

# Singapore Management University Library Survey Report

Scope: All respondents  
February 2022

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Singapore Management University Library Survey, February 2022		
Response statistics		
Total	3105	
Position	n	%
Undergraduate year 1	750	24.2%
Undergraduate year 2	746	24.0%
Undergraduate year 3	535	17.2%
Undergraduate year 4 & above	383	12.3%
Exchange student	43	1.4%
Graduate: Masters	456	14.7%
Graduate: Doctoral	63	2.0%
Staff: Researcher	5	0.2%
Staff: Others (Administrative positions)	106	3.4%
Others	18	0.6%
Unspecified	0	0.0%
What is your major area of study or research?		
Accountancy	425	13.7%
Business	1113	35.8%
Economics	323	10.4%
Computing and Information Systems	601	19.4%
Law	270	8.7%
Social Sciences	266	8.6%
Others	107	3.4%
Unspecified	0	0.0%
Are you an international (non-exchange) student?		
Yes	579	18.6%
No	2526	81.4%
Unspecified	0	0.0%
How frequently do you visit the Campus?		
Daily	1751	56.4%
Weekly	1232	39.7%
Monthly	57	1.8%
Quarterly	46	1.5%
Never	19	0.6%
Unspecified	0	0.0%
How frequently do you visit the Libraries?		
Daily	630	20.3%
Weekly	1553	50.0%
Monthly	533	17.2%
Quarterly	252	8.1%
Never	137	4.4%
Unspecified	0	0.0%
How often do you access library resources?		
Daily	448	14.4%
Weekly	1177	37.9%
Monthly	819	26.4%
Quarterly	356	11.5%
Never	305	9.8%
Unspecified	0	0.0%
Which Library do you use more?		
Li Ka Shing Library	2422	78.0%
Kwa Geok Choo Law Library	572	18.4%
I have never used the Libraries	111	3.6%
Unspecified	0	0.0%

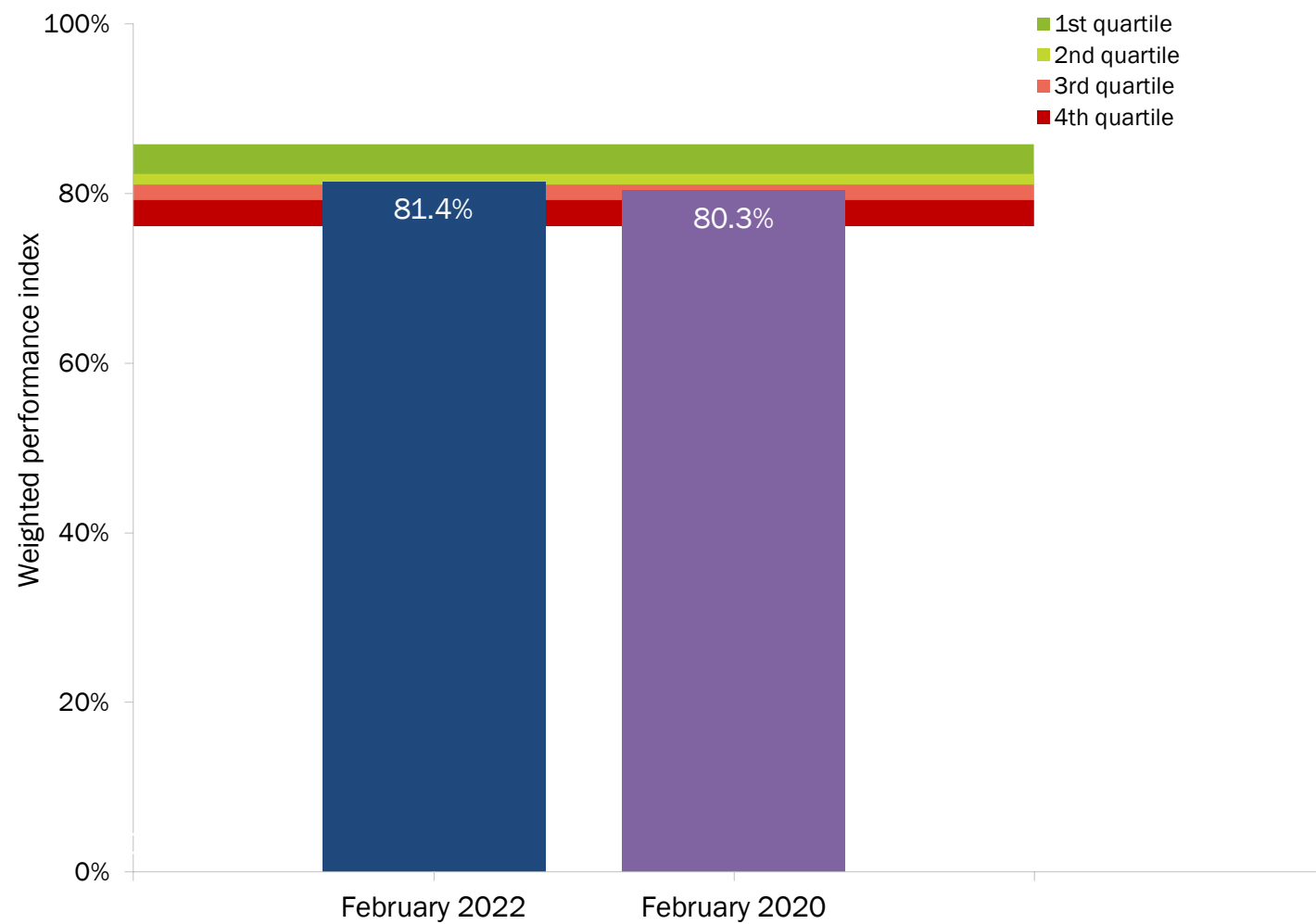
# Singapore Management University Library Survey, February 2022

## Weighted performance index

	Communication	Service Delivery	Facilities & Equipment	Information Resources	Weighted Total
<b>Weighting</b>	<b>18%</b>	<b>28%</b>	<b>24%</b>	<b>30%</b>	<b>100%</b>
February 2022	79.5%	81.7%	81.5%	82.1%	81.4%
February 2020	78.9%	82.3%	77.1%	82.0%	80.3%
Highest performer in database	84.2%	86.2%	87.2%	85.9%	85.8%
Median	79.1%	82.3%	79.8%	82.6%	81.1%
Lowest performer in database	74.1%	79.0%	67.8%	78.5%	75.9%

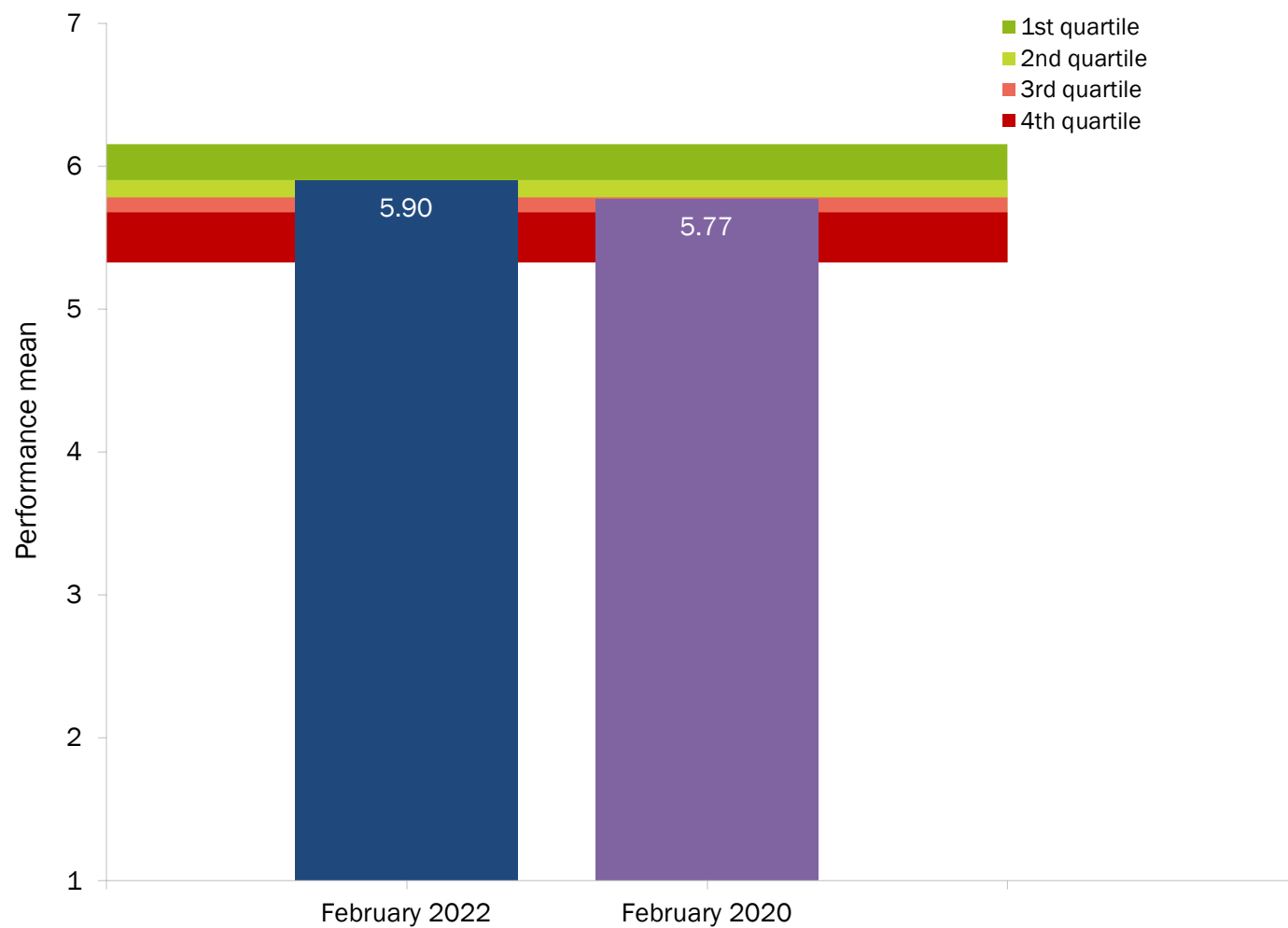
# Singapore Management University Library Survey, February 2022

## Weighted performance index



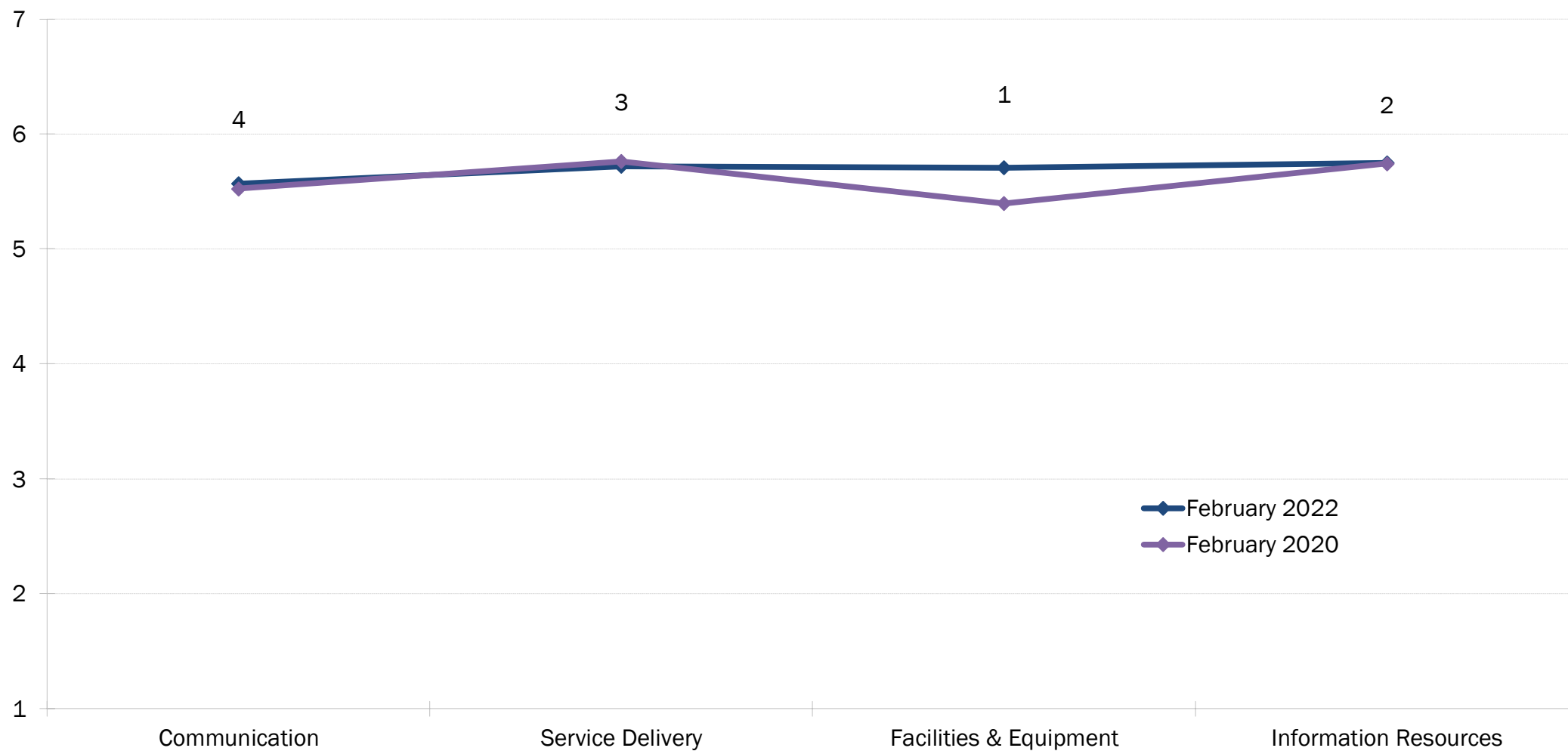
# Singapore Management University Library Survey, February 2022

Overall how satisfied are you with the Libraries?



# Singapore Management University Library Survey, February 2022

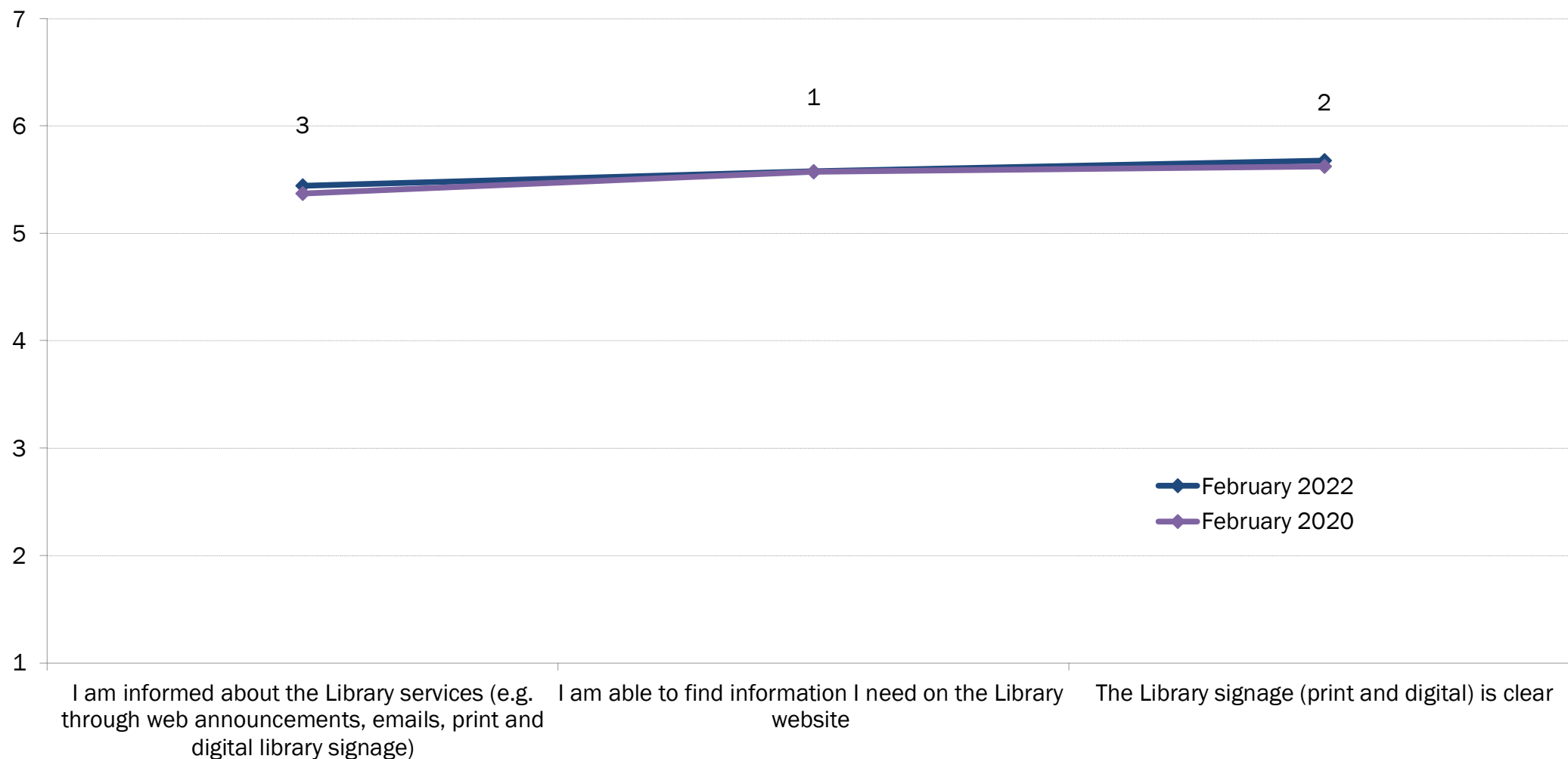
## Best practice categories graph



## Best practice categories

# Singapore Management University Library Survey, February 2022

## Best practice categories graph

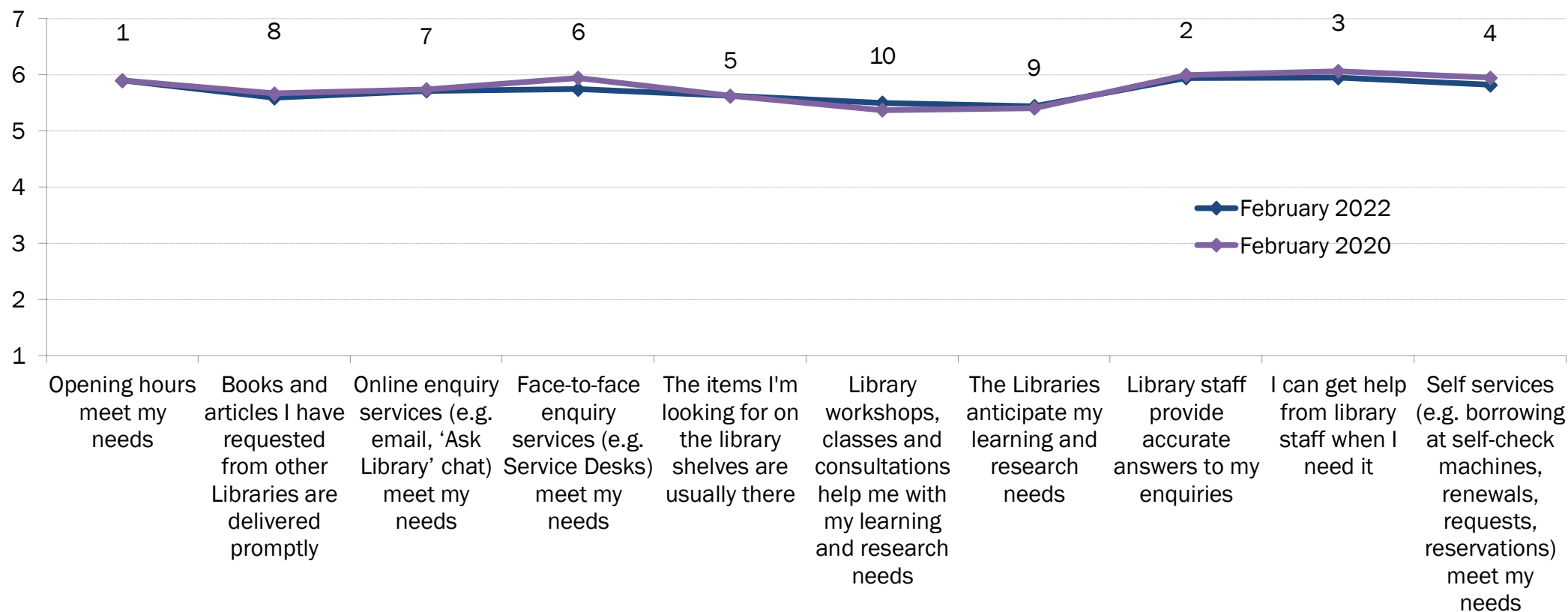


## Communication



# Singapore Management University Library Survey, February 2022

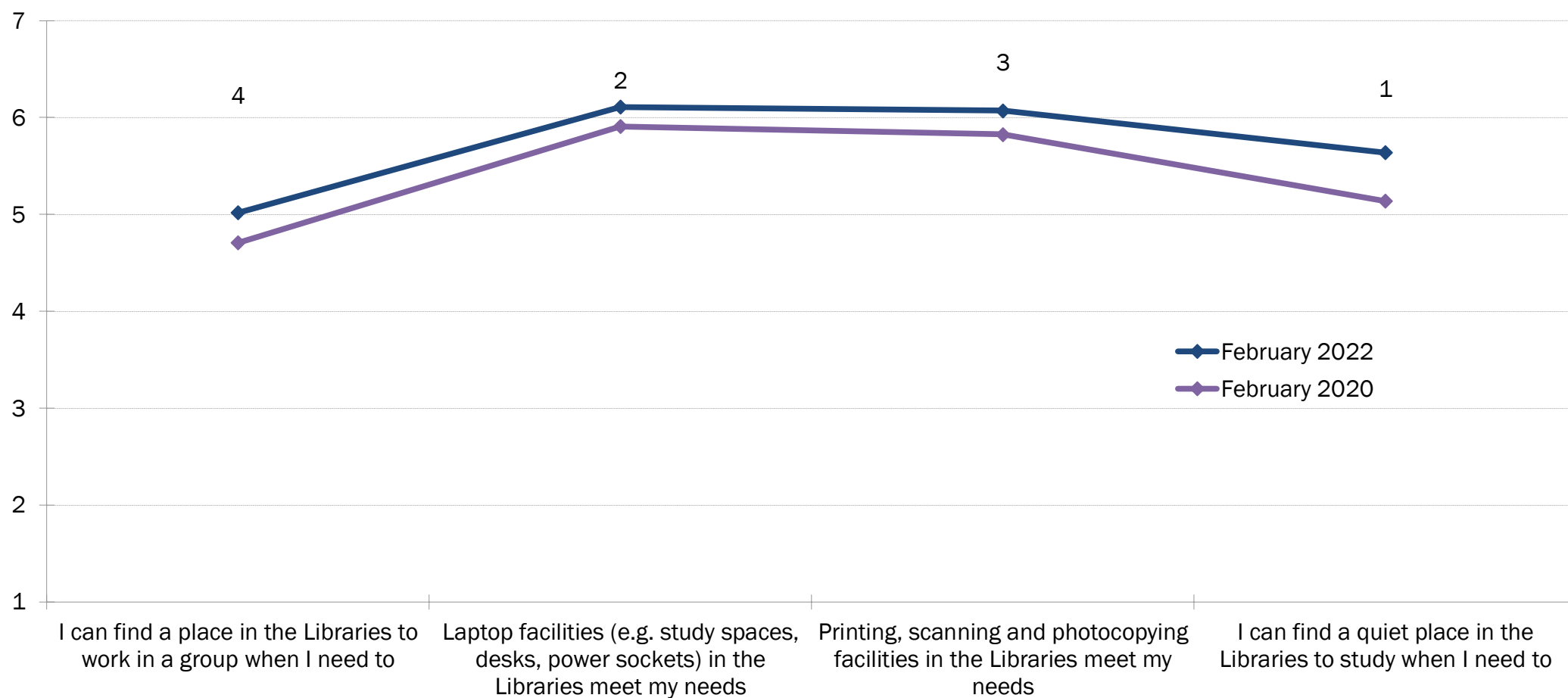
## Best practice categories graph



## Service Delivery

# Singapore Management University Library Survey, February 2022

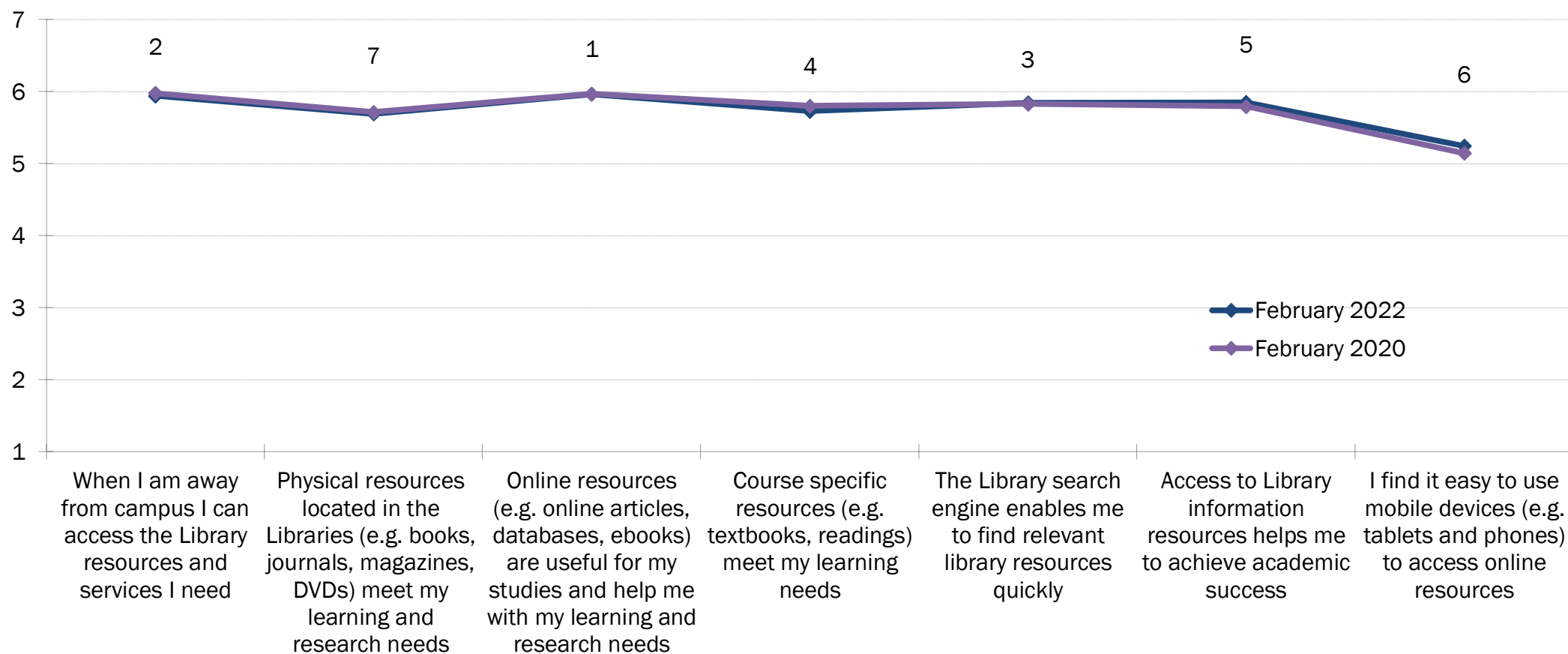
## Best practice categories graph



## Facilities & Equipment

# Singapore Management University Library Survey, February 2022

## Best practice categories graph

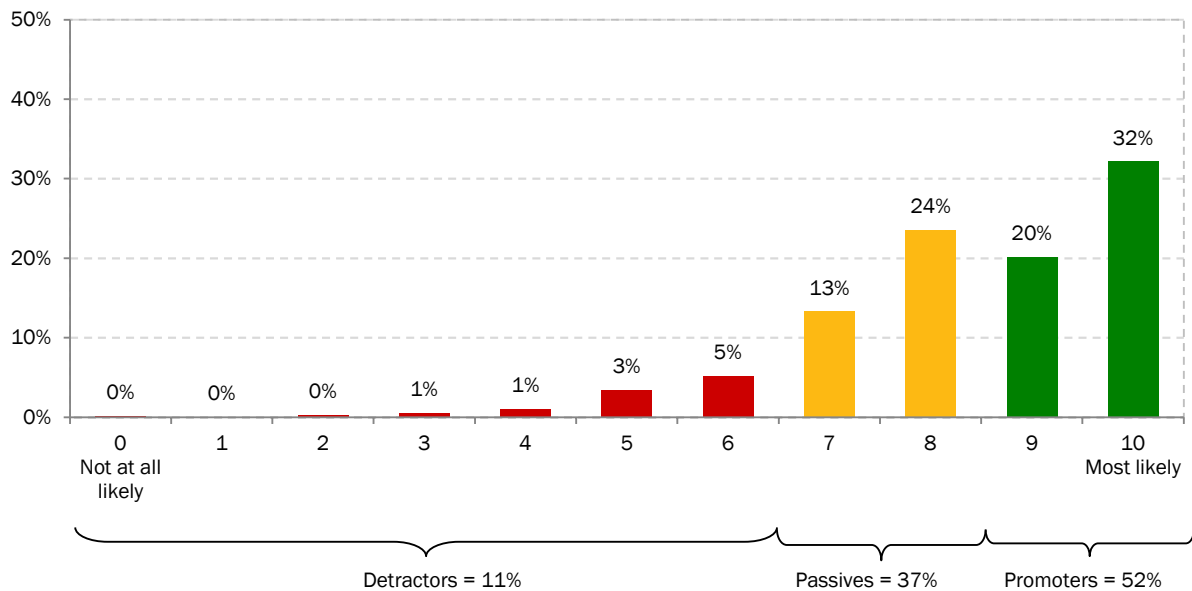


## Information Resources

## Advocacy

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

Total responses: 3015 respondents



Likelihood of recommending

= 52% Promoters - 11% Detractors

= 42

**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 2022

Top 10 factors — All respondents

3105 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 Libraries to study when I need to	6.46	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.11	I can find a place in the Libraries to work in a group when I need to	5.02	I can find a place in the Libraries to work in a group when I need to	1.12
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.44	Printing, scanning and photocopying facilities in the Libraries meet my needs	6.07	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.24	I can find a quiet place in the Libraries to study when I need to	0.83
Printing, scanning and photocopying facilities in the Libraries 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	5.96	The Libraries anticipate my learning and research needs	5.44	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	6.27	Library staff provide accurate answers to my enquiries	5.94	I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.44	I am able to find information I need on the Library website	0.40
When I am away from campus I can access the Library resources and services I need	6.18	I can get help from library staff when I need it	5.94	Library workshops, classes and consultations help me with my learning and research needs	5.49	Course specific resources (e.g. textbooks, readings) meet my learning needs	0.37
The Library search engine enables me to find relevant library resources quickly	6.18	When I am away from campus I can access the Library resources and services I need	5.94	I am able to find information I need on the Library website	5.58	The Library search engine enables me to find relevant library resources quickly	0.34
I can find a place in the Libraries to work in a group when I need to	6.13	Opening hours meet my needs	5.89	Books and articles I have requested from other Libraries are delivered promptly	5.59	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	0.33
Opening hours meet my needs	6.10	Access to Library information resources helps me to achieve academic success	5.85	The items I'm looking for on the library shelves are usually there	5.62	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.31
Course specific resources (e.g. textbooks, readings) meet my learning needs	6.09	The Library search engine enables me to find relevant library resources quickly	5.84	I can find a quiet place in the Libraries to study when I need to	5.64	When I am away from campus I can access the Library resources and services I need	0.24
I am able to find information I need on the Library website	5.98	Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.82	The Library signage (print and digital) is clear	5.68	Printing, scanning and photocopying facilities in the Libraries meet my needs	0.24

## Singapore Management University Library Survey, February 2022

Mean importance scores — All respondents

3105 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Libraries to study when I need to	6.46	1	5.64	16
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.44	2	6.11	1
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.31	3	6.07	2
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.27	4	5.96	3
When I am away from campus I can access the Library resources and services I need	6.18	5	5.94	6
The Library search engine enables me to find relevant library resources quickly	6.18	6	5.84	9
I can find a place in the Libraries to work in a group when I need to	6.13	7	5.02	24
Opening hours meet my needs	6.10	8	5.89	7
Course specific resources (e.g. textbooks, readings) meet my learning needs	6.09	9	5.72	12
I am able to find information I need on the Library website	5.98	10	5.58	19
Library staff provide accurate answers to my enquiries	5.96	11	5.94	4
Access to Library information resources helps me to achieve academic success	5.96	12	5.85	8
I can get help from library staff when I need it	5.91	13	5.94	5
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.80	14	5.24	23
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.70	15	5.82	10
The items I'm looking for on the library shelves are usually there	5.70	16	5.62	17
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.57	17	5.74	11
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.55	18	5.71	13
Books and articles I have requested from other Libraries are delivered promptly	5.50	19	5.59	18
The Library signage (print and digital) is clear	5.49	20	5.68	15
The Libraries anticipate my learning and research needs	5.45	21	5.44	22
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.40	22	5.69	14
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.06	23	5.44	21
Library workshops, classes and consultations help me with my learning and research needs	5.06	24	5.49	20

## Singapore Management University Library Survey, February 2022

Mean performance score — All respondents

3105 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.11	1	6.44	2
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.07	2	6.31	3
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.96	3	6.27	4
Library staff provide accurate answers to my enquiries	5.94	4	5.96	11
I can get help from library staff when I need it	5.94	5	5.91	13
When I am away from campus I can access the Library resources and services I need	5.94	6	6.18	5
Opening hours meet my needs	5.89	7	6.10	8
Access to Library information resources helps me to achieve academic success	5.85	8	5.96	12
The Library search engine enables me to find relevant library resources quickly	5.84	9	6.18	6
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.82	10	5.70	15
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.74	11	5.57	17
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.72	12	6.09	9
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.71	13	5.55	18
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.69	14	5.40	22
The Library signage (print and digital) is clear	5.68	15	5.49	20
I can find a quiet place in the Libraries to study when I need to	5.64	16	6.46	1
The items I'm looking for on the library shelves are usually there	5.62	17	5.70	16
Books and articles I have requested from other Libraries are delivered promptly	5.59	18	5.50	19
I am able to find information I need on the Library website	5.58	19	5.98	10
Library workshops, classes and consultations help me with my learning and research needs	5.49	20	5.06	24
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.44	21	5.06	23
The Libraries anticipate my learning and research needs	5.44	22	5.45	21
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.24	23	5.80	14
I can find a place in the Libraries to work in a group when I need to	5.02	24	6.13	7

# Singapore Management University Library Survey, February 2022

Mean gap scores — All respondents

3105 responses

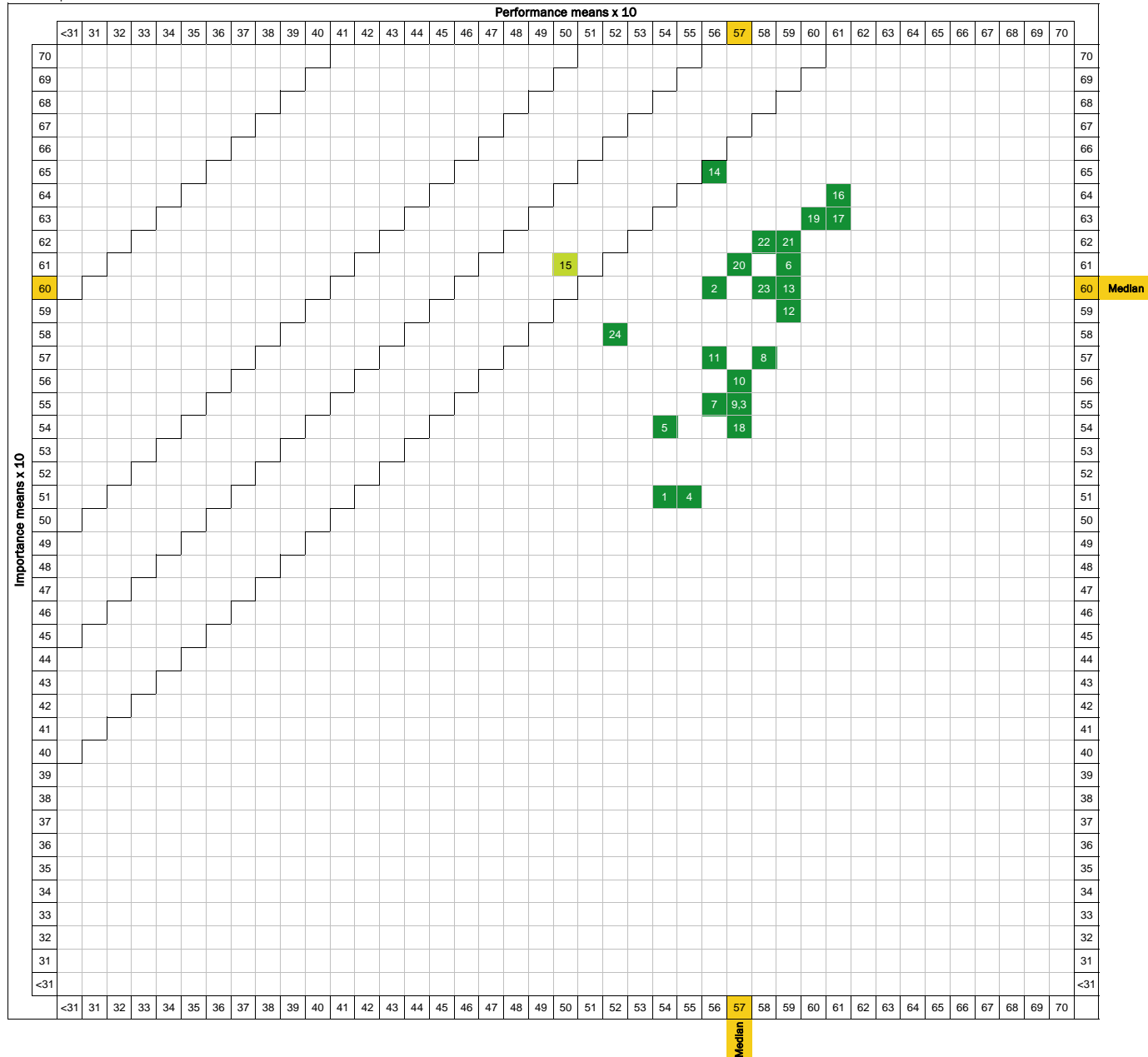
	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a place in the Libraries to work in a group when I need to	1.12	1	6.13	7
I can find a quiet place in the Libraries to study when I need to	0.83	2	6.46	1
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.55	3	5.80	14
I am able to find information I need on the Library website	0.40	4	5.98	10
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.37	5	6.09	9
The Library search engine enables me to find relevant library resources quickly	0.34	6	6.18	6
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	0.33	7	6.44	2
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.31	8	6.27	4
When I am away from campus I can access the Library resources and services I need	0.24	9	6.18	5
Printing, scanning and photocopying facilities in the Libraries meet my needs	0.24	10	6.31	3
Opening hours meet my needs	0.21	11	6.10	8
Access to Library information resources helps me to achieve academic success	0.12	12	5.96	12
The items I'm looking for on the library shelves are usually there	0.08	13	5.70	16
Library staff provide accurate answers to my enquiries	0.02	14	5.96	11
The Libraries anticipate my learning and research needs	0.01	15	5.45	21
I can get help from library staff when I need it	-0.03	16	5.91	13
Books and articles I have requested from other Libraries are delivered promptly	-0.08	17	5.50	19
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	-0.12	18	5.70	15
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	-0.16	19	5.55	18
Face-to-face enquiry services (e.g. Service Desks) meet my needs	-0.17	20	5.57	17
The Library signage (print and digital) is clear	-0.19	21	5.49	20
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	-0.29	22	5.40	22
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	-0.38	23	5.06	23
Library workshops, classes and consultations help me with my learning and research needs	-0.44	24	5.06	24



# Singapore Management University Library Survey, February 2022

Best practice categories gap grid — All respondents

3105 responses



Statements	
1	I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)
2	I am able to find information I need on the Library website
3	The Library signage (print and digital) is clear
4	Library workshops, classes and consultations help me with my learning and research needs
5	The Libraries anticipate 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 services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs
9	Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs
10	Face-to-face enquiry services (e.g. Service Desks) meet my needs
11	The items I'm looking for on the library shelves are usually there
12	I can get help from library staff when I need it
13	Library staff provide accurate answers to my enquiries
14	I can find a quiet place in the Libraries to study when I need to
15	I can find a place in the Libraries to work in a group when I need to
16	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs
17	Printing, scanning and photocopying facilities in the Libraries meet my needs
18	Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs
19	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
20	Course specific resources (e.g. textbooks, readings) meet my learning needs
21	When I am away from campus I can access the Library resources and services I need
22	The Library search engine enables me to find relevant library resources quickly
23	Access to Library information resources helps me to achieve academic success
24	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

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## Singapore Management University Library Survey, February 2022

Top 5 importance scores by demographic

Position

Unique factor

<b>Undergraduate year 1 (750 responses)</b>	<b>Importance mean</b>
I can find a quiet place in the Libraries to study when I need to	6.51
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.51
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.30
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.25
When I am away from campus I can access the Library resources and services I need	6.22
<b>Undergraduate year 2 (746 responses)</b>	<b>Importance mean</b>
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.49
I can find a quiet place in the Libraries to study when I need to	6.46
Printing, scanning and photocopying facilities in the Libraries 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	6.22
The Library search engine enables me to find relevant library resources quickly	6.19
<b>Undergraduate year 3 (535 responses)</b>	<b>Importance mean</b>
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.45
I can find a quiet place in the Libraries to study when I need to	6.43
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.40
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.15
When I am away from campus I can access the Library resources and services I need	6.09
<b>Undergraduate year 4 &amp; above (383 responses)</b>	<b>Importance mean</b>
I can find a quiet place in the Libraries to study when I need to	6.59
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.52
Printing, scanning and photocopying facilities in the Libraries 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	6.39
I can find a place in the Libraries to work in a group when I need to	6.27
<b>Exchange student (43 responses)</b>	<b>Importance mean</b>
I can find a quiet place in the Libraries to study when I need to	6.59
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.24
Opening hours 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
I can find a place in the Libraries to work in a group when I need to	5.88
<b>Graduate: Masters (456 responses)</b>	<b>Importance mean</b>
I can find a quiet place in the Libraries to study when I need to	6.45
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.34
I can find a place in the Libraries to work in a group when I need to	6.30
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.30
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.23
<b>Graduate: Doctoral (63 responses)</b>	<b>Importance mean</b>
The Library search engine enables me to find relevant library resources quickly	6.71
When I am away from campus I can access the Library resources and services I need	6.68
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.65
Access to Library information resources helps me to achieve academic success	6.53
I am able to find information I need on the Library website	6.47

## Singapore Management University Library Survey, February 2022

Top 5 importance scores by demographic

Position

Unique factor

Staff: Others (Administrative positions) (106 responses)	Importance mean
The Library search engine enables me to find relevant library resources quickly	6.20
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.16
Library staff provide accurate answers to my enquiries	6.15
I can find a quiet place in the Libraries to study when I need to	6.12
When I am away from campus I can access the Library resources and services I need	6.11
Others (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	6.27
I can get help from library staff when I need it	6.20
Access to Library information resources helps me to achieve academic success	6.13
Library staff provide accurate answers to my enquiries	6.07
I can find a quiet place in the Libraries to study when I need to	5.93

## Singapore Management University Library Survey, February 2022

Top 5 performance scores by demographic

Position

Unique factor

Undergraduate year 1 (750 responses)	Performance mean
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.31
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.26
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
Library staff provide accurate answers to my enquiries	5.97
Undergraduate year 2 (746 responses)	Performance mean
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.11
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet 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	5.95
Opening hours meet my needs	5.94
When I am away from campus I can access the Library resources and services I need	5.91
Undergraduate year 3 (535 responses)	Performance mean
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.02
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	5.96
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.87
I can get help from library staff when I need it	5.86
Library staff provide accurate answers to my enquiries	5.84
Undergraduate year 4 & above (383 responses)	Performance mean
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.10
Library staff provide accurate answers to my enquiries	6.01
I can get help from library staff when I need it	5.99
Opening hours meet my needs	5.95
When I am away from campus I can access the Library resources and services I need	5.93
Exchange student (43 responses)	Performance mean
I can find a quiet place in the Libraries to study when I need to	5.97
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	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
Library staff provide accurate answers to my enquiries	5.77
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.75
Graduate: Masters (456 responses)	Performance mean
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.12
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.08
Library staff provide accurate answers to my enquiries	6.04
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	6.02
Graduate: Doctoral (63 responses)	Performance mean
I can get help from library staff when I need it	6.40
When I am away from campus I can access the Library resources and services I need	6.33
Access to Library information resources helps me to achieve academic success	6.29
Library staff provide accurate answers to my enquiries	6.22
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	6.22

## Singapore Management University Library Survey, February 2022

Top 5 performance scores by demographic

Position

Unique factor

Staff: Others (Administrative positions) (106 responses)	Performance mean
I can get help from library staff when I need it	5.98
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.94
Opening hours meet my needs	5.90
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.88
Library staff provide accurate answers to my enquiries	5.87
Others (18 responses)	Performance mean
Access to Library information resources helps me to achieve academic success	6.27
The Library signage (print and digital) is clear	6.14
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.00
When I am away from campus I can access the Library resources and services I need	5.93
The Library search engine enables me to find relevant library resources quickly	5.93

## Singapore Management University Library Survey, February 2022

Top 5 gap scores by demographic

Position

Unique factor

<b>Undergraduate year 1 (750 responses)</b>	<b>Gap score</b>
I can find a place in the Libraries to work in a group when I need to	0.93
I can find a quiet place in the Libraries to study when I need to	0.64
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.51
I am able to find information I need on the Library website	0.34
The Library search engine enables me to find relevant library resources quickly	0.31
<b>Undergraduate year 2 (746 responses)</b>	<b>Gap score</b>
I can find a place in the Libraries to work in a group when I need to	1.23
I can find a quiet place in the Libraries to study when I need to	0.82
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.72
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	0.42
I am able to find information I need on the Library website	0.40
<b>Undergraduate year 3 (535 responses)</b>	<b>Gap score</b>
I can find a place in the Libraries to work in a group when I need to	1.40
I can find a quiet place in the Libraries 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	0.58
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	0.50
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.43
<b>Undergraduate year 4 &amp; above (383 responses)</b>	<b>Gap score</b>
I can find a place in the Libraries to work in a group when I need to	1.58
I can find a quiet place in the Libraries 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	0.67
Printing, scanning and photocopying facilities in the Libraries meet my needs	0.62
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.51
<b>Exchange student (43 responses)</b>	<b>Gap score</b>
I can find a place in the Libraries to work in a group when I need to	1.03
I am able to find information I need on the Library website	0.89
I can find a quiet place in the Libraries to study when I need to	0.62
Printing, scanning and photocopying facilities in the Libraries meet my needs	0.32
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	0.27
<b>Graduate: Masters (456 responses)</b>	<b>Gap score</b>
I can find a place in the Libraries to work in a group when I need to	0.73
I can find a quiet place in the Libraries to study when I need to	0.64
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.41
I am able to find information I need on the Library website	0.36
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.33
<b>Graduate: Doctoral (63 responses)</b>	<b>Gap score</b>
The Library search engine enables me to find relevant library resources quickly	0.64
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.45
I am able to find information I need on the Library website	0.42
When I am away from campus I can access the Library resources and services I need	0.35
Access to Library information resources helps me to achieve academic success	0.24

## Singapore Management University Library Survey, February 2022

Top 5 gap scores by demographic

Position

Unique factor

### Staff: Others (Administrative positions) (106 responses)

Gap score

The Library search engine enables me to find relevant library resources quickly	0.59
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.49
I am able to find information I need on the Library website	0.47
I can find a quiet place in the Libraries to study when I need to	0.42
The items I'm looking for on the library shelves are usually there	0.38

### Others (18 responses)

Gap score

I can find a quiet place in the Libraries to study when I need to	0.53
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 get help from library staff when I need it	0.27
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.14
Library staff provide accurate answers to my enquiries	0.14

## Singapore Management University Library Survey, February 2022

Top 10 factors – Position - Undergraduate year 1

750 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 Libraries to study when I need to	6.51	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.31	I can find a place in the Libraries to work in a group when I need to	5.21	I can find a place in the Libraries to work in a group when I need to	0.93
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.51	Printing, scanning and photocopying facilities in the Libraries meet my needs	6.26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.35	I can find a quiet place in the Libraries to study when I need to	0.64
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.30	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 (e.g. through web announcements, emails, print and digital library signage)	5.36	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.51
Printing, scanning and photocopying facilities in the Libraries meet my 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	6.01	Library workshops, classes and consultations help me with my learning and research needs	5.56	I am able to find information I need on the Library website	0.34
When I am away from campus I can access the Library resources and services I need	6.22	Library staff provide accurate answers to my enquiries	5.97	The Libraries anticipate my learning and research needs	5.57	The Library search engine enables me to find relevant library resources quickly	0.31
The Library search engine enables me to find relevant library resources quickly	6.21	I can get help from library staff when I need it	5.94	I am able to find information I need on the Library website	5.59	Course specific resources (e.g. textbooks, readings) meet my learning needs	0.31
Course specific resources (e.g. textbooks, readings) meet my learning needs	6.17	Opening hours meet my needs	5.93	The items I'm looking for on the library shelves are usually there	5.65	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.29
Opening hours meet my needs	6.17	The Library search engine enables me to find relevant library resources quickly	5.90	Books and articles I have requested from other Libraries are delivered promptly	5.68	Opening hours meet my needs	0.24
I can find a place in the Libraries to work in a group when I need to	6.14	Access to Library information resources helps me to achieve academic success	5.88	The Library signage (print and digital) is clear	5.72	When I am away from campus I can access the Library resources and services I need	0.20
Access to Library information resources helps me to achieve academic success	5.98	I can find a quiet place in the Libraries to study when I need to	5.87	Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.75	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	0.20



## Singapore Management University Library Survey, February 2022

Mean importance scores — Position - Undergraduate year 1

750 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Libraries to study when I need to	6.51	1	5.87	10
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.51	2	6.31	1
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.30	3	6.01	4
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.25	4	6.26	2
When I am away from campus I can access the Library resources and services I need	6.22	5	6.02	3
The Library search engine enables me to find relevant library resources quickly	6.21	6	5.90	8
Course specific resources (e.g. textbooks, readings) meet my learning needs	6.17	7	5.86	11
Opening hours meet my needs	6.17	8	5.93	7
I can find a place in the Libraries to work in a group when I need to	6.14	9	5.21	24
Access to Library information resources helps me to achieve academic success	5.98	10	5.88	9
Library staff provide accurate answers to my enquiries	5.93	11	5.97	5
I am able to find information I need on the Library website	5.93	12	5.59	19
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.86	13	5.35	23
I can get help from library staff when I need it	5.82	14	5.94	6
The items I'm looking for on the library shelves are usually there	5.64	15	5.65	18
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.62	16	5.85	12
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.56	17	5.80	13
The Libraries anticipate my learning and research needs	5.51	18	5.57	20
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.49	19	5.77	14
The Library signage (print and digital) is clear	5.47	20	5.72	16
Books and articles I have requested from other Libraries are delivered promptly	5.47	21	5.68	17
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.43	22	5.75	15
Library workshops, classes and consultations help me with my learning and research needs	5.21	23	5.56	21
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	4.97	24	5.36	22

## Singapore Management University Library Survey, February 2022

Mean performance score — Position - Undergraduate year 1

750 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.31	1	6.51	2
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.26	2	6.25	4
When I am away from campus I can access the Library resources and services I need	6.02	3	6.22	5
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.01	4	6.30	3
Library staff provide accurate answers to my enquiries	5.97	5	5.93	11
I can get help from library staff when I need it	5.94	6	5.82	14
Opening hours meet my needs	5.93	7	6.17	8
The Library search engine enables me to find relevant library resources quickly	5.90	8	6.21	6
Access to Library information resources helps me to achieve academic success	5.88	9	5.98	10
I can find a quiet place in the Libraries to study when I need to	5.87	10	6.51	1
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.86	11	6.17	7
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.85	12	5.62	16
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.80	13	5.56	17
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.77	14	5.49	19
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.75	15	5.43	22
The Library signage (print and digital) is clear	5.72	16	5.47	20
Books and articles I have requested from other Libraries are delivered promptly	5.68	17	5.47	21
The items I'm looking for on the library shelves are usually there	5.65	18	5.64	15
I am able to find information I need on the Library website	5.59	19	5.93	12
The Libraries anticipate my learning and research needs	5.57	20	5.51	18
Library workshops, classes and consultations help me with my learning and research needs	5.56	21	5.21	23
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.36	22	4.97	24
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.35	23	5.86	13
I can find a place in the Libraries to work in a group when I need to	5.21	24	6.14	9

## Singapore Management University Library Survey, February 2022

Mean gap scores — Position - Undergraduate year 1

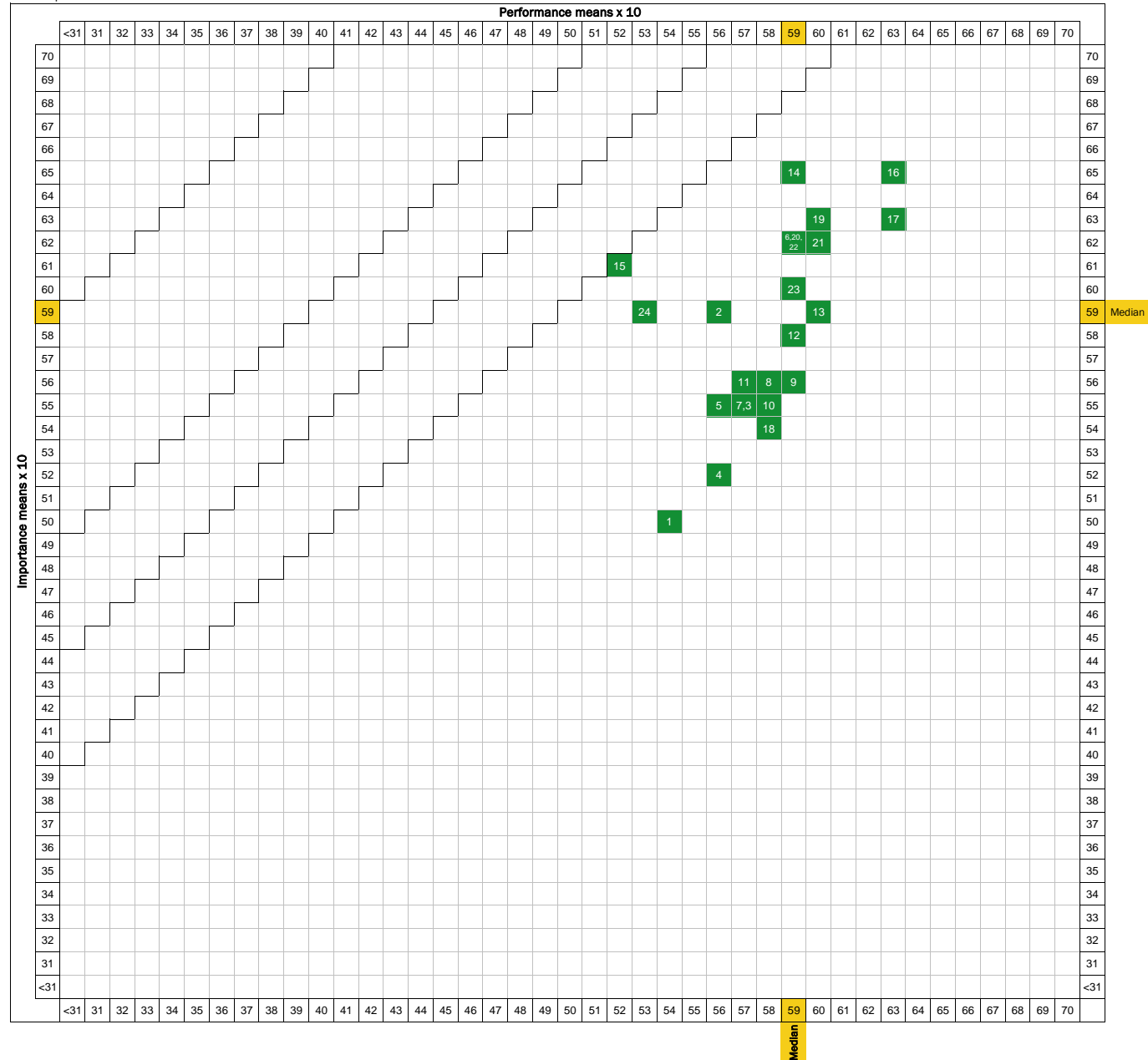
750 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a place in the Libraries to work in a group when I need to	0.93	1	6.14	9
I can find a quiet place in the Libraries to study when I need to	0.64	2	6.51	1
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.51	3	5.86	13
I am able to find information I need on the Library website	0.34	4	5.93	12
The Library search engine enables me to find relevant library resources quickly	0.31	5	6.21	6
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.31	6	6.17	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	6.30	3
Opening hours meet my needs	0.24	8	6.17	8
When I am away from campus I can access the Library resources and services I need	0.20	9	6.22	5
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	0.20	10	6.51	2
Access to Library information resources helps me to achieve academic success	0.10	11	5.98	10
Printing, scanning and photocopying facilities in the Libraries meet my needs	-0.01	12	6.25	4
The items I'm looking for on the library shelves are usually there	-0.01	13	5.64	15
Library staff provide accurate answers to my enquiries	-0.04	14	5.93	11
The Libraries anticipate my learning and research needs	-0.07	15	5.51	18
I can get help from library staff when I need it	-0.12	16	5.82	14
Books and articles I have requested from other Libraries are delivered promptly	-0.21	17	5.47	21
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	-0.23	18	5.62	16
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	-0.24	19	5.56	17
The Library signage (print and digital) is clear	-0.24	20	5.47	20
Face-to-face enquiry services (e.g. Service Desks) meet my needs	-0.28	21	5.49	19
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	-0.32	22	5.43	22
Library workshops, classes and consultations help me with my learning and research needs	-0.35	23	5.21	23
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	-0.39	24	4.97	24

# Singapore Management University Library Survey, February 2022

Best practice categories gap grid – Position - Undergraduate year 1

750 responses



Statements	
1	I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)
2	I am able to find information I need on the Library website
3	The Library signage (print and digital) is clear
4	Library workshops, classes and consultations help me with my learning and research needs
5	The Libraries anticipate 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 services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs
9	Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs
10	Face-to-face enquiry services (e.g. Service Desks) meet my needs
11	The items I'm looking for on the library shelves are usually there
12	I can get help from library staff when I need it
13	Library staff provide accurate answers to my enquiries
14	I can find a quiet place in the Libraries to study when I need to
15	I can find a place in the Libraries to work in a group when I need to
16	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs
17	Printing, scanning and photocopying facilities in the Libraries meet my needs
18	Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs
19	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
20	Course specific resources (e.g. textbooks, readings) meet my learning needs
21	When I am away from campus I can access the Library resources and services I need
22	The Library search engine enables me to find relevant library resources quickly
23	Access to Library information resources helps me to achieve academic success
24	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

## Singapore Management University Library Survey, February 2022

Top 10 factors – Position - Undergraduate year 2

746 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.49	Printing, scanning and photocopying facilities in the Libraries meet my needs	6.11	I can find a place in the Libraries to work in a group when I need to	4.89	I can find a place in the Libraries to work in a group when I need to	1.23
I can find a quiet place in the Libraries to study when I need to	6.46	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.07	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 Libraries to study when I need to	0.82
Printing, scanning and photocopying facilities in the Libraries 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	5.95	I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.32	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.72
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.22	Opening hours meet my needs	5.94	The Libraries anticipate my learning and research needs	5.39	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	0.42
The Library search engine enables me to find relevant library resources quickly	6.19	When I am away from campus I can access the Library resources and services I need	5.91	Library workshops, classes and consultations help me with my learning and research needs	5.40	I am able to find information I need on the Library website	0.40
When I am away from campus I can access the Library resources and services I need	6.15	I can get help from library staff when I need it	5.90	I am able to find information I need on the Library website	5.53	The Library search engine enables me to find relevant library resources quickly	0.36
I can find a place in the Libraries to work in a group when I need to	6.12	Library staff provide accurate answers to my enquiries	5.89	Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.56	Course specific resources (e.g. textbooks, readings) meet my learning needs	0.33
Opening hours meet my needs	6.12	The Library search engine enables me to find relevant library resources quickly	5.82	Books and articles I have requested from other Libraries are delivered promptly	5.57	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.27
Course specific resources (e.g. textbooks, readings) meet my learning needs	6.04	Access to Library information resources helps me to achieve academic success	5.81	The items I'm looking for on the library shelves are usually there	5.58	Printing, scanning and photocopying facilities in the Libraries meet my needs	0.26
Access to Library information resources helps me to achieve academic success	5.95	Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.77	Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.59	When I am away from campus I can access the Library resources and services I need	0.24

## Singapore Management University Library Survey, February 2022

Mean importance scores — Position - Undergraduate year 2

746 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.49	1	6.07	2
I can find a quiet place in the Libraries to study when I need to	6.46	2	5.64	13
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.37	3	6.11	1
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.22	4	5.95	3
The Library search engine enables me to find relevant library resources quickly	6.19	5	5.82	8
When I am away from campus I can access the Library resources and services I need	6.15	6	5.91	5
I can find a place in the Libraries to work in a group when I need to	6.12	7	4.89	24
Opening hours meet my needs	6.12	8	5.94	4
Course specific resources (e.g. textbooks, readings) meet my learning needs	6.04	9	5.71	11
Access to Library information resources helps me to achieve academic success	5.95	10	5.81	9
I am able to find information I need on the Library website	5.93	11	5.53	19
Library staff provide accurate answers to my enquiries	5.91	12	5.89	7
I can get help from library staff when I need it	5.83	13	5.90	6
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.81	14	5.09	23
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.70	15	5.77	10
The items I'm looking for on the library shelves are usually there	5.62	16	5.58	16
Books and articles I have requested from other Libraries are delivered promptly	5.52	17	5.57	17
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.48	18	5.59	15
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.48	19	5.66	12
The Libraries anticipate my learning and research needs	5.40	20	5.39	21
The Library signage (print and digital) is clear	5.36	21	5.61	14
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.20	22	5.56	18
Library workshops, classes and consultations help me with my learning and research needs	4.89	23	5.40	20
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	4.86	24	5.32	22

## Singapore Management University Library Survey, February 2022

Mean performance score — Position - Undergraduate year 2

746 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.11	1	6.37	3
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.07	2	6.49	1
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.95	3	6.22	4
Opening hours meet my needs	5.94	4	6.12	8
When I am away from campus I can access the Library resources and services I need	5.91	5	6.15	6
I can get help from library staff when I need it	5.90	6	5.83	13
Library staff provide accurate answers to my enquiries	5.89	7	5.91	12
The Library search engine enables me to find relevant library resources quickly	5.82	8	6.19	5
Access to Library information resources helps me to achieve academic success	5.81	9	5.95	10
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.77	10	5.70	15
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.71	11	6.04	9
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.66	12	5.48	19
I can find a quiet place in the Libraries to study when I need to	5.64	13	6.46	2
The Library signage (print and digital) is clear	5.61	14	5.36	21
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.59	15	5.48	18
The items I'm looking for on the library shelves are usually there	5.58	16	5.62	16
Books and articles I have requested from other Libraries are delivered promptly	5.57	17	5.52	17
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.56	18	5.20	22
I am able to find information I need on the Library website	5.53	19	5.93	11
Library workshops, classes and consultations help me with my learning and research needs	5.40	20	4.89	23
The Libraries anticipate my learning and research needs	5.39	21	5.40	20
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.32	22	4.86	24
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.09	23	5.81	14
I can find a place in the Libraries to work in a group when I need to	4.89	24	6.12	7

## Singapore Management University Library Survey, February 2022

Mean gap scores — Position - Undergraduate year 2

746 responses

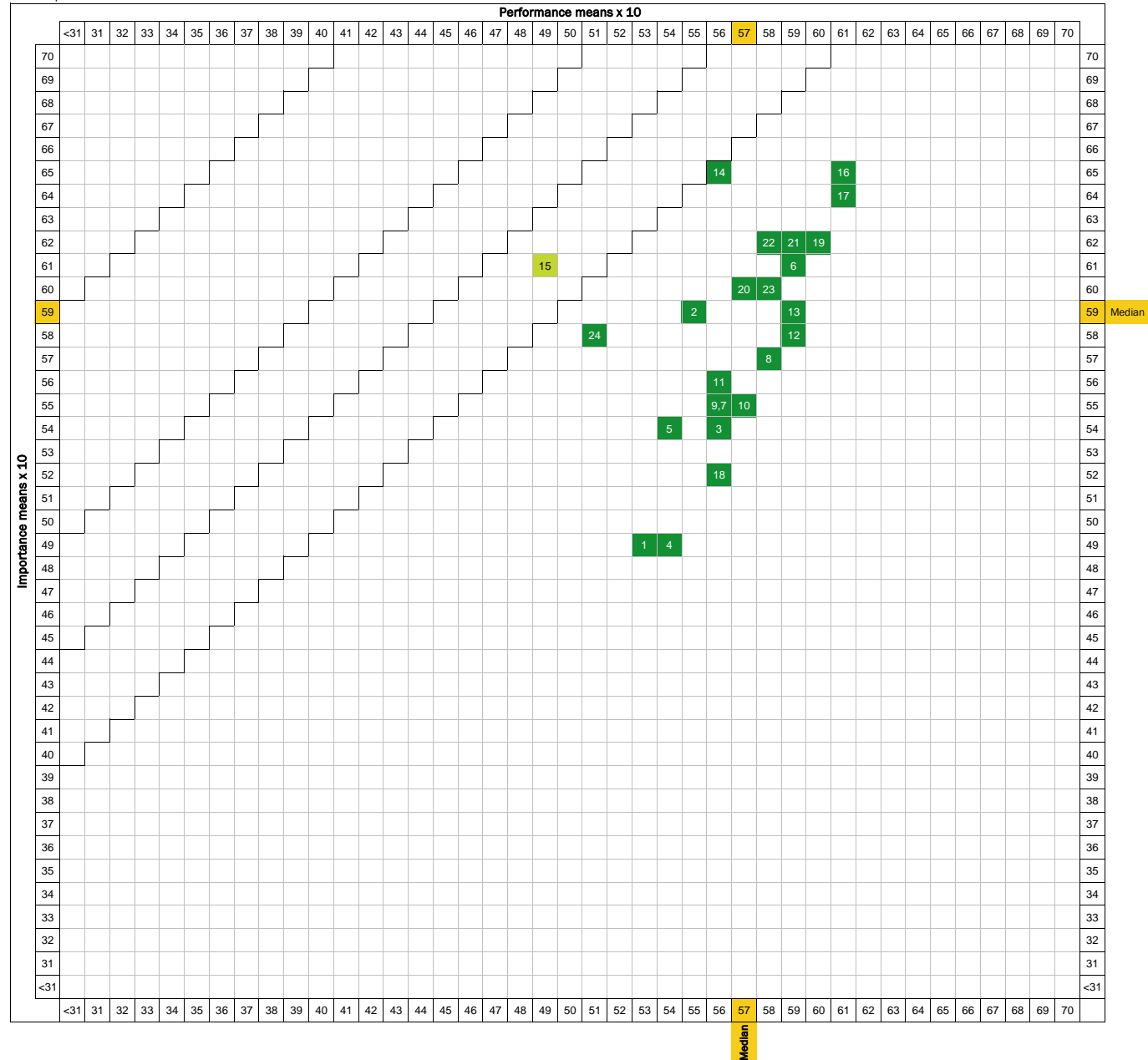
	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a place in the Libraries to work in a group when I need to	1.23	1	6.12	7
I can find a quiet place in the Libraries to study when I need to	0.82	2	6.46	2
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.72	3	5.81	14
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	0.42	4	6.49	1
I am able to find information I need on the Library website	0.40	5	5.93	11
The Library search engine enables me to find relevant library resources quickly	0.36	6	6.19	5
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.33	7	6.04	9
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.27	8	6.22	4
Printing, scanning and photocopying facilities in the Libraries meet my needs	0.26	9	6.37	3
When I am away from campus I can access the Library resources and services I need	0.24	10	6.15	6
Opening hours meet my needs	0.19	11	6.12	8
Access to Library information resources helps me to achieve academic success	0.14	12	5.95	10
The items I'm looking for on the library shelves are usually there	0.04	13	5.62	16
Library staff provide accurate answers to my enquiries	0.01	14	5.91	12
The Libraries anticipate my learning and research needs	0.01	15	5.40	20
Books and articles I have requested from other Libraries are delivered promptly	-0.05	16	5.52	17
I can get help from library staff when I need it	-0.07	17	5.83	13
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	-0.07	18	5.70	15
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	-0.12	19	5.48	18
Face-to-face enquiry services (e.g. Service Desks) meet my needs	-0.18	20	5.48	19
The Library signage (print and digital) is clear	-0.25	21	5.36	21
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	-0.35	22	5.20	22
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	-0.46	23	4.86	24
Library workshops, classes and consultations help me with my learning and research needs	-0.51	24	4.89	23



# Singapore Management University Library Survey, February 2022

Best practice categories gap grid – Position - Undergraduate year 2

746 responses



Statements	
1	I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)
2	I am able to find information I need on the Library website
3	The Library signage (print and digital) is clear
4	Library workshops, classes and consultations help me with my learning and research needs
5	The Libraries anticipate 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 services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs
9	Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs
10	Face-to-face enquiry services (e.g. Service Desks) meet my needs
11	The items I'm looking for on the library shelves are usually there
12	I can get help from library staff when I need it
13	Library staff provide accurate answers to my enquiries
14	I can find a quiet place in the Libraries to study when I need to
15	I can find a place in the Libraries to work in a group when I need to
16	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs
17	Printing, scanning and photocopying facilities in the Libraries meet my needs
18	Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs
19	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
20	Course specific resources (e.g. textbooks, readings) meet my learning needs
21	When I am away from campus I can access the Library resources and services I need
22	The Library search engine enables me to find relevant library resources quickly
23	Access to Library information resources helps me to achieve academic success
24	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

## Singapore Management University Library Survey, February 2022

Top 10 factors – Position - Undergraduate year 3

535 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.45	Printing, scanning and photocopying facilities in the Libraries meet my needs	6.02	I can find a place in the Libraries to work in a group when I need to	4.65	I can find a place in the Libraries to work in a group when I need to	1.40
I can find a quiet place in the Libraries to study when I need to	6.43	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	5.96	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 Libraries to study when I need to	1.11
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.40	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.87	The Libraries anticipate my learning and research needs	5.29	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.58
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.15	I can get help from library staff when I need it	5.86	Books and articles I have requested from other Libraries are delivered promptly	5.30	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	0.50
When I am away from campus I can access the Library resources and services I need	6.09	Library staff provide accurate answers to my enquiries	5.84	Library workshops, classes and consultations help me with my learning and research needs	5.31	Course specific resources (e.g. textbooks, readings) meet my learning needs	0.43
I can find a place in the Libraries to work in a group when I need to	6.05	When I am away from campus I can access the Library resources and services I need	5.83	I can find a quiet place in the Libraries to study when I need to	5.31	I am able to find information I need on the Library website	0.41
Course specific resources (e.g. textbooks, readings) meet my learning needs	6.03	Opening hours meet my needs	5.76	I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.37	Printing, scanning and photocopying facilities in the Libraries meet my needs	0.38
Opening hours meet my needs	6.02	Access to Library information resources helps me to achieve academic success	5.71	I am able to find information I need on the Library website	5.47	The Library search engine enables me to find relevant library resources quickly	0.30
The Library search engine enables me to find relevant library resources quickly	6.01	The Library search engine enables me to find relevant library resources quickly	5.71	Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.50	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.28
I am able to find information I need on the Library website	5.88	Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.67	The items I'm looking for on the library shelves are usually there	5.51	Opening hours meet my needs	0.27

## Singapore Management University Library Survey, February 2022

Mean importance scores — Position - Undergraduate year 3

535 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.45	1	5.96	2
I can find a quiet place in the Libraries to study when I need to	6.43	2	5.31	19
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.40	3	6.02	1
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.15	4	5.87	3
When I am away from campus I can access the Library resources and services I need	6.09	5	5.83	6
I can find a place in the Libraries to work in a group when I need to	6.05	6	4.65	24
Course specific resources (e.g. textbooks, readings) meet my learning needs	6.03	7	5.60	12
Opening hours meet my needs	6.02	8	5.76	7
The Library search engine enables me to find relevant library resources quickly	6.01	9	5.71	9
I am able to find information I need on the Library website	5.88	10	5.47	17
Library staff provide accurate answers to my enquiries	5.82	11	5.84	5
Access to Library information resources helps me to achieve academic success	5.78	12	5.71	8
I can get help from library staff when I need it	5.76	13	5.86	4
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.69	14	5.11	23
The items I'm looking for on the library shelves are usually there	5.64	15	5.51	15
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.54	16	5.63	11
The Library signage (print and digital) is clear	5.41	17	5.55	13
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.39	18	5.67	10
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.36	19	5.50	16
The Libraries anticipate my learning and research needs	5.25	20	5.29	22
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.25	21	5.55	14
Books and articles I have requested from other Libraries are delivered promptly	5.23	22	5.30	21
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	4.90	23	5.37	18
Library workshops, classes and consultations help me with my learning and research needs	4.67	24	5.31	20

## Singapore Management University Library Survey, February 2022

Mean performance score — Position - Undergraduate year 3

535 responses

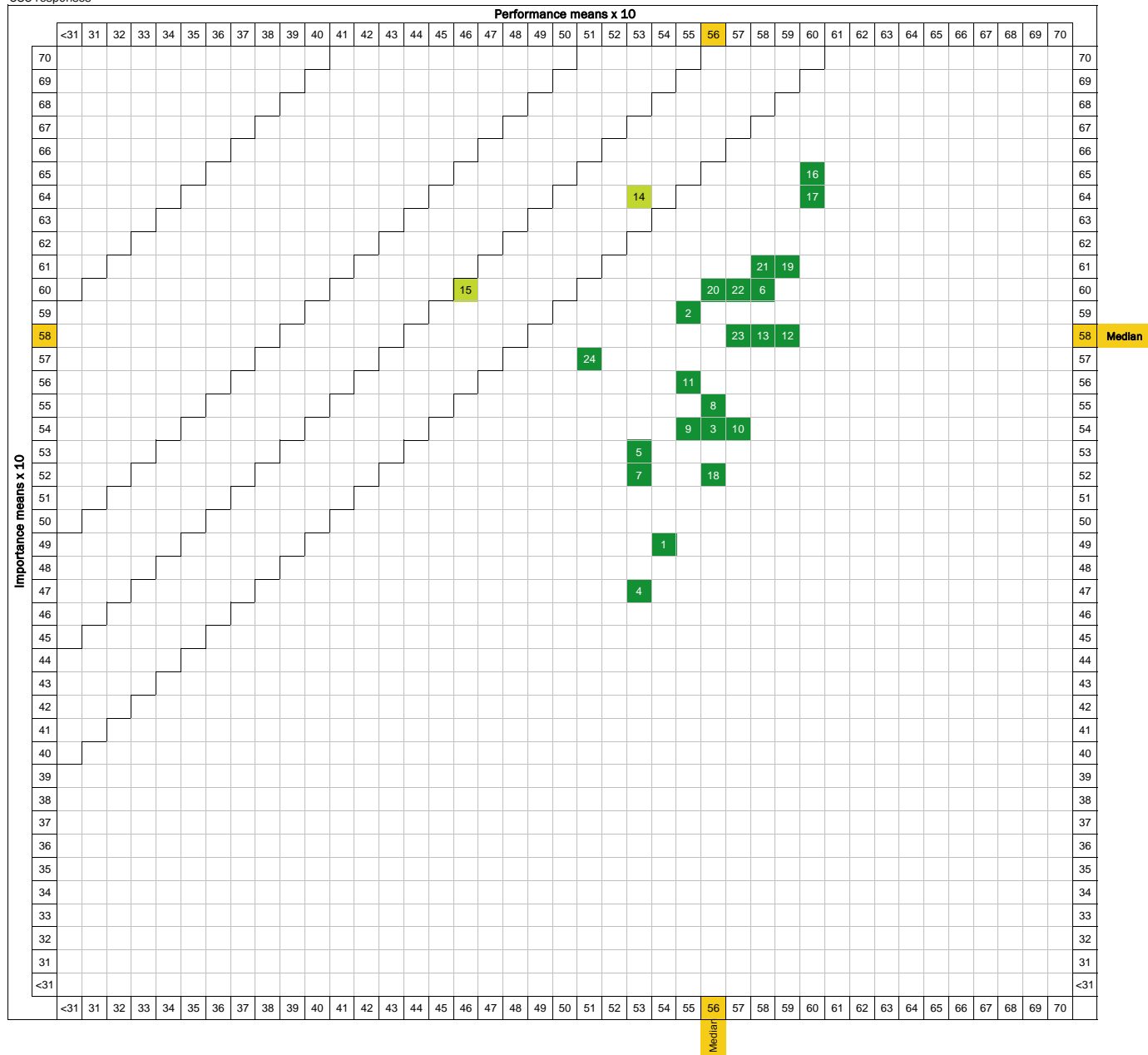
	Performance		Importance	
	Mean	Rank	Mean	Rank
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.02	1	6.40	3
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	5.96	2	6.45	1
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.87	3	6.15	4
I can get help from library staff when I need it	5.86	4	5.76	13
Library staff provide accurate answers to my enquiries	5.84	5	5.82	11
When I am away from campus I can access the Library resources and services I need	5.83	6	6.09	5
Opening hours meet my needs	5.76	7	6.02	8
Access to Library information resources helps me to achieve academic success	5.71	8	5.78	12
The Library search engine enables me to find relevant library resources quickly	5.71	9	6.01	9
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.67	10	5.39	18
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.63	11	5.54	16
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.60	12	6.03	7
The Library signage (print and digital) is clear	5.55	13	5.41	17
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.55	14	5.25	21
The items I'm looking for on the library shelves are usually there	5.51	15	5.64	15
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.50	16	5.36	19
I am able to find information I need on the Library website	5.47	17	5.88	10
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.37	18	4.90	23
I can find a quiet place in the Libraries to study when I need to	5.31	19	6.43	2
Library workshops, classes and consultations help me with my learning and research needs	5.31	20	4.67	24
Books and articles I have requested from other Libraries are delivered promptly	5.30	21	5.23	22
The Libraries anticipate my learning and research needs	5.29	22	5.25	20
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.11	23	5.69	14
I can find a place in the Libraries to work in a group when I need to	4.65	24	6.05	6

## Singapore Management University Library Survey, February 2022

Mean gap scores — Position - Undergraduate year 3

535 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a place in the Libraries to work in a group when I need to	1.40	1	6.05	6
I can find a quiet place in the Libraries to study when I need to	1.11	2	6.43	2
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.58	3	5.69	14
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	0.50	4	6.45	1
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.43	5	6.03	7
I am able to find information I need on the Library website	0.41	6	5.88	10
Printing, scanning and photocopying facilities in the Libraries meet my needs	0.38	7	6.40	3
The Library search engine enables me to find relevant library resources quickly	0.30	8	6.01	9
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.28	9	6.15	4
Opening hours meet my needs	0.27	10	6.02	8
When I am away from campus I can access the Library resources and services I need	0.26	11	6.09	5
The items I'm looking for on the library shelves are usually there	0.13	12	5.64	15
Access to Library information resources helps me to achieve academic success	0.07	13	5.78	12
Library staff provide accurate answers to my enquiries	-0.01	14	5.82	11
The Libraries anticipate my learning and research needs	-0.03	15	5.25	20
Books and articles I have requested from other Libraries are delivered promptly	-0.07	16	5.23	22
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	-0.10	17	5.54	16
I can get help from library staff when I need it	-0.10	18	5.76	13
The Library signage (print and digital) is clear	-0.14	19	5.41	17
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	-0.15	20	5.36	19
Face-to-face enquiry services (e.g. Service Desks) meet my needs	-0.28	21	5.39	18
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	-0.31	22	5.25	21
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	-0.48	23	4.90	23
Library workshops, classes and consultations help me with my learning and research needs	-0.64	24	4.67	24



Statements	
1	I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)
2	I am able to find information I need on the Library website
3	The Library signage (print and digital) is clear
4	Library workshops, classes and consultations help me with my learning and research needs
5	The Libraries anticipate 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 services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs
9	Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs
10	Face-to-face enquiry services (e.g. Service Desks) meet my needs
11	The items I'm looking for on the library shelves are usually there
12	I can get help from library staff when I need it
13	Library staff provide accurate answers to my enquiries
14	I can find a quiet place in the Libraries to study when I need to
15	I can find a place in the Libraries to work in a group when I need to
16	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs
17	Printing, scanning and photocopying facilities in the Libraries meet my needs
18	Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs
19	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
20	Course specific resources (e.g. textbooks, readings) meet my learning needs
21	When I am away from campus I can access the Library resources and services I need
22	The Library search engine enables me to find relevant library resources quickly
23	Access to Library information resources helps me to achieve academic success
24	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

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## Singapore Management University Library Survey, February 2022

Top 10 factors — Position - Undergraduate year 4 & above

383 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 Libraries to study when I need to	6.59	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.10	I can find a place in the Libraries to work in a group when I need to	4.69	I can find a place in the Libraries to work in a group when I need to	1.58
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.52	Library staff provide accurate answers to my enquiries	6.01	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	4.99	I can find a quiet place in the Libraries to study when I need to	1.19
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.49	I can get help from library staff when I need it	5.99	The Libraries anticipate my learning and research needs	5.32	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.67
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.39	Opening hours meet my needs	5.95	Library workshops, classes and consultations help me with my learning and research needs	5.37	Printing, scanning and photocopying facilities in the Libraries meet my needs	0.62
I can find a place in the Libraries to work in a group when I need to	6.27	When I am away from campus I can access the Library resources and services I need	5.93	I can find a quiet place in the Libraries to study when I need to	5.40	Course specific resources (e.g. textbooks, readings) meet my learning needs	0.51
The Library search engine enables me to find relevant library resources quickly	6.27	The Library search engine enables me to find relevant library resources quickly	5.91	I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.47	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.48
When I am away from campus I can access the Library resources and services I need	6.25	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.91	Course specific resources (e.g. textbooks, readings) meet my learning needs	5.62	I am able to find information I need on the Library website	0.47
Opening hours meet my needs	6.21	Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.88	I am able to find information I need on the Library website	5.65	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	0.42
Course specific resources (e.g. textbooks, readings) meet my learning needs	6.13	Printing, scanning and photocopying facilities in the Libraries meet my needs	5.88	The Library signage (print and digital) is clear	5.68	The Library search engine enables me to find relevant library resources quickly	0.35
I am able to find information I need on the Library website	6.12	Access to Library information resources helps me to achieve academic success	5.85	Books and articles I have requested from other Libraries are delivered promptly	5.70	When I am away from campus I can access the Library resources and services I need	0.32

## Singapore Management University Library Survey, February 2022

Mean importance scores — Position - Undergraduate year 4 & above

383 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Libraries to study when I need to	6.59	1	5.40	20
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.52	2	6.10	1
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.49	3	5.88	9
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.39	4	5.91	7
I can find a place in the Libraries to work in a group when I need to	6.27	5	4.69	24
The Library search engine enables me to find relevant library resources quickly	6.27	6	5.91	6
When I am away from campus I can access the Library resources and services I need	6.25	7	5.93	5
Opening hours meet my needs	6.21	8	5.95	4
Course specific resources (e.g. textbooks, readings) meet my learning needs	6.13	9	5.62	18
I am able to find information I need on the Library website	6.12	10	5.65	17
Library staff provide accurate answers to my enquiries	6.09	11	6.01	2
I can get help from library staff when I need it	6.02	12	5.99	3
Access to Library information resources helps me to achieve academic success	5.98	13	5.85	10
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.81	14	5.88	8
The items I'm looking for on the library shelves are usually there	5.81	15	5.76	13
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.73	16	5.83	11
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.66	17	4.99	23
Books and articles I have requested from other Libraries are delivered promptly	5.52	18	5.70	15
The Library signage (print and digital) is clear	5.42	19	5.68	16
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.40	20	5.71	14
The Libraries anticipate my learning and research needs	5.35	21	5.32	22
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.31	22	5.76	12
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.10	23	5.47	19
Library workshops, classes and consultations help me with my learning and research needs	4.68	24	5.37	21



## Singapore Management University Library Survey, February 2022

Mean performance score — Position - Undergraduate year 4 & above

383 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.10	1	6.52	2
Library staff provide accurate answers to my enquiries	6.01	2	6.09	11
I can get help from library staff when I need it	5.99	3	6.02	12
Opening hours meet my needs	5.95	4	6.21	8
When I am away from campus I can access the Library resources and services I need	5.93	5	6.25	7
The Library search engine enables me to find relevant library resources quickly	5.91	6	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	5.91	7	6.39	4
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.88	8	5.81	14
Printing, scanning and photocopying facilities in the Libraries meet my needs	5.88	9	6.49	3
Access to Library information resources helps me to achieve academic success	5.85	10	5.98	13
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.83	11	5.73	16
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.76	12	5.31	22
The items I'm looking for on the library shelves are usually there	5.76	13	5.81	15
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.71	14	5.40	20
Books and articles I have requested from other Libraries are delivered promptly	5.70	15	5.52	18
The Library signage (print and digital) is clear	5.68	16	5.42	19
I am able to find information I need on the Library website	5.65	17	6.12	10
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.62	18	6.13	9
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.47	19	5.10	23
I can find a quiet place in the Libraries to study when I need to	5.40	20	6.59	1
Library workshops, classes and consultations help me with my learning and research needs	5.37	21	4.68	24
The Libraries anticipate my learning and research needs	5.32	22	5.35	21
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	4.99	23	5.66	17
I can find a place in the Libraries to work in a group when I need to	4.69	24	6.27	5

## Singapore Management University Library Survey, February 2022

Mean gap scores — Position - Undergraduate year 4 & above

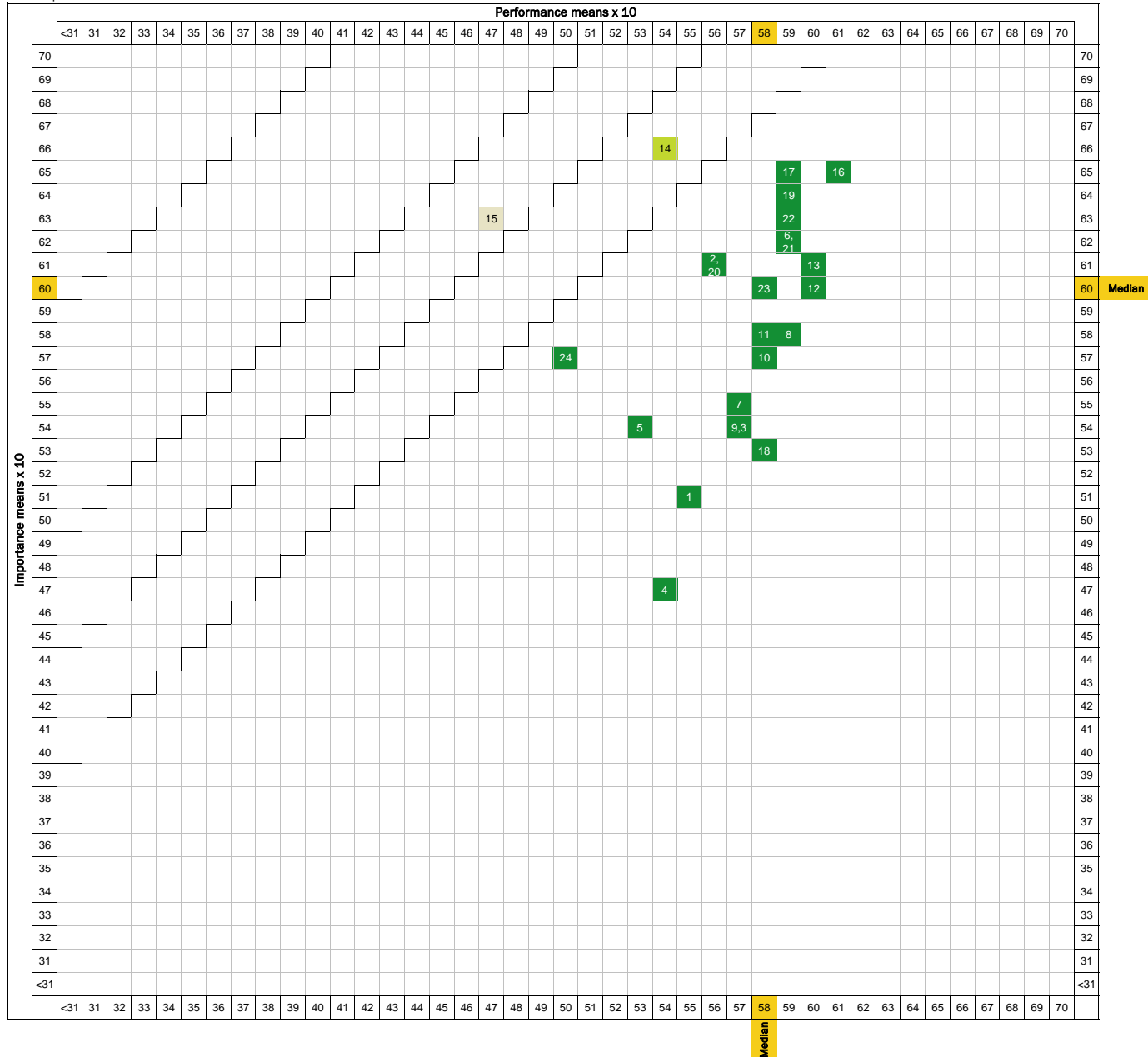
383 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a place in the Libraries to work in a group when I need to	1.58	1	6.27	5
I can find a quiet place in the Libraries to study when I need to	1.19	2	6.59	1
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.67	3	5.66	17
Printing, scanning and photocopying facilities in the Libraries meet my needs	0.62	4	6.49	3
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.51	5	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	0.48	6	6.39	4
I am able to find information I need on the Library website	0.47	7	6.12	10
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	0.42	8	6.52	2
The Library search engine enables me to find relevant library resources quickly	0.35	9	6.27	6
When I am away from campus I can access the Library resources and services I need	0.32	10	6.25	7
Opening hours meet my needs	0.26	11	6.21	8
Access to Library information resources helps me to achieve academic success	0.13	12	5.98	13
Library staff provide accurate answers to my enquiries	0.08	13	6.09	11
The items I'm looking for on the library shelves are usually there	0.05	14	5.81	15
The Libraries anticipate my learning and research needs	0.03	15	5.35	21
I can get help from library staff when I need it	0.02	16	6.02	12
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	-0.06	17	5.81	14
Face-to-face enquiry services (e.g. Service Desks) meet my needs	-0.10	18	5.73	16
Books and articles I have requested from other Libraries are delivered promptly	-0.18	19	5.52	18
The Library signage (print and digital) is clear	-0.27	20	5.42	19
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	-0.32	21	5.40	20
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	-0.37	22	5.10	23
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	-0.45	23	5.31	22
Library workshops, classes and consultations help me with my learning and research needs	-0.68	24	4.68	24

# Singapore Management University Library Survey, February 2022

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

383 responses



Statements	
1	I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)
2	I am able to find information I need on the Library website
3	The Library signage (print and digital) is clear
4	Library workshops, classes and consultations help me with my learning and research needs
5	The Libraries anticipate 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 services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs
9	Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs
10	Face-to-face enquiry services (e.g. Service Desks) meet my needs
11	The items I'm looking for on the library shelves are usually there
12	I can get help from library staff when I need it
13	Library staff provide accurate answers to my enquiries
14	I can find a quiet place in the Libraries to study when I need to
15	I can find a place in the Libraries to work in a group when I need to
16	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs
17	Printing, scanning and photocopying facilities in the Libraries meet my needs
18	Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs
19	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
20	Course specific resources (e.g. textbooks, readings) meet my learning needs
21	When I am away from campus I can access the Library resources and services I need
22	The Library search engine enables me to find relevant library resources quickly
23	Access to Library information resources helps me to achieve academic success
24	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

# Singapore Management University Library Survey, February 2022

Top 10 factors – Position - Exchange student

43 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 Libraries to study when I need to	6.59	I can find a quiet place in the Libraries to study when I need to	5.97	Books and articles I have requested from other Libraries are delivered promptly	4.71	I can find a place in the Libraries to work in a group when I need to	1.03
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.24	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	5.97	I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	4.74	I am able to find information I need on the Library website	0.89
Opening hours 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	5.96	I can find a place in the Libraries to work in a group when I need to	4.85	I can find a quiet place in the Libraries to study when I need to	0.62
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 staff provide accurate answers to my enquiries	5.77	I am able to find information I need on the Library website	4.92	Printing, scanning and photocopying facilities in the Libraries meet my needs	0.32
I can find a place in the Libraries 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	5.75	Library workshops, classes and consultations help me with my learning and research needs	5.27	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	0.27
I am able to find information I need on the Library website	5.81	Opening hours meet my needs	5.73	The Library signage (print and digital) is clear	5.28	Course specific resources (e.g. textbooks, readings) meet my learning needs	0.27
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.73	Access to Library information resources helps me to achieve academic success	5.71	The Libraries anticipate my learning and research needs	5.29	Opening hours meet my needs	0.27
I can get help from library staff when I need it	5.69	Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.63	When I am away from campus I can access the Library resources and services I need	5.32	When I am away from campus I can access the Library resources and services I need	0.21
Printing, scanning and photocopying facilities in the Libraries meet my needs	5.68	Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.56	The Library search engine enables me to find relevant library resources quickly	5.33	I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	0.18
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.67	Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.55	Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.34	I can get help from library staff when I need it	0.17

## Singapore Management University Library Survey, February 2022

Mean importance scores — Position - Exchange student

43 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Libraries to study when I need to	6.59	1	5.97	1
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.24	2	5.97	2
Opening hours meet my needs	6.00	3	5.73	6
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.00	3	5.96	3
I can find a place in the Libraries to work in a group when I need to	5.88	5	4.85	22
I am able to find information I need on the Library website	5.81	6	4.92	21
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.73	7	5.46	12
I can get help from library staff when I need it	5.69	8	5.52	11
Printing, scanning and photocopying facilities in the Libraries meet my needs	5.68	9	5.36	14
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.67	10	5.75	5
When I am away from campus I can access the Library resources and services I need	5.54	11	5.32	17
The Library search engine enables me to find relevant library resources quickly	5.50	12	5.33	16
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.45	13	5.55	10
Library staff provide accurate answers to my enquiries	5.38	14	5.77	4
Access to Library information resources helps me to achieve academic success	5.29	15	5.71	7
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.22	16	5.56	9
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.21	17	5.34	15
The items I'm looking for on the library shelves are usually there	5.04	18	5.39	13
The Libraries anticipate my learning and research needs	5.03	19	5.29	18
Library workshops, classes and consultations help me with my learning and research needs	4.96	20	5.27	20
The Library signage (print and digital) is clear	4.94	21	5.28	19
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	4.92	22	4.74	23
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	4.81	23	5.63	8
Books and articles I have requested from other Libraries are delivered promptly	4.79	24	4.71	24

## Singapore Management University Library Survey, February 2022

Mean performance score — Position - Exchange student

43 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Libraries to study when I need to	5.97	1	6.59	1
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	5.97	2	6.24	2
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.96	3	6.00	3
Library staff provide accurate answers to my enquiries	5.77	4	5.38	14
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.75	5	5.67	10
Opening hours meet my needs	5.73	6	6.00	3
Access to Library information resources helps me to achieve academic success	5.71	7	5.29	15
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.63	8	4.81	23
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.56	9	5.22	16
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.55	10	5.45	13
I can get help from library staff when I need it	5.52	11	5.69	8
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.46	12	5.73	7
The items I'm looking for on the library shelves are usually there	5.39	13	5.04	18
Printing, scanning and photocopying facilities in the Libraries meet my needs	5.36	14	5.68	9
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.34	15	5.21	17
The Library search engine enables me to find relevant library resources quickly	5.33	16	5.50	12
When I am away from campus I can access the Library resources and services I need	5.32	17	5.54	11
The Libraries anticipate my learning and research needs	5.29	18	5.03	19
The Library signage (print and digital) is clear	5.28	19	4.94	21
Library workshops, classes and consultations help me with my learning and research needs	5.27	20	4.96	20
I am able to find information I need on the Library website	4.92	21	5.81	6
I can find a place in the Libraries to work in a group when I need to	4.85	22	5.88	5
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	4.74	23	4.92	22
Books and articles I have requested from other Libraries are delivered promptly	4.71	24	4.79	24

## Singapore Management University Library Survey, February 2022

Mean gap scores — Position - Exchange student

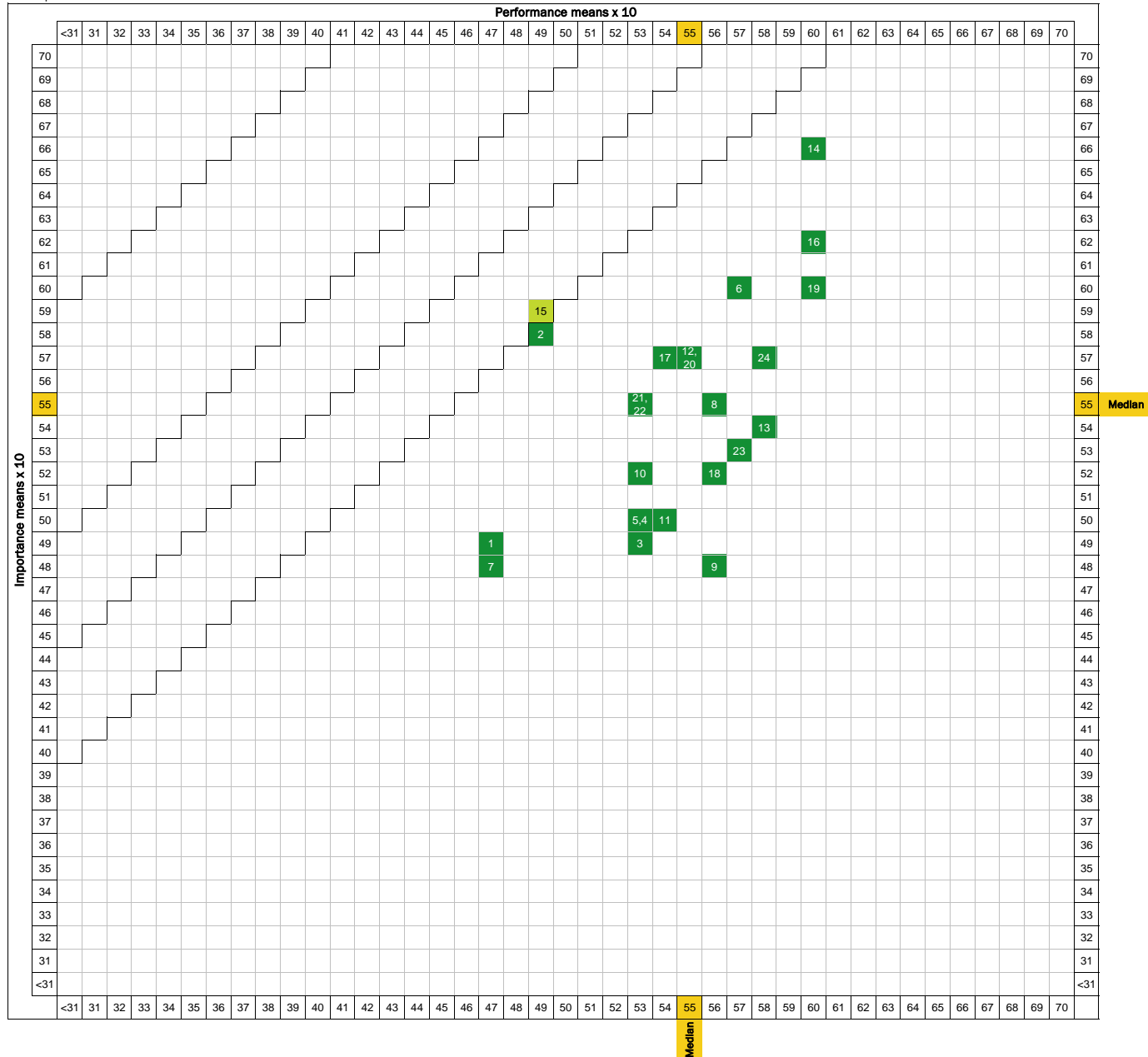
43 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a place in the Libraries to work in a group when I need to	1.03	1	5.88	5
I am able to find information I need on the Library website	0.89	2	5.81	6
I can find a quiet place in the Libraries to study when I need to	0.62	3	6.59	1
Printing, scanning and photocopying facilities in the Libraries meet my needs	0.32	4	5.68	9
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	0.27	5	6.24	2
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.27	6	5.73	7
Opening hours meet my needs	0.27	7	6.00	3
When I am away from campus I can access the Library resources and services I need	0.21	8	5.54	11
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	0.18	9	4.92	22
I can get help from library staff when I need it	0.17	10	5.69	8
The Library search engine enables me to find relevant library resources quickly	0.17	11	5.50	12
Books and articles I have requested from other Libraries are delivered promptly	0.07	12	4.79	24
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.04	13	6.00	3
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	-0.08	14	5.67	10
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	-0.10	15	5.45	13
Face-to-face enquiry services (e.g. Service Desks) meet my needs	-0.14	16	5.21	17
The Libraries anticipate my learning and research needs	-0.26	17	5.03	19
Library workshops, classes and consultations help me with my learning and research needs	-0.31	18	4.96	20
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	-0.33	19	5.22	16
The Library signage (print and digital) is clear	-0.34	20	4.94	21
The items I'm looking for on the library shelves are usually there	-0.35	21	5.04	18
Library staff provide accurate answers to my enquiries	-0.38	22	5.38	14
Access to Library information resources helps me to achieve academic success	-0.42	23	5.29	15
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	-0.81	24	4.81	23

# Singapore Management University Library Survey, February 2022

Best practice categories gap grid — Position - Exchange student

43 responses



Statements	
1	I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)
2	I am able to find information I need on the Library website
3	The Library signage (print and digital) is clear
4	Library workshops, classes and consultations help me with my learning and research needs
5	The Libraries anticipate 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 services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs
9	Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs
10	Face-to-face enquiry services (e.g. Service Desks) meet my needs
11	The items I'm looking for on the library shelves are usually there
12	I can get help from library staff when I need it
13	Library staff provide accurate answers to my enquiries
14	I can find a quiet place in the Libraries to study when I need to
15	I can find a place in the Libraries to work in a group when I need to
16	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs
17	Printing, scanning and photocopying facilities in the Libraries meet my needs
18	Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs
19	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
20	Course specific resources (e.g. textbooks, readings) meet my learning needs
21	When I am away from campus I can access the Library resources and services I need
22	The Library search engine enables me to find relevant library resources quickly
23	Access to Library information resources helps me to achieve academic success
24	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources



## Singapore Management University Library Survey, February 2022

Top 10 factors — Position - Graduate: Masters

456 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 Libraries to study when I need to	6.45	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.12	I can find a place in the Libraries to work in a group when I need to	5.57	I can find a place in the Libraries to work in a group when I need to	0.73
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.34	Printing, scanning and photocopying facilities in the Libraries meet my needs	6.08	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.58	I can find a quiet place in the Libraries to study when I need to	0.64
I can find a place in the Libraries to work in a group when I need to	6.30	Library staff provide accurate answers to my enquiries	6.04	The Libraries anticipate my learning and research needs	5.61	Course specific resources (e.g. textbooks, readings) meet my learning needs	0.41
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.30	I can get help from library staff when I need it	6.03	The items I'm looking for on the library shelves are usually there	5.67	I am able to find information I need on the Library website	0.36
Printing, scanning and photocopying facilities in the Libraries 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	6.02	Books and articles I have requested from other Libraries are delivered promptly	5.67	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.33
Course specific resources (e.g. textbooks, readings) meet my learning needs	6.22	When I am away from campus I can access the Library resources and services I need	5.99	I am able to find information I need on the Library website	5.69	The Library search engine enables me to find relevant library resources quickly	0.31
When I am away from campus I can access the Library resources and services I need	6.21	Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.99	Library workshops, classes and consultations help me with my learning and research needs	5.77	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.29
The Library search engine enables me to find relevant library resources quickly	6.21	Access to Library information resources helps me to achieve academic success	5.96	I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.79	Opening hours meet my needs	0.25
I can get help from library staff when I need it	6.18	The Library search engine enables me to find relevant library resources quickly	5.90	Course specific resources (e.g. textbooks, readings) meet my learning needs	5.81	When I am away from campus I can access the Library resources and services I need	0.22
Access to Library information resources helps me to achieve academic success	6.14	The Library signage (print and digital) is clear	5.89	I can find a quiet place in the Libraries to study when I need to	5.81	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	0.22

## Singapore Management University Library Survey, February 2022

Mean importance scores — Position - Graduate: Masters

456 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Libraries to study when I need to	6.45	1	5.81	15
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.34	2	6.12	1
I can find a place in the Libraries to work in a group when I need to	6.30	3	5.57	24
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.30	4	6.02	5
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.23	5	6.08	2
Course specific resources (e.g. textbooks, readings) meet my learning needs	6.22	6	5.81	16
When I am away from campus I can access the Library resources and services I need	6.21	7	5.99	6
The Library search engine enables me to find relevant library resources quickly	6.21	8	5.90	9
I can get help from library staff when I need it	6.18	9	6.03	4
Access to Library information resources helps me to achieve academic success	6.14	10	5.96	8
Library staff provide accurate answers to my enquiries	6.12	11	6.04	3
Opening hours meet my needs	6.09	12	5.84	13
I am able to find information I need on the Library website	6.05	13	5.69	19
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.91	14	5.58	23
The Library signage (print and digital) is clear	5.91	15	5.89	10
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.89	16	5.99	7
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.87	17	5.84	14
The items I'm looking for on the library shelves are usually there	5.82	18	5.67	21
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.80	19	5.86	12
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.80	20	5.87	11
The Libraries anticipate my learning and research needs	5.74	21	5.61	22
Books and articles I have requested from other Libraries are delivered promptly	5.72	22	5.67	20
Library workshops, classes and consultations help me with my learning and research needs	5.60	23	5.77	18
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.51	24	5.79	17

## Singapore Management University Library Survey, February 2022

Mean performance score — Position - Graduate: Masters

456 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.12	1	6.34	2
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.08	2	6.23	5
Library staff provide accurate answers to my enquiries	6.04	3	6.12	11
I can get help from library staff when I need it	6.03	4	6.18	9
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.02	5	6.30	4
When I am away from campus I can access the Library resources and services I need	5.99	6	6.21	7
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.99	7	5.89	16
Access to Library information resources helps me to achieve academic success	5.96	8	6.14	10
The Library search engine enables me to find relevant library resources quickly	5.90	9	6.21	8
The Library signage (print and digital) is clear	5.89	10	5.91	15
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.87	11	5.80	20
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.86	12	5.80	19
Opening hours meet my needs	5.84	13	6.09	12
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.84	14	5.87	17
I can find a quiet place in the Libraries to study when I need to	5.81	15	6.45	1
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.81	16	6.22	6
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.79	17	5.51	24
Library workshops, classes and consultations help me with my learning and research needs	5.77	18	5.60	23
I am able to find information I need on the Library website	5.69	19	6.05	13
Books and articles I have requested from other Libraries are delivered promptly	5.67	20	5.72	22
The items I'm looking for on the library shelves are usually there	5.67	21	5.82	18
The Libraries anticipate my learning and research needs	5.61	22	5.74	21
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.58	23	5.91	14
I can find a place in the Libraries to work in a group when I need to	5.57	24	6.30	3

# Singapore Management University Library Survey, February 2022

Mean gap scores — Position - Graduate: Masters

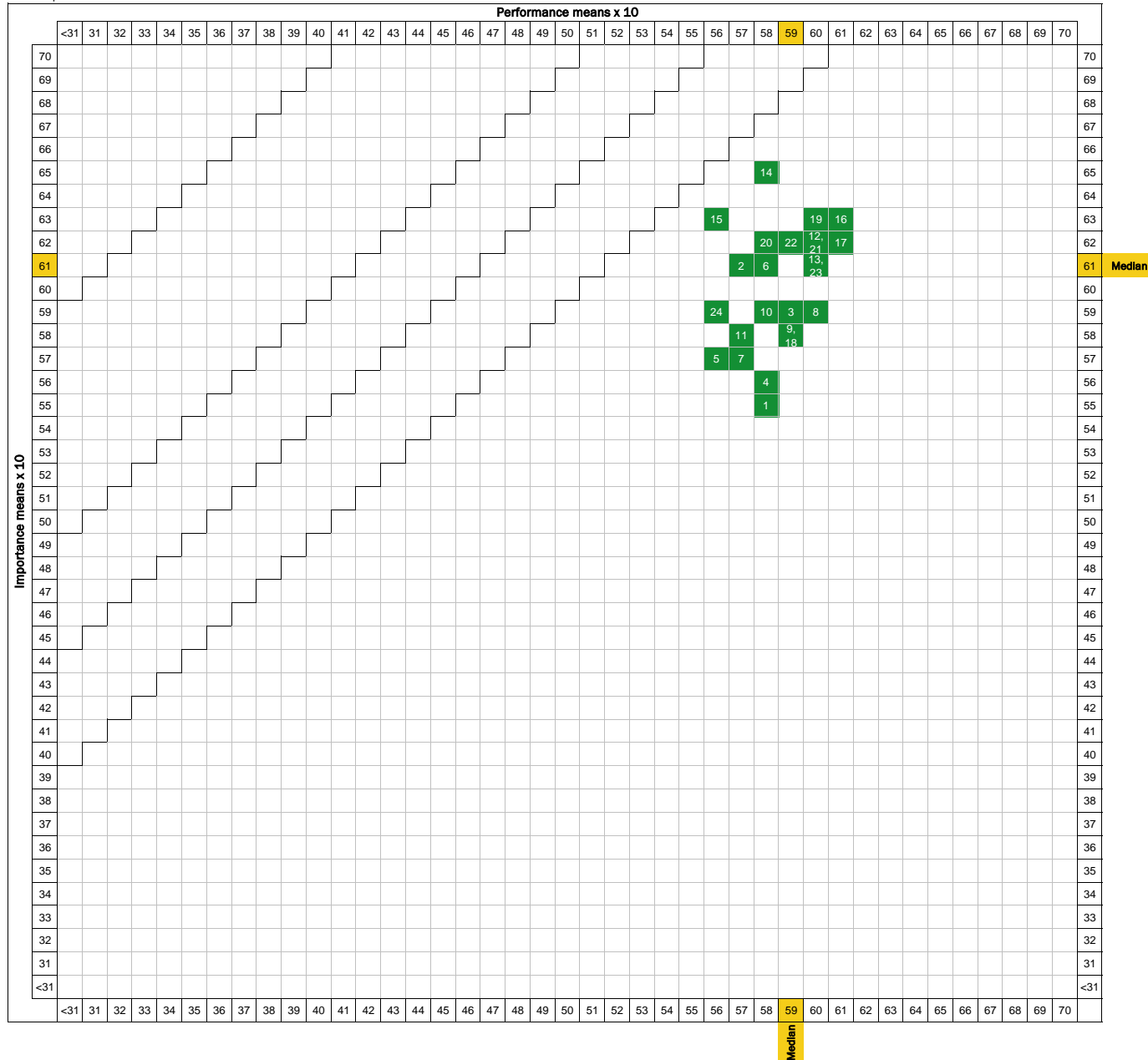
456 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a place in the Libraries to work in a group when I need to	0.73	1	6.30	3
I can find a quiet place in the Libraries to study when I need to	0.64	2	6.45	1
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.41	3	6.22	6
I am able to find information I need on the Library website	0.36	4	6.05	13
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.33	5	5.91	14
The Library search engine enables me to find relevant library resources quickly	0.31	6	6.21	8
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	6.30	4
Opening hours meet my needs	0.25	8	6.09	12
When I am away from campus I can access the Library resources and services I need	0.22	9	6.21	7
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	0.22	10	6.34	2
Access to Library information resources helps me to achieve academic success	0.18	11	6.14	10
The items I'm looking for on the library shelves are usually there	0.15	12	5.82	18
I can get help from library staff when I need it	0.15	13	6.18	9
Printing, scanning and photocopying facilities in the Libraries meet my needs	0.14	14	6.23	5
The Libraries anticipate my learning and research needs	0.13	15	5.74	21
Library staff provide accurate answers to my enquiries	0.08	16	6.12	11
Books and articles I have requested from other Libraries are delivered promptly	0.05	17	5.72	22
Face-to-face enquiry services (e.g. Service Desks) meet my needs	0.03	18	5.87	17
The Library signage (print and digital) is clear	0.02	19	5.91	15
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	-0.07	20	5.80	19
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	-0.07	21	5.80	20
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	-0.09	22	5.89	16
Library workshops, classes and consultations help me with my learning and research needs	-0.17	23	5.60	23
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	-0.27	24	5.51	24

# Singapore Management University Library Survey, February 2022

Best practice categories gap grid — Position - Graduate: Masters

456 responses



Statements	
1	I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)
2	I am able to find information I need on the Library website
3	The Library signage (print and digital) is clear
4	Library workshops, classes and consultations help me with my learning and research needs
5	The Libraries anticipate 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 services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs
9	Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs
10	Face-to-face enquiry services (e.g. Service Desks) meet my needs
11	The items I'm looking for on the library shelves are usually there
12	I can get help from library staff when I need it
13	Library staff provide accurate answers to my enquiries
14	I can find a quiet place in the Libraries to study when I need to
15	I can find a place in the Libraries to work in a group when I need to
16	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs
17	Printing, scanning and photocopying facilities in the Libraries meet my needs
18	Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs
19	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
20	Course specific resources (e.g. textbooks, readings) meet my learning needs
21	When I am away from campus I can access the Library resources and services I need
22	The Library search engine enables me to find relevant library resources quickly
23	Access to Library information resources helps me to achieve academic success
24	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

## Singapore Management University Library Survey, February 2022

Top 10 factors – Position - Graduate: Doctoral

63 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
The Library search engine enables me to find relevant library resources quickly	6.71	I can get help from library staff when I need it	6.40	I can find a place in the Libraries to work in a group when I need to	5.41	The Library search engine enables me to find relevant library resources quickly	0.64
When I am away from campus I can access the Library resources and services I need	6.68	When I am away from campus I can access the Library resources and services I need	6.33	Course specific resources (e.g. textbooks, readings) meet my learning needs	5.65	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.45
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.65	Access to Library information resources helps me to achieve academic success	6.29	The Libraries anticipate my learning and research needs	5.65	I am able to find information I need on the Library website	0.42
Access to Library information resources helps me to achieve academic success	6.53	Library staff provide accurate answers to my enquiries	6.22	The items I'm looking for on the library shelves are usually there	5.69	When I am away from campus I can access the Library resources and services I need	0.35
I am able to find information I need on the Library website	6.47	Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	6.22	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.70	Access to Library information resources helps me to achieve academic success	0.24
I can get help from library staff when I need it	6.27	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.20	Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.76	I can find a quiet place in the Libraries to study when I need to	0.24
Books and articles I have requested from other Libraries are delivered promptly	6.10	Opening hours meet my needs	6.10	I can find a quiet place in the Libraries to study when I need to	5.76	The Libraries anticipate my learning and research needs	0.18
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	6.04	The Library search engine enables me to find relevant library resources quickly	6.07	The Library signage (print and digital) is clear	5.78	Course specific resources (e.g. textbooks, readings) meet my learning needs	0.17
Library staff provide accurate answers to my enquiries	6.04	I am able to find information I need on the Library website	6.05	Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.86	Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	0.16
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	6.02	Library workshops, classes and consultations help me with my learning and research needs	6.04	Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.88	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.13

## Singapore Management University Library Survey, February 2022

Mean importance scores — Position - Graduate: Doctoral

63 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
The Library search engine enables me to find relevant library resources quickly	6.71	1	6.07	8
When I am away from campus I can access the Library resources and services I need	6.68	2	6.33	2
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.65	3	6.20	6
Access to Library information resources helps me to achieve academic success	6.53	4	6.29	3
I am able to find information I need on the Library website	6.47	5	6.05	9
I can get help from library staff when I need it	6.27	6	6.40	1
Books and articles I have requested from other Libraries are delivered promptly	6.10	7	5.98	13
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	6.04	8	6.22	5
Library staff provide accurate answers to my enquiries	6.04	9	6.22	4
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	6.02	10	5.86	16
I can find a quiet place in the Libraries to study when I need to	6.00	11	5.76	18
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	5.96	12	5.98	11
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.90	13	5.97	14
The Libraries anticipate my learning and research needs	5.83	14	5.65	22
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.83	15	5.70	20
Opening hours meet my needs	5.83	16	6.10	7
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.81	17	5.65	23
The items I'm looking for on the library shelves are usually there	5.76	18	5.69	21
Library workshops, classes and consultations help me with my learning and research needs	5.71	19	6.04	10
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.62	20	5.76	19
The Library signage (print and digital) is clear	5.62	21	5.78	17
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.53	22	5.88	15
I can find a place in the Libraries to work in a group when I need to	5.41	23	5.41	24
Printing, scanning and photocopying facilities in the Libraries meet my needs	5.31	24	5.98	12

## Singapore Management University Library Survey, February 2022

Mean performance score — Position - Graduate: Doctoral

63 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get help from library staff when I need it	6.40	1	6.27	6
When I am away from campus I can access the Library resources and services I need	6.33	2	6.68	2
Access to Library information resources helps me to achieve academic success	6.29	3	6.53	4
Library staff provide accurate answers to my enquiries	6.22	4	6.04	9
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	6.22	5	6.04	8
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.20	6	6.65	3
Opening hours meet my needs	6.10	7	5.83	16
The Library search engine enables me to find relevant library resources quickly	6.07	8	6.71	1
I am able to find information I need on the Library website	6.05	9	6.47	5
Library workshops, classes and consultations help me with my learning and research needs	6.04	10	5.71	19
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	5.98	11	5.96	12
Printing, scanning and photocopying facilities in the Libraries meet my needs	5.98	12	5.31	24
Books and articles I have requested from other Libraries are delivered promptly	5.98	13	6.10	7
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.97	14	5.90	13
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.88	15	5.53	22
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.86	16	6.02	10
The Library signage (print and digital) is clear	5.78	17	5.62	21
I can find a quiet place in the Libraries to study when I need to	5.76	18	6.00	11
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.76	19	5.62	20
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.70	20	5.83	15
The items I'm looking for on the library shelves are usually there	5.69	21	5.76	18
The Libraries anticipate my learning and research needs	5.65	22	5.83	14
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.65	23	5.81	17
I can find a place in the Libraries to work in a group when I need to	5.41	24	5.41	23



# Singapore Management University Library Survey, February 2022

Mean gap scores — Position - Graduate: Doctoral

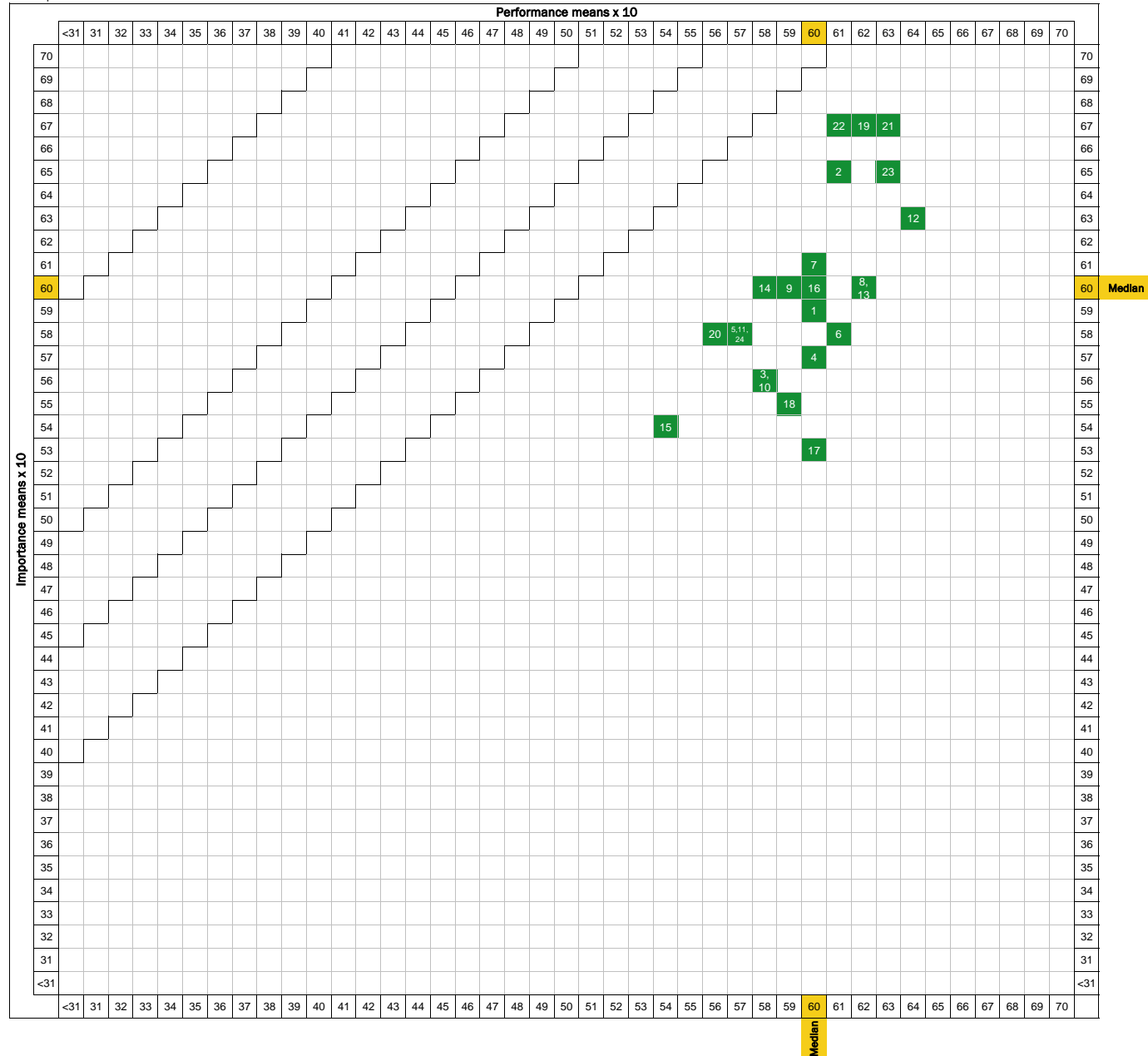
63 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
The Library search engine enables me to find relevant library resources quickly	0.64	1	6.71	1
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.45	2	6.65	3
I am able to find information I need on the Library website	0.42	3	6.47	5
When I am away from campus I can access the Library resources and services I need	0.35	4	6.68	2
Access to Library information resources helps me to achieve academic success	0.24	5	6.53	4
I can find a quiet place in the Libraries to study when I need to	0.24	6	6.00	11
The Libraries anticipate my learning and research needs	0.18	7	5.83	14
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.17	8	5.81	17
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	0.16	9	6.02	10
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.13	10	5.83	15
Books and articles I have requested from other Libraries are delivered promptly	0.13	11	6.10	7
The items I'm looking for on the library shelves are usually there	0.07	12	5.76	18
I can find a place in the Libraries to work in a group when I need to	0.00	13	5.41	23
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	-0.02	14	5.96	12
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	-0.07	15	5.90	13
Face-to-face enquiry services (e.g. Service Desks) meet my needs	-0.13	16	5.62	20
I can get help from library staff when I need it	-0.13	17	6.27	6
The Library signage (print and digital) is clear	-0.16	18	5.62	21
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	-0.17	19	6.04	8
Library staff provide accurate answers to my enquiries	-0.18	20	6.04	9
Opening hours meet my needs	-0.27	21	5.83	16
Library workshops, classes and consultations help me with my learning and research needs	-0.33	22	5.71	19
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	-0.35	23	5.53	22
Printing, scanning and photocopying facilities in the Libraries meet my needs	-0.67	24	5.31	24

# Singapore Management University Library Survey, February 2022

Best practice categories gap grid — Position - Graduate: Doctoral

63 responses



Statements	
1	I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)
2	I am able to find information I need on the Library website
3	The Library signage (print and digital) is clear
4	Library workshops, classes and consultations help me with my learning and research needs
5	The Libraries anticipate 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 services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs
9	Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs
10	Face-to-face enquiry services (e.g. Service Desks) meet my needs
11	The items I'm looking for on the library shelves are usually there
12	I can get help from library staff when I need it
13	Library staff provide accurate answers to my enquiries
14	I can find a quiet place in the Libraries to study when I need to
15	I can find a place in the Libraries to work in a group when I need to
16	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs
17	Printing, scanning and photocopying facilities in the Libraries meet my needs
18	Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs
19	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
20	Course specific resources (e.g. textbooks, readings) meet my learning needs
21	When I am away from campus I can access the Library resources and services I need
22	The Library search engine enables me to find relevant library resources quickly
23	Access to Library information resources helps me to achieve academic success
24	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

## Singapore Management University Library Survey, February 2022

Top 10 factors – Position - Staff: Others (Administrative positions)

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
The Library search engine enables me to find relevant library resources quickly	6.20	I can get help from library staff when I need it	5.98	The Libraries anticipate my learning and research needs	5.29	The Library search engine enables me to find relevant library resources quickly	0.59
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.16	Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.94	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.41	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.49
Library staff provide accurate answers to my enquiries	6.15	Opening hours meet my needs	5.90	I can find a place in the Libraries to work in a group when I need to	5.44	I am able to find information I need on the Library website	0.47
I can find a quiet place in the Libraries to study when I need to	6.12	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.88	Library workshops, classes and consultations help me with my learning and research needs	5.51	I can find a quiet place in the Libraries to study when I need to	0.42
When I am away from campus I can access the Library resources and services I need	6.11	Library staff provide accurate answers to my enquiries	5.87	Printing, scanning and photocopying facilities in the Libraries meet my needs	5.52	The items I'm looking for on the library shelves are usually there	0.38
I can get help from library staff when I need it	6.06	When I am away from campus I can access the Library resources and services I need	5.83	I am able to find information I need on the Library website	5.57	When I am away from campus I can access the Library resources and services I need	0.29
I am able to find information I need on the Library website	6.04	Access to Library information resources helps me to achieve academic success	5.78	The items I'm looking for on the library shelves are usually there	5.58	Library staff provide accurate answers to my enquiries	0.28
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.98	Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.73	The Library signage (print and digital) is clear	5.59	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.28
The items I'm looking for on the library shelves are usually there	5.96	Books and articles I have requested from other Libraries are delivered promptly	5.72	Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.61	I can find a place in the Libraries to work in a group when I need to	0.25
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.90	Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.71	The Library search engine enables me to find relevant library resources quickly	5.61	Library workshops, classes and consultations help me with my learning and research needs	0.25

## Singapore Management University Library Survey, February 2022

Mean importance scores — Position - Staff: Others (Administrative positions)

106 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
The Library search engine enables me to find relevant library resources quickly	6.20	1	5.61	15
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.16	2	5.88	4
Library staff provide accurate answers to my enquiries	6.15	3	5.87	5
I can find a quiet place in the Libraries to study when I need to	6.12	4	5.70	12
When I am away from campus I can access the Library resources and services I need	6.11	5	5.83	6
I can get help from library staff when I need it	6.06	6	5.98	1
I am able to find information I need on the Library website	6.04	7	5.57	19
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.98	8	5.94	2
The items I'm looking for on the library shelves are usually there	5.96	9	5.58	18
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.90	10	5.41	23
Access to Library information resources helps me to achieve academic success	5.88	11	5.78	7
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	5.85	12	5.71	11
Books and articles I have requested from other Libraries are delivered promptly	5.81	13	5.72	9
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.81	14	5.68	13
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.77	15	5.73	8
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.77	16	5.71	10
Library workshops, classes and consultations help me with my learning and research needs	5.77	17	5.51	21
Printing, scanning and photocopying facilities in the Libraries meet my needs	5.75	18	5.52	20
Opening hours meet my needs	5.70	19	5.90	3
I can find a place in the Libraries to work in a group when I need to	5.69	20	5.44	22
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.64	21	5.61	16
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.62	22	5.63	14
The Library signage (print and digital) is clear	5.55	23	5.59	17
The Libraries anticipate my learning and research needs	5.39	24	5.29	24

## Singapore Management University Library Survey, February 2022

Mean performance score — Position - Staff: Others (Administrative positions)

106 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get help from library staff when I need it	5.98	1	6.06	6
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.94	2	5.98	8
Opening hours meet my needs	5.90	3	5.70	19
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.88	4	6.16	2
Library staff provide accurate answers to my enquiries	5.87	5	6.15	3
When I am away from campus I can access the Library resources and services I need	5.83	6	6.11	5
Access to Library information resources helps me to achieve academic success	5.78	7	5.88	11
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.73	8	5.77	15
Books and articles I have requested from other Libraries are delivered promptly	5.72	9	5.81	13
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.71	10	5.77	16
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	5.71	11	5.85	12
I can find a quiet place in the Libraries to study when I need to	5.70	12	6.12	4
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.68	13	5.81	14
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.63	14	5.62	22
The Library search engine enables me to find relevant library resources quickly	5.61	15	6.20	1
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.61	16	5.64	21
The Library signage (print and digital) is clear	5.59	17	5.55	23
The items I'm looking for on the library shelves are usually there	5.58	18	5.96	9
I am able to find information I need on the Library website	5.57	19	6.04	7
Printing, scanning and photocopying facilities in the Libraries meet my needs	5.52	20	5.75	18
Library workshops, classes and consultations help me with my learning and research needs	5.51	21	5.77	17
I can find a place in the Libraries to work in a group when I need to	5.44	22	5.69	20
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.41	23	5.90	10
The Libraries anticipate my learning and research needs	5.29	24	5.39	24

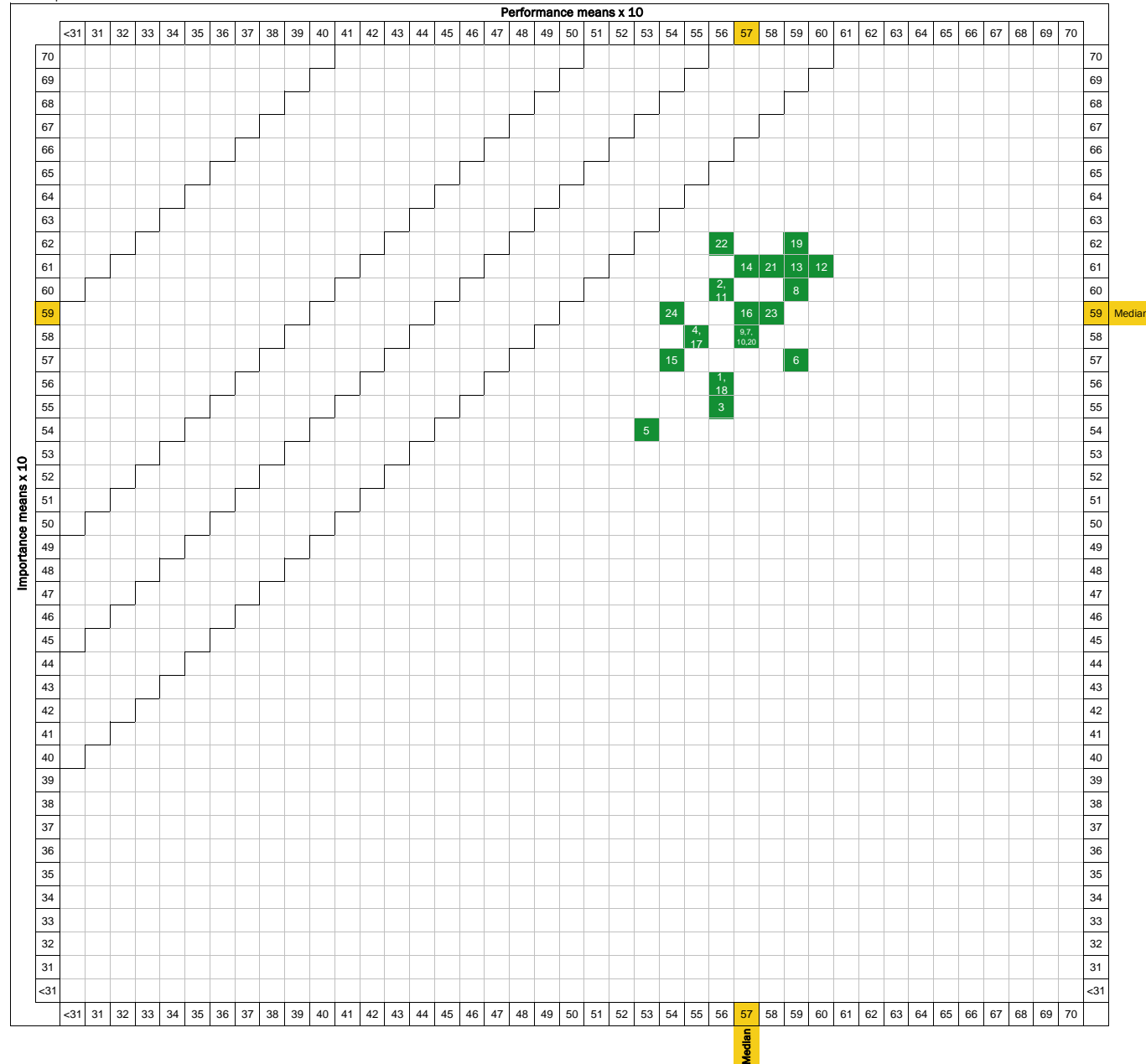
# Singapore Management University Library Survey, February 2022

Mean gap scores — Position - Staff: Others (Administrative positions)

106 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
The Library search engine enables me to find relevant library resources quickly	0.59	1	6.20	1
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.49	2	5.90	10
I am able to find information I need on the Library website	0.47	3	6.04	7
I can find a quiet place in the Libraries to study when I need to	0.42	4	6.12	4
The items I'm looking for on the library shelves are usually there	0.38	5	5.96	9
When I am away from campus I can access the Library resources and services I need	0.29	6	6.11	5
Library staff provide accurate answers to my enquiries	0.28	7	6.15	3
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.28	8	6.16	2
I can find a place in the Libraries to work in a group when I need to	0.25	9	5.69	20
Library workshops, classes and consultations help me with my learning and research needs	0.25	10	5.77	17
Printing, scanning and photocopying facilities in the Libraries meet my needs	0.23	11	5.75	18
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	0.15	12	5.85	12
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.13	13	5.81	14
The Libraries anticipate my learning and research needs	0.11	14	5.39	24
Access to Library information resources helps me to achieve academic success	0.10	15	5.88	11
Books and articles I have requested from other Libraries are delivered promptly	0.09	16	5.81	13
I can get help from library staff when I need it	0.08	17	6.06	6
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	0.05	18	5.77	16
Face-to-face enquiry services (e.g. Service Desks) meet my needs	0.04	19	5.77	15
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	0.04	20	5.98	8
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	0.03	21	5.64	21
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	0.00	22	5.62	22
The Library signage (print and digital) is clear	-0.05	23	5.55	23
Opening hours meet my needs	-0.20	24	5.70	19

**Singapore Management University Library Survey, February 2022**  
Best practice categories gap grid – Position - Staff: Others (Administrative positions)  
106 responses



Statements	
1	I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)
2	I am able to find information I need on the Library website
3	The Library signage (print and digital) is clear
4	Library workshops, classes and consultations help me with my learning and research needs
5	The Libraries anticipate 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 services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs
9	Online enquiry services (e.g. email, "Ask Library" chat) meet my needs
10	Face-to-face enquiry services (e.g. Service Desks) meet my needs
11	The items I'm looking for on the library shelves are usually there
12	I can get help from library staff when I need it
13	Library staff provide accurate answers to my enquiries
14	I can find a quiet place in the Libraries to study when I need to
15	I can find a place in the Libraries to work in a group when I need to
16	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs
17	Printing, scanning and photocopying facilities in the Libraries meet my needs
18	Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs
19	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
20	Course specific resources (e.g. textbooks, readings) meet my learning needs
21	When I am away from campus I can access the Library resources and services I need
22	The Library search engine enables me to find relevant library resources quickly
23	Access to Library information resources helps me to achieve academic success
24	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

## Singapore Management University Library Survey, February 2022

Top 10 factors – Position - Others

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	6.27	Access to Library information resources helps me to achieve academic success	6.27	The Libraries anticipate my learning and research needs	5.36	I can find a quiet place in the Libraries to study when I need to	0.53
I can get help from library staff when I need it	6.20	The Library signage (print and digital) is clear	6.14	I can find a quiet place in the Libraries to study 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	0.33
Access to Library information resources helps me to achieve academic success	6.13	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.00	Library workshops, classes and consultations help me with my learning and research needs	5.43	I can get help from library staff when I need it	0.27
Library staff provide accurate answers to my enquiries	6.07	When I am away from campus I can access the Library resources and services I need	5.93	I can find a place in the Libraries to work in a group when I need to	5.47	Course specific resources (e.g. textbooks, readings) meet my learning needs	0.14
I can find a quiet place in the Libraries to study when I need to	5.93	The Library search engine enables me to find relevant library resources quickly	5.93	Books and articles I have requested from other Libraries are delivered promptly	5.50	Library staff provide accurate answers to my enquiries	0.14
The Library search engine enables me to find relevant library resources quickly	5.93	I can get help from library staff when I need it	5.93	I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.53	I can find a place in the Libraries to work in a group when I need to	0.07
Printing, scanning and photocopying facilities in the Libraries meet my needs	5.73	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.93	Course specific resources (e.g. textbooks, readings) meet my learning needs	5.57	I am able to find information I need on the Library website	0.00
When I am away from campus I can access the Library resources and services I need	5.73	Library staff provide accurate answers to my enquiries	5.93	The items I'm looking for on the library shelves are usually there	5.64	Printing, scanning and photocopying facilities in the Libraries meet my needs	0.00
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.71	Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.92	I am able to find information I need on the Library website	5.69	The Library search engine enables me to find relevant library resources quickly	0.00
I am able to find information I need on the Library website	5.69	Opening hours meet my needs	5.88	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.71	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	-0.07



## Singapore Management University Library Survey, February 2022

Mean importance scores — Position - Others

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	6.27	1	5.93	4
I can get help from library staff when I need it	6.20	2	5.93	4
Access to Library information resources helps me to achieve academic success	6.13	3	6.27	1
Library staff provide accurate answers to my enquiries	6.07	4	5.93	8
I can find a quiet place in the Libraries to study when I need to	5.93	5	5.40	23
The Library search engine enables me to find relevant library resources quickly	5.93	5	5.93	4
Printing, scanning and photocopying facilities in the Libraries meet my needs	5.73	7	5.73	14
When I am away from campus I can access the Library resources and services I need	5.73	7	5.93	4
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.71	9	5.57	18
I am able to find information I need on the Library website	5.69	10	5.69	16
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.64	11	5.71	15
Opening hours meet my needs	5.56	12	5.88	10
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	5.56	12	6.00	3
I can find a place in the Libraries to work in a group when I need to	5.53	14	5.47	21
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.53	14	5.80	13
The items I'm looking for on the library shelves are usually there	5.50	16	5.64	17
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.43	17	5.86	11
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.31	18	5.81	12
The Library signage (print and digital) is clear	5.29	19	6.14	2
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	4.93	20	5.53	19
The Libraries anticipate my learning and research needs	4.93	21	5.36	24
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	4.92	22	5.92	9
Books and articles I have requested from other Libraries are delivered promptly	4.42	23	5.50	20
Library workshops, classes and consultations help me with my learning and research needs	4.07	24	5.43	22

## Singapore Management University Library Survey, February 2022

Mean performance score — Position - Others

18 responses

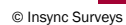
	Performance		Importance	
	Mean	Rank	Mean	Rank
Access to Library information resources helps me to achieve academic success	6.27	1	6.13	3
The Library signage (print and digital) is clear	6.14	2	5.29	19
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.00	3	5.56	12
When I am away from campus I can access the Library resources and services I need	5.93	4	5.73	7
The Library search engine enables me to find relevant library resources quickly	5.93	4	5.93	5
I can get help from library staff when I need it	5.93	4	6.20	2
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.93	4	6.27	1
Library staff provide accurate answers to my enquiries	5.93	8	6.07	4
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.92	9	4.92	22
Opening hours meet my needs	5.88	10	5.56	12
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.86	11	5.43	17
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.81	12	5.31	18
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.80	13	5.53	14
Printing, scanning and photocopying facilities in the Libraries meet my needs	5.73	14	5.73	7
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.71	15	5.64	11
I am able to find information I need on the Library website	5.69	16	5.69	10
The items I'm looking for on the library shelves are usually there	5.64	17	5.50	16
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.57	18	5.71	9
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.53	19	4.93	20
Books and articles I have requested from other Libraries are delivered promptly	5.50	20	4.42	23
I can find a place in the Libraries to work in a group when I need to	5.47	21	5.53	14
Library workshops, classes and consultations help me with my learning and research needs	5.43	22	4.07	24
I can find a quiet place in the Libraries to study when I need to	5.40	23	5.93	5
The Libraries anticipate my learning and research needs	5.36	24	4.93	21

## Singapore Management University Library Survey, February 2022

Mean gap scores — Position - Others

18 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Libraries to study when I need to	0.53	1	5.93	5
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.33	2	6.27	1
I can get help from library staff when I need it	0.27	3	6.20	2
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.14	4	5.71	9
Library staff provide accurate answers to my enquiries	0.14	5	6.07	4
I can find a place in the Libraries to work in a group when I need to	0.07	6	5.53	14
I am able to find information I need on the Library website	0.00	7	5.69	10
Printing, scanning and photocopying facilities in the Libraries meet my needs	0.00	7	5.73	7
The Library search engine enables me to find relevant library resources quickly	0.00	7	5.93	5
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	-0.07	10	5.64	11
Access to Library information resources helps me to achieve academic success	-0.13	11	6.13	3
The items I'm looking for on the library shelves are usually there	-0.14	12	5.50	16
When I am away from campus I can access the Library resources and services I need	-0.20	13	5.73	7
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	-0.27	14	5.53	14
Opening hours meet my needs	-0.31	15	5.56	12
The Libraries anticipate my learning and research needs	-0.43	16	4.93	21
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	-0.43	16	5.43	17
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	-0.44	18	5.56	12
Face-to-face enquiry services (e.g. Service Desks) meet my needs	-0.50	19	5.31	18
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	-0.60	20	4.93	20
The Library signage (print and digital) is clear	-0.86	21	5.29	19
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	-1.00	22	4.92	22
Books and articles I have requested from other Libraries are delivered promptly	-1.08	23	4.42	23
Library workshops, classes and consultations help me with my learning and research needs	-1.36	24	4.07	24



## Statements

## Singapore Management University Library Survey, February 2022

Top 5 importance scores by demographic

What is your major area of study or research?

Unique factor

Accountancy (425 responses)	Importance mean
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.46
I can find a quiet place in the Libraries to study when I need to	6.41
Printing, scanning and photocopying facilities in the Libraries 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	6.24
When I am away from campus I can access the Library resources and services I need	6.14
Business (1113 responses)	Importance mean
I can find a quiet place in the Libraries to study when I need to	6.45
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.43
Printing, scanning and photocopying facilities in the Libraries 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	6.24
When I am away from campus I can access the Library resources and services I need	6.13
Economics (323 responses)	Importance mean
I can find a quiet place in the Libraries to study when I need to	6.50
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.41
Printing, scanning and photocopying facilities in the Libraries 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	6.22
I can find a place in the Libraries to work in a group when I need to	6.17
Computing and Information Systems (601 responses)	Importance mean
I can find a quiet place in the Libraries to study when I need to	6.54
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.48
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.29
I can find a place in the Libraries to work in a group when I need to	6.19
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.16
Law (270 responses)	Importance mean
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.53
I can find a quiet place in the Libraries to study 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	6.49
The Library search engine enables me to find relevant library resources quickly	6.46
When I am away from campus I can access the Library resources and services I need	6.45
Social Sciences (266 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	6.49
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.47
The Library search engine enables me to find relevant library resources quickly	6.45
I can find a quiet place in the Libraries to study when I need to	6.44
When I am away from campus I can access the Library resources and services I need	6.41
Others (107 responses)	Importance mean
The Library search engine enables me to find relevant library resources quickly	6.18
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.14
Library staff provide accurate answers to my enquiries	6.14
When I am away from campus I can access the Library resources and services I need	6.09
I can get help from library staff when I need it	6.07

## Singapore Management University Library Survey, February 2022

Top 5 performance scores by demographic

What is your major area of study or research?

Unique factor

Accountancy (425 responses)	Performance mean
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.14
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.05
Library staff provide accurate answers to my enquiries	5.95
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.93
I can get help from library staff when I need it	5.92
Business (1113 responses)	Performance mean
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.11
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.05
When I am away from campus I can access the Library resources and services I need	5.94
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.92
I can get help from library staff when I need it	5.91
Economics (323 responses)	Performance mean
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.15
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.08
When I am away from campus I can access the Library resources and services I need	6.01
I can get help from library staff when I need it	6.00
Library staff provide accurate answers to my enquiries	6.00
Computing and Information Systems (601 responses)	Performance mean
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.13
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.09
When I am away from campus I can access the Library resources and services I need	5.90
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.90
I can get help from library staff when I need it	5.90
Law (270 responses)	Performance mean
Library staff provide accurate answers to my enquiries	6.12
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.11
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.07
I can get help from library staff when I need it	6.06
Opening hours meet my needs	6.01
Social Sciences (266 responses)	Performance mean
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.24
When I am away from campus I can access the Library resources and services I need	6.14
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.09
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.07
The Library search engine enables me to find relevant library resources quickly	6.06
Others (107 responses)	Performance mean
I can get help from library staff when I need it	6.00
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.93
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.93
When I am away from campus I can access the Library resources and services I need	5.86
Library staff provide accurate answers to my enquiries	5.84

## Singapore Management University Library Survey, February 2022

Top 5 gap scores by demographic

What is your major area of study or research?

Unique factor

Accountancy (425 responses)	Gap score
I can find a place in the Libraries to work in a group when I need to	1.00
I can find a quiet place in the Libraries to study when I need to	0.75
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.48
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	0.41
I am able to find information I need on the Library website	0.34
Business (1113 responses)	Gap score
I can find a place in the Libraries to work in a group when I need to	1.11
I can find a quiet place in the Libraries to study when I need to	0.82
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.55
I am able to find information I need on the Library website	0.40
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.36
Economics (323 responses)	Gap score
I can find a place in the Libraries to work in a group when I need to	1.14
I can find a quiet place in the Libraries to study when I need to	0.89
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.44
I am able to find information I need on the Library website	0.41
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.34
Computing and Information Systems (601 responses)	Gap score
I can find a place in the Libraries to work in a group when I need to	1.18
I can find a quiet place in the Libraries to study when I need to	0.90
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.55
I am able to find information I need on the Library website	0.36
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	0.35
Law (270 responses)	Gap score
I can find a place in the Libraries to work in a group when I need to	1.34
I can find a quiet place in the Libraries to study when I need to	0.95
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.75
When I am away from campus I can access the Library resources and services I need	0.63
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.61
Social Sciences (266 responses)	Gap score
I can find a place in the Libraries 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	0.77
I can find a quiet place in the Libraries to study when I need to	0.77
I am able to find information I need on the Library website	0.48
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.42
Others (107 responses)	Gap score
The Library search engine enables me to find relevant library resources quickly	0.61
I am able to find information I need on the Library website	0.53
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.51
The items I'm looking for on the library shelves are usually there	0.39
I can find a quiet place in the Libraries to study when I need to	0.32

## Singapore Management University Library Survey, February 2022

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

425 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.46	Printing, scanning and photocopying facilities in the Libraries meet my needs	6.14	I can find a place in the Libraries to work in a group when I need to	5.07	I can find a place in the Libraries to work in a group when I need to	1.00
I can find a quiet place in the Libraries to study when I need to	6.41	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.05	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.26	I can find a quiet place in the Libraries to study when I need to	0.75
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.38	Library staff provide accurate answers to my enquiries	5.95	The Libraries anticipate my learning and research needs	5.49	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.48
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research 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	5.93	Library workshops, classes and consultations help me with my learning and research needs	5.50	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	0.41
When I am away from campus I can access the Library resources and services I need	6.14	I can get help from library staff when I need it	5.92	I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.53	I am able to find information I need on the Library website	0.34
The Library search engine enables me to find relevant library resources quickly	6.09	Opening hours meet my needs	5.92	I am able to find information I need on the Library website	5.61	Course specific resources (e.g. textbooks, readings) meet my learning needs	0.34
Opening hours meet my needs	6.09	When I am away from campus I can access the Library resources and services I need	5.87	Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.63	The Library search engine enables me to find relevant library resources quickly	0.31
I can find a place in the Libraries to work in a group when I need to	6.07	Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.86	I can find a quiet place in the Libraries to study when I need to	5.66	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.31
Course specific resources (e.g. textbooks, readings) meet my learning needs	6.06	Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.85	Books and articles I have requested from other Libraries are delivered promptly	5.68	When I am away from campus I can access the Library resources and services I need	0.26
Library staff provide accurate answers to my enquiries	6.01	Access to Library information resources helps me to achieve academic success	5.83	The Library signage (print and digital) is clear	5.71	Printing, scanning and photocopying facilities in the Libraries meet my needs	0.25



## Singapore Management University Library Survey, February 2022

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

425 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.46	1	6.05	2
I can find a quiet place in the Libraries to study when I need to	6.41	2	5.66	17
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.38	3	6.14	1
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.24	4	5.93	4
When I am away from campus I can access the Library resources and services I need	6.14	5	5.87	7
The Library search engine enables me to find relevant library resources quickly	6.09	6	5.78	11
Opening hours meet my needs	6.09	7	5.92	6
I can find a place in the Libraries to work in a group when I need to	6.07	8	5.07	24
Course specific resources (e.g. textbooks, readings) meet my learning needs	6.06	9	5.72	13
Library staff provide accurate answers to my enquiries	6.01	10	5.95	3
I am able to find information I need on the Library website	5.96	11	5.61	19
Access to Library information resources helps me to achieve academic success	5.89	12	5.83	10
I can get help from library staff when I need it	5.88	13	5.92	5
The items I'm looking for on the library shelves are usually there	5.83	14	5.71	14
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.77	15	5.86	8
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.74	16	5.26	23
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.71	17	5.85	9
Books and articles I have requested from other Libraries are delivered promptly	5.64	18	5.68	16
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.60	19	5.74	12
The Library signage (print and digital) is clear	5.47	20	5.71	15
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.46	21	5.63	18
The Libraries anticipate my learning and research needs	5.42	22	5.49	22
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.17	23	5.53	20
Library workshops, classes and consultations help me with my learning and research needs	5.06	24	5.50	21

## Singapore Management University Library Survey, February 2022

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

425 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.14	1	6.38	3
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.05	2	6.46	1
Library staff provide accurate answers to my enquiries	5.95	3	6.01	10
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.93	4	6.24	4
I can get help from library staff when I need it	5.92	5	5.88	13
Opening hours meet my needs	5.92	6	6.09	7
When I am away from campus I can access the Library resources and services I need	5.87	7	6.14	5
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.86	8	5.77	15
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.85	9	5.71	17
Access to Library information resources helps me to achieve academic success	5.83	10	5.89	12
The Library search engine enables me to find relevant library resources quickly	5.78	11	6.09	6
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.74	12	5.60	19
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.72	13	6.06	9
The items I'm looking for on the library shelves are usually there	5.71	14	5.83	14
The Library signage (print and digital) is clear	5.71	15	5.47	20
Books and articles I have requested from other Libraries are delivered promptly	5.68	16	5.64	18
I can find a quiet place in the Libraries to study when I need to	5.66	17	6.41	2
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.63	18	5.46	21
I am able to find information I need on the Library website	5.61	19	5.96	11
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.53	20	5.17	23
Library workshops, classes and consultations help me with my learning and research needs	5.50	21	5.06	24
The Libraries anticipate my learning and research needs	5.49	22	5.42	22
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.26	23	5.74	16
I can find a place in the Libraries to work in a group when I need to	5.07	24	6.07	8

## Singapore Management University Library Survey, February 2022

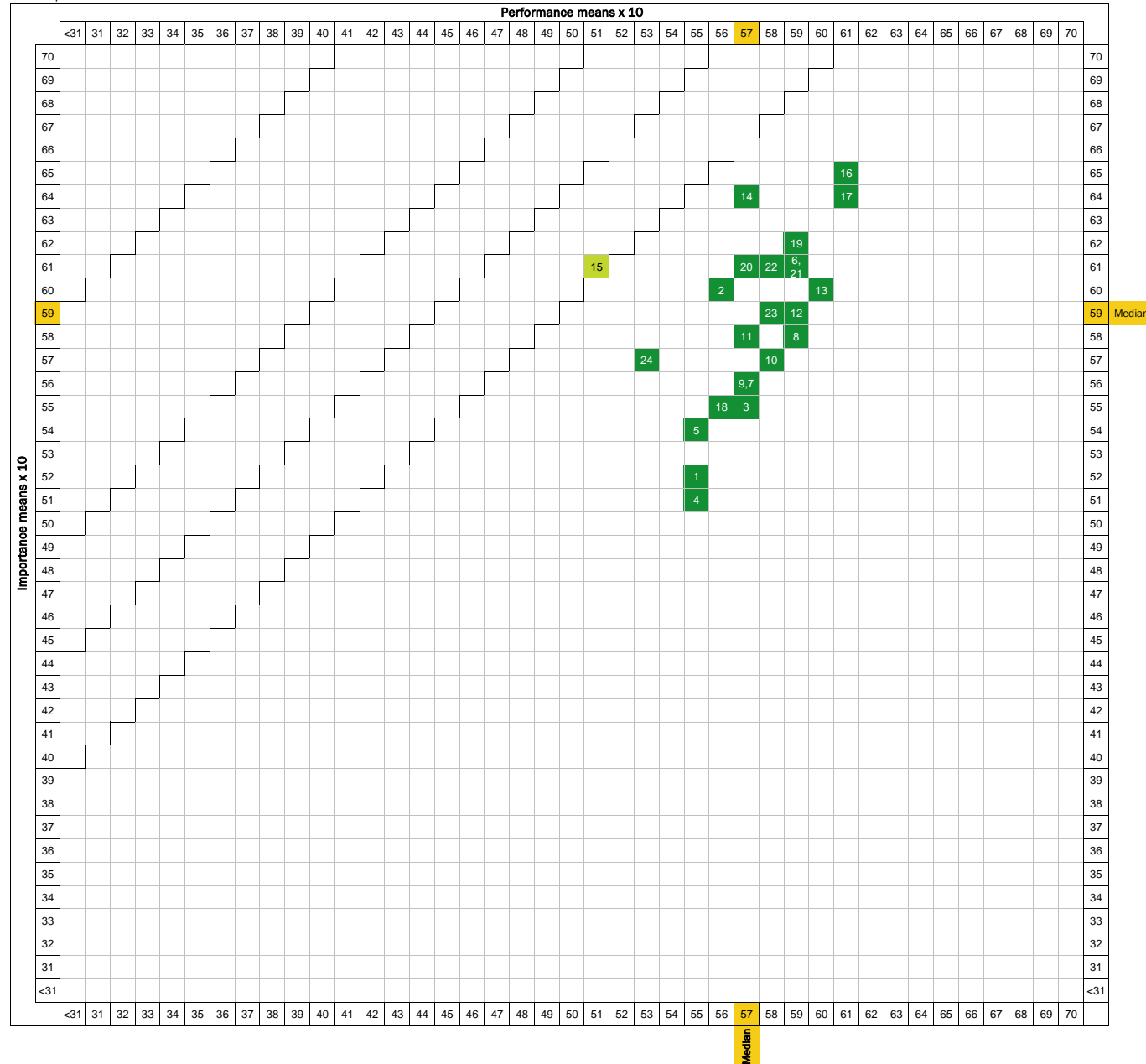
Mean gap scores — What is your major area of study or research? - Accountancy

425 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a place in the Libraries to work in a group when I need to	1.00	1	6.07	8
I can find a quiet place in the Libraries to study when I need to	0.75	2	6.41	2
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.48	3	5.74	16
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	0.41	4	6.46	1
I am able to find information I need on the Library website	0.34	5	5.96	11
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.34	6	6.06	9
The Library search engine enables me to find relevant library resources quickly	0.31	7	6.09	6
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.31	8	6.24	4
When I am away from campus I can access the Library resources and services I need	0.26	9	6.14	5
Printing, scanning and photocopying facilities in the Libraries meet my needs	0.25	10	6.38	3
Opening hours meet my needs	0.17	11	6.09	7
The items I'm looking for on the library shelves are usually there	0.12	12	5.83	14
Access to Library information resources helps me to achieve academic success	0.06	13	5.89	12
Library staff provide accurate answers to my enquiries	0.05	14	6.01	10
Books and articles I have requested from other Libraries are delivered promptly	-0.04	15	5.64	18
I can get help from library staff when I need it	-0.04	16	5.88	13
The Libraries anticipate my learning and research needs	-0.07	17	5.42	22
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	-0.09	18	5.77	15
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	-0.14	19	5.60	19
Face-to-face enquiry services (e.g. Service Desks) meet my needs	-0.14	20	5.71	17
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	-0.18	21	5.46	21
The Library signage (print and digital) is clear	-0.24	22	5.47	20
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	-0.35	23	5.17	23
Library workshops, classes and consultations help me with my learning and research needs	-0.44	24	5.06	24

# Singapore Management University Library Survey, February 2022

Best practice categories gap grid – What is your major area of study or research? - Accountancy  
425 responses



Statements	
1	I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)
2	I am able to find information I need on the Library website
3	The Library signage (print and digital) is clear
4	Library workshops, classes and consultations help me with my learning and research needs
5	The Libraries anticipate 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 services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs
9	Online enquiry services (e.g. email, "Ask Library" chat) meet my needs
10	Face-to-face enquiry services (e.g. Service Desks) meet my needs
11	The items I'm looking for on the library shelves are usually there
12	I can get help from library staff when I need it
13	Library staff provide accurate answers to my enquiries
14	I can find a quiet place in the Libraries to study when I need to
15	I can find a place in the Libraries to work in a group when I need to
16	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs
17	Printing, scanning and photocopying facilities in the Libraries meet my needs
18	Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs
19	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
20	Course specific resources (e.g. textbooks, readings) meet my learning needs
21	When I am away from campus I can access the Library resources and services I need
22	The Library search engine enables me to find relevant library resources quickly
23	Access to Library information resources helps me to achieve academic success
24	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

## Singapore Management University Library Survey, February 2022

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

1113 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 Libraries to study when I need to	6.45	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.11	I can find a place in the Libraries to work in a group when I need to	5.02	I can find a place in the Libraries to work in a group when I need to	1.11
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.43	Printing, scanning and photocopying facilities in the Libraries meet my needs	6.05	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.26	I can find a quiet place in the Libraries to study when I need to	0.82
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.30	When I am away from campus I can access the Library resources and services I need	5.94	The Libraries anticipate my learning and research needs	5.41	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	6.24	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 (e.g. through web announcements, emails, print and digital library signage)	5.42	I am able to find information I need on the Library website	0.40
When I am away from campus I can access the Library resources and services I need	6.13	I can get help from library staff when I need it	5.91	Library workshops, classes and consultations help me with my learning and research needs	5.43	Course specific resources (e.g. textbooks, readings) meet my learning needs	0.36
The Library search engine enables me to find relevant library resources quickly	6.13	Library staff provide accurate answers to my enquiries	5.90	Books and articles I have requested from other Libraries are delivered promptly	5.51	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.32
I can find a place in the Libraries to work in a group when I need to	6.13	Opening hours meet my needs	5.84	I am able to find information I need on the Library website	5.51	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	0.31
Opening hours meet my needs	6.11	The Library search engine enables me to find relevant library resources quickly	5.83	The items I'm looking for on the library shelves are usually there	5.55	The Library search engine enables me to find relevant library resources quickly	0.30
Course specific resources (e.g. textbooks, readings) meet my learning needs	6.07	Access to Library information resources helps me to achieve academic success	5.83	I can find a quiet place in the Libraries to study when I need to	5.63	Opening hours meet my needs	0.26
Library staff provide accurate answers to my enquiries	5.92	Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.73	Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.66	Printing, scanning and photocopying facilities in the Libraries meet my needs	0.24

## Singapore Management University Library Survey, February 2022

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

1113 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Libraries to study when I need to	6.45	1	5.63	16
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.43	2	6.11	1
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.30	3	6.05	2
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.24	4	5.92	4
When I am away from campus I can access the Library resources and services I need	6.13	5	5.94	3
The Library search engine enables me to find relevant library resources quickly	6.13	6	5.83	8
I can find a place in the Libraries to work in a group when I need to	6.13	7	5.02	24
Opening hours meet my needs	6.11	8	5.84	7
Course specific resources (e.g. textbooks, readings) meet my learning needs	6.07	9	5.71	12
Library staff provide accurate answers to my enquiries	5.92	10	5.90	6
Access to Library information resources helps me to achieve academic success	5.92	11	5.83	9
I am able to find information I need on the Library website	5.92	12	5.51	18
I can get help from library staff when I need it	5.90	13	5.91	5
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.80	14	5.26	23
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.61	15	5.73	11
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.59	16	5.70	13
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.55	17	5.73	10
The items I'm looking for on the library shelves are usually there	5.55	18	5.55	17
The Library signage (print and digital) is clear	5.54	19	5.68	14
The Libraries anticipate my learning and research needs	5.45	20	5.41	22
Books and articles I have requested from other Libraries are delivered promptly	5.40	21	5.51	19
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.30	22	5.66	15
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.07	23	5.42	21
Library workshops, classes and consultations help me with my learning and research needs	5.03	24	5.43	20

## Singapore Management University Library Survey, February 2022

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

1113 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.11	1	6.43	2
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.05	2	6.30	3
When I am away from campus I can access the Library resources and services I need	5.94	3	6.13	5
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.92	4	6.24	4
I can get help from library staff when I need it	5.91	5	5.90	13
Library staff provide accurate answers to my enquiries	5.90	6	5.92	10
Opening hours meet my needs	5.84	7	6.11	8
The Library search engine enables me to find relevant library resources quickly	5.83	8	6.13	6
Access to Library information resources helps me to achieve academic success	5.83	9	5.92	11
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.73	10	5.55	17
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.73	11	5.61	15
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.71	12	6.07	9
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.70	13	5.59	16
The Library signage (print and digital) is clear	5.68	14	5.54	19
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.66	15	5.30	22
I can find a quiet place in the Libraries to study when I need to	5.63	16	6.45	1
The items I'm looking for on the library shelves are usually there	5.55	17	5.55	18
I am able to find information I need on the Library website	5.51	18	5.92	12
Books and articles I have requested from other Libraries are delivered promptly	5.51	19	5.40	21
Library workshops, classes and consultations help me with my learning and research needs	5.43	20	5.03	24
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.42	21	5.07	23
The Libraries anticipate my learning and research needs	5.41	22	5.45	20
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.26	23	5.80	14
I can find a place in the Libraries to work in a group when I need to	5.02	24	6.13	7

# Singapore Management University Library Survey, February 2022

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

1113 responses

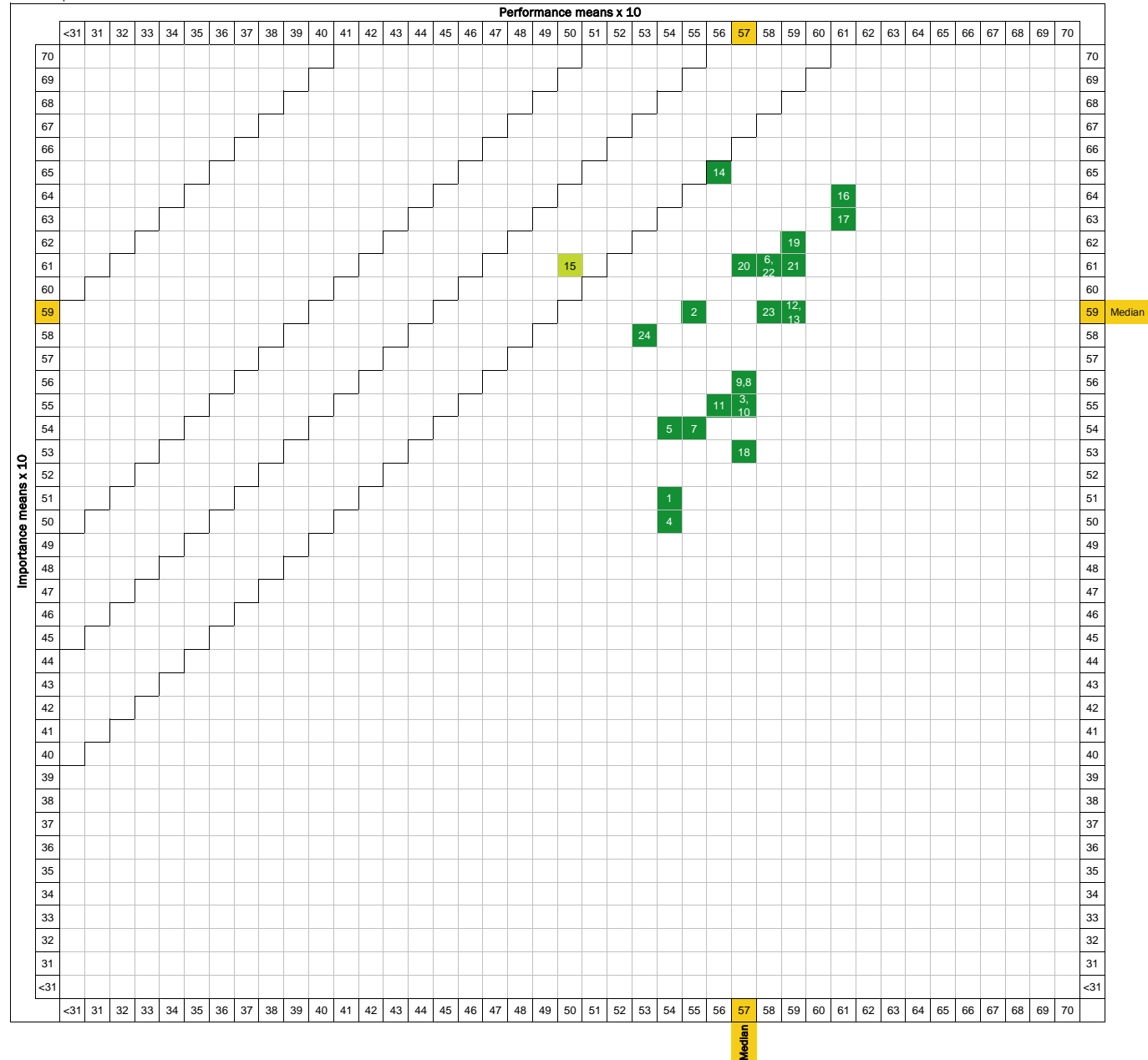
	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a place in the Libraries to work in a group when I need to	1.11	1	6.13	7
I can find a quiet place in the Libraries to study when I need to	0.82	2	6.45	1
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.55	3	5.80	14
I am able to find information I need on the Library website	0.40	4	5.92	12
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.36	5	6.07	9
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.32	6	6.24	4
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	0.31	7	6.43	2
The Library search engine enables me to find relevant library resources quickly	0.30	8	6.13	6
Opening hours meet my needs	0.26	9	6.11	8
Printing, scanning and photocopying facilities in the Libraries meet my needs	0.24	10	6.30	3
When I am away from campus I can access the Library resources and services I need	0.19	11	6.13	5
Access to Library information resources helps me to achieve academic success	0.09	12	5.92	11
The Libraries anticipate my learning and research needs	0.03	13	5.45	20
Library staff provide accurate answers to my enquiries	0.02	14	5.92	10
The items I'm looking for on the library shelves are usually there	-0.01	15	5.55	18
I can get help from library staff when I need it	-0.01	16	5.90	13
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	-0.11	17	5.59	16
Books and articles I have requested from other Libraries are delivered promptly	-0.11	18	5.40	21
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	-0.12	19	5.61	15
The Library signage (print and digital) is clear	-0.14	20	5.54	19
Face-to-face enquiry services (e.g. Service Desks) meet my needs	-0.18	21	5.55	17
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	-0.34	22	5.07	23
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	-0.35	23	5.30	22
Library workshops, classes and consultations help me with my learning and research needs	-0.40	24	5.03	24



## Singapore Management University Library Survey, February 2022

Best practice categories gap grid – What is your major area of study or research? - Business

1113 responses



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

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Statements	
1	I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)
2	I am able to find information I need on the Library website
3	The Library signage (print and digital) is clear
4	Library workshops, classes and consultations help me with my learning and research needs
5	The Libraries anticipate 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 services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs
9	Online enquiry services (e.g. email, "Ask Library" chat) meet my needs
10	Face-to-face enquiry services (e.g. Service Desks) meet my needs
11	The items I'm looking for on the library shelves are usually there
12	I can get help from library staff when I need it
13	Library staff provide accurate answers to my enquiries
14	I can find a quiet place in the Libraries to study when I need to
15	I can find a place in the Libraries to work in a group when I need to
16	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs
17	Printing, scanning and photocopying facilities in the Libraries meet my needs
18	Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs
19	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
20	Course specific resources (e.g. textbooks, readings) meet my learning needs
21	When I am away from campus I can access the Library resources and services I need
22	The Library search engine enables me to find relevant library resources quickly
23	Access to Library information resources helps me to achieve academic success
24	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

## Singapore Management University Library Survey, February 2022

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

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 find a quiet place in the Libraries to study when I need to	6.50	Printing, scanning and photocopying facilities in the Libraries meet my needs	6.15	I can find a place in the Libraries to work in a group when I need to	5.03	I can find a place in the Libraries to work in a group when I need to	1.14
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.41	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.08	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.37	I can find a quiet place in the Libraries to study when I need to	0.89
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.33	When I am away from campus I can access the Library resources and services I need	6.01	I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.42	Course specific resources (e.g. textbooks, readings) meet my learning needs	0.44
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.22	I can get help from library staff when I need it	6.00	The Libraries anticipate my learning and research needs	5.44	I am able to find information I need on the Library website	0.41
I can find a place in the Libraries to work in a group when I need to	6.17	Library staff provide accurate answers to my enquiries	6.00	Library workshops, classes and consultations help me with my learning and research needs	5.53	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.34
The Library search engine enables me to find relevant library resources quickly	6.16	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.00	Course specific resources (e.g. textbooks, readings) meet my learning needs	5.58	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	0.33
When I am away from campus I can access the Library resources and services I need	6.13	Opening hours meet my needs	5.94	Books and articles I have requested from other Libraries are delivered promptly	5.59	The Library search engine enables me to find relevant library resources quickly	0.23
I am able to find information I need on the Library website	6.07	The Library search engine enables me to find relevant library resources quickly	5.93	I can find a quiet place in the Libraries to study when I need to	5.61	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.22
Opening hours meet my needs	6.05	Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.86	Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.63	Printing, scanning and photocopying facilities in the Libraries meet my needs	0.18

Course specific resources (e.g. textbooks, readings) meet my learning needs	6.01	Access to Library information resources helps me to achieve academic success	5.85	I am able to find information I need on the Library website	5.66	When I am away from campus I can access the Library resources and services I need	0.12
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## Singapore Management University Library Survey, February 2022

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

323 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Libraries to study when I need to	6.50	1	5.61	17
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.41	2	6.08	2
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.33	3	6.15	1
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.22	4	6.00	5
I can find a place in the Libraries to work in a group when I need to	6.17	5	5.03	24
The Library search engine enables me to find relevant library resources quickly	6.16	6	5.93	8
When I am away from campus I can access the Library resources and services I need	6.13	7	6.01	3
I am able to find information I need on the Library website	6.07	8	5.66	15
Opening hours meet my needs	6.05	9	5.94	7
Course specific resources (e.g. textbooks, readings) meet my learning needs	6.01	10	5.58	19
Library staff provide accurate answers to my enquiries	5.98	11	6.00	5
I can get help from library staff when I need it	5.97	12	6.00	4
Access to Library information resources helps me to achieve academic success	5.96	13	5.85	10
The items I'm looking for on the library shelves are usually there	5.73	14	5.69	12
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.71	15	5.37	23
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.61	16	5.86	9
The Library signage (print and digital) is clear	5.51	17	5.67	14
The Libraries anticipate my learning and research needs	5.49	18	5.44	21
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.46	19	5.70	11
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.44	20	5.68	13
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.44	21	5.63	16
Books and articles I have requested from other Libraries are delivered promptly	5.30	22	5.59	18
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.20	23	5.42	22
Library workshops, classes and consultations help me with my learning and research needs	5.15	24	5.53	20

## Singapore Management University Library Survey, February 2022

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

323 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.15	1	6.33	3
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.08	2	6.41	2
When I am away from campus I can access the Library resources and services I need	6.01	3	6.13	7
I can get help from library staff when I need it	6.00	4	5.97	12
Library staff provide accurate answers to my enquiries	6.00	5	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	6.00	5	6.22	4
Opening hours meet my needs	5.94	7	6.05	9
The Library search engine enables me to find relevant library resources quickly	5.93	8	6.16	6
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.86	9	5.61	16
Access to Library information resources helps me to achieve academic success	5.85	10	5.96	13
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.70	11	5.46	19
The items I'm looking for on the library shelves are usually there	5.69	12	5.73	14
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.68	13	5.44	20
The Library signage (print and digital) is clear	5.67	14	5.51	17
I am able to find information I need on the Library website	5.66	15	6.07	8
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.63	16	5.44	21
I can find a quiet place in the Libraries to study when I need to	5.61	17	6.50	1
Books and articles I have requested from other Libraries are delivered promptly	5.59	18	5.30	22
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.58	19	6.01	10
Library workshops, classes and consultations help me with my learning and research needs	5.53	20	5.15	24
The Libraries anticipate my learning and research needs	5.44	21	5.49	18
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.42	22	5.20	23
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.37	23	5.71	15
I can find a place in the Libraries to work in a group when I need to	5.03	24	6.17	5

## Singapore Management University Library Survey, February 2022

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

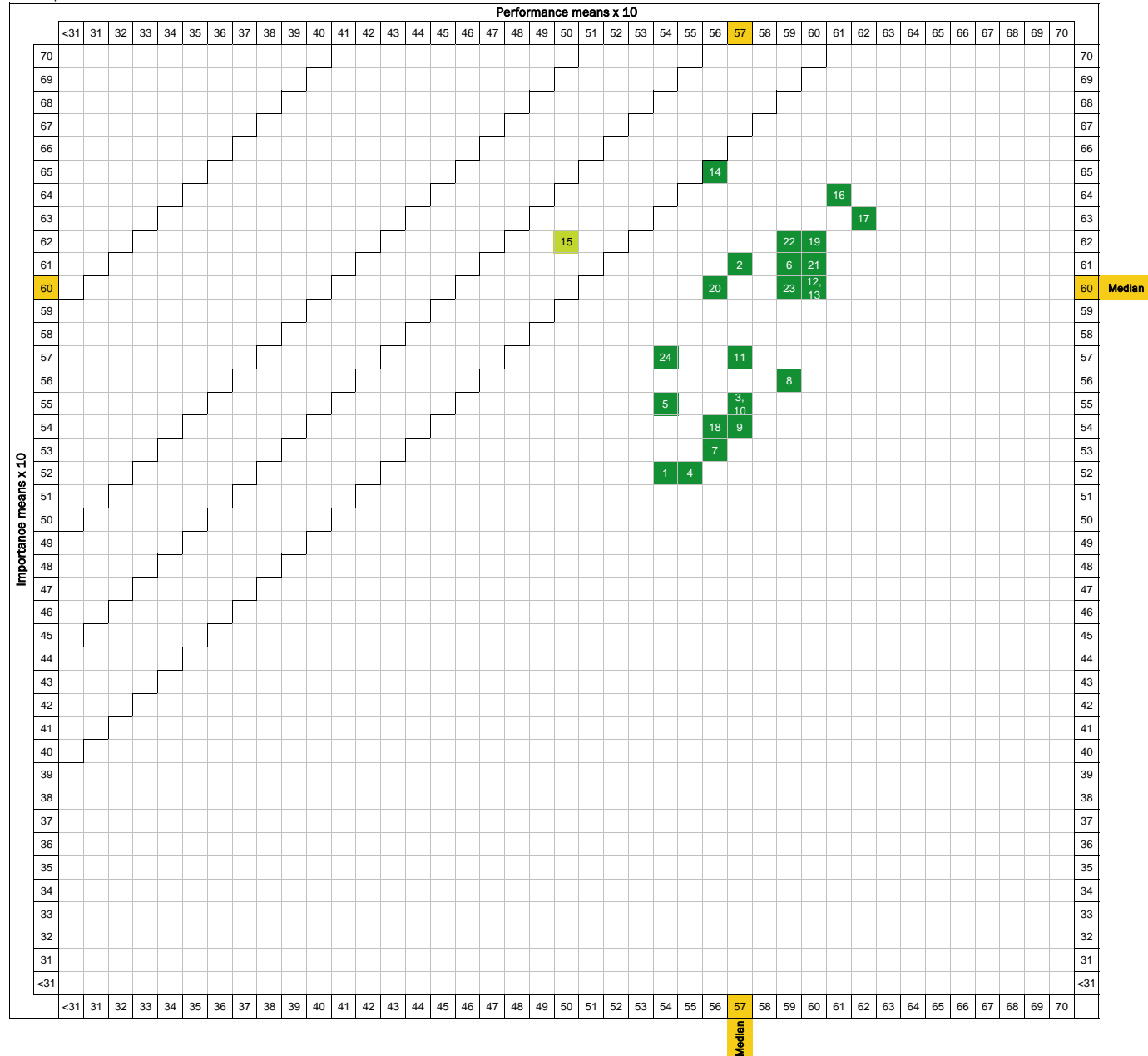
323 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a place in the Libraries to work in a group when I need to	1.14	1	6.17	5
I can find a quiet place in the Libraries to study when I need to	0.89	2	6.50	1
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.44	3	6.01	10
I am able to find information I need on the Library website	0.41	4	6.07	8
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.34	5	5.71	15
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	0.33	6	6.41	2
The Library search engine enables me to find relevant library resources quickly	0.23	7	6.16	6
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	6.22	4
Printing, scanning and photocopying facilities in the Libraries meet my needs	0.18	9	6.33	3
When I am away from campus I can access the Library resources and services I need	0.12	10	6.13	7
Opening hours meet my needs	0.11	11	6.05	9
Access to Library information resources helps me to achieve academic success	0.10	12	5.96	13
The Libraries anticipate my learning and research needs	0.05	13	5.49	18
The items I'm looking for on the library shelves are usually there	0.05	14	5.73	14
Library staff provide accurate answers to my enquiries	-0.02	15	5.98	11
I can get help from library staff when I need it	-0.04	16	5.97	12
The Library signage (print and digital) is clear	-0.15	17	5.51	17
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	-0.19	18	5.44	21
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	-0.23	19	5.20	23
Face-to-face enquiry services (e.g. Service Desks) meet my needs	-0.24	20	5.46	19
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	-0.24	21	5.44	20
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	-0.25	22	5.61	16
Books and articles I have requested from other Libraries are delivered promptly	-0.29	23	5.30	22
Library workshops, classes and consultations help me with my learning and research needs	-0.38	24	5.15	24

# Singapore Management University Library Survey, February 2022

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

323 responses



Statements	
1	I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)
2	I am able to find information I need on the Library website
3	The Library signage (print and digital) is clear
4	Library workshops, classes and consultations help me with my learning and research needs
5	The Libraries anticipate 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 services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs
9	Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs
10	Face-to-face enquiry services (e.g. Service Desks) meet my needs
11	The items I'm looking for on the library shelves are usually there
12	I can get help from library staff when I need it
13	Library staff provide accurate answers to my enquiries
14	I can find a quiet place in the Libraries to study when I need to
15	I can find a place in the Libraries to work in a group when I need to
16	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs
17	Printing, scanning and photocopying facilities in the Libraries meet my needs
18	Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs
19	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
20	Course specific resources (e.g. textbooks, readings) meet my learning needs
21	When I am away from campus I can access the Library resources and services I need
22	The Library search engine enables me to find relevant library resources quickly
23	Access to Library information resources helps me to achieve academic success
24	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

## Singapore Management University Library Survey, February 2022

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

601 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 Libraries to study when I need to	6.54	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.13	I can find a place in the Libraries to work in a group when I need to	5.01	I can find a place in the Libraries to work in a group when I need to	1.18
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.48	Printing, scanning and photocopying facilities in the Libraries meet my needs	6.09	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 Libraries to study when I need to	0.90
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.29	When I am away from campus I can access the Library resources and services I need	5.90	I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.40	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.55
I can find a place in the Libraries to work in a group when I need to	6.19	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.90	The Libraries anticipate my learning and research needs	5.45	I am able to find information I need on the Library website	0.36
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.16	I can get help from library staff when I need it	5.90	Books and articles I have requested from other Libraries are delivered promptly	5.54	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	0.35
When I am away from campus I can access the Library resources and services I need	6.11	Library staff provide accurate answers to my enquiries	5.89	I am able to find information I need on the Library website	5.55	The Library search engine enables me to find relevant library resources quickly	0.31
Opening hours meet my needs	6.10	Opening hours meet my needs	5.88	Library workshops, classes and consultations help me with my learning and research needs	5.55	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.26
The Library search engine enables me to find relevant library resources quickly	6.07	Access to Library information resources helps me to achieve academic success	5.80	The items I'm looking for on the library shelves are usually there	5.57	Course specific resources (e.g. textbooks, readings) meet my learning needs	0.25
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.97	Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.78	The Library signage (print and digital) is clear	5.62	Opening hours meet my needs	0.22
I am able to find information I need on the Library website	5.91	The Library search engine enables me to find relevant library resources quickly	5.76	I can find a quiet place in the Libraries to study when I need to	5.64	When I am away from campus I can access the Library resources and services I need	0.20



## Singapore Management University Library Survey, February 2022

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

601 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Libraries to study when I need to	6.54	1	5.64	15
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.48	2	6.13	1
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.29	3	6.09	2
I can find a place in the Libraries to work in a group when I need to	6.19	4	5.01	24
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.16	5	5.90	4
When I am away from campus I can access the Library resources and services I need	6.11	6	5.90	3
Opening hours meet my needs	6.10	7	5.88	7
The Library search engine enables me to find relevant library resources quickly	6.07	8	5.76	10
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.97	9	5.72	11
I am able to find information I need on the Library website	5.91	10	5.55	19
Library staff provide accurate answers to my enquiries	5.89	11	5.89	6
I can get help from library staff when I need it	5.84	12	5.90	5
Access to Library information resources helps me to achieve academic success	5.83	13	5.80	8
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.73	14	5.18	23
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.68	15	5.78	9
The items I'm looking for on the library shelves are usually there	5.63	16	5.57	17
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.56	17	5.66	13
Books and articles I have requested from other Libraries are delivered promptly	5.48	18	5.54	20
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.46	19	5.68	12
The Library signage (print and digital) is clear	5.45	20	5.62	16
The Libraries anticipate my learning and research needs	5.41	21	5.45	21
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.33	22	5.65	14
Library workshops, classes and consultations help me with my learning and research needs	5.16	23	5.55	18
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.08	24	5.40	22

# Singapore Management University Library Survey, February 2022

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

601 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.13	1	6.48	2
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.09	2	6.29	3
When I am away from campus I can access the Library resources and services I need	5.90	3	6.11	6
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.90	4	6.16	5
I can get help from library staff when I need it	5.90	5	5.84	12
Library staff provide accurate answers to my enquiries	5.89	6	5.89	11
Opening hours meet my needs	5.88	7	6.10	7
Access to Library information resources helps me to achieve academic success	5.80	8	5.83	13
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.78	9	5.68	15
The Library search engine enables me to find relevant library resources quickly	5.76	10	6.07	8
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.72	11	5.97	9
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.68	12	5.46	19
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.66	13	5.56	17
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.65	14	5.33	22
I can find a quiet place in the Libraries to study when I need to	5.64	15	6.54	1
The Library signage (print and digital) is clear	5.62	16	5.45	20
The items I'm looking for on the library shelves are usually there	5.57	17	5.63	16
Library workshops, classes and consultations help me with my learning and research needs	5.55	18	5.16	23
I am able to find information I need on the Library website	5.55	19	5.91	10
Books and articles I have requested from other Libraries are delivered promptly	5.54	20	5.48	18
The Libraries anticipate my learning and research needs	5.45	21	5.41	21
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.40	22	5.08	24
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.18	23	5.73	14
I can find a place in the Libraries to work in a group when I need to	5.01	24	6.19	4

# Singapore Management University Library Survey, February 2022

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

601 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a place in the Libraries to work in a group when I need to	1.18	1	6.19	4
I can find a quiet place in the Libraries to study when I need to	0.90	2	6.54	1
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.55	3	5.73	14
I am able to find information I need on the Library website	0.36	4	5.91	10
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	0.35	5	6.48	2
The Library search engine enables me to find relevant library resources quickly	0.31	6	6.07	8
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.26	7	6.16	5
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.25	8	5.97	9
Opening hours meet my needs	0.22	9	6.10	7
When I am away from campus I can access the Library resources and services I need	0.20	10	6.11	6
Printing, scanning and photocopying facilities in the Libraries meet my needs	0.20	11	6.29	3
The items I'm looking for on the library shelves are usually there	0.07	12	5.63	16
Access to Library information resources helps me to achieve academic success	0.03	13	5.83	13
Library staff provide accurate answers to my enquiries	0.00	14	5.89	11
The Libraries anticipate my learning and research needs	-0.04	15	5.41	21
Books and articles I have requested from other Libraries are delivered promptly	-0.06	16	5.48	18
I can get help from library staff when I need it	-0.06	17	5.84	12
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	-0.09	18	5.68	15
Face-to-face enquiry services (e.g. Service Desks) meet my needs	-0.10	19	5.56	17
The Library signage (print and digital) is clear	-0.17	20	5.45	20
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	-0.21	21	5.46	19
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	-0.31	22	5.33	22
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	-0.32	23	5.08	24
Library workshops, classes and consultations help me with my learning and research needs	-0.40	24	5.16	23



## Singapore Management University Library Survey, February 2022

Top 10 factors — What is your major area of study or research? - Law

270 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.53	Library staff provide accurate answers to my enquiries	6.12	I can find a place in the Libraries to work in a group when I need to	4.95	I can find a place in the Libraries to work in a group when I need to	1.34
I can find a quiet place in the Libraries to study when I need to	6.52	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.11	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.21	I can find a quiet place in the Libraries to study when I need to	0.95
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research 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	6.07	The Libraries anticipate my learning and research needs	5.51	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.75
The Library search engine enables me to find relevant library resources quickly	6.46	I can get help from library staff when I need it	6.06	Library workshops, classes and consultations help me with my learning and research needs	5.52	When I am away from campus I can access the Library resources and services I need	0.63
When I am away from campus I can access the Library resources and services I need	6.45	Opening hours meet my needs	6.01	I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.56	Course specific resources (e.g. textbooks, readings) meet my learning needs	0.61
Course specific resources (e.g. textbooks, readings) meet my learning needs	6.40	Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	6.00	I can find a quiet place in the Libraries to study when I need to	5.58	The Library search engine enables me to find relevant library resources quickly	0.59
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.39	Printing, scanning and photocopying facilities in the Libraries meet my needs	5.98	Books and articles I have requested from other Libraries are delivered promptly	5.68	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	0.42
Access to Library information resources helps me to achieve academic success	6.36	Access to Library information resources helps me to achieve academic success	5.96	I am able to find information I need on the Library website	5.75	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.42
Opening hours meet my needs	6.30	Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.92	Course specific resources (e.g. textbooks, readings) meet my learning needs	5.79	I am able to find information I need on the Library website	0.41
I can find a place in the Libraries to work in a group when I need to	6.28	The Library search engine enables me to find relevant library resources quickly	5.88	The items I'm looking for on the library shelves are usually there	5.81	Printing, scanning and photocopying facilities in the Libraries meet my needs	0.40

## Singapore Management University Library Survey, February 2022

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

270 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.53	1	6.11	2
I can find a quiet place in the Libraries to study when I need to	6.52	2	5.58	19
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.49	3	6.07	3
The Library search engine enables me to find relevant library resources quickly	6.46	4	5.88	10
When I am away from campus I can access the Library resources and services I need	6.45	5	5.82	14
Course specific resources (e.g. textbooks, readings) meet my learning needs	6.40	6	5.79	16
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.39	7	5.98	7
Access to Library information resources helps me to achieve academic success	6.36	8	5.96	8
Opening hours meet my needs	6.30	9	6.01	5
I can find a place in the Libraries to work in a group when I need to	6.28	10	4.95	24
I am able to find information I need on the Library website	6.16	11	5.75	17
Library staff provide accurate answers to my enquiries	6.13	12	6.12	1
The items I'm looking for on the library shelves are usually there	6.07	13	5.81	15
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	6.05	14	6.00	6
I can get help from library staff when I need it	6.00	15	6.06	4
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.96	16	5.21	23
Books and articles I have requested from other Libraries are delivered promptly	5.83	17	5.68	18
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.69	18	5.92	9
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.68	19	5.83	13
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.63	20	5.87	11
The Libraries anticipate my learning and research needs	5.59	21	5.51	22
The Library signage (print and digital) is clear	5.45	22	5.84	12
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	4.73	23	5.56	20
Library workshops, classes and consultations help me with my learning and research needs	4.73	24	5.52	21

## Singapore Management University Library Survey, February 2022

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

270 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Library staff provide accurate answers to my enquiries	6.12	1	6.13	12
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.11	2	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	6.07	3	6.49	3
I can get help from library staff when I need it	6.06	4	6.00	15
Opening hours meet my needs	6.01	5	6.30	9
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	6.00	6	6.05	14
Printing, scanning and photocopying facilities in the Libraries meet my needs	5.98	7	6.39	7
Access to Library information resources helps me to achieve academic success	5.96	8	6.36	8
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.92	9	5.69	18
The Library search engine enables me to find relevant library resources quickly	5.88	10	6.46	4
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.87	11	5.63	20
The Library signage (print and digital) is clear	5.84	12	5.45	22
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.83	13	5.68	19
When I am away from campus I can access the Library resources and services I need	5.82	14	6.45	5
The items I'm looking for on the library shelves are usually there	5.81	15	6.07	13
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.79	16	6.40	6
I am able to find information I need on the Library website	5.75	17	6.16	11
Books and articles I have requested from other Libraries are delivered promptly	5.68	18	5.83	17
I can find a quiet place in the Libraries to study when I need to	5.58	19	6.52	2
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.56	20	4.73	23
Library workshops, classes and consultations help me with my learning and research needs	5.52	21	4.73	24
The Libraries anticipate my learning and research needs	5.51	22	5.59	21
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.21	23	5.96	16
I can find a place in the Libraries to work in a group when I need to	4.95	24	6.28	10

## Singapore Management University Library Survey, February 2022

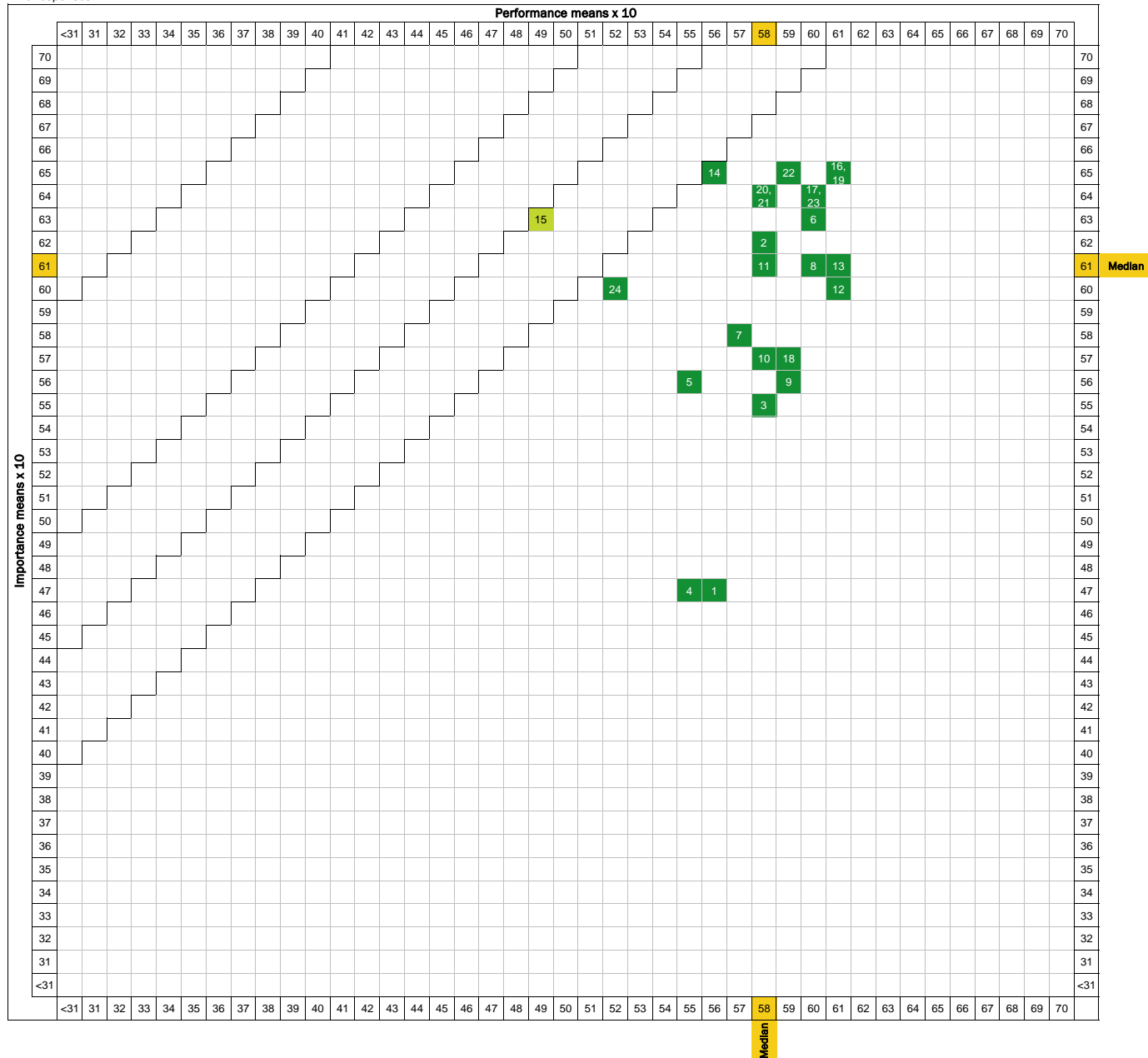
Mean gap scores — What is your major area of study or research? - Law

270 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a place in the Libraries to work in a group when I need to	1.34	1	6.28	10
I can find a quiet place in the Libraries to study when I need to	0.95	2	6.52	2
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.75	3	5.96	16
When I am away from campus I can access the Library resources and services I need	0.63	4	6.45	5
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.61	5	6.40	6
The Library search engine enables me to find relevant library resources quickly	0.59	6	6.46	4
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	0.42	7	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	0.42	8	6.49	3
I am able to find information I need on the Library website	0.41	9	6.16	11
Printing, scanning and photocopying facilities in the Libraries meet my needs	0.40	10	6.39	7
Access to Library information resources helps me to achieve academic success	0.40	11	6.36	8
Opening hours meet my needs	0.29	12	6.30	9
The items I'm looking for on the library shelves are usually there	0.26	13	6.07	13
Books and articles I have requested from other Libraries are delivered promptly	0.15	14	5.83	17
The Libraries anticipate my learning and research needs	0.08	15	5.59	21
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	0.05	16	6.05	14
Library staff provide accurate answers to my enquiries	0.02	17	6.13	12
I can get help from library staff when I need it	-0.06	18	6.00	15
Face-to-face enquiry services (e.g. Service Desks) meet my needs	-0.16	19	5.68	19
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	-0.22	20	5.69	18
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	-0.24	21	5.63	20
The Library signage (print and digital) is clear	-0.39	22	5.45	22
Library workshops, classes and consultations help me with my learning and research needs	-0.79	23	4.73	24
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	-0.83	24	4.73	23



**Singapore Management University Library Survey, February 2022**  
 Best practice categories gap grid — What is your major area of study or research? - Law  
 270 responses



Statements	
1	I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)
2	I am able to find information I need on the Library website
3	The Library signage (print and digital) is clear
4	Library workshops, classes and consultations help me with my learning and research needs
5	The Libraries anticipate 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 services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs
9	Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs
10	Face-to-face enquiry services (e.g. Service Desks) meet my needs
11	The items I'm looking for on the library shelves are usually there
12	I can get help from library staff when I need it
13	Library staff provide accurate answers to my enquiries
14	I can find a quiet place in the Libraries to study when I need to
15	I can find a place in the Libraries to work in a group when I need to
16	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs
17	Printing, scanning and photocopying facilities in the Libraries meet my needs
18	Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs
19	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
20	Course specific resources (e.g. textbooks, readings) meet my learning needs
21	When I am away from campus I can access the Library resources and services I need
22	The Library search engine enables me to find relevant library resources quickly
23	Access to Library information resources helps me to achieve academic success
24	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

## Singapore Management University Library Survey, February 2022

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

266 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	6.49	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.24	I can find a place in the Libraries to work in a group when I need to	4.87	I can find a place in the Libraries to work in a group when I need to	1.16
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.47	When I am away from campus I can access the Library resources and services I need	6.14	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	0.77
The Library search engine enables me to find relevant library resources quickly	6.45	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.09	I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.32	I can find a quiet place in the Libraries to study when I need to	0.77
I can find a quiet place in the Libraries to study when I need to	6.44	Printing, scanning and photocopying facilities in the Libraries meet my needs	6.07	The Libraries anticipate my learning and research needs	5.43	I am able to find information I need on the Library website	0.48
When I am away from campus I can access the Library resources and services I need	6.41	The Library search engine enables me to find relevant library resources quickly	6.06	Library workshops, classes and consultations help me with my learning and research needs	5.50	Course specific resources (e.g. textbooks, readings) meet my learning needs	0.42
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.33	Library staff provide accurate answers to my enquiries	6.01	The items I'm looking for on the library shelves are usually there	5.53	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.39
Course specific resources (e.g. textbooks, readings) meet my learning needs	6.31	I can get help from library staff when I need it	5.99	I am able to find information I need on the Library website	5.59	The Library search engine enables me to find relevant library resources quickly	0.39
Access to Library information resources helps me to achieve academic success	6.15	Access to Library information resources helps me to achieve academic success	5.91	The Library signage (print and digital) is clear	5.62	When I am away from campus I can access the Library resources and services I need	0.26
Opening hours meet my needs	6.11	Opening hours meet my needs	5.90	Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.65	Printing, scanning and photocopying facilities in the Libraries meet my needs	0.26
I am able to find information I need on the Library website	6.08	Course specific resources (e.g. textbooks, readings) meet my learning needs	5.89	I can find a quiet place in the Libraries to study when I need to	5.67	Access to Library information resources helps me to achieve academic success	0.24

## Singapore Management University Library Survey, February 2022

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

266 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	6.49	1	6.09	3
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.47	2	6.24	1
The Library search engine enables me to find relevant library resources quickly	6.45	3	6.06	5
I can find a quiet place in the Libraries to study when I need to	6.44	4	5.67	15
When I am away from campus I can access the Library resources and services I need	6.41	5	6.14	2
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.33	6	6.07	4
Course specific resources (e.g. textbooks, readings) meet my learning needs	6.31	7	5.89	10
Access to Library information resources helps me to achieve academic success	6.15	8	5.91	8
Opening hours meet my needs	6.11	9	5.90	9
I am able to find information I need on the Library website	6.08	10	5.59	18
I can find a place in the Libraries to work in a group when I need to	6.03	11	4.87	24
Library staff provide accurate answers to my enquiries	5.96	12	6.01	6
I can get help from library staff when I need it	5.94	13	5.99	7
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.92	14	5.15	23
Books and articles I have requested from other Libraries are delivered promptly	5.67	15	5.74	13
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.59	16	5.86	11
The items I'm looking for on the library shelves are usually there	5.55	17	5.53	19
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.45	18	5.65	16
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.44	19	5.71	14
The Libraries anticipate my learning and research needs	5.41	20	5.43	21
The Library signage (print and digital) is clear	5.36	21	5.62	17
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.28	22	5.75	12
Library workshops, classes and consultations help me with my learning and research needs	4.95	23	5.50	20
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	4.81	24	5.32	22

## Singapore Management University Library Survey, February 2022

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

266 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.24	1	6.47	2
When I am away from campus I can access the Library resources and services I need	6.14	2	6.41	5
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.09	3	6.49	1
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.07	4	6.33	6
The Library search engine enables me to find relevant library resources quickly	6.06	5	6.45	3
Library staff provide accurate answers to my enquiries	6.01	6	5.96	12
I can get help from library staff when I need it	5.99	7	5.94	13
Access to Library information resources helps me to achieve academic success	5.91	8	6.15	8
Opening hours meet my needs	5.90	9	6.11	9
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.89	10	6.31	7
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.86	11	5.59	16
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.75	12	5.28	22
Books and articles I have requested from other Libraries are delivered promptly	5.74	13	5.67	15
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.71	14	5.44	19
I can find a quiet place in the Libraries to study when I need to	5.67	15	6.44	4
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.65	16	5.45	18
The Library signage (print and digital) is clear	5.62	17	5.36	21
I am able to find information I need on the Library website	5.59	18	6.08	10
The items I'm looking for on the library shelves are usually there	5.53	19	5.55	17
Library workshops, classes and consultations help me with my learning and research needs	5.50	20	4.95	23
The Libraries anticipate my learning and research needs	5.43	21	5.41	20
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.32	22	4.81	24
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.15	23	5.92	14
I can find a place in the Libraries to work in a group when I need to	4.87	24	6.03	11

# Singapore Management University Library Survey, February 2022

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

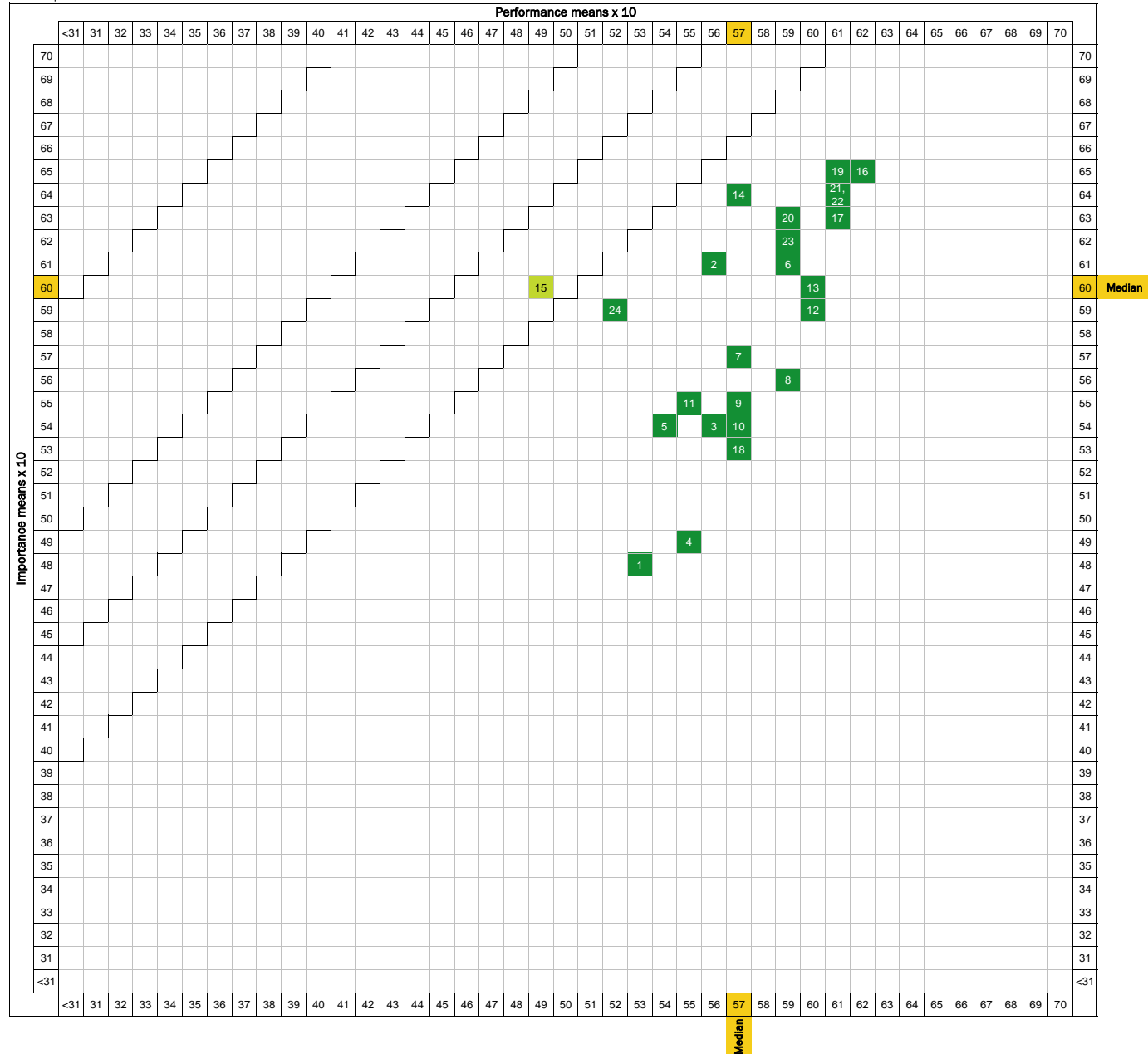
266 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a place in the Libraries to work in a group when I need to	1.16	1	6.03	11
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.77	2	5.92	14
I can find a quiet place in the Libraries to study when I need to	0.77	3	6.44	4
I am able to find information I need on the Library website	0.48	4	6.08	10
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.42	5	6.31	7
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.39	6	6.49	1
The Library search engine enables me to find relevant library resources quickly	0.39	7	6.45	3
When I am away from campus I can access the Library resources and services I need	0.26	8	6.41	5
Printing, scanning and photocopying facilities in the Libraries meet my needs	0.26	9	6.33	6
Access to Library information resources helps me to achieve academic success	0.24	10	6.15	8
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	0.23	11	6.47	2
Opening hours meet my needs	0.21	12	6.11	9
The items I'm looking for on the library shelves are usually there	0.01	13	5.55	17
The Libraries anticipate my learning and research needs	-0.02	14	5.41	20
Library staff provide accurate answers to my enquiries	-0.05	15	5.96	12
I can get help from library staff when I need it	-0.05	16	5.94	13
Books and articles I have requested from other Libraries are delivered promptly	-0.07	17	5.67	15
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	-0.20	18	5.45	18
The Library signage (print and digital) is clear	-0.25	19	5.36	21
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	-0.27	20	5.59	16
Face-to-face enquiry services (e.g. Service Desks) meet my needs	-0.28	21	5.44	19
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	-0.47	22	5.28	22
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	-0.51	23	4.81	24
Library workshops, classes and consultations help me with my learning and research needs	-0.56	24	4.95	23

## Singapore Management University Library Survey, February 2022

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

266 responses



Statements	
1	I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)
2	I am able to find information I need on the Library website
3	The Library signage (print and digital) is clear
4	Library workshops, classes and consultations help me with my learning and research needs
5	The Libraries anticipate 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 services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs
9	Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs
10	Face-to-face enquiry services (e.g. Service Desks) meet my needs
11	The items I'm looking for on the library shelves are usually there
12	I can get help from library staff when I need it
13	Library staff provide accurate answers to my enquiries
14	I can find a quiet place in the Libraries to study when I need to
15	I can find a place in the Libraries to work in a group when I need to
16	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs
17	Printing, scanning and photocopying facilities in the Libraries meet my needs
18	Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs
19	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
20	Course specific resources (e.g. textbooks, readings) meet my learning needs
21	When I am away from campus I can access the Library resources and services I need
22	The Library search engine enables me to find relevant library resources quickly
23	Access to Library information resources helps me to achieve academic success
24	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

## Singapore Management University Library Survey, February 2022

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

107 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
The Library search engine enables me to find relevant library resources quickly	6.18	I can get help from library staff when I need it	6.00	The Libraries anticipate my learning and research needs	5.26	The Library search engine enables me to find relevant library resources quickly	0.61
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	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.31	I am able to find information I need on the Library website	0.53
Library staff provide accurate answers to my enquiries	6.14	Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.93	I can find a place in the Libraries to work in a group when I need to	5.46	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.51
When I am away from campus I can access the Library resources and services I need	6.09	When I am away from campus I can access the Library resources and services I need	5.86	I am able to find information I need on the Library website	5.52	The items I'm looking for on the library shelves are usually there	0.39
I can get help from library staff when I need it	6.07	Library staff provide accurate answers to my enquiries	5.84	Library workshops, classes and consultations help me with my learning and research needs	5.53	I can find a quiet place in the Libraries to study when I need to	0.32
I am able to find information I need on the Library website	6.05	Opening hours meet my needs	5.84	The items I'm looking for on the library shelves are usually there	5.56	Library staff provide accurate answers to my enquiries	0.29
I can find a quiet place in the Libraries to study when I need to	6.03	Access to Library information resources helps me to achieve academic success	5.79	The Library search engine enables me to find relevant library resources quickly	5.57	When I am away from campus I can access the Library resources and services I need	0.23
The items I'm looking for on the library shelves are usually there	5.95	Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.77	Online enquiry services (e.g. email, 'Ask Library' chat) meet my 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	0.22
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.88	Course specific resources (e.g. textbooks, readings) meet my learning needs	5.76	Printing, scanning and photocopying facilities in the Libraries meet my needs	5.60	I can find a place in the Libraries to work in a group when I need to	0.16
Access to Library information resources helps me to achieve academic success	5.85	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	5.71	Books and articles I have requested from other Libraries are delivered promptly	5.62	Library workshops, classes and consultations help me with my learning and research needs	0.15

## Singapore Management University Library Survey, February 2022

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

107 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
The Library search engine enables me to find relevant library resources quickly	6.18	1	5.57	18
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.14	2	5.93	2
Library staff provide accurate answers to my enquiries	6.14	3	5.84	5
When I am away from campus I can access the Library resources and services I need	6.09	4	5.86	4
I can get help from library staff when I need it	6.07	5	6.00	1
I am able to find information I need on the Library website	6.05	6	5.52	21
I can find a quiet place in the Libraries to study when I need to	6.03	7	5.71	11
The items I'm looking for on the library shelves are usually there	5.95	8	5.56	19
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.88	9	5.93	3
Access to Library information resources helps me to achieve academic success	5.85	10	5.79	7
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.85	11	5.76	9
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.82	12	5.31	23
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.74	13	5.59	17
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	5.73	14	5.71	10
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.73	14	5.77	8
Library workshops, classes and consultations help me with my learning and research needs	5.68	16	5.53	20
Printing, scanning and photocopying facilities in the Libraries meet my needs	5.66	17	5.60	16
Opening hours meet my needs	5.63	18	5.84	6
I can find a place in the Libraries to work in a group when I need to	5.61	19	5.46	22
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.58	20	5.67	12
The Library signage (print and digital) is clear	5.56	21	5.65	13
Books and articles I have requested from other Libraries are delivered promptly	5.56	22	5.62	15
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.55	23	5.64	14
The Libraries anticipate my learning and research needs	5.27	24	5.26	24



## Singapore Management University Library Survey, February 2022

Mean performance score — What is your major area of study or research? - Others

107 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get help from library staff when I need it	6.00	1	6.07	5
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.93	2	6.14	2
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.93	3	5.88	9
When I am away from campus I can access the Library resources and services I need	5.86	4	6.09	4
Library staff provide accurate answers to my enquiries	5.84	5	6.14	3
Opening hours meet my needs	5.84	6	5.63	18
Access to Library information resources helps me to achieve academic success	5.79	7	5.85	10
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.77	8	5.73	14
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.76	9	5.85	11
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	5.71	10	5.73	14
I can find a quiet place in the Libraries to study when I need to	5.71	11	6.03	7
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.67	12	5.58	20
The Library signage (print and digital) is clear	5.65	13	5.56	21
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.64	14	5.55	23
Books and articles I have requested from other Libraries are delivered promptly	5.62	15	5.56	22
Printing, scanning and photocopying facilities in the Libraries meet my needs	5.60	16	5.66	17
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.59	17	5.74	13
The Library search engine enables me to find relevant library resources quickly	5.57	18	6.18	1
The items I'm looking for on the library shelves are usually there	5.56	19	5.95	8
Library workshops, classes and consultations help me with my learning and research needs	5.53	20	5.68	16
I am able to find information I need on the Library website	5.52	21	6.05	6
I can find a place in the Libraries to work in a group when I need to	5.46	22	5.61	19
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.31	23	5.82	12
The Libraries anticipate my learning and research needs	5.26	24	5.27	24

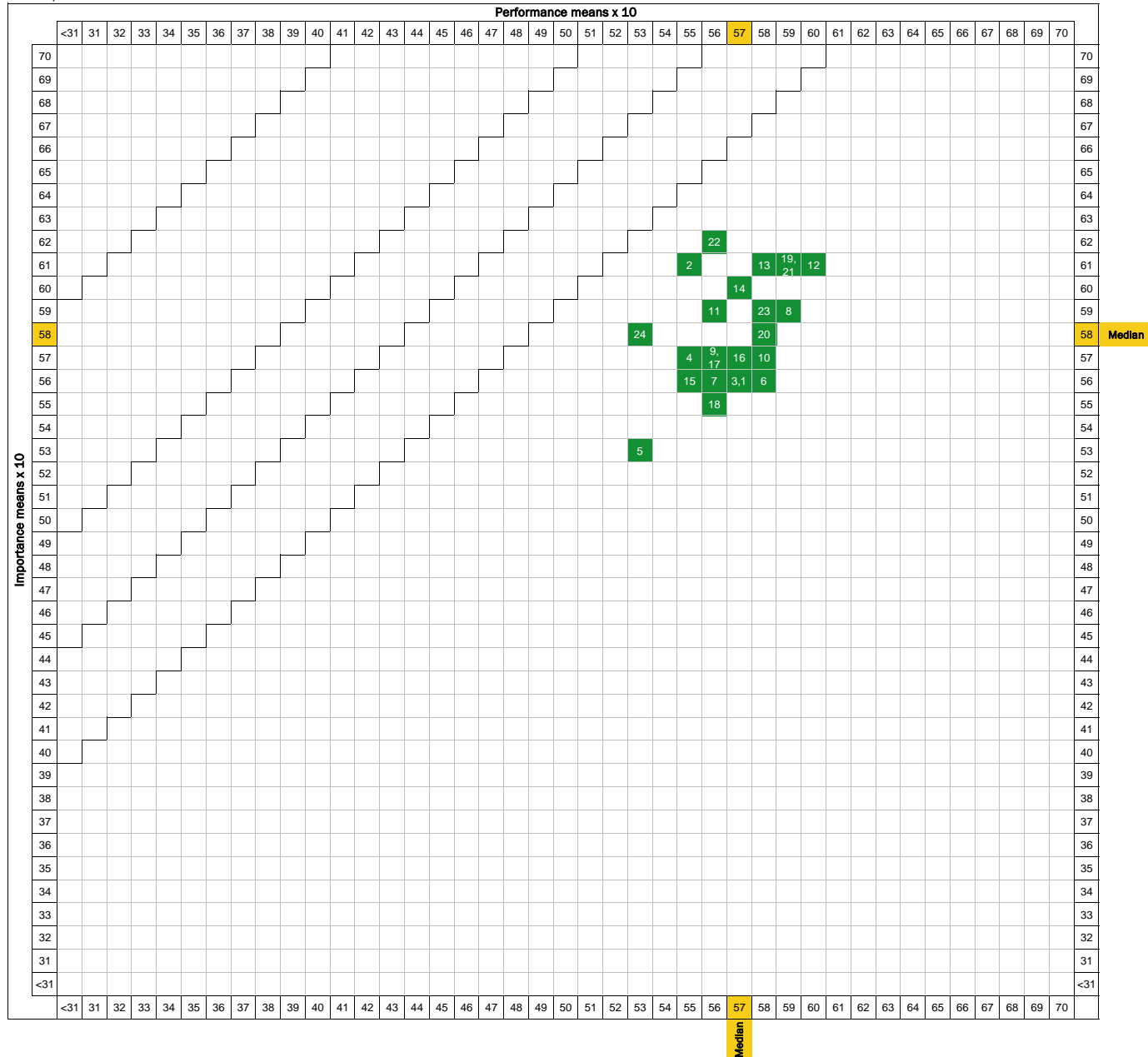
## Singapore Management University Library Survey, February 2022

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

107 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
The Library search engine enables me to find relevant library resources quickly	0.61	1	6.18	1
I am able to find information I need on the Library website	0.53	2	6.05	6
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.51	3	5.82	12
The items I'm looking for on the library shelves are usually there	0.39	4	5.95	8
I can find a quiet place in the Libraries to study when I need to	0.32	5	6.03	7
Library staff provide accurate answers to my enquiries	0.29	6	6.14	3
When I am away from campus I can access the Library resources and services I need	0.23	7	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	0.22	8	6.14	2
I can find a place in the Libraries to work in a group when I need to	0.16	9	5.61	19
Library workshops, classes and consultations help me with my learning and research needs	0.15	10	5.68	16
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	0.14	11	5.74	13
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.09	12	5.85	11
I can get help from library staff when I need it	0.07	13	6.07	5
Access to Library information resources helps me to achieve academic success	0.06	14	5.85	10
Printing, scanning and photocopying facilities in the Libraries meet my needs	0.06	15	5.66	17
The Libraries anticipate my learning and research needs	0.02	16	5.27	24
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	0.01	17	5.73	14
Face-to-face enquiry services (e.g. Service Desks) meet my needs	-0.05	18	5.73	14
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	-0.05	19	5.88	9
Books and articles I have requested from other Libraries are delivered promptly	-0.06	20	5.56	22
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	-0.09	21	5.58	20
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	-0.09	22	5.55	23
The Library signage (print and digital) is clear	-0.10	23	5.56	21
Opening hours meet my needs	-0.21	24	5.63	18

**Singapore Management University Library Survey, February 2022**  
 Best practice categories gap grid — What is your major area of study or research? - Others  
 107 responses



Statements	
1	I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)
2	I am able to find information I need on the Library website
3	The Library signage (print and digital) is clear
4	Library workshops, classes and consultations help me with my learning and research needs
5	The Libraries anticipate 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 services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs
9	Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs
10	Face-to-face enquiry services (e.g. Service Desks) meet my needs
11	The items I'm looking for on the library shelves are usually there
12	I can get help from library staff when I need it
13	Library staff provide accurate answers to my enquiries
14	I can find a quiet place in the Libraries to study when I need to
15	I can find a place in the Libraries to work in a group when I need to
16	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs
17	Printing, scanning and photocopying facilities in the Libraries meet my needs
18	Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs
19	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
20	Course specific resources (e.g. textbooks, readings) meet my learning needs
21	When I am away from campus I can access the Library resources and services I need
22	The Library search engine enables me to find relevant library resources quickly
23	Access to Library information resources helps me to achieve academic success
24	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

## Singapore Management University Library Survey, February 2022

Top 5 importance scores by demographic

Are you an international (non-exchange) student?

Unique factor

Yes (579 responses)	Importance mean
I can find a quiet place in the Libraries to study when I need to	6.52
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.33
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.29
I can find a place in the Libraries to work in a group when I need to	6.25
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.23
No (2526 responses)	Importance mean
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.46
I can find a quiet place in the Libraries to study when I need to	6.45
Printing, scanning and photocopying facilities in the Libraries 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	6.28
The Library search engine enables me to find relevant library resources quickly	6.21

# Singapore Management University Library Survey, February 2022

Top 5 performance scores by demographic

Are you an international (non-exchange) student?

Unique factor

Yes (579 responses)	Performance mean
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.16
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.12
I can get help from library staff when I need it	6.00
Library staff provide accurate answers to my enquiries	6.00
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.99
No (2526 responses)	Performance mean
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.10
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.05
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.95
Library staff provide accurate answers to my enquiries	5.93
I can get help from library staff when I need it	5.93

# Singapore Management University Library Survey, February 2022

Top 5 gap scores by demographic

Are you an international (non-exchange) student?

Unique factor

Yes (579 responses)	Gap score
I can find a place in the Libraries to work in a group when I need to	0.97
I can find a quiet place in the Libraries to study when I need to	0.76
I am able to find information I need on the Library website	0.34
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.34
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.31
No (2526 responses)	Gap score
I can find a place in the Libraries to work in a group when I need to	1.15
I can find a quiet place in the Libraries to study when I need to	0.84
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.60
I am able to find information I need on the Library website	0.41
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.38

## Singapore Management University Library Survey, February 2022

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

579 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 Libraries to study when I need to	6.52	Printing, scanning and photocopying facilities in the Libraries meet my needs	6.16	I can find a place in the Libraries to work in a group when I need to	5.28	I can find a place in the Libraries to work in a group when I need to	0.97
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.33	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.12	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.41	I can find a quiet place in the Libraries to study when I need to	0.76
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.29	I can get help from library staff when I need it	6.00	The Libraries anticipate my learning and research needs	5.47	I am able to find information I need on the Library website	0.34
I can find a place in the Libraries to work in a group when I need to	6.25	Library staff provide accurate answers to my enquiries	6.00	Books and articles I have requested from other Libraries are delivered promptly	5.53	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.34
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research 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	5.99	Library workshops, classes and consultations help me with my learning and research needs	5.61	Course specific resources (e.g. textbooks, readings) meet my learning needs	0.31
When I am away from campus I can access the Library resources and services I need	6.11	When I am away from campus I can access the Library resources and services I need	5.97	The items I'm looking for on the library shelves are usually there	5.62	Opening hours meet my needs	0.30
Opening hours meet my needs	6.10	Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.90	I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.63	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.23
The Library search engine enables me to find relevant library resources quickly	6.06	Access to Library information resources helps me to achieve academic success	5.88	I am able to find information I need on the Library website	5.66	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	0.21
Course specific resources (e.g. textbooks, readings) meet my learning needs	6.05	The Library signage (print and digital) is clear	5.88	Course specific resources (e.g. textbooks, readings) meet my learning needs	5.73	The Library search engine enables me to find relevant library resources quickly	0.20
Library staff provide accurate answers to my enquiries	6.02	The Library search engine enables me to find relevant library resources quickly	5.86	I can find a quiet place in the Libraries to study when I need to	5.75	The items I'm looking for on the library shelves are usually there	0.14

## Singapore Management University Library Survey, February 2022

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

579 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Libraries to study when I need to	6.52	1	5.75	15
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.33	2	6.12	2
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.29	3	6.16	1
I can find a place in the Libraries to work in a group when I need to	6.25	4	5.28	24
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	5.99	5
When I am away from campus I can access the Library resources and services I need	6.11	6	5.97	6
Opening hours meet my needs	6.10	7	5.81	11
The Library search engine enables me to find relevant library resources quickly	6.06	8	5.86	10
Course specific resources (e.g. textbooks, readings) meet my learning needs	6.05	9	5.73	16
Library staff provide accurate answers to my enquiries	6.02	10	6.00	4
I am able to find information I need on the Library website	6.00	11	5.66	17
I can get help from library staff when I need it	5.99	12	6.00	3
Access to Library information resources helps me to achieve academic success	5.91	13	5.88	8
The Library signage (print and digital) is clear	5.79	14	5.88	9
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.78	15	5.90	7
The items I'm looking for on the library shelves are usually there	5.77	16	5.62	19
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.75	17	5.41	23
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.72	18	5.80	12
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.61	19	5.77	14
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.61	20	5.79	13
The Libraries anticipate my learning and research needs	5.58	21	5.47	22
Books and articles I have requested from other Libraries are delivered promptly	5.46	22	5.53	21
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.39	23	5.63	18
Library workshops, classes and consultations help me with my learning and research needs	5.30	24	5.61	20



## Singapore Management University Library Survey, February 2022

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

579 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.16	1	6.29	3
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.12	2	6.33	2
I can get help from library staff when I need it	6.00	3	5.99	12
Library staff provide accurate answers to my enquiries	6.00	4	6.02	10
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.99	5	6.23	5
When I am away from campus I can access the Library resources and services I need	5.97	6	6.11	6
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.90	7	5.78	15
Access to Library information resources helps me to achieve academic success	5.88	8	5.91	13
The Library signage (print and digital) is clear	5.88	9	5.79	14
The Library search engine enables me to find relevant library resources quickly	5.86	10	6.06	8
Opening hours meet my needs	5.81	11	6.10	7
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.80	12	5.72	18
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.79	13	5.61	20
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.77	14	5.61	19
I can find a quiet place in the Libraries to study when I need to	5.75	15	6.52	1
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.73	16	6.05	9
I am able to find information I need on the Library website	5.66	17	6.00	11
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.63	18	5.39	23
The items I'm looking for on the library shelves are usually there	5.62	19	5.77	16
Library workshops, classes and consultations help me with my learning and research needs	5.61	20	5.30	24
Books and articles I have requested from other Libraries are delivered promptly	5.53	21	5.46	22
The Libraries anticipate my learning and research needs	5.47	22	5.58	21
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.41	23	5.75	17
I can find a place in the Libraries to work in a group when I need to	5.28	24	6.25	4

# Singapore Management University Library Survey, February 2022

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

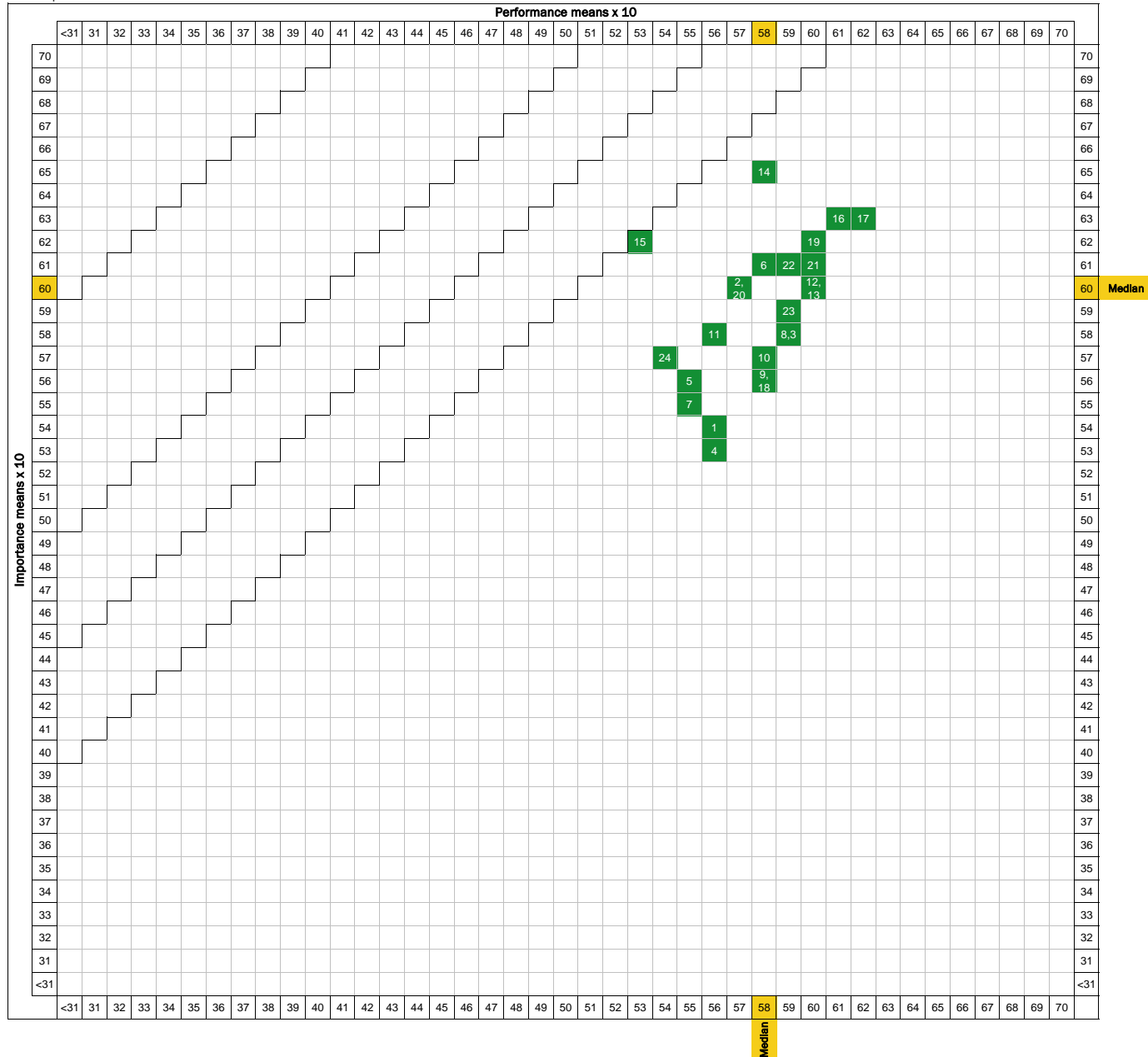
579 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a place in the Libraries to work in a group when I need to	0.97	1	6.25	4
I can find a quiet place in the Libraries to study when I need to	0.76	2	6.52	1
I am able to find information I need on the Library website	0.34	3	6.00	11
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.34	4	5.75	17
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.31	5	6.05	9
Opening hours meet my needs	0.30	6	6.10	7
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.23	7	6.23	5
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	0.21	8	6.33	2
The Library search engine enables me to find relevant library resources quickly	0.20	9	6.06	8
The items I'm looking for on the library shelves are usually there	0.14	10	5.77	16
When I am away from campus I can access the Library resources and services I need	0.14	11	6.11	6
Printing, scanning and photocopying facilities in the Libraries meet my needs	0.13	12	6.29	3
The Libraries anticipate my learning and research needs	0.11	13	5.58	21
Library staff provide accurate answers to my enquiries	0.03	14	6.02	10
Access to Library information resources helps me to achieve academic success	0.02	15	5.91	13
I can get help from library staff when I need it	-0.01	16	5.99	12
Books and articles I have requested from other Libraries are delivered promptly	-0.07	17	5.46	22
Face-to-face enquiry services (e.g. Service Desks) meet my needs	-0.08	18	5.72	18
The Library signage (print and digital) is clear	-0.10	19	5.79	14
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	-0.11	20	5.78	15
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	-0.15	21	5.61	19
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	-0.18	22	5.61	20
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	-0.24	23	5.39	23
Library workshops, classes and consultations help me with my learning and research needs	-0.31	24	5.30	24

# Singapore Management University Library Survey, February 2022

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

579 responses



Statements	
1	I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)
2	I am able to find information I need on the Library website
3	The Library signage (print and digital) is clear
4	Library workshops, classes and consultations help me with my learning and research needs
5	The Libraries anticipate 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 services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs
9	Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs
10	Face-to-face enquiry services (e.g. Service Desks) meet my needs
11	The items I'm looking for on the library shelves are usually there
12	I can get help from library staff when I need it
13	Library staff provide accurate answers to my enquiries
14	I can find a quiet place in the Libraries to study when I need to
15	I can find a place in the Libraries to work in a group when I need to
16	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs
17	Printing, scanning and photocopying facilities in the Libraries meet my needs
18	Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs
19	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
20	Course specific resources (e.g. textbooks, readings) meet my learning needs
21	When I am away from campus I can access the Library resources and services I need
22	The Library search engine enables me to find relevant library resources quickly
23	Access to Library information resources helps me to achieve academic success
24	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

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## Singapore Management University Library Survey, February 2022

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

2526 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.46	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.10	I can find a place in the Libraries to work in a group when I need to	4.96	I can find a place in the Libraries to work in a group when I need to	1.15
I can find a quiet place in the Libraries to study when I need to	6.45	Printing, scanning and photocopying facilities in the Libraries meet my needs	6.05	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.21	I can find a quiet place in the Libraries to study when I need to	0.84
Printing, scanning and photocopying facilities in the Libraries 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	5.95	I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.40	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.60
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.28	Library staff provide accurate answers to my enquiries	5.93	The Libraries anticipate my learning and research needs	5.43	I am able to find information I need on the Library website	0.41
The Library search engine enables me to find relevant library resources quickly	6.21	I can get help from library staff when I need it	5.93	Library workshops, classes and consultations help me with my learning and research needs	5.47	Course specific resources (e.g. textbooks, readings) meet my learning needs	0.38
When I am away from campus I can access the Library resources and services I need	6.20	When I am away from campus I can access the Library resources and services I need	5.93	I am able to find information I need on the Library website	5.56	The Library search engine enables me to find relevant library resources quickly	0.37
I can find a place in the Libraries to work in a group when I need to	6.11	Opening hours meet my needs	5.91	Books and articles I have requested from other Libraries are delivered promptly	5.60	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	0.36
Course specific resources (e.g. textbooks, readings) meet my learning needs	6.11	Access to Library information resources helps me to achieve academic success	5.84	I can find a quiet place in the Libraries to study when I need to	5.61	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.33
Opening hours meet my needs	6.10	The Library search engine enables me to find relevant library resources quickly	5.83	The items I'm looking for on the library shelves are usually there	5.62	Printing, scanning and photocopying facilities in the Libraries meet my needs	0.27
Access to Library information resources helps me to achieve academic success	5.98	Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.80	The Library signage (print and digital) is clear	5.63	When I am away from campus I can access the Library resources and services I need	0.27

## Singapore Management University Library Survey, February 2022

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

2526 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.46	1	6.10	1
I can find a quiet place in the Libraries to study when I need to	6.45	2	5.61	17
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.32	3	6.05	2
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.28	4	5.95	3
The Library search engine enables me to find relevant library resources quickly	6.21	5	5.83	9
When I am away from campus I can access the Library resources and services I need	6.20	6	5.93	6
I can find a place in the Libraries to work in a group when I need to	6.11	7	4.96	24
Course specific resources (e.g. textbooks, readings) meet my learning needs	6.11	8	5.72	12
Opening hours meet my needs	6.10	9	5.91	7
Access to Library information resources helps me to achieve academic success	5.98	10	5.84	8
I am able to find information I need on the Library website	5.97	11	5.56	19
Library staff provide accurate answers to my enquiries	5.95	12	5.93	4
I can get help from library staff when I need it	5.89	13	5.93	5
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.81	14	5.21	23
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.68	15	5.80	10
The items I'm looking for on the library shelves are usually there	5.68	16	5.62	16
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.53	17	5.69	13
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.53	18	5.72	11
Books and articles I have requested from other Libraries are delivered promptly	5.51	19	5.60	18
The Library signage (print and digital) is clear	5.42	20	5.63	15
The Libraries anticipate my learning and research needs	5.42	21	5.43	21
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.34	22	5.66	14
Library workshops, classes and consultations help me with my learning and research needs	5.00	23	5.47	20
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	4.99	24	5.40	22

## Singapore Management University Library Survey, February 2022

Mean performance score — Are you an international (non-exchange) student? - No

2526 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.10	1	6.46	1
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.05	2	6.32	3
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.95	3	6.28	4
Library staff provide accurate answers to my enquiries	5.93	4	5.95	12
I can get help from library staff when I need it	5.93	5	5.89	13
When I am away from campus I can access the Library resources and services I need	5.93	6	6.20	6
Opening hours meet my needs	5.91	7	6.10	9
Access to Library information resources helps me to achieve academic success	5.84	8	5.98	10
The Library search engine enables me to find relevant library resources quickly	5.83	9	6.21	5
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.80	10	5.68	15
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.72	11	5.53	18
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.72	12	6.11	8
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.69	13	5.53	17
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.66	14	5.34	22
The Library signage (print and digital) is clear	5.63	15	5.42	20
The items I'm looking for on the library shelves are usually there	5.62	16	5.68	16
I can find a quiet place in the Libraries to study when I need to	5.61	17	6.45	2
Books and articles I have requested from other Libraries are delivered promptly	5.60	18	5.51	19
I am able to find information I need on the Library website	5.56	19	5.97	11
Library workshops, classes and consultations help me with my learning and research needs	5.47	20	5.00	23
The Libraries anticipate my learning and research needs	5.43	21	5.42	21
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.40	22	4.99	24
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.21	23	5.81	14
I can find a place in the Libraries to work in a group when I need to	4.96	24	6.11	7

## Singapore Management University Library Survey, February 2022

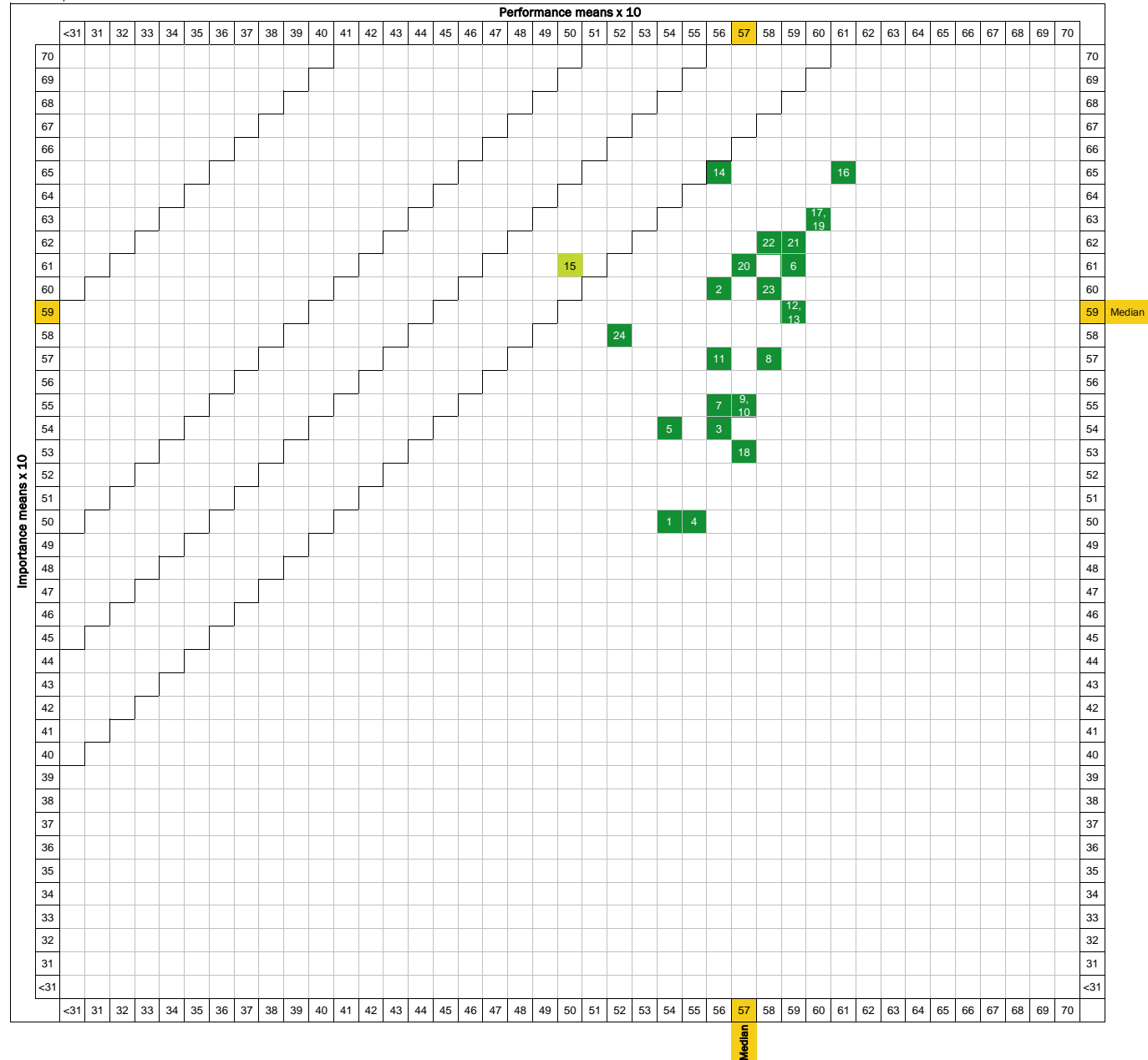
Mean gap scores — Are you an international (non-exchange) student? - No

2526 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a place in the Libraries to work in a group when I need to	1.15	1	6.11	7
I can find a quiet place in the Libraries to study when I need to	0.84	2	6.45	2
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.60	3	5.81	14
I am able to find information I need on the Library website	0.41	4	5.97	11
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.38	5	6.11	8
The Library search engine enables me to find relevant library resources quickly	0.37	6	6.21	5
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	0.36	7	6.46	1
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.33	8	6.28	4
Printing, scanning and photocopying facilities in the Libraries meet my needs	0.27	9	6.32	3
When I am away from campus I can access the Library resources and services I need	0.27	10	6.20	6
Opening hours meet my needs	0.19	11	6.10	9
Access to Library information resources helps me to achieve academic success	0.14	12	5.98	10
The items I'm looking for on the library shelves are usually there	0.06	13	5.68	16
Library staff provide accurate answers to my enquiries	0.02	14	5.95	12
The Libraries anticipate my learning and research needs	-0.02	15	5.42	21
I can get help from library staff when I need it	-0.04	16	5.89	13
Books and articles I have requested from other Libraries are delivered promptly	-0.09	17	5.51	19
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	-0.12	18	5.68	15
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	-0.16	19	5.53	17
Face-to-face enquiry services (e.g. Service Desks) meet my needs	-0.19	20	5.53	18
The Library signage (print and digital) is clear	-0.21	21	5.42	20
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	-0.32	22	5.34	22
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	-0.41	23	4.99	24
Library workshops, classes and consultations help me with my learning and research needs	-0.47	24	5.00	23

## Singapore Management University Library Survey, February 2022

Best practice categories gap grid — Are you an international (non-exchange) student? - No  
2526 responses



Statements	
1	I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)
2	I am able to find information I need on the Library website
3	The Library signage (print and digital) is clear
4	Library workshops, classes and consultations help me with my learning and research needs
5	The Libraries anticipate 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 services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs
9	Online enquiry services (e.g. email, "Ask Library" chat) meet my needs
10	Face-to-face enquiry services (e.g. Service Desks) meet my needs
11	The items I'm looking for on the library shelves are usually there
12	I can get help from library staff when I need it
13	Library staff provide accurate answers to my enquiries
14	I can find a quiet place in the Libraries to study when I need to
15	I can find a place in the Libraries to work in a group when I need to
16	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs
17	Printing, scanning and photocopying facilities in the Libraries meet my needs
18	Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs
19	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
20	Course specific resources (e.g. textbooks, readings) meet my learning needs
21	When I am away from campus I can access the Library resources and services I need
22	The Library search engine enables me to find relevant library resources quickly
23	Access to Library information resources helps me to achieve academic success
24	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources



## Singapore Management University Library Survey, February 2022

Top 5 importance scores by demographic

How frequently do you visit the Campus?

Unique factor

Daily (1751 responses)	Importance mean
I can find a quiet place in the Libraries to study when I need to	6.54
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.49
Printing, scanning and photocopying facilities in the Libraries 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	6.30
When I am away from campus I can access the Library resources and services I need	6.21
Weekly (1232 responses)	Importance mean
I can find a quiet place in the Libraries to study when I need to	6.38
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.38
Printing, scanning and photocopying facilities in the Libraries meet my 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	6.21
When I am away from campus I can access the Library resources and services I need	6.14
Monthly (57 responses)	Importance mean
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.28
I can get help from library staff when I need it	6.20
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.16
I can find a quiet place in the Libraries to study when I need to	6.08
Library staff provide accurate answers to my enquiries	6.08
Quarterly (46 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	6.31
Course specific resources (e.g. textbooks, readings) meet my learning needs	6.26
The Library search engine enables me to find relevant library resources quickly	6.26
When I am away from campus I can access the Library resources and services I need	6.21
Library staff provide accurate answers to my enquiries	6.03
Never (19 responses)	Importance mean
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	6.64
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.53
Access to Library information resources helps me to achieve academic success	6.50
The Library search engine enables me to find relevant library resources quickly	6.46
When I am away from campus I can access the Library resources and services I need	6.43

## Singapore Management University Library Survey, February 2022

Top 5 performance scores by demographic

How frequently do you visit the Campus?

Unique factor

Daily (1751 responses)	Performance mean
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.21
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries 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	6.01
Library staff provide accurate answers to my enquiries	6.00
When I am away from campus I can access the Library resources and services I need	5.98
Weekly (1232 responses)	Performance mean
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.03
Opening hours meet my needs	5.93
I can get help from library staff when I need it	5.91
Printing, scanning and photocopying facilities in the Libraries meet my needs	5.91
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.89
Monthly (57 responses)	Performance mean
I can get help from library staff when I need it	6.02
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	5.98
Library staff provide accurate answers to my enquiries	5.94
Access to Library information resources helps me to achieve academic success	5.76
When I am away from campus I can access the Library resources and services I need	5.75
Quarterly (46 responses)	Performance mean
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.19
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.06
Library staff provide accurate answers to my enquiries	5.97
I can get help from library staff when I need it	5.95
When I am away from campus I can access the Library resources and services I need	5.94
Never (19 responses)	Performance mean
The Library signage (print and digital) is clear	6.20
Access to Library information resources helps me to achieve academic success	6.08
Library workshops, classes and consultations help me with my learning and research needs	6.00
I can get help from library staff when I need it	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

## Singapore Management University Library Survey, February 2022

Top 5 gap scores by demographic

How frequently do you visit the Campus?

Unique factor

Daily (1751 responses)	Gap score
I can find a place in the Libraries to work in a group when I need to	1.17
I can find a quiet place in the Libraries to study when I need to	0.84
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.57
I am able to find information I need on the Library website	0.39
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.36
Weekly (1232 responses)	Gap score
I can find a place in the Libraries to work in a group when I need to	1.10
I can find a quiet place in the Libraries to study when I need to	0.84
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.53
I am able to find information I need on the Library website	0.41
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.39
Monthly (57 responses)	Gap score
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.80
The Library search engine enables me to find relevant library resources quickly	0.75
I can find a quiet place in the Libraries to study when I need to	0.67
Printing, scanning and photocopying facilities in the Libraries meet my needs	0.58
I can find a place in the Libraries to work in a group when I need to	0.56
Quarterly (46 responses)	Gap score
The Library search engine enables me to find relevant library resources quickly	0.60
I am able to find information I need on the Library website	0.44
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.33
Access to Library information resources helps me to achieve academic success	0.31
When I am away from campus I can access the Library resources and services I need	0.26
Never (19 responses)	Gap score
Course specific resources (e.g. textbooks, readings) meet my learning needs	1.20
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	1.09
When I am away from campus I can access the Library resources and services I need	0.86
I can find a quiet place in the Libraries to study when I need to	0.80
I can find a place in the Libraries to work in a group when I need to	0.78

## Singapore Management University Library Survey, February 2022

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

1751 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 Libraries to study when I need to	6.54	Printing, scanning and photocopying facilities in the Libraries meet my needs	6.21	I can find a place in the Libraries to work in a group when I need to	5.02	I can find a place in the Libraries to work in a group when I need to	1.17
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.49	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.16	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.26	I can find a quiet place in the Libraries to study when I need to	0.84
Printing, scanning and photocopying facilities in the Libraries 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	6.01	I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.46	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.57
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.30	Library staff provide accurate answers to my enquiries	6.00	The Libraries anticipate my learning and research needs	5.51	I am able to find information I need on the Library website	0.39
When I am away from campus I can access the Library resources and services I need	6.21	When I am away from campus I can access the Library resources and services I need	5.98	Library workshops, classes and consultations help me with my learning and research needs	5.53	Course specific resources (e.g. textbooks, readings) meet my learning needs	0.36
The Library search engine enables me to find relevant library resources quickly	6.21	I can get help from library staff when I need it	5.97	I am able to find information I need on the Library website	5.61	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	0.33
I can find a place in the Libraries to work in a group when I need to	6.18	Access to Library information resources helps me to achieve academic success	5.91	Books and articles I have requested from other Libraries are delivered promptly	5.63	The Library search engine enables me to find relevant library resources quickly	0.31
Opening hours meet my needs	6.18	The Library search engine enables me to find relevant library resources quickly	5.90	The items I'm looking for on the library shelves are usually there	5.65	Opening hours meet my needs	0.31
Course specific resources (e.g. textbooks, readings) meet my learning needs	6.13	Opening hours meet my needs	5.87	I can find a quiet place in the Libraries to study when I need to	5.70	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.30
Access to Library information resources helps me to achieve academic success	6.03	Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.85	Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.73	When I am away from campus I can access the Library resources and services I need	0.23

## Singapore Management University Library Survey, February 2022

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

1751 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Libraries to study when I need to	6.54	1	5.70	16
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.49	2	6.16	2
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.38	3	6.21	1
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.30	4	6.01	3
When I am away from campus I can access the Library resources and services I need	6.21	5	5.98	5
The Library search engine enables me to find relevant library resources quickly	6.21	6	5.90	8
I can find a place in the Libraries to work in a group when I need to	6.18	7	5.02	24
Opening hours meet my needs	6.18	8	5.87	9
Course specific resources (e.g. textbooks, readings) meet my learning needs	6.13	9	5.77	12
Access to Library information resources helps me to achieve academic success	6.03	10	5.91	7
Library staff provide accurate answers to my enquiries	6.01	11	6.00	4
I am able to find information I need on the Library website	6.00	12	5.61	19
I can get help from library staff when I need it	5.92	13	5.97	6
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.83	14	5.26	23
The items I'm looking for on the library shelves are usually there	5.73	15	5.65	17
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.72	16	5.85	10
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.62	17	5.81	11
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.57	18	5.75	13
Books and articles I have requested from other Libraries are delivered promptly	5.53	19	5.63	18
The Libraries anticipate my learning and research needs	5.50	20	5.51	21
The Library signage (print and digital) is clear	5.50	21	5.74	14
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.45	22	5.73	15
Library workshops, classes and consultations help me with my learning and research needs	5.10	23	5.53	20
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.03	24	5.46	22

## Singapore Management University Library Survey, February 2022

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

1751 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.21	1	6.38	3
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.16	2	6.49	2
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	6.30	4
Library staff provide accurate answers to my enquiries	6.00	4	6.01	11
When I am away from campus I can access the Library resources and services I need	5.98	5	6.21	5
I can get help from library staff when I need it	5.97	6	5.92	13
Access to Library information resources helps me to achieve academic success	5.91	7	6.03	10
The Library search engine enables me to find relevant library resources quickly	5.90	8	6.21	6
Opening hours meet my needs	5.87	9	6.18	8
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.85	10	5.72	16
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.81	11	5.62	17
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.77	12	6.13	9
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.75	13	5.57	18
The Library signage (print and digital) is clear	5.74	14	5.50	21
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.73	15	5.45	22
I can find a quiet place in the Libraries to study when I need to	5.70	16	6.54	1
The items I'm looking for on the library shelves are usually there	5.65	17	5.73	15
Books and articles I have requested from other Libraries are delivered promptly	5.63	18	5.53	19
I am able to find information I need on the Library website	5.61	19	6.00	12
Library workshops, classes and consultations help me with my learning and research needs	5.53	20	5.10	23
The Libraries anticipate my learning and research needs	5.51	21	5.50	20
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.46	22	5.03	24
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.26	23	5.83	14
I can find a place in the Libraries to work in a group when I need to	5.02	24	6.18	7

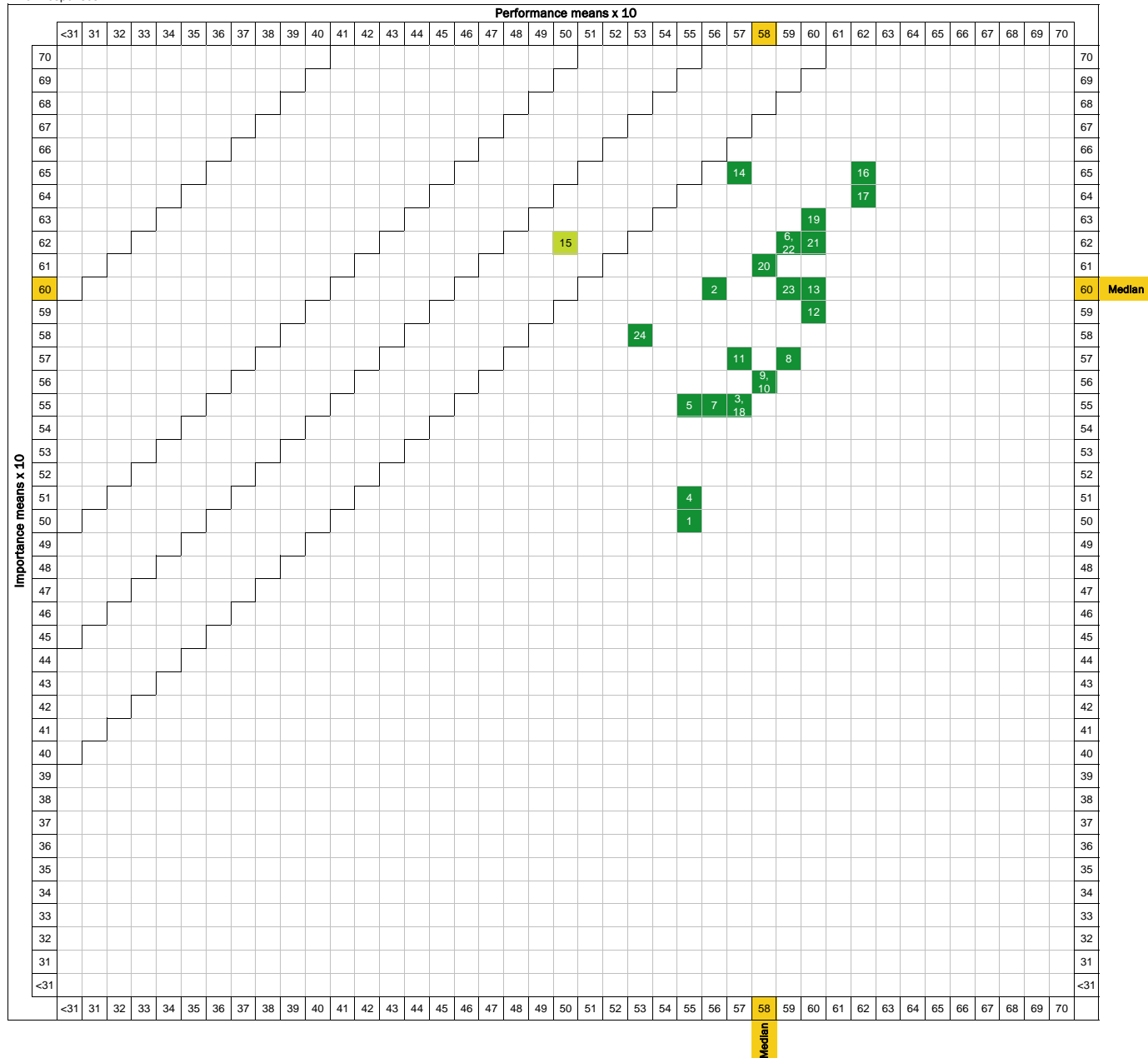
## Singapore Management University Library Survey, February 2022

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

1751 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a place in the Libraries to work in a group when I need to	1.17	1	6.18	7
I can find a quiet place in the Libraries to study when I need to	0.84	2	6.54	1
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.57	3	5.83	14
I am able to find information I need on the Library website	0.39	4	6.00	12
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.36	5	6.13	9
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	0.33	6	6.49	2
The Library search engine enables me to find relevant library resources quickly	0.31	7	6.21	6
Opening hours meet my needs	0.31	8	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	0.30	9	6.30	4
When I am away from campus I can access the Library resources and services I need	0.23	10	6.21	5
Printing, scanning and photocopying facilities in the Libraries meet my needs	0.17	11	6.38	3
Access to Library information resources helps me to achieve academic success	0.12	12	6.03	10
The items I'm looking for on the library shelves are usually there	0.08	13	5.73	15
Library staff provide accurate answers to my enquiries	0.00	14	6.01	11
The Libraries anticipate my learning and research needs	-0.01	15	5.50	20
I can get help from library staff when I need it	-0.05	16	5.92	13
Books and articles I have requested from other Libraries are delivered promptly	-0.10	17	5.53	19
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	-0.13	18	5.72	16
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	-0.18	19	5.57	18
Face-to-face enquiry services (e.g. Service Desks) meet my needs	-0.18	20	5.62	17
The Library signage (print and digital) is clear	-0.24	21	5.50	21
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	-0.27	22	5.45	22
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	-0.43	23	5.03	24
Library workshops, classes and consultations help me with my learning and research needs	-0.43	24	5.10	23

**Singapore Management University Library Survey, February 2022**  
Best practice categories gap grid — How frequently do you visit the Campus? - Daily  
1751 responses



Statements	
1	I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)
2	I am able to find information I need on the Library website
3	The Library signage (print and digital) is clear
4	Library workshops, classes and consultations help me with my learning and research needs
5	The Libraries anticipate 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 services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs
9	Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs
10	Face-to-face enquiry services (e.g. Service Desks) meet my needs
11	The items I'm looking for on the library shelves are usually there
12	I can get help from library staff when I need it
13	Library staff provide accurate answers to my enquiries
14	I can find a quiet place in the Libraries to study when I need to
15	I can find a place in the Libraries to work in a group when I need to
16	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs
17	Printing, scanning and photocopying facilities in the Libraries meet my needs
18	Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs
19	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
20	Course specific resources (e.g. textbooks, readings) meet my learning needs
21	When I am away from campus I can access the Library resources and services I need
22	The Library search engine enables me to find relevant library resources quickly
23	Access to Library information resources helps me to achieve academic success
24	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources



# Singapore Management University Library Survey, February 2022

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

1232 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 Libraries to study when I need to	6.38	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.03	I can find a place in the Libraries to work in a group when I need to	5.00	I can find a place in the Libraries to work in a group when I need to	1.10
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.38	Opening hours meet my needs	5.93	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.21	I can find a quiet place in the Libraries to study when I need to	0.84
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.25	I can get help from library staff when I need it	5.91	The Libraries anticipate my learning and research needs	5.35	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.53
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.21	Printing, scanning and photocopying facilities in the Libraries meet my needs	5.91	I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.40	I am able to find information I need on the Library website	0.41
When I am away from campus I can access the Library resources and services I need	6.14	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.89	Library workshops, classes and consultations help me with my learning and research needs	5.43	Course specific resources (e.g. textbooks, readings) meet my learning needs	0.39
The Library search engine enables me to find relevant library resources quickly	6.14	When I am away from campus I can access the Library resources and services I need	5.88	Books and articles I have requested from other Libraries are delivered promptly	5.53	The Library search engine enables me to find relevant library resources quickly	0.35
I can find a place in the Libraries to work in a group when I need to	6.09	Library staff provide accurate answers to my enquiries	5.86	I am able to find information I need on the Library website	5.54	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	0.35
Course specific resources (e.g. textbooks, readings) meet my learning needs	6.06	Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.79	I can find a quiet place in the Libraries to study when I need to	5.54	Printing, scanning and photocopying facilities in the Libraries meet my needs	0.34
Opening hours meet my needs	6.02	The Library search engine enables me to find relevant library resources quickly	5.79	The items I'm looking for on the library shelves are usually there	5.59	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.32
I am able to find information I need on the Library website	5.94	Access to Library information resources helps me to achieve academic success	5.76	The Library signage (print and digital) is clear	5.60	When I am away from campus I can access the Library resources and services I need	0.26

## Singapore Management University Library Survey, February 2022

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

1232 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Libraries to study when I need to	6.38	1	5.54	17
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.38	2	6.03	1
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.25	3	5.91	4
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.21	4	5.89	5
When I am away from campus I can access the Library resources and services I need	6.14	5	5.88	6
The Library search engine enables me to find relevant library resources quickly	6.14	6	5.79	9
I can find a place in the Libraries to work in a group when I need to	6.09	7	5.00	24
Course specific resources (e.g. textbooks, readings) meet my learning needs	6.06	8	5.67	11
Opening hours meet my needs	6.02	9	5.93	2
I am able to find information I need on the Library website	5.94	10	5.54	18
Library staff provide accurate answers to my enquiries	5.89	11	5.86	7
I can get help from library staff when I need it	5.89	12	5.91	3
Access to Library information resources helps me to achieve academic success	5.86	13	5.76	10
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.74	14	5.21	23
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.69	15	5.79	8
The items I'm looking for on the library shelves are usually there	5.65	16	5.59	16
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.50	17	5.65	13
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.49	18	5.65	12
The Library signage (print and digital) is clear	5.47	19	5.60	15
Books and articles I have requested from other Libraries are delivered promptly	5.46	20	5.53	19
The Libraries anticipate my learning and research needs	5.38	21	5.35	22
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.31	22	5.64	14
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.08	23	5.40	21
Library workshops, classes and consultations help me with my learning and research needs	4.96	24	5.43	20

## Singapore Management University Library Survey, February 2022

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

1232 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.03	1	6.38	2
Opening hours meet my needs	5.93	2	6.02	9
I can get help from library staff when I need it	5.91	3	5.89	12
Printing, scanning and photocopying facilities in the Libraries meet my needs	5.91	4	6.25	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	5	6.21	4
When I am away from campus I can access the Library resources and services I need	5.88	6	6.14	5
Library staff provide accurate answers to my enquiries	5.86	7	5.89	11
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.79	8	5.69	15
The Library search engine enables me to find relevant library resources quickly	5.79	9	6.14	6
Access to Library information resources helps me to achieve academic success	5.76	10	5.86	13
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.67	11	6.06	8
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.65	12	5.49	18
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.65	13	5.50	17
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.64	14	5.31	22
The Library signage (print and digital) is clear	5.60	15	5.47	19
The items I'm looking for on the library shelves are usually there	5.59	16	5.65	16
I can find a quiet place in the Libraries to study when I need to	5.54	17	6.38	1
I am able to find information I need on the Library website	5.54	18	5.94	10
Books and articles I have requested from other Libraries are delivered promptly	5.53	19	5.46	20
Library workshops, classes and consultations help me with my learning and research needs	5.43	20	4.96	24
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.40	21	5.08	23
The Libraries anticipate my learning and research needs	5.35	22	5.38	21
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.21	23	5.74	14
I can find a place in the Libraries to work in a group when I need to	5.00	24	6.09	7

## Singapore Management University Library Survey, February 2022

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

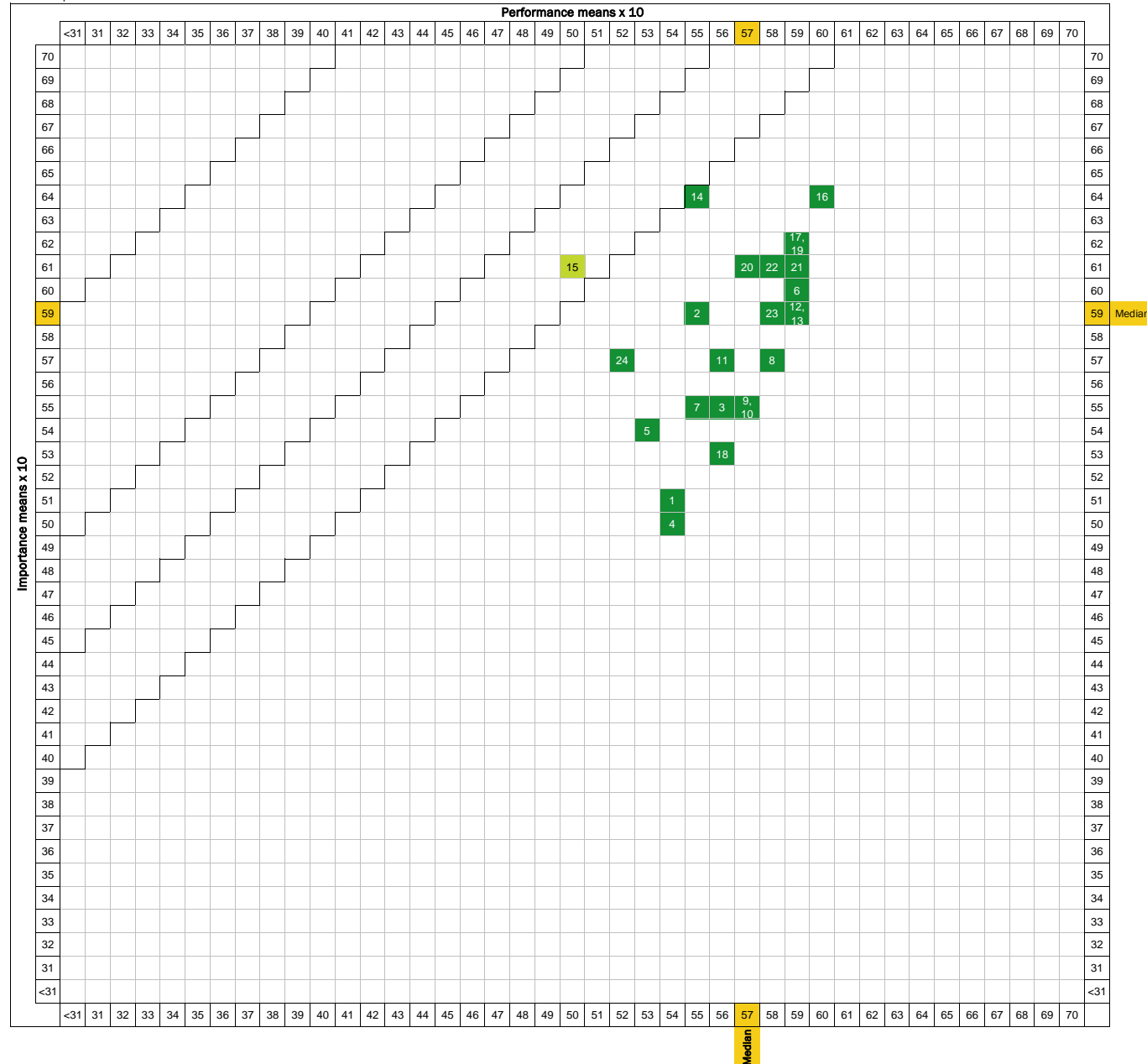
1232 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a place in the Libraries to work in a group when I need to	1.10	1	6.09	7
I can find a quiet place in the Libraries to study when I need to	0.84	2	6.38	1
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.53	3	5.74	14
I am able to find information I need on the Library website	0.41	4	5.94	10
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.39	5	6.06	8
The Library search engine enables me to find relevant library resources quickly	0.35	6	6.14	6
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	0.35	7	6.38	2
Printing, scanning and photocopying facilities in the Libraries meet my needs	0.34	8	6.25	3
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.32	9	6.21	4
When I am away from campus I can access the Library resources and services I need	0.26	10	6.14	5
Access to Library information resources helps me to achieve academic success	0.10	11	5.86	13
Opening hours meet my needs	0.09	12	6.02	9
The items I'm looking for on the library shelves are usually there	0.07	13	5.65	16
Library staff provide accurate answers to my enquiries	0.03	14	5.89	11
The Libraries anticipate my learning and research needs	0.03	15	5.38	21
I can get help from library staff when I need it	-0.02	16	5.89	12
Books and articles I have requested from other Libraries are delivered promptly	-0.06	17	5.46	20
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	-0.11	18	5.69	15
The Library signage (print and digital) is clear	-0.12	19	5.47	19
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	-0.15	20	5.50	17
Face-to-face enquiry services (e.g. Service Desks) meet my needs	-0.17	21	5.49	18
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	-0.32	22	5.08	23
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	-0.33	23	5.31	22
Library workshops, classes and consultations help me with my learning and research needs	-0.47	24	4.96	24

# Singapore Management University Library Survey, February 2022

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

1232 responses



Statements	
1	I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)
2	I am able to find information I need on the Library website
3	The Library signage (print and digital) is clear
4	Library workshops, classes and consultations help me with my learning and research needs
5	The Libraries anticipate 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 services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs
9	Online enquiry services (e.g. email, "Ask Library" chat) meet my needs
10	Face-to-face enquiry services (e.g. Service Desks) meet my needs
11	The items I'm looking for on the library shelves are usually there
12	I can get help from library staff when I need it
13	Library staff provide accurate answers to my enquiries
14	I can find a quiet place in the Libraries to study when I need to
15	I can find a place in the Libraries to work in a group when I need to
16	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs
17	Printing, scanning and photocopying facilities in the Libraries meet my needs
18	Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs
19	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
20	Course specific resources (e.g. textbooks, readings) meet my learning needs
21	When I am away from campus I can access the Library resources and services I need
22	The Library search engine enables me to find relevant library resources quickly
23	Access to Library information resources helps me to achieve academic success
24	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

## Singapore Management University Library Survey, February 2022

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

57 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.28	I can get help from library staff when I need it	6.02	I can find a place in the Libraries to work in a group when I need to	5.09	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.80
I can get help from library staff when I need it	6.20	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	5.98	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.09	The Library search engine enables me to find relevant library resources quickly	0.75
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.16	Library staff provide accurate answers to my enquiries	5.94	The Library search engine enables me to find relevant library resources quickly	5.31	I can find a quiet place in the Libraries to study when I need to	0.67
I can find a quiet place in the Libraries to study when I need to	6.08	Access to Library information resources helps me to achieve academic success	5.76	The items I'm looking for on the library shelves are usually there	5.33	Printing, scanning and photocopying facilities in the Libraries meet my needs	0.58
Library staff provide accurate answers to my enquiries	6.08	When I am away from campus I can access the Library resources and services I need	5.75	I am able to find information I need on the Library website	5.33	I can find a place in the Libraries to work in a group when I need to	0.56
The Library search engine enables me to find relevant library resources quickly	6.06	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 Libraries anticipate my learning and research needs	5.34	I am able to find information I need on the Library website	0.54
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.00	Opening hours meet my needs	5.66	Course specific resources (e.g. textbooks, readings) meet my learning needs	5.34	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.43
Opening hours meet my needs	5.94	Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.57	I can find a quiet place in the Libraries to study when I need to	5.42	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	0.30
When I am away from campus I can access the Library resources and services I need	5.92	Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.57	Printing, scanning and photocopying facilities in the Libraries meet my needs	5.43	Opening hours meet my needs	0.28
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.89	Books and articles I have requested from other Libraries are delivered promptly	5.49	I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.44	I can get help from library staff when I need it	0.18

## Singapore Management University Library Survey, February 2022

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

57 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.28	1	5.98	2
I can get help from library staff when I need it	6.20	2	6.02	1
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.16	3	5.73	6
I can find a quiet place in the Libraries to study when I need to	6.08	4	5.42	17
Library staff provide accurate answers to my enquiries	6.08	5	5.94	3
The Library search engine enables me to find relevant library resources quickly	6.06	6	5.31	22
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.00	7	5.43	16
Opening hours meet my needs	5.94	8	5.66	7
When I am away from campus I can access the Library resources and services I need	5.92	9	5.75	5
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.89	10	5.09	23
I am able to find information I need on the Library website	5.88	11	5.33	20
Access to Library information resources helps me to achieve academic success	5.78	12	5.76	4
Books and articles I have requested from other Libraries are delivered promptly	5.65	13	5.49	10
I can find a place in the Libraries to work in a group when I need to	5.64	14	5.09	24
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.63	15	5.57	8
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.59	16	5.44	13
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.51	17	5.57	9
The Libraries anticipate my learning and research needs	5.47	18	5.34	19
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.46	19	5.34	18
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.43	20	5.44	15
The Library signage (print and digital) is clear	5.40	21	5.44	13
The items I'm looking for on the library shelves are usually there	5.36	22	5.33	21
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.33	23	5.47	11
Library workshops, classes and consultations help me with my learning and research needs	5.20	24	5.45	12

## Singapore Management University Library Survey, February 2022

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

57 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get help from library staff when I need it	6.02	1	6.20	2
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	5.98	2	6.28	1
Library staff provide accurate answers to my enquiries	5.94	3	6.08	5
Access to Library information resources helps me to achieve academic success	5.76	4	5.78	12
When I am away from campus I can access the Library resources and services I need	5.75	5	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	5.73	6	6.16	3
Opening hours meet my needs	5.66	7	5.94	8
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.57	8	5.63	15
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.57	9	5.51	17
Books and articles I have requested from other Libraries are delivered promptly	5.49	10	5.65	13
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.47	11	5.33	23
Library workshops, classes and consultations help me with my learning and research needs	5.45	12	5.20	24
The Library signage (print and digital) is clear	5.44	13	5.40	21
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.44	13	5.59	16
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.44	15	5.43	20
Printing, scanning and photocopying facilities in the Libraries meet my needs	5.43	16	6.00	7
I can find a quiet place in the Libraries to study when I need to	5.42	17	6.08	4
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.34	18	5.46	19
The Libraries anticipate my learning and research needs	5.34	19	5.47	18
I am able to find information I need on the Library website	5.33	20	5.88	11
The items I'm looking for on the library shelves are usually there	5.33	21	5.36	22
The Library search engine enables me to find relevant library resources quickly	5.31	22	6.06	6
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.09	23	5.89	10
I can find a place in the Libraries to work in a group when I need to	5.09	24	5.64	14

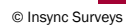


## Singapore Management University Library Survey, February 2022

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

57 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.80	1	5.89	10
The Library search engine enables me to find relevant library resources quickly	0.75	2	6.06	6
I can find a quiet place in the Libraries to study when I need to	0.67	3	6.08	4
Printing, scanning and photocopying facilities in the Libraries meet my needs	0.58	4	6.00	7
I can find a place in the Libraries to work in a group when I need to	0.56	5	5.64	14
I am able to find information I need on the Library website	0.54	6	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	0.43	7	6.16	3
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	0.30	8	6.28	1
Opening hours meet my needs	0.28	9	5.94	8
I can get help from library staff when I need it	0.18	10	6.20	2
When I am away from campus I can access the Library resources and services I need	0.17	11	5.92	9
Books and articles I have requested from other Libraries are delivered promptly	0.16	12	5.65	13
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	0.15	13	5.59	16
Library staff provide accurate answers to my enquiries	0.14	14	6.08	5
The Libraries anticipate my learning and research needs	0.13	15	5.47	18
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.12	16	5.46	19
Face-to-face enquiry services (e.g. Service Desks) meet my needs	0.06	17	5.63	15
The items I'm looking for on the library shelves are usually there	0.03	18	5.36	22
Access to Library information resources helps me to achieve academic success	0.02	19	5.78	12
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	-0.01	20	5.43	20
The Library signage (print and digital) is clear	-0.05	21	5.40	21
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	-0.06	22	5.51	17
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	-0.14	23	5.33	23
Library workshops, classes and consultations help me with my learning and research needs	-0.25	24	5.20	24



## Statements

## Singapore Management University Library Survey, February 2022

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

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
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.31	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.19	The Libraries anticipate my learning and research needs	5.36	The Library search engine enables me to find relevant library resources quickly	0.60
Course specific resources (e.g. textbooks, readings) meet my learning needs	6.26	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.06	I can find a place in the Libraries to work in a group when I need to	5.55	I am able to find information I need on the Library website	0.44
The Library search engine enables me to find relevant library resources quickly	6.26	Library staff provide accurate answers to my enquiries	5.97	I am able to find information I need on the Library website	5.56	Course specific resources (e.g. textbooks, readings) meet my learning needs	0.33
When I am away from campus I can access the Library resources and services I need	6.21	I can get help from library staff when I need it	5.95	Books and articles I have requested from other Libraries are delivered promptly	5.61	Access to Library information resources helps me to achieve academic success	0.31
Library staff provide accurate answers to my enquiries	6.03	When I am away from campus I can access the Library resources and services I need	5.94	The Library search engine enables me to find relevant library resources quickly	5.66	When I am away from campus I can access the Library resources and services I need	0.26
I am able to find information I need on the Library website	6.00	Course specific resources (e.g. textbooks, readings) meet my learning needs	5.93	Access to Library information resources helps me to achieve academic success	5.69	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.25
Access to Library information resources helps me to achieve academic success	6.00	The Library signage (print and digital) is clear	5.85	I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.70	The items I'm looking for on the library shelves are usually there	0.17
The items I'm looking for on the library shelves are usually there	5.91	Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.83	The items I'm looking for on the library shelves are usually there	5.74	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.14
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.90	Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.83	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.76	Library staff provide accurate answers to my enquiries	0.05

Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	5.87	Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.80	Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.77	I can find a place in the Libraries to work in a group when I need to	0.03
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## Singapore Management University Library Survey, February 2022

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

46 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	6.31	1	6.06	2
Course specific resources (e.g. textbooks, readings) meet my learning needs	6.26	2	5.93	6
The Library search engine enables me to find relevant library resources quickly	6.26	3	5.66	20
When I am away from campus I can access the Library resources and services I need	6.21	4	5.94	5
Library staff provide accurate answers to my enquiries	6.03	5	5.97	3
I am able to find information I need on the Library website	6.00	6	5.56	22
Access to Library information resources helps me to achieve academic success	6.00	6	5.69	19
The items I'm looking for on the library shelves are usually there	5.91	8	5.74	17
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.90	9	5.76	16
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	5.87	10	6.19	1
I can get help from library staff when I need it	5.85	11	5.95	4
I can find a quiet place in the Libraries to study when I need to	5.83	12	5.80	10
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.77	13	5.77	15
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.77	14	5.83	8
Library workshops, classes and consultations help me with my learning and research needs	5.76	15	5.78	13
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.67	16	5.83	8
The Library signage (print and digital) is clear	5.64	17	5.85	7
I can find a place in the Libraries to work in a group when I need to	5.59	18	5.55	23
Printing, scanning and photocopying facilities in the Libraries meet my needs	5.59	18	5.79	12
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.45	20	5.70	18
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.43	21	5.80	10
Books and articles I have requested from other Libraries are delivered promptly	5.36	22	5.61	21
Opening hours meet my needs	5.32	23	5.78	13
The Libraries anticipate my learning and research needs	5.18	24	5.36	24

## Singapore Management University Library Survey, February 2022

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

46 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.19	1	5.87	10
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.06	2	6.31	1
Library staff provide accurate answers to my enquiries	5.97	3	6.03	5
I can get help from library staff when I need it	5.95	4	5.85	11
When I am away from campus I can access the Library resources and services I need	5.94	5	6.21	4
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.93	6	6.26	2
The Library signage (print and digital) is clear	5.85	7	5.64	17
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.83	8	5.67	16
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.83	8	5.77	14
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.80	10	5.43	21
I can find a quiet place in the Libraries to study when I need to	5.80	10	5.83	12
Printing, scanning and photocopying facilities in the Libraries meet my needs	5.79	12	5.59	18
Opening hours meet my needs	5.78	13	5.32	23
Library workshops, classes and consultations help me with my learning and research needs	5.78	13	5.76	15
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.77	15	5.77	13
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.76	16	5.90	9
The items I'm looking for on the library shelves are usually there	5.74	17	5.91	8
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.70	18	5.45	20
Access to Library information resources helps me to achieve academic success	5.69	19	6.00	6
The Library search engine enables me to find relevant library resources quickly	5.66	20	6.26	3
Books and articles I have requested from other Libraries are delivered promptly	5.61	21	5.36	22
I am able to find information I need on the Library website	5.56	22	6.00	6
I can find a place in the Libraries to work in a group when I need to	5.55	23	5.59	18
The Libraries anticipate my learning and research needs	5.36	24	5.18	24

## Singapore Management University Library Survey, February 2022

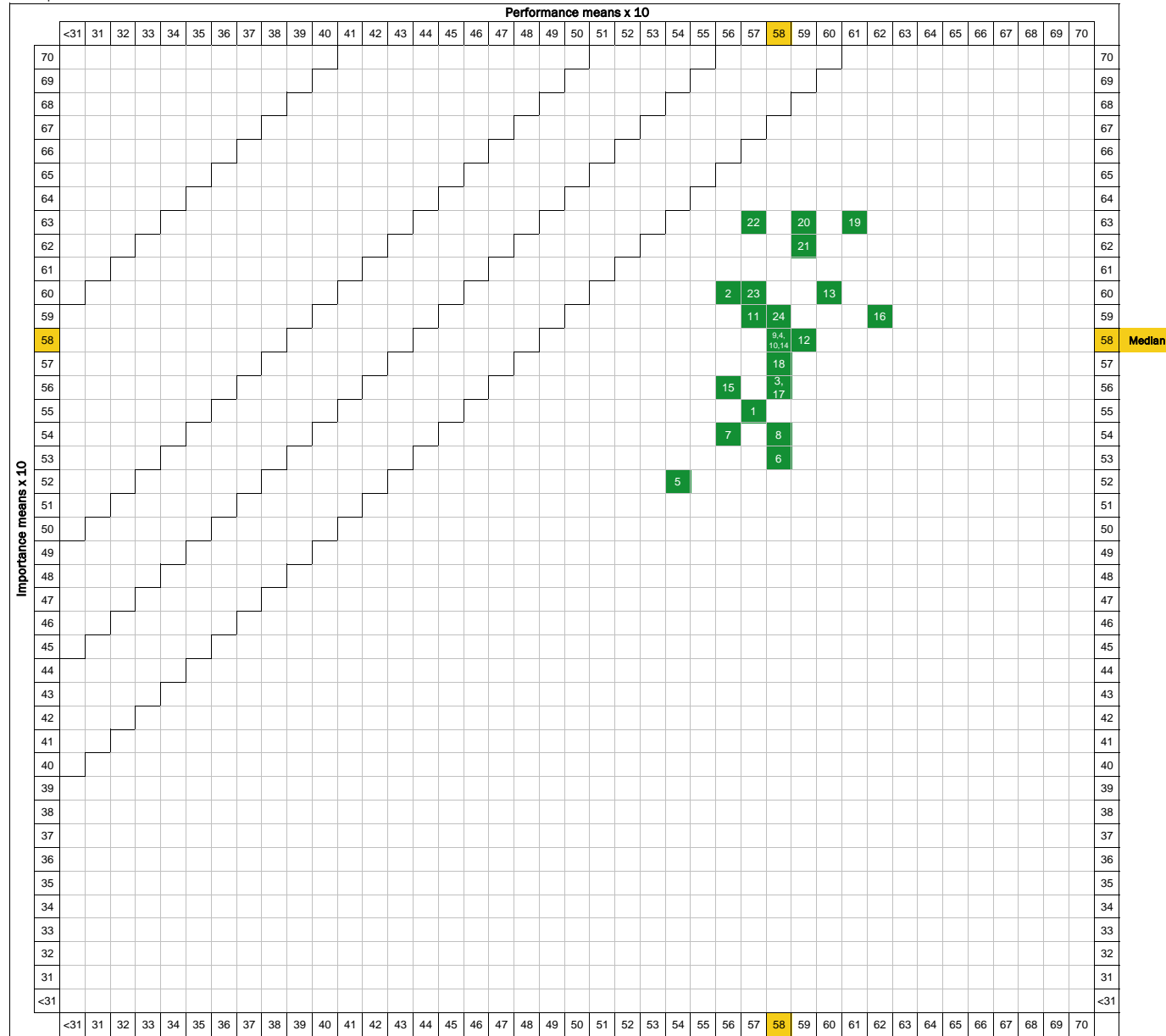
Mean gap scores — How frequently do you visit the Campus? - Quarterly

46 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
The Library search engine enables me to find relevant library resources quickly	0.60	1	6.26	3
I am able to find information I need on the Library website	0.44	2	6.00	6
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.33	3	6.26	2
Access to Library information resources helps me to achieve academic success	0.31	4	6.00	6
When I am away from campus I can access the Library resources and services I need	0.26	5	6.21	4
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.25	6	6.31	1
The items I'm looking for on the library shelves are usually there	0.17	7	5.91	8
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.14	8	5.90	9
Library staff provide accurate answers to my enquiries	0.05	9	6.03	5
I can find a place in the Libraries to work in a group when I need to	0.03	10	5.59	18
I can find a quiet place in the Libraries to study when I need to	0.03	11	5.83	12
Face-to-face enquiry services (e.g. Service Desks) meet my needs	0.00	12	5.77	13
Library workshops, classes and consultations help me with my learning and research needs	-0.03	13	5.76	15
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	-0.07	14	5.77	14
I can get help from library staff when I need it	-0.10	15	5.85	11
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	-0.17	16	5.67	16
The Libraries anticipate my learning and research needs	-0.18	17	5.18	24
The Library signage (print and digital) is clear	-0.21	18	5.64	17
Printing, scanning and photocopying facilities in the Libraries meet my needs	-0.21	19	5.59	18
Books and articles I have requested from other Libraries are delivered promptly	-0.25	20	5.36	22
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	-0.25	20	5.45	20
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	-0.32	22	5.87	10
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	-0.37	23	5.43	21
Opening hours meet my needs	-0.46	24	5.32	23

# Singapore Management University Library Survey, February 2022

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



Statements	
1	I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)
2	I am able to find information I need on the Library website
3	The Library signage (print and digital) is clear
4	Library workshops, classes and consultations help me with my learning and research needs
5	The Libraries anticipate 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 services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs
9	Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs
10	Face-to-face enquiry services (e.g. Service Desks) meet my needs
11	The items I'm looking for on the library shelves are usually there
12	I can get help from library staff when I need it
13	Library staff provide accurate answers to my enquiries
14	I can find a quiet place in the Libraries to study when I need to
15	I can find a place in the Libraries to work in a group when I need to
16	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs
17	Printing, scanning and photocopying facilities in the Libraries meet my needs
18	Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs
19	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
20	Course specific resources (e.g. textbooks, readings) meet my learning needs
21	When I am away from campus I can access the Library resources and services I need
22	The Library search engine enables me to find relevant library resources quickly
23	Access to Library information resources helps me to achieve academic success
24	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources



## Singapore Management University Library Survey, February 2022

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

19 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 find it easy to use mobile devices (e.g. tablets and phones) to access online resources	6.64	The Library signage (print and digital) is clear	6.20	Course specific resources (e.g. textbooks, readings) meet my learning needs	4.90	Course specific resources (e.g. textbooks, readings) meet my learning needs	1.20
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.53	Access to Library information resources helps me to achieve academic success	6.08	I can find a place in the Libraries to work in a group when I need to	5.22	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	1.09
Access to Library information resources helps me to achieve academic success	6.50	Library workshops, classes and consultations help me with my learning and research needs	6.00	Printing, scanning and photocopying facilities in the Libraries meet my needs	5.25	When I am away from campus I can access the Library resources and services I need	0.86
The Library search engine enables me to find relevant library resources quickly	6.46	I can get help from library staff when I need it	6.00	Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.25	I can find a quiet place in the Libraries to study when I need to	0.80
When I am away from campus I can access the Library resources and services I need	6.43	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.00	I can find a quiet place in the Libraries to study when I need to	5.30	I can find a place in the Libraries to work in a group when I need to	0.78
Library staff provide accurate answers to my enquiries	6.40	I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.94	The items I'm looking for on the library shelves are usually there	5.38	Printing, scanning and photocopying facilities in the Libraries meet my needs	0.63
I can get help from library staff when I need it	6.27	I am able to find information I need on the Library website	5.94	Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.45	The items I'm looking for on the library shelves are usually there	0.63
I am able to find information I need on the Library website	6.19	Library staff provide accurate answers to my enquiries	5.90	The Libraries anticipate my learning and research needs	5.50	The Library search engine enables me to find relevant library resources quickly	0.62
Course specific resources (e.g. textbooks, readings) meet my learning needs	6.10	The Library search engine enables me to find relevant library resources quickly	5.85	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.55	Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	0.55
I can find a quiet place in the Libraries to study when I need to	6.10	Opening hours meet my needs	5.73	When I am away from campus I can access the Library resources and services I need	5.57	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.53

## Singapore Management University Library Survey, February 2022

Mean importance scores — How frequently do you visit the Campus? - Never

19 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	6.64	1	5.55	16
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.53	2	6.00	3
Access to Library information resources helps me to achieve academic success	6.50	3	6.08	2
The Library search engine enables me to find relevant library resources quickly	6.46	4	5.85	9
When I am away from campus I can access the Library resources and services I need	6.43	5	5.57	15
Library staff provide accurate answers to my enquiries	6.40	6	5.90	8
I can get help from library staff when I need it	6.27	7	6.00	3
I am able to find information I need on the Library website	6.19	8	5.94	7
Course specific resources (e.g. textbooks, readings) meet my learning needs	6.10	9	4.90	24
I can find a quiet place in the Libraries to study when I need to	6.10	9	5.30	20
I can find a place in the Libraries to work in a group when I need to	6.00	11	5.22	23
The items I'm looking for on the library shelves are usually there	6.00	11	5.38	19
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	6.00	11	5.45	18
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.00	11	5.70	11
The Library signage (print and digital) is clear	5.90	15	6.20	1
Printing, scanning and photocopying facilities in the Libraries meet my needs	5.88	16	5.25	21
Opening hours meet my needs	5.82	17	5.73	10
The Libraries anticipate my learning and research needs	5.71	18	5.50	17
Books and articles I have requested from other Libraries are delivered promptly	5.70	19	5.60	14
Library workshops, classes and consultations help me with my learning and research needs	5.69	20	6.00	3
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.67	21	5.67	12
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.63	22	5.25	21
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.53	23	5.94	6
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.38	24	5.63	13

## Singapore Management University Library Survey, February 2022

Mean performance score — How frequently do you visit the Campus? - Never

19 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
The Library signage (print and digital) is clear	6.20	1	5.90	15
Access to Library information resources helps me to achieve academic success	6.08	2	6.50	3
Library workshops, classes and consultations help me with my learning and research needs	6.00	3	5.69	20
I can get help from library staff when I need it	6.00	3	6.27	7
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.00	3	6.53	2
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.94	6	5.53	23
I am able to find information I need on the Library website	5.94	7	6.19	8
Library staff provide accurate answers to my enquiries	5.90	8	6.40	6
The Library search engine enables me to find relevant library resources quickly	5.85	9	6.46	4
Opening hours meet my needs	5.73	10	5.82	17
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	5.70	11	6.00	11
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.67	12	5.67	21
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.63	13	5.38	24
Books and articles I have requested from other Libraries are delivered promptly	5.60	14	5.70	19
When I am away from campus I can access the Library resources and services I need	5.57	15	6.43	5
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.55	16	6.64	1
The Libraries anticipate my learning and research needs	5.50	17	5.71	18
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.45	18	6.00	11
The items I'm looking for on the library shelves are usually there	5.38	19	6.00	11
I can find a quiet place in the Libraries to study when I need to	5.30	20	6.10	9
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.25	21	5.63	22
Printing, scanning and photocopying facilities in the Libraries meet my needs	5.25	21	5.88	16
I can find a place in the Libraries to work in a group when I need to	5.22	23	6.00	11
Course specific resources (e.g. textbooks, readings) meet my learning needs	4.90	24	6.10	9

## Singapore Management University Library Survey, February 2022

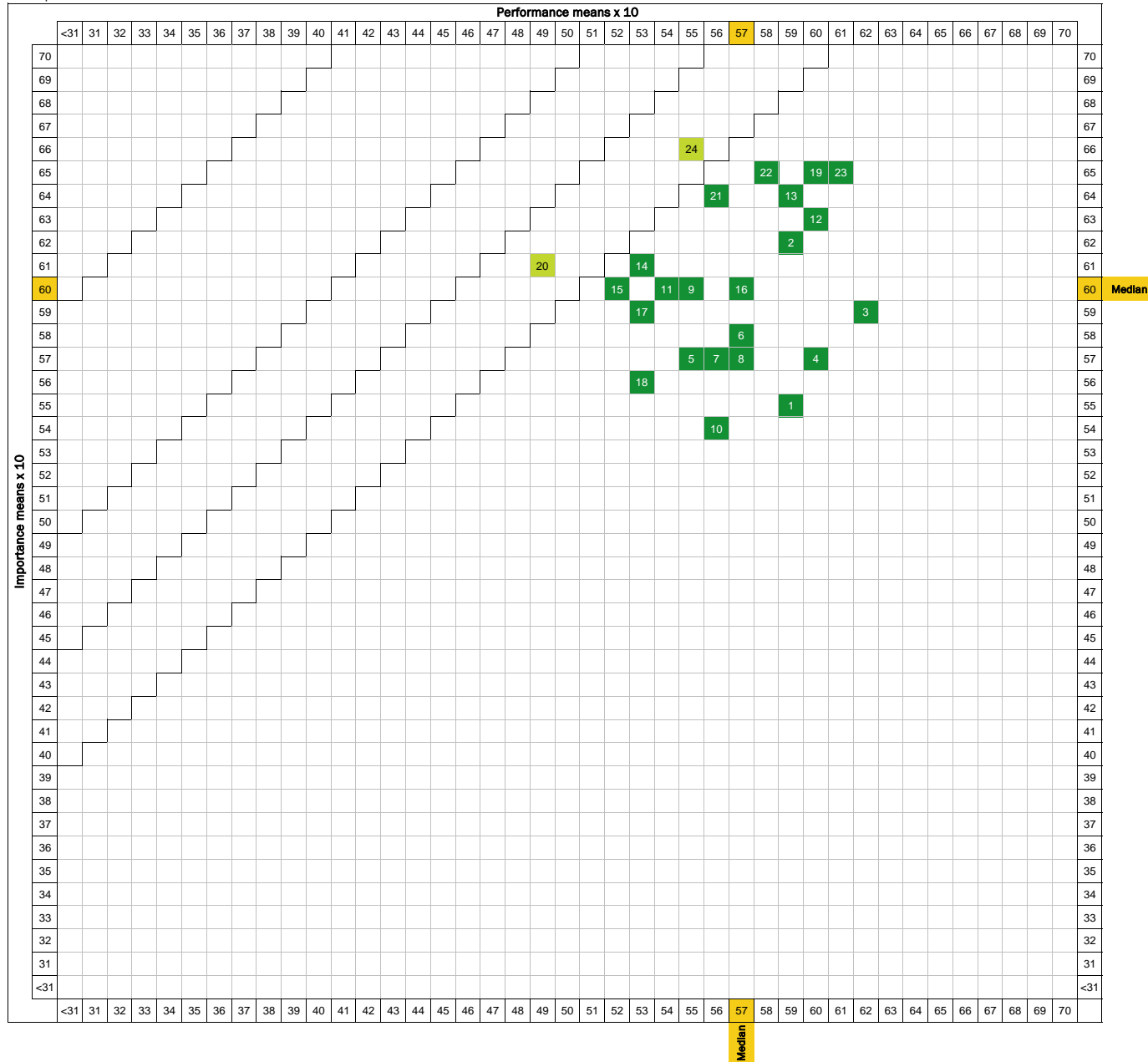
Mean gap scores — How frequently do you visit the Campus? - Never

19 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
Course specific resources (e.g. textbooks, readings) meet my learning needs	1.20	1	6.10	9
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	1.09	2	6.64	1
When I am away from campus I can access the Library resources and services I need	0.86	3	6.43	5
I can find a quiet place in the Libraries to study when I need to	0.80	4	6.10	9
I can find a place in the Libraries to work in a group when I need to	0.78	5	6.00	11
Printing, scanning and photocopying facilities in the Libraries meet my needs	0.63	6	5.88	16
The items I'm looking for on the library shelves are usually there	0.63	6	6.00	11
The Library search engine enables me to find relevant library resources quickly	0.62	8	6.46	4
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	0.55	9	6.00	11
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.53	10	6.53	2
Library staff provide accurate answers to my enquiries	0.50	11	6.40	6
Access to Library information resources helps me to achieve academic success	0.42	12	6.50	3
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	0.38	13	5.63	22
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	0.30	14	6.00	11
I can get help from library staff when I need it	0.27	15	6.27	7
I am able to find information I need on the Library website	0.25	16	6.19	8
The Libraries anticipate my learning and research needs	0.21	17	5.71	18
Books and articles I have requested from other Libraries are delivered promptly	0.10	18	5.70	19
Opening hours meet my needs	0.09	19	5.82	17
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	0.00	20	5.67	21
Face-to-face enquiry services (e.g. Service Desks) meet my needs	-0.25	21	5.38	24
The Library signage (print and digital) is clear	-0.30	22	5.90	15
Library workshops, classes and consultations help me with my learning and research needs	-0.31	23	5.69	20
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	-0.41	24	5.53	23

# Singapore Management University Library Survey, February 2022

Best practice categories gap grid — How frequently do you visit the Campus? - Never  
19 responses



Statements	
1	I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)
2	I am able to find information I need on the Library website
3	The Library signage (print and digital) is clear
4	Library workshops, classes and consultations help me with my learning and research needs
5	The Libraries anticipate 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 services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs
9	Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs
10	Face-to-face enquiry services (e.g. Service Desks) meet my needs
11	The items I'm looking for on the library shelves are usually there
12	I can get help from library staff when I need it
13	Library staff provide accurate answers to my enquiries
14	I can find a quiet place in the Libraries to study when I need to
15	I can find a place in the Libraries to work in a group when I need to
16	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs
17	Printing, scanning and photocopying facilities in the Libraries meet my needs
18	Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs
19	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
20	Course specific resources (e.g. textbooks, readings) meet my learning needs
21	When I am away from campus I can access the Library resources and services I need
22	The Library search engine enables me to find relevant library resources quickly
23	Access to Library information resources helps me to achieve academic success
24	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

## Singapore Management University Library Survey, February 2022

Top 5 importance scores by demographic

How frequently do you visit the Libraries?

Unique factor

Daily (630 responses)	Importance mean
I can find a quiet place in the Libraries to study when I need to	6.60
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.49
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.48
Opening hours meet my needs	6.32
I can find a place in the Libraries to work in a group when I need to	6.31
Weekly (1553 responses)	Importance mean
I can find a quiet place in the Libraries to study when I need to	6.49
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.48
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.34
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.24
Opening hours meet my needs	6.15
Monthly (533 responses)	Importance mean
I can find a quiet place in the Libraries to study when I need to	6.37
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries 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
The Library search engine enables me to find relevant library resources quickly	6.19
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.17
Quarterly (252 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	6.33
The Library search engine enables me to find relevant library resources quickly	6.28
When I am away from campus I can access the Library resources and services I need	6.27
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.25
I can find a quiet place in the Libraries to study when I need to	6.25
Never (137 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	6.50
The Library search engine enables me to find relevant library resources quickly	6.45
When I am away from campus I can access the Library resources and services I need	6.41
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.39
I can find a place in the Libraries to work in a group when I need to	6.27

## Singapore Management University Library Survey, February 2022

Top 5 performance scores by demographic

How frequently do you visit the Libraries?

Unique factor

Daily (630 responses)	Performance mean
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.26
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my 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	6.01
Library staff provide accurate answers to my enquiries	6.01
I can get help from library staff when I need it	5.99
Weekly (1553 responses)	Performance mean
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.17
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.08
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.96
When I am away from campus I can access the Library resources and services I need	5.94
Library staff provide accurate answers to my enquiries	5.93
Monthly (533 responses)	Performance mean
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.01
When I am away from campus I can access the Library resources and services I need	5.97
I can get help from library staff when I need it	5.96
Library staff provide accurate answers to my enquiries	5.94
Printing, scanning and photocopying facilities in the Libraries meet my needs	5.92
Quarterly (252 responses)	Performance mean
I can get help from library staff when I need it	5.97
Opening hours meet my needs	5.97
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.94
Library staff provide accurate answers to my enquiries	5.93
When I am away from campus I can access the Library resources and services I need	5.92
Never (137 responses)	Performance mean
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.00
When I am away from campus I can access the Library resources and services I need	5.88
Opening hours meet my needs	5.84
I can get help from library staff when I need it	5.81
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	5.81

## Singapore Management University Library Survey, February 2022

Top 5 gap scores by demographic

How frequently do you visit the Libraries?

Unique factor

Daily (630 responses)	Gap score
I can find a place in the Libraries to work in a group when I need to	1.27
I can find a quiet place in the Libraries to study when I need to	0.96
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.59
Opening hours meet my needs	0.54
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.39
Weekly (1553 responses)	Gap score
I can find a place in the Libraries to work in a group when I need to	1.11
I can find a quiet place in the Libraries to study when I need to	0.80
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.47
I am able to find information I need on the Library website	0.34
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.33
Monthly (533 responses)	Gap score
I can find a place in the Libraries to work in a group when I need to	1.03
I can find a quiet place in the Libraries to study when I need to	0.82
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.66
I am able to find information I need on the Library website	0.48
The Library search engine enables me to find relevant library resources quickly	0.39
Quarterly (252 responses)	Gap score
I can find a place in the Libraries to work in a group when I need to	0.91
I can find a quiet place in the Libraries to study when I need to	0.72
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.65
I am able to find information I need on the Library website	0.56
The Library search engine enables me to find relevant library resources quickly	0.55
Never (137 responses)	Gap score
I can find a place in the Libraries to work in a group when I need to	1.15
The items I'm looking for on the library shelves are usually there	0.98
I can find a quiet place in the Libraries to study when I need to	0.81
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.76
The Library search engine enables me to find relevant library resources quickly	0.74



## Singapore Management University Library Survey, February 2022

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

630 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 Libraries to study when I need to	6.60	Printing, scanning and photocopying facilities in the Libraries meet my needs	6.26	I can find a place in the Libraries to work in a group when I need to	5.03	I can find a place in the Libraries to work in a group when I need to	1.27
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.49	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.14	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.28	I can find a quiet place in the Libraries to study when I need to	0.96
Printing, scanning and photocopying facilities in the Libraries 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	6.01	Library workshops, classes and consultations help me with my learning and research needs	5.46	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.59
Opening hours meet my needs	6.32	Library staff provide accurate answers to my enquiries	6.01	I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.47	Opening hours meet my needs	0.54
I can find a place in the Libraries to work in a group when I need to	6.31	I can get help from library staff when I need it	5.99	The Libraries anticipate my learning and research needs	5.58	Course specific resources (e.g. textbooks, readings) meet my learning 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	6.29	Access to Library information resources helps me to achieve academic success	5.94	Books and articles I have requested from other Libraries are delivered promptly	5.59	I am able to find information I need on the Library website	0.38
When I am away from campus I can access the Library resources and services I need	6.24	When I am away from campus I can access the Library resources and services I need	5.91	I am able to find information I need on the Library website	5.60	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	0.35
The Library search engine enables me to find relevant library resources quickly	6.18	Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.88	I can find a quiet place in the Libraries to study when I need to	5.64	When I am away from campus I can access the Library resources and services I need	0.33
Course specific resources (e.g. textbooks, readings) meet my learning needs	6.15	The Library search engine enables me to find relevant library resources quickly	5.88	The items I'm looking for on the library shelves are usually there	5.68	The Library search engine enables me to find relevant library resources quickly	0.30
Access to Library information resources helps me to achieve academic success	6.08	Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.84	Course specific resources (e.g. textbooks, readings) meet my learning needs	5.76	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.27

## Singapore Management University Library Survey, February 2022

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

630 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Libraries to study when I need to	6.60	1	5.64	17
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.49	2	6.14	2
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.48	3	6.26	1
Opening hours meet my needs	6.32	4	5.78	14
I can find a place in the Libraries to work in a group when I need to	6.31	5	5.03	24
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.29	6	6.01	3
When I am away from campus I can access the Library resources and services I need	6.24	7	5.91	7
The Library search engine enables me to find relevant library resources quickly	6.18	8	5.88	9
Course specific resources (e.g. textbooks, readings) meet my learning needs	6.15	9	5.76	15
Access to Library information resources helps me to achieve academic success	6.08	10	5.94	6
Library staff provide accurate answers to my enquiries	6.03	11	6.01	4
I am able to find information I need on the Library website	5.98	12	5.60	18
I can get help from library staff when I need it	5.97	13	5.99	5
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.87	14	5.28	23
The items I'm looking for on the library shelves are usually there	5.82	15	5.68	16
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.79	16	5.88	8
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.74	17	5.84	10
The Libraries anticipate my learning and research needs	5.61	18	5.58	20
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.58	19	5.78	13
The Library signage (print and digital) is clear	5.58	20	5.81	11
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.56	21	5.79	12
Books and articles I have requested from other Libraries are delivered promptly	5.56	22	5.59	19
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.09	23	5.47	21
Library workshops, classes and consultations help me with my learning and research needs	5.01	24	5.46	22

## Singapore Management University Library Survey, February 2022

Mean performance score — How frequently do you visit the Libraries? - Daily

630 responses

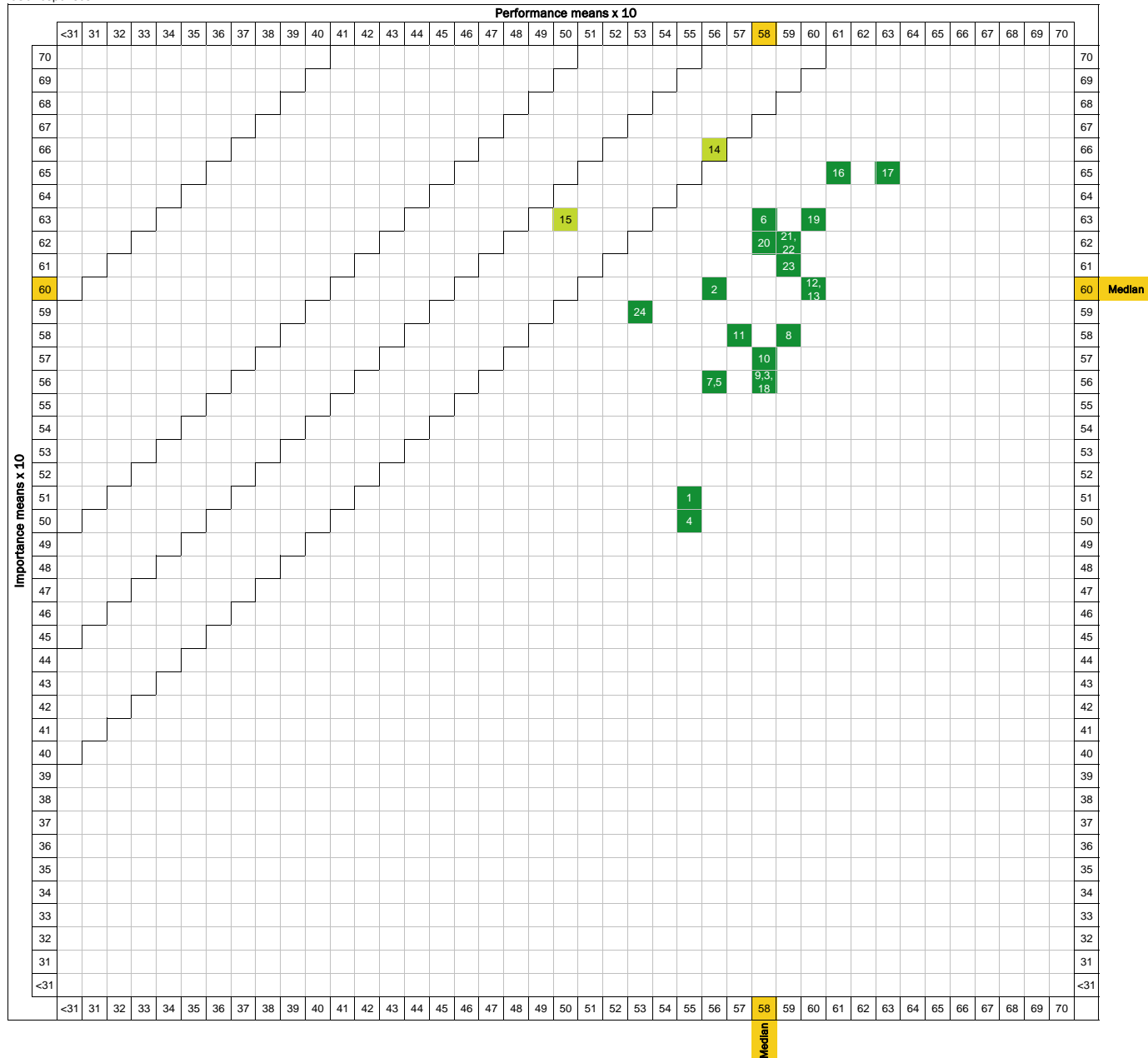
	Performance		Importance	
	Mean	Rank	Mean	Rank
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.26	1	6.48	3
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.14	2	6.49	2
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.01	3	6.29	6
Library staff provide accurate answers to my enquiries	6.01	4	6.03	11
I can get help from library staff when I need it	5.99	5	5.97	13
Access to Library information resources helps me to achieve academic success	5.94	6	6.08	10
When I am away from campus I can access the Library resources and services I need	5.91	7	6.24	7
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.88	8	5.79	16
The Library search engine enables me to find relevant library resources quickly	5.88	9	6.18	8
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.84	10	5.74	17
The Library signage (print and digital) is clear	5.81	11	5.58	20
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.79	12	5.56	21
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.78	13	5.58	19
Opening hours meet my needs	5.78	14	6.32	4
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.76	15	6.15	9
The items I'm looking for on the library shelves are usually there	5.68	16	5.82	15
I can find a quiet place in the Libraries to study when I need to	5.64	17	6.60	1
I am able to find information I need on the Library website	5.60	18	5.98	12
Books and articles I have requested from other Libraries are delivered promptly	5.59	19	5.56	22
The Libraries anticipate my learning and research needs	5.58	20	5.61	18
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.47	21	5.09	23
Library workshops, classes and consultations help me with my learning and research needs	5.46	22	5.01	24
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.28	23	5.87	14
I can find a place in the Libraries to work in a group when I need to	5.03	24	6.31	5

## Singapore Management University Library Survey, February 2022

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

630 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a place in the Libraries to work in a group when I need to	1.27	1	6.31	5
I can find a quiet place in the Libraries to study when I need to	0.96	2	6.60	1
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.59	3	5.87	14
Opening hours meet my needs	0.54	4	6.32	4
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.39	5	6.15	9
I am able to find information I need on the Library website	0.38	6	5.98	12
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	0.35	7	6.49	2
When I am away from campus I can access the Library resources and services I need	0.33	8	6.24	7
The Library search engine enables me to find relevant library resources quickly	0.30	9	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	0.27	10	6.29	6
Printing, scanning and photocopying facilities in the Libraries meet my needs	0.22	11	6.48	3
Access to Library information resources helps me to achieve academic success	0.14	12	6.08	10
The items I'm looking for on the library shelves are usually there	0.14	13	5.82	15
The Libraries anticipate my learning and research needs	0.03	14	5.61	18
Library staff provide accurate answers to my enquiries	0.03	15	6.03	11
I can get help from library staff when I need it	-0.03	16	5.97	13
Books and articles I have requested from other Libraries are delivered promptly	-0.03	17	5.56	22
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	-0.10	18	5.79	16
Face-to-face enquiry services (e.g. Service Desks) meet my needs	-0.10	19	5.74	17
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	-0.20	20	5.58	19
The Library signage (print and digital) is clear	-0.23	21	5.58	20
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	-0.23	22	5.56	21
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	-0.39	23	5.09	23
Library workshops, classes and consultations help me with my learning and research needs	-0.45	24	5.01	24



Statements	
1	I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)
2	I am able to find information I need on the Library website
3	The Library signage (print and digital) is clear
4	Library workshops, classes and consultations help me with my learning and research needs
5	The Libraries anticipate 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 services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs
9	Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs
10	Face-to-face enquiry services (e.g. Service Desks) meet my needs
11	The items I'm looking for on the library shelves are usually there
12	I can get help from library staff when I need it
13	Library staff provide accurate answers to my enquiries
14	I can find a quiet place in the Libraries to study when I need to
15	I can find a place in the Libraries to work in a group when I need to
16	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs
17	Printing, scanning and photocopying facilities in the Libraries meet my needs
18	Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs
19	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
20	Course specific resources (e.g. textbooks, readings) meet my learning needs
21	When I am away from campus I can access the Library resources and services I need
22	The Library search engine enables me to find relevant library resources quickly
23	Access to Library information resources helps me to achieve academic success
24	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

## Singapore Management University Library Survey, February 2022

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

1553 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 Libraries to study when I need to	6.49	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.17	I can find a place in the Libraries to work in a group when I need to	5.01	I can find a place in the Libraries to work in a group when I need to	1.11
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.48	Printing, scanning and photocopying facilities in the Libraries meet my needs	6.08	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.28	I can find a quiet place in the Libraries to study when I need to	0.80
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.34	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.96	The Libraries anticipate my learning and research needs	5.41	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.47
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.24	When I am away from campus I can access the Library resources and services I need	5.94	I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.43	I am able to find information I need on the Library website	0.34
Opening hours meet my needs	6.15	Library staff provide accurate answers to my enquiries	5.93	Library workshops, classes and consultations help me with my learning and research needs	5.49	Course specific resources (e.g. textbooks, readings) meet my learning needs	0.33
The Library search engine enables me to find relevant library resources quickly	6.14	I can get help from library staff when I need it	5.92	Books and articles I have requested from other Libraries are delivered promptly	5.58	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	0.32
When I am away from campus I can access the Library resources and services I need	6.14	Opening hours meet my needs	5.92	I am able to find information I need on the Library website	5.61	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.28
I can find a place in the Libraries to work in a group when I need to	6.12	The Library search engine enables me to find relevant library resources quickly	5.87	The items I'm looking for on the library shelves are usually there	5.64	The Library search engine enables me to find relevant library resources quickly	0.28
Course specific resources (e.g. textbooks, readings) meet my learning needs	6.06	Access to Library information resources helps me to achieve academic success	5.84	I can find a quiet place in the Libraries to study when I need to	5.69	Printing, scanning and photocopying facilities in the Libraries meet my needs	0.26
I am able to find information I need on the Library website	5.95	Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.83	Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.70	Opening hours meet my needs	0.23

## Singapore Management University Library Survey, February 2022

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

1553 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Libraries to study when I need to	6.49	1	5.69	16
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.48	2	6.17	1
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.34	3	6.08	2
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.24	4	5.96	3
Opening hours meet my needs	6.15	5	5.92	7
The Library search engine enables me to find relevant library resources quickly	6.14	6	5.87	8
When I am away from campus I can access the Library resources and services I need	6.14	7	5.94	4
I can find a place in the Libraries to work in a group when I need to	6.12	8	5.01	24
Course specific resources (e.g. textbooks, readings) meet my learning needs	6.06	9	5.73	12
I am able to find information I need on the Library website	5.95	10	5.61	18
Library staff provide accurate answers to my enquiries	5.93	11	5.93	5
Access to Library information resources helps me to achieve academic success	5.91	12	5.84	9
I can get help from library staff when I need it	5.87	13	5.92	6
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.75	14	5.28	23
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.72	15	5.83	10
The items I'm looking for on the library shelves are usually there	5.69	16	5.64	17
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.52	17	5.71	14
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.51	18	5.73	11
The Library signage (print and digital) is clear	5.51	19	5.71	13
Books and articles I have requested from other Libraries are delivered promptly	5.46	20	5.58	19
The Libraries anticipate my learning and research needs	5.41	21	5.41	22
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.37	22	5.70	15
Library workshops, classes and consultations help me with my learning and research needs	5.06	23	5.49	20
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.05	24	5.43	21

## Singapore Management University Library Survey, February 2022

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

1553 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.17	1	6.48	2
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.08	2	6.34	3
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.96	3	6.24	4
When I am away from campus I can access the Library resources and services I need	5.94	4	6.14	7
Library staff provide accurate answers to my enquiries	5.93	5	5.93	11
I can get help from library staff when I need it	5.92	6	5.87	13
Opening hours meet my needs	5.92	7	6.15	5
The Library search engine enables me to find relevant library resources quickly	5.87	8	6.14	6
Access to Library information resources helps me to achieve academic success	5.84	9	5.91	12
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.83	10	5.72	15
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.73	11	5.51	18
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.73	12	6.06	9
The Library signage (print and digital) is clear	5.71	13	5.51	19
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.71	14	5.52	17
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.70	15	5.37	22
I can find a quiet place in the Libraries to study when I need to	5.69	16	6.49	1
The items I'm looking for on the library shelves are usually there	5.64	17	5.69	16
I am able to find information I need on the Library website	5.61	18	5.95	10
Books and articles I have requested from other Libraries are delivered promptly	5.58	19	5.46	20
Library workshops, classes and consultations help me with my learning and research needs	5.49	20	5.06	23
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.43	21	5.05	24
The Libraries anticipate my learning and research needs	5.41	22	5.41	21
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.28	23	5.75	14
I can find a place in the Libraries to work in a group when I need to	5.01	24	6.12	8



## Singapore Management University Library Survey, February 2022

Mean gap scores — How frequently do you visit the Libraries? - Weekly

1553 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a place in the Libraries to work in a group when I need to	1.11	1	6.12	8
I can find a quiet place in the Libraries to study when I need to	0.80	2	6.49	1
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.47	3	5.75	14
I am able to find information I need on the Library website	0.34	4	5.95	10
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.33	5	6.06	9
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	0.32	6	6.48	2
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	6.24	4
The Library search engine enables me to find relevant library resources quickly	0.28	8	6.14	6
Printing, scanning and photocopying facilities in the Libraries meet my needs	0.26	9	6.34	3
Opening hours meet my needs	0.23	10	6.15	5
When I am away from campus I can access the Library resources and services I need	0.20	11	6.14	7
Access to Library information resources helps me to achieve academic success	0.08	12	5.91	12
The items I'm looking for on the library shelves are usually there	0.04	13	5.69	16
The Libraries anticipate my learning and research needs	0.01	14	5.41	21
Library staff provide accurate answers to my enquiries	0.00	15	5.93	11
I can get help from library staff when I need it	-0.05	16	5.87	13
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	-0.12	17	5.72	15
Books and articles I have requested from other Libraries are delivered promptly	-0.12	18	5.46	20
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	-0.19	19	5.52	17
The Library signage (print and digital) is clear	-0.20	20	5.51	19
Face-to-face enquiry services (e.g. Service Desks) meet my needs	-0.22	21	5.51	18
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	-0.33	22	5.37	22
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	-0.39	23	5.05	24
Library workshops, classes and consultations help me with my learning and research needs	-0.43	24	5.06	23



## Singapore Management University Library Survey, February 2022

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

533 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 Libraries to study when I need to	6.37	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.01	I can find a place in the Libraries to work in a group when I need to	4.99	I can find a place in the Libraries to work in a group when I need to	1.03
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.33	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	5.16	I can find a quiet place in the Libraries to study when I need to	0.82
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.25	I can get help from library staff when I need it	5.96	I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.39	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.66
The Library search engine enables me to find relevant library resources quickly	6.19	Library staff provide accurate answers to my enquiries	5.94	The Libraries anticipate my learning and research needs	5.48	I am able to find information I need on the Library website	0.48
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.17	Printing, scanning and photocopying facilities in the Libraries meet my needs	5.92	I am able to find information I need on the Library website	5.50	The Library search engine enables me to find relevant library resources quickly	0.39
When I am away from campus I can access the Library resources and services I need	6.15	Opening hours meet my needs	5.90	The Library signage (print and digital) is clear	5.50	Course specific resources (e.g. textbooks, readings) meet my learning needs	0.37
Course specific resources (e.g. textbooks, readings) meet my learning needs	6.08	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.89	Library workshops, classes and consultations help me with my learning and research needs	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
I can find a place in the Libraries to work in a group when I need to	6.03	Access to Library information resources helps me to achieve academic success	5.82	I can find a quiet place in the Libraries to study when I need to	5.55	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	0.32
I am able to find information I need on the Library website	5.97	The Library search engine enables me to find relevant library resources quickly	5.80	Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.59	Printing, scanning and photocopying facilities in the Libraries meet my needs	0.26
Access to Library information resources helps me to achieve academic success	5.95	Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.75	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	0.19

## Singapore Management University Library Survey, February 2022

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

533 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Libraries to study when I need to	6.37	1	5.55	17
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.33	2	6.01	1
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.25	3	5.89	7
The Library search engine enables me to find relevant library resources quickly	6.19	4	5.80	9
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.17	5	5.92	5
When I am away from campus I can access the Library resources and services I need	6.15	6	5.97	2
Course specific resources (e.g. textbooks, readings) meet my learning needs	6.08	7	5.71	12
I can find a place in the Libraries to work in a group when I need to	6.03	8	4.99	24
I am able to find information I need on the Library website	5.97	9	5.50	20
Access to Library information resources helps me to achieve academic success	5.95	10	5.82	8
Opening hours meet my needs	5.95	11	5.90	6
Library staff provide accurate answers to my enquiries	5.93	12	5.94	4
I can get help from library staff when I need it	5.92	13	5.96	3
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.83	14	5.16	23
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.61	15	5.75	10
The items I'm looking for on the library shelves are usually there	5.59	16	5.60	15
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.54	17	5.69	13
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.54	18	5.72	11
Books and articles I have requested from other Libraries are delivered promptly	5.52	19	5.61	14
The Libraries anticipate my learning and research needs	5.43	20	5.48	21
The Library signage (print and digital) is clear	5.42	21	5.50	19
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.29	22	5.59	16
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.13	23	5.39	22
Library workshops, classes and consultations help me with my learning and research needs	5.02	24	5.51	18

## Singapore Management University Library Survey, February 2022

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

533 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.01	1	6.33	2
When I am away from campus I can access the Library resources and services I need	5.97	2	6.15	6
I can get help from library staff when I need it	5.96	3	5.92	13
Library staff provide accurate answers to my enquiries	5.94	4	5.93	12
Printing, scanning and photocopying facilities in the Libraries meet my needs	5.92	5	6.17	5
Opening hours meet my needs	5.90	6	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	5.89	7	6.25	3
Access to Library information resources helps me to achieve academic success	5.82	8	5.95	10
The Library search engine enables me to find relevant library resources quickly	5.80	9	6.19	4
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.75	10	5.61	15
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.72	11	5.54	18
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.71	12	6.08	7
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.69	13	5.54	17
Books and articles I have requested from other Libraries are delivered promptly	5.61	14	5.52	19
The items I'm looking for on the library shelves are usually there	5.60	15	5.59	16
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.59	16	5.29	22
I can find a quiet place in the Libraries to study when I need to	5.55	17	6.37	1
Library workshops, classes and consultations help me with my learning and research needs	5.51	18	5.02	24
The Library signage (print and digital) is clear	5.50	19	5.42	21
I am able to find information I need on the Library website	5.50	20	5.97	9
The Libraries anticipate my learning and research needs	5.48	21	5.43	20
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.39	22	5.13	23
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.16	23	5.83	14
I can find a place in the Libraries to work in a group when I need to	4.99	24	6.03	8

## Singapore Management University Library Survey, February 2022

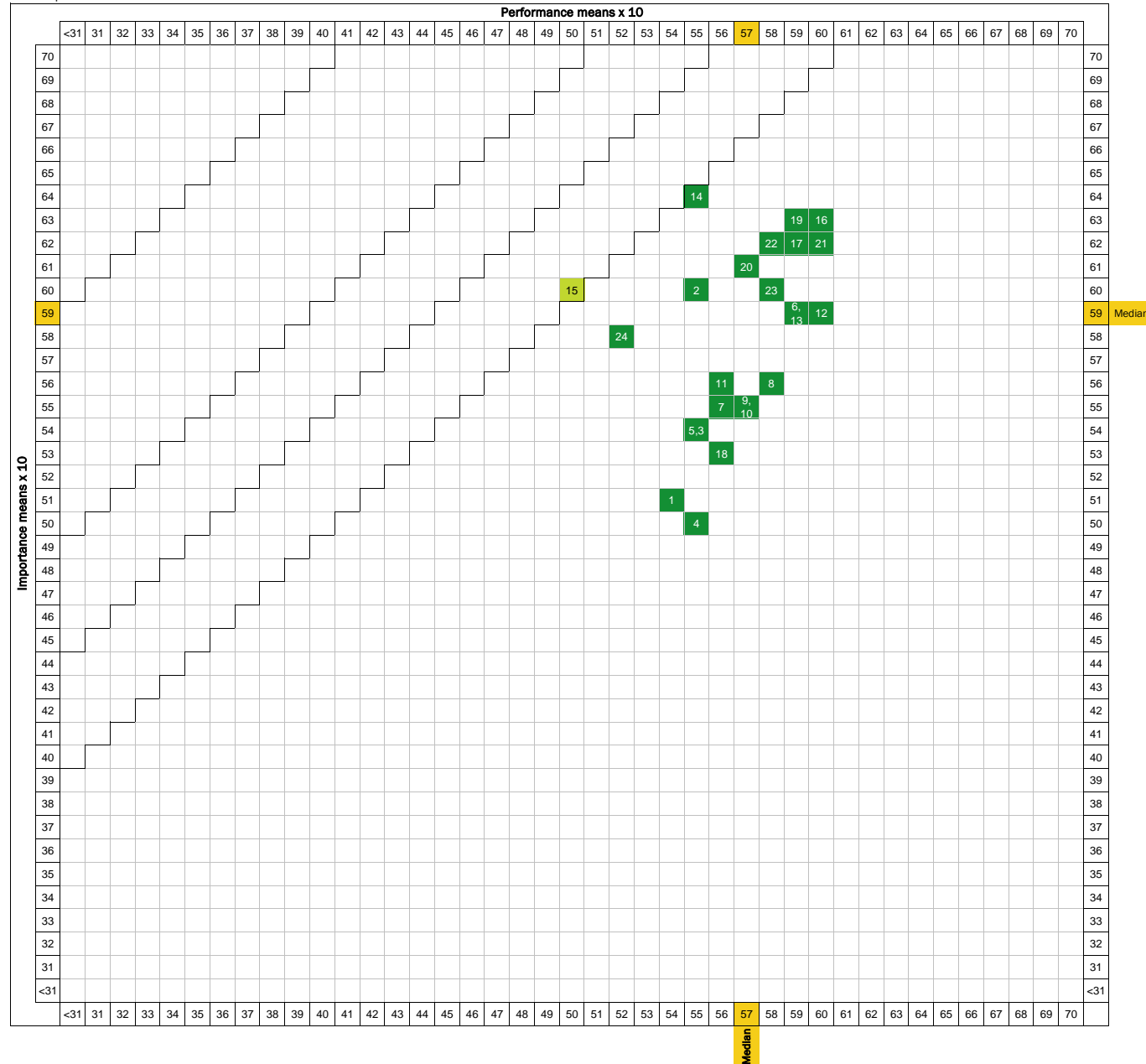
Mean gap scores — How frequently do you visit the Libraries? - Monthly

533 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a place in the Libraries to work in a group when I need to	1.03	1	6.03	8
I can find a quiet place in the Libraries to study when I need to	0.82	2	6.37	1
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.66	3	5.83	14
I am able to find information I need on the Library website	0.48	4	5.97	9
The Library search engine enables me to find relevant library resources quickly	0.39	5	6.19	4
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.37	6	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	0.36	7	6.25	3
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	0.32	8	6.33	2
Printing, scanning and photocopying facilities in the Libraries meet my needs	0.26	9	6.17	5
When I am away from campus I can access the Library resources and services I need	0.19	10	6.15	6
Access to Library information resources helps me to achieve academic success	0.13	11	5.95	10
Opening hours meet my needs	0.05	12	5.95	11
The items I'm looking for on the library shelves are usually there	-0.01	13	5.59	16
Library staff provide accurate answers to my enquiries	-0.01	14	5.93	12
I can get help from library staff when I need it	-0.05	15	5.92	13
The Libraries anticipate my learning and research needs	-0.06	16	5.43	20
The Library signage (print and digital) is clear	-0.08	17	5.42	21
Books and articles I have requested from other Libraries are delivered promptly	-0.08	18	5.52	19
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	-0.14	19	5.61	15
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	-0.15	20	5.54	17
Face-to-face enquiry services (e.g. Service Desks) meet my needs	-0.18	21	5.54	18
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	-0.26	22	5.13	23
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	-0.30	23	5.29	22
Library workshops, classes and consultations help me with my learning and research needs	-0.49	24	5.02	24

# Singapore Management University Library Survey, February 2022

Best practice categories gap grid – How frequently do you visit the Libraries? - Monthly  
533 responses



Statements	
1	I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)
2	I am able to find information I need on the Library website
3	The Library signage (print and digital) is clear
4	Library workshops, classes and consultations help me with my learning and research needs
5	The Libraries anticipate 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 services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs
9	Online enquiry services (e.g. email, "Ask Library" chat) meet my needs
10	Face-to-face enquiry services (e.g. Service Desks) meet my needs
11	The items I'm looking for on the library shelves are usually there
12	I can get help from library staff when I need it
13	Library staff provide accurate answers to my enquiries
14	I can find a quiet place in the Libraries to study when I need to
15	I can find a place in the Libraries to work in a group when I need to
16	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs
17	Printing, scanning and photocopying facilities in the Libraries meet my needs
18	Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs
19	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
20	Course specific resources (e.g. textbooks, readings) meet my learning needs
21	When I am away from campus I can access the Library resources and services I need
22	The Library search engine enables me to find relevant library resources quickly
23	Access to Library information resources helps me to achieve academic success
24	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

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## Singapore Management University Library Survey, February 2022

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

252 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	6.33	I can get help from library staff when I need it	5.97	I can find a place in the Libraries to work in a group when I need to	5.04	I can find a place in the Libraries to work in a group when I need to	0.91
The Library search engine enables me to find relevant library resources quickly	6.28	Opening hours meet my needs	5.97	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.14	I can find a quiet place in the Libraries to study when I need to	0.72
When I am away from campus I can access the Library resources and services I need	6.27	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.94	The Libraries anticipate my learning and research needs	5.27	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.65
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.25	Library staff provide accurate answers to my enquiries	5.93	The items I'm looking for on the library shelves are usually there	5.51	I am able to find information I need on the Library website	0.56
I can find a quiet place in the Libraries to study when I need to	6.25	When I am away from campus I can access the Library resources and services I need	5.92	I can find a quiet place in the Libraries to study when I need to	5.53	The Library search engine enables me to find relevant library resources quickly	0.55
Course specific resources (e.g. textbooks, readings) meet my learning needs	6.18	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	5.92	I am able to find information I need on the Library website	5.56	Course specific resources (e.g. textbooks, readings) meet my learning needs	0.50
I am able to find information I need on the Library website	6.12	Printing, scanning and photocopying facilities in the Libraries meet my needs	5.92	I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.56	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.39
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.09	Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.79	Library workshops, classes and consultations help me with my learning and research needs	5.57	When I am away from campus I can access the Library resources and services I need	0.35
Library staff provide accurate answers to my enquiries	6.02	Access to Library information resources helps me to achieve academic success	5.73	The Library signage (print and digital) is clear	5.59	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	0.33
I can find a place in the Libraries to work in a group when I need to	5.95	The Library search engine enables me to find relevant library resources quickly	5.72	Books and articles I have requested from other Libraries are delivered promptly	5.63	Access to Library information resources helps me to achieve academic success	0.18



## Singapore Management University Library Survey, February 2022

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

252 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	6.33	1	5.94	3
The Library search engine enables me to find relevant library resources quickly	6.28	2	5.72	10
When I am away from campus I can access the Library resources and services I need	6.27	3	5.92	5
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.25	4	5.92	6
I can find a quiet place in the Libraries to study when I need to	6.25	5	5.53	20
Course specific resources (e.g. textbooks, readings) meet my learning needs	6.18	6	5.68	12
I am able to find information I need on the Library website	6.12	7	5.56	19
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.09	8	5.92	7
Library staff provide accurate answers to my enquiries	6.02	9	5.93	4
I can find a place in the Libraries to work in a group when I need to	5.95	10	5.04	24
I can get help from library staff when I need it	5.95	11	5.97	1
Access to Library information resources helps me to achieve academic success	5.91	12	5.73	9
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.79	13	5.14	23
Opening hours meet my needs	5.71	14	5.97	2
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.64	15	5.72	11
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.59	16	5.79	8
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.58	17	5.64	14
The items I'm looking for on the library shelves are usually there	5.54	18	5.51	21
Books and articles I have requested from other Libraries are delivered promptly	5.48	19	5.63	15
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.33	20	5.66	13
The Library signage (print and digital) is clear	5.31	21	5.59	16
The Libraries anticipate my learning and research needs	5.29	22	5.27	22
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.07	23	5.56	18
Library workshops, classes and consultations help me with my learning and research needs	5.06	24	5.57	17

## Singapore Management University Library Survey, February 2022

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

252 responses

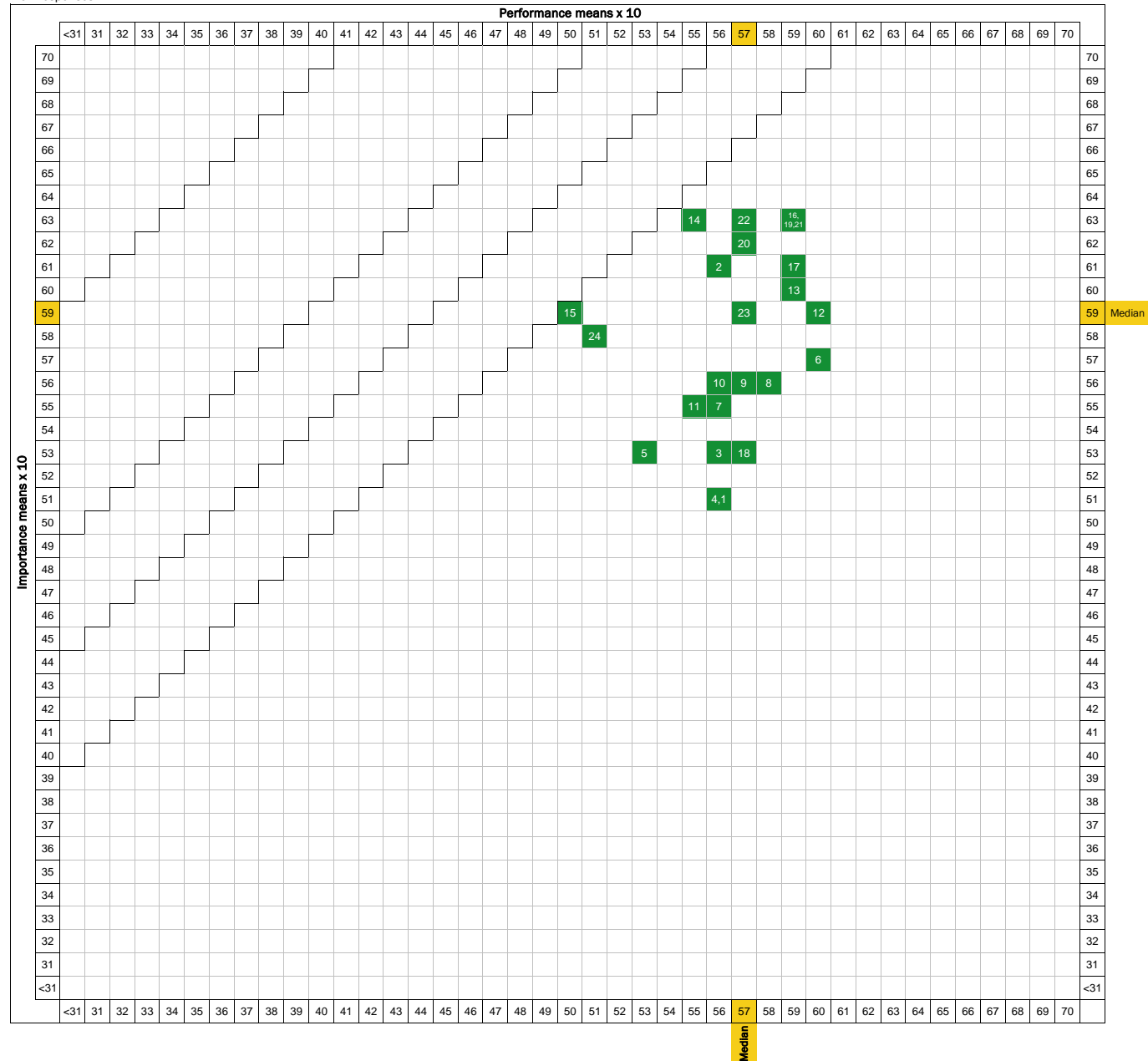
	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get help from library staff when I need it	5.97	1	5.95	11
Opening hours meet my needs	5.97	2	5.71	14
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.94	3	6.33	1
Library staff provide accurate answers to my enquiries	5.93	4	6.02	9
When I am away from campus I can access the Library resources and services I need	5.92	5	6.27	3
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	5.92	6	6.25	4
Printing, scanning and photocopying facilities in the Libraries meet my needs	5.92	7	6.09	8
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.79	8	5.59	16
Access to Library information resources helps me to achieve academic success	5.73	9	5.91	12
The Library search engine enables me to find relevant library resources quickly	5.72	10	6.28	2
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.72	11	5.64	15
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.68	12	6.18	6
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.66	13	5.33	20
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.64	14	5.58	17
Books and articles I have requested from other Libraries are delivered promptly	5.63	15	5.48	19
The Library signage (print and digital) is clear	5.59	16	5.31	21
Library workshops, classes and consultations help me with my learning and research needs	5.57	17	5.06	24
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.56	18	5.07	23
I am able to find information I need on the Library website	5.56	19	6.12	7
I can find a quiet place in the Libraries to study when I need to	5.53	20	6.25	5
The items I'm looking for on the library shelves are usually there	5.51	21	5.54	18
The Libraries anticipate my learning and research needs	5.27	22	5.29	22
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.14	23	5.79	13
I can find a place in the Libraries to work in a group when I need to	5.04	24	5.95	10

## Singapore Management University Library Survey, February 2022

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

252 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a place in the Libraries to work in a group when I need to	0.91	1	5.95	10
I can find a quiet place in the Libraries to study when I need to	0.72	2	6.25	5
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.65	3	5.79	13
I am able to find information I need on the Library website	0.56	4	6.12	7
The Library search engine enables me to find relevant library resources quickly	0.55	5	6.28	2
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.50	6	6.18	6
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	6.33	1
When I am away from campus I can access the Library resources and services I need	0.35	8	6.27	3
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	0.33	9	6.25	4
Access to Library information resources helps me to achieve academic success	0.18	10	5.91	12
Printing, scanning and photocopying facilities in the Libraries meet my needs	0.17	11	6.09	8
Library staff provide accurate answers to my enquiries	0.08	12	6.02	9
The items I'm looking for on the library shelves are usually there	0.03	13	5.54	18
The Libraries anticipate my learning and research needs	0.01	14	5.29	22
I can get help from library staff when I need it	-0.03	15	5.95	11
Face-to-face enquiry services (e.g. Service Desks) meet my needs	-0.06	16	5.58	17
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	-0.08	17	5.64	15
Books and articles I have requested from other Libraries are delivered promptly	-0.15	18	5.48	19
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	-0.20	19	5.59	16
Opening hours meet my needs	-0.26	20	5.71	14
The Library signage (print and digital) is clear	-0.28	21	5.31	21
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	-0.33	22	5.33	20
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	-0.49	23	5.07	23
Library workshops, classes and consultations help me with my learning and research needs	-0.51	24	5.06	24



Statements	
1	I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)
2	I am able to find information I need on the Library website
3	The Library signage (print and digital) is clear
4	Library workshops, classes and consultations help me with my learning and research needs
5	The Libraries anticipate 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 services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs
9	Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs
10	Face-to-face enquiry services (e.g. Service Desks) meet my needs
11	The items I'm looking for on the library shelves are usually there
12	I can get help from library staff when I need it
13	Library staff provide accurate answers to my enquiries
14	I can find a quiet place in the Libraries to study when I need to
15	I can find a place in the Libraries to work in a group when I need to
16	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs
17	Printing, scanning and photocopying facilities in the Libraries meet my needs
18	Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs
19	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
20	Course specific resources (e.g. textbooks, readings) meet my learning needs
21	When I am away from campus I can access the Library resources and services I need
22	The Library search engine enables me to find relevant library resources quickly
23	Access to Library information resources helps me to achieve academic success
24	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

## Singapore Management University Library Survey, February 2022

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

137 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	6.50	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.00	The items I'm looking for on the library shelves are usually there	5.02	I can find a place in the Libraries to work in a group when I need to	1.15
The Library search engine enables me to find relevant library resources quickly	6.45	When I am away from campus I can access the Library resources and services I need	5.88	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.13	The items I'm looking for on the library shelves are usually there	0.98
When I am away from campus I can access the Library resources and services I need	6.41	Opening hours meet my needs	5.84	I can find a place in the Libraries to work in a group when I need to	5.13	I can find a quiet place in the Libraries to study when I need to	0.81
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.39	I can get help from library staff when I need it	5.81	Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.20	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.76
I can find a place in the Libraries to work in a group when I need to	6.27	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	5.81	The Libraries anticipate my learning and research needs	5.26	The Library search engine enables me to find relevant library resources quickly	0.74
I can find a quiet place in the Libraries to study when I need to	6.27	Access to Library information resources helps me to achieve academic success	5.81	Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.30	Course specific resources (e.g. textbooks, readings) meet my learning needs	0.64
Access to Library information resources helps me to achieve academic success	6.22	Library staff provide accurate answers to my enquiries	5.77	I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.38	I am able to find information I need on the Library website	0.59
Course specific resources (e.g. textbooks, readings) meet my learning needs	6.17	Printing, scanning and photocopying facilities in the Libraries meet my needs	5.73	Books and articles I have requested from other Libraries are delivered promptly	5.39	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	0.58
Library staff provide accurate answers to my enquiries	6.09	The Library search engine enables me to find relevant library resources quickly	5.70	Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.39	Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	0.53
I can get help from library staff when I need it	6.07	The Library signage (print and digital) is clear	5.57	Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.41	When I am away from campus I can access the Library resources and services I need	0.53

## Singapore Management University Library Survey, February 2022

Mean importance scores — How frequently do you visit the Libraries? - Never

137 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	6.50	1	6.00	1
The Library search engine enables me to find relevant library resources quickly	6.45	2	5.70	9
When I am away from campus I can access the Library resources and services I need	6.41	3	5.88	2
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.39	4	5.81	5
I can find a place in the Libraries to work in a group when I need to	6.27	5	5.13	22
I can find a quiet place in the Libraries to study when I need to	6.27	6	5.46	13
Access to Library information resources helps me to achieve academic success	6.22	7	5.81	6
Course specific resources (e.g. textbooks, readings) meet my learning needs	6.17	8	5.52	12
Library staff provide accurate answers to my enquiries	6.09	9	5.77	7
I can get help from library staff when I need it	6.07	10	5.81	4
I am able to find information I need on the Library website	6.03	11	5.44	14
The items I'm looking for on the library shelves are usually there	6.00	12	5.02	24
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.89	13	5.13	23
Printing, scanning and photocopying facilities in the Libraries meet my needs	5.85	14	5.73	8
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.73	15	5.20	21
Books and articles I have requested from other Libraries are delivered promptly	5.67	16	5.39	17
Opening hours meet my needs	5.63	17	5.84	3
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.54	18	5.39	16
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.47	19	5.41	15
Library workshops, classes and consultations help me with my learning and research needs	5.44	20	5.55	11
The Libraries anticipate my learning and research needs	5.43	21	5.26	20
The Library signage (print and digital) is clear	5.35	22	5.57	10
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.26	23	5.30	19
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	4.90	24	5.38	18

## Singapore Management University Library Survey, February 2022

Mean performance score — How frequently do you visit the Libraries? - Never

137 responses

	Performance		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	6.00	1	6.50	1
When I am away from campus I can access the Library resources and services I need	5.88	2	6.41	3
Opening hours meet my needs	5.84	3	5.63	17
I can get help from library staff when I need it	5.81	4	6.07	10
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	5.81	5	6.39	4
Access to Library information resources helps me to achieve academic success	5.81	6	6.22	7
Library staff provide accurate answers to my enquiries	5.77	7	6.09	9
Printing, scanning and photocopying facilities in the Libraries meet my needs	5.73	8	5.85	14
The Library search engine enables me to find relevant library resources quickly	5.70	9	6.45	2
The Library signage (print and digital) is clear	5.57	10	5.35	22
Library workshops, classes and consultations help me with my learning and research needs	5.55	11	5.44	20
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.52	12	6.17	8
I can find a quiet place in the Libraries to study when I need to	5.46	13	6.27	6
I am able to find information I need on the Library website	5.44	14	6.03	11
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.41	15	5.47	19
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.39	16	5.54	18
Books and articles I have requested from other Libraries are delivered promptly	5.39	17	5.67	16
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.38	18	4.90	24
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.30	19	5.26	23
The Libraries anticipate my learning and research needs	5.26	20	5.43	21
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.20	21	5.73	15
I can find a place in the Libraries to work in a group when I need to	5.13	22	6.27	5
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.13	23	5.89	13
The items I'm looking for on the library shelves are usually there	5.02	24	6.00	12

## Singapore Management University Library Survey, February 2022

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

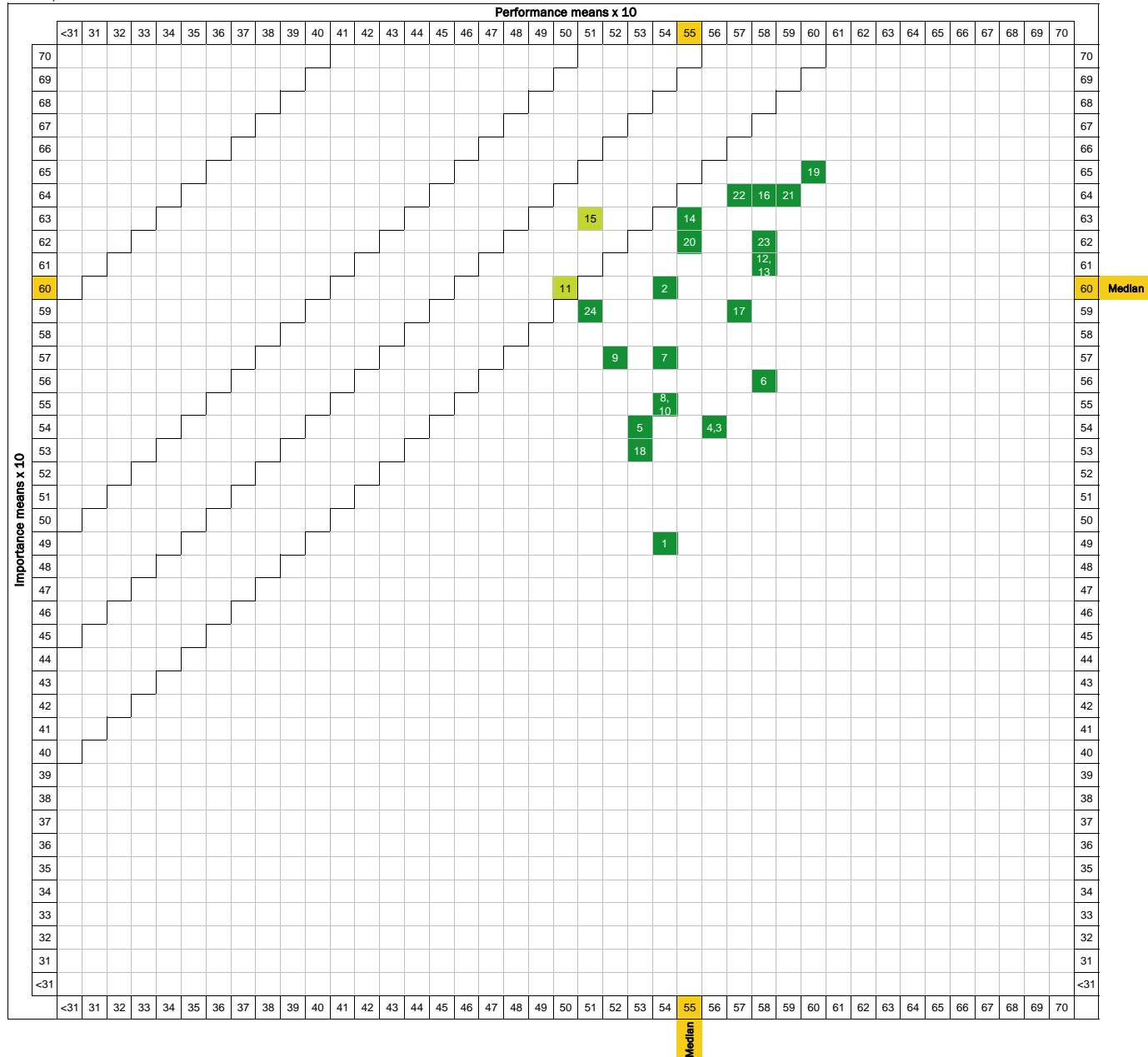
137 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a place in the Libraries to work in a group when I need to	1.15	1	6.27	5
The items I'm looking for on the library shelves are usually there	0.98	2	6.00	12
I can find a quiet place in the Libraries to study when I need to	0.81	3	6.27	6
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.76	4	5.89	13
The Library search engine enables me to find relevant library resources quickly	0.74	5	6.45	2
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.64	6	6.17	8
I am able to find information I need on the Library website	0.59	7	6.03	11
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	0.58	8	6.39	4
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	0.53	9	5.73	15
When I am away from campus I can access the Library resources and services I need	0.53	10	6.41	3
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.50	11	6.50	1
Access to Library information resources helps me to achieve academic success	0.41	12	6.22	7
Library staff provide accurate answers to my enquiries	0.32	13	6.09	9
Books and articles I have requested from other Libraries are delivered promptly	0.29	14	5.67	16
I can get help from library staff when I need it	0.26	15	6.07	10
The Libraries anticipate my learning and research needs	0.17	16	5.43	21
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	0.15	17	5.54	18
Printing, scanning and photocopying facilities in the Libraries meet my needs	0.13	18	5.85	14
Face-to-face enquiry services (e.g. Service Desks) meet my needs	0.06	19	5.47	19
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	-0.05	20	5.26	23
Library workshops, classes and consultations help me with my learning and research needs	-0.11	21	5.44	20
Opening hours meet my needs	-0.20	22	5.63	17
The Library signage (print and digital) is clear	-0.21	23	5.35	22
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	-0.48	24	4.90	24



# Singapore Management University Library Survey, February 2022

Best practice categories gap grid — How frequently do you visit the Libraries? - Never  
137 responses



Statements	
1	I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)
2	I am able to find information I need on the Library website
3	The Library signage (print and digital) is clear
4	Library workshops, classes and consultations help me with my learning and research needs
5	The Libraries anticipate 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 services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs
9	Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs
10	Face-to-face enquiry services (e.g. Service Desks) meet my needs
11	The items I'm looking for on the library shelves are usually there
12	I can get help from library staff when I need it
13	Library staff provide accurate answers to my enquiries
14	I can find a quiet place in the Libraries to study when I need to
15	I can find a place in the Libraries to work in a group when I need to
16	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs
17	Printing, scanning and photocopying facilities in the Libraries meet my needs
18	Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs
19	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
20	Course specific resources (e.g. textbooks, readings) meet my learning needs
21	When I am away from campus I can access the Library resources and services I need
22	The Library search engine enables me to find relevant library resources quickly
23	Access to Library information resources helps me to achieve academic success
24	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

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## Singapore Management University Library Survey, February 2022

Top 5 importance scores by demographic

How often do you access library resources?

Unique factor

Daily (448 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	6.58
When I am away from campus I can access the Library resources and services I need	6.55
I can find a quiet place in the Libraries to study when I need to	6.49
The Library search engine enables me to find relevant library resources quickly	6.49
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.48
Weekly (1177 responses)	Importance mean
I can find a quiet place in the Libraries to study when I need to	6.48
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries 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	6.40
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.37
When I am away from campus I can access the Library resources and services I need	6.29
Monthly (819 responses)	Importance mean
I can find a quiet place in the Libraries to study when I need to	6.50
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.45
Printing, scanning and photocopying facilities in the Libraries 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	6.21
I can find a place in the Libraries to work in a group when I need to	6.15
Quarterly (356 responses)	Importance mean
I can find a quiet place in the Libraries to study when I need to	6.45
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.36
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.30
I can find a place in the Libraries to work in a group when I need to	6.11
Opening hours meet my needs	5.99
Never (305 responses)	Importance mean
I can find a quiet place in the Libraries to study when I need to	6.30
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.27
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.03
I can find a place in the Libraries to work in a group when I need to	5.94
Opening hours meet my needs	5.89

## Singapore Management University Library Survey, February 2022

Top 5 performance scores by demographic

How often do you access library resources?

Unique factor

Daily (448 responses)	Performance mean
Library staff provide accurate answers to my enquiries	6.22
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.22
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.16
Access to Library information resources helps me to achieve academic success	6.15
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	6.14
Weekly (1177 responses)	Performance mean
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.12
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.11
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.04
I can get help from library staff when I need it	6.01
When I am away from campus I can access the Library resources and services I need	6.01
Monthly (819 responses)	Performance mean
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.12
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.07
When I am away from campus I can access the Library resources and services I need	5.94
Opening hours meet my needs	5.94
I can get help from library staff when I need it	5.94
Quarterly (356 responses)	Performance mean
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.03
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	5.95
Library staff provide accurate answers to my enquiries	5.82
I can get help from library staff when I need it	5.74
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.73
Never (305 responses)	Performance mean
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.10
Printing, scanning and photocopying facilities in the Libraries meet my needs	5.90
Opening hours meet my needs	5.79
I can find a quiet place in the Libraries to study when I need to	5.61
I can get help from library staff when I need it	5.56

## Singapore Management University Library Survey, February 2022

Top 5 gap scores by demographic

How often do you access library resources?

Unique factor

Daily (448 responses)	Gap score
I can find a place in the Libraries to work in a group when I need to	1.14
I can find a quiet place in the Libraries to study when I need to	0.74
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.61
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.49
When I am away from campus I can access the Library resources and services I need	0.43
Weekly (1177 responses)	Gap score
I can find a place in the Libraries to work in a group when I need to	1.12
I can find a quiet place in the Libraries to study when I need to	0.87
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.62
I am able to find information I need on the Library website	0.44
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.40
Monthly (819 responses)	Gap score
I can find a place in the Libraries to work in a group when I need to	1.15
I can find a quiet place in the Libraries to study when I need to	0.81
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.54
I am able to find information I need on the Library website	0.44
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.33
Quarterly (356 responses)	Gap score
I can find a place in the Libraries to work in a group when I need to	1.15
I can find a quiet place in the Libraries to study when I need to	0.95
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.44
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	0.41
I am able to find information I need on the Library website	0.36
Never (305 responses)	Gap score
I can find a place in the Libraries to work in a group when I need to	0.93
I can find a quiet place in the Libraries to study when I need to	0.69
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.28
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.19
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.17

## Singapore Management University Library Survey, February 2022

Top 10 factors — How often do you access library resources? - Daily

448 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	6.58	Library staff provide accurate answers to my enquiries	6.22	I can find a place in the Libraries to work in a group when I need to	5.05	I can find a place in the Libraries to work in a group when I need to	1.14
When I am away from campus I can access the Library resources and services I need	6.55	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.22	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.44	I can find a quiet place in the Libraries to study when I need to	0.74
I can find a quiet place in the Libraries to study when I need to	6.49	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.16	The Libraries anticipate my learning and research needs	5.67	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.61
The Library search engine enables me to find relevant library resources quickly	6.49	Access to Library information resources helps me to achieve academic success	6.15	The items I'm looking for on the library shelves are usually there	5.72	Course specific resources (e.g. textbooks, readings) meet my learning needs	0.49
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.48	Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	6.14	Library workshops, classes and consultations help me with my learning and research needs	5.75	When I am away from campus I can access the Library resources and services I need	0.43
Access to Library information resources helps me to achieve academic success	6.41	I can get help from library staff when I need it	6.14	I can find a quiet place in the Libraries to study when I need to	5.75	I am able to find information I need on the Library website	0.41
Course specific resources (e.g. textbooks, readings) meet my learning needs	6.39	When I am away from campus I can access the Library resources and services I need	6.12	I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.76	The Library search engine enables me to find relevant library resources quickly	0.40
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.31	Printing, scanning and photocopying facilities in the Libraries meet my needs	6.09	Books and articles I have requested from other Libraries are delivered promptly	5.86	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.37
I am able to find information I need on the Library website	6.29	The Library search engine enables me to find relevant library resources quickly	6.09	I am able to find information I need on the Library website	5.88	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	0.32
Library staff provide accurate answers to my enquiries	6.21	Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.98	Course specific resources (e.g. textbooks, readings) meet my learning needs	5.90	The items I'm looking for on the library shelves are usually there	0.31

## Singapore Management University Library Survey, February 2022

Mean importance scores — How often do you access library resources? - Daily

448 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	6.58	1	6.22	2
When I am away from campus I can access the Library resources and services I need	6.55	2	6.12	7
I can find a quiet place in the Libraries to study when I need to	6.49	3	5.75	19
The Library search engine enables me to find relevant library resources quickly	6.49	4	6.09	9
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.48	5	6.16	3
Access to Library information resources helps me to achieve academic success	6.41	6	6.15	4
Course specific resources (e.g. textbooks, readings) meet my learning needs	6.39	7	5.90	15
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.31	8	6.09	8
I am able to find information I need on the Library website	6.29	9	5.88	16
Library staff provide accurate answers to my enquiries	6.21	10	6.22	1
I can find a place in the Libraries to work in a group when I need to	6.20	11	5.05	24
Opening hours meet my needs	6.20	12	5.96	12
I can get help from library staff when I need it	6.11	13	6.14	6
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	6.07	14	6.14	5
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	6.06	15	5.44	23
The items I'm looking for on the library shelves are usually there	6.03	16	5.72	21
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.89	17	5.97	11
Books and articles I have requested from other Libraries are delivered promptly	5.88	18	5.86	17
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.85	19	5.98	10
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.78	20	5.93	13
The Libraries anticipate my learning and research needs	5.77	21	5.67	22
The Library signage (print and digital) is clear	5.69	22	5.91	14
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.28	23	5.76	18
Library workshops, classes and consultations help me with my learning and research needs	5.21	24	5.75	20

## Singapore Management University Library Survey, February 2022

Mean performance score — How often do you access library resources? - Daily

448 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Library staff provide accurate answers to my enquiries	6.22	1	6.21	10
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.22	2	6.58	1
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.16	3	6.48	5
Access to Library information resources helps me to achieve academic success	6.15	4	6.41	6
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	6.14	5	6.07	14
I can get help from library staff when I need it	6.14	6	6.11	13
When I am away from campus I can access the Library resources and services I need	6.12	7	6.55	2
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.09	8	6.31	8
The Library search engine enables me to find relevant library resources quickly	6.09	9	6.49	4
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.98	10	5.85	19
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.97	11	5.89	17
Opening hours meet my needs	5.96	12	6.20	12
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.93	13	5.78	20
The Library signage (print and digital) is clear	5.91	14	5.69	22
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.90	15	6.39	7
I am able to find information I need on the Library website	5.88	16	6.29	9
Books and articles I have requested from other Libraries are delivered promptly	5.86	17	5.88	18
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.76	18	5.28	23
I can find a quiet place in the Libraries to study when I need to	5.75	19	6.49	3
Library workshops, classes and consultations help me with my learning and research needs	5.75	20	5.21	24
The items I'm looking for on the library shelves are usually there	5.72	21	6.03	16
The Libraries anticipate my learning and research needs	5.67	22	5.77	21
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.44	23	6.06	15
I can find a place in the Libraries to work in a group when I need to	5.05	24	6.20	11

## Singapore Management University Library Survey, February 2022

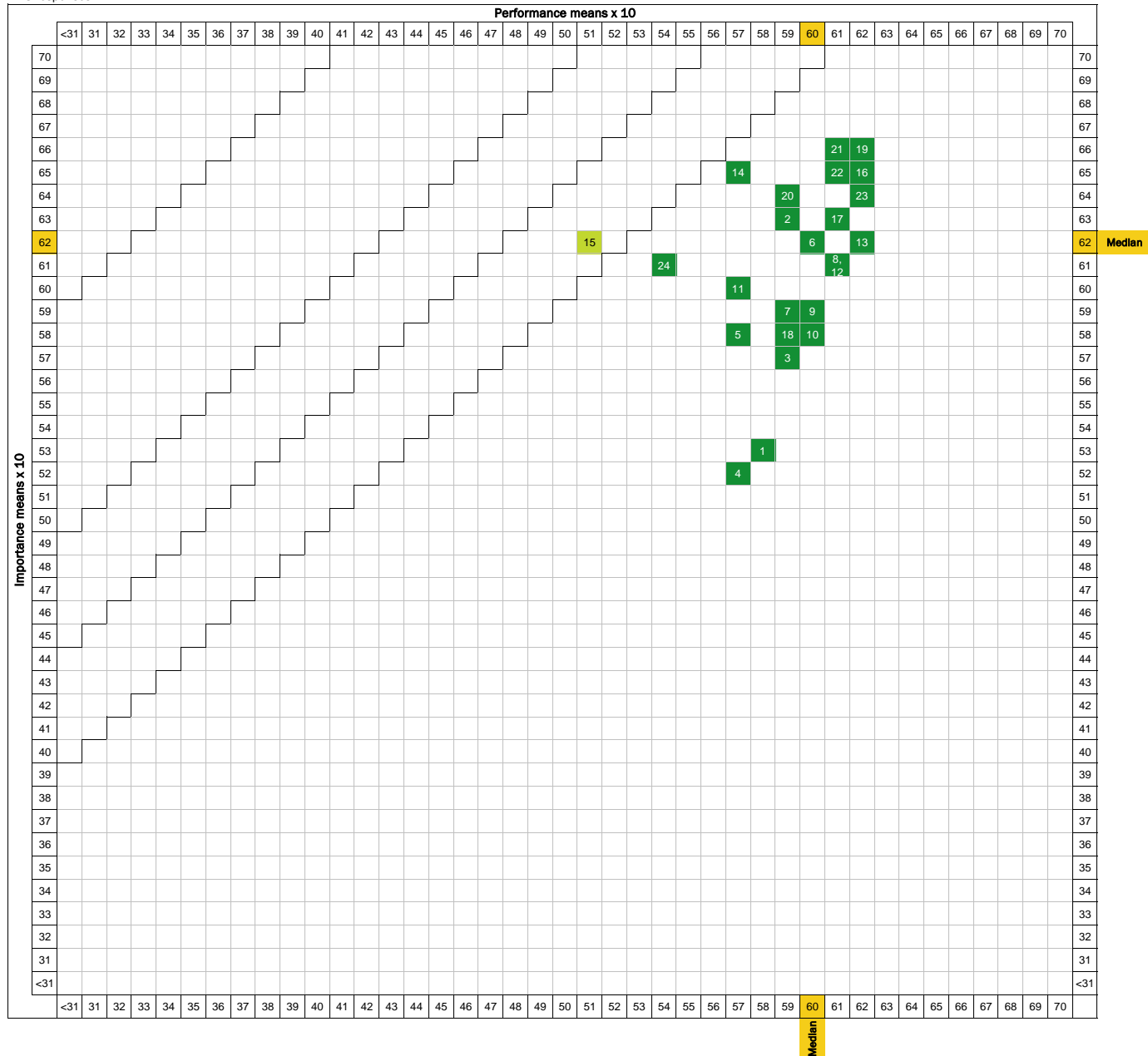
Mean gap scores — How often do you access library resources? - Daily

448 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a place in the Libraries to work in a group when I need to	1.14	1	6.20	11
I can find a quiet place in the Libraries to study when I need to	0.74	2	6.49	3
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.61	3	6.06	15
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.49	4	6.39	7
When I am away from campus I can access the Library resources and services I need	0.43	5	6.55	2
I am able to find information I need on the Library website	0.41	6	6.29	9
The Library search engine enables me to find relevant library resources quickly	0.40	7	6.49	4
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.37	8	6.58	1
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	0.32	9	6.48	5
The items I'm looking for on the library shelves are usually there	0.31	10	6.03	16
Access to Library information resources helps me to achieve academic success	0.25	11	6.41	6
Opening hours meet my needs	0.24	12	6.20	12
Printing, scanning and photocopying facilities in the Libraries meet my needs	0.22	13	6.31	8
The Libraries anticipate my learning and research needs	0.10	14	5.77	21
Books and articles I have requested from other Libraries are delivered promptly	0.02	15	5.88	18
Library staff provide accurate answers to my enquiries	-0.01	16	6.21	10
I can get help from library staff when I need it	-0.03	17	6.11	13
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	-0.07	18	6.07	14
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	-0.08	19	5.89	17
Face-to-face enquiry services (e.g. Service Desks) meet my needs	-0.13	20	5.85	19
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	-0.15	21	5.78	20
The Library signage (print and digital) is clear	-0.22	22	5.69	22
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	-0.47	23	5.28	23
Library workshops, classes and consultations help me with my learning and research needs	-0.54	24	5.21	24



**Singapore Management University Library Survey, February 2022**  
Best practice categories gap grid – How often do you access library resources? - Daily  
448 responses



Statements	
1	I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)
2	I am able to find information I need on the Library website
3	The Library signage (print and digital) is clear
4	Library workshops, classes and consultations help me with my learning and research needs
5	The Libraries anticipate 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 services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs
9	Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs
10	Face-to-face enquiry services (e.g. Service Desks) meet my needs
11	The items I'm looking for on the library shelves are usually there
12	I can get help from library staff when I need it
13	Library staff provide accurate answers to my enquiries
14	I can find a quiet place in the Libraries to study when I need to
15	I can find a place in the Libraries to work in a group when I need to
16	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs
17	Printing, scanning and photocopying facilities in the Libraries meet my needs
18	Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs
19	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
20	Course specific resources (e.g. textbooks, readings) meet my learning needs
21	When I am away from campus I can access the Library resources and services I need
22	The Library search engine enables me to find relevant library resources quickly
23	Access to Library information resources helps me to achieve academic success
24	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

## Singapore Management University Library Survey, February 2022

Top 10 factors — How often do you access library resources? - Weekly

1177 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 Libraries to study when I need to	6.48	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.12	I can find a place in the Libraries to work in a group when I need to	5.03	I can find a place in the Libraries to work in a group when I need to	1.12
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.48	Printing, scanning and photocopying facilities in the Libraries meet my needs	6.11	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.28	I can find a quiet place in the Libraries to study when I need to	0.87
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.40	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 am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.50	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.62
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.37	I can get help from library staff when I need it	6.01	The Libraries anticipate my learning and research needs	5.53	I am able to find information I need on the Library website	0.44
When I am away from campus I can access the Library resources and services I need	6.29	When I am away from campus I can access the Library resources and services I need	6.01	Library workshops, classes and consultations help me with my learning and research needs	5.59	Course specific resources (e.g. textbooks, readings) meet my learning needs	0.40
The Library search engine enables me to find relevant library resources quickly	6.29	Library staff provide accurate answers to my enquiries	5.99	I can find a quiet place in the Libraries to study when I need to	5.61	The Library search engine enables me to find relevant library resources quickly	0.39
Course specific resources (e.g. textbooks, readings) meet my learning needs	6.20	Access to Library information resources helps me to achieve academic success	5.93	I am able to find information I need on the Library website	5.66	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.36
I can find a place in the Libraries to work in a group when I need to	6.15	Opening hours meet my needs	5.91	Books and articles I have requested from other Libraries are delivered promptly	5.68	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	0.35
Opening hours meet my needs	6.12	The Library search engine enables me to find relevant library resources quickly	5.89	The items I'm looking for on the library shelves are usually there	5.69	When I am away from campus I can access the Library resources and services I need	0.29
I am able to find information I need on the Library website	6.10	Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.85	The Library signage (print and digital) is clear	5.70	Printing, scanning and photocopying facilities in the Libraries meet my needs	0.26

## Singapore Management University Library Survey, February 2022

Mean importance scores — How often do you access library resources? - Weekly

1177 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Libraries to study when I need to	6.48	1	5.61	19
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.48	2	6.12	1
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.40	3	6.04	3
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.37	4	6.11	2
When I am away from campus I can access the Library resources and services I need	6.29	5	6.01	5
The Library search engine enables me to find relevant library resources quickly	6.29	6	5.89	9
Course specific resources (e.g. textbooks, readings) meet my learning needs	6.20	7	5.81	11
I can find a place in the Libraries to work in a group when I need to	6.15	8	5.03	24
Opening hours meet my needs	6.12	9	5.91	8
I am able to find information I need on the Library website	6.10	10	5.66	18
Access to Library information resources helps me to achieve academic success	6.09	11	5.93	7
Library staff provide accurate answers to my enquiries	6.02	12	5.99	6
I can get help from library staff when I need it	5.96	13	6.01	4
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.90	14	5.28	23
The items I'm looking for on the library shelves are usually there	5.73	15	5.69	16
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.71	16	5.85	10
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.60	17	5.76	13
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.60	18	5.77	12
Books and articles I have requested from other Libraries are delivered promptly	5.58	19	5.68	17
The Libraries anticipate my learning and research needs	5.53	20	5.53	21
The Library signage (print and digital) is clear	5.52	21	5.70	15
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.50	22	5.74	14
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.16	23	5.50	22
Library workshops, classes and consultations help me with my learning and research needs	5.13	24	5.59	20

## Singapore Management University Library Survey, February 2022

Mean performance score — How often do you access library resources? - Weekly

1177 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.12	1	6.48	2
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.11	2	6.37	4
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	6.40	3
I can get help from library staff when I need it	6.01	4	5.96	13
When I am away from campus I can access the Library resources and services I need	6.01	5	6.29	5
Library staff provide accurate answers to my enquiries	5.99	6	6.02	12
Access to Library information resources helps me to achieve academic success	5.93	7	6.09	11
Opening hours meet my needs	5.91	8	6.12	9
The Library search engine enables me to find relevant library resources quickly	5.89	9	6.29	6
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.85	10	5.71	16
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.81	11	6.20	7
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.77	12	5.60	18
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.76	13	5.60	17
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.74	14	5.50	22
The Library signage (print and digital) is clear	5.70	15	5.52	21
The items I'm looking for on the library shelves are usually there	5.69	16	5.73	15
Books and articles I have requested from other Libraries are delivered promptly	5.68	17	5.58	19
I am able to find information I need on the Library website	5.66	18	6.10	10
I can find a quiet place in the Libraries to study when I need to	5.61	19	6.48	1
Library workshops, classes and consultations help me with my learning and research needs	5.59	20	5.13	24
The Libraries anticipate my learning and research needs	5.53	21	5.53	20
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.50	22	5.16	23
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.28	23	5.90	14
I can find a place in the Libraries to work in a group when I need to	5.03	24	6.15	8

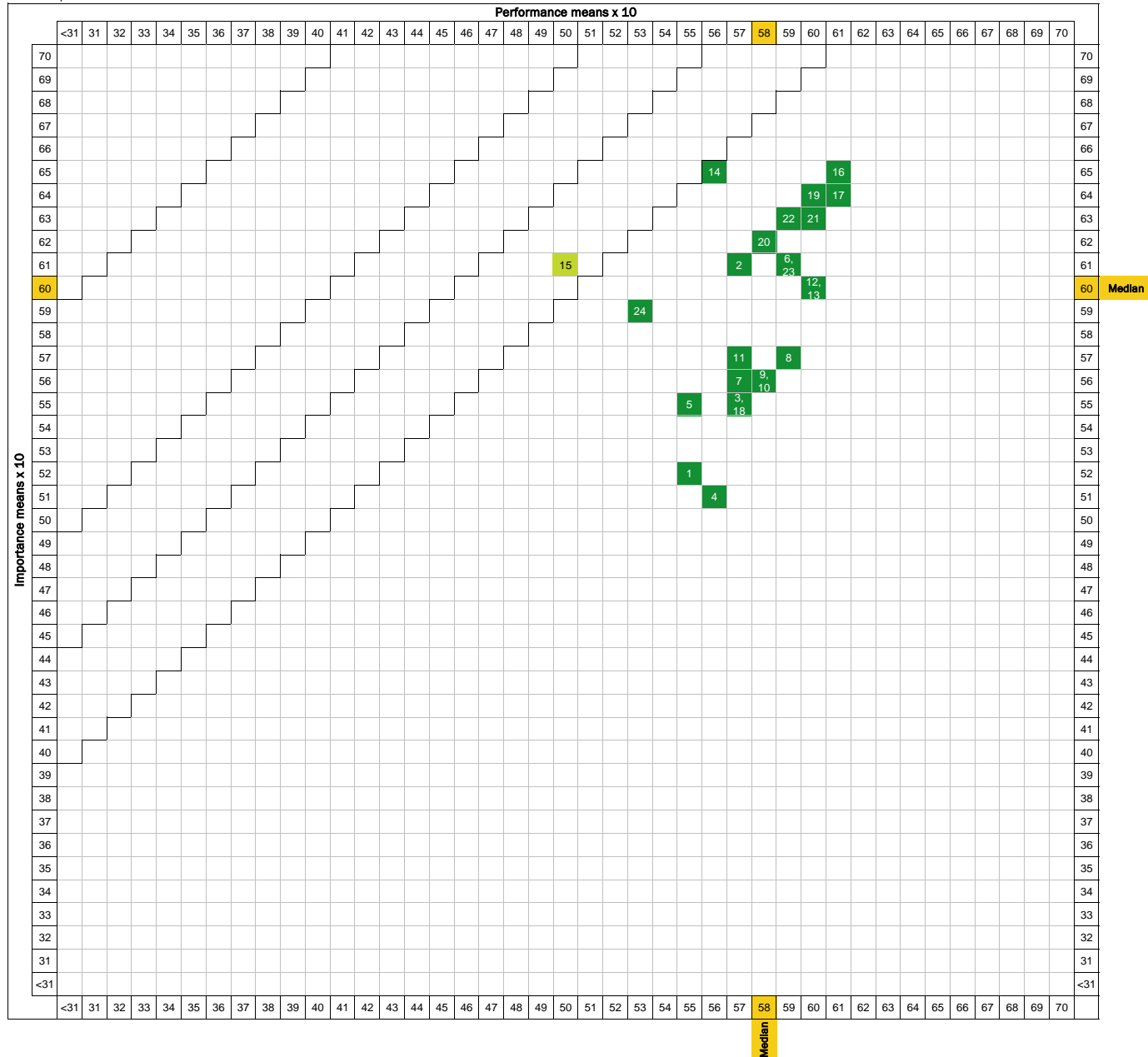
## Singapore Management University Library Survey, February 2022

Mean gap scores — How often do you access library resources? - Weekly

1177 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a place in the Libraries to work in a group when I need to	1.12	1	6.15	8
I can find a quiet place in the Libraries to study when I need to	0.87	2	6.48	1
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.62	3	5.90	14
I am able to find information I need on the Library website	0.44	4	6.10	10
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.40	5	6.20	7
The Library search engine enables me to find relevant library resources quickly	0.39	6	6.29	6
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	6.40	3
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	0.35	8	6.48	2
When I am away from campus I can access the Library resources and services I need	0.29	9	6.29	5
Printing, scanning and photocopying facilities in the Libraries meet my needs	0.26	10	6.37	4
Opening hours meet my needs	0.21	11	6.12	9
Access to Library information resources helps me to achieve academic success	0.16	12	6.09	11
The items I'm looking for on the library shelves are usually there	0.05	13	5.73	15
Library staff provide accurate answers to my enquiries	0.04	14	6.02	12
The Libraries anticipate my learning and research needs	0.00	15	5.53	20
I can get help from library staff when I need it	-0.04	16	5.96	13
Books and articles I have requested from other Libraries are delivered promptly	-0.09	17	5.58	19
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	-0.14	18	5.71	16
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	-0.16	19	5.60	17
Face-to-face enquiry services (e.g. Service Desks) meet my needs	-0.17	20	5.60	18
The Library signage (print and digital) is clear	-0.18	21	5.52	21
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	-0.24	22	5.50	22
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	-0.35	23	5.16	23
Library workshops, classes and consultations help me with my learning and research needs	-0.46	24	5.13	24

**Singapore Management University Library Survey, February 2022**  
Best practice categories gap grid — How often do you access library resources? - Weekly  
1177 responses



Statements	
1	I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)
2	I am able to find information I need on the Library website
3	The Library signage (print and digital) is clear
4	Library workshops, classes and consultations help me with my learning and research needs
5	The Libraries anticipate 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 services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs
9	Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs
10	Face-to-face enquiry services (e.g. Service Desks) meet my needs
11	The items I'm looking for on the library shelves are usually there
12	I can get help from library staff when I need it
13	Library staff provide accurate answers to my enquiries
14	I can find a quiet place in the Libraries to study when I need to
15	I can find a place in the Libraries to work in a group when I need to
16	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs
17	Printing, scanning and photocopying facilities in the Libraries meet my needs
18	Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs
19	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
20	Course specific resources (e.g. textbooks, readings) meet my learning needs
21	When I am away from campus I can access the Library resources and services I need
22	The Library search engine enables me to find relevant library resources quickly
23	Access to Library information resources helps me to achieve academic success
24	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

## Singapore Management University Library Survey, February 2022

Top 10 factors — How often do you access library resources? - Monthly

819 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 Libraries to study when I need to	6.50	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.12	I can find a place in the Libraries to work in a group when I need to	5.00	I can find a place in the Libraries to work in a group when I need to	1.15
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.45	Printing, scanning and photocopying facilities in the Libraries meet my needs	6.07	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 Libraries to study when I need to	0.81
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.32	When I am away from campus I can access the Library resources and services I need	5.94	The Libraries anticipate my learning and research needs	5.40	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.54
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.21	Opening hours meet my needs	5.94	I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.42	I am able to find information I need on the Library website	0.44
I can find a place in the Libraries to work in a group when I need to	6.15	I can get help from library staff when I need it	5.94	Library workshops, classes and consultations help me with my learning and research needs	5.48	Course specific resources (e.g. textbooks, readings) meet my learning needs	0.33
Opening hours meet my 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	5.90	Books and articles I have requested from other Libraries are delivered promptly	5.50	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	0.32
The Library search engine enables me to find relevant library resources quickly	6.11	Library staff provide accurate answers to my enquiries	5.88	I am able to find information I need on the Library website	5.54	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	6.10	The Library search engine enables me to find relevant library resources quickly	5.83	Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.63	The Library search engine enables me to find relevant library resources quickly	0.28
Course specific resources (e.g. textbooks, readings) meet my learning needs	6.01	Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.79	The items I'm looking for on the library shelves are usually there	5.65	Printing, scanning and photocopying facilities in the Libraries meet my needs	0.25
I am able to find information I need on the Library website	5.98	Access to Library information resources helps me to achieve academic success	5.77	Course specific resources (e.g. textbooks, readings) meet my learning needs	5.68	Opening hours meet my needs	0.20

## Singapore Management University Library Survey, February 2022

Mean importance scores – How often do you access library resources? - Monthly

819 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Libraries to study when I need to	6.50	1	5.69	14
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.45	2	6.12	1
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.32	3	6.07	2
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.21	4	5.90	6
I can find a place in the Libraries to work in a group when I need to	6.15	5	5.00	24
Opening hours meet my needs	6.14	6	5.94	4
The Library search engine enables me to find relevant library resources quickly	6.11	7	5.83	8
When I am away from campus I can access the Library resources and services I need	6.10	8	5.94	3
Course specific resources (e.g. textbooks, readings) meet my learning needs	6.01	9	5.68	15
I am able to find information I need on the Library website	5.98	10	5.54	18
Library staff provide accurate answers to my enquiries	5.93	11	5.88	7
I can get help from library staff when I need it	5.91	12	5.94	5
Access to Library information resources helps me to achieve academic success	5.84	13	5.77	10
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.75	14	5.79	9
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.72	15	5.18	23
The items I'm looking for on the library shelves are usually there	5.68	16	5.65	16
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.57	17	5.71	12
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.55	18	5.74	11
The Library signage (print and digital) is clear	5.53	19	5.70	13
The Libraries anticipate my learning and research needs	5.44	20	5.40	22
Books and articles I have requested from other Libraries are delivered promptly	5.43	21	5.50	19
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.24	22	5.63	17
Library workshops, classes and consultations help me with my learning and research needs	5.08	23	5.48	20
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.03	24	5.42	21



## Singapore Management University Library Survey, February 2022

Mean performance score — How often do you access library resources? - Monthly

819 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.12	1	6.45	2
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.07	2	6.32	3
When I am away from campus I can access the Library resources and services I need	5.94	3	6.10	8
Opening hours meet my needs	5.94	4	6.14	6
I can get help from library staff when I need it	5.94	5	5.91	12
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.90	6	6.21	4
Library staff provide accurate answers to my enquiries	5.88	7	5.93	11
The Library search engine enables me to find relevant library resources quickly	5.83	8	6.11	7
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.79	9	5.75	14
Access to Library information resources helps me to achieve academic success	5.77	10	5.84	13
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.74	11	5.55	18
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.71	12	5.57	17
The Library signage (print and digital) is clear	5.70	13	5.53	19
I can find a quiet place in the Libraries to study when I need to	5.69	14	6.50	1
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.68	15	6.01	9
The items I'm looking for on the library shelves are usually there	5.65	16	5.68	16
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.63	17	5.24	22
I am able to find information I need on the Library website	5.54	18	5.98	10
Books and articles I have requested from other Libraries are delivered promptly	5.50	19	5.43	21
Library workshops, classes and consultations help me with my learning and research needs	5.48	20	5.08	23
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.42	21	5.03	24
The Libraries anticipate my learning and research needs	5.40	22	5.44	20
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.18	23	5.72	15
I can find a place in the Libraries to work in a group when I need to	5.00	24	6.15	5

## Singapore Management University Library Survey, February 2022

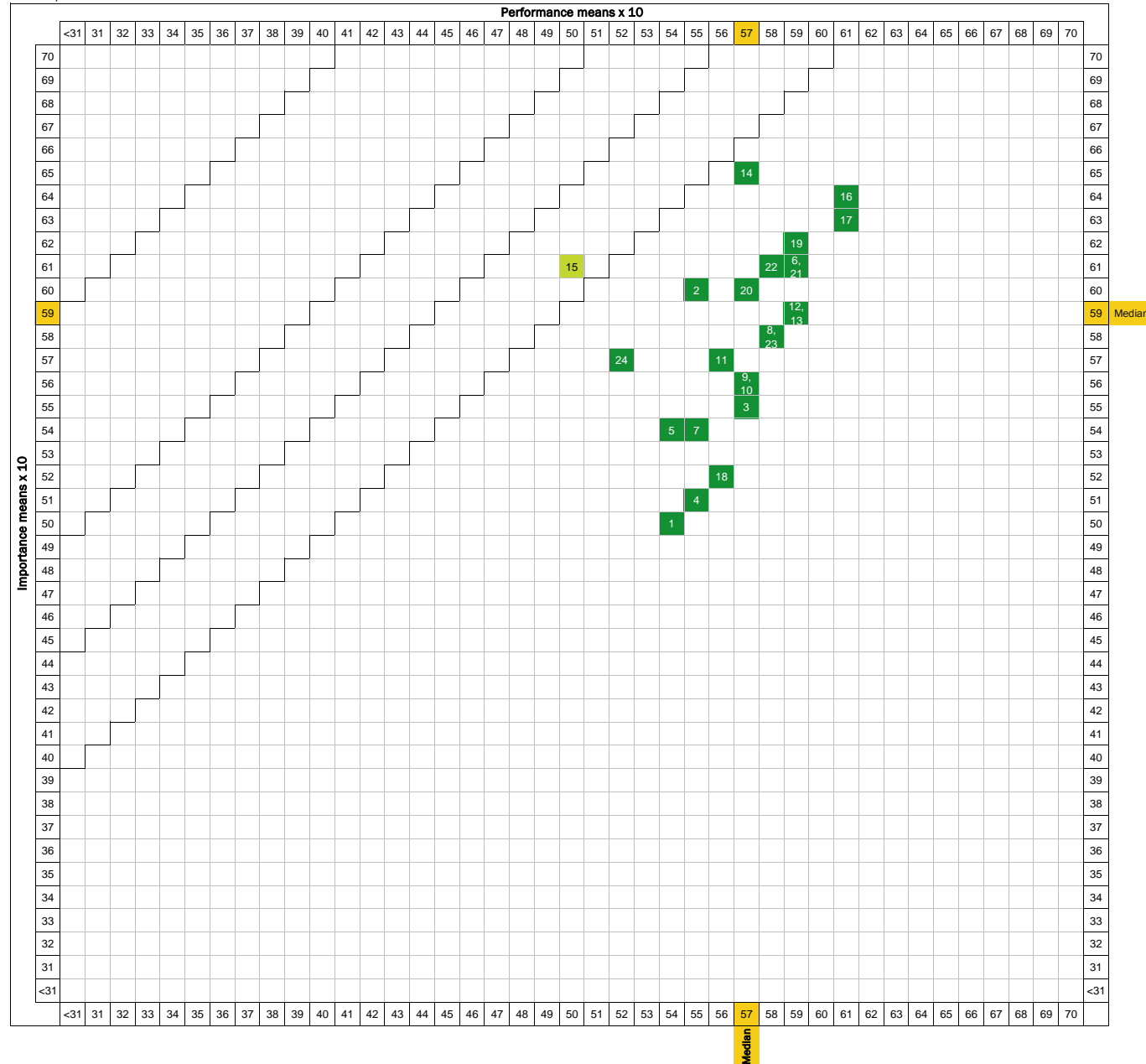
Mean gap scores — How often do you access library resources? - Monthly

819 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a place in the Libraries to work in a group when I need to	1.15	1	6.15	5
I can find a quiet place in the Libraries to study when I need to	0.81	2	6.50	1
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.54	3	5.72	15
I am able to find information I need on the Library website	0.44	4	5.98	10
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.33	5	6.01	9
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	0.32	6	6.45	2
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	6.21	4
The Library search engine enables me to find relevant library resources quickly	0.28	8	6.11	7
Printing, scanning and photocopying facilities in the Libraries meet my needs	0.25	9	6.32	3
Opening hours meet my needs	0.20	10	6.14	6
When I am away from campus I can access the Library resources and services I need	0.16	11	6.10	8
Access to Library information resources helps me to achieve academic success	0.07	12	5.84	13
Library staff provide accurate answers to my enquiries	0.05	13	5.93	11
The Libraries anticipate my learning and research needs	0.04	14	5.44	20
The items I'm looking for on the library shelves are usually there	0.03	15	5.68	16
I can get help from library staff when I need it	-0.02	16	5.91	12
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	-0.04	17	5.75	14
Books and articles I have requested from other Libraries are delivered promptly	-0.06	18	5.43	21
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	-0.14	19	5.57	17
The Library signage (print and digital) is clear	-0.17	20	5.53	19
Face-to-face enquiry services (e.g. Service Desks) meet my needs	-0.19	21	5.55	18
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	-0.39	22	5.03	24
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	-0.39	23	5.24	22
Library workshops, classes and consultations help me with my learning and research needs	-0.40	24	5.08	23

# Singapore Management University Library Survey, February 2022

Best practice categories gap grid – How often do you access library resources? - Monthly  
819 responses



Statements	
1	I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)
2	I am able to find information I need on the Library website
3	The Library signage (print and digital) is clear
4	Library workshops, classes and consultations help me with my learning and research needs
5	The Libraries anticipate 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 services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs
9	Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs
10	Face-to-face enquiry services (e.g. Service Desks) meet my needs
11	The items I'm looking for on the library shelves are usually there
12	I can get help from library staff when I need it
13	Library staff provide accurate answers to my enquiries
14	I can find a quiet place in the Libraries to study when I need to
15	I can find a place in the Libraries to work in a group when I need to
16	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs
17	Printing, scanning and photocopying facilities in the Libraries meet my needs
18	Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs
19	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
20	Course specific resources (e.g. textbooks, readings) meet my learning needs
21	When I am away from campus I can access the Library resources and services I need
22	The Library search engine enables me to find relevant library resources quickly
23	Access to Library information resources helps me to achieve academic success
24	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

## Singapore Management University Library Survey, February 2022

Top 10 factors — How often do you access library resources? - Quarterly

356 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 Libraries to study when I need to	6.45	Printing, scanning and photocopying facilities in the Libraries meet my needs	6.03	I can find a place in the Libraries to work in a group when I need to	4.95	I can find a place in the Libraries to work in a group when I need to	1.15
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.36	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	5.95	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.08	I can find a quiet place in the Libraries to study when I need to	0.95
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.30	Library staff provide accurate answers to my enquiries	5.82	The Libraries anticipate my learning and research needs	5.22	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.44
I can find a place in the Libraries to work in a group when I need to	6.11	I can get help from library staff when I need it	5.74	Library workshops, classes and consultations help me with my learning and research needs	5.23	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	0.41
Opening hours meet my needs	5.99	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.73	I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.29	I am able to find information I need on the Library website	0.36
The Library search engine enables me to find relevant library resources quickly	5.94	Opening hours meet my needs	5.70	I am able to find information I need on the Library website	5.35	The Library search engine enables me to find relevant library resources quickly	0.35
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.88	When I am away from campus I can access the Library resources and services I need	5.69	Books and articles I have requested from other Libraries are delivered promptly	5.37	Course specific resources (e.g. textbooks, readings) meet my learning needs	0.33
When I am away from campus I can access the Library resources and services I need	5.87	Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.60	The items I'm looking for on the library shelves are usually there	5.40	Opening hours meet my needs	0.28
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.83	The Library search engine enables me to find relevant library resources quickly	5.59	Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.44	Printing, scanning and photocopying facilities in the Libraries meet my needs	0.26
Library staff provide accurate answers to my enquiries	5.81	The Library signage (print and digital) is clear	5.59	Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.47	When I am away from campus I can access the Library resources and services I need	0.18

## Singapore Management University Library Survey, February 2022

Mean importance scores — How often do you access library resources? - Quarterly

356 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Libraries to study when I need to	6.45	1	5.50	13
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.36	2	5.95	2
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.30	3	6.03	1
I can find a place in the Libraries to work in a group when I need to	6.11	4	4.95	24
Opening hours meet my needs	5.99	5	5.70	6
The Library search engine enables me to find relevant library resources quickly	5.94	6	5.59	9
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.88	7	5.73	5
When I am away from campus I can access the Library resources and services I need	5.87	8	5.69	7
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.83	9	5.49	14
Library staff provide accurate answers to my enquiries	5.81	10	5.82	3
I am able to find information I need on the Library website	5.71	11	5.35	19
I can get help from library staff when I need it	5.71	12	5.74	4
Access to Library information resources helps me to achieve academic success	5.53	13	5.51	12
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.51	14	5.08	23
The items I'm looking for on the library shelves are usually there	5.46	15	5.40	17
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.45	16	5.60	8
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.45	17	5.58	11
The Library signage (print and digital) is clear	5.36	18	5.59	10
Books and articles I have requested from other Libraries are delivered promptly	5.28	19	5.37	18
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.27	20	5.44	16
The Libraries anticipate my learning and research needs	5.17	21	5.22	22
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.09	22	5.47	15
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	4.95	23	5.29	20
Library workshops, classes and consultations help me with my learning and research needs	4.87	24	5.23	21

## Singapore Management University Library Survey, February 2022

Mean performance score — How often do you access library resources? - Quarterly

356 responses

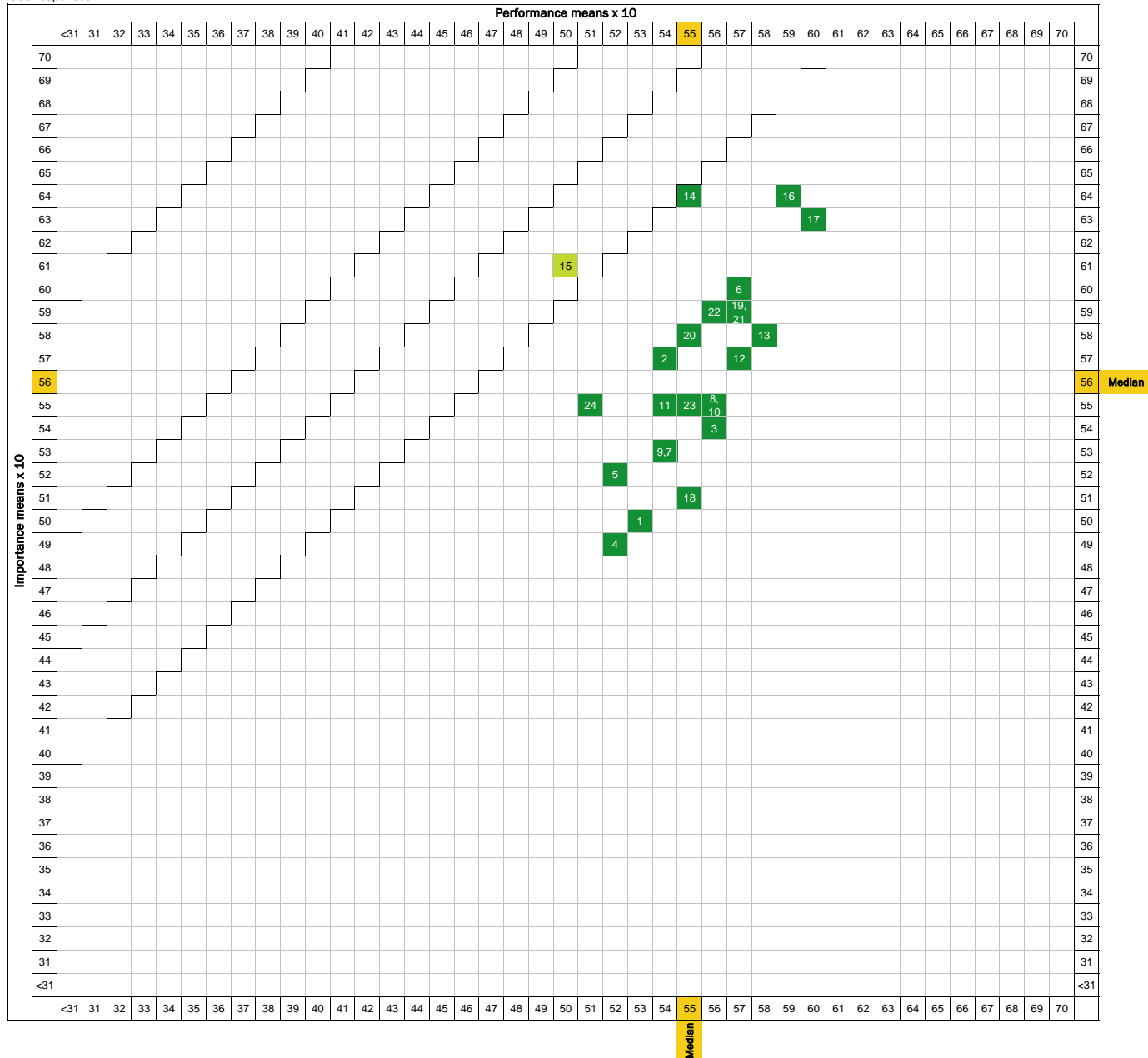
	Performance		Importance	
	Mean	Rank	Mean	Rank
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.03	1	6.30	3
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	5.95	2	6.36	2
Library staff provide accurate answers to my enquiries	5.82	3	5.81	10
I can get help from library staff when I need it	5.74	4	5.71	12
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.73	5	5.88	7
Opening hours meet my needs	5.70	6	5.99	5
When I am away from campus I can access the Library resources and services I need	5.69	7	5.87	8
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.60	8	5.45	16
The Library search engine enables me to find relevant library resources quickly	5.59	9	5.94	6
The Library signage (print and digital) is clear	5.59	10	5.36	18
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.58	11	5.45	17
Access to Library information resources helps me to achieve academic success	5.51	12	5.53	13
I can find a quiet place in the Libraries to study when I need to	5.50	13	6.45	1
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.49	14	5.83	9
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.47	15	5.09	22
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.44	16	5.27	20
The items I'm looking for on the library shelves are usually there	5.40	17	5.46	15
Books and articles I have requested from other Libraries are delivered promptly	5.37	18	5.28	19
I am able to find information I need on the Library website	5.35	19	5.71	11
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.29	20	4.95	23
Library workshops, classes and consultations help me with my learning and research needs	5.23	21	4.87	24
The Libraries anticipate my learning and research needs	5.22	22	5.17	21
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.08	23	5.51	14
I can find a place in the Libraries to work in a group when I need to	4.95	24	6.11	4

## Singapore Management University Library Survey, February 2022

Mean gap scores — How often do you access library resources? - Quarterly

356 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a place in the Libraries to work in a group when I need to	1.15	1	6.11	4
I can find a quiet place in the Libraries to study when I need to	0.95	2	6.45	1
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.44	3	5.51	14
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	0.41	4	6.36	2
I am able to find information I need on the Library website	0.36	5	5.71	11
The Library search engine enables me to find relevant library resources quickly	0.35	6	5.94	6
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.33	7	5.83	9
Opening hours meet my needs	0.28	8	5.99	5
Printing, scanning and photocopying facilities in the Libraries meet my needs	0.26	9	6.30	3
When I am away from campus I can access the Library resources and services I need	0.18	10	5.87	8
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	5.88	7
The items I'm looking for on the library shelves are usually there	0.05	12	5.46	15
Access to Library information resources helps me to achieve academic success	0.03	13	5.53	13
Library staff provide accurate answers to my enquiries	0.00	14	5.81	10
I can get help from library staff when I need it	-0.03	15	5.71	12
The Libraries anticipate my learning and research needs	-0.05	16	5.17	21
Books and articles I have requested from other Libraries are delivered promptly	-0.09	17	5.28	19
Face-to-face enquiry services (e.g. Service Desks) meet my needs	-0.13	18	5.45	17
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	-0.15	19	5.45	16
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	-0.17	20	5.27	20
The Library signage (print and digital) is clear	-0.23	21	5.36	18
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	-0.34	22	4.95	23
Library workshops, classes and consultations help me with my learning and research needs	-0.36	23	4.87	24
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	-0.38	24	5.09	22



Statements	
1	I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)
2	I am able to find information I need on the Library website
3	The Library signage (print and digital) is clear
4	Library workshops, classes and consultations help me with my learning and research needs
5	The Libraries anticipate 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 services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs
9	Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs
10	Face-to-face enquiry services (e.g. Service Desks) meet my needs
11	The items I'm looking for on the library shelves are usually there
12	I can get help from library staff when I need it
13	Library staff provide accurate answers to my enquiries
14	I can find a quiet place in the Libraries to study when I need to
15	I can find a place in the Libraries to work in a group when I need to
16	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs
17	Printing, scanning and photocopying facilities in the Libraries meet my needs
18	Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs
19	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
20	Course specific resources (e.g. textbooks, readings) meet my learning needs
21	When I am away from campus I can access the Library resources and services I need
22	The Library search engine enables me to find relevant library resources quickly
23	Access to Library information resources helps me to achieve academic success
24	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources



## Singapore Management University Library Survey, February 2022

Top 10 factors — How often do you access library resources? - Never

305 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 Libraries to study when I need to	6.30	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.10	Library workshops, classes and consultations help me with my learning and research needs	4.91	I can find a place in the Libraries to work in a group when I need to	0.93
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.27	Printing, scanning and photocopying facilities in the Libraries meet my needs	5.90	I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	4.94	I can find a quiet place in the Libraries to study when I need to	0.69
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.03	Opening hours meet my needs	5.79	The Libraries anticipate my learning and research needs	5.00	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.28
I can find a place in the Libraries to work in a group when I need to	5.94	I can find a quiet place in the Libraries to study when I need to	5.61	I can find a place in the Libraries to work in a group when I need to	5.02	Course specific resources (e.g. textbooks, readings) meet my learning needs	0.19
Opening hours meet my needs	5.89	I can get help from library staff when I need it	5.56	I am able to find information I need on the Library website	5.04	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.17
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.66	Library staff provide accurate answers to my enquiries	5.55	Books and articles I have requested from other Libraries are delivered promptly	5.05	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	0.17
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.57	When I am away from campus I can access the Library resources and services I need	5.51	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.14	Printing, scanning and photocopying facilities in the Libraries meet my needs	0.13
I can get help from library staff when I need it	5.55	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.49	Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.21	I am able to find information I need on the Library website	0.13
The Library search engine enables me to find relevant library resources quickly	5.54	Access to Library information resources helps me to achieve academic success	5.44	The items I'm looking for on the library shelves are usually there	5.23	The Library search engine enables me to find relevant library resources quickly	0.11
When I am away from campus I can access the Library resources and services I need	5.54	The Library search engine enables me to find relevant library resources quickly	5.43	Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.27	Opening hours meet my needs	0.10

## Singapore Management University Library Survey, February 2022

Mean importance scores – How often do you access library resources? - Never

305 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Libraries to study when I need to	6.30	1	5.61	4
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.27	2	6.10	1
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.03	3	5.90	2
I can find a place in the Libraries to work in a group when I need to	5.94	4	5.02	21
Opening hours meet my needs	5.89	5	5.79	3
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.66	6	5.49	8
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.57	7	5.37	11
I can get help from library staff when I need it	5.55	8	5.56	5
The Library search engine enables me to find relevant library resources quickly	5.54	9	5.43	10
When I am away from campus I can access the Library resources and services I need	5.54	10	5.51	7
Library staff provide accurate answers to my enquiries	5.45	11	5.55	6
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.42	12	5.14	18
Access to Library information resources helps me to achieve academic success	5.26	13	5.44	9
I am able to find information I need on the Library website	5.17	14	5.04	20
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.13	15	5.34	12
The items I'm looking for on the library shelves are usually there	5.08	16	5.23	16
The Library signage (print and digital) is clear	5.05	17	5.27	14
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	4.93	18	5.27	15
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	4.89	19	5.33	13
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	4.86	20	5.21	17
The Libraries anticipate my learning and research needs	4.82	21	5.00	22
Books and articles I have requested from other Libraries are delivered promptly	4.67	22	5.05	19
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	4.56	23	4.94	23
Library workshops, classes and consultations help me with my learning and research needs	4.52	24	4.91	24

## Singapore Management University Library Survey, February 2022

Mean performance score — How often do you access library resources? - Never

305 responses

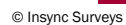
	Performance		Importance	
	Mean	Rank	Mean	Rank
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.10	1	6.27	2
Printing, scanning and photocopying facilities in the Libraries meet my needs	5.90	2	6.03	3
Opening hours meet my needs	5.79	3	5.89	5
I can find a quiet place in the Libraries to study when I need to	5.61	4	6.30	1
I can get help from library staff when I need it	5.56	5	5.55	8
Library staff provide accurate answers to my enquiries	5.55	6	5.45	11
When I am away from campus I can access the Library resources and services I need	5.51	7	5.54	10
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.49	8	5.66	6
Access to Library information resources helps me to achieve academic success	5.44	9	5.26	13
The Library search engine enables me to find relevant library resources quickly	5.43	10	5.54	9
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.37	11	5.57	7
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.34	12	5.13	15
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.33	13	4.89	19
The Library signage (print and digital) is clear	5.27	14	5.05	17
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.27	15	4.93	18
The items I'm looking for on the library shelves are usually there	5.23	16	5.08	16
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.21	17	4.86	20
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.14	18	5.42	12
Books and articles I have requested from other Libraries are delivered promptly	5.05	19	4.67	22
I am able to find information I need on the Library website	5.04	20	5.17	14
I can find a place in the Libraries to work in a group when I need to	5.02	21	5.94	4
The Libraries anticipate my learning and research needs	5.00	22	4.82	21
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	4.94	23	4.56	23
Library workshops, classes and consultations help me with my learning and research needs	4.91	24	4.52	24

## Singapore Management University Library Survey, February 2022

Mean gap scores — How often do you access library resources? - Never

305 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a place in the Libraries to work in a group when I need to	0.93	1	5.94	4
I can find a quiet place in the Libraries to study when I need to	0.69	2	6.30	1
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.28	3	5.42	12
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.19	4	5.57	7
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.17	5	5.66	6
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	0.17	6	6.27	2
Printing, scanning and photocopying facilities in the Libraries meet my needs	0.13	7	6.03	3
I am able to find information I need on the Library website	0.13	8	5.17	14
The Library search engine enables me to find relevant library resources quickly	0.11	9	5.54	9
Opening hours meet my needs	0.10	10	5.89	5
When I am away from campus I can access the Library resources and services I need	0.03	11	5.54	10
I can get help from library staff when I need it	-0.01	12	5.55	8
Library staff provide accurate answers to my enquiries	-0.10	13	5.45	11
The items I'm looking for on the library shelves are usually there	-0.14	14	5.08	16
The Libraries anticipate my learning and research needs	-0.17	15	4.82	21
Access to Library information resources helps me to achieve academic success	-0.18	16	5.26	13
Face-to-face enquiry services (e.g. Service Desks) meet my needs	-0.21	17	5.13	15
The Library signage (print and digital) is clear	-0.22	18	5.05	17
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	-0.34	19	4.93	18
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	-0.35	20	4.86	20
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	-0.38	21	4.56	23
Books and articles I have requested from other Libraries are delivered promptly	-0.39	22	4.67	22
Library workshops, classes and consultations help me with my learning and research needs	-0.39	23	4.52	24
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	-0.44	24	4.89	19



## Statements

## Singapore Management University Library Survey, February 2022

Top 5 importance scores by demographic

Which Library do you use more?

Unique factor

<b>Li Ka Shing Library (2422 responses)</b>	<b>Importance mean</b>
I can find a quiet place in the Libraries to study when I need to	6.46
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.42
Printing, scanning and photocopying facilities in the Libraries 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	6.24
When I am away from campus I can access the Library resources and services I need	6.15
<b>Kwa Geok Choo Law Library (572 responses)</b>	<b>Importance mean</b>
I can find a quiet place in the Libraries to study when I need to	6.52
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.52
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.36
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.33
The Library search engine enables me to find relevant library resources quickly	6.29
<b>I have never used the Libraries (111 responses)</b>	<b>Importance mean</b>
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.56
The Library search engine enables me to find relevant library resources quickly	6.44
When I am away from campus I can access the Library resources and services I need	6.43
Course specific resources (e.g. textbooks, readings) meet my learning needs	6.41
Access to Library information resources helps me to achieve academic success	6.29

## Singapore Management University Library Survey, February 2022

Top 5 performance scores by demographic

Which Library do you use more?

Unique factor

Li Ka Shing Library (2422 responses)	Performance mean
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.10
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.08
I can get help from library staff when I need it	5.94
Library staff provide accurate answers to my enquiries	5.94
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.94
Kwa Geok Choo Law Library (572 responses)	Performance mean
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.14
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.05
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.02
Library staff provide accurate answers to my enquiries	6.01
I can get help from library staff when I need it	5.99
I have never used the Libraries (111 responses)	Performance mean
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.17
When I am away from campus I can access the Library resources and services I need	5.96
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.91
Access to Library information resources helps me to achieve academic success	5.89
Printing, scanning and photocopying facilities in the Libraries meet my needs	5.83

## Singapore Management University Library Survey, February 2022

Top 5 gap scores by demographic

Which Library do you use more?

Unique factor

Li Ka Shing Library (2422 responses)	Gap score
I can find a place in the Libraries to work in a group when I need to	1.11
I can find a quiet place in the Libraries to study when I need to	0.81
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.56
I am able to find information I need on the Library website	0.39
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.36
Kwa Geok Choo Law Library (572 responses)	Gap score
I can find a place in the Libraries to work in a group when I need to	1.16
I can find a quiet place in the Libraries to study when I need to	0.91
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.53
I am able to find information I need on the Library website	0.41
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.41
I have never used the Libraries (111 responses)	Gap score
I can find a place in the Libraries to work in a group when I need to	0.83
I can find a quiet place in the Libraries to study when I need to	0.69
The Library search engine enables me to find relevant library resources quickly	0.69
I am able to find information I need on the Library website	0.60
The items I'm looking for on the library shelves are usually there	0.52



# Singapore Management University Library Survey, February 2022

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

2422 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 Libraries to study when I need to	6.46	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.10	I can find a place in the Libraries to work in a group when I need to	5.02	I can find a place in the Libraries to work in a group when I need to	1.11
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.42	Printing, scanning and photocopying facilities in the Libraries meet my needs	6.08	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.23	I can find a quiet place in the Libraries to study when I need to	0.81
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.31	I can get help from library staff when I need it	5.94	The Libraries anticipate my learning and research needs	5.42	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.56
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.24	Library staff provide accurate answers to my enquiries	5.94	I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.44	I am able to find information I need on the Library website	0.39
When I am away from campus I can access the Library resources and services I need	6.15	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 workshops, classes and consultations help me with my learning and research needs	5.49	Course specific resources (e.g. textbooks, readings) meet my learning needs	0.36
The Library search engine enables me to find relevant library resources quickly	6.14	When I am away from campus I can access the Library resources and services I need	5.93	I am able to find information I need on the Library website	5.58	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	0.32
I can find a place in the Libraries to work in a group when I need to	6.13	Opening hours meet my needs	5.89	Books and articles I have requested from other Libraries are delivered promptly	5.60	The Library search engine enables me to find relevant library resources quickly	0.31
Opening hours meet my needs	6.10	Access to Library information resources helps me to achieve academic success	5.84	The items I'm looking for on the library shelves are usually there	5.62	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.30
Course specific resources (e.g. textbooks, readings) meet my learning needs	6.04	Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.83	I can find a quiet place in the Libraries to study when I need to	5.65	Printing, scanning and photocopying facilities in the Libraries meet my needs	0.23
I am able to find information I need on the Library website	5.97	The Library search engine enables me to find relevant library resources quickly	5.83	Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.67	When I am away from campus I can access the Library resources and services I need	0.22

## Singapore Management University Library Survey, February 2022

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

2422 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Libraries to study when I need to	6.46	1	5.65	16
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.42	2	6.10	1
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.31	3	6.08	2
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.24	4	5.94	5
When I am away from campus I can access the Library resources and services I need	6.15	5	5.93	6
The Library search engine enables me to find relevant library resources quickly	6.14	6	5.83	10
I can find a place in the Libraries to work in a group when I need to	6.13	7	5.02	24
Opening hours meet my needs	6.10	8	5.89	7
Course specific resources (e.g. textbooks, readings) meet my learning needs	6.04	9	5.68	13
I am able to find information I need on the Library website	5.97	10	5.58	19
Library staff provide accurate answers to my enquiries	5.95	11	5.94	4
Access to Library information resources helps me to achieve academic success	5.93	12	5.84	8
I can get help from library staff when I need it	5.91	13	5.94	3
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.80	14	5.23	23
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.69	15	5.83	9
The items I'm looking for on the library shelves are usually there	5.68	16	5.62	17
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.62	17	5.77	11
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.55	18	5.73	12
Books and articles I have requested from other Libraries are delivered promptly	5.52	19	5.60	18
The Library signage (print and digital) is clear	5.51	20	5.68	14
The Libraries anticipate my learning and research needs	5.43	21	5.42	22
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.39	22	5.67	15
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.11	23	5.44	21
Library workshops, classes and consultations help me with my learning and research needs	5.07	24	5.49	20

## Singapore Management University Library Survey, February 2022

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

2422 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.10	1	6.42	2
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.08	2	6.31	3
I can get help from library staff when I need it	5.94	3	5.91	13
Library staff provide accurate answers to my enquiries	5.94	4	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	5.94	5	6.24	4
When I am away from campus I can access the Library resources and services I need	5.93	6	6.15	5
Opening hours meet my needs	5.89	7	6.10	8
Access to Library information resources helps me to achieve academic success	5.84	8	5.93	12
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.83	9	5.69	15
The Library search engine enables me to find relevant library resources quickly	5.83	10	6.14	6
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.77	11	5.62	17
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.73	12	5.55	18
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.68	13	6.04	9
The Library signage (print and digital) is clear	5.68	14	5.51	20
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.67	15	5.39	22
I can find a quiet place in the Libraries to study when I need to	5.65	16	6.46	1
The items I'm looking for on the library shelves are usually there	5.62	17	5.68	16
Books and articles I have requested from other Libraries are delivered promptly	5.60	18	5.52	19
I am able to find information I need on the Library website	5.58	19	5.97	10
Library workshops, classes and consultations help me with my learning and research needs	5.49	20	5.07	24
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.44	21	5.11	23
The Libraries anticipate my learning and research needs	5.42	22	5.43	21
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.23	23	5.80	14
I can find a place in the Libraries to work in a group when I need to	5.02	24	6.13	7

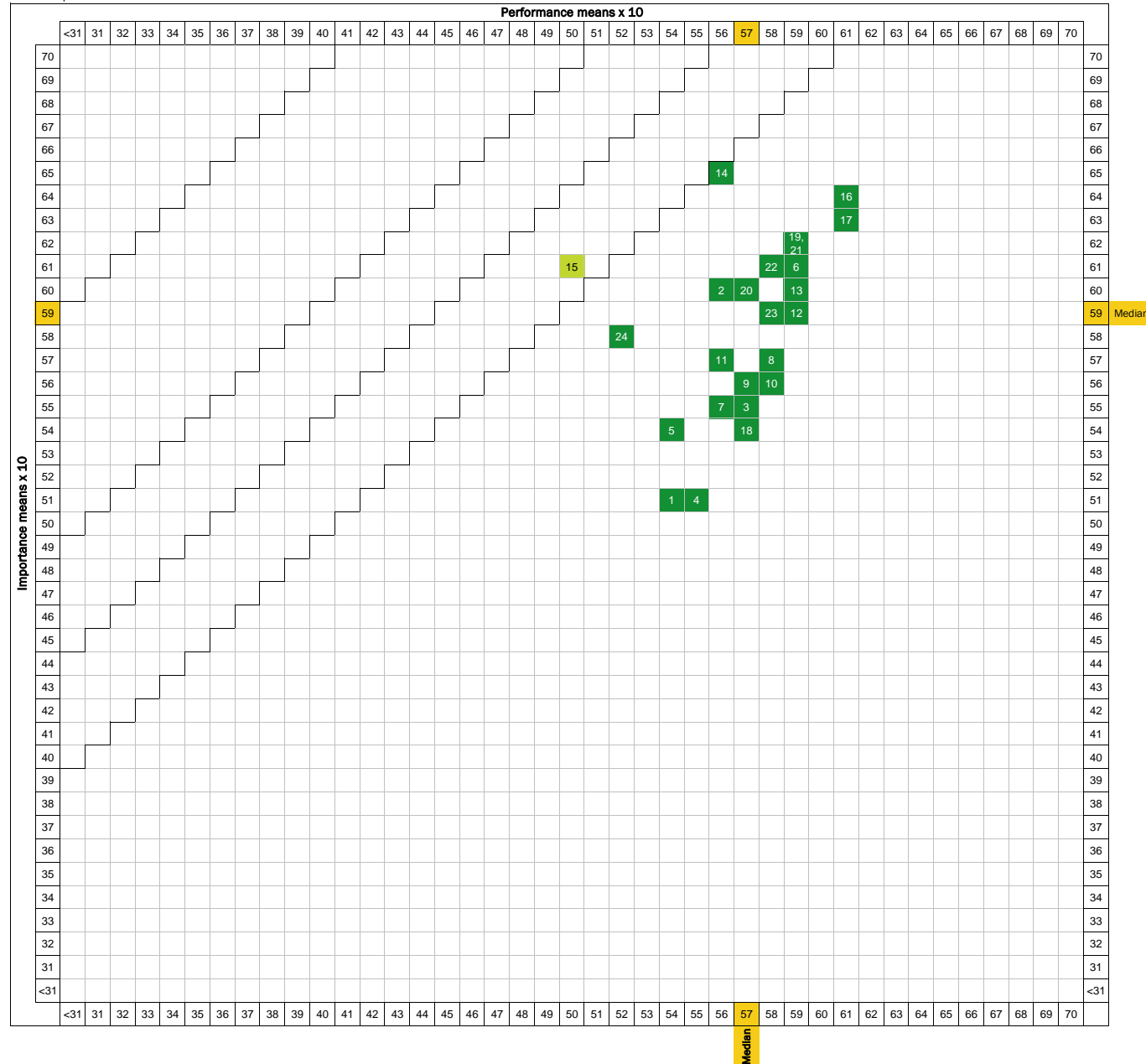
# Singapore Management University Library Survey, February 2022

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

2422 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a place in the Libraries to work in a group when I need to	1.11	1	6.13	7
I can find a quiet place in the Libraries to study when I need to	0.81	2	6.46	1
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.56	3	5.80	14
I am able to find information I need on the Library website	0.39	4	5.97	10
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.36	5	6.04	9
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	0.32	6	6.42	2
The Library search engine enables me to find relevant library resources quickly	0.31	7	6.14	6
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.30	8	6.24	4
Printing, scanning and photocopying facilities in the Libraries meet my needs	0.23	9	6.31	3
When I am away from campus I can access the Library resources and services I need	0.22	10	6.15	5
Opening hours meet my needs	0.21	11	6.10	8
Access to Library information resources helps me to achieve academic success	0.09	12	5.93	12
The items I'm looking for on the library shelves are usually there	0.06	13	5.68	16
Library staff provide accurate answers to my enquiries	0.02	14	5.95	11
The Libraries anticipate my learning and research needs	0.01	15	5.43	21
I can get help from library staff when I need it	-0.03	16	5.91	13
Books and articles I have requested from other Libraries are delivered promptly	-0.08	17	5.52	19
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	-0.14	18	5.69	15
Face-to-face enquiry services (e.g. Service Desks) meet my needs	-0.15	19	5.62	17
The Library signage (print and digital) is clear	-0.16	20	5.51	20
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	-0.17	21	5.55	18
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	-0.28	22	5.39	22
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	-0.34	23	5.11	23
Library workshops, classes and consultations help me with my learning and research needs	-0.42	24	5.07	24

**Singapore Management University Library Survey, February 2022**  
 Best practice categories gap grid – Which Library do you use more? - Li Ka Shing Library  
 2422 responses



Statements	
1	I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)
2	I am able to find information I need on the Library website
3	The Library signage (print and digital) is clear
4	Library workshops, classes and consultations help me with my learning and research needs
5	The Libraries anticipate 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 services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs
9	Online enquiry services (e.g. email, "Ask Library" chat) meet my needs
10	Face-to-face enquiry services (e.g. Service Desks) meet my needs
11	The items I'm looking for on the library shelves are usually there
12	I can get help from library staff when I need it
13	Library staff provide accurate answers to my enquiries
14	I can find a quiet place in the Libraries to study when I need to
15	I can find a place in the Libraries to work in a group when I need to
16	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs
17	Printing, scanning and photocopying facilities in the Libraries meet my needs
18	Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs
19	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
20	Course specific resources (e.g. textbooks, readings) meet my learning needs
21	When I am away from campus I can access the Library resources and services I need
22	The Library search engine enables me to find relevant library resources quickly
23	Access to Library information resources helps me to achieve academic success
24	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

## Singapore Management University Library Survey, February 2022

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

572 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 Libraries to study when I need to	6.52	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.14	I can find a place in the Libraries to work in a group when I need to	4.98	I can find a place in the Libraries to work in a group when I need to	1.16
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.52	Printing, scanning and photocopying facilities in the Libraries meet my needs	6.05	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.27	I can find a quiet place in the Libraries to study when I need to	0.91
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.36	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.02	I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.45	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.53
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.33	Library staff provide accurate answers to my enquiries	6.01	Library workshops, classes and consultations help me with my learning and research needs	5.49	I am able to find information I need on the Library website	0.41
The Library search engine enables me to find relevant library resources quickly	6.29	I can get help from library staff when I need it	5.99	The Libraries anticipate my learning and research needs	5.53	Course specific resources (e.g. textbooks, readings) meet my learning needs	0.41
Course specific resources (e.g. textbooks, readings) meet my learning needs	6.26	When I am away from campus I can access the Library resources and services I need	5.96	Books and articles I have requested from other Libraries are delivered promptly	5.53	The Library search engine enables me to find relevant library resources quickly	0.41
When I am away from campus I can access the Library resources and services I need	6.26	Opening hours meet my needs	5.93	I am able to find information I need on the Library website	5.58	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	0.37
Opening hours meet my needs	6.18	The Library search engine enables me to find relevant library resources quickly	5.89	I can find a quiet place in the Libraries to study when I need to	5.61	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.32
I can find a place in the Libraries to work in a group when I need to	6.14	Access to Library information resources helps me to achieve academic success	5.86	Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.66	Printing, scanning and photocopying facilities in the Libraries meet my needs	0.31
Access to Library information resources helps me to achieve academic success	6.07	Course specific resources (e.g. textbooks, readings) meet my learning needs	5.85	Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.69	When I am away from campus I can access the Library resources and services I need	0.30

## Singapore Management University Library Survey, February 2022

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

572 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Libraries to study when I need to	6.52	1	5.61	17
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.52	2	6.14	1
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.36	3	6.05	2
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.33	4	6.02	3
The Library search engine enables me to find relevant library resources quickly	6.29	5	5.89	8
Course specific resources (e.g. textbooks, readings) meet my learning needs	6.26	6	5.85	10
When I am away from campus I can access the Library resources and services I need	6.26	7	5.96	6
Opening hours meet my needs	6.18	8	5.93	7
I can find a place in the Libraries to work in a group when I need to	6.14	9	4.98	24
Access to Library information resources helps me to achieve academic success	6.07	10	5.86	9
Library staff provide accurate answers to my enquiries	6.01	11	6.01	4
I am able to find information I need on the Library website	5.99	12	5.58	18
I can get help from library staff when I need it	5.93	13	5.99	5
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.80	14	5.27	23
The items I'm looking for on the library shelves are usually there	5.79	15	5.69	14
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.78	16	5.80	11
The Libraries anticipate my learning and research needs	5.50	17	5.53	19
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.49	18	5.69	15
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.43	19	5.77	12
Books and articles I have requested from other Libraries are delivered promptly	5.43	20	5.53	19
The Library signage (print and digital) is clear	5.39	21	5.71	13
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.38	22	5.66	16
Library workshops, classes and consultations help me with my learning and research needs	4.91	23	5.49	21
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	4.90	24	5.45	22

## Singapore Management University Library Survey, February 2022

Mean performance score — Which Library do you use more? - Kwa Geok Choo Law Library

572 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.14	1	6.52	2
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.05	2	6.36	3
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.02	3	6.33	4
Library staff provide accurate answers to my enquiries	6.01	4	6.01	11
I can get help from library staff when I need it	5.99	5	5.93	13
When I am away from campus I can access the Library resources and services I need	5.96	6	6.26	7
Opening hours meet my needs	5.93	7	6.18	8
The Library search engine enables me to find relevant library resources quickly	5.89	8	6.29	5
Access to Library information resources helps me to achieve academic success	5.86	9	6.07	10
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.85	10	6.26	6
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.80	11	5.78	16
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.77	12	5.43	19
The Library signage (print and digital) is clear	5.71	13	5.39	21
The items I'm looking for on the library shelves are usually there	5.69	14	5.79	15
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.69	15	5.49	18
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.66	16	5.38	22
I can find a quiet place in the Libraries to study when I need to	5.61	17	6.52	1
I am able to find information I need on the Library website	5.58	18	5.99	12
Books and articles I have requested from other Libraries are delivered promptly	5.53	19	5.43	20
The Libraries anticipate my learning and research needs	5.53	19	5.50	17
Library workshops, classes and consultations help me with my learning and research needs	5.49	21	4.91	23
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.45	22	4.90	24
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.27	23	5.80	14
I can find a place in the Libraries to work in a group when I need to	4.98	24	6.14	9



# Singapore Management University Library Survey, February 2022

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

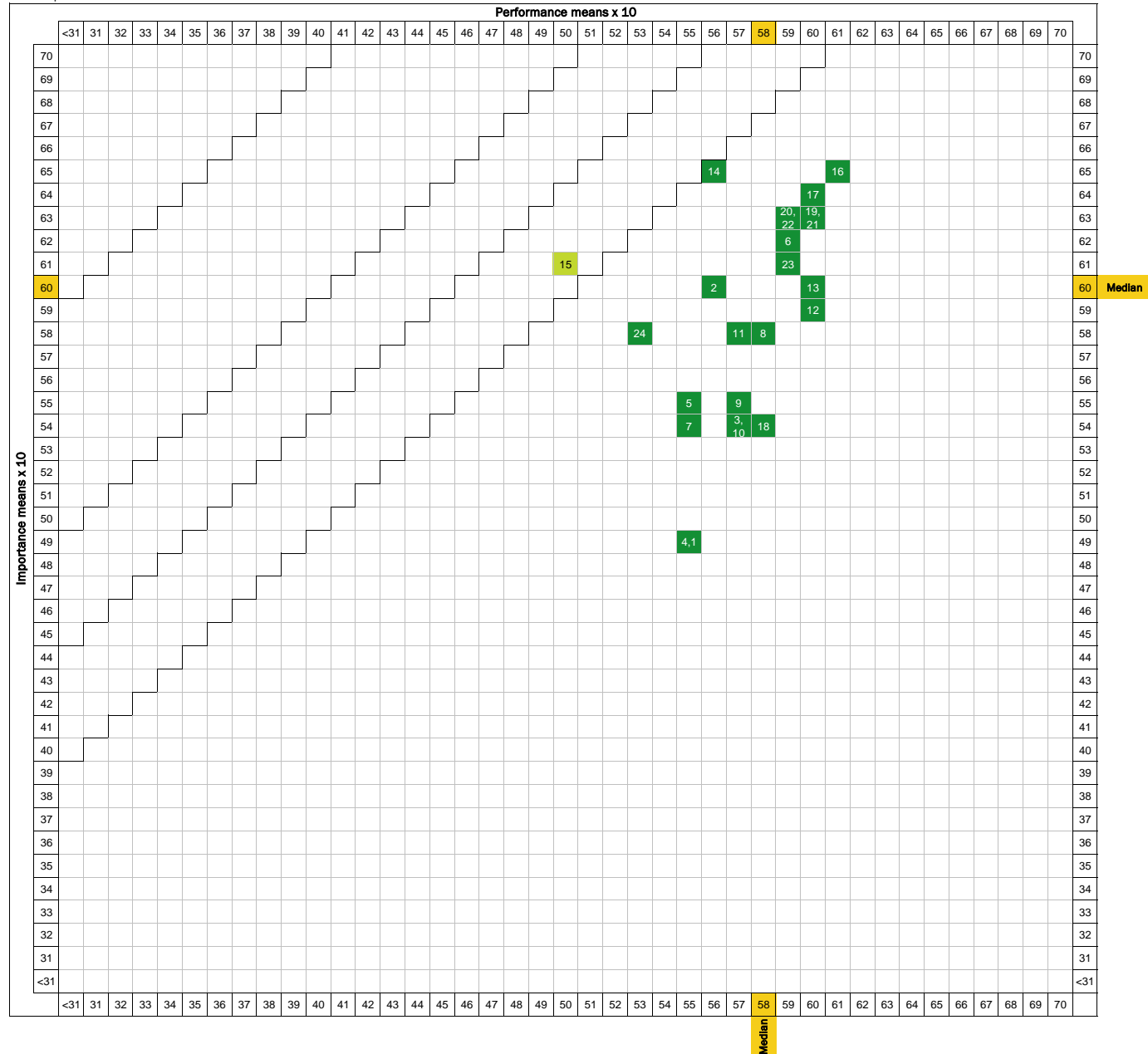
572 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a place in the Libraries to work in a group when I need to	1.16	1	6.14	9
I can find a quiet place in the Libraries to study when I need to	0.91	2	6.52	1
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.53	3	5.80	14
I am able to find information I need on the Library website	0.41	4	5.99	12
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.41	5	6.26	6
The Library search engine enables me to find relevant library resources quickly	0.41	6	6.29	5
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	0.37	7	6.52	2
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.32	8	6.33	4
Printing, scanning and photocopying facilities in the Libraries meet my needs	0.31	9	6.36	3
When I am away from campus I can access the Library resources and services I need	0.30	10	6.26	7
Opening hours meet my needs	0.25	11	6.18	8
Access to Library information resources helps me to achieve academic success	0.21	12	6.07	10
The items I'm looking for on the library shelves are usually there	0.10	13	5.79	15
Library staff provide accurate answers to my enquiries	0.00	14	6.01	11
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	-0.02	15	5.78	16
The Libraries anticipate my learning and research needs	-0.02	16	5.50	17
I can get help from library staff when I need it	-0.06	17	5.93	13
Books and articles I have requested from other Libraries are delivered promptly	-0.10	18	5.43	20
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	-0.20	19	5.49	18
Face-to-face enquiry services (e.g. Service Desks) meet my needs	-0.27	20	5.38	22
The Library signage (print and digital) is clear	-0.32	21	5.39	21
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	-0.33	22	5.43	19
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	-0.56	23	4.90	24
Library workshops, classes and consultations help me with my learning and research needs	-0.57	24	4.91	23

## Singapore Management University Library Survey, February 2022

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

572 responses



Statements	
1	I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)
2	I am able to find information I need on the Library website
3	The Library signage (print and digital) is clear
4	Library workshops, classes and consultations help me with my learning and research needs
5	The Libraries anticipate 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 services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs
9	Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs
10	Face-to-face enquiry services (e.g. Service Desks) meet my needs
11	The items I'm looking for on the library shelves are usually there
12	I can get help from library staff when I need it
13	Library staff provide accurate answers to my enquiries
14	I can find a quiet place in the Libraries to study when I need to
15	I can find a place in the Libraries to work in a group when I need to
16	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs
17	Printing, scanning and photocopying facilities in the Libraries meet my needs
18	Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs
19	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
20	Course specific resources (e.g. textbooks, readings) meet my learning needs
21	When I am away from campus I can access the Library resources and services I need
22	The Library search engine enables me to find relevant library resources quickly
23	Access to Library information resources helps me to achieve academic success
24	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

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## Singapore Management University Library Survey, February 2022

Top 10 factors — Which Library do you use more? - I have never used the Libraries

111 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	6.56	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.17	The items I'm looking for on the library shelves are usually there	5.08	I can find a place in the Libraries to work in a group when I need to	0.83
The Library search engine enables me to find relevant library resources quickly	6.44	When I am away from campus I can access the Library resources and services I need	5.96	I can find a place in the Libraries to work in a group when I need to	5.26	I can find a quiet place in the Libraries to study when I need to	0.69
When I am away from campus I can access the Library resources and services I need	6.43	Course specific resources (e.g. textbooks, readings) meet my learning needs	5.91	Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.28	The Library search engine enables me to find relevant library resources quickly	0.69
Course specific resources (e.g. textbooks, readings) meet my learning needs	6.41	Access to Library information resources helps me to achieve academic success	5.89	Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.33	I am able to find information I need on the Library website	0.60
Access to Library information resources helps me to achieve academic success	6.29	Printing, scanning and photocopying facilities in the Libraries meet my needs	5.83	Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.33	The items I'm looking for on the library shelves are usually there	0.52
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.16	Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	5.77	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.36	Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	0.52
I can find a quiet place in the Libraries to study when I need to	6.14	The Library search engine enables me to find relevant library resources quickly	5.75	The Libraries anticipate my learning and research needs	5.38	Course specific resources (e.g. textbooks, readings) meet my learning needs	0.50
I can find a place in the Libraries to work in a group when I need to	6.09	I can get help from library staff when I need it	5.70	I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.41	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.48
I am able to find information I need on the Library website	6.07	Library staff provide accurate answers to my enquiries	5.68	I can find a quiet place in the Libraries to study when I need to	5.45	When I am away from campus I can access the Library resources and services I need	0.46
Library staff provide accurate answers to my enquiries	5.98	Opening hours meet my needs	5.63	Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.46	Access to Library information resources helps me to achieve academic success	0.40

## Singapore Management University Library Survey, February 2022

Mean importance scores — Which Library do you use more? - I have never used the Libraries

111 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	6.56	1	6.17	1
The Library search engine enables me to find relevant library resources quickly	6.44	2	5.75	7
When I am away from campus I can access the Library resources and services I need	6.43	3	5.96	2
Course specific resources (e.g. textbooks, readings) meet my learning needs	6.41	4	5.91	3
Access to Library information resources helps me to achieve academic success	6.29	5	5.89	4
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	6.16	6	5.77	6
I can find a quiet place in the Libraries to study when I need to	6.14	7	5.45	16
I can find a place in the Libraries to work in a group when I need to	6.09	8	5.26	23
I am able to find information I need on the Library website	6.07	9	5.47	14
Library staff provide accurate answers to my enquiries	5.98	10	5.68	9
I can get help from library staff when I need it	5.95	11	5.70	8
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.84	12	5.33	20
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.84	13	5.36	19
Printing, scanning and photocopying facilities in the Libraries meet my needs	5.80	14	5.83	5
The Libraries anticipate my learning and research needs	5.61	15	5.38	18
The items I'm looking for on the library shelves are usually there	5.60	16	5.08	24
Library workshops, classes and consultations help me with my learning and research needs	5.58	17	5.53	12
Books and articles I have requested from other Libraries are delivered promptly	5.57	18	5.57	11
Opening hours meet my needs	5.47	19	5.63	10
The Library signage (print and digital) is clear	5.44	20	5.53	13
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.38	21	5.33	21
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.29	22	5.46	15
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.23	23	5.28	22
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.06	24	5.41	17

## Singapore Management University Library Survey, February 2022

Mean performance score — Which Library do you use more? - I have never used the Libraries

111 responses

	Performance		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	6.17	1	6.56	1
When I am away from campus I can access the Library resources and services I need	5.96	2	6.43	3
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.91	3	6.41	4
Access to Library information resources helps me to achieve academic success	5.89	4	6.29	5
Printing, scanning and photocopying facilities in the Libraries meet my needs	5.83	5	5.80	14
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	5.77	6	6.16	6
The Library search engine enables me to find relevant library resources quickly	5.75	7	6.44	2
I can get help from library staff when I need it	5.70	8	5.95	11
Library staff provide accurate answers to my enquiries	5.68	9	5.98	10
Opening hours meet my needs	5.63	10	5.47	19
Books and articles I have requested from other Libraries are delivered promptly	5.57	11	5.57	18
Library workshops, classes and consultations help me with my learning and research needs	5.53	12	5.58	17
The Library signage (print and digital) is clear	5.53	13	5.44	20
I am able to find information I need on the Library website	5.47	14	6.07	9
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	5.46	15	5.29	22
I can find a quiet place in the Libraries to study when I need to	5.45	16	6.14	7
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	5.41	17	5.06	24
The Libraries anticipate my learning and research needs	5.38	18	5.61	15
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.36	19	5.84	13
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.33	20	5.84	12
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.33	21	5.38	21
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.28	22	5.23	23
I can find a place in the Libraries to work in a group when I need to	5.26	23	6.09	8
The items I'm looking for on the library shelves are usually there	5.08	24	5.60	16

## Singapore Management University Library Survey, February 2022

Mean gap scores — Which Library do you use more? - I have never used the Libraries

111 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a place in the Libraries to work in a group when I need to	0.83	1	6.09	8
I can find a quiet place in the Libraries to study when I need to	0.69	2	6.14	7
The Library search engine enables me to find relevant library resources quickly	0.69	3	6.44	2
I am able to find information I need on the Library website	0.60	4	6.07	9
The items I'm looking for on the library shelves are usually there	0.52	5	5.60	16
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	0.52	6	5.84	12
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.50	7	6.41	4
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.48	8	5.84	13
When I am away from campus I can access the Library resources and services I need	0.46	9	6.43	3
Access to Library information resources helps me to achieve academic success	0.40	10	6.29	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	11	6.56	1
Laptop facilities (e.g. study spaces, desks, power sockets) in the Libraries meet my needs	0.39	12	6.16	6
Library staff provide accurate answers to my enquiries	0.30	13	5.98	10
I can get help from library staff when I need it	0.25	14	5.95	11
The Libraries anticipate my learning and research needs	0.23	15	5.61	15
Library workshops, classes and consultations help me with my learning and research needs	0.05	16	5.58	17
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	0.05	17	5.38	21
Books and articles I have requested from other Libraries are delivered promptly	0.00	18	5.57	18
Printing, scanning and photocopying facilities in the Libraries meet my needs	-0.03	19	5.80	14
Face-to-face enquiry services (e.g. Service Desks) meet my needs	-0.05	20	5.23	23
The Library signage (print and digital) is clear	-0.09	21	5.44	20
Opening hours meet my needs	-0.16	22	5.47	19
Physical resources located in the Libraries (e.g. books, journals, magazines, DVDs) meet my learning and research needs	-0.17	23	5.29	22
I am informed about the Library services (e.g. through web announcements, emails, print and digital library signage)	-0.35	24	5.06	24

