs	-0.17	23	5.80	17
Online enquiry services (e.g. Email, Library Chat) meet my needs	-0.18	24	5.59	22
A computer is available when I need one	-0.27	25	4.96	26
Library workshops, classes and tutorials help me with my learning and research needs	-0.32	26	5.09	25

Singapore Management University Library Survey, February 2020

Best practice categories gap grid — How frequently do you visit the Campus? - Daily
1724 responses

Performance means x 10

Importance means x 10 (vertical axis)

Grid data points (Performance, Importance):
- 18 at (65, 66)
- 14 at (51, 64)
- 19 at (57, 64)
- 17 at (58, 63)
- 24 at (57, 62), 6 at (58, 62), 21 at (59, 62)
- 15 at (47, 61)
- 23 at (60, 61), 13 at (61, 61)
- 22 at (57, 60)
- 12 at (59, 60)
- 11 at (56, 59), 25 at (57, 59)
- 2 at (55, 58)
- 8, 10 at (59, 58)
- 26 at (51, 57)
- 7, 3 at (56, 57), 20 at (57, 57)
- 9 at (57, 56)
- 5 at (54, 55)
- 1 at (54, 53)
- 4 at (54, 51)
- 16 at (51, 50)

Median: 58 (Performance), 59 (Importance)

Statements

#	Statement
1	I am informed about the Library services
2	The Library website provides useful information
3	Library signage is clear
4	Library workshops, classes and tutorials help me with my learning and research needs
5	The Library anticipates my learning and research needs
6	Opening hours meet my needs
7	Books and articles I have requested from other Libraries are delivered promptly
8	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs
9	Online enquiry services (e.g. Email, Library Chat) meet my needs
10	Face-to-face enquiry services meet my needs
11	The items I'm looking for on the library shelves are usually there
12	Library staff provide accurate answers to my enquiries
13	I can get help from library staff when I need it
14	I can find a quiet place in the Library to study when I need to
15	I can find a place in the Library to work in a group when I need to
16	A computer is available when I need one
17	Laptop facilities (e.g. desks, power) in the Library meet my needs
18	I can get wireless access in the Library when I need to
19	Printing, scanning and photocopying facilities in the Library meet my needs
20	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
21	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
22	Course specific resources (online and in the reserve collection) meet my learning needs
23	When I am away from campus I can access the Library resources and services I need
24	The Library search engine enables me find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at university
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

© Insync Surveys

Singapore Management University Library Survey, February 2020

Top 10 factors — How frequently do you visit the Campus? - Weekly

517 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.52	I can get wireless access in the Library when I need to	6.40	I can find a place in the Library to work in a group when I need to	4.70	I can find a place in the Library to work in a group when I need to	1.28
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.32	When I am away from campus I can access the Library resources and services I need	5.94	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.11	I can find a quiet place in the Library to study when I need to	1.11
Printing, scanning and photocopying facilities in the Library meet my needs	6.29	I can get help from library staff when I need it	5.93	I can find a quiet place in the Library to study when I need to	5.16	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.67
I can find a quiet place in the Library to study when I need to	6.27	Face-to-face enquiry services meet my needs	5.89	A computer is available when I need one	5.19	Printing, scanning and photocopying facilities in the Library meet my needs	0.50
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.23	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.88	I am informed about the Library services	5.25	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.44
The Library search engine enables me find relevant library resources quickly	6.17	Library staff provide accurate answers to my enquiries	5.86	The Library anticipates my learning and research needs	5.26	Course specific resources (online and in the reserve collection) meet my learning needs	0.40
When I am away from campus I can access the Library resources and services I need	6.14	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.86	Library workshops, classes and tutorials help me with my learning and research needs	5.28	The items I'm looking for on the library shelves are usually there	0.38
Course specific resources (online and in the reserve collection) meet my learning needs	6.08	Opening hours meet my needs	5.86	The Library website provides useful information	5.41	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.37
Opening hours meet my needs	6.05	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.83	The items I'm looking for on the library shelves are usually there	5.47	The Library search engine enables me find relevant library resources quickly	0.37
I can get help from library staff when I need it	5.99	The Library search engine enables me find relevant library resources	5.80	Library signage is clear	5.49	The Library website provides useful information	0.22

Singapore Management University Library Survey, February 2020

Mean importance scores — How frequently do you visit the Campus? - Weekly

517 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.52	1	6.40	1
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.32	2	5.88	5
Printing, scanning and photocopying facilities in the Library meet my needs	6.29	3	5.78	11
I can find a quiet place in the Library to study when I need to	6.27	4	5.16	24
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.23	5	5.86	7
The Library search engine enables me find relevant library resources quickly	6.17	6	5.80	10
When I am away from campus I can access the Library resources and services I need	6.14	7	5.94	2
Course specific resources (online and in the reserve collection) meet my learning needs	6.08	8	5.68	13
Opening hours meet my needs	6.05	9	5.86	8
I can get help from library staff when I need it	5.99	10	5.93	3
I can find a place in the Library to work in a group when I need to	5.98	11	4.70	26
Library staff provide accurate answers to my enquiries	5.96	12	5.86	6
Access to Library information resources has helped me to be successful at university	5.87	13	5.70	12
The items I'm looking for on the library shelves are usually there	5.85	14	5.47	18
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.78	15	5.11	25
Face-to-face enquiry services meet my needs	5.76	16	5.89	4
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.67	17	5.83	9
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.66	18	5.59	15
The Library website provides useful information	5.63	19	5.41	19
Books and articles I have requested from other Libraries are delivered promptly	5.57	20	5.58	16
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.53	21	5.64	14
Library signage is clear	5.48	22	5.49	17
The Library anticipates my learning and research needs	5.34	23	5.26	21
I am informed about the Library services	5.15	24	5.25	22
Library workshops, classes and tutorials help me with my learning and research needs	5.08	25	5.28	20
A computer is available when I need one	4.81	26	5.19	23

Singapore Management University Library Survey, February 2020

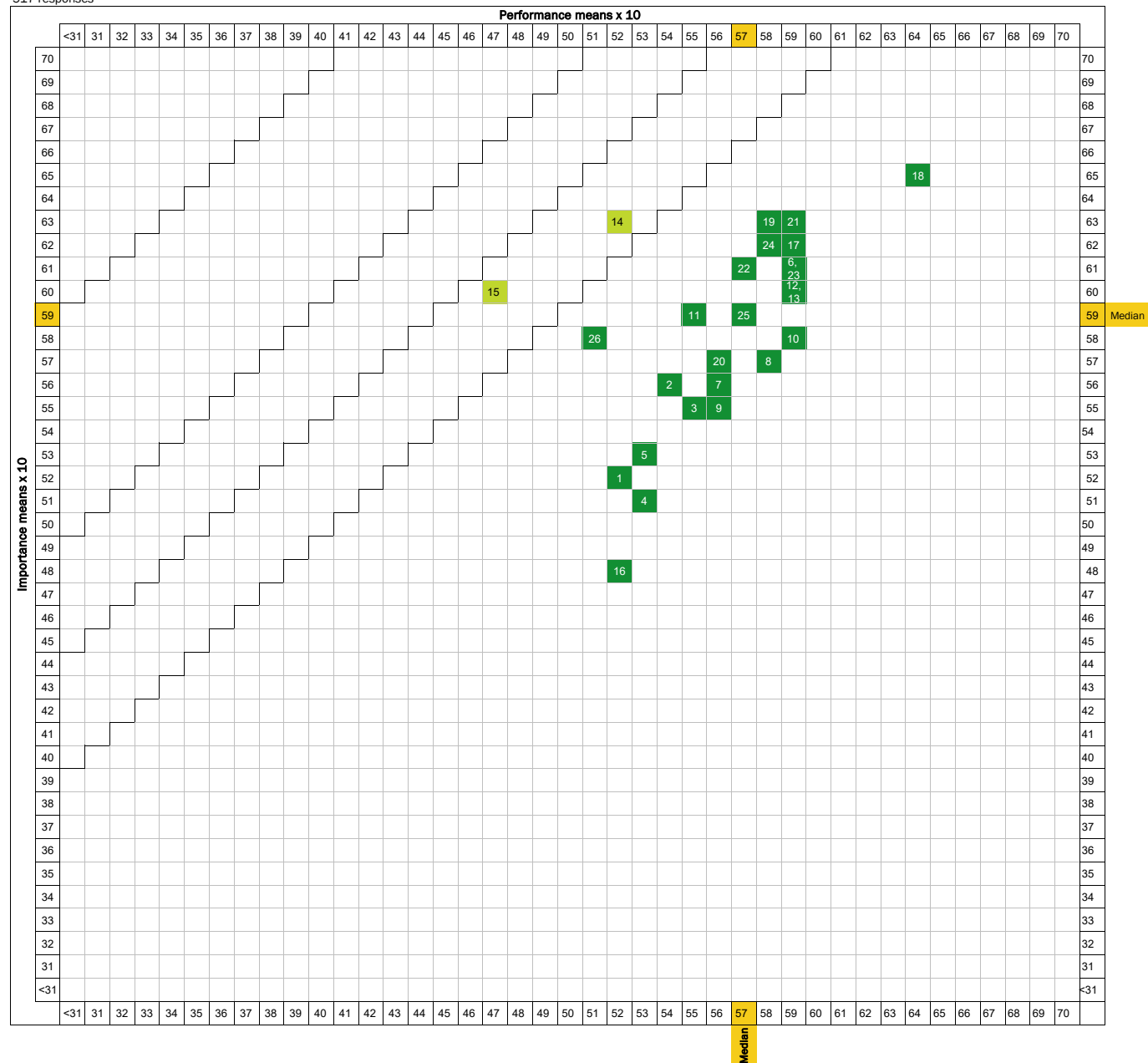Mean performance score — How frequently do you visit the Campus? - Weekly

517 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.40	1	6.52	1
When I am away from campus I can access the Library resources and services I need	5.94	2	6.14	7
I can get help from library staff when I need it	5.93	3	5.99	10
Face-to-face enquiry services meet my needs	5.89	4	5.76	16
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.88	5	6.32	2
Library staff provide accurate answers to my enquiries	5.86	6	5.96	12
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.86	7	6.23	5
Opening hours meet my needs	5.86	8	6.05	9
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.83	9	5.67	17
The Library search engine enables me find relevant library resources quickly	5.80	10	6.17	6
Printing, scanning and photocopying facilities in the Library meet my needs	5.78	11	6.29	3
Access to Library information resources has helped me to be successful at university	5.70	12	5.87	13
Course specific resources (online and in the reserve collection) meet my learning needs	5.68	13	6.08	8
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.64	14	5.53	21
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.59	15	5.66	18
Books and articles I have requested from other Libraries are delivered promptly	5.58	16	5.57	20
Library signage is clear	5.49	17	5.48	22
The items I'm looking for on the library shelves are usually there	5.47	18	5.85	14
The Library website provides useful information	5.41	19	5.63	19
Library workshops, classes and tutorials help me with my learning and research needs	5.28	20	5.08	25
The Library anticipates my learning and research needs	5.26	21	5.34	23
I am informed about the Library services	5.25	22	5.15	24
A computer is available when I need one	5.19	23	4.81	26
I can find a quiet place in the Library to study when I need to	5.16	24	6.27	4
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.11	25	5.78	15
I can find a place in the Library to work in a group when I need to	4.70	26	5.98	11

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a place in the Library to work in a group when I need to	1.28	1	5.98	11
I can find a quiet place in the Library to study when I need to	1.11	2	6.27	4
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.67	3	5.78	15
Printing, scanning and photocopying facilities in the Library meet my needs	0.50	4	6.29	3
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.44	5	6.32	2
Course specific resources (online and in the reserve collection) meet my learning needs	0.40	6	6.08	8
The items I'm looking for on the library shelves are usually there	0.38	7	5.85	14
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.37	8	6.23	5
The Library search engine enables me find relevant library resources quickly	0.37	9	6.17	6
The Library website provides useful information	0.22	10	5.63	19
When I am away from campus I can access the Library resources and services I need	0.20	11	6.14	7
Opening hours meet my needs	0.19	12	6.05	9
Access to Library information resources has helped me to be successful at university	0.17	13	5.87	13
I can get wireless access in the Library when I need to	0.12	14	6.52	1
Library staff provide accurate answers to my enquiries	0.10	15	5.96	12
The Library anticipates my learning and research needs	0.08	16	5.34	23
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.07	17	5.66	18
I can get help from library staff when I need it	0.06	18	5.99	10
Library signage is clear	-0.01	19	5.48	22
Books and articles I have requested from other Libraries are delivered promptly	-0.01	20	5.57	20
I am informed about the Library services	-0.09	21	5.15	24
Online enquiry services (e.g. Email, Library Chat) meet my needs	-0.12	22	5.53	21
Face-to-face enquiry services meet my needs	-0.13	23	5.76	16
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	-0.16	24	5.67	17
Library workshops, classes and tutorials help me with my learning and research needs	-0.21	25	5.08	25
A computer is available when I need one	-0.38	26	4.81	26

Singapore Management University Library Survey, February 2020

Best practice categories gap grid — How frequently do you visit the Campus? - Weekly

517 responses

Performance means x 10

Importance means x 10

Grid data points (Performance, Importance):
- 18: (64, 65)
- 14: (52, 63)
- 19: (58, 63)
- 21: (59, 63)
- 24: (58, 62)
- 17: (59, 62)
- 22: (57, 61)
- 6, 23: (59, 61)
- 12, 13: (59, 60)
- 15: (49, 60)
- 11: (55, 59)
- 25: (57, 59) — Median (row 59)
- 26: (51, 58)
- 10: (59, 58)
- 20: (54, 57)
- 8: (58, 57)
- 2: (53, 56)
- 7: (55, 56)
- 3: (53, 55)
- 9: (55, 55)
- 5: (52, 53)
- 1: (52, 52)
- 4: (52, 51)
- 16: (52, 48)

Median (column 57)

Statements

#	Statement
1	I am informed about the Library services
2	The Library website provides useful information
3	Library signage is clear
4	Library workshops, classes and tutorials help me with my learning and research needs
5	The Library anticipates my learning and research needs
6	Opening hours meet my needs
7	Books and articles I have requested from other Libraries are delivered promptly
8	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs
9	Online enquiry services (e.g. Email, Library Chat) meet my needs
10	Face-to-face enquiry services meet my needs
11	The items I'm looking for on the library shelves are usually there
12	Library staff provide accurate answers to my enquiries
13	I can get help from library staff when I need it
14	I can find a quiet place in the Library to study when I need to
15	I can find a place in the Library to work in a group when I need to
16	A computer is available when I need one
17	Laptop facilities (e.g. desks, power) in the Library meet my needs
18	I can get wireless access in the Library when I need to
19	Printing, scanning and photocopying facilities in the Library meet my needs
20	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
21	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
22	Course specific resources (online and in the reserve collection) meet my learning needs
23	When I am away from campus I can access the Library resources and services I need
24	The Library search engine enables me find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at university
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Legend: Gap > 2.9   Gap > 1.9   Gap > 1.4   Gap > 0.9   Gap < 0.9

© Insync Surveys

Singapore Management University Library Survey, February 2020

Top 10 factors — How frequently do you visit the Campus? - Monthly

18 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.53	I can get wireless access in the Library when I need to	6.12	Library workshops, classes and tutorials help me with my learning and research needs	4.57	I can find a quiet place in the Library to study when I need to	1.31
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.07	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.93	I can find a place in the Library to work in a group when I need to	4.60	The Library search engine enables me find relevant library resources quickly	0.94
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.06	Opening hours meet my needs	5.89	I can find a quiet place in the Library to study when I need to	4.63	I can find a place in the Library to work in a group when I need to	0.87
The Library search engine enables me find relevant library resources	6.00	Printing, scanning and photocopying facilities in the Library meet my needs	5.81	A computer is available when I need one	4.85	I can get wireless access in the Library when I need to	0.41
Opening hours meet my needs	5.94	When I am away from campus I can access the Library resources and services I need	5.80	The Library anticipates my learning and research needs	4.88	The Library website provides useful information	0.35
I can find a quiet place in the Library to study when I need to	5.94	The items I'm looking for on the library shelves are usually there	5.80	I am informed about the Library services	5.00	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.31
When I am away from campus I can access the Library resources and services I need	5.87	Books and articles I have requested from other Libraries are delivered promptly	5.75	The Library search engine enables me find relevant library resources quickly	5.06	The Library anticipates my learning and research needs	0.29
The items I'm looking for on the library shelves are usually there	5.87	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.75	Online enquiry services (e.g. Email, Library Chat) meet my needs	5.15	Online enquiry services (e.g. Email, Library Chat) meet my needs	0.23
Printing, scanning and photocopying facilities in the Library meet my needs	5.75	Course specific resources (online and in the reserve collection) meet my learning needs	5.67	The Library website provides useful information	5.35	Library workshops, classes and tutorials help me with my learning and research needs	0.14
The Library website provides useful information	5.71	Access to Library information resources has helped me to be successful at university	5.63	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.38	Library staff provide accurate answers to my enquiries	0.14

Singapore Management University Library Survey, February 2020

Mean importance scores — How frequently do you visit the Campus? - Monthly

18 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.53	1	6.12	1
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.07	2	5.93	2
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.06	3	5.75	7
The Library search engine enables me find relevant library resources quickly	6.00	4	5.06	20
Opening hours meet my needs	5.94	5	5.89	3
I can find a quiet place in the Library to study when I need to	5.94	6	4.63	24
When I am away from campus I can access the Library resources and services I need	5.87	7	5.80	5
The items I'm looking for on the library shelves are usually there	5.87	7	5.80	5
Printing, scanning and photocopying facilities in the Library meet my needs	5.75	9	5.81	4
The Library website provides useful information	5.71	10	5.35	18
Access to Library information resources has helped me to be successful at university	5.69	11	5.63	10
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.67	12	5.53	12
Library staff provide accurate answers to my enquiries	5.64	13	5.50	14
Face-to-face enquiry services meet my needs	5.60	14	5.53	12
Course specific resources (online and in the reserve collection) meet my learning needs	5.53	15	5.67	9
I can find a place in the Library to work in a group when I need to	5.47	16	4.60	25
Library signage is clear	5.44	17	5.56	11
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.44	18	5.38	17
I can get help from library staff when I need it	5.43	19	5.43	15
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.38	20	5.15	19
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.27	21	5.40	16
Books and articles I have requested from other Libraries are delivered promptly	5.25	22	5.75	7
The Library anticipates my learning and research needs	5.18	23	4.88	22
Library workshops, classes and tutorials help me with my learning and research needs	4.71	24	4.57	26
I am informed about the Library services	4.71	25	5.00	21
A computer is available when I need one	4.69	26	4.85	23

Singapore Management University Library Survey, February 2020

Mean performance score — How frequently do you visit the Campus? - Monthly

18 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.12	1	6.53	1
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.93	2	6.07	2
Opening hours meet my needs	5.89	3	5.94	5
Printing, scanning and photocopying facilities in the Library meet my needs	5.81	4	5.75	9
When I am away from campus I can access the Library resources and services I need	5.80	5	5.87	7
The items I'm looking for on the library shelves are usually there	5.80	5	5.87	7
Books and articles I have requested from other Libraries are delivered promptly	5.75	7	5.25	22
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.75	7	6.06	3
Course specific resources (online and in the reserve collection) meet my learning needs	5.67	9	5.53	15
Access to Library information resources has helped me to be successful at university	5.63	10	5.69	11
Library signage is clear	5.56	11	5.44	17
Face-to-face enquiry services meet my needs	5.53	12	5.60	14
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.53	12	5.67	12
Library staff provide accurate answers to my enquiries	5.50	14	5.64	13
I can get help from library staff when I need it	5.43	15	5.43	19
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.40	16	5.27	21
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.38	17	5.44	18
The Library website provides useful information	5.35	18	5.71	10
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.15	19	5.38	20
The Library search engine enables me find relevant library resources quickly	5.06	20	6.00	4
I am informed about the Library services	5.00	21	4.71	25
The Library anticipates my learning and research needs	4.88	22	5.18	23
A computer is available when I need one	4.85	23	4.69	26
I can find a quiet place in the Library to study when I need to	4.63	24	5.94	6
I can find a place in the Library to work in a group when I need to	4.60	25	5.47	16
Library workshops, classes and tutorials help me with my learning and research needs	4.57	26	4.71	24

Singapore Management University Library Survey, February 2020

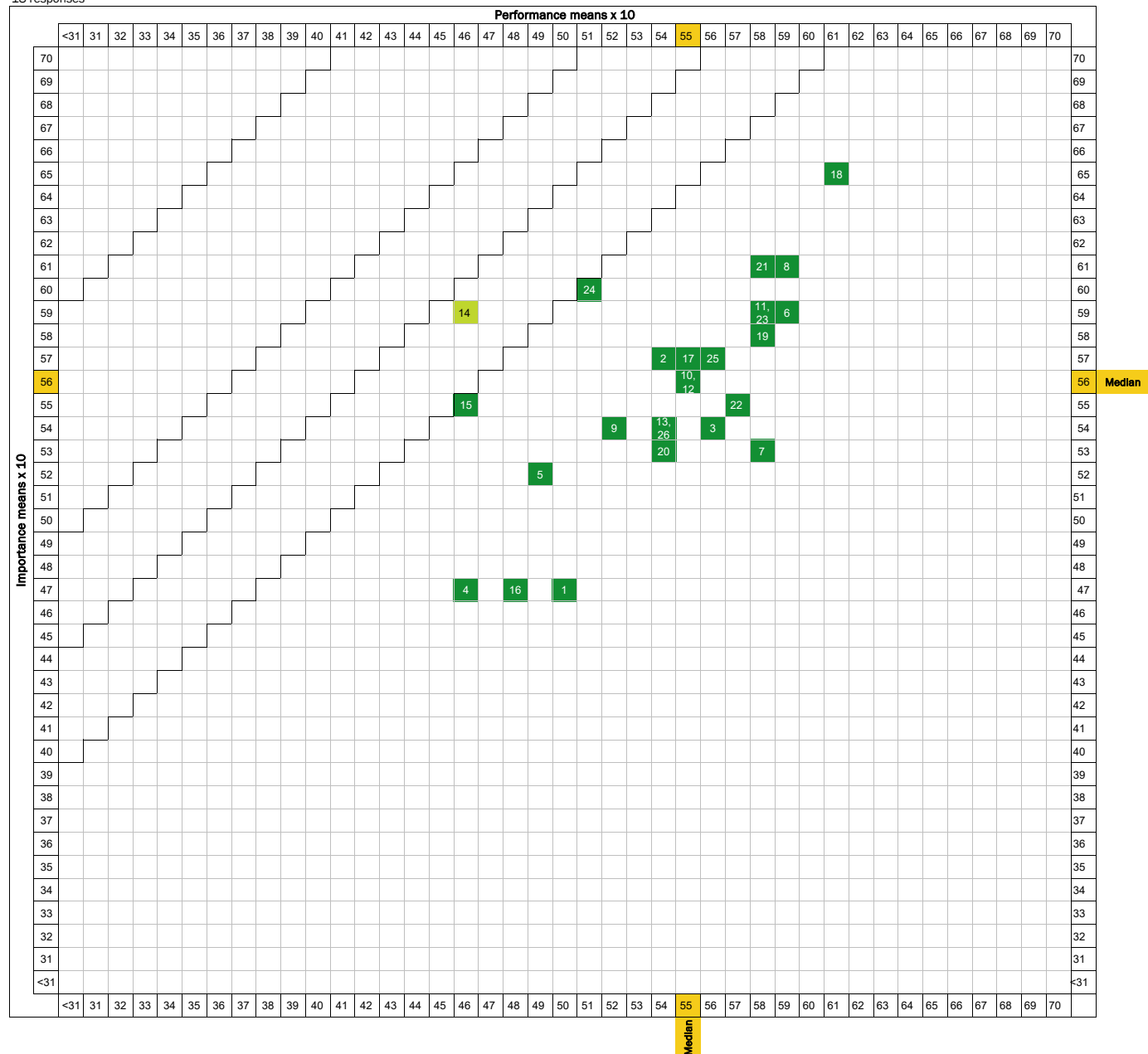Mean gap scores — How frequently do you visit the Campus? - Monthly

18 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Library to study when I need to	1.31	1	5.94	6
The Library search engine enables me find relevant library resources quickly	0.94	2	6.00	4
I can find a place in the Library to work in a group when I need to	0.87	3	5.47	16
I can get wireless access in the Library when I need to	0.41	4	6.53	1
The Library website provides useful information	0.35	5	5.71	10
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.31	6	6.06	3
The Library anticipates my learning and research needs	0.29	7	5.18	23
Online enquiry services (e.g. Email, Library Chat) meet my needs	0.23	8	5.38	20
Library workshops, classes and tutorials help me with my learning and research needs	0.14	9	4.71	24
Library staff provide accurate answers to my enquiries	0.14	9	5.64	13
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	0.14	11	6.07	2
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.13	12	5.67	12
Face-to-face enquiry services meet my needs	0.07	13	5.60	14
The items I'm looking for on the library shelves are usually there	0.07	13	5.87	7
When I am away from campus I can access the Library resources and services I need	0.07	13	5.87	7
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.06	16	5.44	18
Access to Library information resources has helped me to be successful at university	0.06	16	5.69	11
Opening hours meet my needs	0.06	18	5.94	5
I can get help from library staff when I need it	0.00	19	5.43	19
Printing, scanning and photocopying facilities in the Library meet my needs	-0.06	20	5.75	9
Library signage is clear	-0.11	21	5.44	17
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	-0.13	22	5.27	21
Course specific resources (online and in the reserve collection) meet my learning needs	-0.13	22	5.53	15
A computer is available when I need one	-0.15	24	4.69	26
I am informed about the Library services	-0.29	25	4.71	25
Books and articles I have requested from other Libraries are delivered promptly	-0.50	26	5.25	22

Singapore Management University Library Survey, February 2020

Best practice categories gap grid — How frequently do you visit the Campus? - Monthly

18 responses

Performance means x 10

Statements

1	I am informed about the Library services
2	The Library website provides useful information
3	Library signage is clear
4	Library workshops, classes and tutorials help me with my learning and research needs
5	The Library anticipates my learning and research needs
6	Opening hours meet my needs
7	Books and articles I have requested from other Libraries are delivered promptly
8	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs
9	Online enquiry services (e.g. Email, Library Chat) meet my needs
10	Face-to-face enquiry services meet my needs
11	The items I'm looking for on the library shelves are usually there
12	Library staff provide accurate answers to my enquiries
13	I can get help from library staff when I need it
14	I can find a quiet place in the Library to study when I need to
15	I can find a place in the Library to work in a group when I need to
16	A computer is available when I need one
17	Laptop facilities (e.g. desks, power) in the Library meet my needs
18	I can get wireless access in the Library when I need to
19	Printing, scanning and photocopying facilities in the Library meet my needs
20	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
21	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
22	Course specific resources (online and in the reserve collection) meet my learning needs
23	When I am away from campus I can access the Library resources and services I need
24	The Library search engine enables me find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at university
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Legend: Gap > 2.9 Gap > 1.9 Gap > 1.4 Gap > 0.9 Gap < 0.9

© Insync Surveys

Singapore Management University Library Survey, February 2020
Top 5 importance scores by demographic
How often do you access library resources (e.g. online articles, databases, ebooks)?

Unique factor

Daily (382 responses)	Importance mean
I can get wireless access in the Library when I need to	6.64
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.59
The Library search engine enables me find relevant library resources quickly	6.54
When I am away from campus I can access the Library resources and services I need	6.51
I can find a quiet place in the Library to study when I need to	6.48

Weekly (982 responses)	Importance mean
I can get wireless access in the Library when I need to	6.57
I can find a quiet place in the Library to study when I need to	6.38
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.38
Printing, scanning and photocopying facilities in the Library meet my needs	6.38
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.30

Monthly (623 responses)	Importance mean
I can get wireless access in the Library when I need to	6.53
Printing, scanning and photocopying facilities in the Library meet my needs	6.37
I can find a quiet place in the Library to study when I need to	6.30
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.24
Opening hours meet my needs	6.11

Quarterly (208 responses)	Importance mean
I can get wireless access in the Library when I need to	6.53
Printing, scanning and photocopying facilities in the Library meet my needs	6.38
I can find a quiet place in the Library to study when I need to	6.32
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.26
Opening hours meet my needs	6.17

Never (73 responses)	Importance mean
I can get wireless access in the Library when I need to	6.52
I can find a quiet place in the Library to study when I need to	6.44
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.35
Opening hours meet my needs	6.28
Printing, scanning and photocopying facilities in the Library meet my needs	6.25

Singapore Management University Library Survey, February 2020
Top 5 performance scores by demographic
How often do you access library resources (e.g. online articles, databases, ebooks)?

Unique factor

Daily (382 responses)	Performance mean
I can get wireless access in the Library when I need to	6.55
I can get help from library staff when I need it	6.28
When I am away from campus I can access the Library resources and services I need	6.20
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.17
Library staff provide accurate answers to my enquiries	6.17

Weekly (982 responses)	Performance mean
I can get wireless access in the Library when I need to	6.45
I can get help from library staff when I need it	6.10
When I am away from campus I can access the Library resources and services I need	6.04
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.03
Library staff provide accurate answers to my enquiries	6.00

Monthly (623 responses)	Performance mean
I can get wireless access in the Library when I need to	6.39
I can get help from library staff when I need it	5.96
Library staff provide accurate answers to my enquiries	5.89
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.89
Opening hours meet my needs	5.88

Quarterly (208 responses)	Performance mean
I can get wireless access in the Library when I need to	6.39
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.93
Library staff provide accurate answers to my enquiries	5.87
I can get help from library staff when I need it	5.86
Printing, scanning and photocopying facilities in the Library meet my needs	5.85

Never (73 responses)	Performance mean
I can get wireless access in the Library when I need to	6.39
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.00
Face-to-face enquiry services meet my needs	5.94
Library staff provide accurate answers to my enquiries	5.80
I can get help from library staff when I need it	5.76

Singapore Management University Library Survey, February 2020 Top 5 gap scores by demographic How often do you access library resources (e.g. online articles, databases, ebooks)?	Unique factor
Daily (382 responses)	**Gap score**
I can find a quiet place in the Library to study when I need to	1.31
I can find a place in the Library to work in a group when I need to	1.29
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.74
Printing, scanning and photocopying facilities in the Library meet my needs	0.65
The Library search engine enables me find relevant library resources quickly	0.48
Weekly (982 responses)	**Gap score**
I can find a place in the Library to work in a group when I need to	1.25
I can find a quiet place in the Library to study when I need to	1.22
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.63
Printing, scanning and photocopying facilities in the Library meet my needs	0.52
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.35
Monthly (623 responses)	**Gap score**
I can find a place in the Library to work in a group when I need to	1.40
I can find a quiet place in the Library to study when I need to	1.19
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.55
Printing, scanning and photocopying facilities in the Library meet my needs	0.53
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.47
Quarterly (208 responses)	**Gap score**
I can find a place in the Library to work in a group when I need to	1.41
I can find a quiet place in the Library to study when I need to	1.32
Printing, scanning and photocopying facilities in the Library meet my needs	0.54
Opening hours meet my needs	0.40
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.40
Never (73 responses)	**Gap score**
I can find a place in the Library to work in a group when I need to	1.71
I can find a quiet place in the Library to study when I need to	1.45
Printing, scanning and photocopying facilities in the Library meet my needs	0.84
Opening hours meet my needs	0.70
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.40

Singapore Management University Library Survey, February 2020

Top 10 factors — How often do you access library resources (e.g. online articles, databases, ebooks)? - Daily

382 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.64	I can get wireless access in the Library when I need to	6.55	I can find a place in the Library to work in a group when I need to	4.82	I can find a quiet place in the Library to study when I need to	1.31
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.59	I can get help from library staff when I need it	6.28	A computer is available when I need one	5.15	I can find a place in the Library to work in a group when I need to	1.29
The Library search engine enables me find relevant library resources quickly	6.54	When I am away from campus I can access the Library resources and services I need	6.20	I can find a quiet place in the Library to study when I need to	5.17	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.74
When I am away from campus I can access the Library resources and services I need	6.51	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.17	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.25	Printing, scanning and photocopying facilities in the Library meet my needs	0.65
I can find a quiet place in the Library to study when I need to	6.48	Library staff provide accurate answers to my enquiries	6.17	I am informed about the Library services	5.64	The Library search engine enables me find relevant library resources	0.48
Printing, scanning and photocopying facilities in the Library meet my needs	6.43	Face-to-face enquiry services meet my needs	6.16	The Library anticipates my learning and research needs	5.66	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.47
Course specific resources (online and in the reserve collection) meet my learning needs	6.41	Access to Library information resources has helped me to be successful at university	6.14	Library workshops, classes and tutorials help me with my learning and research needs	5.68	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.45
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.38	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.12	Library signage is clear	5.77	Course specific resources (online and in the reserve collection) meet my learning needs	0.43
Access to Library information resources has helped me to be successful at university	6.37	The Library search engine enables me find relevant library resources quickly	6.06	Printing, scanning and photocopying facilities in the Library meet my needs	5.78	The items I'm looking for on the library shelves are usually there	0.36
I can get help from library staff when I need it	6.34	Course specific resources (online and in the reserve collection) meet my learning needs	5.98	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.80	Opening hours meet my needs	0.33

Singapore Management University Library Survey, February 2020

Mean importance scores — How often do you access library resources (e.g. online articles, databases, ebooks)? - Daily

382 responses

- 201 -

	Importance		Performance	
	Mean	**Rank**	**Mean**	**Rank**
I can get wireless access in the Library when I need to	6.64	1	6.55	1
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.59	2	6.12	8
The Library search engine enables me find relevant library resources quickly	6.54	3	6.06	9
When I am away from campus I can access the Library resources and services I need	6.51	4	6.20	3
I can find a quiet place in the Library to study when I need to	6.48	5	5.17	24
Printing, scanning and photocopying facilities in the Library meet my needs	6.43	6	5.78	18
Course specific resources (online and in the reserve collection) meet my learning needs	6.41	7	5.98	10
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.38	8	5.92	12
Access to Library information resources has helped me to be successful at university	6.37	9	6.14	7
I can get help from library staff when I need it	6.34	10	6.28	2
Library staff provide accurate answers to my enquiries	6.29	11	6.17	5
Opening hours meet my needs	6.23	12	5.90	13
The items I'm looking for on the library shelves are usually there	6.21	13	5.85	16
The Library website provides useful information	6.13	14	5.89	14
I can find a place in the Library to work in a group when I need to	6.11	15	4.82	26
Books and articles I have requested from other Libraries are delivered promptly	6.11	16	5.88	15
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.08	17	6.17	4
Face-to-face enquiry services meet my needs	6.07	18	6.16	6
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	6.05	19	5.80	17
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	6.00	20	5.25	23
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.92	21	5.96	11
The Library anticipates my learning and research needs	5.78	22	5.66	21
Library signage is clear	5.76	23	5.77	19
I am informed about the Library services	5.53	24	5.64	22
Library workshops, classes and tutorials help me with my learning and research needs	5.44	25	5.68	20
A computer is available when I need one	5.07	26	5.15	25

Singapore Management University Library Survey, February 2020

Mean performance score — How often do you access library resources (e.g. online articles, databases, ebooks)? - Daily

382 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.55	1	6.64	1
I can get help from library staff when I need it	6.28	2	6.34	10
When I am away from campus I can access the Library resources and services I need	6.20	3	6.51	4
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.17	4	6.08	17
Library staff provide accurate answers to my enquiries	6.17	5	6.29	11
Face-to-face enquiry services meet my needs	6.16	6	6.07	18
Access to Library information resources has helped me to be successful at university	6.14	7	6.37	9
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.12	8	6.59	2
The Library search engine enables me find relevant library resources quickly	6.06	9	6.54	3
Course specific resources (online and in the reserve collection) meet my learning needs	5.98	10	6.41	7
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.96	11	5.92	21
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.92	12	6.38	8
Opening hours meet my needs	5.90	13	6.23	12
The Library website provides useful information	5.89	14	6.13	14
Books and articles I have requested from other Libraries are delivered promptly	5.88	15	6.11	16
The items I'm looking for on the library shelves are usually there	5.85	16	6.21	13
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.80	17	6.05	19
Printing, scanning and photocopying facilities in the Library meet my needs	5.78	18	6.43	6
Library signage is clear	5.77	19	5.76	23
Library workshops, classes and tutorials help me with my learning and research needs	5.68	20	5.44	25
The Library anticipates my learning and research needs	5.66	21	5.78	22
I am informed about the Library services	5.64	22	5.53	24
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.25	23	6.00	20
I can find a quiet place in the Library to study when I need to	5.17	24	6.48	5
A computer is available when I need one	5.15	25	5.07	26
I can find a place in the Library to work in a group when I need to	4.82	26	6.11	15

Singapore Management University Library Survey, February 2020

Mean gap scores — How often do you access library resources (e.g. online articles, databases, ebooks)? - Daily
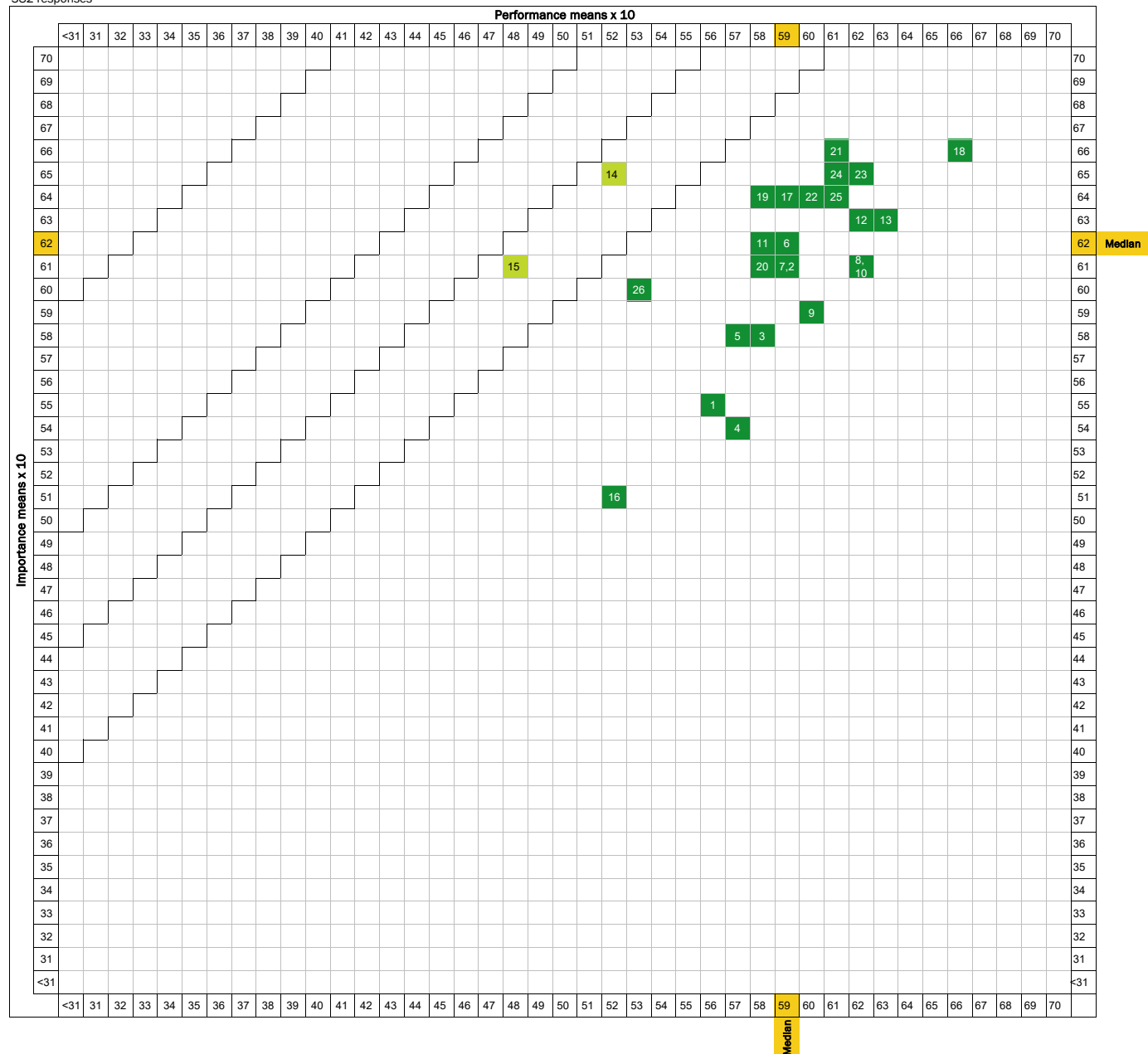
382 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Library to study when I need to	1.31	1	6.48	5
I can find a place in the Library to work in a group when I need to	1.29	2	6.11	15
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.74	3	6.00	20
Printing, scanning and photocopying facilities in the Library meet my needs	0.65	4	6.43	6
The Library search engine enables me find relevant library resources quickly	0.48	5	6.54	3
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.47	6	6.59	2
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.45	7	6.38	8
Course specific resources (online and in the reserve collection) meet my learning needs	0.43	8	6.41	7
The items I'm looking for on the library shelves are usually there	0.36	9	6.21	13
Opening hours meet my needs	0.33	10	6.23	12
When I am away from campus I can access the Library resources and services I need	0.31	11	6.51	4
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.25	12	6.05	19
The Library website provides useful information	0.24	13	6.13	14
Books and articles I have requested from other Libraries are delivered promptly	0.24	14	6.11	16
Access to Library information resources has helped me to be successful at university	0.23	15	6.37	9
Library staff provide accurate answers to my enquiries	0.13	16	6.29	11
The Library anticipates my learning and research needs	0.12	17	5.78	22
I can get wireless access in the Library when I need to	0.09	18	6.64	1
I can get help from library staff when I need it	0.06	19	6.34	10
Library signage is clear	-0.02	20	5.76	23
Online enquiry services (e.g. Email, Library Chat) meet my needs	-0.04	21	5.92	21
A computer is available when I need one	-0.08	22	5.07	26
Face-to-face enquiry services meet my needs	-0.09	23	6.07	18
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	-0.10	24	6.08	17
I am informed about the Library services	-0.11	25	5.53	24
Library workshops, classes and tutorials help me with my learning and research needs	-0.23	26	5.44	25

Singapore Management University Library Survey, February 2020

Best practice categories gap grid — How often do you access library resources (e.g. online articles, databases, ebooks)? - Daily

382 responses

Performance means x 10

Importance means x 10	<31	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	
70																																										70
69																																										69
68																																										68
67																																										67
66																																21				18					66
65																							14										24	23								65
64																								19	17	22	25															64
63																																12	13									63
62																									11	6																62 Median
61																		15						20	7,2				8,10												61
60																				26																						60
59																									9																	59
58																					5	3																				58
57																																										57
56																																										56
55																			1																							55
54																			4																							54
53																																										53
52																																										52
51																		16																								51
50																																										50
49																																										49
48																																										48
47																																										47
46																																										46
45																																										45
44																																										44
43																																										43
42																																										42
41																																										41
40																																										40
39																																										39
38																																										38
37																																										37
36																																										36
35																																										35
34																																										34
33																																										33
32																																										32
31																																										31
<31																																										<31

Median: 59

Statements

1	I am informed about the Library services
2	The Library website provides useful information
3	Library signage is clear
4	Library workshops, classes and tutorials help me with my learning and research needs
5	The Library anticipates my learning and research needs
6	Opening hours meet my needs
7	Books and articles I have requested from other Libraries are delivered promptly
8	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs
9	Online enquiry services (e.g. Email, Library Chat) meet my needs
10	Face-to-face enquiry services meet my needs
11	The items I'm looking for on the library shelves are usually there
12	Library staff provide accurate answers to my enquiries
13	I can get help from library staff when I need it
14	I can find a quiet place in the Library to study when I need to
15	I can find a place in the Library to work in a group when I need to
16	A computer is available when I need one
17	Laptop facilities (e.g. desks, power) in the Library meet my needs
18	I can get wireless access in the Library when I need to
19	Printing, scanning and photocopying facilities in the Library meet my needs
20	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
21	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
22	Course specific resources (online and in the reserve collection) meet my learning needs
23	When I am away from campus I can access the Library resources and services I need
24	The Library search engine enables me find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at university
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

© Insync Surveys

Singapore Management University Library Survey, February 2020

Top 10 factors — How often do you access library resources (e.g. online articles, databases, ebooks)? - Weekly

982 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.57	I can get wireless access in the Library when I need to	6.45	I can find a place in the Library to work in a group when I need to	4.79	I can find a place in the Library to work in a group when I need to	1.25
I can find a quiet place in the Library to study when I need to	6.38	I can get help from library staff when I need it	6.10	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.12	I can find a quiet place in the Library to study when I need to	1.22
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.38	When I am away from campus I can access the Library resources and services I need	6.04	I can find a quiet place in the Library to study when I need to	5.16	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.63
Printing, scanning and photocopying facilities in the Library meet my needs	6.38	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.03	A computer is available when I need one	5.26	Printing, scanning and photocopying facilities in the Library meet my needs	0.52
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.30	Library staff provide accurate answers to my enquiries	6.00	Library workshops, classes and tutorials help me with my learning and research needs	5.42	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.35
When I am away from campus I can access the Library resources and services I need	6.24	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.97	I am informed about the Library services	5.44	The Library search engine enables me find relevant library resources quickly	0.34
The Library search engine enables me find relevant library resources quickly	6.22	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.96	The Library anticipates my learning and research needs	5.47	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.33
Opening hours meet my needs	6.16	Face-to-face enquiry services meet my needs	5.95	The items I'm looking for on the library shelves are usually there	5.66	The items I'm looking for on the library shelves are usually there	0.30
I can get help from library staff when I need it	6.09	Opening hours meet my needs	5.93	Library signage is clear	5.67	Opening hours meet my needs	0.23
Course specific resources (online and in the reserve collection) meet my learning needs	6.07	The Library search engine enables me find relevant library resources quickly	5.88	The Library website provides useful information	5.67	Course specific resources (online and in the reserve collection) meet my learning needs	0.23

Singapore Management University Library Survey, February 2020

Mean importance scores — How often do you access library resources (e.g. online articles, databases, ebooks)? - Weekly

982 responses

- 206 -

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.57	1	6.45	1
I can find a quiet place in the Library to study when I need to	6.38	2	5.16	24
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.38	3	6.03	4
Printing, scanning and photocopying facilities in the Library meet my needs	6.38	4	5.86	12
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.30	5	5.97	6
When I am away from campus I can access the Library resources and services I need	6.24	6	6.04	3
The Library search engine enables me find relevant library resources quickly	6.22	7	5.88	10
Opening hours meet my needs	6.16	8	5.93	9
I can get help from library staff when I need it	6.09	9	6.10	2
Course specific resources (online and in the reserve collection) meet my learning needs	6.07	10	5.84	13
I can find a place in the Library to work in a group when I need to	6.03	11	4.79	26
Library staff provide accurate answers to my enquiries	6.01	12	6.00	5
Access to Library information resources has helped me to be successful at university	5.99	13	5.87	11
The items I'm looking for on the library shelves are usually there	5.96	14	5.66	19
The Library website provides useful information	5.90	15	5.67	17
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.84	16	5.96	7
Face-to-face enquiry services meet my needs	5.78	17	5.95	8
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.76	18	5.77	15
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.75	19	5.12	25
Books and articles I have requested from other Libraries are delivered promptly	5.71	20	5.72	16
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.62	21	5.78	14
Library signage is clear	5.62	22	5.67	18
The Library anticipates my learning and research needs	5.50	23	5.47	20
I am informed about the Library services	5.40	24	5.44	21
Library workshops, classes and tutorials help me with my learning and research needs	5.10	25	5.42	22
A computer is available when I need one	4.92	26	5.26	23

Singapore Management University Library Survey, February 2020

Mean performance score — How often do you access library resources (e.g. online articles, databases, ebooks)? - Weekly

982 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.45	1	6.57	1
I can get help from library staff when I need it	6.10	2	6.09	9
When I am away from campus I can access the Library resources and services I need	6.04	3	6.24	6
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.03	4	6.38	3
Library staff provide accurate answers to my enquiries	6.00	5	6.01	12
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.97	6	6.30	5
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.96	7	5.84	16
Face-to-face enquiry services meet my needs	5.95	8	5.78	17
Opening hours meet my needs	5.93	9	6.16	8
The Library search engine enables me find relevant library resources quickly	5.88	10	6.22	7
Access to Library information resources has helped me to be successful at university	5.87	11	5.99	13
Printing, scanning and photocopying facilities in the Library meet my needs	5.86	12	6.38	4
Course specific resources (online and in the reserve collection) meet my learning needs	5.84	13	6.07	10
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.78	14	5.62	21
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.77	15	5.76	18
Books and articles I have requested from other Libraries are delivered promptly	5.72	16	5.71	20
The Library website provides useful information	5.67	17	5.90	15
Library signage is clear	5.67	18	5.62	22
The items I'm looking for on the library shelves are usually there	5.66	19	5.96	14
The Library anticipates my learning and research needs	5.47	20	5.50	23
I am informed about the Library services	5.44	21	5.40	24
Library workshops, classes and tutorials help me with my learning and research needs	5.42	22	5.10	25
A computer is available when I need one	5.26	23	4.92	26
I can find a quiet place in the Library to study when I need to	5.16	24	6.38	2
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.12	25	5.75	19
I can find a place in the Library to work in a group when I need to	4.79	26	6.03	11

Singapore Management University Library Survey, February 2020

Mean gap scores — How often do you access library resources (e.g. online articles, databases, ebooks)? - Weekly
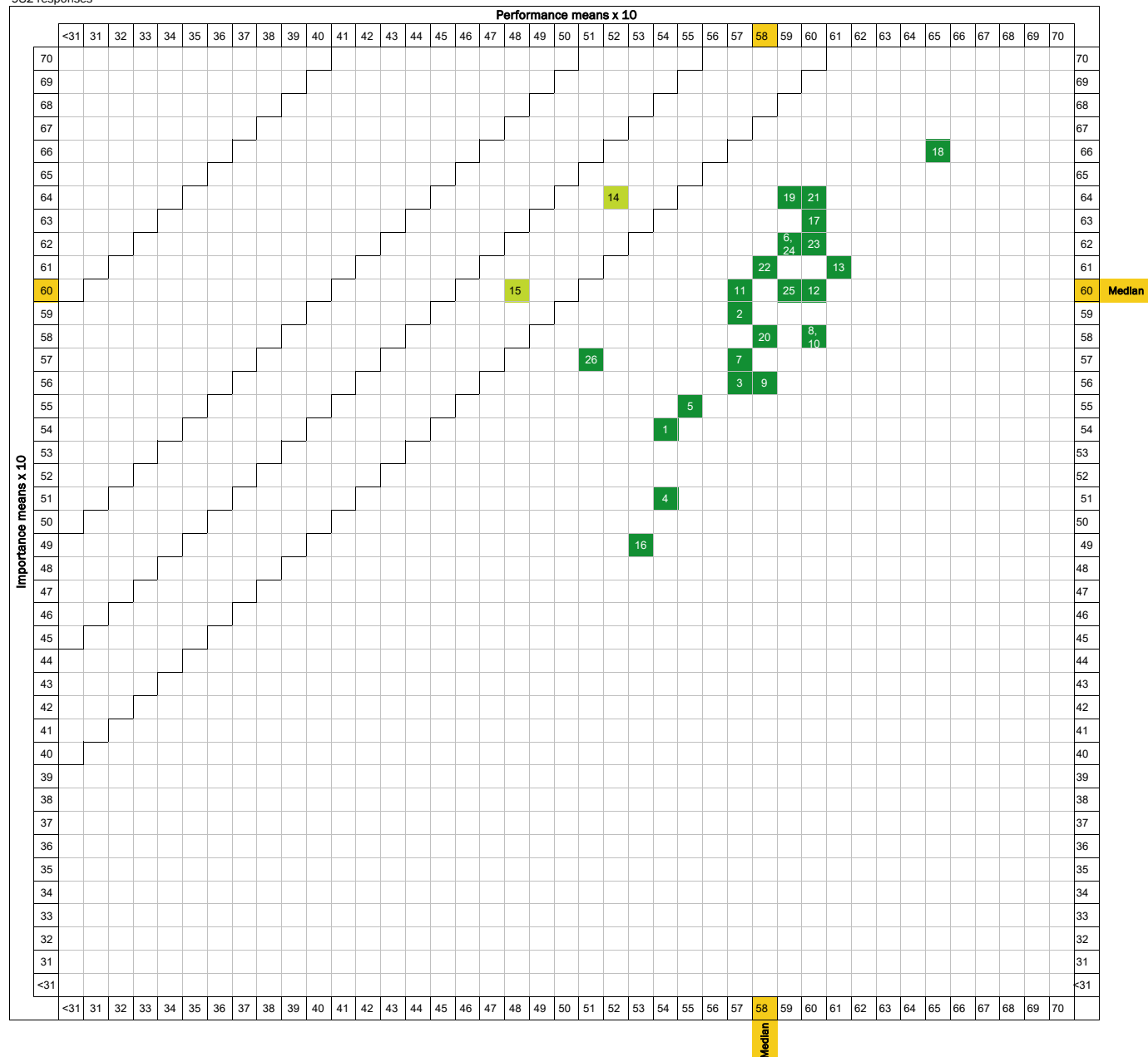
982 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a place in the Library to work in a group when I need to	1.25	1	6.03	11
I can find a quiet place in the Library to study when I need to	1.22	2	6.38	2
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.63	3	5.75	19
Printing, scanning and photocopying facilities in the Library meet my needs	0.52	4	6.38	4
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.35	5	6.38	3
The Library search engine enables me find relevant library resources quickly	0.34	6	6.22	7
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.33	7	6.30	5
The items I'm looking for on the library shelves are usually there	0.30	8	5.96	14
Opening hours meet my needs	0.23	9	6.16	8
Course specific resources (online and in the reserve collection) meet my learning needs	0.23	10	6.07	10
The Library website provides useful information	0.23	11	5.90	15
When I am away from campus I can access the Library resources and services I need	0.20	12	6.24	6
I can get wireless access in the Library when I need to	0.12	13	6.57	1
Access to Library information resources has helped me to be successful at university	0.12	14	5.99	13
The Library anticipates my learning and research needs	0.02	15	5.50	23
Library staff provide accurate answers to my enquiries	0.01	16	6.01	12
Books and articles I have requested from other Libraries are delivered promptly	-0.01	17	5.71	20
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	-0.01	18	5.76	18
I can get help from library staff when I need it	-0.01	19	6.09	9
I am informed about the Library services	-0.04	20	5.40	24
Library signage is clear	-0.05	21	5.62	22
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	-0.13	22	5.84	16
Online enquiry services (e.g. Email, Library Chat) meet my needs	-0.16	23	5.62	21
Face-to-face enquiry services meet my needs	-0.18	24	5.78	17
Library workshops, classes and tutorials help me with my learning and research needs	-0.32	25	5.10	25
A computer is available when I need one	-0.34	26	4.92	26

Singapore Management University Library Survey, February 2020

Best practice categories gap grid — How often do you access library resources (e.g. online articles, databases, ebooks)? - Weekly

982 responses

Performance means x 10

Importance means x 10

Median row at 60 (left/right). Median column at 58 (top/bottom).

Plotted statement positions (Performance x 10, Importance x 10):

- 18: (65, 66)
- 14: (52, 64)
- 19: (59, 64); 21: (60, 64)
- 17: (60, 63)
- 6, 24: (59, 62); 23: (60, 62)
- 22: (59, 61); 13: (62, 61)
- 15: (48, 60); 11: (58, 60); 25: (59, 60); 12: (60, 60)
- 2: (58, 59)
- 20: (59, 58); 8, 10: (60, 58)
- 26: (54, 57); 7: (58, 57)
- 3: (58, 56); 9: (59, 56)
- 5: (55, 55)
- 1: (54, 54)
- 4: (54, 51)
- 16: (52, 49)

Statements

#	Statement
1	I am informed about the Library services
2	The Library website provides useful information
3	Library signage is clear
4	Library workshops, classes and tutorials help me with my learning and research needs
5	The Library anticipates my learning and research needs
6	Opening hours meet my needs
7	Books and articles I have requested from other Libraries are delivered promptly
8	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs
9	Online enquiry services (e.g. Email, Library Chat) meet my needs
10	Face-to-face enquiry services meet my needs
11	The items I'm looking for on the library shelves are usually there
12	Library staff provide accurate answers to my enquiries
13	I can get help from library staff when I need it
14	I can find a quiet place in the Library to study when I need to
15	I can find a place in the Library to work in a group when I need to
16	A computer is available when I need one
17	Laptop facilities (e.g. desks, power) in the Library meet my needs
18	I can get wireless access in the Library when I need to
19	Printing, scanning and photocopying facilities in the Library meet my needs
20	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
21	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
22	Course specific resources (online and in the reserve collection) meet my learning needs
23	When I am away from campus I can access the Library resources and services I need
24	The Library search engine enables me find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at university
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Legend:
- Gap > 2.9
- Gap > 1.9
- Gap > 1.4
- Gap > 0.9
- Gap < 0.9

© Insync Surveys

Singapore Management University Library Survey, February 2020

Top 10 factors — How often do you access library resources (e.g. online articles, databases, ebooks)? - Monthly

623 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.53	I can get wireless access in the Library when I need to	6.39	I can find a place in the Library to work in a group when I need to	4.58	I can find a place in the Library to work in a group when I need to	1.40
Printing, scanning and photocopying facilities in the Library meet my needs	6.37	I can get help from library staff when I need it	5.96	I can find a quiet place in the Library to study when I need to	5.12	I can find a quiet place in the Library to study when I need to	1.19
I can find a quiet place in the Library to study when I need to	6.30	Library staff provide accurate answers to my enquiries	5.89	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.13	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.55
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.24	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.89	A computer is available when I need one	5.18	Printing, scanning and photocopying facilities in the Library meet my needs	0.53
Opening hours meet my needs	6.11	Opening hours meet my needs	5.88	I am informed about the Library services	5.20	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.47
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.05	When I am away from campus I can access the Library resources and services I need	5.85	Library workshops, classes and tutorials help me with my learning and research needs	5.21	The Library search engine enables me find relevant library resources quickly	0.28
I can find a place in the Library to work in a group when I need to	5.98	Printing, scanning and photocopying facilities in the Library meet my needs	5.83	The Library anticipates my learning and research needs	5.29	Opening hours meet my needs	0.23
The Library search engine enables me find relevant library resources	5.97	Face-to-face enquiry services meet my needs	5.83	The Library website provides useful information	5.42	The items I'm looking for on the library shelves are usually there	0.22
I can get help from library staff when I need it	5.95	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.82	The items I'm looking for on the library shelves are usually there	5.49	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.16
When I am away from campus I can access the Library resources and services I need	5.95	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.76	Books and articles I have requested from other Libraries are delivered promptly	5.49	Course specific resources (online and in the reserve collection) meet my learning needs	0.15

	Importance		Performance	
	Mean	**Rank**	**Mean**	**Rank**
I can get wireless access in the Library when I need to	6.53	1	6.39	1
Printing, scanning and photocopying facilities in the Library meet my needs	6.37	2	5.83	7
I can find a quiet place in the Library to study when I need to	6.30	3	5.12	25
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.24	4	5.76	10
Opening hours meet my needs	6.11	5	5.88	5
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.05	6	5.89	4
I can find a place in the Library to work in a group when I need to	5.98	7	4.58	26
The Library search engine enables me find relevant library resources quickly	5.97	8	5.69	12
I can get help from library staff when I need it	5.95	9	5.96	2
When I am away from campus I can access the Library resources and services I need	5.95	10	5.85	6
Library staff provide accurate answers to my enquiries	5.89	11	5.89	3
Course specific resources (online and in the reserve collection) meet my learning needs	5.85	12	5.70	11
The items I'm looking for on the library shelves are usually there	5.71	13	5.49	18
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.68	14	5.13	24
Face-to-face enquiry services meet my needs	5.63	15	5.83	8
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.63	16	5.82	9
Access to Library information resources has helped me to be successful at university	5.63	17	5.60	14
The Library website provides useful information	5.52	18	5.42	19
Library signage is clear	5.48	19	5.52	16
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.43	20	5.61	13
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.32	21	5.58	15
Books and articles I have requested from other Libraries are delivered promptly	5.30	22	5.49	17
The Library anticipates my learning and research needs	5.27	23	5.29	20
I am informed about the Library services	5.07	24	5.20	22
Library workshops, classes and tutorials help me with my learning and research needs	4.89	25	5.21	21
A computer is available when I need one	4.88	26	5.18	23

Singapore Management University Library Survey, February 2020

Mean performance score — How often do you access library resources (e.g. online articles, databases, ebooks)? - Monthly

623 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.39	1	6.53	1
I can get help from library staff when I need it	5.96	2	5.95	9
Library staff provide accurate answers to my enquiries	5.89	3	5.89	11
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.89	4	6.05	6
Opening hours meet my needs	5.88	5	6.11	5
When I am away from campus I can access the Library resources and services I need	5.85	6	5.95	10
Printing, scanning and photocopying facilities in the Library meet my needs	5.83	7	6.37	2
Face-to-face enquiry services meet my needs	5.83	8	5.63	15
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.82	9	5.63	16
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.76	10	6.24	4
Course specific resources (online and in the reserve collection) meet my learning needs	5.70	11	5.85	12
The Library search engine enables me find relevant library resources quickly	5.69	12	5.97	8
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.61	13	5.43	20
Access to Library information resources has helped me to be successful at university	5.60	14	5.63	17
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.58	15	5.32	21
Library signage is clear	5.52	16	5.48	19
Books and articles I have requested from other Libraries are delivered promptly	5.49	17	5.30	22
The items I'm looking for on the library shelves are usually there	5.49	18	5.71	13
The Library website provides useful information	5.42	19	5.52	18
The Library anticipates my learning and research needs	5.29	20	5.27	23
Library workshops, classes and tutorials help me with my learning and research needs	5.21	21	4.89	25
I am informed about the Library services	5.20	22	5.07	24
A computer is available when I need one	5.18	23	4.88	26
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.13	24	5.68	14
I can find a quiet place in the Library to study when I need to	5.12	25	6.30	3
I can find a place in the Library to work in a group when I need to	4.58	26	5.98	7

Singapore Management University Library Survey, February 2020

Mean gap scores — How often do you access library resources (e.g. online articles, databases, ebooks)? - Monthly
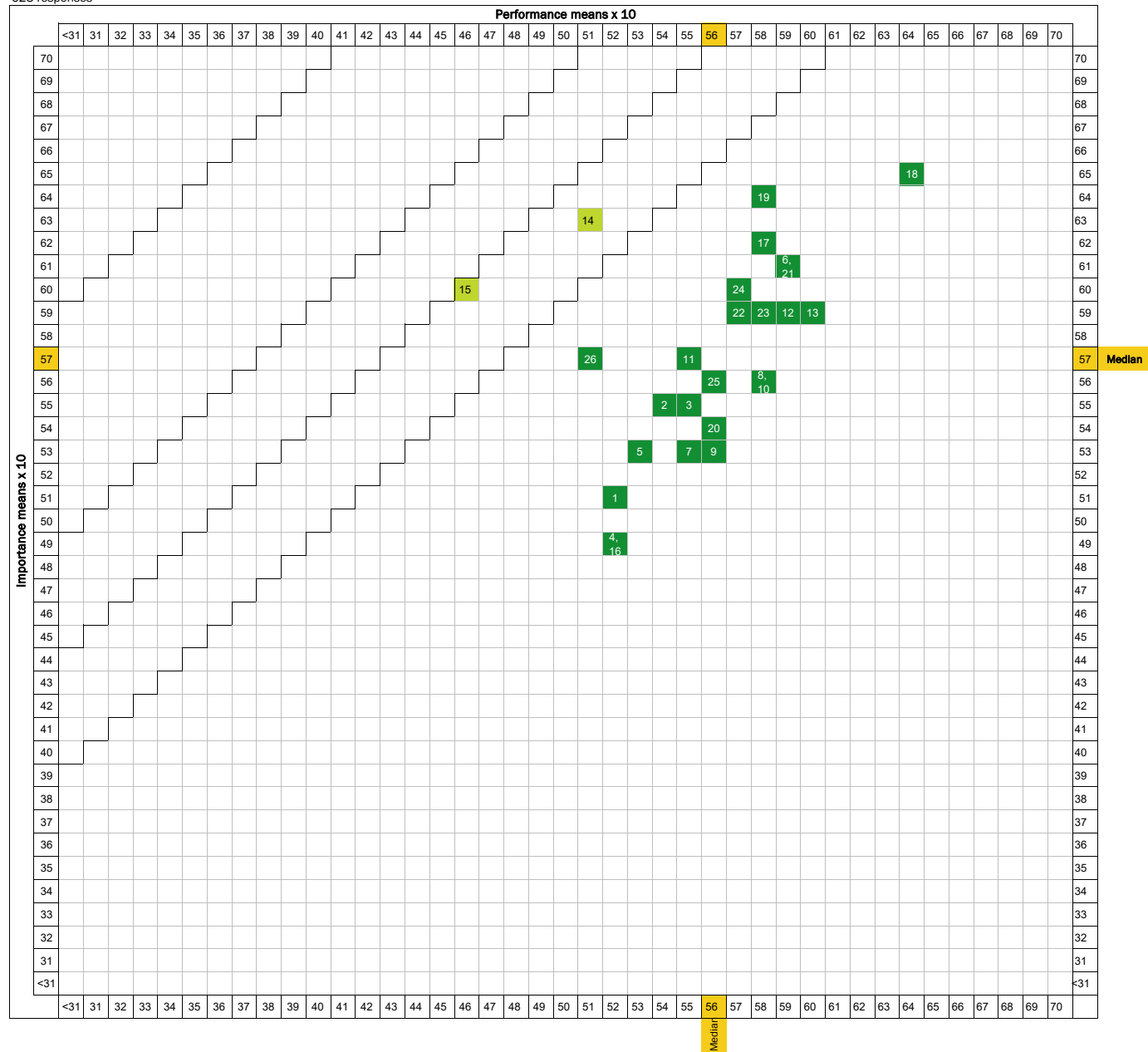
623 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a place in the Library to work in a group when I need to	1.40	1	5.98	7
I can find a quiet place in the Library to study when I need to	1.19	2	6.30	3
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.55	3	5.68	14
Printing, scanning and photocopying facilities in the Library meet my needs	0.53	4	6.37	2
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.47	5	6.24	4
The Library search engine enables me find relevant library resources quickly	0.28	6	5.97	8
Opening hours meet my needs	0.23	7	6.11	5
The items I'm looking for on the library shelves are usually there	0.22	8	5.71	13
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.16	9	6.05	6
Course specific resources (online and in the reserve collection) meet my learning needs	0.15	10	5.85	12
I can get wireless access in the Library when I need to	0.14	11	6.53	1
The Library website provides useful information	0.10	12	5.52	18
When I am away from campus I can access the Library resources and services I need	0.10	13	5.95	10
Access to Library information resources has helped me to be successful at university	0.03	14	5.63	17
Library staff provide accurate answers to my enquiries	0.00	15	5.89	11
I can get help from library staff when I need it	-0.01	16	5.95	9
The Library anticipates my learning and research needs	-0.01	17	5.27	23
Library signage is clear	-0.04	18	5.48	19
I am informed about the Library services	-0.13	19	5.07	24
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	-0.18	20	5.43	20
Books and articles I have requested from other Libraries are delivered promptly	-0.19	21	5.30	22
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	-0.19	22	5.63	16
Face-to-face enquiry services meet my needs	-0.20	23	5.63	15
Online enquiry services (e.g. Email, Library Chat) meet my needs	-0.25	24	5.32	21
A computer is available when I need one	-0.30	25	4.88	26
Library workshops, classes and tutorials help me with my learning and research needs	-0.32	26	4.89	25

Singapore Management University Library Survey, February 2020

Best practice categories gap grid — How often do you access library resources (e.g. online articles, databases, ebooks)? - Monthly

623 responses

Performance means x 10

Importance means x 10 (vertical axis)

Grid plotted points (Performance x, Importance y):
- 18 at (64, 65)
- 19 at (58, 64)
- 14 at (51, 63)
- 17 at (58, 62)
- 6, 21 at (59, 61)
- 15 at (46, 60)
- 24 at (57, 60)
- 22 at (56, 59), 23 at (57, 59), 12 at (58, 59), 13 at (59, 59)
- Median row: 57
- 26 at (51, 57), 11 at (54, 57)
- 25 at (55, 56)
- 8, 10 at (57, 56)
- 2 at (53, 55), 3 at (54, 55)
- 20 at (55, 54)
- 5 at (52, 53), 7 at (54, 53), 9 at (55, 53)
- 1 at (52, 51)
- 4, 16 at (52, 49)

Median (Performance) = 56

Statements

#	Statement
1	I am informed about the Library services
2	The Library website provides useful information
3	Library signage is clear
4	Library workshops, classes and tutorials help me with my learning and research needs
5	The Library anticipates my learning and research needs
6	Opening hours meet my needs
7	Books and articles I have requested from other Libraries are delivered promptly
8	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs
9	Online enquiry services (e.g. Email, Library Chat) meet my needs
10	Face-to-face enquiry services meet my needs
11	The items I'm looking for on the library shelves are usually there
12	Library staff provide accurate answers to my enquiries
13	I can get help from library staff when I need it
14	I can find a quiet place in the Library to study when I need to
15	I can find a place in the Library to work in a group when I need to
16	A computer is available when I need one
17	Laptop facilities (e.g. desks, power) in the Library meet my needs
18	I can get wireless access in the Library when I need to
19	Printing, scanning and photocopying facilities in the Library meet my needs
20	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
21	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
22	Course specific resources (online and in the reserve collection) meet my learning needs
23	When I am away from campus I can access the Library resources and services I need
24	The Library search engine enables me find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at university
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

© Insync Surveys

Singapore Management University Library Survey, February 2020

Top 10 factors — How often do you access library resources (e.g. online articles, databases, ebooks)? - Quarterly

208 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.53	I can get wireless access in the Library when I need to	6.39	I can find a place in the Library to work in a group when I need to	4.64	I can find a place in the Library to work in a group when I need to	1.41
Printing, scanning and photocopying facilities in the Library meet my needs	6.38	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.93	I can find a quiet place in the Library to study when I need to	5.01	I can find a quiet place in the Library to study when I need to	1.32
I can find a quiet place in the Library to study when I need to	6.32	Library staff provide accurate answers to my enquiries	5.87	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.02	Printing, scanning and photocopying facilities in the Library meet my needs	0.54
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.26	I can get help from library staff when I need it	5.86	The Library anticipates my learning and research needs	5.07	Opening hours meet my needs	0.40
Opening hours meet my needs	6.17	Printing, scanning and photocopying facilities in the Library meet my needs	5.85	I am informed about the Library services	5.16	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.40
I can find a place in the Library to work in a group when I need to	6.05	Face-to-face enquiry services meet my needs	5.77	The Library website provides useful information	5.17	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.34
Library staff provide accurate answers to my enquiries	5.94	Opening hours meet my needs	5.77	A computer is available when I need one	5.18	The Library website provides useful information	0.24
I can get help from library staff when I need it	5.91	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.73	Library workshops, classes and tutorials help me with my learning and research needs	5.22	Library signage is clear	0.19
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.75	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.66	Access to Library information resources has helped me to be successful at university	5.31	I can get wireless access in the Library when I need to	0.14
The Library search engine enables me find relevant library resources quickly	5.73	When I am away from campus I can access the Library resources and services I need	5.64	Books and articles I have requested from other Libraries are delivered promptly	5.34	The Library search engine enables me find relevant library resources quickly	0.14

Singapore Management University Library Survey, February 2020

Mean importance scores — How often do you access library resources (e.g. online articles, databases, ebooks)? - Quarterly

208 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.53	1	6.39	1
Printing, scanning and photocopying facilities in the Library meet my needs	6.38	2	5.85	5
I can find a quiet place in the Library to study when I need to	6.32	3	5.01	25
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.26	4	5.93	2
Opening hours meet my needs	6.17	5	5.77	7
I can find a place in the Library to work in a group when I need to	6.05	6	4.64	26
Library staff provide accurate answers to my enquiries	5.94	7	5.87	3
I can get help from library staff when I need it	5.91	8	5.86	4
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.75	9	5.66	9
The Library search engine enables me find relevant library resources quickly	5.73	10	5.59	11
Face-to-face enquiry services meet my needs	5.70	11	5.77	6
Library signage is clear	5.68	12	5.49	14
When I am away from campus I can access the Library resources and services I need	5.55	13	5.64	10
The items I'm looking for on the library shelves are usually there	5.53	14	5.41	16
Course specific resources (online and in the reserve collection) meet my learning needs	5.53	15	5.56	12
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.48	16	5.73	8
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.42	17	5.02	24
The Library website provides useful information	5.40	18	5.17	21
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.35	19	5.54	13
Access to Library information resources has helped me to be successful at university	5.25	20	5.31	18
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.21	21	5.48	15
Books and articles I have requested from other Libraries are delivered promptly	5.10	22	5.34	17
The Library anticipates my learning and research needs	5.07	23	5.07	23
I am informed about the Library services	5.04	24	5.16	22
Library workshops, classes and tutorials help me with my learning and research needs	5.02	25	5.22	19
A computer is available when I need one	4.88	26	5.18	20

Singapore Management University Library Survey, February 2020

Mean performance score — How often do you access library resources (e.g. online articles, databases, ebooks)? - Quarterly

208 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.39	1	6.53	1
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.93	2	6.26	4
Library staff provide accurate answers to my enquiries	5.87	3	5.94	7
I can get help from library staff when I need it	5.86	4	5.91	8
Printing, scanning and photocopying facilities in the Library meet my needs	5.85	5	6.38	2
Face-to-face enquiry services meet my needs	5.77	6	5.70	11
Opening hours meet my needs	5.77	7	6.17	5
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.73	8	5.48	16
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.66	9	5.75	9
When I am away from campus I can access the Library resources and services I need	5.64	10	5.55	13
The Library search engine enables me find relevant library resources quickly	5.59	11	5.73	10
Course specific resources (online and in the reserve collection) meet my learning needs	5.56	12	5.53	15
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.54	13	5.35	19
Library signage is clear	5.49	14	5.68	12
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.48	15	5.21	21
The items I'm looking for on the library shelves are usually there	5.41	16	5.53	14
Books and articles I have requested from other Libraries are delivered promptly	5.34	17	5.10	22
Access to Library information resources has helped me to be successful at university	5.31	18	5.25	20
Library workshops, classes and tutorials help me with my learning and research needs	5.22	19	5.02	25
A computer is available when I need one	5.18	20	4.88	26
The Library website provides useful information	5.17	21	5.40	18
I am informed about the Library services	5.16	22	5.04	24
The Library anticipates my learning and research needs	5.07	23	5.07	23
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.02	24	5.42	17
I can find a quiet place in the Library to study when I need to	5.01	25	6.32	3
I can find a place in the Library to work in a group when I need to	4.64	26	6.05	6

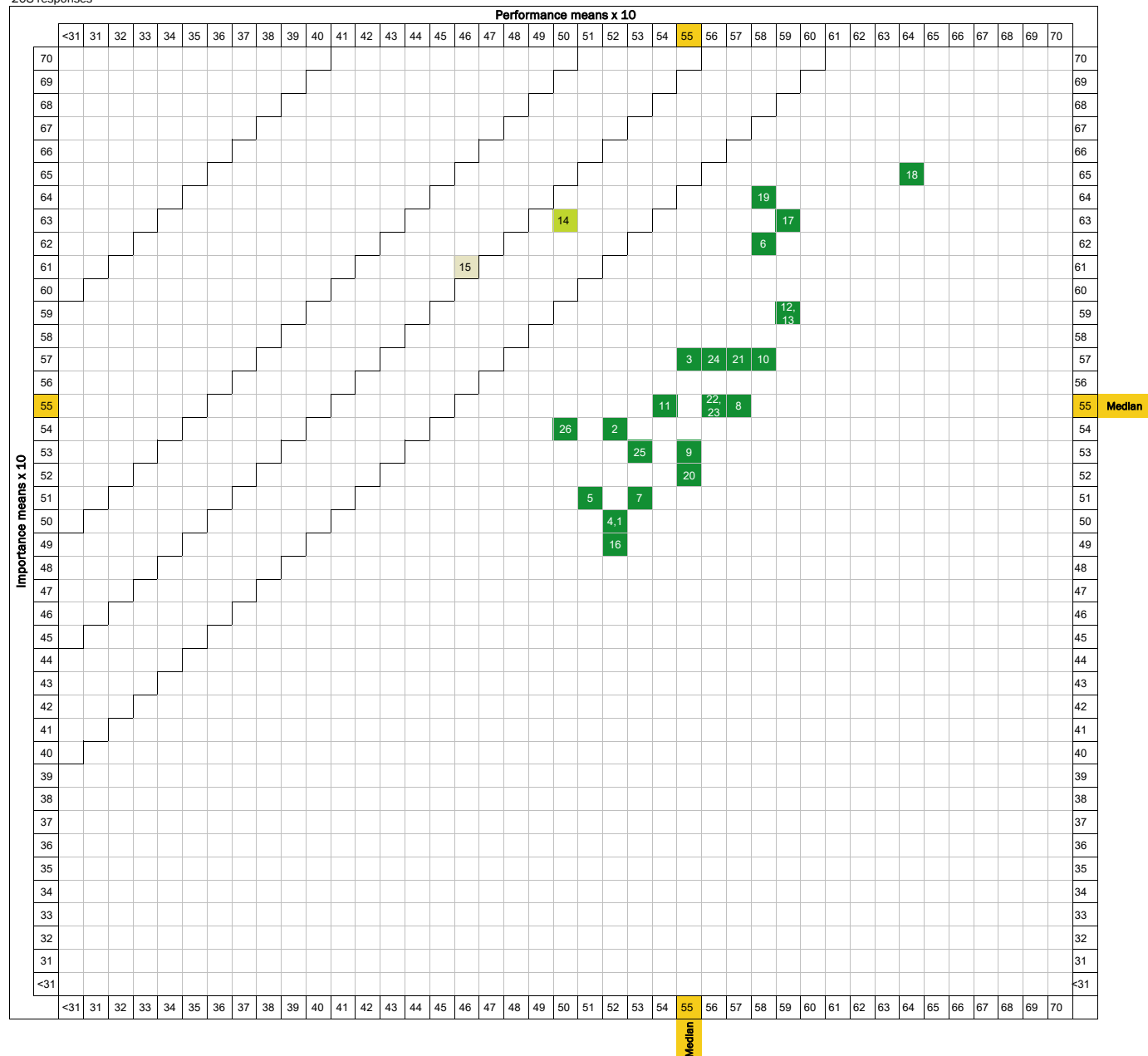## Singapore Management University Library Survey, February 2020

Mean gap scores — How often do you access library resources (e.g. online articles, databases, ebooks)? - Quarterly

208 responses

	Gap Mean	Gap Rank	Importance Mean	Importance Rank
I can find a place in the Library to work in a group when I need to	1.41	1	6.05	6
I can find a quiet place in the Library to study when I need to	1.32	2	6.32	3
Printing, scanning and photocopying facilities in the Library meet my needs	0.54	3	6.38	2
Opening hours meet my needs	0.40	4	6.17	5
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.40	5	5.42	17
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.34	6	6.26	4
The Library website provides useful information	0.24	7	5.40	18
Library signage is clear	0.19	8	5.68	12
I can get wireless access in the Library when I need to	0.14	9	6.53	1
The Library search engine enables me find relevant library resources quickly	0.14	10	5.73	10
The items I'm looking for on the library shelves are usually there	0.12	11	5.53	14
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.09	12	5.75	9
Library staff provide accurate answers to my enquiries	0.07	13	5.94	7
I can get help from library staff when I need it	0.05	14	5.91	8
The Library anticipates my learning and research needs	-0.01	15	5.07	23
Course specific resources (online and in the reserve collection) meet my learning needs	-0.03	16	5.53	15
Access to Library information resources has helped me to be successful at university	-0.06	17	5.25	20
Face-to-face enquiry services meet my needs	-0.08	18	5.70	11
When I am away from campus I can access the Library resources and services I need	-0.09	19	5.55	13
I am informed about the Library services	-0.12	20	5.04	24
Online enquiry services (e.g. Email, Library Chat) meet my needs	-0.20	21	5.35	19
Library workshops, classes and tutorials help me with my learning and research needs	-0.20	22	5.02	25
Books and articles I have requested from other Libraries are delivered promptly	-0.24	23	5.10	22
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	-0.25	24	5.48	16
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	-0.27	25	5.21	21
A computer is available when I need one	-0.30	26	4.88	26

Singapore Management University Library Survey, February 2020

Best practice categories gap grid — How often do you access library resources (e.g. online articles, databases, ebooks)? - Quarterly

208 responses

Performance means x 10

Importance means x 10

Chart data points (Performance x10, Importance x10):
- 18 at (64, 65)
- 19 at (58, 64)
- 14 at (50, 63)
- 17 at (59, 63)
- 6 at (59, 62)
- 15 at (46, 61)
- 12, 13 at (59, 59)
- 3 at (53, 57), 24 at (54, 57), 21 at (55, 57), 10 at (56, 57)
- 11 at (52, 55), 22, 23 at (55, 55), 8 at (56, 55)
- 26 at (50, 54), 2 at (52, 54)
- 25 at (53, 53), 9 at (55, 53)
- 20 at (55, 52)
- 5 at (51, 51), 7 at (53, 51)
- 4, 1 at (52, 50)
- 16 at (52, 49)

Median = 55 (both axes)

Statements

#	Statement
1	I am informed about the Library services
2	The Library website provides useful information
3	Library signage is clear
4	Library workshops, classes and tutorials help me with my learning and research needs
5	The Library anticipates my learning and research needs
6	Opening hours meet my needs
7	Books and articles I have requested from other Libraries are delivered promptly
8	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs
9	Online enquiry services (e.g. Email, Library Chat) meet my needs
10	Face-to-face enquiry services meet my needs
11	The items I'm looking for on the library shelves are usually there
12	Library staff provide accurate answers to my enquiries
13	I can get help from library staff when I need it
14	I can find a quiet place in the Library to study when I need to
15	I can find a place in the Library to work in a group when I need to
16	A computer is available when I need one
17	Laptop facilities (e.g. desks, power) in the Library meet my needs
18	I can get wireless access in the Library when I need to
19	Printing, scanning and photocopying facilities in the Library meet my needs
20	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
21	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
22	Course specific resources (online and in the reserve collection) meet my learning needs
23	When I am away from campus I can access the Library resources and services I need
24	The Library search engine enables me find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at university
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Legend:
- Gap > 2.9
- Gap > 1.9
- Gap > 1.4
- Gap > 0.9
- Gap < 0.9

© Insync Surveys

Singapore Management University Library Survey, February 2020

Top 10 factors — How often do you access library resources (e.g. online articles, databases, ebooks)? - Never

73 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.52	I can get wireless access in the Library when I need to	6.39	I can find a place in the Library to work in a group when I need to	4.17	I can find a place in the Library to work in a group when I need to	1.71
I can find a quiet place in the Library to study when I need to	6.44	Laptop facilities (e.g. desks, power) in the Library meet my needs	6.00	Library workshops, classes and tutorials help me with my learning and research needs	4.70	I can find a quiet place in the Library to study when I need to	1.45
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.35	Face-to-face enquiry services meet my needs	5.94	Access to Library information resources has helped me to be successful at university	4.82	Printing, scanning and photocopying facilities in the Library meet my needs	0.84
Opening hours meet my needs	6.28	Library staff provide accurate answers to my enquiries	5.80	The Library anticipates my learning and research needs	4.87	Opening hours meet my needs	0.70
Printing, scanning and photocopying facilities in the Library meet my needs	6.25	I can get help from library staff when I need it	5.76	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	4.89	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.40
I can get help from library staff when I need it	6.05	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.76	The Library website provides useful information	4.94	Library signage is clear	0.39
I can find a place in the Library to work in a group when I need to	5.88	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.65	I am informed about the Library services	4.98	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.35
Library staff provide accurate answers to my enquiries	5.86	Opening hours meet my needs	5.58	I can find a quiet place in the Library to study when I need to	4.98	I can get help from library staff when I need it	0.29
Library signage is clear	5.76	Printing, scanning and photocopying facilities in the Library meet my needs	5.41	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.13	The items I'm looking for on the library shelves are usually there	0.21
Face-to-face enquiry services meet my needs	5.75	Books and articles I have requested from other Libraries are delivered promptly	5.40	Course specific resources (online and in the reserve collection) meet my learning needs	5.14	I can get wireless access in the Library when I need to	0.13

- 221 -

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.52	1	6.39	1
I can find a quiet place in the Library to study when I need to	6.44	2	4.98	19
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.35	3	6.00	2
Opening hours meet my needs	6.28	4	5.58	8
Printing, scanning and photocopying facilities in the Library meet my needs	6.25	5	5.41	9
I can get help from library staff when I need it	6.05	6	5.76	5
I can find a place in the Library to work in a group when I need to	5.88	7	4.17	26
Library staff provide accurate answers to my enquiries	5.86	8	5.80	4
Library signage is clear	5.76	9	5.37	13
Face-to-face enquiry services meet my needs	5.75	10	5.94	3
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.50	11	5.38	12
The Library search engine enables me find relevant library resources quickly	5.50	11	5.40	10
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.42	13	5.65	7
The items I'm looking for on the library shelves are usually there	5.39	14	5.18	16
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.29	15	4.89	22
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.24	16	5.76	6
Course specific resources (online and in the reserve collection) meet my learning needs	5.14	17	5.14	17
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.09	18	5.13	18
The Library website provides useful information	5.02	19	4.94	21
When I am away from campus I can access the Library resources and services I need	4.90	20	5.23	15
I am informed about the Library services	4.89	21	4.98	20
The Library anticipates my learning and research needs	4.85	22	4.87	23
Access to Library information resources has helped me to be successful at university	4.82	23	4.82	24
Books and articles I have requested from other Libraries are delivered promptly	4.73	24	5.40	10
Library workshops, classes and tutorials help me with my learning and research needs	4.66	25	4.70	25
A computer is available when I need one	4.58	26	5.32	14

Singapore Management University Library Survey, February 2020

Mean performance score — How often do you access library resources (e.g. online articles, databases, ebooks)? - Never

73 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.39	1	6.52	1
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.00	2	6.35	3
Face-to-face enquiry services meet my needs	5.94	3	5.75	10
Library staff provide accurate answers to my enquiries	5.80	4	5.86	8
I can get help from library staff when I need it	5.76	5	6.05	6
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.76	6	5.24	16
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.65	7	5.42	13
Opening hours meet my needs	5.58	8	6.28	4
Printing, scanning and photocopying facilities in the Library meet my needs	5.41	9	6.25	5
Books and articles I have requested from other Libraries are delivered promptly	5.40	10	4.73	24
The Library search engine enables me find relevant library resources quickly	5.40	10	5.50	11
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.38	12	5.50	11
Library signage is clear	5.37	13	5.76	9
A computer is available when I need one	5.32	14	4.58	26
When I am away from campus I can access the Library resources and services I need	5.23	15	4.90	20
The items I'm looking for on the library shelves are usually there	5.18	16	5.39	14
Course specific resources (online and in the reserve collection) meet my learning needs	5.14	17	5.14	17
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.13	18	5.09	18
I can find a quiet place in the Library to study when I need to	4.98	19	6.44	2
I am informed about the Library services	4.98	20	4.89	21
The Library website provides useful information	4.94	21	5.02	19
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	4.89	22	5.29	15
The Library anticipates my learning and research needs	4.87	23	4.85	22
Access to Library information resources has helped me to be successful at university	4.82	24	4.82	23
Library workshops, classes and tutorials help me with my learning and research needs	4.70	25	4.66	25
I can find a place in the Library to work in a group when I need to	4.17	26	5.88	7

Singapore Management University Library Survey, February 2020

Mean gap scores — How often do you access library resources (e.g. online articles, databases, ebooks)? - Never
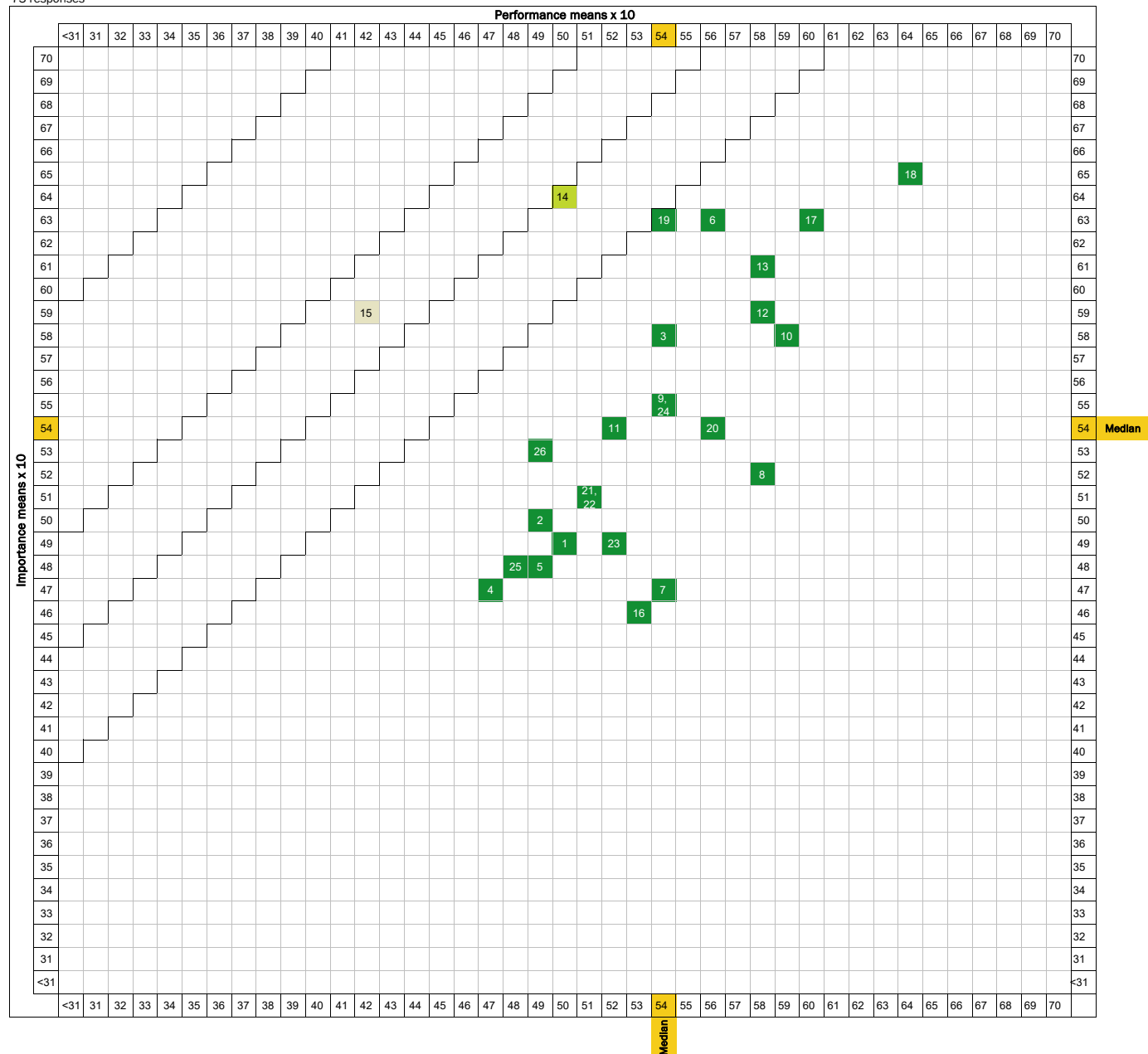
73 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a place in the Library to work in a group when I need to	1.71	1	5.88	7
I can find a quiet place in the Library to study when I need to	1.45	2	6.44	2
Printing, scanning and photocopying facilities in the Library meet my needs	0.84	3	6.25	5
Opening hours meet my needs	0.70	4	6.28	4
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.40	5	5.29	15
Library signage is clear	0.39	6	5.76	9
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.35	7	6.35	3
I can get help from library staff when I need it	0.29	8	6.05	6
The items I'm looking for on the library shelves are usually there	0.21	9	5.39	14
I can get wireless access in the Library when I need to	0.13	10	6.52	1
Online enquiry services (e.g. Email, Library Chat) meet my needs	0.12	11	5.50	11
The Library search engine enables me find relevant library resources quickly	0.10	12	5.50	11
The Library website provides useful information	0.08	13	5.02	19
Library staff provide accurate answers to my enquiries	0.06	14	5.86	8
Access to Library information resources has helped me to be successful at university	0.00	15	4.82	23
Course specific resources (online and in the reserve collection) meet my learning needs	0.00	15	5.14	17
The Library anticipates my learning and research needs	-0.02	17	4.85	22
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	-0.03	18	5.09	18
Library workshops, classes and tutorials help me with my learning and research needs	-0.04	19	4.66	25
I am informed about the Library services	-0.10	20	4.89	21
Face-to-face enquiry services meet my needs	-0.19	21	5.75	10
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	-0.23	22	5.42	13
When I am away from campus I can access the Library resources and services I need	-0.33	23	4.90	20
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	-0.52	24	5.24	16
Books and articles I have requested from other Libraries are delivered promptly	-0.67	25	4.73	24
A computer is available when I need one	-0.74	26	4.58	26

Singapore Management University Library Survey, February 2020

Best practice categories gap grid — How often do you access library resources (e.g. online articles, databases, ebooks)? - Never

73 responses

Statements

#	Statement
1	I am informed about the Library services
2	The Library website provides useful information
3	Library signage is clear
4	Library workshops, classes and tutorials help me with my learning and research needs
5	The Library anticipates my learning and research needs
6	Opening hours meet my needs
7	Books and articles I have requested from other Libraries are delivered promptly
8	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs
9	Online enquiry services (e.g. Email, Library Chat) meet my needs
10	Face-to-face enquiry services meet my needs
11	The items I'm looking for on the library shelves are usually there
12	Library staff provide accurate answers to my enquiries
13	I can get help from library staff when I need it
14	I can find a quiet place in the Library to study when I need to
15	I can find a place in the Library to work in a group when I need to
16	A computer is available when I need one
17	Laptop facilities (e.g. desks, power) in the Library meet my needs
18	I can get wireless access in the Library when I need to
19	Printing, scanning and photocopying facilities in the Library meet my needs
20	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
21	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
22	Course specific resources (online and in the reserve collection) meet my learning needs
23	When I am away from campus I can access the Library resources and services I need
24	The Library search engine enables me find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at university
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Legend:

- Gap > 2.9
- Gap > 1.9
- Gap > 1.4
- Gap > 0.9
- Gap < 0.9

© Insync Surveys