

Singapore Management University Library Survey Report

Scope: All respondents
February 2026

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Singapore Management University Library Survey, February 2026

Response statistics

Total	1,188	
Which school or college are you from?		
	n	%
Lee Kong Chian School of Business (LKCSB)	402	33.8%
School of Accountancy (SOA)	126	10.6%
School of Computing and Information Systems (SCIS)	210	17.7%
School of Economics (SOE)	93	7.8%
School of Social Sciences (SOSS)	96	8.1%
Yong Pung How School of Law (YPHSL)	104	8.8%
College of Integrative Studies (CIS)	28	2.4%
College of Graduate Research Studies (CGRS)	3	0.3%
Others	125	10.5%
Unspecified	1	0.1%
Which Library do you use more?		
Li Ka Shing Library	901	75.8%
Kwa Geok Choo Law Library	260	21.9%
I have never used the Libraries	26	2.2%
Unspecified	1	0.1%
Position		
Undergraduate year 1	271	22.8%
Undergraduate year 2	182	15.3%
Undergraduate year 3	133	11.2%
Undergraduate year 4 & above	143	12.0%
Exchange student	9	0.8%
Graduate: Masters	216	18.2%
Graduate: Doctoral	30	2.5%
Staff: Researcher	26	2.2%
Staff: Admin	139	11.7%
Others	7	0.6%
Faculty	31	2.6%
Unspecified	1	0.1%
Are you an international (non-exchange) student?		
Yes	310	26.1%
No	877	73.8%
Unspecified	1	0.1%
How frequently do you visit the Campus?		
Daily	787	66.2%
Weekly	383	32.2%
Monthly	9	0.8%
Quarterly	6	0.5%
Never	2	0.2%
Unspecified	1	0.1%
How frequently do you visit the Libraries?		
Daily	287	24.2%
Weekly	550	46.3%
Monthly	205	17.3%
Quarterly	115	9.7%
Never	30	2.5%
Unspecified	1	0.1%
How often do you access library resources?		
Daily	198	16.7%
Weekly	403	33.9%
Monthly	292	24.6%
Quarterly	153	12.9%
Never	141	11.9%
Unspecified	1	0.1%

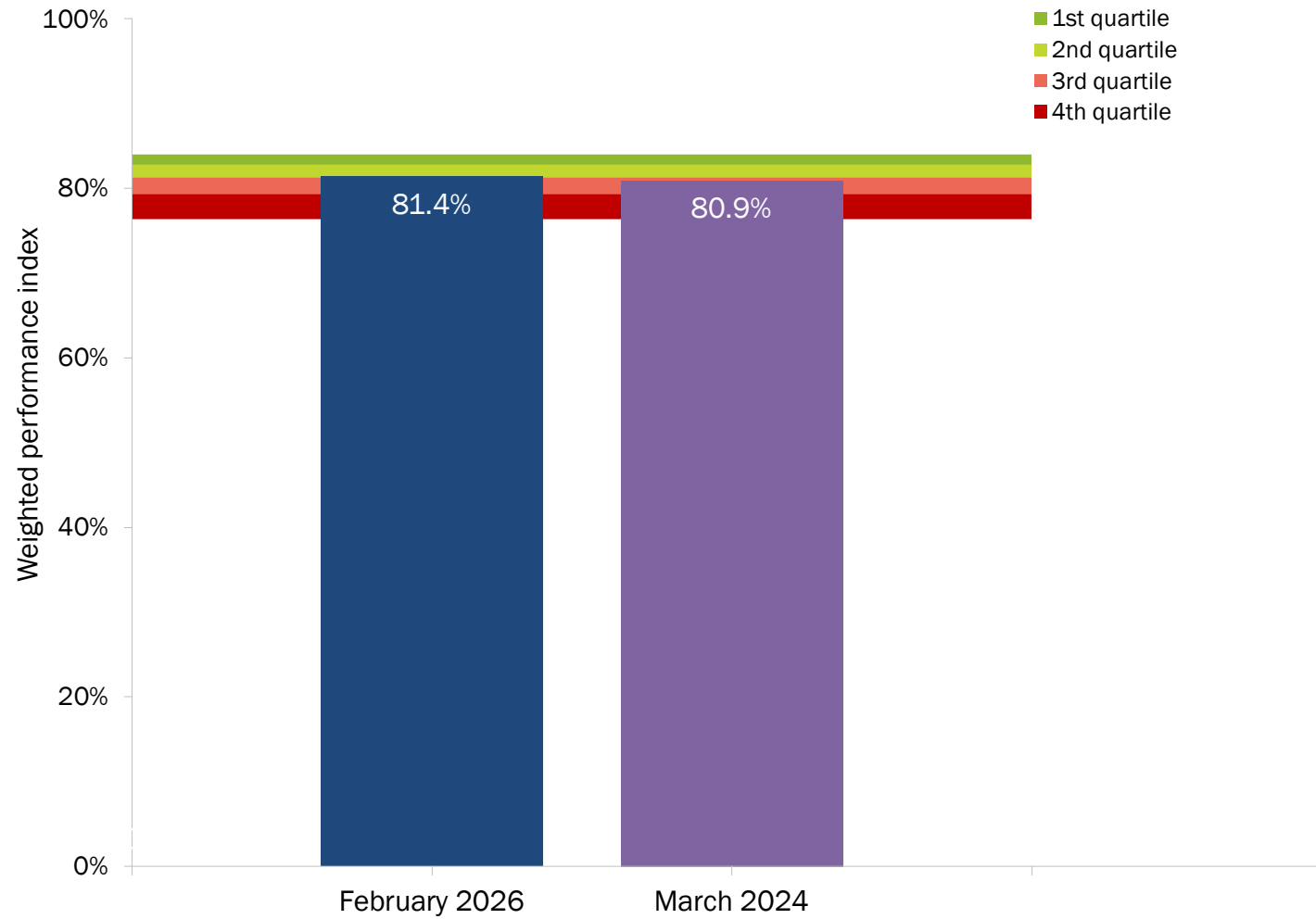
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Weighted performance index

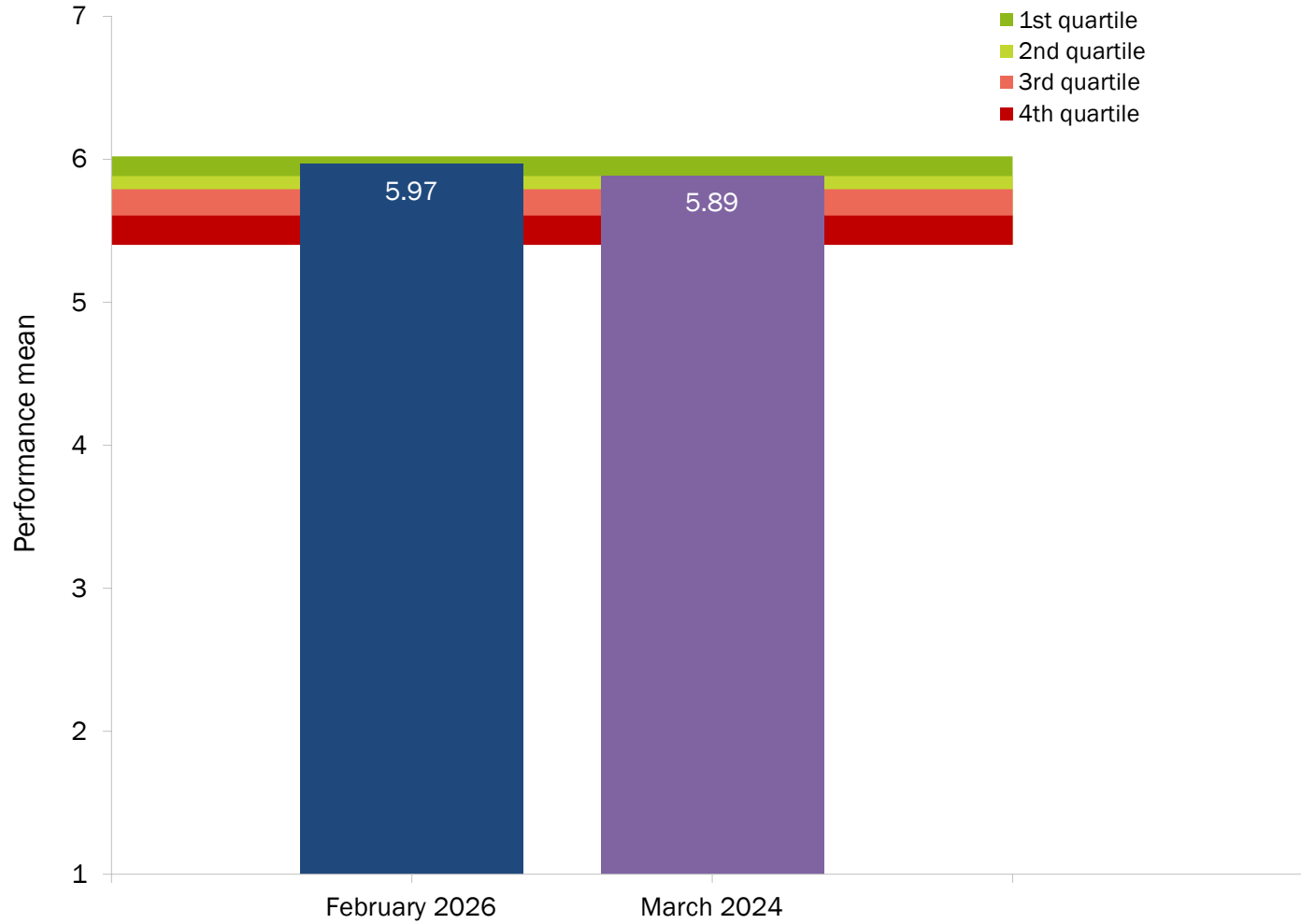
	Communication	Service Delivery	Facilities & Equipment	Information Resources	Weighted Total
Weighting	18%	28%	24%	30%	100%
February 2026	79.1%	82.7%	81.3%	81.5%	81.4%
March 2024	78.5%	80.8%	81.6%	81.9%	80.9%
Highest performer in database	81.3%	84.5%	86.3%	85.0%	84.0%
Median	78.3%	82.2%	81.4%	82.0%	81.2%
Lowest performer in database	72.2%	78.1%	71.4%	75.9%	76.1%

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Weighted performance index

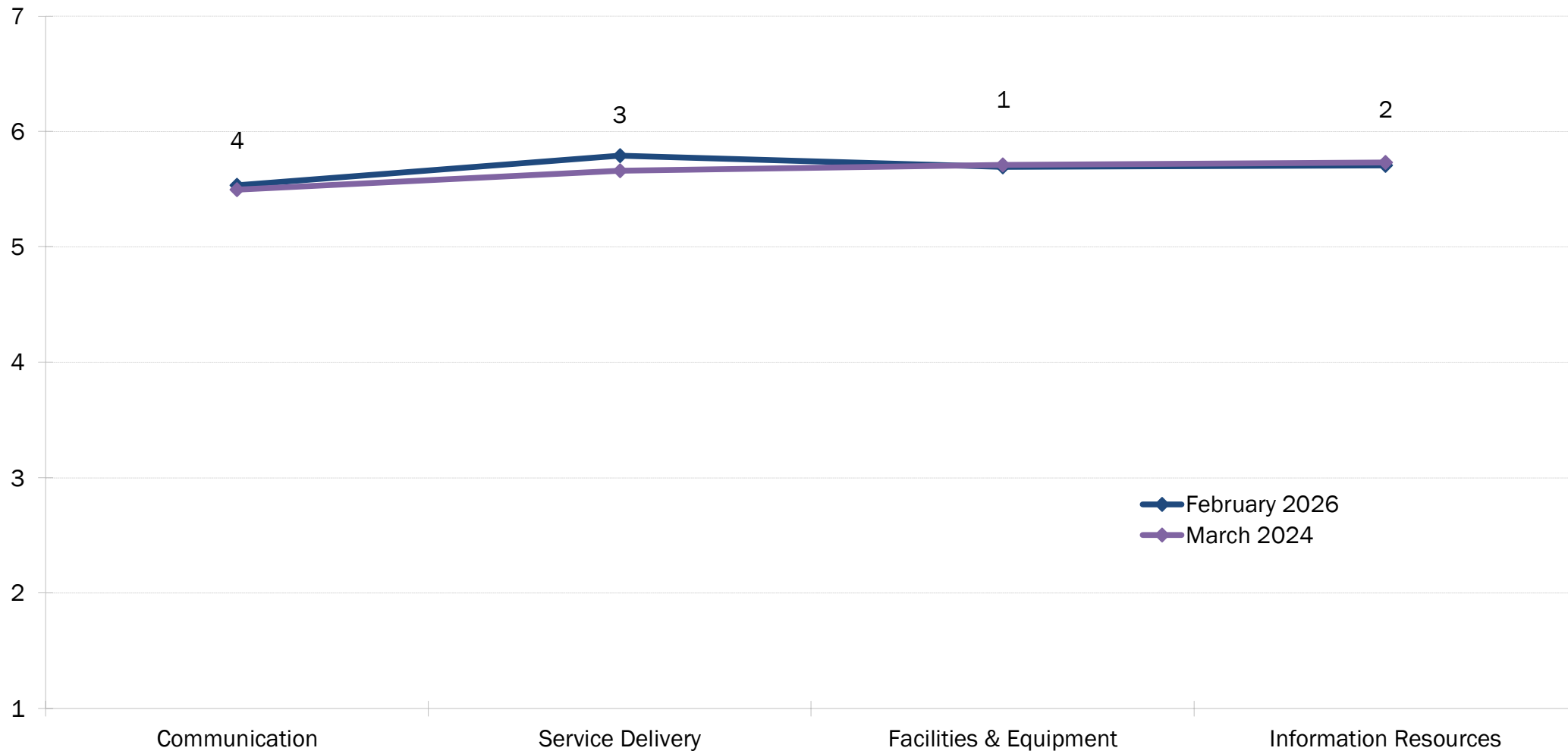


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Overall how satisfied are you with the Libraries?



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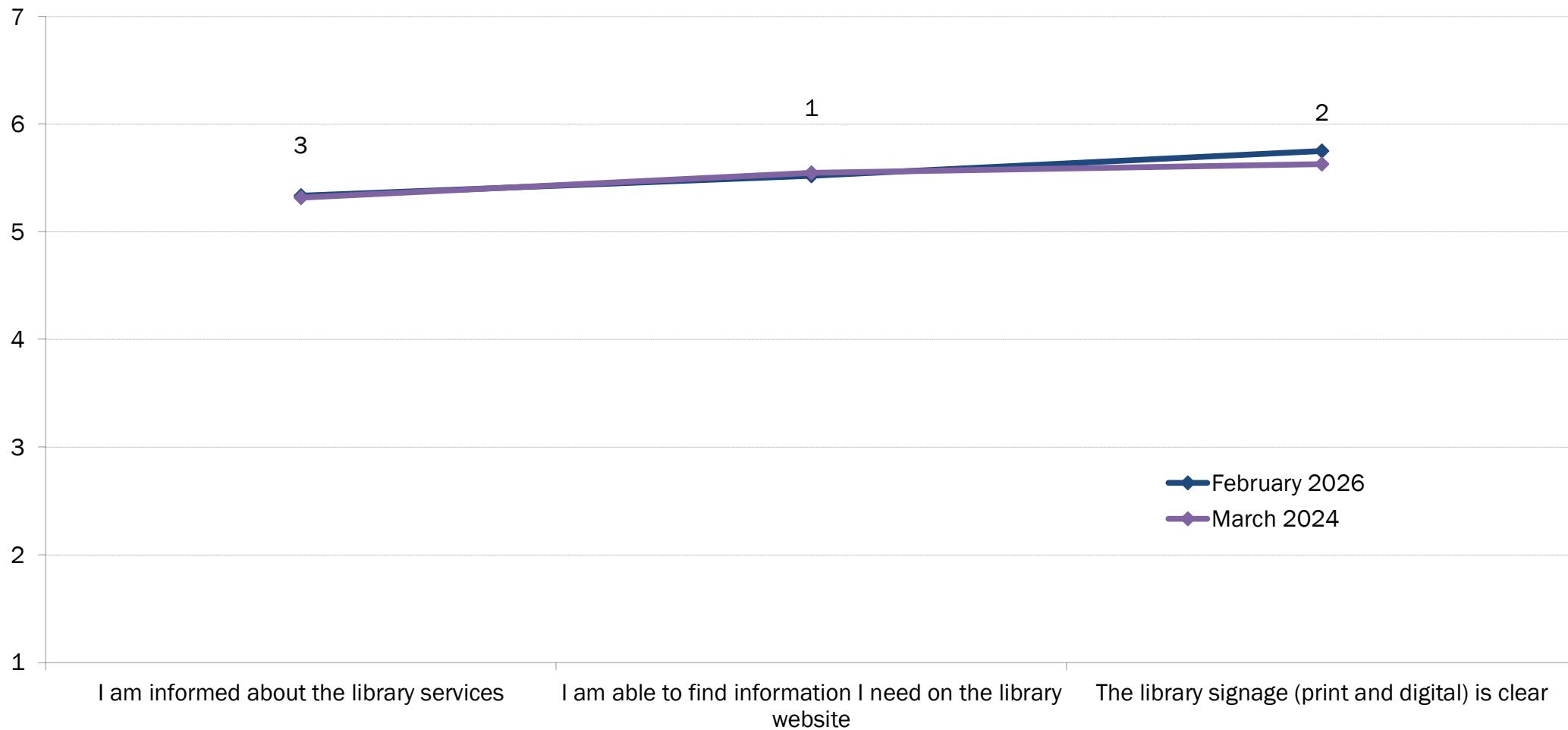
Best practice categories graph



Best practice categories

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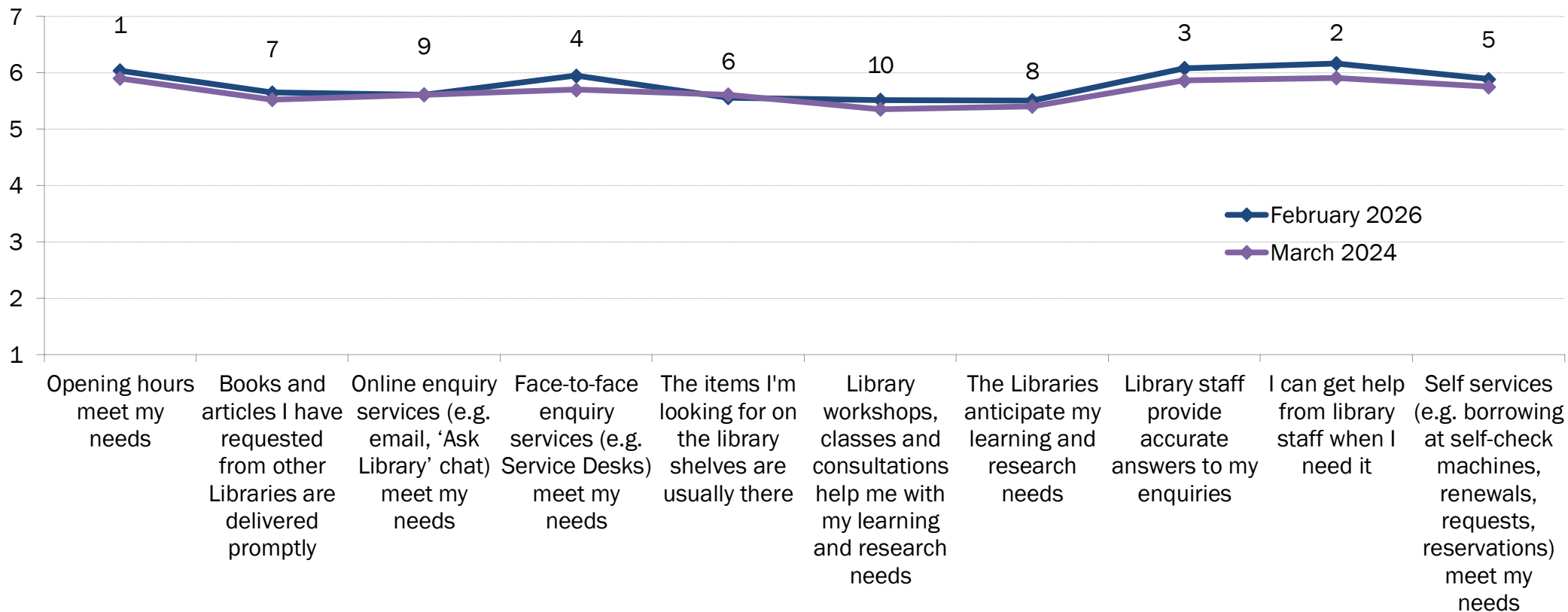
Best practice categories graph



Communication

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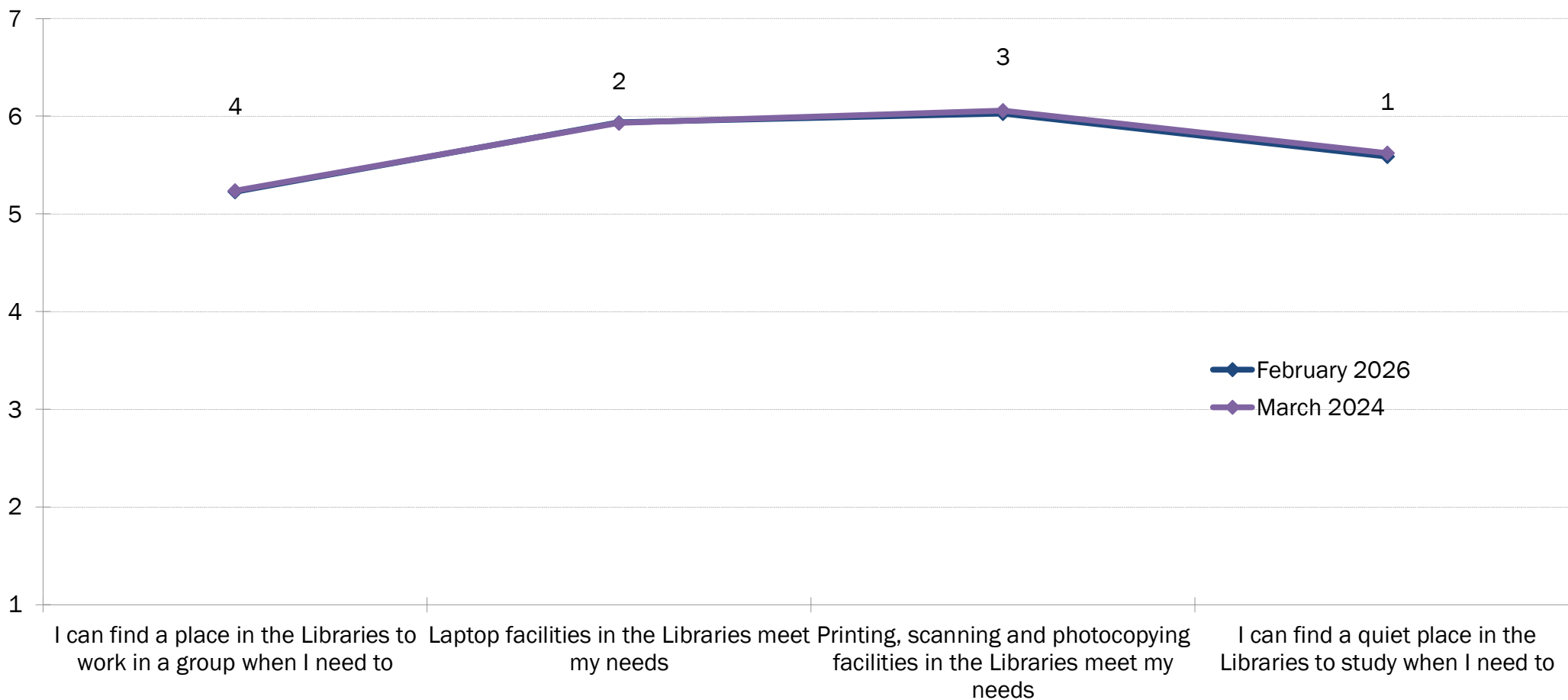
Best practice categories graph



Service Delivery

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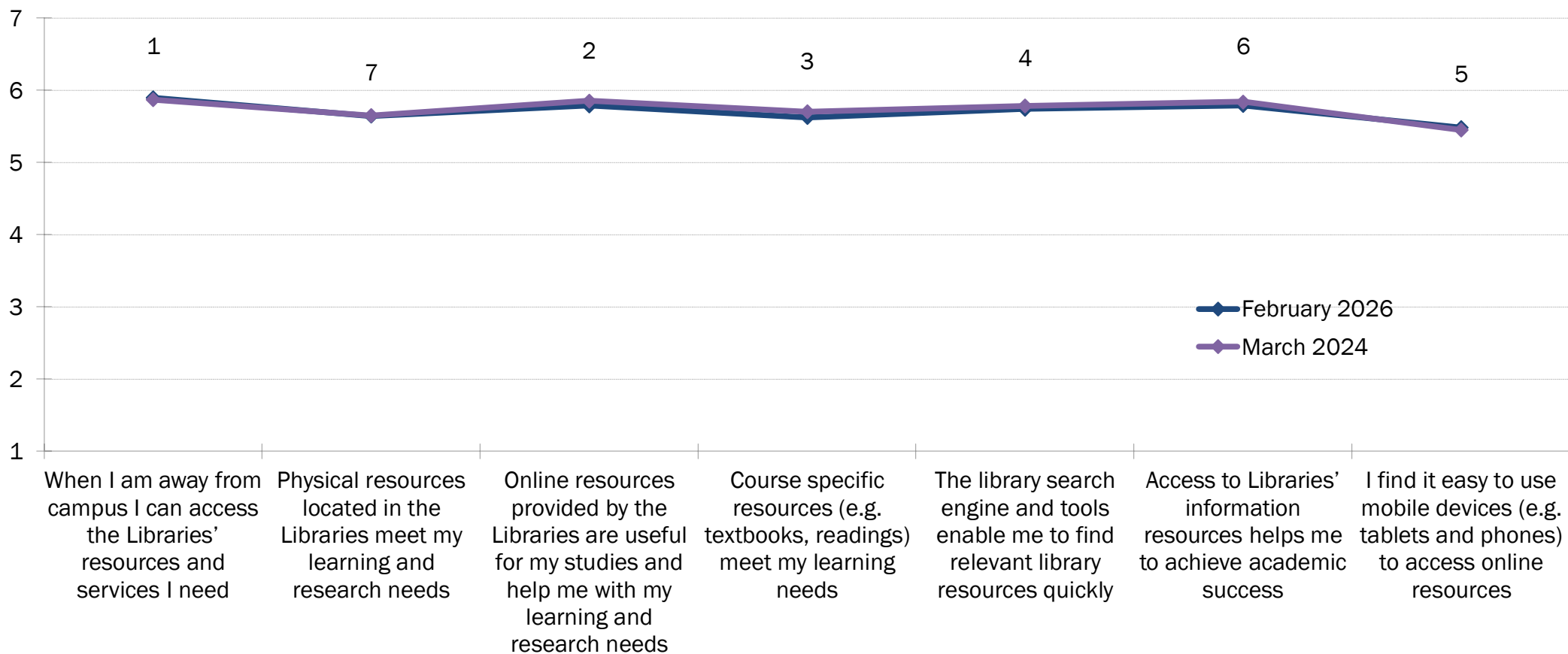
Best practice categories graph



Facilities & Equipment

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Best practice categories graph

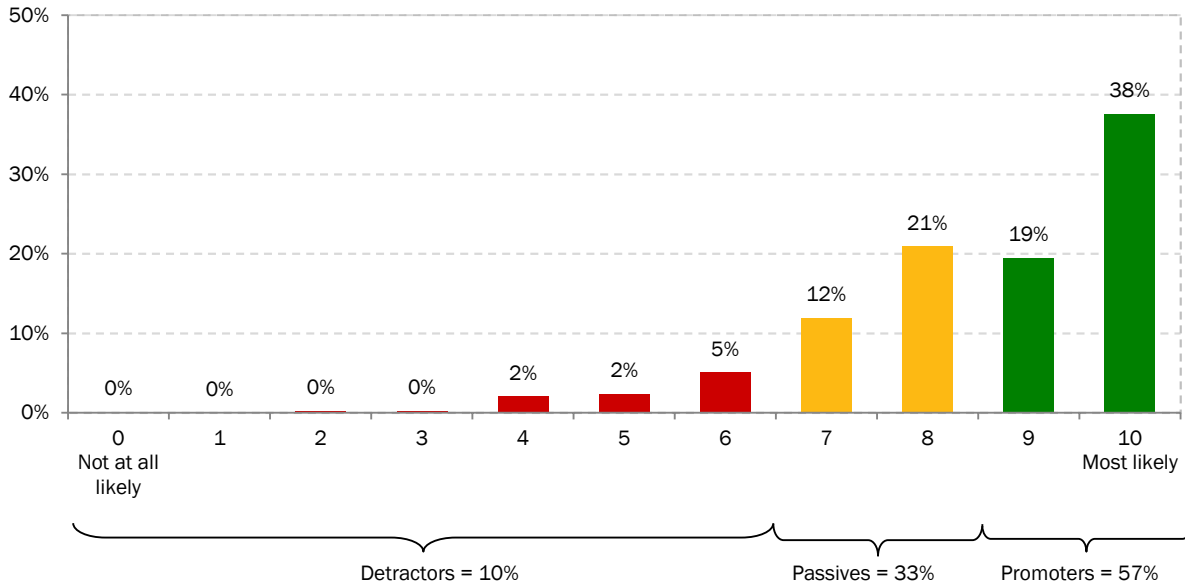


Information Resources

Advocacy

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

Total responses: 1125 respondents



Likelihood of recommending

= 57% Promoters - 10% Detractors

= **47**

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.

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Response statistics: importance (performance N/A)

Respondents who had not used a service, and were therefore not able to rate its performance, were nevertheless able to rate how important each service attribute is to them. These importance rankings are tabled below. Note that this data is excluded from, and has no bearing on, the individual and aggregate benchmark scores contained in this report.

Variable	Total 1188			
	Importance			
	Mean	Rank	#	%
Library staff provide accurate answers to my enquiries	5.13	1	213	17.93%
I can get help from library staff when I need it	4.90	2	152	12.79%
Face-to-face enquiry services (e.g. Service Desks) meet my needs	4.80	3	300	25.25%
Printing, scanning and photocopying facilities in the Libraries meet my needs	4.74	4	144	12.12%
Course specific resources (e.g. textbooks, readings) meet my learning needs	4.71	5	184	15.49%
The items I'm looking for on the library shelves are usually there	4.68	6	389	32.74%
I am able to find information I need on the library website	4.67	7	48	4.04%
When I am away from campus I can access the Libraries' resources and services I need	4.66	8	119	10.02%
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	4.60	9	165	13.89%
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	4.58	10	109	9.18%
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	4.58	11	372	31.31%
Books and articles I have requested from other Libraries are delivered promptly	4.57	12	468	39.39%
I can find a quiet place in the Libraries to study when I need to	4.57	13	54	4.55%
The library signage (print and digital) is clear	4.53	14	49	4.12%
Opening hours meet my needs	4.53	15	36	3.03%
I can find a place in the Libraries to work in a group when I need to	4.50	16	92	7.74%
Laptop facilities in the Libraries meet my needs	4.44	17	77	6.48%
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	4.44	18	376	31.65%
The library search engine and tools enable me to find relevant library resources quickly	4.44	19	179	15.07%
Access to Libraries' information resources helps me to achieve academic success	4.43	20	164	13.80%
Physical resources located in the Libraries meet my learning and research needs	4.39	21	336	28.28%
The Libraries anticipate my learning and research needs	4.14	22	100	8.42%
Library workshops, classes and consultations help me with my learning and research needs	4.09	23	185	15.57%
I am informed about the library services	3.32	24	41	3.45%

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Top 10 factors – All respondents

1188 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	6.41	I can get help from library staff when I need it	6.16	I can find a place in the Libraries to work in a group when I need to	5.23	I can find a place in the Libraries to work in a group when I need to	0.85
Laptop facilities in the Libraries meet my needs	6.28	Library staff provide accurate answers to my enquiries	6.08	I am informed about the library services	5.33	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	6.25	Opening hours meet my needs	6.03	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.48	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.35
Opening hours meet my needs	6.13	Printing, scanning and photocopying facilities in the Libraries meet my needs	6.03	The Libraries anticipate my learning and research needs	5.51	Laptop facilities in the Libraries meet my needs	0.35
I can get help from library staff when I need it	6.09	Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.94	Library workshops, classes and consultations help me with my learning and research needs	5.51	Course specific resources (e.g. textbooks, readings) meet my learning needs	0.30
I can find a place in the Libraries to work in a group when I need to	6.08	Laptop facilities in the Libraries meet my needs	5.93	I am able to find information I need on the library website	5.52	I am able to find information I need on the library website	0.27
Library staff provide accurate answers to my enquiries	6.05	When I am away from campus I can access the Libraries' resources and services I need	5.90	The items I'm looking for on the library shelves are usually there	5.55	Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	0.24
When I am away from campus I can access the Libraries' resources and services I need	6.04	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	5.59	Printing, scanning and photocopying facilities in the Libraries meet my needs	0.23
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	6.02	Access to Libraries' information resources helps me to achieve academic success	5.79	Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.61	The library search engine and tools enable me to find relevant library resources quickly	0.15
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.92	Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	5.78	Course specific resources (e.g. textbooks, readings) meet my learning needs	5.62	When I am away from campus I can access the Libraries' resources and services I need	0.15

Singapore Management University Library Survey, February 2026

Mean importance scores – All respondents

1188 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Libraries to study when I need to	6.41	1	5.59	17
Laptop facilities in the Libraries meet my needs	6.28	2	5.93	6
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.25	3	6.03	4
Opening hours meet my needs	6.13	4	6.03	3
I can get help from library staff when I need it	6.09	5	6.16	1
I can find a place in the Libraries to work in a group when I need to	6.08	6	5.23	24
Library staff provide accurate answers to my enquiries	6.05	7	6.08	2
When I am away from campus I can access the Libraries' resources and services I need	6.04	8	5.90	7
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	6.02	9	5.78	10
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.92	10	5.62	15
The library search engine and tools enable me to find relevant library resources quickly	5.89	11	5.74	12
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.83	12	5.48	22
Access to Libraries' information resources helps me to achieve academic success	5.83	13	5.79	9
I am able to find information I need on the library website	5.79	14	5.52	19
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.71	15	5.94	5
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.64	16	5.88	8
The library signage (print and digital) is clear	5.61	17	5.75	11
The items I'm looking for on the library shelves are usually there	5.59	18	5.55	18
Physical resources located in the Libraries meet my learning and research needs	5.57	19	5.64	14
Books and articles I have requested from other Libraries are delivered promptly	5.50	20	5.64	13
The Libraries anticipate my learning and research needs	5.40	21	5.51	21
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.36	22	5.61	16
Library workshops, classes and consultations help me with my learning and research needs	5.20	23	5.51	20
I am informed about the library services	5.17	24	5.33	23

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Mean performance score — All respondents

1188 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get help from library staff when I need it	6.16	1	6.09	5
Library staff provide accurate answers to my enquiries	6.08	2	6.05	7
Opening hours meet my needs	6.03	3	6.13	4
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.03	4	6.25	3
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.94	5	5.71	15
Laptop facilities in the Libraries meet my needs	5.93	6	6.28	2
When I am away from campus I can access the Libraries' resources and services I need	5.90	7	6.04	8
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.88	8	5.64	16
Access to Libraries' information resources helps me to achieve academic success	5.79	9	5.83	13
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	5.78	10	6.02	9
The library signage (print and digital) is clear	5.75	11	5.61	17
The library search engine and tools enable me to find relevant library resources quickly	5.74	12	5.89	11
Books and articles I have requested from other Libraries are delivered promptly	5.64	13	5.50	20
Physical resources located in the Libraries meet my learning and research needs	5.64	14	5.57	19
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.62	15	5.92	10
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.61	16	5.36	22
I can find a quiet place in the Libraries to study when I need to	5.59	17	6.41	1
The items I'm looking for on the library shelves are usually there	5.55	18	5.59	18
I am able to find information I need on the library website	5.52	19	5.79	14
Library workshops, classes and consultations help me with my learning and research needs	5.51	20	5.20	23
The Libraries anticipate my learning and research needs	5.51	21	5.40	21
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.48	22	5.83	12
I am informed about the library services	5.33	23	5.17	24
I can find a place in the Libraries to work in a group when I need to	5.23	24	6.08	6

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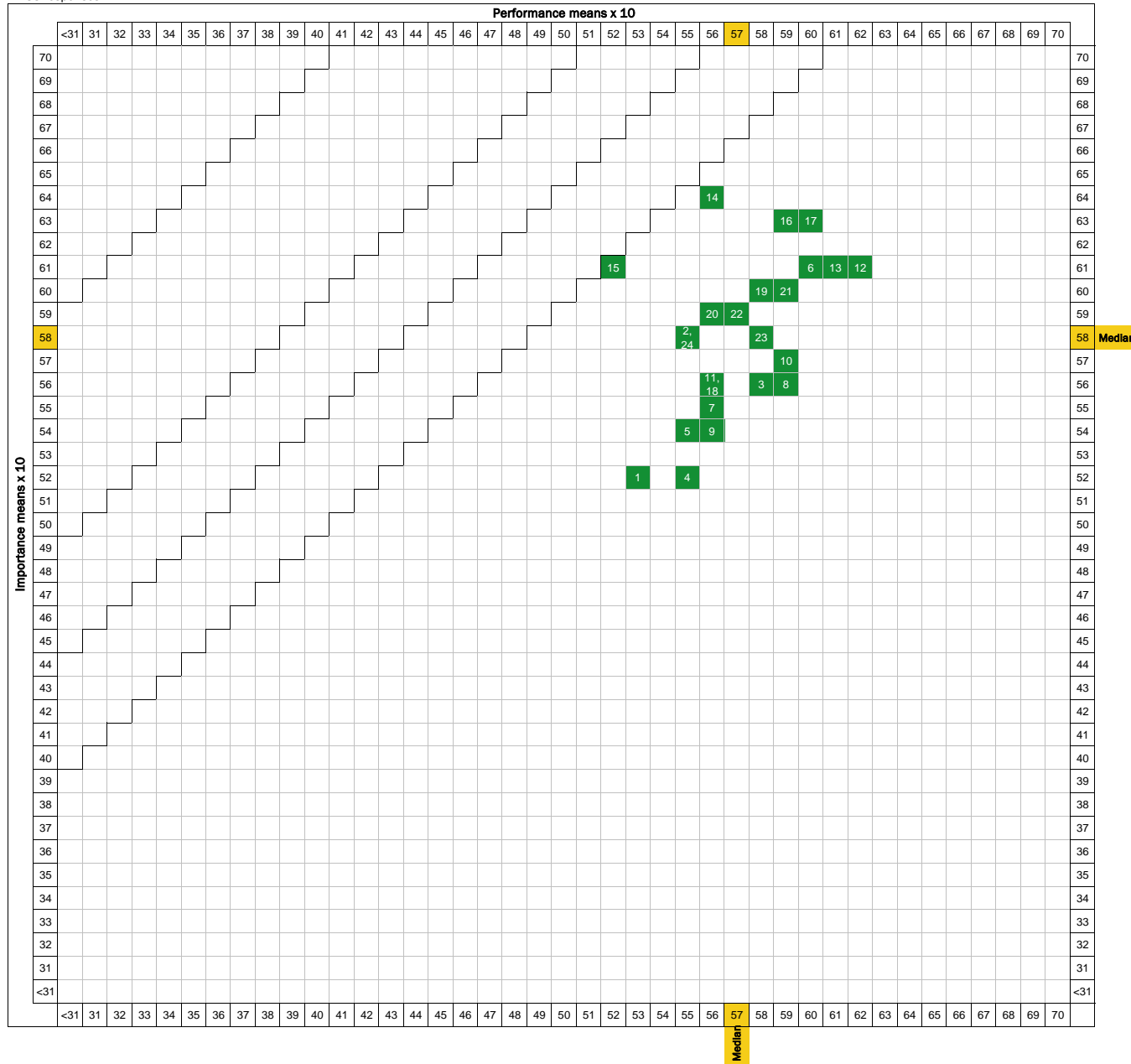
Mean gap scores – All respondents

1188 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a place in the Libraries to work in a group when I need to	0.85	1	6.08	6
I can find a quiet place in the Libraries to study when I need to	0.83	2	6.41	1
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.35	3	5.83	12
Laptop facilities in the Libraries meet my needs	0.35	4	6.28	2
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.30	5	5.92	10
I am able to find information I need on the library website	0.27	6	5.79	14
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	0.24	7	6.02	9
Printing, scanning and photocopying facilities in the Libraries meet my needs	0.23	8	6.25	3
The library search engine and tools enable me to find relevant library resources quickly	0.15	9	5.89	11
When I am away from campus I can access the Libraries' resources and services I need	0.15	10	6.04	8
Opening hours meet my needs	0.09	11	6.13	4
Access to Libraries' information resources helps me to achieve academic success	0.05	12	5.83	13
The items I'm looking for on the library shelves are usually there	0.03	13	5.59	18
Library staff provide accurate answers to my enquiries	-0.02	14	6.05	7
Physical resources located in the Libraries meet my learning and research needs	-0.07	15	5.57	19
I can get help from library staff when I need it	-0.07	16	6.09	5
The Libraries anticipate my learning and research needs	-0.10	17	5.40	21
The library signage (print and digital) is clear	-0.14	18	5.61	17
Books and articles I have requested from other Libraries are delivered promptly	-0.15	19	5.50	20
I am informed about the library services	-0.17	20	5.17	24
Face-to-face enquiry services (e.g. Service Desks) meet my needs	-0.23	21	5.71	15
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	-0.24	22	5.64	16
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	-0.25	23	5.36	22
Library workshops, classes and consultations help me with my learning and research needs	-0.31	24	5.20	23

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Best practice categories gap grid – All respondents
1188 responses



Statements	
1	I am informed about the library services
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 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 meet my learning and research needs
19	Online resources provided by the Libraries 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 Libraries' resources and services I need
22	The library search engine and tools enable me to find relevant library resources quickly
23	Access to Libraries' 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 2026

Top 5 importance scores by demographic

Which school or college are you from?

Unique factor

Lee Kong Chian School of Business (LKCSB) (402 responses)	Importance mean
I can find a quiet place in the Libraries to study when I need to	6.39
Laptop facilities in the Libraries meet my needs	6.33
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.26
I can get help from library staff when I need it	6.18
Library staff provide accurate answers to my enquiries	6.14
School of Accountancy (SOA) (126 responses)	Importance mean
I can find a quiet place in the Libraries to study when I need to	6.63
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.53
I can find a place in the Libraries to work in a group when I need to	6.36
I can get help from library staff when I need it	6.25
Laptop facilities in the Libraries meet my needs	6.22
School of Computing and Information Systems (SCIS) (210 responses)	Importance mean
I can find a quiet place in the Libraries to study when I need to	6.40
Laptop facilities in the Libraries meet my needs	6.30
Opening hours meet my needs	6.17
Printing, scanning and photocopying facilities 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	6.10
School of Economics (SOE) (93 responses)	Importance mean
I can find a quiet place in the Libraries to study when I need to	6.40
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.26
Opening hours meet my needs	6.24
Laptop facilities in the Libraries meet my needs	6.22
Library staff provide accurate answers to my enquiries	6.00
School of Social Sciences (SOSS) (96 responses)	Importance mean
I can find a quiet place in the Libraries to study when I need to	6.56
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.38
Laptop facilities in the Libraries meet my needs	6.37
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	6.35
The library search engine and tools enable me to find relevant library resources quickly	6.29
Yong Pung How School of Law (YPHSL) (104 responses)	Importance 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	6.51
When I am away from campus I can access the Libraries' resources and services I need	6.48
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	6.42
Laptop facilities in the Libraries meet my needs	6.41
College of Integrative Studies (CIS) (28 responses)	Importance mean
When I am away from campus I can access the Libraries' resources and services I need	6.29
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	6.22
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.20
Laptop facilities in the Libraries meet my needs	6.14
I can find a quiet place in the Libraries to study when I need to	6.14

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Top 5 importance scores by demographic

Which school or college are you from?

Unique factor

Others (125 responses)	Importance mean
I can find a quiet place in the Libraries to study when I need to	6.06
I can get help from library staff when I need it	6.03
Laptop facilities in the Libraries meet my needs	6.00
Library staff provide accurate answers to my enquiries	5.95
I can find a place in the Libraries to work in a group when I need to	5.86

Singapore Management University Library Survey, February 2026

Top 5 performance scores by demographic

Which school or college are you from?

Unique factor

Lee Kong Chian School of Business (LKCSB) (402 responses)	Performance mean
I can get help from library staff when I need it	6.19
Library staff provide accurate answers to my enquiries	6.09
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.06
Opening hours meet my needs	6.01
Laptop facilities in the Libraries meet my needs	5.93
School of Accountancy (SOA) (126 responses)	Performance mean
I can get help from library staff when I need it	6.38
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.28
Library staff provide accurate answers to my enquiries	6.20
Opening hours meet my needs	6.13
Face-to-face enquiry services (e.g. Service Desks) meet my needs	6.05
School of Computing and Information Systems (SCIS) (210 responses)	Performance mean
I can get help from library staff when I need it	6.08
Face-to-face enquiry services (e.g. Service Desks) meet my needs	6.01
Library staff provide accurate answers to my enquiries	6.01
Laptop facilities in the Libraries meet my needs	5.96
Opening hours meet my needs	5.94
School of Economics (SOE) (93 responses)	Performance mean
I can get help from library staff when I need it	6.11
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.10
Opening hours meet my needs	6.00
Library staff provide accurate answers to my enquiries	5.95
Laptop facilities in the Libraries meet my needs	5.93
School of Social Sciences (SOSS) (96 responses)	Performance mean
Opening hours meet my needs	6.24
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	6.19
When I am away from campus I can access the Libraries' resources and services I need	6.17
I can get help from library staff when I need it	6.17
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.14
Yong Pung How School of Law (YPHSL) (104 responses)	Performance mean
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	6.34
I can get help from library staff when I need it	6.26
Library staff provide accurate answers to my enquiries	6.19
Opening hours meet my needs	6.13
When I am away from campus I can access the Libraries' resources and services I need	6.07
College of Integrative Studies (CIS) (28 responses)	Performance mean
Laptop facilities in the Libraries meet my needs	6.10
I can get help from library staff when I need it	6.05
Library staff provide accurate answers to my enquiries	6.00
Opening hours meet my needs	5.81
Printing, scanning and photocopying facilities in the Libraries meet my needs	5.80

Singapore Management University Library Survey, February 2026

Top 5 performance scores by demographic

Which school or college are you from?

Unique factor

Others (125 responses)	Performance mean
I can get help from library staff when I need it	6.00
Opening hours meet my needs	5.96
Library staff provide accurate answers to my enquiries	5.96
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.93
Laptop facilities in the Libraries meet my needs	5.87

Singapore Management University Library Survey, February 2026

Top 5 gap scores by demographic

Which school or college are you from?

Unique factor

	Gap score
Lee Kong Chian School of Business (LKCSB) (402 responses)	Gap score
I can find a quiet place in the Libraries to study when I need to	0.70
I can find a place in the Libraries to work in a group when I need to	0.67
Laptop facilities in the Libraries meet my needs	0.40
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.37
I am able to find information I need on the library website	0.34
School of Accountancy (SOA) (126 responses)	Gap score
I can find a quiet place in the Libraries to study when I need to	1.22
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	0.42
I am able to find information I need on the library website	0.38
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.37
School of Computing and Information Systems (SCIS) (210 responses)	Gap score
I can find a place in the Libraries to work in a group when I need to	1.09
I can find a quiet place in the Libraries to study when I need to	0.86
Laptop facilities in the Libraries meet my needs	0.34
I am able to find information I need on the library website	0.24
Printing, scanning and photocopying facilities in the Libraries meet my needs	0.23
School of Economics (SOE) (93 responses)	Gap score
I can find a quiet place in the Libraries to study when I need to	1.02
I can find a place in the Libraries to work in a group when I need to	0.75
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	0.39
Laptop facilities in the Libraries meet my needs	0.29
Opening hours meet my needs	0.24
School of Social Sciences (SOSS) (96 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	0.90
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.49
Laptop facilities in the Libraries meet my needs	0.40
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	0.36
Yong Pung How School of Law (YPHSL) (104 responses)	Gap score
I can find a place in the Libraries to work in a group when I need to	1.26
I can find a quiet place in the Libraries to study when I need to	1.15
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.65
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.63
Printing, scanning and photocopying facilities in the Libraries meet my needs	0.51
College of Integrative Studies (CIS) (28 responses)	Gap score
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.78
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	0.74
I can find a quiet place in the Libraries to study when I need to	0.73
I can find a place in the Libraries to work in a group when I need to	0.62
Access to Libraries' information resources helps me to achieve academic success	0.57

Singapore Management University Library Survey, February 2026

Top 5 gap scores by demographic

Which school or college are you from?

Unique factor

Others (125 responses)	Gap score
I can find a place in the Libraries to work in a group when I need to	0.31
I can find a quiet place in the Libraries to study when I need to	0.27
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.22
I am able to find information I need on the library website	0.20
Laptop facilities in the Libraries meet my needs	0.13

Singapore Management University Library Survey, February 2026

Top 10 factors – Which school or college are you from? - Lee Kong Chian School of Business (LKCSB)

402 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	6.39	I can get help from library staff when I need it	6.19	I am informed about the library services	5.26	I can find a quiet place in the Libraries to study when I need to	0.70
Laptop facilities in the Libraries meet my needs	6.33	Library staff provide accurate answers to my enquiries	6.09	I can find a place in the Libraries to work in a group when I need to	5.35	I can find a place in the Libraries to work in a group when I need to	0.67
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.26	Printing, scanning and photocopying facilities in the Libraries meet my needs	6.06	The Libraries anticipate my learning and research needs	5.46	Laptop facilities in the Libraries meet my needs	0.40
I can get help from library staff when I need it	6.18	Opening hours meet my needs	6.01	I am able to find information I need on the library website	5.47	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.37
Library staff provide accurate answers to my enquiries	6.14	Laptop facilities in the Libraries meet my needs	5.93	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.50	I am able to find information I need on the library website	0.34
Opening hours meet my needs	6.13	Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.88	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	0.30
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	6.04	When I am away from campus I can access the Libraries' resources and services I need	5.87	The items I'm looking for on the library shelves are usually there	5.52	Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	0.25
I can find a place in the Libraries to work in a group when I need to	6.02	Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.84	Books and articles I have requested from other Libraries are delivered promptly	5.55	Printing, scanning and photocopying facilities in the Libraries meet my needs	0.20
When I am away from campus I can access the Libraries' resources and services I need	5.99	Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	5.79	Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.58	The library search engine and tools enable me to find relevant library resources quickly	0.16
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.95	Access to Libraries' information resources helps me to achieve academic success	5.75	The library search engine and tools enable me to find relevant library resources quickly	5.62	Opening hours meet my needs	0.12

Singapore Management University Library Survey, February 2026

Mean importance scores – Which school or college are you from? - Lee Kong Chian School of Business (LKCSB)

402 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Libraries to study when I need to	6.39	1	5.69	11
Laptop facilities in the Libraries meet my needs	6.33	2	5.93	5
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.26	3	6.06	3
I can get help from library staff when I need it	6.18	4	6.19	1
Library staff provide accurate answers to my enquiries	6.14	5	6.09	2
Opening hours meet my needs	6.13	6	6.01	4
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	6.04	7	5.79	9
I can find a place in the Libraries to work in a group when I need to	6.02	8	5.35	23
When I am away from campus I can access the Libraries' resources and services I need	5.99	9	5.87	7
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.95	10	5.65	13
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.87	11	5.50	20
Access to Libraries' information resources helps me to achieve academic success	5.84	12	5.75	10
I am able to find information I need on the library website	5.81	13	5.47	21
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.80	14	5.88	6
The library search engine and tools enable me to find relevant library resources quickly	5.78	15	5.62	15
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.66	16	5.84	8
The items I'm looking for on the library shelves are usually there	5.59	17	5.52	18
The library signage (print and digital) is clear	5.58	18	5.68	12
Physical resources located in the Libraries meet my learning and research needs	5.55	19	5.63	14
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.47	20	5.58	16
Books and articles I have requested from other Libraries are delivered promptly	5.38	21	5.55	17
The Libraries anticipate my learning and research needs	5.37	22	5.46	22
Library workshops, classes and consultations help me with my learning and research needs	5.26	23	5.50	19
I am informed about the library services	5.19	24	5.26	24

Singapore Management University Library Survey, February 2026

Mean performance score — Which school or college are you from? - Lee Kong Chian School of Business (LKCSB)

402 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get help from library staff when I need it	6.19	1	6.18	4
Library staff provide accurate answers to my enquiries	6.09	2	6.14	5
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.06	3	6.26	3
Opening hours meet my needs	6.01	4	6.13	6
Laptop facilities in the Libraries meet my needs	5.93	5	6.33	2
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.88	6	5.80	14
When I am away from campus I can access the Libraries' resources and services I need	5.87	7	5.99	9
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.84	8	5.66	16
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	5.79	9	6.04	7
Access to Libraries' information resources helps me to achieve academic success	5.75	10	5.84	12
I can find a quiet place in the Libraries to study when I need to	5.69	11	6.39	1
The library signage (print and digital) is clear	5.68	12	5.58	18
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.65	13	5.95	10
Physical resources located in the Libraries meet my learning and research needs	5.63	14	5.55	19
The library search engine and tools enable me to find relevant library resources quickly	5.62	15	5.78	15
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.58	16	5.47	20
Books and articles I have requested from other Libraries are delivered promptly	5.55	17	5.38	21
The items I'm looking for on the library shelves are usually there	5.52	18	5.59	17
Library workshops, classes and consultations help me with my learning and research needs	5.50	19	5.26	23
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.50	20	5.87	11
I am able to find information I need on the library website	5.47	21	5.81	13
The Libraries anticipate my learning and research needs	5.46	22	5.37	22
I can find a place in the Libraries to work in a group when I need to	5.35	23	6.02	8
I am informed about the library services	5.26	24	5.19	24

Singapore Management University Library Survey, February 2026

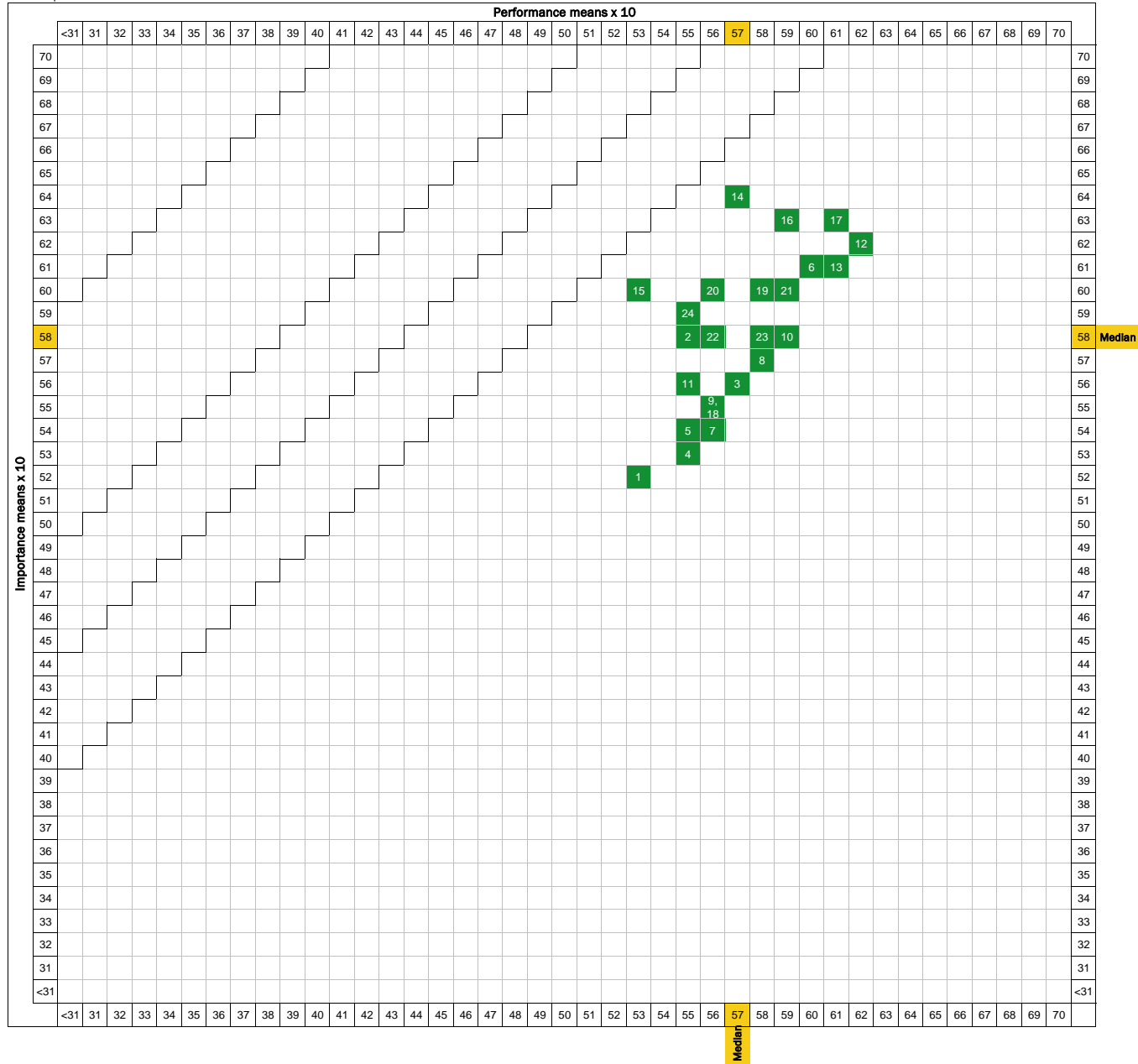
Mean gap scores – Which school or college are you from? - Lee Kong Chian School of Business (LKCSB)

402 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Libraries to study when I need to	0.70	1	6.39	1
I can find a place in the Libraries to work in a group when I need to	0.67	2	6.02	8
Laptop facilities in the Libraries meet my needs	0.40	3	6.33	2
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.37	4	5.87	11
I am able to find information I need on the library website	0.34	5	5.81	13
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.30	6	5.95	10
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	0.25	7	6.04	7
Printing, scanning and photocopying facilities in the Libraries meet my needs	0.20	8	6.26	3
The library search engine and tools enable me to find relevant library resources quickly	0.16	9	5.78	15
Opening hours meet my needs	0.12	10	6.13	6
When I am away from campus I can access the Libraries' resources and services I need	0.12	11	5.99	9
Access to Libraries' information resources helps me to achieve academic success	0.09	12	5.84	12
The items I'm looking for on the library shelves are usually there	0.06	13	5.59	17
Library staff provide accurate answers to my enquiries	0.05	14	6.14	5
I can get help from library staff when I need it	-0.01	15	6.18	4
I am informed about the library services	-0.07	16	5.19	24
Face-to-face enquiry services (e.g. Service Desks) meet my needs	-0.08	17	5.80	14
Physical resources located in the Libraries meet my learning and research needs	-0.08	18	5.55	19
The Libraries anticipate my learning and research needs	-0.10	19	5.37	22
The library signage (print and digital) is clear	-0.11	20	5.58	18
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	-0.11	21	5.47	20
Books and articles I have requested from other Libraries are delivered promptly	-0.17	22	5.38	21
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	-0.18	23	5.66	16
Library workshops, classes and consultations help me with my learning and research needs	-0.24	24	5.26	23

Singapore Management University Library Survey, February 2026

Best practice categories gap grid – Which school or college are you from? - Lee Kong Chian School of Business (LKCSB)
402 responses



Statements
1 I am informed about the library services
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 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 meet my learning and research needs
19 Online resources provided by the Libraries 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 Libraries' resources and services I need
22 The library search engine and tools enable me to find relevant library resources quickly
23 Access to Libraries' 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 2026

Top 10 factors – Which school or college are you from? - School of Accountancy (SOA)

126 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	6.63	I can get help from library staff when I need it	6.38	I can find a place in the Libraries to work in a group when I need to	5.20	I can find a quiet place in the Libraries to study when I need to	1.22
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.53	Printing, scanning and photocopying facilities in the Libraries meet my needs	6.28	I can find a quiet place in the Libraries to study when I need to	5.41	I can find a place in the Libraries to work in a group when I need to	1.16
I can find a place in the Libraries to work in a group when I need to	6.36	Library staff provide accurate answers to my enquiries	6.20	I am informed about the library services	5.45	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.42
I can get help from library staff when I need it	6.25	Opening hours meet my needs	6.13	Library workshops, classes and consultations help me with my learning and research needs	5.52	I am able to find information I need on the library website	0.38
Laptop facilities in the Libraries meet my needs	6.22	Face-to-face enquiry services (e.g. Service Desks) meet my needs	6.05	The Libraries anticipate my learning and research needs	5.53	Course specific resources (e.g. textbooks, readings) meet my learning needs	0.37
Opening hours meet my needs	6.19	When I am away from campus I can access the Libraries' resources and services I need	6.02	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.60	Laptop facilities in the Libraries meet my needs	0.33
When I am away from campus I can access the Libraries' resources and services I need	6.17	Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.96	I am able to find information I need on the library website	5.61	Printing, scanning and photocopying facilities in the Libraries meet my needs	0.25
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	6.02	Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	5.95	Course specific resources (e.g. textbooks, readings) meet my learning needs	5.64	When I am away from campus I can access the Libraries' resources and services I need	0.15
Course specific resources (e.g. textbooks, readings) meet my learning needs	6.01	Laptop facilities in the Libraries meet my needs	5.89	Books and articles I have requested from other Libraries are delivered promptly	5.65	Opening hours meet my needs	0.06
Library staff provide accurate answers to my enquiries	6.01	The library signage (print and digital) is clear	5.89	The items I'm looking for on the library shelves are usually there	5.66	Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	0.05

Singapore Management University Library Survey, February 2026

Mean importance scores – Which school or college are you from? - School of Accountancy (SOA)

126 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Libraries to study when I need to	6.63	1	5.41	23
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.53	2	6.28	2
I can find a place in the Libraries to work in a group when I need to	6.36	3	5.20	24
I can get help from library staff when I need it	6.25	4	6.38	1
Laptop facilities in the Libraries meet my needs	6.22	5	5.89	9
Opening hours meet my needs	6.19	6	6.13	4
When I am away from campus I can access the Libraries' resources and services I need	6.17	7	6.02	6
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	6.02	8	5.60	19
Course specific resources (e.g. textbooks, readings) meet my learning needs	6.01	9	5.64	17
Library staff provide accurate answers to my enquiries	6.01	9	6.20	3
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	5.99	11	5.95	8
I am able to find information I need on the library website	5.98	12	5.61	18
The library search engine and tools enable me to find relevant library resources quickly	5.87	13	5.86	11
Access to Libraries' information resources helps me to achieve academic success	5.83	14	5.84	12
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.79	15	5.96	7
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.77	16	6.05	5
The library signage (print and digital) is clear	5.66	17	5.89	10
Physical resources located in the Libraries meet my learning and research needs	5.54	18	5.76	13
The items I'm looking for on the library shelves are usually there	5.46	19	5.66	15
The Libraries anticipate my learning and research needs	5.44	20	5.53	20
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.36	21	5.69	14
Books and articles I have requested from other Libraries are delivered promptly	5.34	22	5.65	16
I am informed about the library services	5.25	23	5.45	22
Library workshops, classes and consultations help me with my learning and research needs	5.16	24	5.52	21

Singapore Management University Library Survey, February 2026

Mean performance score — Which school or college are you from? - School of Accountancy (SOA)

126 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get help from library staff when I need it	6.38	1	6.25	4
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.28	2	6.53	2
Library staff provide accurate answers to my enquiries	6.20	3	6.01	9
Opening hours meet my needs	6.13	4	6.19	6
Face-to-face enquiry services (e.g. Service Desks) meet my needs	6.05	5	5.77	16
When I am away from campus I can access the Libraries' resources and services I need	6.02	6	6.17	7
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.96	7	5.79	15
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	5.95	8	5.99	11
Laptop facilities in the Libraries meet my needs	5.89	9	6.22	5
The library signage (print and digital) is clear	5.89	10	5.66	17
The library search engine and tools enable me to find relevant library resources quickly	5.86	11	5.87	13
Access to Libraries' information resources helps me to achieve academic success	5.84	12	5.83	14
Physical resources located in the Libraries meet my learning and research needs	5.76	13	5.54	18
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.69	14	5.36	21
The items I'm looking for on the library shelves are usually there	5.66	15	5.46	19
Books and articles I have requested from other Libraries are delivered promptly	5.65	16	5.34	22
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.64	17	6.01	9
I am able to find information I need on the library website	5.61	18	5.98	12
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.60	19	6.02	8
The Libraries anticipate my learning and research needs	5.53	20	5.44	20
Library workshops, classes and consultations help me with my learning and research needs	5.52	21	5.16	24
I am informed about the library services	5.45	22	5.25	23
I can find a quiet place in the Libraries to study when I need to	5.41	23	6.63	1
I can find a place in the Libraries to work in a group when I need to	5.20	24	6.36	3

Singapore Management University Library Survey, February 2026

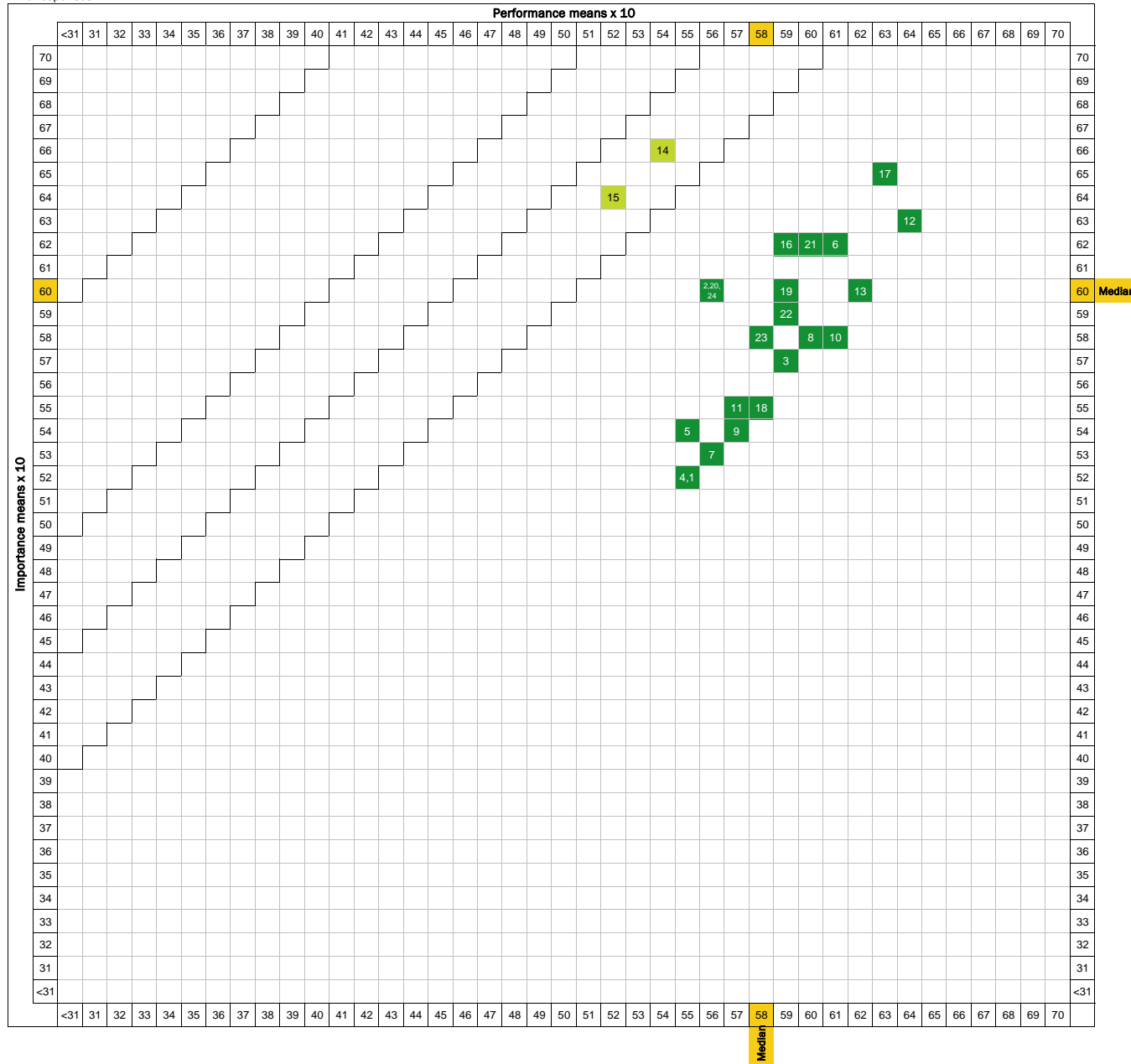
Mean gap scores – Which school or college are you from? - School of Accountancy (SOA)

126 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Libraries to study when I need to	1.22	1	6.63	1
I can find a place in the Libraries to work in a group when I need to	1.16	2	6.36	3
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.42	3	6.02	8
I am able to find information I need on the library website	0.38	4	5.98	12
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.37	5	6.01	9
Laptop facilities in the Libraries meet my needs	0.33	6	6.22	5
Printing, scanning and photocopying facilities in the Libraries meet my needs	0.25	7	6.53	2
When I am away from campus I can access the Libraries' resources and services I need	0.15	8	6.17	7
Opening hours meet my needs	0.06	9	6.19	6
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	0.05	10	5.99	11
The library search engine and tools enable me to find relevant library resources quickly	0.01	11	5.87	13
Access to Libraries' information resources helps me to achieve academic success	-0.01	12	5.83	14
The Libraries anticipate my learning and research needs	-0.09	13	5.44	20
I can get help from library staff when I need it	-0.13	14	6.25	4
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	-0.17	15	5.79	15
Library staff provide accurate answers to my enquiries	-0.19	16	6.01	9
The items I'm looking for on the library shelves are usually there	-0.20	17	5.46	19
I am informed about the library services	-0.21	18	5.25	23
The library signage (print and digital) is clear	-0.22	19	5.66	17
Physical resources located in the Libraries meet my learning and research needs	-0.23	20	5.54	18
Face-to-face enquiry services (e.g. Service Desks) meet my needs	-0.29	21	5.77	16
Books and articles I have requested from other Libraries are delivered promptly	-0.31	22	5.34	22
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	-0.33	23	5.36	21
Library workshops, classes and consultations help me with my learning and research needs	-0.37	24	5.16	24

Singapore Management University Library Survey, February 2026

Best practice categories gap grid – Which school or college are you from? - School of Accountancy (SOA)
126 responses



Statements	
1	I am informed about the library services
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 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 meet my learning and research needs
19	Online resources provided by the Libraries 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 Libraries' resources and services I need
22	The library search engine and tools enable me to find relevant library resources quickly
23	Access to Libraries' 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 2026

Top 10 factors – Which school or college are you from? - School of Computing and Information Systems (SCIS)

210 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	6.40	I can get help from library staff when I need it	6.08	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	1.09
Laptop facilities in the Libraries meet my needs	6.30	Face-to-face enquiry services (e.g. Service Desks) meet my needs	6.01	I am informed about the library services	5.22	I can find a quiet place in the Libraries to study when I need to	0.86
Opening hours meet my needs	6.17	Library staff provide accurate answers to my enquiries	6.01	I am able to find information I need on the library website	5.32	Laptop facilities in the Libraries meet my needs	0.34
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.13	Laptop facilities in the Libraries meet my needs	5.96	Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.38	I am able to find information I need on the library website	0.24
I can find a place in the Libraries to work in a group when I need to	6.10	Opening hours meet my needs	5.94	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.41	Printing, scanning and photocopying facilities in the Libraries meet my needs	0.23
I can get help from library staff when I need it	5.95	Printing, scanning and photocopying facilities in the Libraries meet my needs	5.91	The Libraries anticipate my learning and research needs	5.48	Opening hours meet my needs	0.23
Library staff provide accurate answers to my enquiries	5.90	When I am away from campus I can access the Libraries' resources and services I need	5.80	Course specific resources (e.g. textbooks, readings) meet my learning needs	5.51	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.21
When I am away from campus I can access the Libraries' resources and services I need	5.83	Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.76	Library workshops, classes and consultations help me with my learning and research needs	5.52	Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	0.14
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	5.78	The library search engine and tools enable me to find relevant library resources quickly	5.74	The items I'm looking for on the library shelves are usually there	5.53	Course specific resources (e.g. textbooks, readings) meet my learning needs	0.09
The library search engine and tools enable me to find relevant library resources quickly	5.76	Access to Libraries' information resources helps me to achieve academic success	5.70	I can find a quiet place in the Libraries to study when I need to	5.54	When I am away from campus I can access the Libraries' resources and services I need	0.03

Singapore Management University Library Survey, February 2026

Mean importance scores – Which school or college are you from? - School of Computing and Information Systems (SCIS)

210 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Libraries to study when I need to	6.40	1	5.54	15
Laptop facilities in the Libraries meet my needs	6.30	2	5.96	4
Opening hours meet my needs	6.17	3	5.94	5
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.13	4	5.91	6
I can find a place in the Libraries to work in a group when I need to	6.10	5	5.01	24
I can get help from library staff when I need it	5.95	6	6.08	1
Library staff provide accurate answers to my enquiries	5.90	7	6.01	3
When I am away from campus I can access the Libraries' resources and services I need	5.83	8	5.80	7
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	5.78	9	5.64	12
The library search engine and tools enable me to find relevant library resources quickly	5.76	10	5.74	9
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.62	11	5.41	20
The library signage (print and digital) is clear	5.60	12	5.64	11
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.60	13	5.51	18
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.58	14	6.01	2
I am able to find information I need on the library website	5.56	15	5.32	22
Access to Libraries' information resources helps me to achieve academic success	5.54	16	5.70	10
The items I'm looking for on the library shelves are usually there	5.53	17	5.53	16
Physical resources located in the Libraries meet my learning and research needs	5.52	18	5.56	14
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.49	19	5.76	8
Books and articles I have requested from other Libraries are delivered promptly	5.47	20	5.58	13
The Libraries anticipate my learning and research needs	5.36	21	5.48	19
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.11	22	5.38	21
Library workshops, classes and consultations help me with my learning and research needs	5.05	23	5.52	17
I am informed about the library services	5.00	24	5.22	23

Singapore Management University Library Survey, February 2026

Mean performance score — Which school or college are you from? - School of Computing and Information Systems (SCIS)

210 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get help from library staff when I need it	6.08	1	5.95	6
Face-to-face enquiry services (e.g. Service Desks) meet my needs	6.01	2	5.58	14
Library staff provide accurate answers to my enquiries	6.01	3	5.90	7
Laptop facilities in the Libraries meet my needs	5.96	4	6.30	2
Opening hours meet my needs	5.94	5	6.17	3
Printing, scanning and photocopying facilities in the Libraries meet my needs	5.91	6	6.13	4
When I am away from campus I can access the Libraries' resources and services I need	5.80	7	5.83	8
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.76	8	5.49	19
The library search engine and tools enable me to find relevant library resources quickly	5.74	9	5.76	10
Access to Libraries' information resources helps me to achieve academic success	5.70	10	5.54	16
The library signage (print and digital) is clear	5.64	11	5.60	12
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	5.64	12	5.78	9
Books and articles I have requested from other Libraries are delivered promptly	5.58	13	5.47	20
Physical resources located in the Libraries meet my learning and research needs	5.56	14	5.52	18
I can find a quiet place in the Libraries to study when I need to	5.54	15	6.40	1
The items I'm looking for on the library shelves are usually there	5.53	16	5.53	17
Library workshops, classes and consultations help me with my learning and research needs	5.52	17	5.05	23
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.51	18	5.60	13
The Libraries anticipate my learning and research needs	5.48	19	5.36	21
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.41	20	5.62	11
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.38	21	5.11	22
I am able to find information I need on the library website	5.32	22	5.56	15
I am informed about the library services	5.22	23	5.00	24
I can find a place in the Libraries to work in a group when I need to	5.01	24	6.10	5

Singapore Management University Library Survey, February 2026

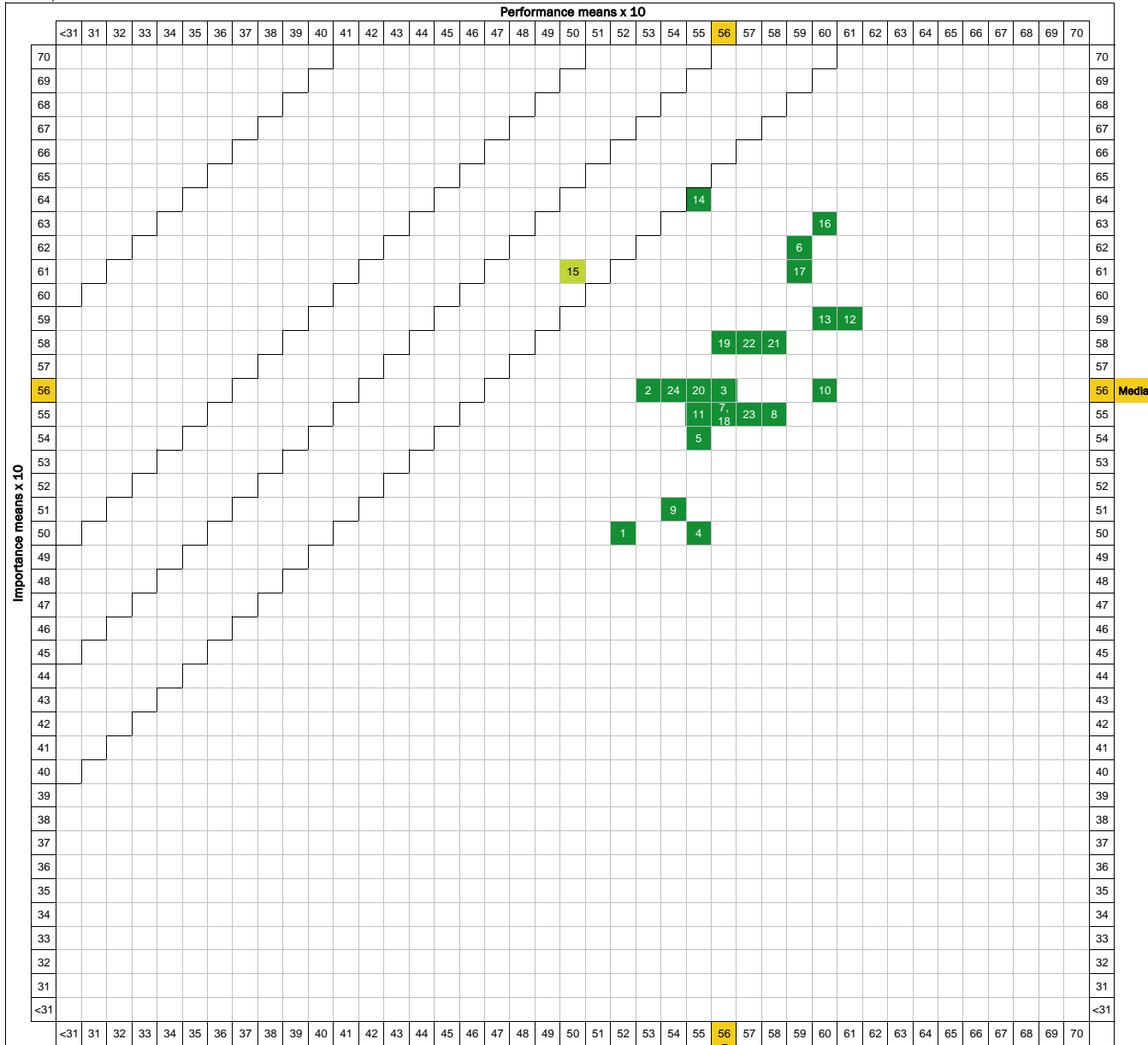
Mean gap scores – Which school or college are you from? - School of Computing and Information Systems (SCIS)

210 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a place in the Libraries to work in a group when I need to	1.09	1	6.10	5
I can find a quiet place in the Libraries to study when I need to	0.86	2	6.40	1
Laptop facilities in the Libraries meet my needs	0.34	3	6.30	2
I am able to find information I need on the library website	0.24	4	5.56	15
Printing, scanning and photocopying facilities in the Libraries meet my needs	0.23	5	6.13	4
Opening hours meet my needs	0.23	6	6.17	3
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.21	7	5.62	11
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	0.14	8	5.78	9
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.09	9	5.60	13
When I am away from campus I can access the Libraries' resources and services I need	0.03	10	5.83	8
The library search engine and tools enable me to find relevant library resources quickly	0.02	11	5.76	10
The items I'm looking for on the library shelves are usually there	0.00	12	5.53	17
The library signage (print and digital) is clear	-0.04	13	5.60	12
Physical resources located in the Libraries meet my learning and research needs	-0.04	14	5.52	18
Library staff provide accurate answers to my enquiries	-0.11	15	5.90	7
Books and articles I have requested from other Libraries are delivered promptly	-0.12	16	5.47	20
The Libraries anticipate my learning and research needs	-0.12	17	5.36	21
I can get help from library staff when I need it	-0.13	18	5.95	6
Access to Libraries' information resources helps me to achieve academic success	-0.16	19	5.54	16
I am informed about the library services	-0.21	20	5.00	24
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	-0.27	21	5.11	22
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	-0.27	22	5.49	19
Face-to-face enquiry services (e.g. Service Desks) meet my needs	-0.43	23	5.58	14
Library workshops, classes and consultations help me with my learning and research needs	-0.47	24	5.05	23

Singapore Management University Library Survey, February 2026

Best practice categories gap grid — Which school or college are you from? - School of Computing and Information Systems (SCIS)
210 responses



Statements
1 I am informed about the library services
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 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 meet my learning and research needs
19 Online resources provided by the Libraries 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 Libraries' resources and services I need
22 The library search engine and tools enable me to find relevant library resources quickly
23 Access to Libraries' 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 2026

Top 10 factors – Which school or college are you from? - School of Economics (SOE)

93 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	6.40	I can get help from library staff when I need it	6.11	I can find a place in the Libraries to work in a group when I need to	5.22	I can find a quiet place in the Libraries to study when I need to	1.02
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.26	Printing, scanning and photocopying facilities in the Libraries meet my needs	6.10	I am informed about the library services	5.31	I can find a place in the Libraries to work in a group when I need to	0.75
Opening hours meet my needs	6.24	Opening hours meet my needs	6.00	Library workshops, classes and consultations help me with my learning and research needs	5.31	Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	0.39
Laptop facilities in the Libraries meet my needs	6.22	Library staff provide accurate answers to my enquiries	5.95	I can find a quiet place in the Libraries to study when I need to	5.38	Laptop facilities in the Libraries meet my needs	0.29
Library staff provide accurate answers to my enquiries	6.00	Laptop facilities in the Libraries meet my needs	5.93	The items I'm looking for on the library shelves are usually there	5.43	Opening hours meet my needs	0.24
I can find a place in the Libraries to work in a group when I need to	5.98	Access to Libraries' information resources helps me to achieve academic success	5.83	Course specific resources (e.g. textbooks, readings) meet my learning needs	5.46	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.22
I can get help from library staff when I need it	5.92	Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.80	I am able to find information I need on the library website	5.48	Course specific resources (e.g. textbooks, readings) meet my learning needs	0.19
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	5.90	When I am away from campus I can access the Libraries' resources and services I need	5.76	Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	5.51	Printing, scanning and photocopying facilities in the Libraries meet my needs	0.16
When I am away from campus I can access the Libraries' resources and services I need	5.90	The library signage (print and digital) is clear	5.76	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.51	When I am away from campus I can access the Libraries' resources and services I need	0.14
The library search engine and tools enable me to find relevant library resources quickly	5.87	The library search engine and tools enable me to find relevant library resources quickly	5.73	Physical resources located in the Libraries meet my learning and research needs	5.54	The library search engine and tools enable me to find relevant library resources quickly	0.13

Singapore Management University Library Survey, February 2026

Mean importance scores – Which school or college are you from? - School of Economics (SOE)

93 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Libraries to study when I need to	6.40	1	5.38	21
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.26	2	6.10	2
Opening hours meet my needs	6.24	3	6.00	3
Laptop facilities in the Libraries meet my needs	6.22	4	5.93	5
Library staff provide accurate answers to my enquiries	6.00	5	5.95	4
I can find a place in the Libraries to work in a group when I need to	5.98	6	5.22	24
I can get help from library staff when I need it	5.92	7	6.11	1
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	5.90	8	5.51	17
When I am away from campus I can access the Libraries' resources and services I need	5.90	9	5.76	8
The library search engine and tools enable me to find relevant library resources quickly	5.87	10	5.73	10
Access to Libraries' information resources helps me to achieve academic success	5.84	11	5.83	6
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.73	12	5.51	16
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.65	13	5.46	19
The library signage (print and digital) is clear	5.64	14	5.76	9
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.61	15	5.80	7
I am able to find information I need on the library website	5.58	16	5.48	18
The Libraries anticipate my learning and research needs	5.55	17	5.62	11
The items I'm looking for on the library shelves are usually there	5.48	18	5.43	20
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.47	19	5.58	12
Physical resources located in the Libraries meet my learning and research needs	5.43	20	5.54	15
Books and articles I have requested from other Libraries are delivered promptly	5.39	21	5.56	13
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.23	22	5.55	14
Library workshops, classes and consultations help me with my learning and research needs	5.14	23	5.31	22
I am informed about the library services	5.11	24	5.31	23

Singapore Management University Library Survey, February 2026

Mean performance score — Which school or college are you from? - School of Economics (SOE)

93 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get help from library staff when I need it	6.11	1	5.92	7
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.10	2	6.26	2
Opening hours meet my needs	6.00	3	6.24	3
Library staff provide accurate answers to my enquiries	5.95	4	6.00	5
Laptop facilities in the Libraries meet my needs	5.93	5	6.22	4
Access to Libraries' information resources helps me to achieve academic success	5.83	6	5.84	11
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.80	7	5.61	15
When I am away from campus I can access the Libraries' resources and services I need	5.76	8	5.90	9
The library signage (print and digital) is clear	5.76	9	5.64	14
The library search engine and tools enable me to find relevant library resources quickly	5.73	10	5.87	10
The Libraries anticipate my learning and research needs	5.62	11	5.55	17
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.58	12	5.47	19
Books and articles I have requested from other Libraries are delivered promptly	5.56	13	5.39	21
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.55	14	5.23	22
Physical resources located in the Libraries meet my learning and research needs	5.54	15	5.43	20
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.51	16	5.73	12
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	5.51	17	5.90	8
I am able to find information I need on the library website	5.48	18	5.58	16
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.46	19	5.65	13
The items I'm looking for on the library shelves are usually there	5.43	20	5.48	18
I can find a quiet place in the Libraries to study when I need to	5.38	21	6.40	1
Library workshops, classes and consultations help me with my learning and research needs	5.31	22	5.14	23
I am informed about the library services	5.31	23	5.11	24
I can find a place in the Libraries to work in a group when I need to	5.22	24	5.98	6

Singapore Management University Library Survey, February 2026

Mean gap scores – Which school or college are you from? - School of Economics (SOE)

93 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Libraries to study when I need to	1.02	1	6.40	1
I can find a place in the Libraries to work in a group when I need to	0.75	2	5.98	6
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	0.39	3	5.90	8
Laptop facilities in the Libraries meet my needs	0.29	4	6.22	4
Opening hours meet my needs	0.24	5	6.24	3
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.22	6	5.73	12
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.19	7	5.65	13
Printing, scanning and photocopying facilities in the Libraries meet my needs	0.16	8	6.26	2
When I am away from campus I can access the Libraries' resources and services I need	0.14	9	5.90	9
The library search engine and tools enable me to find relevant library resources quickly	0.13	10	5.87	10
I am able to find information I need on the library website	0.10	11	5.58	16
Library staff provide accurate answers to my enquiries	0.05	12	6.00	5
The items I'm looking for on the library shelves are usually there	0.05	13	5.48	18
Access to Libraries' information resources helps me to achieve academic success	0.01	14	5.84	11
The Libraries anticipate my learning and research needs	-0.07	15	5.55	17
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	-0.11	16	5.47	19
Physical resources located in the Libraries meet my learning and research needs	-0.11	17	5.43	20
The library signage (print and digital) is clear	-0.11	17	5.64	14
Library workshops, classes and consultations help me with my learning and research needs	-0.17	19	5.14	23
Books and articles I have requested from other Libraries are delivered promptly	-0.17	20	5.39	21
I can get help from library staff when I need it	-0.18	21	5.92	7
I am informed about the library services	-0.19	22	5.11	24
Face-to-face enquiry services (e.g. Service Desks) meet my needs	-0.20	23	5.61	15
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	-0.32	24	5.23	22

Singapore Management University Library Survey, February 2026

Top 10 factors – Which school or college are you from? - School of Social Sciences (SOSS)

96 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	6.56	Opening hours meet my needs	6.24	I can find a place in the Libraries to work in a group when I need to	5.20	I can find a place in the Libraries to work in a group when I need to	0.97
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.38	Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	6.19	I am informed about the library services	5.42	I can find a quiet place in the Libraries to study when I need to	0.90
Laptop facilities in the Libraries meet my needs	6.37	When I am away from campus I can access the Libraries' resources and services I need	6.17	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	0.49
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	6.35	I can get help from library staff when I need it	6.17	The Libraries anticipate my learning and research needs	5.51	Laptop facilities in the Libraries meet my needs	0.40
The library search engine and tools enable me to find relevant library resources quickly	6.29	Printing, scanning and photocopying facilities 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	5.51	Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	0.36
When I am away from campus I can access the Libraries' resources and services I need	6.28	Library staff provide accurate answers to my enquiries	6.14	I can find a quiet place in the Libraries to study when I need to	5.66	The library search engine and tools enable me to find relevant library resources quickly	0.30
Course specific resources (e.g. textbooks, readings) meet my learning needs	6.28	Face-to-face enquiry services (e.g. Service Desks) meet my needs	6.04	The items I'm looking for on the library shelves are usually there	5.72	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.29
Opening hours meet my needs	6.27	Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	5.99	I am able to find information I need on the library website	5.73	Printing, scanning and photocopying facilities in the Libraries meet my needs	0.24
I can find a place in the Libraries to work in a group when I need to	6.18	The library search engine and tools enable me to find relevant library resources quickly	5.99	Course specific resources (e.g. textbooks, readings) meet my learning needs	5.79	Access to Libraries' information resources helps me to achieve academic success	0.17
Library staff provide accurate answers to my enquiries	6.14	Laptop facilities in the Libraries meet my needs	5.98	Physical resources located in the Libraries meet my learning and research needs	5.81	I am able to find information I need on the library website	0.17

Singapore Management University Library Survey, February 2026

Mean importance scores – Which school or college are you from? - School of Social Sciences (SOSS)

96 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Libraries to study when I need to	6.56	1	5.66	19
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.38	2	6.14	5
Laptop facilities in the Libraries meet my needs	6.37	3	5.98	10
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	6.35	4	5.99	8
The library search engine and tools enable me to find relevant library resources quickly	6.29	5	5.99	9
When I am away from campus I can access the Libraries' resources and services I need	6.28	6	6.17	3
Course specific resources (e.g. textbooks, readings) meet my learning needs	6.28	7	5.79	16
Opening hours meet my needs	6.27	8	6.24	1
I can find a place in the Libraries to work in a group when I need to	6.18	9	5.20	24
Library staff provide accurate answers to my enquiries	6.14	10	6.14	6
Access to Libraries' information resources helps me to achieve academic success	6.03	11	5.86	12
I can get help from library staff when I need it	6.01	12	6.17	4
I am able to find information I need on the library website	5.89	13	5.73	17
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.80	14	5.51	20
Books and articles I have requested from other Libraries are delivered promptly	5.77	15	5.86	13
The items I'm looking for on the library shelves are usually there	5.74	16	5.72	18
Physical resources located in the Libraries meet my learning and research needs	5.66	17	5.81	15
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.64	18	6.04	7
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.63	19	6.19	2
The library signage (print and digital) is clear	5.54	20	5.84	14
The Libraries anticipate my learning and research needs	5.35	21	5.51	21
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.28	22	5.87	11
Library workshops, classes and consultations help me with my learning and research needs	5.12	23	5.50	22
I am informed about the library services	4.94	24	5.42	23

Singapore Management University Library Survey, February 2026

Mean performance score — Which school or college are you from? - School of Social Sciences (SOSS)

96 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Opening hours meet my needs	6.24	1	6.27	8
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	6.19	2	5.63	19
When I am away from campus I can access the Libraries' resources and services I need	6.17	3	6.28	6
I can get help from library staff when I need it	6.17	4	6.01	12
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.14	5	6.38	2
Library staff provide accurate answers to my enquiries	6.14	6	6.14	10
Face-to-face enquiry services (e.g. Service Desks) meet my needs	6.04	7	5.64	18
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	5.99	8	6.35	4
The library search engine and tools enable me to find relevant library resources quickly	5.99	9	6.29	5
Laptop facilities in the Libraries meet my needs	5.98	10	6.37	3
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.87	11	5.28	22
Access to Libraries' information resources helps me to achieve academic success	5.86	12	6.03	11
Books and articles I have requested from other Libraries are delivered promptly	5.86	13	5.77	15
The library signage (print and digital) is clear	5.84	14	5.54	20
Physical resources located in the Libraries meet my learning and research needs	5.81	15	5.66	17
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.79	16	6.28	7
I am able to find information I need on the library website	5.73	17	5.89	13
The items I'm looking for on the library shelves are usually there	5.72	18	5.74	16
I can find a quiet place in the Libraries to study when I need to	5.66	19	6.56	1
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.51	20	5.80	14
The Libraries anticipate my learning and research needs	5.51	21	5.35	21
Library workshops, classes and consultations help me with my learning and research needs	5.50	22	5.12	23
I am informed about the library services	5.42	23	4.94	24
I can find a place in the Libraries to work in a group when I need to	5.20	24	6.18	9

Singapore Management University Library Survey, February 2026

Mean gap scores – Which school or college are you from? - School of Social Sciences (SOSS)

96 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	6.18	9
I can find a quiet place in the Libraries to study when I need to	0.90	2	6.56	1
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.49	3	6.28	7
Laptop facilities in the Libraries meet my needs	0.40	4	6.37	3
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	0.36	5	6.35	4
The library search engine and tools enable me to find relevant library resources quickly	0.30	6	6.29	5
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.29	7	5.80	14
Printing, scanning and photocopying facilities in the Libraries meet my needs	0.24	8	6.38	2
Access to Libraries' information resources helps me to achieve academic success	0.17	9	6.03	11
I am able to find information I need on the library website	0.17	10	5.89	13
When I am away from campus I can access the Libraries' resources and services I need	0.11	11	6.28	6
Opening hours meet my needs	0.02	12	6.27	8
The items I'm looking for on the library shelves are usually there	0.01	13	5.74	16
Library staff provide accurate answers to my enquiries	0.00	14	6.14	10
Books and articles I have requested from other Libraries are delivered promptly	-0.09	15	5.77	15
Physical resources located in the Libraries meet my learning and research needs	-0.16	16	5.66	17
The Libraries anticipate my learning and research needs	-0.16	17	5.35	21
I can get help from library staff when I need it	-0.16	18	6.01	12
The library signage (print and digital) is clear	-0.30	19	5.54	20
Library workshops, classes and consultations help me with my learning and research needs	-0.38	20	5.12	23
Face-to-face enquiry services (e.g. Service Desks) meet my needs	-0.40	21	5.64	18
I am informed about the library services	-0.48	22	4.94	24
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	-0.56	23	5.63	19
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	-0.58	24	5.28	22

Singapore Management University Library Survey, February 2026

Top 10 factors – Which school or college are you from? - Yong Pung How School of Law (YPHSL)

104 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	Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	6.34	I can find a place in the Libraries to work in a group when I need to	4.97	I can find a place in the Libraries to work in a group when I need to	1.26
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.51	I can get help from library staff when I need it	6.26	I can find a quiet place in the Libraries to study when I need to	5.38	I can find a quiet place in the Libraries to study when I need to	1.15
When I am away from campus I can access the Libraries' resources and services I need	6.48	Library staff provide accurate answers to my enquiries	6.19	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.40	Course specific resources (e.g. textbooks, readings) meet my learning needs	0.65
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	6.42	Opening hours meet my needs	6.13	I am informed about the library services	5.63	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.63
Laptop facilities in the Libraries meet my needs	6.41	When I am away from campus I can access the Libraries' resources and services I need	6.07	Library workshops, classes and consultations help me with my learning and research needs	5.71	Printing, scanning and photocopying facilities in the Libraries meet my needs	0.51
Opening hours meet my needs	6.37	Access to Libraries' information resources helps me to achieve academic success	6.04	Course specific resources (e.g. textbooks, readings) meet my learning needs	5.71	Laptop facilities in the Libraries meet my needs	0.48
Course specific resources (e.g. textbooks, readings) meet my learning needs	6.35	The library signage (print and digital) is clear	6.03	The Libraries anticipate my learning and research needs	5.72	Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	0.43
The library search engine and tools enable me to find relevant library resources quickly	6.26	Face-to-face enquiry services (e.g. Service Desks) meet my needs	6.01	Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.78	When I am away from campus I can access the Libraries' resources and services I need	0.41
I can find a place in the Libraries to work in a group when I need to	6.23	Printing, scanning and photocopying facilities in the Libraries meet my needs	6.00	Physical resources located in the Libraries meet my learning and research needs	5.80	The library search engine and tools enable me to find relevant library resources quickly	0.36
Library staff provide accurate answers to my enquiries	6.17	Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	5.99	The items I'm looking for on the library shelves are usually there	5.87	Opening hours meet my needs	0.25

Singapore Management University Library Survey, February 2026

Mean importance scores – Which school or college are you from? - Yong Pung How School of Law (YPHSL)

104 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	5.38	23
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.51	2	6.00	9
When I am away from campus I can access the Libraries' resources and services I need	6.48	3	6.07	5
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	6.42	4	5.99	10
Laptop facilities in the Libraries meet my needs	6.41	5	5.93	11
Opening hours meet my needs	6.37	6	6.13	4
Course specific resources (e.g. textbooks, readings) meet my learning needs	6.35	7	5.71	19
The library search engine and tools enable me to find relevant library resources quickly	6.26	8	5.90	14
I can find a place in the Libraries to work in a group when I need to	6.23	9	4.97	24
Library staff provide accurate answers to my enquiries	6.17	10	6.19	3
Access to Libraries' information resources helps me to achieve academic success	6.17	11	6.04	6
I can get help from library staff when I need it	6.16	12	6.26	2
I am able to find information I need on the library website	6.12	13	5.90	13
Books and articles I have requested from other Libraries are delivered promptly	6.08	14	5.90	12
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	6.02	15	5.40	22
The items I'm looking for on the library shelves are usually there	6.00	16	5.87	15
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	6.00	16	6.34	1
Physical resources located in the Libraries meet my learning and research needs	5.84	18	5.80	16
The Libraries anticipate my learning and research needs	5.65	19	5.72	18
The library signage (print and digital) is clear	5.64	20	6.03	7
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.64	21	6.01	8
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.28	22	5.78	17
I am informed about the library services	5.23	23	5.63	21
Library workshops, classes and consultations help me with my learning and research needs	5.09	24	5.71	20

Singapore Management University Library Survey, February 2026

Mean performance score — Which school or college are you from? - Yong Pung How School of Law (YPHSL)

104 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	6.34	1	6.00	16
I can get help from library staff when I need it	6.26	2	6.16	12
Library staff provide accurate answers to my enquiries	6.19	3	6.17	10
Opening hours meet my needs	6.13	4	6.37	6
When I am away from campus I can access the Libraries' resources and services I need	6.07	5	6.48	3
Access to Libraries' information resources helps me to achieve academic success	6.04	6	6.17	11
The library signage (print and digital) is clear	6.03	7	5.64	20
Face-to-face enquiry services (e.g. Service Desks) meet my needs	6.01	8	5.64	21
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.00	9	6.51	2
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	5.99	10	6.42	4
Laptop facilities in the Libraries meet my needs	5.93	11	6.41	5
Books and articles I have requested from other Libraries are delivered promptly	5.90	12	6.08	14
I am able to find information I need on the library website	5.90	13	6.12	13
The library search engine and tools enable me to find relevant library resources quickly	5.90	14	6.26	8
The items I'm looking for on the library shelves are usually there	5.87	15	6.00	16
Physical resources located in the Libraries meet my learning and research needs	5.80	16	5.84	18
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.78	17	5.28	22
The Libraries anticipate my learning and research needs	5.72	18	5.65	19
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.71	19	6.35	7
Library workshops, classes and consultations help me with my learning and research needs	5.71	20	5.09	24
I am informed about the library services	5.63	21	5.23	23
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.40	22	6.02	15
I can find a quiet place in the Libraries to study when I need to	5.38	23	6.54	1
I can find a place in the Libraries to work in a group when I need to	4.97	24	6.23	9

Singapore Management University Library Survey, February 2026

Mean gap scores – Which school or college are you from? - Yong Pung How School of Law (YPHSL)

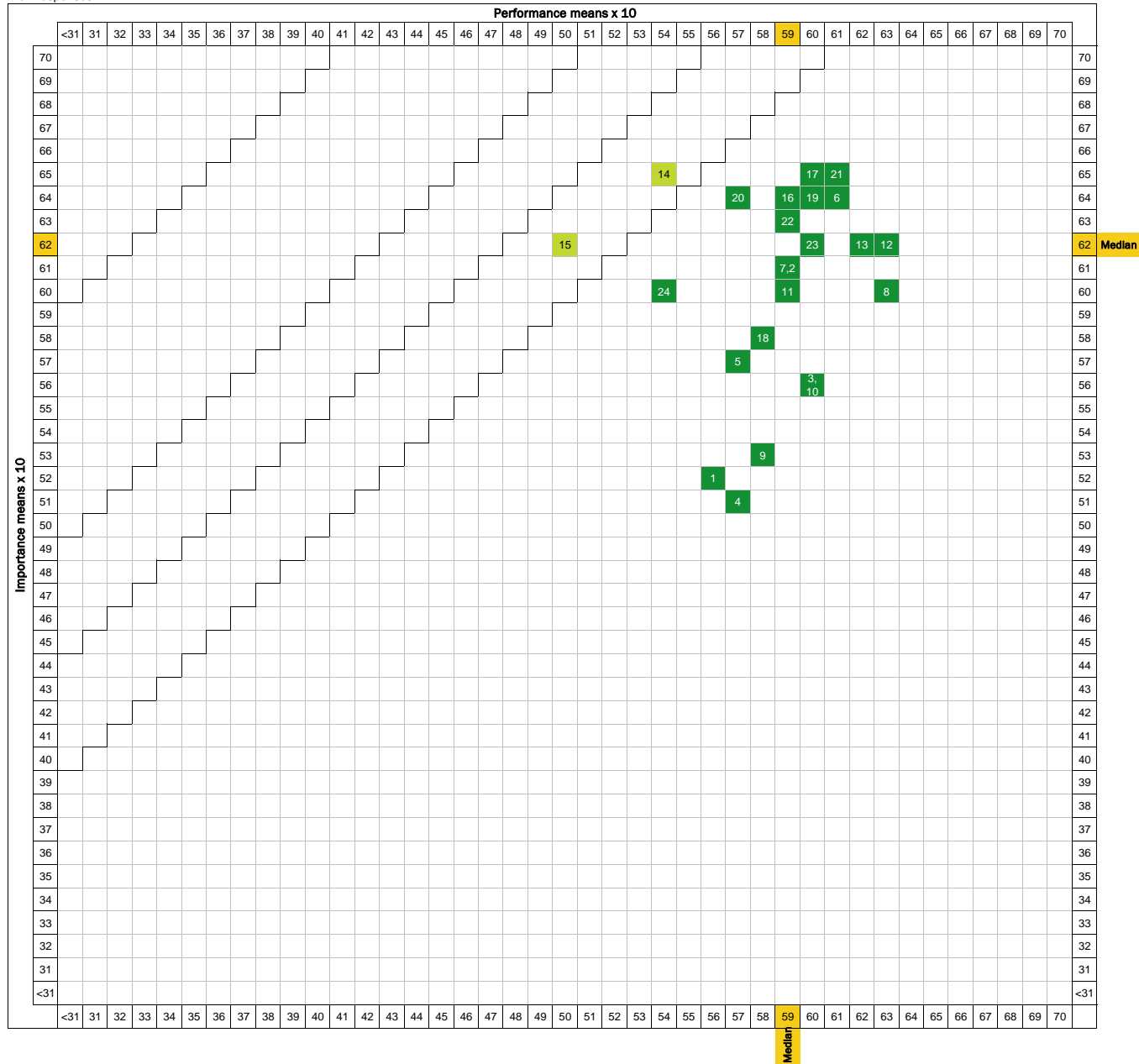
104 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a place in the Libraries to work in a group when I need to	1.26	1	6.23	9
I can find a quiet place in the Libraries to study when I need to	1.15	2	6.54	1
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.65	3	6.35	7
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.63	4	6.02	15
Printing, scanning and photocopying facilities in the Libraries meet my needs	0.51	5	6.51	2
Laptop facilities in the Libraries meet my needs	0.48	6	6.41	5
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	0.43	7	6.42	4
When I am away from campus I can access the Libraries' resources and services I need	0.41	8	6.48	3
The library search engine and tools enable me to find relevant library resources quickly	0.36	9	6.26	8
Opening hours meet my needs	0.25	10	6.37	6
I am able to find information I need on the library website	0.21	11	6.12	13
Books and articles I have requested from other Libraries are delivered promptly	0.18	12	6.08	14
The items I'm looking for on the library shelves are usually there	0.13	13	6.00	16
Access to Libraries' information resources helps me to achieve academic success	0.13	14	6.17	11
Physical resources located in the Libraries meet my learning and research needs	0.04	15	5.84	18
Library staff provide accurate answers to my enquiries	-0.02	16	6.17	10
The Libraries anticipate my learning and research needs	-0.07	17	5.65	19
I can get help from library staff when I need it	-0.10	18	6.16	12
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	-0.34	19	6.00	16
Face-to-face enquiry services (e.g. Service Desks) meet my needs	-0.38	20	5.64	21
The library signage (print and digital) is clear	-0.39	21	5.64	20
I am informed about the library services	-0.41	22	5.23	23
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	-0.50	23	5.28	22
Library workshops, classes and consultations help me with my learning and research needs	-0.61	24	5.09	24

Singapore Management University Library Survey, February 2026

Best practice categories gap grid – Which school or college are you from? - Yong Pung How School of Law (YPHSL)

104 responses



Statements	
1	I am informed about the library services
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 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 meet my learning and research needs
19	Online resources provided by the Libraries 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 Libraries' resources and services I need
22	The library search engine and tools enable me to find relevant library resources quickly
23	Access to Libraries' 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 2026

Top 10 factors – Which school or college are you from? - College of Integrative Studies (CIS)

28 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
When I am away from campus I can access the Libraries' resources and services I need	6.29	Laptop facilities in the Libraries meet my needs	6.10	Physical resources located in the Libraries meet my learning and research needs	5.00	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.78
Online resources provided by the Libraries 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	6.05	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.09	Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	0.74
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.20	Library staff provide accurate answers to my enquiries	6.00	The items I'm looking for on the library shelves are usually there	5.17	I can find a quiet place in the Libraries to study when I need to	0.73
Laptop facilities in the Libraries meet my needs	6.14	Opening hours meet my needs	5.81	Library workshops, classes and consultations help me with my learning and research needs	5.17	I can find a place in the Libraries to work in a group when I need to	0.62
I can find a quiet place in the Libraries to study when I need to	6.14	Printing, scanning and photocopying facilities in the Libraries meet my needs	5.80	The Libraries anticipate my learning and research needs	5.19	Access to Libraries' information resources helps me to achieve academic success	0.57
I can get help from library staff when I need it	6.09	When I am away from campus I can access the Libraries' resources and services I need	5.79	I am informed about the library services	5.21	I am able to find information I need on the library website	0.52
Access to Libraries' information resources helps me to achieve academic success	6.04	Books and articles I have requested from other Libraries are delivered promptly	5.78	I can find a place in the Libraries to work in a group when I need to	5.24	When I am away from campus I can access the Libraries' resources and services I need	0.50
Course specific resources (e.g. textbooks, readings) meet my learning needs	6.00	Course specific resources (e.g. textbooks, readings) meet my learning needs	5.68	I am able to find information I need on the library website	5.33	Printing, scanning and photocopying facilities in the Libraries meet my needs	0.40
Library staff provide accurate answers to my enquiries	5.91	Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.67	I can find a quiet place in the Libraries to study when I need to	5.41	The library search engine and tools enable me to find relevant library resources quickly	0.33
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.87	Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.65	Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	5.48	Course specific resources (e.g. textbooks, readings) meet my learning needs	0.32

Singapore Management University Library Survey, February 2026

Mean importance scores – Which school or college are you from? - College of Integrative Studies (CIS)

28 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
When I am away from campus I can access the Libraries' resources and services I need	6.29	1	5.79	6
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	6.22	2	5.48	14
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.20	3	5.80	5
Laptop facilities in the Libraries meet my needs	6.14	4	6.10	1
I can find a quiet place in the Libraries to study when I need to	6.14	5	5.41	16
I can get help from library staff when I need it	6.09	6	6.05	2
Access to Libraries' information resources helps me to achieve academic success	6.04	7	5.48	14
Course specific resources (e.g. textbooks, readings) meet my learning needs	6.00	8	5.68	8
Library staff provide accurate answers to my enquiries	5.91	9	6.00	3
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.87	10	5.09	23
I can find a place in the Libraries to work in a group when I need to	5.86	11	5.24	18
I am able to find information I need on the library website	5.85	12	5.33	17
The library search engine and tools enable me to find relevant library resources quickly	5.83	13	5.50	13
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.65	14	5.65	10
Books and articles I have requested from other Libraries are delivered promptly	5.61	15	5.78	7
Opening hours meet my needs	5.54	16	5.81	4
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.52	17	5.67	9
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.41	18	5.53	12
The items I'm looking for on the library shelves are usually there	5.39	19	5.17	22
The library signage (print and digital) is clear	5.26	20	5.59	11
Library workshops, classes and consultations help me with my learning and research needs	5.09	21	5.17	21
Physical resources located in the Libraries meet my learning and research needs	5.07	22	5.00	24
I am informed about the library services	5.04	23	5.21	19
The Libraries anticipate my learning and research needs	4.85	24	5.19	20

Singapore Management University Library Survey, February 2026

Mean performance score — Which school or college are you from? - College of Integrative Studies (CIS)

28 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Laptop facilities in the Libraries meet my needs	6.10	1	6.14	4
I can get help from library staff when I need it	6.05	2	6.09	6
Library staff provide accurate answers to my enquiries	6.00	3	5.91	9
Opening hours meet my needs	5.81	4	5.54	16
Printing, scanning and photocopying facilities in the Libraries meet my needs	5.80	5	6.20	3
When I am away from campus I can access the Libraries' resources and services I need	5.79	6	6.29	1
Books and articles I have requested from other Libraries are delivered promptly	5.78	7	5.61	15
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.68	8	6.00	8
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.67	9	5.52	17
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.65	10	5.65	14
The library signage (print and digital) is clear	5.59	11	5.26	20
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.53	12	5.41	18
The library search engine and tools enable me to find relevant library resources quickly	5.50	13	5.83	13
Access to Libraries' information resources helps me to achieve academic success	5.48	14	6.04	7
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	5.48	14	6.22	2
I can find a quiet place in the Libraries to study when I need to	5.41	16	6.14	5
I am able to find information I need on the library website	5.33	17	5.85	12
I can find a place in the Libraries to work in a group when I need to	5.24	18	5.86	11
I am informed about the library services	5.21	19	5.04	23
The Libraries anticipate my learning and research needs	5.19	20	4.85	24
Library workshops, classes and consultations help me with my learning and research needs	5.17	21	5.09	21
The items I'm looking for on the library shelves are usually there	5.17	22	5.39	19
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.09	23	5.87	10
Physical resources located in the Libraries meet my learning and research needs	5.00	24	5.07	22

Singapore Management University Library Survey, February 2026

Mean gap scores – Which school or college are you from? - College of Integrative Studies (CIS)

28 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.78	1	5.87	10
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	0.74	2	6.22	2
I can find a quiet place in the Libraries to study when I need to	0.73	3	6.14	5
I can find a place in the Libraries to work in a group when I need to	0.62	4	5.86	11
Access to Libraries' information resources helps me to achieve academic success	0.57	5	6.04	7
I am able to find information I need on the library website	0.52	6	5.85	12
When I am away from campus I can access the Libraries' resources and services I need	0.50	7	6.29	1
Printing, scanning and photocopying facilities in the Libraries meet my needs	0.40	8	6.20	3
The library search engine and tools enable me to find relevant library resources quickly	0.33	9	5.83	13
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.32	10	6.00	8
The items I'm looking for on the library shelves are usually there	0.22	11	5.39	19
Physical resources located in the Libraries meet my learning and research needs	0.07	12	5.07	22
Laptop facilities in the Libraries meet my needs	0.05	13	6.14	4
I can get help from library staff when I need it	0.05	14	6.09	6
Face-to-face enquiry services (e.g. Service Desks) meet my needs	0.00	15	5.65	14
Library workshops, classes and consultations help me with my learning and research needs	-0.09	16	5.09	21
Library staff provide accurate answers to my enquiries	-0.09	17	5.91	9
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	-0.12	18	5.41	18
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	-0.14	19	5.52	17
Books and articles I have requested from other Libraries are delivered promptly	-0.17	20	5.61	15
I am informed about the library services	-0.18	21	5.04	23
Opening hours meet my needs	-0.27	22	5.54	16
The Libraries anticipate my learning and research needs	-0.33	23	4.85	24
The library signage (print and digital) is clear	-0.33	23	5.26	20

Singapore Management University Library Survey, February 2026

Top 10 factors – Which school or college are you from? - Others

125 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	6.06	I can get help from library staff when I need it	6.00	The items I'm looking for on the library shelves are usually there	5.35	I can find a place in the Libraries to work in a group when I need to	0.31
I can get help from library staff when I need it	6.03	Opening hours meet my needs	5.96	I am informed about the library services	5.35	I can find a quiet place in the Libraries to study when I need to	0.27
Laptop facilities in the Libraries meet my needs	6.00	Library staff provide accurate answers to my enquiries	5.96	The Libraries anticipate my learning and research needs	5.45	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.22
Library staff provide accurate answers to my enquiries	5.95	Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.93	I am able to find information I need on the library website	5.51	I am able to find information I need on the library website	0.20
I can find a place in the Libraries to work in a group when I need to	5.86	Laptop facilities in the Libraries meet my needs	5.87	Course specific resources (e.g. textbooks, readings) meet my learning needs	5.55	Laptop facilities in the Libraries meet my needs	0.13
When I am away from campus I can access the Libraries' resources and services I need	5.82	I can find a quiet place in the Libraries to study when I need to	5.79	I can find a place in the Libraries to work in a group when I need to	5.55	When I am away from campus I can access the Libraries' resources and services I need	0.13
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.78	Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.79	Physical resources located in the Libraries meet my learning and research needs	5.55	The library search engine and tools enable me to find relevant library resources quickly	0.13
The library search engine and tools enable me to find relevant library resources quickly	5.77	Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	5.74	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.56	I am informed about the library services	0.12
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	5.75	The library signage (print and digital) is clear	5.74	Library workshops, classes and consultations help me with my learning and research needs	5.58	The items I'm looking for on the library shelves are usually there	0.06
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.75	Printing, scanning and photocopying facilities in the Libraries meet my needs	5.70	Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.65	Course specific resources (e.g. textbooks, readings) meet my learning needs	0.05

Singapore Management University Library Survey, February 2026

Mean importance scores – Which school or college are you from? - Others

125 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Libraries to study when I need to	6.06	1	5.79	6
I can get help from library staff when I need it	6.03	2	6.00	1
Laptop facilities in the Libraries meet my needs	6.00	3	5.87	5
Library staff provide accurate answers to my enquiries	5.95	4	5.96	3
I can find a place in the Libraries to work in a group when I need to	5.86	5	5.55	19
When I am away from campus I can access the Libraries' resources and services I need	5.82	6	5.69	11
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.78	7	5.56	17
The library search engine and tools enable me to find relevant library resources quickly	5.77	8	5.65	14
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	5.75	9	5.74	8
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.75	10	5.93	4
The library signage (print and digital) is clear	5.74	11	5.74	9
I am able to find information I need on the library website	5.71	12	5.51	21
Access to Libraries' information resources helps me to achieve academic success	5.68	13	5.68	12
Opening hours meet my needs	5.67	14	5.96	2
Printing, scanning and photocopying facilities in the Libraries meet my needs	5.66	15	5.70	10
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.60	16	5.55	20
Physical resources located in the Libraries meet my learning and research needs	5.59	17	5.55	18
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.56	18	5.79	7
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.53	19	5.65	15
Library workshops, classes and consultations help me with my learning and research needs	5.49	20	5.58	16
I am informed about the library services	5.47	21	5.35	23
Books and articles I have requested from other Libraries are delivered promptly	5.42	22	5.67	13
The items I'm looking for on the library shelves are usually there	5.41	23	5.35	24
The Libraries anticipate my learning and research needs	5.39	24	5.45	22

Singapore Management University Library Survey, February 2026

Mean performance score — Which school or college are you from? - Others

125 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get help from library staff when I need it	6.00	1	6.03	2
Opening hours meet my needs	5.96	2	5.67	14
Library staff provide accurate answers to my enquiries	5.96	3	5.95	4
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.93	4	5.75	10
Laptop facilities in the Libraries meet my needs	5.87	5	6.00	3
I can find a quiet place in the Libraries to study when I need to	5.79	6	6.06	1
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.79	7	5.56	18
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	5.74	8	5.75	9
The library signage (print and digital) is clear	5.74	9	5.74	11
Printing, scanning and photocopying facilities in the Libraries meet my needs	5.70	10	5.66	15
When I am away from campus I can access the Libraries' resources and services I need	5.69	11	5.82	6
Access to Libraries' information resources helps me to achieve academic success	5.68	12	5.68	13
Books and articles I have requested from other Libraries are delivered promptly	5.67	13	5.42	22
The library search engine and tools enable me to find relevant library resources quickly	5.65	14	5.77	8
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.65	15	5.53	19
Library workshops, classes and consultations help me with my learning and research needs	5.58	16	5.49	20
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.56	17	5.78	7
Physical resources located in the Libraries meet my learning and research needs	5.55	18	5.59	17
I can find a place in the Libraries to work in a group when I need to	5.55	19	5.86	5
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.55	20	5.60	16
I am able to find information I need on the library website	5.51	21	5.71	12
The Libraries anticipate my learning and research needs	5.45	22	5.39	24
I am informed about the library services	5.35	23	5.47	21
The items I'm looking for on the library shelves are usually there	5.35	24	5.41	23

Singapore Management University Library Survey, February 2026

Mean gap scores – Which school or college are you from? - Others

125 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a place in the Libraries to work in a group when I need to	0.31	1	5.86	5
I can find a quiet place in the Libraries to study when I need to	0.27	2	6.06	1
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.22	3	5.78	7
I am able to find information I need on the library website	0.20	4	5.71	12
Laptop facilities in the Libraries meet my needs	0.13	5	6.00	3
When I am away from campus I can access the Libraries' resources and services I need	0.13	6	5.82	6
The library search engine and tools enable me to find relevant library resources quickly	0.13	7	5.77	8
I am informed about the library services	0.12	8	5.47	21
The items I'm looking for on the library shelves are usually there	0.06	9	5.41	23
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.05	10	5.60	16
Physical resources located in the Libraries meet my learning and research needs	0.03	11	5.59	17
I can get help from library staff when I need it	0.03	12	6.03	2
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	0.01	13	5.75	9
The library signage (print and digital) is clear	0.01	14	5.74	11
Access to Libraries' information resources helps me to achieve academic success	0.00	15	5.68	13
Library staff provide accurate answers to my enquiries	-0.01	16	5.95	4
Printing, scanning and photocopying facilities in the Libraries meet my needs	-0.04	17	5.66	15
The Libraries anticipate my learning and research needs	-0.07	18	5.39	24
Library workshops, classes and consultations help me with my learning and research needs	-0.09	19	5.49	20
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	-0.11	20	5.53	19
Face-to-face enquiry services (e.g. Service Desks) meet my needs	-0.19	21	5.75	10
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	-0.23	22	5.56	18
Books and articles I have requested from other Libraries are delivered promptly	-0.25	23	5.42	22
Opening hours meet my needs	-0.30	24	5.67	14

Singapore Management University Library Survey, February 2026

Top 5 importance scores by demographic

Which Library do you use more?

Unique factor

Li Ka Shing Library (901 responses)	Importance mean
I can find a quiet place in the Libraries to study when I need to	6.42
Laptop facilities in the Libraries meet my needs	6.29
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.23
I can get help from library staff when I need it	6.15
Opening hours meet my needs	6.11
Kwa Geok Choo Law Library (260 responses)	Importance mean
I can find a quiet place in the Libraries to study when I need to	6.38
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.34
Laptop facilities in the Libraries meet my needs	6.26
Opening hours meet my needs	6.22
When I am away from campus I can access the Libraries' resources and services I need	6.07
I have never used the Libraries (26 responses)	Importance mean
When I am away from campus I can access the Libraries' resources and services I need	6.38
The library search engine and tools enable me to find relevant library resources quickly	6.31
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	6.27
Physical resources located in the Libraries meet my learning and research needs	6.25
Course specific resources (e.g. textbooks, readings) meet my learning needs	6.23

Singapore Management University Library Survey, February 2026

Top 5 performance scores by demographic

Which Library do you use more?

Unique factor

Li Ka Shing Library (901 responses)	Performance mean
I can get help from library staff when I need it	6.20
Library staff provide accurate answers to my enquiries	6.09
Opening hours meet my needs	6.05
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.02
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.97
Kwa Geok Choo Law Library (260 responses)	Performance mean
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.07
I can get help from library staff when I need it	6.06
Library staff provide accurate answers to my enquiries	6.02
Opening hours meet my needs	5.98
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.90
I have never used the Libraries (26 responses)	Performance mean
When I am away from campus I can access the Libraries' resources and services I need	6.13
I can get help from library staff when I need it	6.00
Face-to-face enquiry services (e.g. Service Desks) meet my needs	6.00
Library staff provide accurate answers to my enquiries	6.00
Laptop facilities in the Libraries meet my needs	6.00

Singapore Management University Library Survey, February 2026

Top 5 gap scores by demographic

Which Library do you use more?

Unique factor

Li Ka Shing Library (901 responses)	Gap score
I can find a place in the Libraries to work in a group when I need to	0.82
I can find a quiet place in the Libraries to study when I need to	0.79
Laptop facilities in the Libraries meet my needs	0.34
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.31
I am able to find information I need on the library website	0.30
Kwa Geok Choo Law Library (260 responses)	Gap score
I can find a place in the Libraries to work in a group when I need to	1.01
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	0.48
Laptop facilities in the Libraries meet my needs	0.38
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.33
I have never used the Libraries (26 responses)	Gap score
I am able to find information I need on the library website	0.70
I can find a quiet place in the Libraries to study when I need to	0.64
The Libraries anticipate my learning and research needs	0.56
The library search engine and tools enable me to find relevant library resources quickly	0.44
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	0.40

Singapore Management University Library Survey, February 2026

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

901 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	6.42	I can get help from library staff when I need it	6.20	I can find a place in the Libraries to work in a group when I need to	5.29	I can find a place in the Libraries to work in a group when I need to	0.82
Laptop facilities in the Libraries meet my needs	6.29	Library staff provide accurate answers to my enquiries	6.09	I am informed about the library services	5.35	I can find a quiet place in the Libraries to study when I need to	0.79
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.23	Opening hours meet my needs	6.05	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.51	Laptop facilities in the Libraries meet my needs	0.34
I can get help from library staff when I need it	6.15	Printing, scanning and photocopying facilities in the Libraries meet my needs	6.02	The items I'm looking for on the library shelves are usually there	5.52	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.31
Opening hours meet my needs	6.11	Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.97	I am able to find information I need on the library website	5.52	I am able to find information I need on the library website	0.30
I can find a place in the Libraries to work in a group when I need to	6.11	Laptop facilities in the Libraries meet my needs	5.95	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	0.29
Library staff provide accurate answers to my enquiries	6.06	When I am away from campus I can access the Libraries' resources and services I need	5.90	The Libraries anticipate my learning and research needs	5.53	Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	0.25
When I am away from campus I can access the Libraries' resources and services I need	6.03	Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.88	Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.62	Printing, scanning and photocopying facilities in the Libraries meet my needs	0.21
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	6.02	Access to Libraries' information resources helps me to achieve academic success	5.78	Course specific resources (e.g. textbooks, readings) meet my learning needs	5.63	The library search engine and tools enable me to find relevant library resources quickly	0.17
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.91	The library signage (print and digital) is clear	5.77	I can find a quiet place in the Libraries to study when I need to	5.63	When I am away from campus I can access the Libraries' resources and services I need	0.13

Singapore Management University Library Survey, February 2026

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

901 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Libraries to study when I need to	6.42	1	5.63	15
Laptop facilities in the Libraries meet my needs	6.29	2	5.95	6
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.23	3	6.02	4
I can get help from library staff when I need it	6.15	4	6.20	1
Opening hours meet my needs	6.11	5	6.05	3
I can find a place in the Libraries to work in a group when I need to	6.11	6	5.29	24
Library staff provide accurate answers to my enquiries	6.06	7	6.09	2
When I am away from campus I can access the Libraries' resources and services I need	6.03	8	5.90	7
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	6.02	9	5.77	11
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.91	10	5.63	16
The library search engine and tools enable me to find relevant library resources quickly	5.87	11	5.70	12
Access to Libraries' information resources helps me to achieve academic success	5.83	12	5.78	9
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.83	13	5.51	22
I am able to find information I need on the library website	5.82	14	5.52	20
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.72	15	5.97	5
The library signage (print and digital) is clear	5.66	16	5.77	10
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.66	17	5.88	8
The items I'm looking for on the library shelves are usually there	5.59	18	5.52	21
Physical resources located in the Libraries meet my learning and research needs	5.56	19	5.64	14
Books and articles I have requested from other Libraries are delivered promptly	5.50	20	5.67	13
The Libraries anticipate my learning and research needs	5.44	21	5.53	18
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.37	22	5.62	17
I am informed about the library services	5.23	23	5.35	23
Library workshops, classes and consultations help me with my learning and research needs	5.22	24	5.53	19

Singapore Management University Library Survey, February 2026

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

901 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get help from library staff when I need it	6.20	1	6.15	4
Library staff provide accurate answers to my enquiries	6.09	2	6.06	7
Opening hours meet my needs	6.05	3	6.11	5
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.02	4	6.23	3
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.97	5	5.72	15
Laptop facilities in the Libraries meet my needs	5.95	6	6.29	2
When I am away from campus I can access the Libraries' resources and services I need	5.90	7	6.03	8
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.88	8	5.66	17
Access to Libraries' information resources helps me to achieve academic success	5.78	9	5.83	12
The library signage (print and digital) is clear	5.77	10	5.66	16
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	5.77	11	6.02	9
The library search engine and tools enable me to find relevant library resources quickly	5.70	12	5.87	11
Books and articles I have requested from other Libraries are delivered promptly	5.67	13	5.50	20
Physical resources located in the Libraries meet my learning and research needs	5.64	14	5.56	19
I can find a quiet place in the Libraries to study when I need to	5.63	15	6.42	1
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.63	16	5.91	10
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.62	17	5.37	22
The Libraries anticipate my learning and research needs	5.53	18	5.44	21
Library workshops, classes and consultations help me with my learning and research needs	5.53	19	5.22	24
I am able to find information I need on the library website	5.52	20	5.82	14
The items I'm looking for on the library shelves are usually there	5.52	21	5.59	18
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.51	22	5.83	13
I am informed about the library services	5.35	23	5.23	23
I can find a place in the Libraries to work in a group when I need to	5.29	24	6.11	6

Singapore Management University Library Survey, February 2026

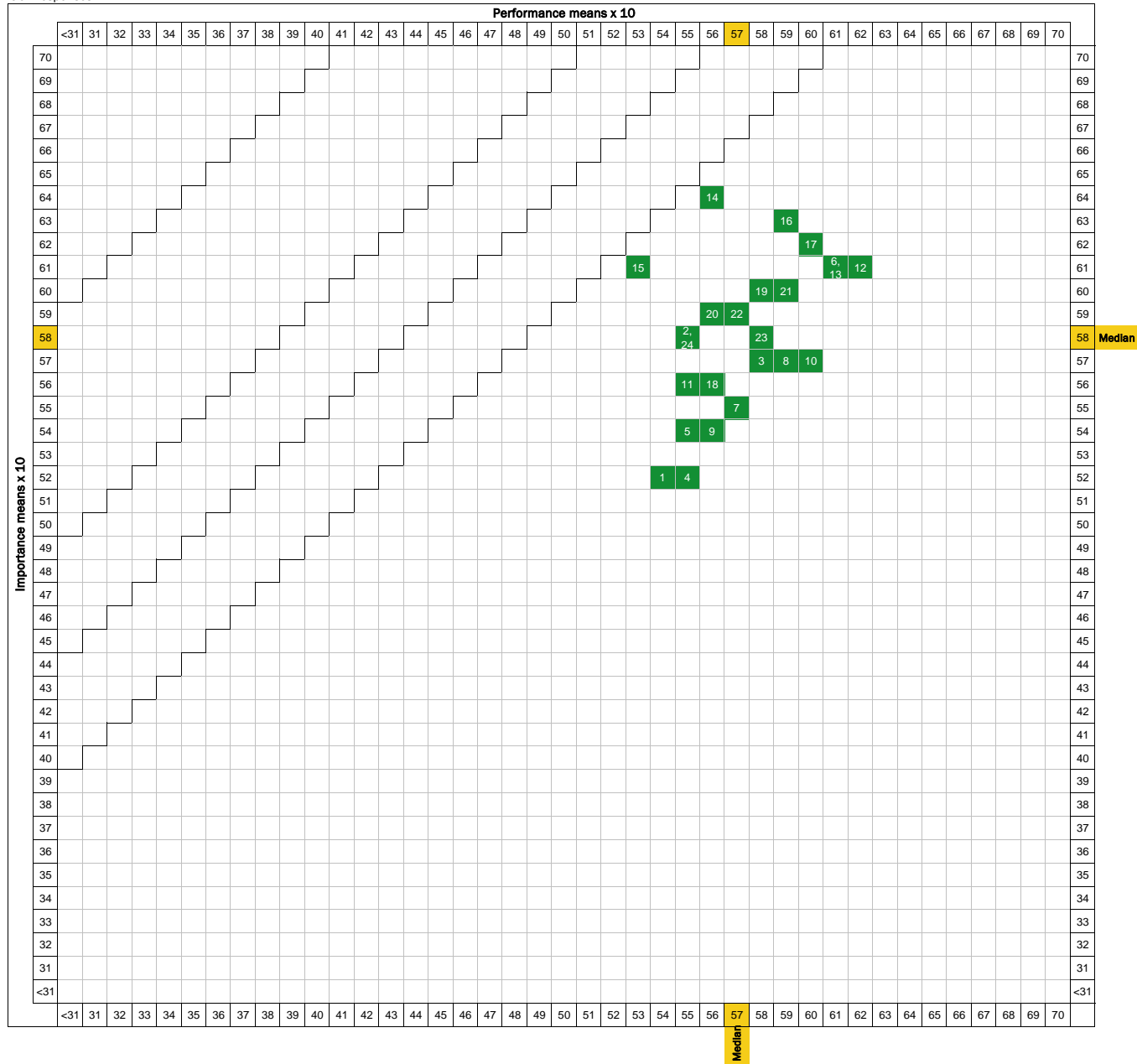
Mean gap scores – Which Library do you use more? - Li Ka Shing Library

901 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a place in the Libraries to work in a group when I need to	0.82	1	6.11	6
I can find a quiet place in the Libraries to study when I need to	0.79	2	6.42	1
Laptop facilities in the Libraries meet my needs	0.34	3	6.29	2
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.31	4	5.83	13
I am able to find information I need on the library website	0.30	5	5.82	14
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.29	6	5.91	10
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	0.25	7	6.02	9
Printing, scanning and photocopying facilities in the Libraries meet my needs	0.21	8	6.23	3
The library search engine and tools enable me to find relevant library resources quickly	0.17	9	5.87	11
When I am away from campus I can access the Libraries' resources and services I need	0.13	10	6.03	8
The items I'm looking for on the library shelves are usually there	0.07	11	5.59	18
Opening hours meet my needs	0.06	12	6.11	5
Access to Libraries' information resources helps me to achieve academic success	0.04	13	5.83	12
Library staff provide accurate answers to my enquiries	-0.04	14	6.06	7
I can get help from library staff when I need it	-0.05	15	6.15	4
Physical resources located in the Libraries meet my learning and research needs	-0.08	16	5.56	19
The Libraries anticipate my learning and research needs	-0.10	17	5.44	21
The library signage (print and digital) is clear	-0.11	18	5.66	16
I am informed about the library services	-0.13	19	5.23	23
Books and articles I have requested from other Libraries are delivered promptly	-0.16	20	5.50	20
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	-0.23	21	5.66	17
Face-to-face enquiry services (e.g. Service Desks) meet my needs	-0.25	22	5.72	15
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	-0.25	23	5.37	22
Library workshops, classes and consultations help me with my learning and research needs	-0.31	24	5.22	24

Singapore Management University Library Survey, February 2026

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



Statements	
1	I am informed about the library services
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 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 meet my learning and research needs
19	Online resources provided by the Libraries 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 Libraries' resources and services I need
22	The library search engine and tools enable me to find relevant library resources quickly
23	Access to Libraries' 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 2026

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

260 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	Printing, scanning and photocopying facilities in the Libraries meet my needs	6.07	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	1.01
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.34	I can get help from library staff when I need it	6.06	I am informed about the library services	5.25	I can find a quiet place in the Libraries to study when I need to	0.96
Laptop facilities in the Libraries meet my needs	6.26	Library staff provide accurate answers to my enquiries	6.02	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.37	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.48
Opening hours meet my needs	6.22	Opening hours meet my needs	5.98	The Libraries anticipate my learning and research needs	5.41	Laptop facilities in the Libraries meet my needs	0.38
When I am away from campus I can access the Libraries' resources and services I need	6.07	Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.90	I can find a quiet place in the Libraries to study when I need to	5.42	Course specific resources (e.g. textbooks, readings) meet my learning needs	0.33
I can find a place in the Libraries to work in a group when I need to	6.05	Laptop facilities in the Libraries meet my needs	5.88	Library workshops, classes and consultations help me with my learning and research needs	5.43	Printing, scanning and photocopying facilities in the Libraries meet my needs	0.27
Library staff provide accurate answers to my enquiries	6.02	When I am away from campus I can access the Libraries' resources and services I need	5.87	I am able to find information I need on the library website	5.55	Opening hours meet my needs	0.24
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	6.02	The library search engine and tools enable me to find relevant library resources quickly	5.87	Books and articles I have requested from other Libraries are delivered promptly	5.57	When I am away from campus I can access the Libraries' resources and services I need	0.19
I can get help from library staff when I need it	5.94	Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.85	Course specific resources (e.g. textbooks, readings) meet my learning needs	5.58	Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	0.18
The library search engine and tools enable me to find relevant library resources quickly	5.93	Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	5.85	Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.60	I am able to find information I need on the library website	0.15

Singapore Management University Library Survey, February 2026

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

260 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	5.42	20
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.34	2	6.07	1
Laptop facilities in the Libraries meet my needs	6.26	3	5.88	6
Opening hours meet my needs	6.22	4	5.98	4
When I am away from campus I can access the Libraries' resources and services I need	6.07	5	5.87	7
I can find a place in the Libraries to work in a group when I need to	6.05	6	5.04	24
Library staff provide accurate answers to my enquiries	6.02	7	6.02	3
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	6.02	8	5.85	10
I can get help from library staff when I need it	5.94	9	6.06	2
The library search engine and tools enable me to find relevant library resources quickly	5.93	10	5.87	8
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.91	11	5.58	16
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.85	12	5.37	22
Access to Libraries' information resources helps me to achieve academic success	5.84	13	5.80	11
I am able to find information I need on the library website	5.70	14	5.55	18
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.68	15	5.85	9
The items I'm looking for on the library shelves are usually there	5.58	16	5.69	13
Physical resources located in the Libraries meet my learning and research needs	5.57	17	5.63	14
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.57	18	5.90	5
Books and articles I have requested from other Libraries are delivered promptly	5.48	19	5.57	17
The library signage (print and digital) is clear	5.45	20	5.73	12
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.33	21	5.60	15
The Libraries anticipate my learning and research needs	5.24	22	5.41	21
Library workshops, classes and consultations help me with my learning and research needs	5.07	23	5.43	19
I am informed about the library services	4.94	24	5.25	23

Singapore Management University Library Survey, February 2026

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

260 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.07	1	6.34	2
I can get help from library staff when I need it	6.06	2	5.94	9
Library staff provide accurate answers to my enquiries	6.02	3	6.02	7
Opening hours meet my needs	5.98	4	6.22	4
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.90	5	5.57	18
Laptop facilities in the Libraries meet my needs	5.88	6	6.26	3
When I am away from campus I can access the Libraries' resources and services I need	5.87	7	6.07	5
The library search engine and tools enable me to find relevant library resources quickly	5.87	8	5.93	10
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.85	9	5.68	15
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	5.85	10	6.02	8
Access to Libraries' information resources helps me to achieve academic success	5.80	11	5.84	13
The library signage (print and digital) is clear	5.73	12	5.45	20
The items I'm looking for on the library shelves are usually there	5.69	13	5.58	16
Physical resources located in the Libraries meet my learning and research needs	5.63	14	5.57	17
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.60	15	5.33	21
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.58	16	5.91	11
Books and articles I have requested from other Libraries are delivered promptly	5.57	17	5.48	19
I am able to find information I need on the library website	5.55	18	5.70	14
Library workshops, classes and consultations help me with my learning and research needs	5.43	19	5.07	23
I can find a quiet place in the Libraries to study when I need to	5.42	20	6.38	1
The Libraries anticipate my learning and research needs	5.41	21	5.24	22
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.37	22	5.85	12
I am informed about the library services	5.25	23	4.94	24
I can find a place in the Libraries to work in a group when I need to	5.04	24	6.05	6

Singapore Management University Library Survey, February 2026

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

260 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a place in the Libraries to work in a group when I need to	1.01	1	6.05	6
I can find a quiet place in the Libraries to study when I need to	0.96	2	6.38	1
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.48	3	5.85	12
Laptop facilities in the Libraries meet my needs	0.38	4	6.26	3
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.33	5	5.91	11
Printing, scanning and photocopying facilities in the Libraries meet my needs	0.27	6	6.34	2
Opening hours meet my needs	0.24	7	6.22	4
When I am away from campus I can access the Libraries' resources and services I need	0.19	8	6.07	5
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	0.18	9	6.02	8
I am able to find information I need on the library website	0.15	10	5.70	14
The library search engine and tools enable me to find relevant library resources quickly	0.06	11	5.93	10
Access to Libraries' information resources helps me to achieve academic success	0.05	12	5.84	13
Library staff provide accurate answers to my enquiries	0.00	13	6.02	7
Physical resources located in the Libraries meet my learning and research needs	-0.06	14	5.57	17
Books and articles I have requested from other Libraries are delivered promptly	-0.08	15	5.48	19
The items I'm looking for on the library shelves are usually there	-0.11	16	5.58	16
I can get help from library staff when I need it	-0.12	17	5.94	9
The Libraries anticipate my learning and research needs	-0.17	18	5.24	22
Face-to-face enquiry services (e.g. Service Desks) meet my needs	-0.17	19	5.68	15
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	-0.27	20	5.33	21
The library signage (print and digital) is clear	-0.28	21	5.45	20
I am informed about the library services	-0.32	22	4.94	24
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	-0.33	23	5.57	18
Library workshops, classes and consultations help me with my learning and research needs	-0.36	24	5.07	23

Singapore Management University Library Survey, February 2026

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

26 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
When I am away from campus I can access the Libraries' resources and services I need	6.38	When I am away from campus I can access the Libraries' resources and services I need	6.13	I can find a place in the Libraries to work in a group when I need to	4.92	I am able to find information I need on the library website	0.70
The library search engine and tools enable me to find relevant library resources quickly	6.31	I can get help from library staff when I need it	6.00	I am able to find information I need on the library website	5.15	I can find a quiet place in the Libraries to study when I need to	0.64
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	6.27	Face-to-face enquiry services (e.g. Service Desks) meet my needs	6.00	Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.20	The Libraries anticipate my learning and research needs	0.56
Physical resources located in the Libraries meet my learning and research needs	6.25	Library staff provide accurate answers to my enquiries	6.00	The items I'm looking for on the library shelves are usually there	5.30	The library search engine and tools enable me to find relevant library resources quickly	0.44
Course specific resources (e.g. textbooks, readings) meet my learning needs	6.23	Laptop facilities in the Libraries meet my needs	6.00	The library signage (print and digital) is clear	5.32	Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	0.40
Laptop facilities in the Libraries meet my needs	6.23	Physical resources located in the Libraries meet my learning and research needs	6.00	The Libraries anticipate my learning and research needs	5.50	I can find a place in the Libraries to work in a group when I need to	0.38
I can find a quiet place in the Libraries to study when I need to	6.18	Course specific resources (e.g. textbooks, readings) meet my learning needs	5.92	Library workshops, classes and consultations help me with my learning and research needs	5.50	Library workshops, classes and consultations help me with my learning and research needs	0.38
Library staff provide accurate answers to my enquiries	6.13	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.92	Books and articles I have requested from other Libraries are delivered promptly	5.50	Printing, scanning and photocopying facilities in the Libraries meet my needs	0.33
The Libraries anticipate my learning and research needs	6.06	The library search engine and tools enable me to find relevant library resources quickly	5.88	I can find a quiet place in the Libraries to study when I need to	5.55	Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	0.33
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	6.00	Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	5.87	I am informed about the library services	5.55	Course specific resources (e.g. textbooks, readings) meet my learning needs	0.31

Singapore Management University Library Survey, February 2026

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

26 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
When I am away from campus I can access the Libraries' resources and services I need	6.38	1	6.13	1
The library search engine and tools enable me to find relevant library resources quickly	6.31	2	5.88	9
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	6.27	3	5.87	10
Physical resources located in the Libraries meet my learning and research needs	6.25	4	6.00	2
Course specific resources (e.g. textbooks, readings) meet my learning needs	6.23	5	5.92	7
Laptop facilities in the Libraries meet my needs	6.23	5	6.00	2
I can find a quiet place in the Libraries to study when I need to	6.18	7	5.55	15
Library staff provide accurate answers to my enquiries	6.13	8	6.00	2
The Libraries anticipate my learning and research needs	6.06	9	5.50	17
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	6.00	10	5.67	13
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	6.00	10	5.92	8
Printing, scanning and photocopying facilities in the Libraries meet my needs	5.92	12	5.58	14
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.91	13	6.00	2
Library workshops, classes and consultations help me with my learning and research needs	5.88	14	5.50	17
Access to Libraries' information resources helps me to achieve academic success	5.86	15	5.71	11
I am able to find information I need on the library website	5.85	16	5.15	23
I can get help from library staff when I need it	5.75	17	6.00	2
The items I'm looking for on the library shelves are usually there	5.50	18	5.30	21
I am informed about the library services	5.50	18	5.55	15
Opening hours meet my needs	5.41	20	5.71	12
The library signage (print and digital) is clear	5.36	21	5.32	20
Books and articles I have requested from other Libraries are delivered promptly	5.36	22	5.50	17
I can find a place in the Libraries to work in a group when I need to	5.31	23	4.92	24
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.27	24	5.20	22

Singapore Management University Library Survey, February 2026

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

26 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
When I am away from campus I can access the Libraries' resources and services I need	6.13	1	6.38	1
I can get help from library staff when I need it	6.00	2	5.75	17
Face-to-face enquiry services (e.g. Service Desks) meet my needs	6.00	2	5.91	13
Library staff provide accurate answers to my enquiries	6.00	2	6.13	8
Laptop facilities in the Libraries meet my needs	6.00	2	6.23	5
Physical resources located in the Libraries meet my learning and research needs	6.00	2	6.25	4
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.92	7	6.23	5
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.92	8	6.00	10
The library search engine and tools enable me to find relevant library resources quickly	5.88	9	6.31	2
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	5.87	10	6.27	3
Access to Libraries' information resources helps me to achieve academic success	5.71	11	5.86	15
Opening hours meet my needs	5.71	12	5.41	20
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.67	13	6.00	10
Printing, scanning and photocopying facilities in the Libraries meet my needs	5.58	14	5.92	12
I am informed about the library services	5.55	15	5.50	18
I can find a quiet place in the Libraries to study when I need to	5.55	15	6.18	7
Books and articles I have requested from other Libraries are delivered promptly	5.50	17	5.36	22
Library workshops, classes and consultations help me with my learning and research needs	5.50	17	5.88	14
The Libraries anticipate my learning and research needs	5.50	17	6.06	9
The library signage (print and digital) is clear	5.32	20	5.36	21
The items I'm looking for on the library shelves are usually there	5.30	21	5.50	18
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.20	22	5.27	24
I am able to find information I need on the library website	5.15	23	5.85	16
I can find a place in the Libraries to work in a group when I need to	4.92	24	5.31	23

Singapore Management University Library Survey, February 2026

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

26 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I am able to find information I need on the library website	0.70	1	5.85	16
I can find a quiet place in the Libraries to study when I need to	0.64	2	6.18	7
The Libraries anticipate my learning and research needs	0.56	3	6.06	9
The library search engine and tools enable me to find relevant library resources quickly	0.44	4	6.31	2
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	0.40	5	6.27	3
I can find a place in the Libraries to work in a group when I need to	0.38	6	5.31	23
Library workshops, classes and consultations help me with my learning and research needs	0.38	7	5.88	14
Printing, scanning and photocopying facilities in the Libraries meet my needs	0.33	8	5.92	12
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	0.33	9	6.00	10
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.31	10	6.23	5
Physical resources located in the Libraries meet my learning and research needs	0.25	11	6.25	4
When I am away from campus I can access the Libraries' resources and services I need	0.25	11	6.38	1
Laptop facilities in the Libraries meet my needs	0.23	13	6.23	5
The items I'm looking for on the library shelves are usually there	0.20	14	5.50	18
Access to Libraries' information resources helps me to achieve academic success	0.14	15	5.86	15
Library staff provide accurate answers to my enquiries	0.13	16	6.13	8
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.08	17	6.00	10
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	0.07	18	5.27	24
The library signage (print and digital) is clear	0.05	19	5.36	21
I am informed about the library services	-0.05	20	5.50	18
Face-to-face enquiry services (e.g. Service Desks) meet my needs	-0.09	21	5.91	13
Books and articles I have requested from other Libraries are delivered promptly	-0.14	22	5.36	22
I can get help from library staff when I need it	-0.25	23	5.75	17
Opening hours meet my needs	-0.29	24	5.41	20

Singapore Management University Library Survey, February 2026

Top 5 importance scores by demographic

Position

Unique factor

	Importance mean
Undergraduate year 1 (271 responses)	Importance mean
I can find a quiet place in the Libraries to study when I need to	6.52
Laptop facilities in the Libraries meet my needs	6.33
Opening hours meet my needs	6.15
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	6.10
Undergraduate year 2 (182 responses)	Importance mean
I can find a quiet place in the Libraries to study when I need to	6.53
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.45
Opening hours meet my needs	6.38
Laptop facilities in the Libraries meet my needs	6.36
I can find a place in the Libraries to work in a group when I need to	6.30
Undergraduate year 3 (133 responses)	Importance mean
I can find a quiet place in the Libraries to study when I need to	6.53
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.53
Laptop facilities in the Libraries meet my needs	6.38
Opening hours meet my needs	6.19
I can find a place in the Libraries to work in a group when I need to	6.16
Undergraduate year 4 & above (143 responses)	Importance mean
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.52
I can find a quiet place in the Libraries to study when I need to	6.41
Laptop facilities in the Libraries meet my needs	6.36
When I am away from campus I can access the Libraries' resources and services I need	6.19
Opening hours meet my needs	6.18
Graduate: Masters (216 responses)	Importance mean
I can find a quiet place in the Libraries to study when I need to	6.47
Laptop facilities in the Libraries meet my needs	6.41
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.37
I can get help from library staff when I need it	6.33
Library staff provide accurate answers to my enquiries	6.30
Graduate: Doctoral (30 responses)	Importance mean
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	6.61
When I am away from campus I can access the Libraries' resources and services I need	6.54
The library search engine and tools enable me to find relevant library resources quickly	6.41
I can get help from library staff when I need it	6.41
I am able to find information I need on the library website	6.40
Staff: Researcher (26 responses)	Importance mean
When I am away from campus I can access the Libraries' resources and services I need	6.21
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	6.16
Opening hours meet my needs	6.05
I am able to find information I need on the library website	6.04
I can find a quiet place in the Libraries to study when I need to	6.00

Singapore Management University Library Survey, February 2026

Top 5 importance scores by demographic

Position

Unique factor

Staff: Admin (139 responses)	Importance mean
I can find a quiet place in the Libraries to study when I need to	6.15
I can get help from library staff when I need it	6.05
Laptop facilities in the Libraries meet my needs	6.03
Library staff provide accurate answers to my enquiries	5.98
I can find a place in the Libraries to work in a group when I need to	5.93
Faculty (31 responses)	Importance mean
Library staff provide accurate answers to my enquiries	6.52
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	6.48
When I am away from campus I can access the Libraries' resources and services I need	6.47
I can get help from library staff when I need it	6.30
The library search engine and tools enable me to find relevant library resources quickly	6.29

Singapore Management University Library Survey, February 2026

Top 5 performance scores by demographic

Position

Unique factor

Position	Unique factor
Undergraduate year 1 (271 responses)	Performance mean
I can get help from library staff when I need it	6.09
Opening hours meet my needs	6.00
Printing, scanning and photocopying facilities in the Libraries meet my needs	5.96
Library staff provide accurate answers to my enquiries	5.93
Laptop facilities in the Libraries meet my needs	5.91
Undergraduate year 2 (182 responses)	Performance mean
I can get help from library staff when I need it	6.28
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.20
Library staff provide accurate answers to my enquiries	6.17
Opening hours meet my needs	6.14
Laptop facilities in the Libraries meet my needs	6.05
Undergraduate year 3 (133 responses)	Performance mean
I can get help from library staff when I need it	6.20
Opening hours meet my needs	6.17
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.14
Library staff provide accurate answers to my enquiries	6.08
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	6.03
Undergraduate year 4 & above (143 responses)	Performance mean
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.27
Opening hours meet my needs	6.11
I can get help from library staff when I need it	6.11
Library staff provide accurate answers to my enquiries	6.07
When I am away from campus I can access the Libraries' resources and services I need	6.01
Graduate: Masters (216 responses)	Performance mean
I can get help from library staff when I need it	6.22
Library staff provide accurate answers to my enquiries	6.16
Face-to-face enquiry services (e.g. Service Desks) meet my needs	6.09
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.03
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	6.02
Graduate: Doctoral (30 responses)	Performance mean
I can get help from library staff when I need it	6.52
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	6.40
Library staff provide accurate answers to my enquiries	6.37
Opening hours meet my needs	6.14
Access to Libraries' information resources helps me to achieve academic success	6.08
Staff: Researcher (26 responses)	Performance mean
When I am away from campus I can access the Libraries' resources and services I need	6.29
The library search engine and tools enable me to find relevant library resources quickly	6.17
I can get help from library staff when I need it	5.96
Library staff provide accurate answers to my enquiries	5.96
Access to Libraries' information resources helps me to achieve academic success	5.95

Singapore Management University Library Survey, February 2026

Top 5 performance scores by demographic

Position

Unique factor

Staff: Admin (139 responses)	Performance mean
I can get help from library staff when I need it	6.03
Library staff provide accurate answers to my enquiries	5.98
Opening hours meet my needs	5.92
Laptop facilities in the Libraries meet my needs	5.90
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.89
Faculty (31 responses)	Performance mean
Library staff provide accurate answers to my enquiries	6.52
I can get help from library staff when I need it	6.41
When I am away from campus I can access the Libraries' resources and services I need	6.27
Books and articles I have requested from other Libraries are delivered promptly	6.24
Face-to-face enquiry services (e.g. Service Desks) meet my needs	6.23

Singapore Management University Library Survey, February 2026

Top 5 gap scores by demographic

Position	Unique factor
Undergraduate year 1 (271 responses)	Gap score
I can find a quiet place in the Libraries to study when I need to	0.91
I can find a place in the Libraries to work in a group when I need to	0.83
Laptop facilities in the Libraries meet my needs	0.42
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.36
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.25
Undergraduate year 2 (182 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	1.06
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.51
I am able to find information I need on the library website	0.42
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	0.32
Undergraduate year 3 (133 responses)	Gap score
I can find a quiet place in the Libraries to study when I need to	1.35
I can find a place in the Libraries to work in a group when I need to	1.14
Laptop facilities in the Libraries meet my needs	0.56
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.46
Printing, scanning and photocopying facilities in the Libraries meet my needs	0.39
Undergraduate year 4 & above (143 responses)	Gap score
I can find a quiet place in the Libraries to study when I need to	0.86
I can find a place in the Libraries to work in a group when I need to	0.83
Laptop facilities in the Libraries meet my needs	0.40
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.38
Printing, scanning and photocopying facilities in the Libraries meet my needs	0.25
Graduate: Masters (216 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	0.66
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.45
I am able to find information I need on the library website	0.43
Laptop facilities in the Libraries meet my needs	0.40
Graduate: Doctoral (30 responses)	Gap score
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	1.14
The library search engine and tools enable me to find relevant library resources quickly	0.78
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.64
Physical resources located in the Libraries meet my learning and research needs	0.62
I am able to find information I need on the library website	0.50
Staff: Researcher (26 responses)	Gap score
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	0.48
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.47
The items I'm looking for on the library shelves are usually there	0.32
I am able to find information I need on the library website	0.23
I can find a place in the Libraries to work in a group when I need to	0.20

Singapore Management University Library Survey, February 2026

Top 5 gap scores by demographic

Position	Unique factor
Staff: Admin (139 responses)	Gap score
I can find a place in the Libraries to work in a group when I need to	0.35
I can find a quiet place in the Libraries to study when I need to	0.31
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.21
I am able to find information I need on the library website	0.18
When I am away from campus I can access the Libraries' resources and services I need	0.13
Faculty (31 responses)	Gap score
The library search engine and tools enable me to find relevant library resources quickly	0.71
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	0.69
Access to Libraries' information resources helps me to achieve academic success	0.42
The items I'm looking for on the library shelves are usually there	0.36
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.28

Singapore Management University Library Survey, February 2026

Top 10 factors — Position - Undergraduate year 1

271 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	I can get help from library staff when I need it	6.09	I am informed about the library services	5.10	I can find a quiet place in the Libraries to study when I need to	0.91
Laptop facilities in the Libraries meet my needs	6.33	Opening hours meet my needs	6.00	I can find a place in the Libraries to work in a group when I need to	5.27	I can find a place in the Libraries to work in a group when I need to	0.83
Opening hours meet my needs	6.15	Printing, scanning and photocopying facilities in the Libraries meet my needs	5.96	Library workshops, classes and consultations help me with my learning and research needs	5.29	Laptop facilities in the Libraries meet my needs	0.42
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.15	Library staff provide accurate answers to my enquiries	5.93	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	0.36
I can find a place in the Libraries to work in a group when I need to	6.10	Laptop facilities in the Libraries meet my needs	5.91	Books and articles I have requested from other Libraries are delivered promptly	5.34	Course specific resources (e.g. textbooks, readings) meet my learning needs	0.25
When I am away from campus I can access the Libraries' resources and services I need	5.94	When I am away from campus I can access the Libraries' resources and services I need	5.81	I am able to find information I need on the library website	5.38	Printing, scanning and photocopying facilities in the Libraries meet my needs	0.19
I can get help from library staff when I need it	5.92	Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.79	The items I'm looking for on the library shelves are usually there	5.39	I am able to find information I need on the library website	0.16
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	5.90	Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	5.75	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.42	The items I'm looking for on the library shelves are usually there	0.15
The library search engine and tools enable me to find relevant library resources quickly	5.81	Access to Libraries' information resources helps me to achieve academic success	5.74	Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.44	Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	0.15
Access to Libraries' information resources helps me to achieve academic success	5.79	The library search engine and tools enable me to find relevant library resources quickly	5.72	Course specific resources (e.g. textbooks, readings) meet my learning needs	5.53	Opening hours meet my needs	0.15

Singapore Management University Library Survey, February 2026

Mean importance scores – Position - Undergraduate year 1

271 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	5.62	11
Laptop facilities in the Libraries meet my needs	6.33	2	5.91	5
Opening hours meet my needs	6.15	3	6.00	2
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.15	4	5.96	3
I can find a place in the Libraries to work in a group when I need to	6.10	5	5.27	23
When I am away from campus I can access the Libraries' resources and services I need	5.94	6	5.81	6
I can get help from library staff when I need it	5.92	7	6.09	1
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	5.90	8	5.75	8
The library search engine and tools enable me to find relevant library resources quickly	5.81	9	5.72	10
Access to Libraries' information resources helps me to achieve academic success	5.79	10	5.74	9
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.78	11	5.42	17
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.77	12	5.53	15
Library staff provide accurate answers to my enquiries	5.74	13	5.93	4
The items I'm looking for on the library shelves are usually there	5.54	14	5.39	18
I am able to find information I need on the library website	5.54	15	5.38	19
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.50	16	5.59	12
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.49	17	5.79	7
The library signage (print and digital) is clear	5.45	18	5.55	13
Physical resources located in the Libraries meet my learning and research needs	5.35	19	5.54	14
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.26	20	5.44	16
Books and articles I have requested from other Libraries are delivered promptly	5.26	21	5.34	20
The Libraries anticipate my learning and research needs	5.25	22	5.32	21
Library workshops, classes and consultations help me with my learning and research needs	4.99	23	5.29	22
I am informed about the library services	4.78	24	5.10	24

Singapore Management University Library Survey, February 2026

Mean performance score — Position - Undergraduate year 1

271 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get help from library staff when I need it	6.09	1	5.92	7
Opening hours meet my needs	6.00	2	6.15	3
Printing, scanning and photocopying facilities in the Libraries meet my needs	5.96	3	6.15	4
Library staff provide accurate answers to my enquiries	5.93	4	5.74	13
Laptop facilities in the Libraries meet my needs	5.91	5	6.33	2
When I am away from campus I can access the Libraries' resources and services I need	5.81	6	5.94	6
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.79	7	5.49	17
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	5.75	8	5.90	8
Access to Libraries' information resources helps me to achieve academic success	5.74	9	5.79	10
The library search engine and tools enable me to find relevant library resources quickly	5.72	10	5.81	9
I can find a quiet place in the Libraries to study when I need to	5.62	11	6.52	1
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.59	12	5.50	16
The library signage (print and digital) is clear	5.55	13	5.45	18
Physical resources located in the Libraries meet my learning and research needs	5.54	14	5.35	19
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.53	15	5.77	12
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.44	16	5.26	20
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.42	17	5.78	11
The items I'm looking for on the library shelves are usually there	5.39	18	5.54	14
I am able to find information I need on the library website	5.38	19	5.54	15
Books and articles I have requested from other Libraries are delivered promptly	5.34	20	5.26	21
The Libraries anticipate my learning and research needs	5.32	21	5.25	22
Library workshops, classes and consultations help me with my learning and research needs	5.29	22	4.99	23
I can find a place in the Libraries to work in a group when I need to	5.27	23	6.10	5
I am informed about the library services	5.10	24	4.78	24

Singapore Management University Library Survey, February 2026

Mean gap scores — Position - Undergraduate year 1

271 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Libraries to study when I need to	0.91	1	6.52	1
I can find a place in the Libraries to work in a group when I need to	0.83	2	6.10	5
Laptop facilities in the Libraries meet my needs	0.42	3	6.33	2
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.36	4	5.78	11
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.25	5	5.77	12
Printing, scanning and photocopying facilities in the Libraries meet my needs	0.19	6	6.15	4
I am able to find information I need on the library website	0.16	7	5.54	15
The items I'm looking for on the library shelves are usually there	0.15	8	5.54	14
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	0.15	9	5.90	8
Opening hours meet my needs	0.15	10	6.15	3
When I am away from campus I can access the Libraries' resources and services I need	0.14	11	5.94	6
The library search engine and tools enable me to find relevant library resources quickly	0.08	12	5.81	9
Access to Libraries' information resources helps me to achieve academic success	0.05	13	5.79	10
The Libraries anticipate my learning and research needs	-0.08	14	5.25	22
Books and articles I have requested from other Libraries are delivered promptly	-0.08	15	5.26	21
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	-0.09	16	5.50	16
The library signage (print and digital) is clear	-0.09	17	5.45	18
I can get help from library staff when I need it	-0.17	18	5.92	7
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	-0.18	19	5.26	20
Library staff provide accurate answers to my enquiries	-0.19	20	5.74	13
Physical resources located in the Libraries meet my learning and research needs	-0.19	21	5.35	19
Face-to-face enquiry services (e.g. Service Desks) meet my needs	-0.30	22	5.49	17
Library workshops, classes and consultations help me with my learning and research needs	-0.30	23	4.99	23
I am informed about the library services	-0.32	24	4.78	24

Singapore Management University Library Survey, February 2026

Top 10 factors – Position - Undergraduate year 2

182 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	6.53	I can get help from library staff when I need it	6.28	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	1.34
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.45	Printing, scanning and photocopying facilities in the Libraries meet my needs	6.20	I am informed about the library services	5.20	I can find a quiet place in the Libraries to study when I need to	1.06
Opening hours meet my needs	6.38	Library staff provide accurate answers to my enquiries	6.17	I can find a quiet place in the Libraries to study when I need to	5.47	Course specific resources (e.g. textbooks, readings) meet my learning needs	0.51
Laptop facilities in the Libraries meet my needs	6.36	Opening hours meet my needs	6.14	Library workshops, classes and consultations help me with my learning and research needs	5.51	I am able to find information I need on the library website	0.42
I can find a place in the Libraries to work in a group when I need to	6.30	Laptop facilities in the Libraries meet my needs	6.05	I am able to find information I need on the library website	5.53	Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	0.32
Course specific resources (e.g. textbooks, readings) meet my learning needs	6.12	Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.95	Books and articles I have requested from other Libraries are delivered promptly	5.55	Laptop facilities in the Libraries meet my needs	0.31
I can get help from library staff when I need it	6.09	Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.92	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.55	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.28
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	6.08	When I am away from campus I can access the Libraries' resources and services I need	5.88	The Libraries anticipate my learning and research needs	5.59	Printing, scanning and photocopying facilities in the Libraries meet my needs	0.25
Library staff provide accurate answers to my enquiries	6.00	Access to Libraries' information resources helps me to achieve academic success	5.86	The items I'm looking for on the library shelves are usually there	5.60	Opening hours meet my needs	0.23
When I am away from campus I can access the Libraries' resources and services I need	5.98	The library signage (print and digital) is clear	5.81	Physical resources located in the Libraries meet my learning and research needs	5.60	When I am away from campus I can access the Libraries' resources and services I need	0.10

Singapore Management University Library Survey, February 2026

Mean importance scores – Position - Undergraduate year 2

182 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Libraries to study when I need to	6.53	1	5.47	22
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.45	2	6.20	2
Opening hours meet my needs	6.38	3	6.14	4
Laptop facilities in the Libraries meet my needs	6.36	4	6.05	5
I can find a place in the Libraries to work in a group when I need to	6.30	5	4.96	24
Course specific resources (e.g. textbooks, readings) meet my learning needs	6.12	6	5.62	14
I can get help from library staff when I need it	6.09	7	6.28	1
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	6.08	8	5.77	12
Library staff provide accurate answers to my enquiries	6.00	9	6.17	3
When I am away from campus I can access the Libraries' resources and services I need	5.98	10	5.88	8
Access to Libraries' information resources helps me to achieve academic success	5.94	11	5.86	9
I am able to find information I need on the library website	5.94	12	5.53	20
The library search engine and tools enable me to find relevant library resources quickly	5.88	13	5.81	11
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.83	14	5.55	18
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.56	15	5.95	6
The library signage (print and digital) is clear	5.49	16	5.81	10
The Libraries anticipate my learning and research needs	5.42	17	5.59	17
Physical resources located in the Libraries meet my learning and research needs	5.41	18	5.60	15
The items I'm looking for on the library shelves are usually there	5.40	19	5.60	16
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.35	20	5.92	7
Books and articles I have requested from other Libraries are delivered promptly	5.29	21	5.55	19
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.26	22	5.63	13
I am informed about the library services	5.03	23	5.20	23
Library workshops, classes and consultations help me with my learning and research needs	4.99	24	5.51	21

Singapore Management University Library Survey, February 2026

Mean performance score — Position - Undergraduate year 2

182 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get help from library staff when I need it	6.28	1	6.09	7
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.20	2	6.45	2
Library staff provide accurate answers to my enquiries	6.17	3	6.00	9
Opening hours meet my needs	6.14	4	6.38	3
Laptop facilities in the Libraries meet my needs	6.05	5	6.36	4
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.95	6	5.56	15
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.92	7	5.35	20
When I am away from campus I can access the Libraries' resources and services I need	5.88	8	5.98	10
Access to Libraries' information resources helps me to achieve academic success	5.86	9	5.94	11
The library signage (print and digital) is clear	5.81	10	5.49	16
The library search engine and tools enable me to find relevant library resources quickly	5.81	11	5.88	13
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	5.77	12	6.08	8
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.63	13	5.26	22
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.62	14	6.12	6
Physical resources located in the Libraries meet my learning and research needs	5.60	15	5.41	18
The items I'm looking for on the library shelves are usually there	5.60	16	5.40	19
The Libraries anticipate my learning and research needs	5.59	17	5.42	17
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.55	18	5.83	14
Books and articles I have requested from other Libraries are delivered promptly	5.55	19	5.29	21
I am able to find information I need on the library website	5.53	20	5.94	12
Library workshops, classes and consultations help me with my learning and research needs	5.51	21	4.99	24
I can find a quiet place in the Libraries to study when I need to	5.47	22	6.53	1
I am informed about the library services	5.20	23	5.03	23
I can find a place in the Libraries to work in a group when I need to	4.96	24	6.30	5

Singapore Management University Library Survey, February 2026

Mean gap scores — Position - Undergraduate year 2

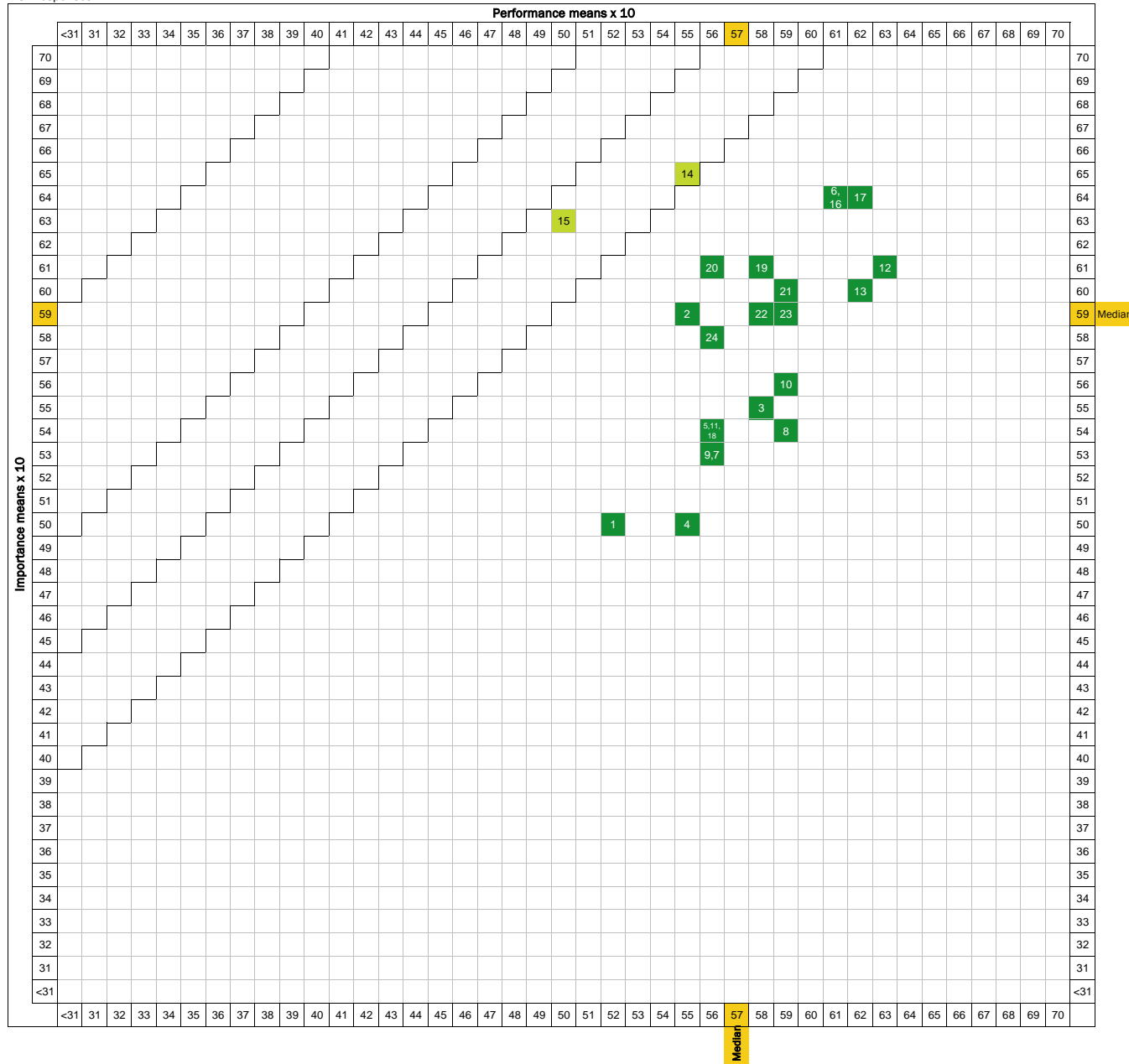
182 responses

	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	6.30	5
I can find a quiet place in the Libraries to study when I need to	1.06	2	6.53	1
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.51	3	6.12	6
I am able to find information I need on the library website	0.42	4	5.94	12
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	0.32	5	6.08	8
Laptop facilities in the Libraries meet my needs	0.31	6	6.36	4
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.28	7	5.83	14
Printing, scanning and photocopying facilities in the Libraries meet my needs	0.25	8	6.45	2
Opening hours meet my needs	0.23	9	6.38	3
When I am away from campus I can access the Libraries' resources and services I need	0.10	10	5.98	10
Access to Libraries' information resources helps me to achieve academic success	0.08	11	5.94	11
The library search engine and tools enable me to find relevant library resources quickly	0.06	12	5.88	13
Library staff provide accurate answers to my enquiries	-0.17	13	6.00	9
I am informed about the library services	-0.17	14	5.03	23
The Libraries anticipate my learning and research needs	-0.18	15	5.42	17
I can get help from library staff when I need it	-0.19	16	6.09	7
The items I'm looking for on the library shelves are usually there	-0.20	17	5.40	19
Physical resources located in the Libraries meet my learning and research needs	-0.20	18	5.41	18
Books and articles I have requested from other Libraries are delivered promptly	-0.26	19	5.29	21
The library signage (print and digital) is clear	-0.33	20	5.49	16
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	-0.38	21	5.26	22
Face-to-face enquiry services (e.g. Service Desks) meet my needs	-0.39	22	5.56	15
Library workshops, classes and consultations help me with my learning and research needs	-0.53	23	4.99	24
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	-0.57	24	5.35	20

Singapore Management University Library Survey, February 2026

Best practice categories gap grid – Position - Undergraduate year 2

182 responses



Statements	
1	I am informed about the library services
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 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 meet my learning and research needs
19	Online resources provided by the Libraries 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 Libraries' resources and services I need
22	The library search engine and tools enable me to find relevant library resources quickly
23	Access to Libraries' 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 2026

Top 10 factors — Position - Undergraduate year 3

133 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	6.53	I can get help from library staff when I need it	6.20	I can find a place in the Libraries to work in a group when I need to	5.02	I can find a quiet place in the Libraries to study when I need to	1.35
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.53	Opening hours meet my needs	6.17	I can find a quiet place in the Libraries to study when I need to	5.18	I can find a place in the Libraries to work in a group when I need to	1.14
Laptop facilities in the Libraries meet my needs	6.38	Printing, scanning and photocopying facilities in the Libraries meet my needs	6.14	I am informed about the library services	5.32	Laptop facilities in the Libraries meet my needs	0.56
Opening hours meet my needs	6.19	Library staff provide accurate answers to my enquiries	6.08	Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.43	Course specific resources (e.g. textbooks, readings) meet my learning needs	0.46
I can find a place in the Libraries to work in a group when I need to	6.16	Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	6.03	I am able to find information I need on the library website	5.43	Printing, scanning and photocopying facilities in the Libraries meet my needs	0.39
Library staff provide accurate answers to my enquiries	6.13	When I am away from campus I can access the Libraries' resources and services I need	6.01	The Libraries anticipate my learning and research needs	5.48	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.35
I can get help from library staff when I need it	6.05	Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.97	Library workshops, classes and consultations help me with my learning and research needs	5.51	I am able to find information I need on the library website	0.24
When I am away from campus I can access the Libraries' resources and services I need	6.05	The library search engine and tools enable me to find relevant library resources quickly	5.86	Course specific resources (e.g. textbooks, readings) meet my learning needs	5.55	Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	0.19
Course specific resources (e.g. textbooks, readings) meet my learning needs	6.01	The library signage (print and digital) is clear	5.82	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.55	The library search engine and tools enable me to find relevant library resources quickly	0.10
The library search engine and tools enable me to find relevant library resources quickly	5.96	Access to Libraries' information resources helps me to achieve academic success	5.82	The items I'm looking for on the library shelves are usually there	5.72	Library staff provide accurate answers to my enquiries	0.05

Singapore Management University Library Survey, February 2026

Mean importance scores – Position - Undergraduate year 3

133 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Libraries to study when I need to	6.53	1	5.18	23
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.53	2	6.14	3
Laptop facilities in the Libraries meet my needs	6.38	3	5.82	11
Opening hours meet my needs	6.19	4	6.17	2
I can find a place in the Libraries to work in a group when I need to	6.16	5	5.02	24
Library staff provide accurate answers to my enquiries	6.13	6	6.08	4
I can get help from library staff when I need it	6.05	7	6.20	1
When I am away from campus I can access the Libraries' resources and services I need	6.05	8	6.01	6
Course specific resources (e.g. textbooks, readings) meet my learning needs	6.01	9	5.55	17
The library search engine and tools enable me to find relevant library resources quickly	5.96	10	5.86	8
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	5.93	11	5.74	14
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.90	12	5.55	16
Access to Libraries' information resources helps me to achieve academic success	5.77	13	5.82	10
I am able to find information I need on the library website	5.67	14	5.43	20
The items I'm looking for on the library shelves are usually there	5.66	15	5.72	15
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.63	16	5.97	7
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.56	17	6.03	5
Physical resources located in the Libraries meet my learning and research needs	5.46	18	5.75	13
Books and articles I have requested from other Libraries are delivered promptly	5.46	19	5.81	12
The library signage (print and digital) is clear	5.35	20	5.82	9
The Libraries anticipate my learning and research needs	5.25	21	5.48	19
I am informed about the library services	4.92	22	5.32	22
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	4.91	23	5.43	21
Library workshops, classes and consultations help me with my learning and research needs	4.69	24	5.51	18

Singapore Management University Library Survey, February 2026

Mean performance score — Position - Undergraduate year 3

133 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get help from library staff when I need it	6.20	1	6.05	7
Opening hours meet my needs	6.17	2	6.19	4
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.14	3	6.53	2
Library staff provide accurate answers to my enquiries	6.08	4	6.13	6
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	6.03	5	5.56	17
When I am away from campus I can access the Libraries' resources and services I need	6.01	6	6.05	8
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.97	7	5.63	16
The library search engine and tools enable me to find relevant library resources quickly	5.86	8	5.96	10
The library signage (print and digital) is clear	5.82	9	5.35	20
Access to Libraries' information resources helps me to achieve academic success	5.82	10	5.77	13
Laptop facilities in the Libraries meet my needs	5.82	11	6.38	3
Books and articles I have requested from other Libraries are delivered promptly	5.81	12	5.46	19
Physical resources located in the Libraries meet my learning and research needs	5.75	13	5.46	18
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	5.74	14	5.93	11
The items I'm looking for on the library shelves are usually there	5.72	15	5.66	15
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.55	16	5.90	12
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.55	17	6.01	9
Library workshops, classes and consultations help me with my learning and research needs	5.51	18	4.69	24
The Libraries anticipate my learning and research needs	5.48	19	5.25	21
I am able to find information I need on the library website	5.43	20	5.67	14
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.43	21	4.91	23
I am informed about the library services	5.32	22	4.92	22
I can find a quiet place in the Libraries to study when I need to	5.18	23	6.53	1
I can find a place in the Libraries to work in a group when I need to	5.02	24	6.16	5

Singapore Management University Library Survey, February 2026

Mean gap scores — Position - Undergraduate year 3

133 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Libraries to study when I need to	1.35	1	6.53	1
I can find a place in the Libraries to work in a group when I need to	1.14	2	6.16	5
Laptop facilities in the Libraries meet my needs	0.56	3	6.38	3
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.46	4	6.01	9
Printing, scanning and photocopying facilities in the Libraries meet my needs	0.39	5	6.53	2
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.35	6	5.90	12
I am able to find information I need on the library website	0.24	7	5.67	14
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	0.19	8	5.93	11
The library search engine and tools enable me to find relevant library resources quickly	0.10	9	5.96	10
Library staff provide accurate answers to my enquiries	0.05	10	6.13	6
When I am away from campus I can access the Libraries' resources and services I need	0.04	11	6.05	8
Opening hours meet my needs	0.02	12	6.19	4
Access to Libraries' information resources helps me to achieve academic success	-0.05	13	5.77	13
The items I'm looking for on the library shelves are usually there	-0.07	14	5.66	15
I can get help from library staff when I need it	-0.14	15	6.05	7
The Libraries anticipate my learning and research needs	-0.24	16	5.25	21
Physical resources located in the Libraries meet my learning and research needs	-0.29	17	5.46	18
Face-to-face enquiry services (e.g. Service Desks) meet my needs	-0.34	18	5.63	16
Books and articles I have requested from other Libraries are delivered promptly	-0.35	19	5.46	19
I am informed about the library services	-0.40	20	4.92	22
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	-0.47	21	5.56	17
The library signage (print and digital) is clear	-0.48	22	5.35	20
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	-0.52	23	4.91	23
Library workshops, classes and consultations help me with my learning and research needs	-0.82	24	4.69	24

Singapore Management University Library Survey, February 2026

Top 10 factors – Position - Undergraduate year 4 & above

143 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.52	Printing, scanning and photocopying facilities in the Libraries meet my needs	6.27	I can find a place in the Libraries to work in a group when I need to	5.12	I can find a quiet place in the Libraries to study when I need to	0.86
I can find a quiet place in the Libraries to study when I need to	6.41	Opening hours meet my needs	6.11	Library workshops, classes and consultations help me with my learning and research needs	5.22	I can find a place in the Libraries to work in a group when I need to	0.83
Laptop facilities in the Libraries meet my needs	6.36	I can get help from library staff when I need it	6.11	I am informed about the library services	5.34	Laptop facilities in the Libraries meet my needs	0.40
When I am away from campus I can access the Libraries' resources and services I need	6.19	Library staff provide accurate answers to my enquiries	6.07	The Libraries anticipate my learning and research needs	5.46	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.38
Opening hours meet my needs	6.18	When I am away from campus I can access the Libraries' resources and services I need	6.01	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.48	Printing, scanning and photocopying facilities in the Libraries meet my needs	0.25
Library staff provide accurate answers to my enquiries	6.12	Laptop facilities in the Libraries meet my needs	5.96	I can find a quiet place in the Libraries to study when I need to	5.55	Course specific resources (e.g. textbooks, readings) meet my learning needs	0.24
I can get help from library staff when I need it	6.07	Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.92	Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.58	The library search engine and tools enable me to find relevant library resources quickly	0.20
The library search engine and tools enable me to find relevant library resources quickly	6.06	The library signage (print and digital) is clear	5.88	I am able to find information I need on the library website	5.62	When I am away from campus I can access the Libraries' resources and services I need	0.18
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	6.05	Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	5.88	Books and articles I have requested from other Libraries are delivered promptly	5.63	Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	0.17
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.96	The library search engine and tools enable me to find relevant library resources quickly	5.86	Course specific resources (e.g. textbooks, readings) meet my learning needs	5.72	I am able to find information I need on the library website	0.09

Singapore Management University Library Survey, February 2026

Mean importance scores – Position - Undergraduate year 4 & above

143 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.52	1	6.27	1
I can find a quiet place in the Libraries to study when I need to	6.41	2	5.55	19
Laptop facilities in the Libraries meet my needs	6.36	3	5.96	6
When I am away from campus I can access the Libraries' resources and services I need	6.19	4	6.01	5
Opening hours meet my needs	6.18	5	6.11	2
Library staff provide accurate answers to my enquiries	6.12	6	6.07	4
I can get help from library staff when I need it	6.07	7	6.11	3
The library search engine and tools enable me to find relevant library resources quickly	6.06	8	5.86	10
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	6.05	9	5.88	9
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.96	10	5.72	15
I can find a place in the Libraries to work in a group when I need to	5.94	11	5.12	24
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.86	12	5.48	20
Access to Libraries' information resources helps me to achieve academic success	5.74	13	5.78	13
I am able to find information I need on the library website	5.71	14	5.62	17
The library signage (print and digital) is clear	5.69	15	5.88	8
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.65	16	5.85	11
Physical resources located in the Libraries meet my learning and research needs	5.55	17	5.80	12
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.55	18	5.92	7
The items I'm looking for on the library shelves are usually there	5.43	19	5.74	14
Books and articles I have requested from other Libraries are delivered promptly	5.42	20	5.63	16
The Libraries anticipate my learning and research needs	5.26	21	5.46	21
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.24	22	5.58	18
I am informed about the library services	5.03	23	5.34	22
Library workshops, classes and consultations help me with my learning and research needs	4.87	24	5.22	23

Singapore Management University Library Survey, February 2026

Mean performance score — Position - Undergraduate year 4 & above

143 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.27	1	6.52	1
Opening hours meet my needs	6.11	2	6.18	5
I can get help from library staff when I need it	6.11	3	6.07	7
Library staff provide accurate answers to my enquiries	6.07	4	6.12	6
When I am away from campus I can access the Libraries' resources and services I need	6.01	5	6.19	4
Laptop facilities in the Libraries meet my needs	5.96	6	6.36	3
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.92	7	5.55	18
The library signage (print and digital) is clear	5.88	8	5.69	15
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	5.88	9	6.05	9
The library search engine and tools enable me to find relevant library resources quickly	5.86	10	6.06	8
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.85	11	5.65	16
Physical resources located in the Libraries meet my learning and research needs	5.80	12	5.55	17
Access to Libraries' information resources helps me to achieve academic success	5.78	13	5.74	13
The items I'm looking for on the library shelves are usually there	5.74	14	5.43	19
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.72	15	5.96	10
Books and articles I have requested from other Libraries are delivered promptly	5.63	16	5.42	20
I am able to find information I need on the library website	5.62	17	5.71	14
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.58	18	5.24	22
I can find a quiet place in the Libraries to study when I need to	5.55	19	6.41	2
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.48	20	5.86	12
The Libraries anticipate my learning and research needs	5.46	21	5.26	21
I am informed about the library services	5.34	22	5.03	23
Library workshops, classes and consultations help me with my learning and research needs	5.22	23	4.87	24
I can find a place in the Libraries to work in a group when I need to	5.12	24	5.94	11

Singapore Management University Library Survey, February 2026

Mean gap scores — Position - Undergraduate year 4 & above

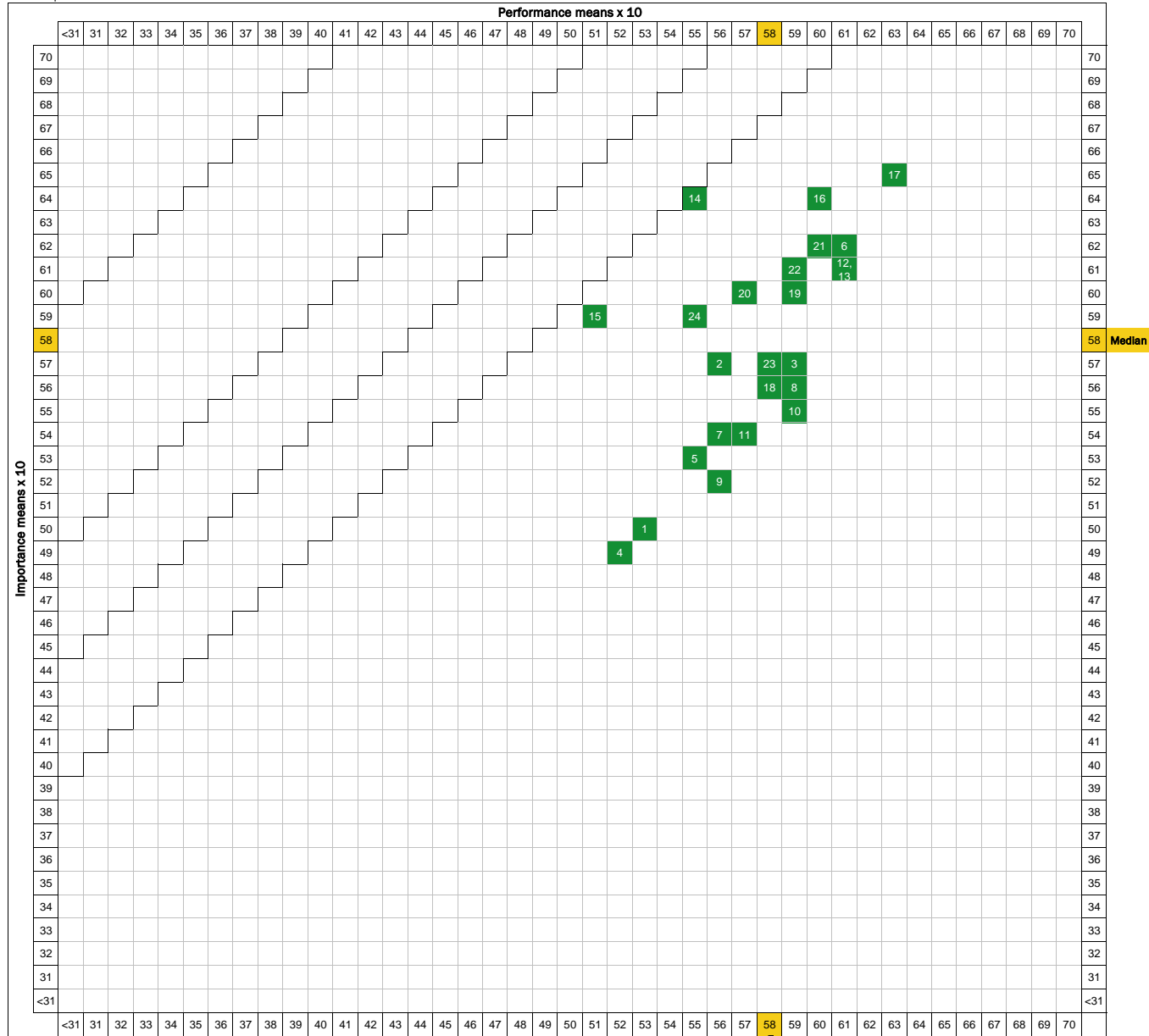
143 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Libraries to study when I need to	0.86	1	6.41	2
I can find a place in the Libraries to work in a group when I need to	0.83	2	5.94	11
Laptop facilities in the Libraries meet my needs	0.40	3	6.36	3
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.38	4	5.86	12
Printing, scanning and photocopying facilities in the Libraries meet my needs	0.25	5	6.52	1
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.24	6	5.96	10
The library search engine and tools enable me to find relevant library resources quickly	0.20	7	6.06	8
When I am away from campus I can access the Libraries' resources and services I need	0.18	8	6.19	4
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	0.17	9	6.05	9
I am able to find information I need on the library website	0.09	10	5.71	14
Opening hours meet my needs	0.07	11	6.18	5
Library staff provide accurate answers to my enquiries	0.06	12	6.12	6
Access to Libraries' information resources helps me to achieve academic success	-0.04	13	5.74	13
I can get help from library staff when I need it	-0.04	14	6.07	7
The library signage (print and digital) is clear	-0.20	15	5.69	15
The Libraries anticipate my learning and research needs	-0.20	16	5.26	21
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	-0.20	17	5.65	16
Books and articles I have requested from other Libraries are delivered promptly	-0.21	18	5.42	20
Physical resources located in the Libraries meet my learning and research needs	-0.25	19	5.55	17
I am informed about the library services	-0.31	20	5.03	23
The items I'm looking for on the library shelves are usually there	-0.31	21	5.43	19
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	-0.34	22	5.24	22
Library workshops, classes and consultations help me with my learning and research needs	-0.35	23	4.87	24
Face-to-face enquiry services (e.g. Service Desks) meet my needs	-0.37	24	5.55	18

Singapore Management University Library Survey, February 2026

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

143 responses



Statements	
1	I am informed about the library services
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 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 meet my learning and research needs
19	Online resources provided by the Libraries 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 Libraries' resources and services I need
22	The library search engine and tools enable me to find relevant library resources quickly
23	Access to Libraries' 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 2026

Top 10 factors — Position - Graduate: Masters

216 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	6.47	I can get help from library staff when I need it	6.22	I can find a place in the Libraries to work in a group when I need to	5.46	I can find a place in the Libraries to work in a group when I need to	0.83
Laptop facilities in the Libraries meet my needs	6.41	Library staff provide accurate answers to my enquiries	6.16	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.50	I can find a quiet place in the Libraries to study when I need to	0.66
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.37	Face-to-face enquiry services (e.g. Service Desks) meet my needs	6.09	I am informed about the library services	5.59	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.45
I can get help from library staff when I need it	6.33	Printing, scanning and photocopying facilities in the Libraries meet my needs	6.03	I am able to find information I need on the library website	5.61	I am able to find information I need on the library website	0.43
Library staff provide accurate answers to my enquiries	6.30	Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	6.02	The items I'm looking for on the library shelves are usually there	5.62	Laptop facilities in the Libraries meet my needs	0.40
I can find a place in the Libraries to work in a group when I need to	6.29	Laptop facilities in the Libraries meet my needs	6.01	The library search engine and tools enable me to find relevant library resources quickly	5.62	Opening hours meet my needs	0.38
Opening hours meet my needs	6.28	Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	5.94	The Libraries anticipate my learning and research needs	5.68	Printing, scanning and photocopying facilities in the Libraries meet my needs	0.34
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	6.18	When I am away from campus I can access the Libraries' resources and services I need	5.91	Books and articles I have requested from other Libraries are delivered promptly	5.71	Physical resources located in the Libraries meet my learning and research needs	0.27
Face-to-face enquiry services (e.g. Service Desks) meet my needs	6.13	Opening hours meet my needs	5.90	Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.73	The items I'm looking for on the library shelves are usually there	0.26
When I am away from campus I can access the Libraries' resources and services I need	6.10	The library signage (print and digital) is clear	5.84	Library workshops, classes and consultations help me with my learning and research needs	5.74	Course specific resources (e.g. textbooks, readings) meet my learning needs	0.26

Singapore Management University Library Survey, February 2026

Mean importance scores – Position - Graduate: Masters

216 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Libraries to study when I need to	6.47	1	5.81	11
Laptop facilities in the Libraries meet my needs	6.41	2	6.01	6
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.37	3	6.03	4
I can get help from library staff when I need it	6.33	4	6.22	1
Library staff provide accurate answers to my enquiries	6.30	5	6.16	2
I can find a place in the Libraries to work in a group when I need to	6.29	6	5.46	24
Opening hours meet my needs	6.28	7	5.90	9
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	6.18	8	5.94	7
Face-to-face enquiry services (e.g. Service Desks) meet my needs	6.13	9	6.09	3
When I am away from campus I can access the Libraries' resources and services I need	6.10	10	5.91	8
Course specific resources (e.g. textbooks, readings) meet my learning needs	6.07	11	5.81	13
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	6.05	12	6.02	5
I am able to find information I need on the library website	6.04	13	5.61	21
Physical resources located in the Libraries meet my learning and research needs	6.03	14	5.76	14
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.95	15	5.50	23
Access to Libraries' information resources helps me to achieve academic success	5.92	16	5.81	12
The library signage (print and digital) is clear	5.90	17	5.84	10
The items I'm looking for on the library shelves are usually there	5.88	18	5.62	20
The library search engine and tools enable me to find relevant library resources quickly	5.80	19	5.62	19
Library workshops, classes and consultations help me with my learning and research needs	5.80	20	5.74	15
Books and articles I have requested from other Libraries are delivered promptly	5.78	21	5.71	17
The Libraries anticipate my learning and research needs	5.76	22	5.68	18
I am informed about the library services	5.68	23	5.59	22
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.61	24	5.73	16

Singapore Management University Library Survey, February 2026

Mean performance score — Position - Graduate: Masters

216 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get help from library staff when I need it	6.22	1	6.33	4
Library staff provide accurate answers to my enquiries	6.16	2	6.30	5
Face-to-face enquiry services (e.g. Service Desks) meet my needs	6.09	3	6.13	9
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.03	4	6.37	3
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	6.02	5	6.05	12
Laptop facilities in the Libraries meet my needs	6.01	6	6.41	2
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	5.94	7	6.18	8
When I am away from campus I can access the Libraries' resources and services I need	5.91	8	6.10	10
Opening hours meet my needs	5.90	9	6.28	7
The library signage (print and digital) is clear	5.84	10	5.90	17
I can find a quiet place in the Libraries to study when I need to	5.81	11	6.47	1
Access to Libraries' information resources helps me to achieve academic success	5.81	12	5.92	16
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.81	13	6.07	11
Physical resources located in the Libraries meet my learning and research needs	5.76	14	6.03	14
Library workshops, classes and consultations help me with my learning and research needs	5.74	15	5.80	20
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.73	16	5.61	24
Books and articles I have requested from other Libraries are delivered promptly	5.71	17	5.78	21
The Libraries anticipate my learning and research needs	5.68	18	5.76	22
The library search engine and tools enable me to find relevant library resources quickly	5.62	19	5.80	19
The items I'm looking for on the library shelves are usually there	5.62	20	5.88	18
I am able to find information I need on the library website	5.61	21	6.04	13
I am informed about the library services	5.59	22	5.68	23
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.50	23	5.95	15
I can find a place in the Libraries to work in a group when I need to	5.46	24	6.29	6

Singapore Management University Library Survey, February 2026

Mean gap scores — Position - Graduate: Masters

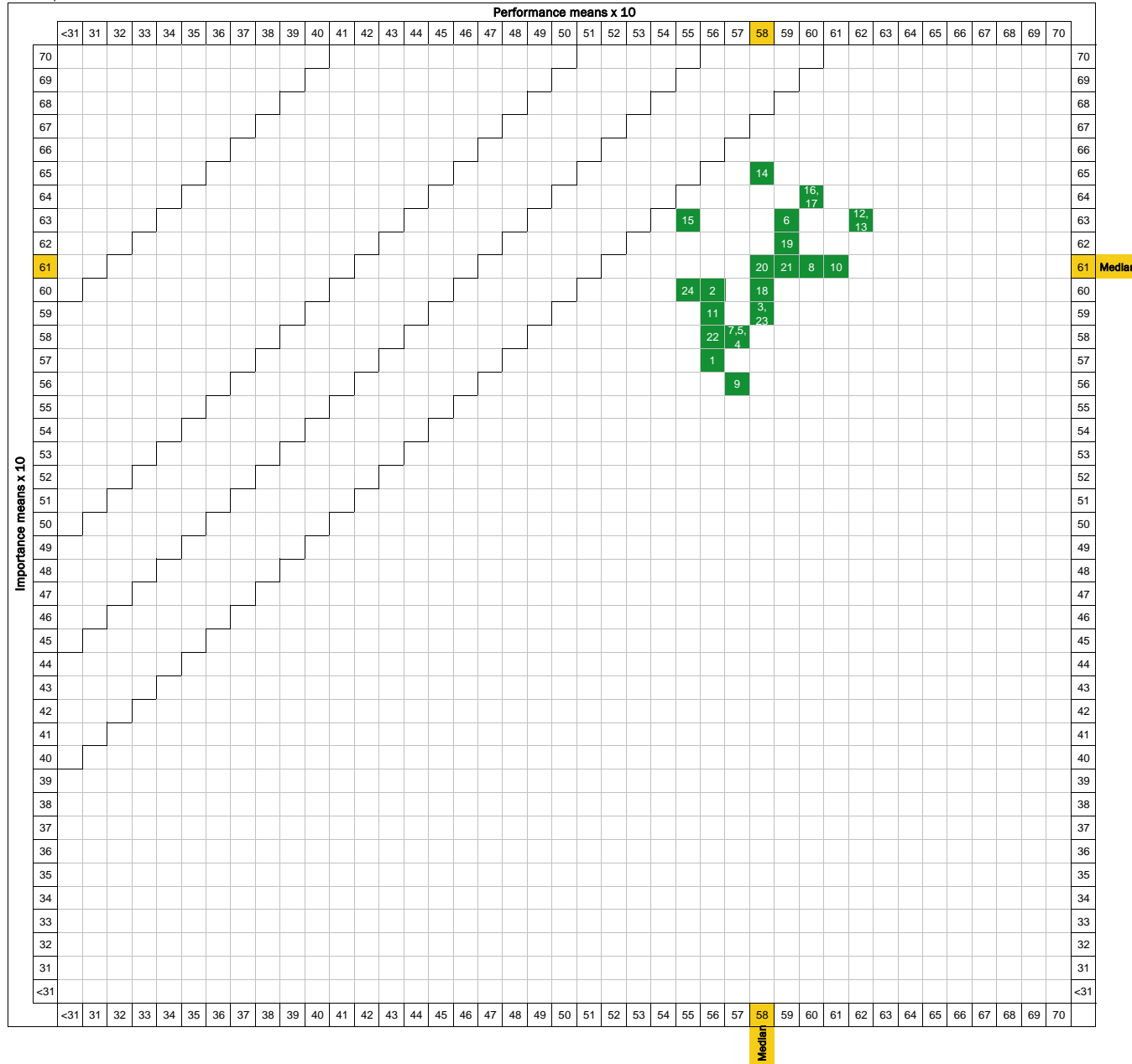
216 responses

	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	6.29	6
I can find a quiet place in the Libraries to study when I need to	0.66	2	6.47	1
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.45	3	5.95	15
I am able to find information I need on the library website	0.43	4	6.04	13
Laptop facilities in the Libraries meet my needs	0.40	5	6.41	2
Opening hours meet my needs	0.38	6	6.28	7
Printing, scanning and photocopying facilities in the Libraries meet my needs	0.34	7	6.37	3
Physical resources located in the Libraries meet my learning and research needs	0.27	8	6.03	14
The items I'm looking for on the library shelves are usually there	0.26	9	5.88	18
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.26	10	6.07	11
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	0.24	11	6.18	8
When I am away from campus I can access the Libraries' resources and services I need	0.20	12	6.10	10
The library search engine and tools enable me to find relevant library resources quickly	0.18	13	5.80	19
Library staff provide accurate answers to my enquiries	0.13	14	6.30	5
Access to Libraries' information resources helps me to achieve academic success	0.11	15	5.92	16
I can get help from library staff when I need it	0.11	16	6.33	4
I am informed about the library services	0.09	17	5.68	23
The Libraries anticipate my learning and research needs	0.08	18	5.76	22
Books and articles I have requested from other Libraries are delivered promptly	0.07	19	5.78	21
Library workshops, classes and consultations help me with my learning and research needs	0.06	20	5.80	20
The library signage (print and digital) is clear	0.06	21	5.90	17
Face-to-face enquiry services (e.g. Service Desks) meet my needs	0.05	22	6.13	9
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	0.03	23	6.05	12
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	-0.12	24	5.61	24

Singapore Management University Library Survey, February 2026

Best practice categories gap grid — Position - Graduate: Masters

216 responses



Statements	
1	I am informed about the library services
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 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 meet my learning and research needs
19	Online resources provided by the Libraries 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 Libraries' resources and services I need
22	The library search engine and tools enable me to find relevant library resources quickly
23	Access to Libraries' 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 2026

Top 10 factors — Position - Graduate: Doctoral

30 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	6.61	I can get help from library staff when I need it	6.52	Physical resources located in the Libraries meet my learning and research needs	5.24	Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	1.14
When I am away from campus I can access the Libraries' resources and services I need	6.54	Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	6.40	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.32	The library search engine and tools enable me to find relevant library resources quickly	0.78
The library search engine and tools enable me to find relevant library resources quickly	6.41	Library staff provide accurate answers to my enquiries	6.37	I can find a place in the Libraries to work in a group when I need to	5.38	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.64
I can get help from library staff when I need it	6.41	Opening hours meet my needs	6.14	Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	5.46	Physical resources located in the Libraries meet my learning and research needs	0.62
I am able to find information I need on the library website	6.40	Access to Libraries' information resources helps me to achieve academic success	6.08	Course specific resources (e.g. textbooks, readings) meet my learning needs	5.48	I am able to find information I need on the library website	0.50
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	6.36	When I am away from campus I can access the Libraries' resources and services I need	6.07	The Libraries anticipate my learning and research needs	5.60	When I am away from campus I can access the Libraries' resources and services I need	0.46
Library staff provide accurate answers to my enquiries	6.30	The library signage (print and digital) is clear	6.00	Printing, scanning and photocopying facilities in the Libraries meet my needs	5.60	I can find a quiet place in the Libraries to study when I need to	0.46
I can find a quiet place in the Libraries to study when I need to	6.29	Books and articles I have requested from other Libraries are delivered promptly	6.00	Laptop facilities in the Libraries meet my needs	5.61	Course specific resources (e.g. textbooks, readings) meet my learning needs	0.40
Access to Libraries' information resources helps me to achieve academic success	6.23	Library workshops, classes and consultations help me with my learning and research needs	5.93	The library search engine and tools enable me to find relevant library resources quickly	5.63	The items I'm looking for on the library shelves are usually there	0.27
Books and articles I have requested from other Libraries are delivered promptly	6.15	Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.92	I am informed about the library services	5.67	I am informed about the library services	0.20

Singapore Management University Library Survey, February 2026

Mean importance scores – Position - Graduate: Doctoral

30 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	6.61	1	5.46	21
When I am away from campus I can access the Libraries' resources and services I need	6.54	2	6.07	6
The library search engine and tools enable me to find relevant library resources quickly	6.41	3	5.63	16
I can get help from library staff when I need it	6.41	3	6.52	1
I am able to find information I need on the library website	6.40	5	5.90	11
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	6.36	6	6.40	2
Library staff provide accurate answers to my enquiries	6.30	7	6.37	3
I can find a quiet place in the Libraries to study when I need to	6.29	8	5.83	12
Access to Libraries' information resources helps me to achieve academic success	6.23	9	6.08	5
Books and articles I have requested from other Libraries are delivered promptly	6.15	10	6.00	7
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.96	11	5.32	23
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.96	12	5.92	10
The items I'm looking for on the library shelves are usually there	5.95	13	5.68	14
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.88	14	5.48	20
I am informed about the library services	5.87	15	5.67	15
Opening hours meet my needs	5.86	16	6.14	4
Physical resources located in the Libraries meet my learning and research needs	5.86	17	5.24	24
The library signage (print and digital) is clear	5.83	18	6.00	7
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.75	19	5.82	13
Library workshops, classes and consultations help me with my learning and research needs	5.72	20	5.93	9
Laptop facilities in the Libraries meet my needs	5.70	21	5.61	17
The Libraries anticipate my learning and research needs	5.67	22	5.60	18
I can find a place in the Libraries to work in a group when I need to	5.43	23	5.38	22
Printing, scanning and photocopying facilities in the Libraries meet my needs	5.25	24	5.60	18

Singapore Management University Library Survey, February 2026

Mean performance score — Position - Graduate: Doctoral

30 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get help from library staff when I need it	6.52	1	6.41	3
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	6.40	2	6.36	6
Library staff provide accurate answers to my enquiries	6.37	3	6.30	7
Opening hours meet my needs	6.14	4	5.86	16
Access to Libraries' information resources helps me to achieve academic success	6.08	5	6.23	9
When I am away from campus I can access the Libraries' resources and services I need	6.07	6	6.54	2
The library signage (print and digital) is clear	6.00	7	5.83	18
Books and articles I have requested from other Libraries are delivered promptly	6.00	7	6.15	10
Library workshops, classes and consultations help me with my learning and research needs	5.93	9	5.72	20
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.92	10	5.96	12
I am able to find information I need on the library website	5.90	11	6.40	5
I can find a quiet place in the Libraries to study when I need to	5.83	12	6.29	8
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.82	13	5.75	19
The items I'm looking for on the library shelves are usually there	5.68	14	5.95	13
I am informed about the library services	5.67	15	5.87	15
The library search engine and tools enable me to find relevant library resources quickly	5.63	16	6.41	3
Laptop facilities in the Libraries meet my needs	5.61	17	5.70	21
Printing, scanning and photocopying facilities in the Libraries meet my needs	5.60	18	5.25	24
The Libraries anticipate my learning and research needs	5.60	18	5.67	22
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.48	20	5.88	14
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	5.46	21	6.61	1
I can find a place in the Libraries to work in a group when I need to	5.38	22	5.43	23
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.32	23	5.96	11
Physical resources located in the Libraries meet my learning and research needs	5.24	24	5.86	17

Singapore Management University Library Survey, February 2026

Mean gap scores — Position - Graduate: Doctoral

30 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	1.14	1	6.61	1
The library search engine and tools enable me to find relevant library resources quickly	0.78	2	6.41	3
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.64	3	5.96	11
Physical resources located in the Libraries meet my learning and research needs	0.62	4	5.86	17
I am able to find information I need on the library website	0.50	5	6.40	5
When I am away from campus I can access the Libraries' resources and services I need	0.46	6	6.54	2
I can find a quiet place in the Libraries to study when I need to	0.46	7	6.29	8
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.40	8	5.88	14
The items I'm looking for on the library shelves are usually there	0.27	9	5.95	13
I am informed about the library services	0.20	10	5.87	15
Access to Libraries' information resources helps me to achieve academic success	0.15	11	6.23	9
Books and articles I have requested from other Libraries are delivered promptly	0.15	12	6.15	10
Laptop facilities in the Libraries meet my needs	0.09	13	5.70	21
The Libraries anticipate my learning and research needs	0.07	14	5.67	22
I can find a place in the Libraries to work in a group when I need to	0.05	15	5.43	23
Face-to-face enquiry services (e.g. Service Desks) meet my needs	0.04	16	5.96	12
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	-0.04	17	6.36	6
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	-0.07	18	5.75	19
Library staff provide accurate answers to my enquiries	-0.07	19	6.30	7
I can get help from library staff when I need it	-0.11	20	6.41	3
The library signage (print and digital) is clear	-0.17	21	5.83	18
Library workshops, classes and consultations help me with my learning and research needs	-0.21	22	5.72	20
Opening hours meet my needs	-0.28	23	5.86	16
Printing, scanning and photocopying facilities in the Libraries meet my needs	-0.35	24	5.25	24

Singapore Management University Library Survey, February 2026

Top 10 factors – Position - Staff: Researcher

26 responses

						Factors rated top 10 in importance	
Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
When I am away from campus I can access the Libraries' resources and services I need	6.21	When I am away from campus I can access the Libraries' resources and services I need	6.29	The items I'm looking for on the library shelves are usually there	5.32	Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	0.48
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	6.16	The library search engine and tools enable me to find relevant library resources quickly	6.17	Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.32	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.47
Opening hours meet my needs	6.05	I can get help from library staff when I need it	5.96	Printing, scanning and photocopying facilities in the Libraries meet my needs	5.40	The items I'm looking for on the library shelves are usually there	0.32
I am able to find information I need on the library website	6.04	Library staff provide accurate answers to my enquiries	5.96	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.47	I am able to find information I need on the library website	0.23
I can find a quiet place in the Libraries to study when I need to	6.00	Access to Libraries' information resources helps me to achieve academic success	5.95	Physical resources located in the Libraries meet my learning and research needs	5.59	I can find a place in the Libraries to work in a group when I need to	0.20
The library search engine and tools enable me to find relevant library resources quickly	5.96	Books and articles I have requested from other Libraries are delivered promptly	5.94	I can find a place in the Libraries to work in a group when I need to	5.60	The library signage (print and digital) is clear	0.17
Library staff provide accurate answers to my enquiries	5.96	I can find a quiet place in the Libraries to study when I need to	5.94	The library signage (print and digital) is clear	5.63	Opening hours meet my needs	0.16
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.95	Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.90	Course specific resources (e.g. textbooks, readings) meet my learning needs	5.63	Printing, scanning and photocopying facilities in the Libraries meet my needs	0.07
Books and articles I have requested from other Libraries are delivered promptly	5.89	Opening hours meet my needs	5.89	The Libraries anticipate my learning and research needs	5.63	I can find a quiet place in the Libraries to study when I need to	0.06
I can get help from library staff when I need it	5.87	Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.89	Library workshops, classes and consultations help me with my learning and research needs	5.67	Library staff provide accurate answers to my enquiries	0.00

Singapore Management University Library Survey, February 2026

Mean importance scores – Position - Staff: Researcher

26 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
When I am away from campus I can access the Libraries' resources and services I need	6.21	1	6.29	1
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	6.16	2	5.68	13
Opening hours meet my needs	6.05	3	5.89	9
I am able to find information I need on the library website	6.04	4	5.81	12
I can find a quiet place in the Libraries to study when I need to	6.00	5	5.94	6
The library search engine and tools enable me to find relevant library resources quickly	5.96	6	6.17	2
Library staff provide accurate answers to my enquiries	5.96	7	5.96	3
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.95	8	5.47	21
Books and articles I have requested from other Libraries are delivered promptly	5.89	9	5.94	6
I can get help from library staff when I need it	5.87	10	5.96	3
Access to Libraries' information resources helps me to achieve academic success	5.81	11	5.95	5
I can find a place in the Libraries to work in a group when I need to	5.80	12	5.60	19
The library signage (print and digital) is clear	5.79	13	5.63	16
Laptop facilities in the Libraries meet my needs	5.71	14	5.88	11
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.65	15	5.90	8
The items I'm looking for on the library shelves are usually there	5.63	16	5.32	23
I am informed about the library services	5.56	17	5.68	13
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.50	18	5.89	10
Printing, scanning and photocopying facilities in the Libraries meet my needs	5.47	19	5.40	22
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.44	20	5.63	16
The Libraries anticipate my learning and research needs	5.42	21	5.63	16
Library workshops, classes and consultations help me with my learning and research needs	5.25	22	5.67	15
Physical resources located in the Libraries meet my learning and research needs	5.24	23	5.59	20
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.11	24	5.32	23

Singapore Management University Library Survey, February 2026

Mean performance score — Position - Staff: Researcher

26 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
When I am away from campus I can access the Libraries' resources and services I need	6.29	1	6.21	1
The library search engine and tools enable me to find relevant library resources quickly	6.17	2	5.96	6
I can get help from library staff when I need it	5.96	3	5.87	10
Library staff provide accurate answers to my enquiries	5.96	3	5.96	7
Access to Libraries' information resources helps me to achieve academic success	5.95	5	5.81	11
Books and articles I have requested from other Libraries are delivered promptly	5.94	6	5.89	9
I can find a quiet place in the Libraries to study when I need to	5.94	6	6.00	5
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.90	8	5.65	15
Opening hours meet my needs	5.89	9	6.05	3
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.89	10	5.50	18
Laptop facilities in the Libraries meet my needs	5.88	11	5.71	14
I am able to find information I need on the library website	5.81	12	6.04	4
I am informed about the library services	5.68	13	5.56	17
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	5.68	13	6.16	2
Library workshops, classes and consultations help me with my learning and research needs	5.67	15	5.25	22
The Libraries anticipate my learning and research needs	5.63	16	5.42	21
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.63	16	5.44	20
The library signage (print and digital) is clear	5.63	16	5.79	13
I can find a place in the Libraries to work in a group when I need to	5.60	19	5.80	12
Physical resources located in the Libraries meet my learning and research needs	5.59	20	5.24	23
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.47	21	5.95	8
Printing, scanning and photocopying facilities in the Libraries meet my needs	5.40	22	5.47	19
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.32	23	5.11	24
The items I'm looking for on the library shelves are usually there	5.32	23	5.63	16

Singapore Management University Library Survey, February 2026

Mean gap scores — Position - Staff: Researcher

26 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	0.48	1	6.16	2
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.47	2	5.95	8
The items I'm looking for on the library shelves are usually there	0.32	3	5.63	16
I am able to find information I need on the library website	0.23	4	6.04	4
I can find a place in the Libraries to work in a group when I need to	0.20	5	5.80	12
The library signage (print and digital) is clear	0.17	6	5.79	13
Opening hours meet my needs	0.16	7	6.05	3
Printing, scanning and photocopying facilities in the Libraries meet my needs	0.07	8	5.47	19
I can find a quiet place in the Libraries to study when I need to	0.06	9	6.00	5
Library staff provide accurate answers to my enquiries	0.00	10	5.96	7
Books and articles I have requested from other Libraries are delivered promptly	-0.06	11	5.89	9
When I am away from campus I can access the Libraries' resources and services I need	-0.08	12	6.21	1
I can get help from library staff when I need it	-0.09	13	5.87	10
I am informed about the library services	-0.12	14	5.56	17
Access to Libraries' information resources helps me to achieve academic success	-0.14	15	5.81	11
Laptop facilities in the Libraries meet my needs	-0.18	16	5.71	14
Course specific resources (e.g. textbooks, readings) meet my learning needs	-0.19	17	5.44	20
The Libraries anticipate my learning and research needs	-0.21	18	5.42	21
The library search engine and tools enable me to find relevant library resources quickly	-0.21	19	5.96	6
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	-0.21	20	5.11	24
Face-to-face enquiry services (e.g. Service Desks) meet my needs	-0.25	21	5.65	15
Physical resources located in the Libraries meet my learning and research needs	-0.35	22	5.24	23
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	-0.39	23	5.50	18
Library workshops, classes and consultations help me with my learning and research needs	-0.42	24	5.25	22

Singapore Management University Library Survey, February 2026

Top 10 factors — Position - Staff: Admin

139 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	6.15	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	5.31	I can find a place in the Libraries to work in a group when I need to	0.35
I can get help from library staff when I need it	6.05	Library staff provide accurate answers to my enquiries	5.98	I am informed about the library services	5.44	I can find a quiet place in the Libraries to study when I need to	0.31
Laptop facilities in the Libraries meet my needs	6.03	Opening hours meet my needs	5.92	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	0.21
Library staff provide accurate answers to my enquiries	5.98	Laptop facilities in the Libraries meet my needs	5.90	I am able to find information I need on the library website	5.51	I am able to find information I need on the library website	0.18
I can find a place in the Libraries to work in a group when I need to	5.93	Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.89	Course specific resources (e.g. textbooks, readings) meet my learning needs	5.53	When I am away from campus I can access the Libraries' resources and services I need	0.13
When I am away from campus I can access the Libraries' resources and services I need	5.80	I can find a quiet place in the Libraries to study when I need to	5.84	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.54	Laptop facilities in the Libraries meet my needs	0.13
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.75	Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.80	Physical resources located in the Libraries meet my learning and research needs	5.56	The library search engine and tools enable me to find relevant library resources quickly	0.07
The library signage (print and digital) is clear	5.73	Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	5.75	The library search engine and tools enable me to find relevant library resources quickly	5.58	Course specific resources (e.g. textbooks, readings) meet my learning needs	0.07
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.70	The library signage (print and digital) is clear	5.73	I can find a place in the Libraries to work in a group when I need to	5.58	I can get help from library staff when I need it	0.02
I am able to find information I need on the library website	5.69	Printing, scanning and photocopying facilities in the Libraries meet my needs	5.72	Library workshops, classes and consultations help me with my learning and research needs	5.61	I am informed about the library services	0.02

Singapore Management University Library Survey, February 2026

Mean importance scores – Position - Staff: Admin

139 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Libraries to study when I need to	6.15	1	5.84	6
I can get help from library staff when I need it	6.05	2	6.03	1
Laptop facilities in the Libraries meet my needs	6.03	3	5.90	4
Library staff provide accurate answers to my enquiries	5.98	4	5.98	2
I can find a place in the Libraries to work in a group when I need to	5.93	5	5.58	16
When I am away from campus I can access the Libraries' resources and services I need	5.80	6	5.67	12
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.75	7	5.54	19
The library signage (print and digital) is clear	5.73	8	5.73	9
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.70	9	5.89	5
I am able to find information I need on the library website	5.69	10	5.51	21
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	5.69	11	5.75	8
Printing, scanning and photocopying facilities in the Libraries meet my needs	5.68	12	5.72	10
The library search engine and tools enable me to find relevant library resources quickly	5.65	13	5.58	17
Opening hours meet my needs	5.63	14	5.92	3
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.60	15	5.53	20
Access to Libraries' information resources helps me to achieve academic success	5.57	16	5.63	13
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.56	17	5.69	11
Library workshops, classes and consultations help me with my learning and research needs	5.54	18	5.61	15
Physical resources located in the Libraries meet my learning and research needs	5.53	19	5.56	18
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.53	20	5.80	7
I am informed about the library services	5.46	21	5.44	23
The Libraries anticipate my learning and research needs	5.40	22	5.49	22
Books and articles I have requested from other Libraries are delivered promptly	5.35	23	5.62	14
The items I'm looking for on the library shelves are usually there	5.31	24	5.31	24

Singapore Management University Library Survey, February 2026

Mean performance score — Position - Staff: Admin

139 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get help from library staff when I need it	6.03	1	6.05	2
Library staff provide accurate answers to my enquiries	5.98	2	5.98	4
Opening hours meet my needs	5.92	3	5.63	14
Laptop facilities in the Libraries meet my needs	5.90	4	6.03	3
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.89	5	5.70	9
I can find a quiet place in the Libraries to study when I need to	5.84	6	6.15	1
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.80	7	5.53	20
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	5.75	8	5.69	11
The library signage (print and digital) is clear	5.73	9	5.73	8
Printing, scanning and photocopying facilities in the Libraries meet my needs	5.72	10	5.68	12
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.69	11	5.56	17
When I am away from campus I can access the Libraries' resources and services I need	5.67	12	5.80	6
Access to Libraries' information resources helps me to achieve academic success	5.63	13	5.57	16
Books and articles I have requested from other Libraries are delivered promptly	5.62	14	5.35	23
Library workshops, classes and consultations help me with my learning and research needs	5.61	15	5.54	18
I can find a place in the Libraries to work in a group when I need to	5.58	16	5.93	5
The library search engine and tools enable me to find relevant library resources quickly	5.58	17	5.65	13
Physical resources located in the Libraries meet my learning and research needs	5.56	18	5.53	19
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.54	19	5.75	7
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.53	20	5.60	15
I am able to find information I need on the library website	5.51	21	5.69	10
The Libraries anticipate my learning and research needs	5.49	22	5.40	22
I am informed about the library services	5.44	23	5.46	21
The items I'm looking for on the library shelves are usually there	5.31	24	5.31	24

Singapore Management University Library Survey, February 2026

Mean gap scores — Position - Staff: Admin

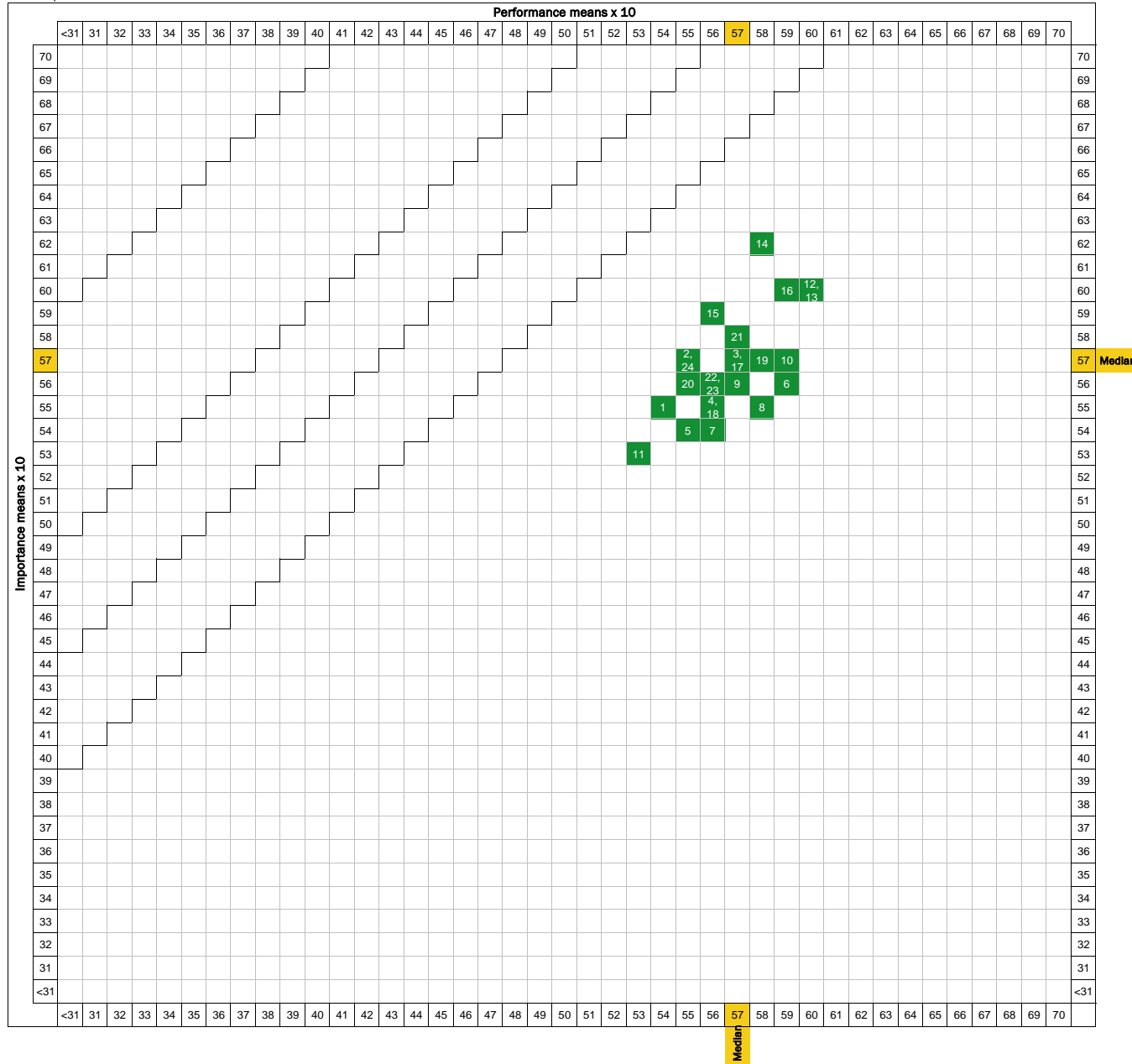
139 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a place in the Libraries to work in a group when I need to	0.35	1	5.93	5
I can find a quiet place in the Libraries to study when I need to	0.31	2	6.15	1
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.21	3	5.75	7
I am able to find information I need on the library website	0.18	4	5.69	10
When I am away from campus I can access the Libraries' resources and services I need	0.13	5	5.80	6
Laptop facilities in the Libraries meet my needs	0.13	6	6.03	3
The library search engine and tools enable me to find relevant library resources quickly	0.07	7	5.65	13
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.07	8	5.60	15
I can get help from library staff when I need it	0.02	9	6.05	2
I am informed about the library services	0.02	10	5.46	21
The items I'm looking for on the library shelves are usually there	0.01	11	5.31	24
Library staff provide accurate answers to my enquiries	0.01	12	5.98	4
The library signage (print and digital) is clear	0.01	13	5.73	8
Physical resources located in the Libraries meet my learning and research needs	-0.03	14	5.53	19
Printing, scanning and photocopying facilities in the Libraries meet my needs	-0.03	15	5.68	12
Access to Libraries' information resources helps me to achieve academic success	-0.06	16	5.57	16
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	-0.06	17	5.69	11
Library workshops, classes and consultations help me with my learning and research needs	-0.07	18	5.54	18
The Libraries anticipate my learning and research needs	-0.09	19	5.40	22
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	-0.13	20	5.56	17
Face-to-face enquiry services (e.g. Service Desks) meet my needs	-0.19	21	5.70	9
Books and articles I have requested from other Libraries are delivered promptly	-0.27	22	5.35	23
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	-0.27	23	5.53	20
Opening hours meet my needs	-0.30	24	5.63	14

Singapore Management University Library Survey, February 2026

Best practice categories gap grid – Position - Staff: Admin

139 responses



Statements	
1	I am informed about the library services
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 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 meet my learning and research needs
19	Online resources provided by the Libraries 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 Libraries' resources and services I need
22	The library search engine and tools enable me to find relevant library resources quickly
23	Access to Libraries' 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 2026

Top 10 factors – Position - Faculty

31 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Library staff provide accurate answers to my enquiries	6.52	Library staff provide accurate answers to my enquiries	6.52	I can find a place in the Libraries to work in a group when I need to	4.93	The library search engine and tools enable me to find relevant library resources quickly	0.71
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	6.48	I can get help from library staff when I need it	6.41	Physical resources located in the Libraries meet my learning and research needs	5.25	Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	0.69
When I am away from campus I can access the Libraries' resources and services I need	6.47	When I am away from campus I can access the Libraries' resources and services I need	6.27	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.39	Access to Libraries' information resources helps me to achieve academic success	0.42
I can get help from library staff when I need it	6.30	Books and articles I have requested from other Libraries are delivered promptly	6.24	Printing, scanning and photocopying facilities in the Libraries meet my needs	5.43	The items I'm looking for on the library shelves are usually there	0.36
The library search engine and tools enable me to find relevant library resources quickly	6.29	Face-to-face enquiry services (e.g. Service Desks) meet my needs	6.23	I can find a quiet place in the Libraries to study when I need to	5.55	Course specific resources (e.g. textbooks, readings) meet my learning needs	0.28
Books and articles I have requested from other Libraries are delivered promptly	6.08	Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	6.20	The library search engine and tools enable me to find relevant library resources quickly	5.57	When I am away from campus I can access the Libraries' resources and services I need	0.20
Access to Libraries' information resources helps me to achieve academic success	6.04	Library workshops, classes and consultations help me with my learning and research needs	6.12	The items I'm looking for on the library shelves are usually there	5.60	I am able to find information I need on the library website	0.19
Face-to-face enquiry services (e.g. Service Desks) meet my needs	6.00	Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	6.04	Course specific resources (e.g. textbooks, readings) meet my learning needs	5.60	Physical resources located in the Libraries meet my learning and research needs	0.08
The items I'm looking for on the library shelves are usually there	5.96	Opening hours meet my needs	6.04	The Libraries anticipate my learning and research needs	5.61	Library staff provide accurate answers to my enquiries	0.00
I am able to find information I need on the library website	5.90	Laptop facilities in the Libraries meet my needs	5.95	Access to Libraries' information resources helps me to achieve academic success	5.62	The library signage (print and digital) is clear	-0.07

Singapore Management University Library Survey, February 2026

Mean importance scores – Position - Faculty

31 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
Library staff provide accurate answers to my enquiries	6.52	1	6.52	1
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	6.48	2	5.79	11
When I am away from campus I can access the Libraries' resources and services I need	6.47	3	6.27	3
I can get help from library staff when I need it	6.30	4	6.41	2
The library search engine and tools enable me to find relevant library resources quickly	6.29	5	5.57	19
Books and articles I have requested from other Libraries are delivered promptly	6.08	6	6.24	4
Access to Libraries' information resources helps me to achieve academic success	6.04	7	5.62	15
Face-to-face enquiry services (e.g. Service Desks) meet my needs	6.00	8	6.23	5
The items I'm looking for on the library shelves are usually there	5.96	9	5.60	17
I am able to find information I need on the library website	5.90	10	5.71	13
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.88	11	5.60	17
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.74	12	6.04	8
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.68	13	6.20	6
The library signage (print and digital) is clear	5.66	14	5.72	12
I am informed about the library services	5.45	15	5.68	14
The Libraries anticipate my learning and research needs	5.43	16	5.61	16
Laptop facilities in the Libraries meet my needs	5.37	17	5.95	10
Library workshops, classes and consultations help me with my learning and research needs	5.35	18	6.12	7
Physical resources located in the Libraries meet my learning and research needs	5.33	19	5.25	23
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.26	20	5.39	22
Printing, scanning and photocopying facilities in the Libraries meet my needs	5.07	21	5.43	21
Opening hours meet my needs	5.04	22	6.04	9
I can find a quiet place in the Libraries to study when I need to	4.90	23	5.55	20
I can find a place in the Libraries to work in a group when I need to	4.07	24	4.93	24

Singapore Management University Library Survey, February 2026

Mean performance score — Position - Faculty

31 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Library staff provide accurate answers to my enquiries	6.52	1	6.52	1
I can get help from library staff when I need it	6.41	2	6.30	4
When I am away from campus I can access the Libraries' resources and services I need	6.27	3	6.47	3
Books and articles I have requested from other Libraries are delivered promptly	6.24	4	6.08	6
Face-to-face enquiry services (e.g. Service Desks) meet my needs	6.23	5	6.00	8
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	6.20	6	5.68	13
Library workshops, classes and consultations help me with my learning and research needs	6.12	7	5.35	18
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	6.04	8	5.74	12
Opening hours meet my needs	6.04	9	5.04	22
Laptop facilities in the Libraries meet my needs	5.95	10	5.37	17
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	5.79	11	6.48	2
The library signage (print and digital) is clear	5.72	12	5.66	14
I am able to find information I need on the library website	5.71	13	5.90	10
I am informed about the library services	5.68	14	5.45	15
Access to Libraries' information resources helps me to achieve academic success	5.62	15	6.04	7
The Libraries anticipate my learning and research needs	5.61	16	5.43	16
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.60	17	5.88	11
The items I'm looking for on the library shelves are usually there	5.60	17	5.96	9
The library search engine and tools enable me to find relevant library resources quickly	5.57	19	6.29	5
I can find a quiet place in the Libraries to study when I need to	5.55	20	4.90	23
Printing, scanning and photocopying facilities in the Libraries meet my needs	5.43	21	5.07	21
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.39	22	5.26	20
Physical resources located in the Libraries meet my learning and research needs	5.25	23	5.33	19
I can find a place in the Libraries to work in a group when I need to	4.93	24	4.07	24

Singapore Management University Library Survey, February 2026

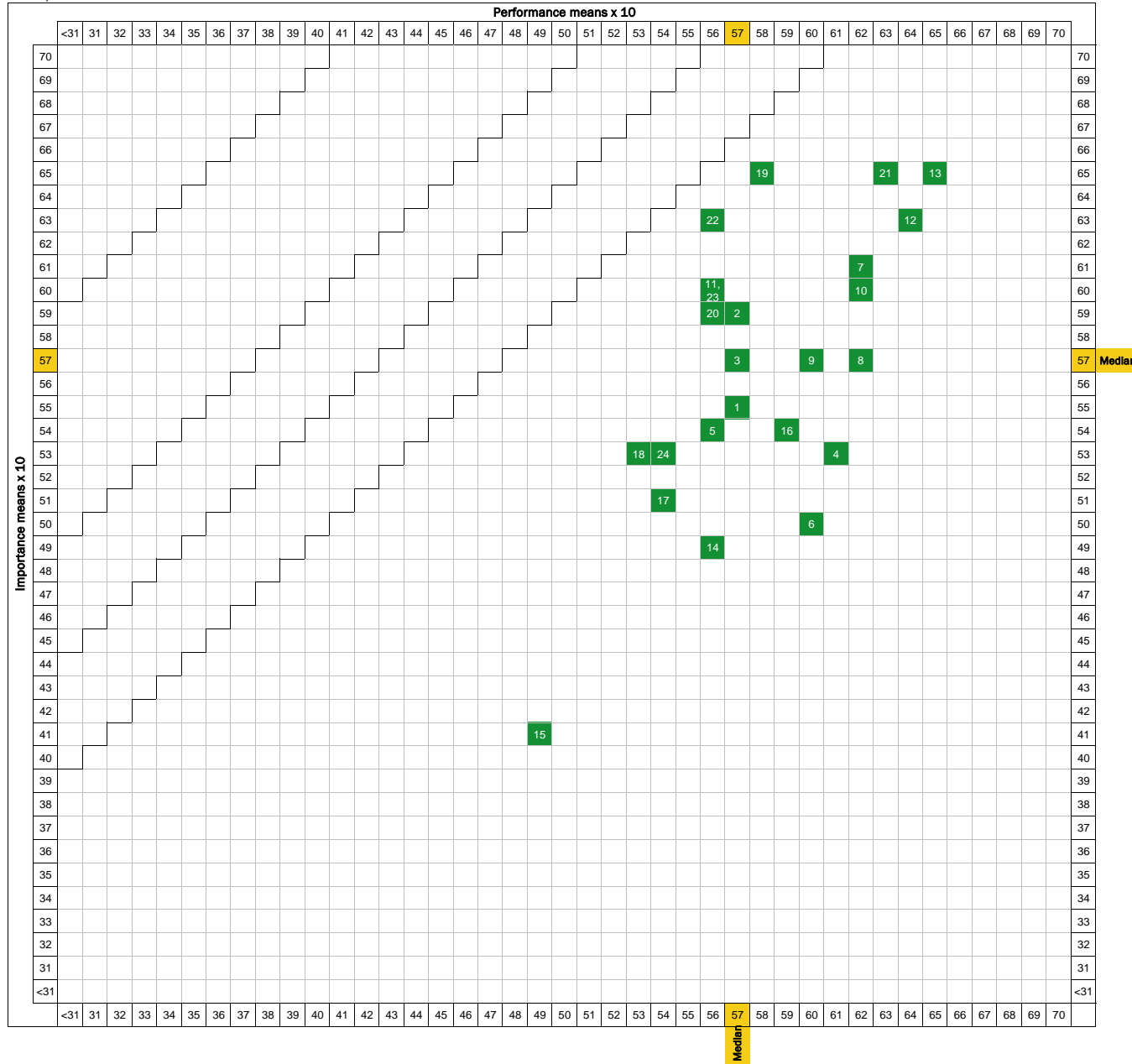
Mean gap scores — Position - Faculty

31 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
The library search engine and tools enable me to find relevant library resources quickly	0.71	1	6.29	5
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	0.69	2	6.48	2
Access to Libraries' information resources helps me to achieve academic success	0.42	3	6.04	7
The items I'm looking for on the library shelves are usually there	0.36	4	5.96	9
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.28	5	5.88	11
When I am away from campus I can access the Libraries' resources and services I need	0.20	6	6.47	3
I am able to find information I need on the library website	0.19	7	5.90	10
Physical resources located in the Libraries meet my learning and research needs	0.08	8	5.33	19
Library staff provide accurate answers to my enquiries	0.00	9	6.52	1
The library signage (print and digital) is clear	-0.07	10	5.66	14
I can get help from library staff when I need it	-0.11	11	6.30	4
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	-0.13	12	5.26	20
Books and articles I have requested from other Libraries are delivered promptly	-0.16	13	6.08	6
The Libraries anticipate my learning and research needs	-0.18	14	5.43	16
I am informed about the library services	-0.23	15	5.45	15
Face-to-face enquiry services (e.g. Service Desks) meet my needs	-0.23	16	6.00	8
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	-0.30	17	5.74	12
Printing, scanning and photocopying facilities in the Libraries meet my needs	-0.36	18	5.07	21
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	-0.52	19	5.68	13
Laptop facilities in the Libraries meet my needs	-0.58	20	5.37	17
I can find a quiet place in the Libraries to study when I need to	-0.65	21	4.90	23
Library workshops, classes and consultations help me with my learning and research needs	-0.77	22	5.35	18
I can find a place in the Libraries to work in a group when I need to	-0.86	23	4.07	24
Opening hours meet my needs	-1.00	24	5.04	22

Singapore Management University Library Survey, February 2026

Best practice categories gap grid – Position - Faculty
31 responses



Statements	
1	I am informed about the library services
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 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 meet my learning and research needs
19	Online resources provided by the Libraries 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 Libraries' resources and services I need
22	The library search engine and tools enable me to find relevant library resources quickly
23	Access to Libraries' 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 2026

Top 5 importance scores by demographic

Are you an international (non-exchange) student?

Unique factor

Yes (310 responses)	Importance mean
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	6.30
Laptop facilities in the Libraries meet my needs	6.23
Opening hours meet my needs	6.23
I can find a place in the Libraries to work in a group when I need to	6.17
No (877 responses)	Importance mean
I can find a quiet place in the Libraries to study when I need to	6.41
Laptop facilities in the Libraries meet my needs	6.30
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.23
When I am away from campus I can access the Libraries' resources and services I need	6.09
Opening hours meet my needs	6.09

Singapore Management University Library Survey, February 2026

Top 5 performance scores by demographic

Are you an international (non-exchange) student?

Unique factor

Yes (310 responses)	Performance mean
I can get help from library staff when I need it	6.18
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.08
Library staff provide accurate answers to my enquiries	6.06
Opening hours meet my needs	6.03
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.97
No (877 responses)	Performance mean
I can get help from library staff when I need it	6.16
Library staff provide accurate answers to my enquiries	6.08
Opening hours meet my needs	6.03
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.01
Laptop facilities in the Libraries meet my needs	5.94

Singapore Management University Library Survey, February 2026

Top 5 gap scores by demographic

Are you an international (non-exchange) student?

Unique factor

Yes (310 responses)	Gap score
I can find a place in the Libraries to work in a group when I need to	0.82
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	0.36
Laptop facilities in the Libraries meet my needs	0.32
I am able to find information I need on the library website	0.32
No (877 responses)	Gap score
I can find a place in the Libraries to work in a group when I need to	0.87
I can find a quiet place in the Libraries to study when I need to	0.86
Laptop facilities in the Libraries meet my needs	0.36
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.35
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.35

Singapore Management University Library Survey, February 2026

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

310 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	6.43	I can get help from library staff when I need it	6.18	I can find a place in the Libraries to work in a group when I need to	5.35	I can find a place in the Libraries to work in a group when I need to	0.82
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.30	Printing, scanning and photocopying facilities in the Libraries meet my needs	6.08	I am informed about the library services	5.41	I can find a quiet place in the Libraries to study when I need to	0.72
Laptop facilities in the Libraries meet my needs	6.23	Library staff provide accurate answers to my enquiries	6.06	The items I'm looking for on the library shelves are usually there	5.41	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.36
Opening hours meet my needs	6.23	Opening hours meet my needs	6.03	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.43	Laptop 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	6.17	Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.97	I am able to find information I need on the library website	5.48	I am able to find information I need on the library website	0.32
I can get help from library staff when I need it	6.15	Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.91	Books and articles I have requested from other Libraries are delivered promptly	5.52	Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	0.24
Library staff provide accurate answers to my enquiries	6.02	Laptop facilities in the Libraries meet my needs	5.91	Library workshops, classes and consultations help me with my learning and research needs	5.58	Printing, scanning and photocopying facilities in the Libraries meet my needs	0.23
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	5.95	When I am away from campus I can access the Libraries' resources and services I need	5.84	Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.58	The items I'm looking for on the library shelves are usually there	0.21
When I am away from campus I can access the Libraries' resources and services I need	5.89	The library signage (print and digital) is clear	5.79	The Libraries anticipate my learning and research needs	5.59	Opening hours meet my needs	0.21
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.83	Access to Libraries' information resources helps me to achieve academic success	5.73	The library search engine and tools enable me to find relevant library resources quickly	5.62	Course specific resources (e.g. textbooks, readings) meet my learning needs	0.16

Singapore Management University Library Survey, February 2026

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

310 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Libraries to study when I need to	6.43	1	5.70	12
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.30	2	6.08	2
Laptop facilities in the Libraries meet my needs	6.23	3	5.91	7
Opening hours meet my needs	6.23	4	6.03	4
I can find a place in the Libraries to work in a group when I need to	6.17	5	5.35	24
I can get help from library staff when I need it	6.15	6	6.18	1
Library staff provide accurate answers to my enquiries	6.02	7	6.06	3
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	5.95	8	5.71	11
When I am away from campus I can access the Libraries' resources and services I need	5.89	9	5.84	8
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.83	10	5.68	13
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.82	11	5.91	6
I am able to find information I need on the library website	5.80	12	5.48	20
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.80	13	5.43	21
The library signage (print and digital) is clear	5.80	14	5.79	9
Access to Libraries' information resources helps me to achieve academic success	5.77	15	5.73	10
Physical resources located in the Libraries meet my learning and research needs	5.71	16	5.68	14
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.70	17	5.97	5
The library search engine and tools enable me to find relevant library resources quickly	5.70	18	5.62	15
The items I'm looking for on the library shelves are usually there	5.63	19	5.41	22
The Libraries anticipate my learning and research needs	5.61	20	5.59	16
Books and articles I have requested from other Libraries are delivered promptly	5.53	21	5.52	19
Library workshops, classes and consultations help me with my learning and research needs	5.48	22	5.58	18
I am informed about the library services	5.45	23	5.41	23
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.27	24	5.58	17

Singapore Management University Library Survey, February 2026

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

310 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get help from library staff when I need it	6.18	1	6.15	6
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.08	2	6.30	2
Library staff provide accurate answers to my enquiries	6.06	3	6.02	7
Opening hours meet my needs	6.03	4	6.23	4
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.97	5	5.70	17
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.91	6	5.82	11
Laptop facilities in the Libraries meet my needs	5.91	7	6.23	3
When I am away from campus I can access the Libraries' resources and services I need	5.84	8	5.89	9
The library signage (print and digital) is clear	5.79	9	5.80	14
Access to Libraries' information resources helps me to achieve academic success	5.73	10	5.77	15
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	5.71	11	5.95	8
I can find a quiet place in the Libraries to study when I need to	5.70	12	6.43	1
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.68	13	5.83	10
Physical resources located in the Libraries meet my learning and research needs	5.68	14	5.71	16
The library search engine and tools enable me to find relevant library resources quickly	5.62	15	5.70	18
The Libraries anticipate my learning and research needs	5.59	16	5.61	20
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.58	17	5.27	24
Library workshops, classes and consultations help me with my learning and research needs	5.58	18	5.48	22
Books and articles I have requested from other Libraries are delivered promptly	5.52	19	5.53	21
I am able to find information I need on the library website	5.48	20	5.80	12
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.43	21	5.80	13
The items I'm looking for on the library shelves are usually there	5.41	22	5.63	19
I am informed about the library services	5.41	23	5.45	23
I can find a place in the Libraries to work in a group when I need to	5.35	24	6.17	5

Singapore Management University Library Survey, February 2026

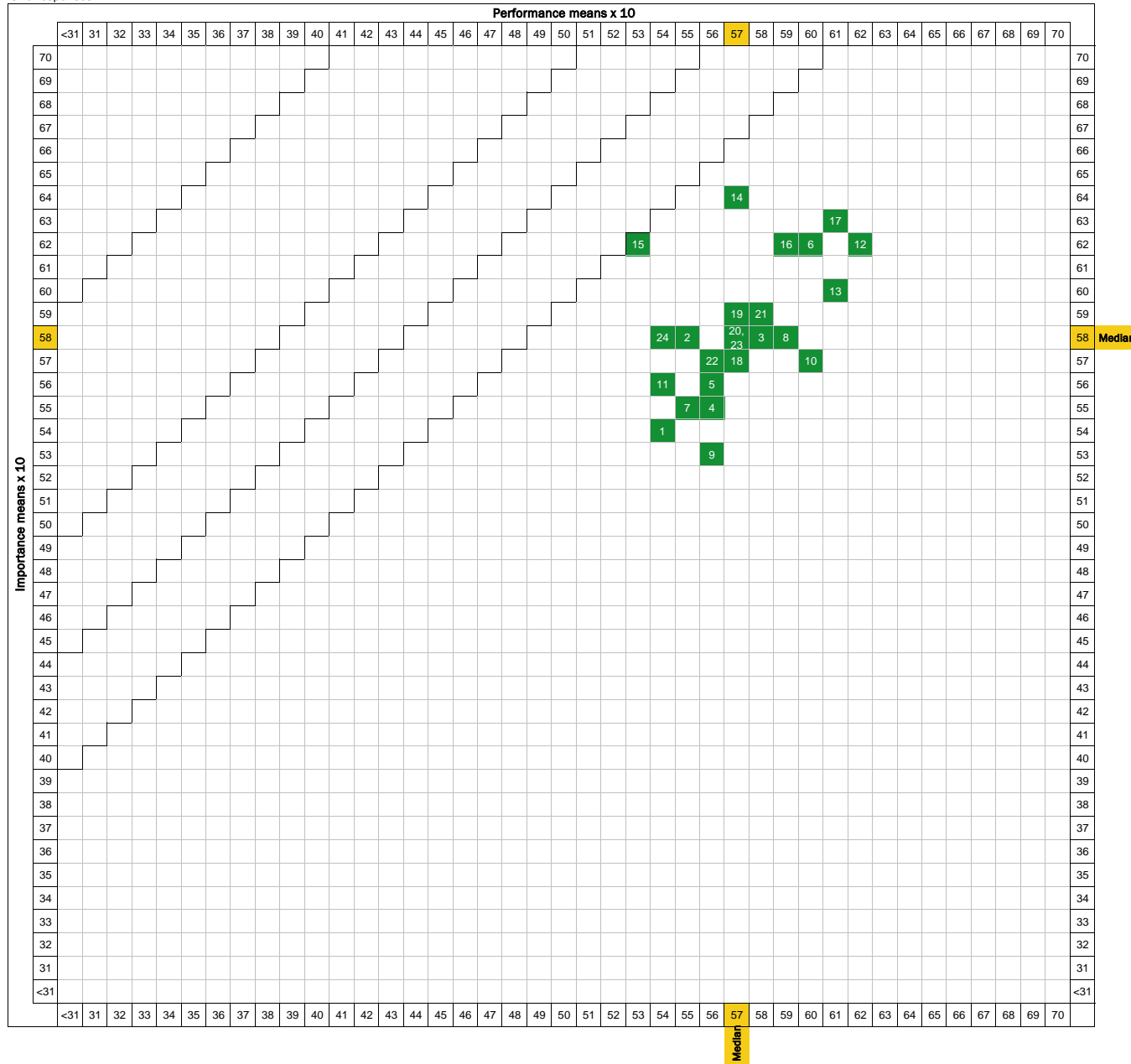
Mean gap scores — Are you an international (non-exchange) student? - Yes

310 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a place in the Libraries to work in a group when I need to	0.82	1	6.17	5
I can find a quiet place in the Libraries to study when I need to	0.72	2	6.43	1
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.36	3	5.80	13
Laptop facilities in the Libraries meet my needs	0.32	4	6.23	3
I am able to find information I need on the library website	0.32	5	5.80	12
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	0.24	6	5.95	8
Printing, scanning and photocopying facilities in the Libraries meet my needs	0.23	7	6.30	2
The items I'm looking for on the library shelves are usually there	0.21	8	5.63	19
Opening hours meet my needs	0.21	9	6.23	4
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.16	10	5.83	10
The library search engine and tools enable me to find relevant library resources quickly	0.08	11	5.70	18
When I am away from campus I can access the Libraries' resources and services I need	0.05	12	5.89	9
Physical resources located in the Libraries meet my learning and research needs	0.04	13	5.71	16
Access to Libraries' information resources helps me to achieve academic success	0.04	14	5.77	15
I am informed about the library services	0.03	15	5.45	23
The Libraries anticipate my learning and research needs	0.02	16	5.61	20
Books and articles I have requested from other Libraries are delivered promptly	0.01	17	5.53	21
The library signage (print and digital) is clear	0.01	18	5.80	14
I can get help from library staff when I need it	-0.03	19	6.15	6
Library staff provide accurate answers to my enquiries	-0.03	20	6.02	7
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	-0.09	21	5.82	11
Library workshops, classes and consultations help me with my learning and research needs	-0.10	22	5.48	22
Face-to-face enquiry services (e.g. Service Desks) meet my needs	-0.27	23	5.70	17
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	-0.31	24	5.27	24

Singapore Management University Library Survey, February 2026

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



Statements	
1	I am informed about the library services
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 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 meet my learning and research needs
19	Online resources provided by the Libraries 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 Libraries' resources and services I need
22	The library search engine and tools enable me to find relevant library resources quickly
23	Access to Libraries' 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 2026

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

877 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	6.41	I can get help from library staff when I need it	6.16	I can find a place in the Libraries to work in a group when I need to	5.18	I can find a place in the Libraries to work in a group when I need to	0.87
Laptop facilities in the Libraries meet my needs	6.30	Library staff provide accurate answers to my enquiries	6.08	I am informed about the library services	5.31	I can find a quiet place in the Libraries to study when I need to	0.86
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.23	Opening hours meet my needs	6.03	The Libraries anticipate my learning and research needs	5.47	Laptop facilities in the Libraries meet my needs	0.36
When I am away from campus I can access the Libraries' resources and services I need	6.09	Printing, scanning and photocopying facilities in the Libraries meet my needs	6.01	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	0.35
Opening hours meet my needs	6.09	Laptop facilities in the Libraries meet my needs	5.94	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.50	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.35
I can get help from library staff when I need it	6.07	Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.93	I am able to find information I need on the library website	5.53	I am able to find information I need on the library website	0.25
Library staff provide accurate answers to my enquiries	6.06	When I am away from campus I can access the Libraries' resources and services I need	5.92	I can find a quiet place in the Libraries to study when I need to	5.54	Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	0.24
I can find a place in the Libraries to work in a group when I need to	6.05	Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.87	Course specific resources (e.g. textbooks, readings) meet my learning needs	5.60	Printing, scanning and photocopying facilities in the Libraries meet my needs	0.22
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	6.05	Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	5.81	The items I'm looking for on the library shelves are usually there	5.61	When I am away from campus I can access the Libraries' resources and services I need	0.18
The library search engine and tools enable me to find relevant library resources quickly	5.96	Access to Libraries' information resources helps me to achieve academic success	5.81	Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.62	The library search engine and tools enable me to find relevant library resources quickly	0.18

Singapore Management University Library Survey, February 2026

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

877 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Libraries to study when I need to	6.41	1	5.54	18
Laptop facilities in the Libraries meet my needs	6.30	2	5.94	5
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.23	3	6.01	4
When I am away from campus I can access the Libraries' resources and services I need	6.09	4	5.92	7
Opening hours meet my needs	6.09	5	6.03	3
I can get help from library staff when I need it	6.07	6	6.16	1
Library staff provide accurate answers to my enquiries	6.06	7	6.08	2
I can find a place in the Libraries to work in a group when I need to	6.05	8	5.18	24
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	6.05	9	5.81	9
The library search engine and tools enable me to find relevant library resources quickly	5.96	10	5.78	11
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.95	11	5.60	17
Access to Libraries' information resources helps me to achieve academic success	5.86	12	5.81	10
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.85	13	5.50	20
I am able to find information I need on the library website	5.79	14	5.53	19
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.72	15	5.93	6
The items I'm looking for on the library shelves are usually there	5.57	16	5.61	16
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.57	17	5.87	8
The library signage (print and digital) is clear	5.54	18	5.74	12
Physical resources located in the Libraries meet my learning and research needs	5.51	19	5.62	14
Books and articles I have requested from other Libraries are delivered promptly	5.48	20	5.69	13
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.39	21	5.62	15
The Libraries anticipate my learning and research needs	5.33	22	5.47	22
Library workshops, classes and consultations help me with my learning and research needs	5.10	23	5.49	21
I am informed about the library services	5.07	24	5.31	23

Singapore Management University Library Survey, February 2026

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

877 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get help from library staff when I need it	6.16	1	6.07	6
Library staff provide accurate answers to my enquiries	6.08	2	6.06	7
Opening hours meet my needs	6.03	3	6.09	5
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.01	4	6.23	3
Laptop facilities in the Libraries meet my needs	5.94	5	6.30	2
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.93	6	5.72	15
When I am away from campus I can access the Libraries' resources and services I need	5.92	7	6.09	4
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.87	8	5.57	17
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	5.81	9	6.05	9
Access to Libraries' information resources helps me to achieve academic success	5.81	10	5.86	12
The library search engine and tools enable me to find relevant library resources quickly	5.78	11	5.96	10
The library signage (print and digital) is clear	5.74	12	5.54	18
Books and articles I have requested from other Libraries are delivered promptly	5.69	13	5.48	20
Physical resources located in the Libraries meet my learning and research needs	5.62	14	5.51	19
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.62	15	5.39	21
The items I'm looking for on the library shelves are usually there	5.61	16	5.57	16
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.60	17	5.95	11
I can find a quiet place in the Libraries to study when I need to	5.54	18	6.41	1
I am able to find information I need on the library website	5.53	19	5.79	14
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.50	20	5.85	13
Library workshops, classes and consultations help me with my learning and research needs	5.49	21	5.10	23
The Libraries anticipate my learning and research needs	5.47	22	5.33	22
I am informed about the library services	5.31	23	5.07	24
I can find a place in the Libraries to work in a group when I need to	5.18	24	6.05	8

Singapore Management University Library Survey, February 2026

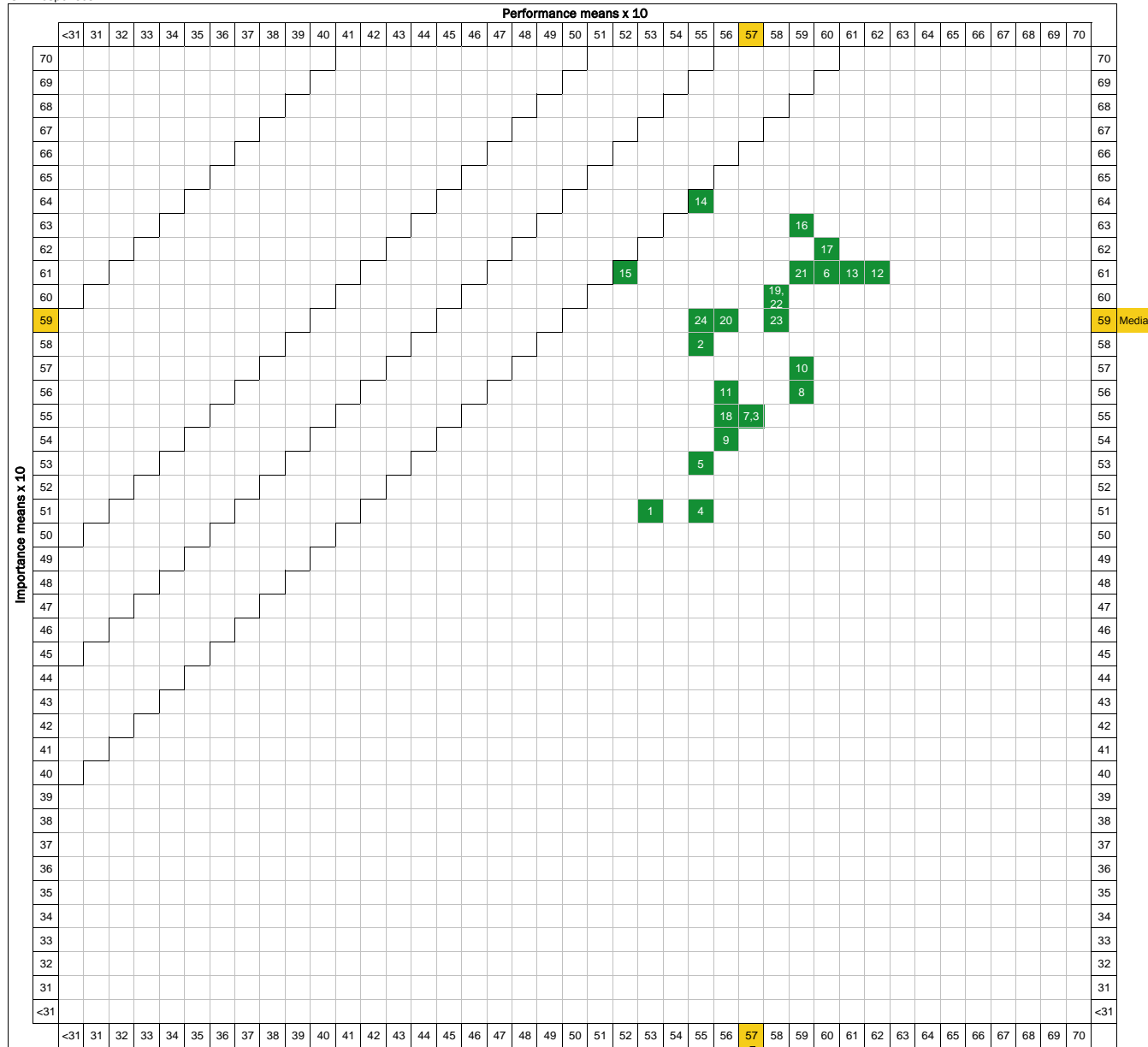
Mean gap scores — Are you an international (non-exchange) student? - No

877 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a place in the Libraries to work in a group when I need to	0.87	1	6.05	8
I can find a quiet place in the Libraries to study when I need to	0.86	2	6.41	1
Laptop facilities in the Libraries meet my needs	0.36	3	6.30	2
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.35	4	5.95	11
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.35	5	5.85	13
I am able to find information I need on the library website	0.25	6	5.79	14
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	0.24	7	6.05	9
Printing, scanning and photocopying facilities in the Libraries meet my needs	0.22	8	6.23	3
When I am away from campus I can access the Libraries' resources and services I need	0.18	9	6.09	4
The library search engine and tools enable me to find relevant library resources quickly	0.18	10	5.96	10
Opening hours meet my needs	0.05	11	6.09	5
Access to Libraries' information resources helps me to achieve academic success	0.05	12	5.86	12
Library staff provide accurate answers to my enquiries	-0.02	13	6.06	7
The items I'm looking for on the library shelves are usually there	-0.04	14	5.57	16
I can get help from library staff when I need it	-0.09	15	6.07	6
Physical resources located in the Libraries meet my learning and research needs	-0.11	16	5.51	19
The Libraries anticipate my learning and research needs	-0.15	17	5.33	22
The library signage (print and digital) is clear	-0.19	18	5.54	18
Books and articles I have requested from other Libraries are delivered promptly	-0.21	19	5.48	20
Face-to-face enquiry services (e.g. Service Desks) meet my needs	-0.21	20	5.72	15
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	-0.22	21	5.39	21
I am informed about the library services	-0.24	22	5.07	24
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	-0.30	23	5.57	17
Library workshops, classes and consultations help me with my learning and research needs	-0.39	24	5.10	23

Singapore Management University Library Survey, February 2026

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



Statements
1 I am informed about the library services
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 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 meet my learning and research needs
19 Online resources provided by the Libraries 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 Libraries' resources and services I need
22 The library search engine and tools enable me to find relevant library resources quickly
23 Access to Libraries' 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 2026

Top 5 importance scores by demographic

How frequently do you visit the Campus?

Unique factor

Daily (787 responses)	Importance mean
I can find a quiet place in the Libraries to study when I need to	6.48
Laptop facilities in the Libraries meet my needs	6.34
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.31
Opening hours meet my needs	6.24
I can find a place in the Libraries to work in a group when I need to	6.19
Weekly (383 responses)	Importance mean
I can find a quiet place in the Libraries to study when I need to	6.31
Laptop facilities in the Libraries meet my needs	6.20
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.18
When I am away from campus I can access the Libraries' resources and services I need	6.08
I can get help from library staff when I need it	6.04

Singapore Management University Library Survey, February 2026

Top 5 performance scores by demographic

How frequently do you visit the Campus?

Unique factor

Daily (787 responses)	Performance mean
I can get help from library staff when I need it	6.21
Library staff provide accurate answers to my enquiries	6.11
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.08
Opening hours meet my needs	6.05
Laptop facilities in the Libraries meet my needs	5.99
Weekly (383 responses)	Performance mean
I can get help from library staff when I need it	6.10
Library staff provide accurate answers to my enquiries	6.03
Opening hours meet my needs	6.00
Printing, scanning and photocopying facilities in the Libraries meet my needs	5.96
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.90

Singapore Management University Library Survey, February 2026

Top 5 gap scores by demographic

How frequently do you visit the Campus?

Unique factor

Daily (787 responses)	Gap score
I can find a place in the Libraries to work in a group when I need to	0.92
I can find a quiet place in the Libraries to study when I need to	0.83
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.36
Laptop facilities in the Libraries meet my needs	0.35
I am able to find information I need on the library website	0.27
Weekly (383 responses)	Gap score
I can find a quiet place in the Libraries to study when I need to	0.81
I can find a place in the Libraries to work in a group when I need to	0.73
Laptop facilities in the Libraries meet my needs	0.35
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.34
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.32

Singapore Management University Library Survey, February 2026

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

787 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	I can get help from library staff when I need it	6.21	I can find a place in the Libraries to work in a group when I need to	5.27	I can find a place in the Libraries to work in a group when I need to	0.92
Laptop facilities in the Libraries meet my needs	6.34	Library staff provide accurate answers to my enquiries	6.11	I am informed about the library services	5.32	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	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	5.49	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.36
Opening hours meet my needs	6.24	Opening hours meet my needs	6.05	The Libraries anticipate my learning and research needs	5.50	Laptop facilities in the Libraries meet my needs	0.35
I can find a place in the Libraries to work in a group when I need to	6.19	Laptop facilities in the Libraries meet my needs	5.99	I am able to find information I need on the library website	5.55	I am able to find information I need on the library website	0.27
I can get help from library staff when I need it	6.13	Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.97	The items I'm looking for on the library shelves are usually there	5.56	Course specific resources (e.g. textbooks, readings) meet my learning needs	0.27
Library staff provide accurate answers to my enquiries	6.07	When I am away from campus I can access the Libraries' resources and services I need	5.91	Library workshops, classes and consultations help me with my learning and research needs	5.58	Printing, scanning and photocopying facilities in the Libraries meet my needs	0.23
When I am away from campus I can access the Libraries' resources and services I need	6.03	Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.91	Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.63	Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	0.21
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	6.02	Access to Libraries' information resources helps me to achieve academic success	5.82	Books and articles I have requested from other Libraries are delivered promptly	5.64	Opening hours meet my needs	0.19
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.93	Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	5.81	I can find a quiet place in the Libraries to study when I need to	5.65	The library search engine and tools enable me to find relevant library resources quickly	0.14

Singapore Management University Library Survey, February 2026

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

787 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	5.65	15
Laptop facilities in the Libraries meet my needs	6.34	2	5.99	5
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.31	3	6.08	3
Opening hours meet my needs	6.24	4	6.05	4
I can find a place in the Libraries to work in a group when I need to	6.19	5	5.27	24
I can get help from library staff when I need it	6.13	6	6.21	1
Library staff provide accurate answers to my enquiries	6.07	7	6.11	2
When I am away from campus I can access the Libraries' resources and services I need	6.03	8	5.91	7
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	6.02	9	5.81	10
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.93	10	5.67	13
The library search engine and tools enable me to find relevant library resources quickly	5.89	11	5.74	12
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.85	12	5.49	22
Access to Libraries' information resources helps me to achieve academic success	5.84	13	5.82	9
I am able to find information I need on the library website	5.82	14	5.55	20
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.70	15	5.97	6
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.67	16	5.91	8
The library signage (print and digital) is clear	5.62	17	5.77	11
The items I'm looking for on the library shelves are usually there	5.61	18	5.56	19
Physical resources located in the Libraries meet my learning and research needs	5.58	19	5.66	14
Books and articles I have requested from other Libraries are delivered promptly	5.52	20	5.64	16
The Libraries anticipate my learning and research needs	5.44	21	5.50	21
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.32	22	5.63	17
Library workshops, classes and consultations help me with my learning and research needs	5.26	23	5.58	18
I am informed about the library services	5.15	24	5.32	23

Singapore Management University Library Survey, February 2026

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

787 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get help from library staff when I need it	6.21	1	6.13	6
Library staff provide accurate answers to my enquiries	6.11	2	6.07	7
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.08	3	6.31	3
Opening hours meet my needs	6.05	4	6.24	4
Laptop facilities in the Libraries meet my needs	5.99	5	6.34	2
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.97	6	5.70	15
When I am away from campus I can access the Libraries' resources and services I need	5.91	7	6.03	8
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.91	8	5.67	16
Access to Libraries' information resources helps me to achieve academic success	5.82	9	5.84	13
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	5.81	10	6.02	9
The library signage (print and digital) is clear	5.77	11	5.62	17
The library search engine and tools enable me to find relevant library resources quickly	5.74	12	5.89	11
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.67	13	5.93	10
Physical resources located in the Libraries meet my learning and research needs	5.66	14	5.58	19
I can find a quiet place in the Libraries to study when I need to	5.65	15	6.48	1
Books and articles I have requested from other Libraries are delivered promptly	5.64	16	5.52	20
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.63	17	5.32	22
Library workshops, classes and consultations help me with my learning and research needs	5.58	18	5.26	23
The items I'm looking for on the library shelves are usually there	5.56	19	5.61	18
I am able to find information I need on the library website	5.55	20	5.82	14
The Libraries anticipate my learning and research needs	5.50	21	5.44	21
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.49	22	5.85	12
I am informed about the library services	5.32	23	5.15	24
I can find a place in the Libraries to work in a group when I need to	5.27	24	6.19	5

Singapore Management University Library Survey, February 2026

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

787 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a place in the Libraries to work in a group when I need to	0.92	1	6.19	5
I can find a quiet place in the Libraries to study when I need to	0.83	2	6.48	1
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.36	3	5.85	12
Laptop facilities in the Libraries meet my needs	0.35	4	6.34	2
I am able to find information I need on the library website	0.27	5	5.82	14
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.27	6	5.93	10
Printing, scanning and photocopying facilities in the Libraries meet my needs	0.23	7	6.31	3
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	0.21	8	6.02	9
Opening hours meet my needs	0.19	9	6.24	4
The library search engine and tools enable me to find relevant library resources quickly	0.14	10	5.89	11
When I am away from campus I can access the Libraries' resources and services I need	0.12	11	6.03	8
The items I'm looking for on the library shelves are usually there	0.04	12	5.61	18
Access to Libraries' information resources helps me to achieve academic success	0.02	13	5.84	13
Library staff provide accurate answers to my enquiries	-0.04	14	6.07	7
The Libraries anticipate my learning and research needs	-0.06	15	5.44	21
I can get help from library staff when I need it	-0.08	16	6.13	6
Physical resources located in the Libraries meet my learning and research needs	-0.08	17	5.58	19
Books and articles I have requested from other Libraries are delivered promptly	-0.12	18	5.52	20
The library signage (print and digital) is clear	-0.15	19	5.62	17
I am informed about the library services	-0.17	20	5.15	24
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	-0.24	21	5.67	16
Face-to-face enquiry services (e.g. Service Desks) meet my needs	-0.28	22	5.70	15
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	-0.31	23	5.32	22
Library workshops, classes and consultations help me with my learning and research needs	-0.32	24	5.26	23

Singapore Management University Library Survey, February 2026

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

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	6.31	I can get help from library staff when I need it	6.10	I can find a place in the Libraries to work in a group when I need to	5.19	I can find a quiet place in the Libraries to study when I need to	0.81
Laptop facilities in the Libraries meet my needs	6.20	Library staff provide accurate answers to my enquiries	6.03	I am informed about the library services	5.38	I can find a place in the Libraries to work in a group when I need to	0.73
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.18	Opening hours meet my needs	6.00	Library workshops, classes and consultations help me with my learning and research needs	5.39	Laptop facilities in the Libraries meet my needs	0.35
When I am away from campus I can access the Libraries' resources and services I need	6.08	Printing, scanning and photocopying facilities in the Libraries meet my needs	5.96	I am able to find information I need on the library website	5.48	Course specific resources (e.g. textbooks, readings) meet my learning needs	0.34
I can get help from library staff when I need it	6.04	Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.90	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.50	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.32
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	6.04	When I am away from campus I can access the Libraries' resources and services I need	5.88	I can find a quiet place in the Libraries to study when I need to	5.50	I am able to find information I need on the library website	0.26
Library staff provide accurate answers to my enquiries	6.03	Laptop facilities in the Libraries meet my needs	5.86	The Libraries anticipate my learning and research needs	5.52	Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	0.25
Opening hours meet my needs	5.92	Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.84	The items I'm looking for on the library shelves are usually there	5.55	Printing, scanning and photocopying facilities in the Libraries meet my needs	0.22
I can find a place in the Libraries to work in a group when I need to	5.91	Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	5.78	Course specific resources (e.g. textbooks, readings) meet my learning needs	5.56	When I am away from campus I can access the Libraries' resources and services I need	0.19
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.90	The library signage (print and digital) is clear	5.73	Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.56	The library search engine and tools enable me to find relevant library resources quickly	0.17

Singapore Management University Library Survey, February 2026

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

383 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Libraries to study when I need to	6.31	1	5.50	19
Laptop facilities in the Libraries meet my needs	6.20	2	5.86	7
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.18	3	5.96	4
When I am away from campus I can access the Libraries' resources and services I need	6.08	4	5.88	6
I can get help from library staff when I need it	6.04	5	6.10	1
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	6.04	6	5.78	9
Library staff provide accurate answers to my enquiries	6.03	7	6.03	2
Opening hours meet my needs	5.92	8	6.00	3
I can find a place in the Libraries to work in a group when I need to	5.91	9	5.19	24
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.90	10	5.56	16
The library search engine and tools enable me to find relevant library resources quickly	5.90	11	5.73	12
Access to Libraries' information resources helps me to achieve academic success	5.82	12	5.73	11
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.82	13	5.50	20
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.75	14	5.90	5
I am able to find information I need on the library website	5.74	15	5.48	21
The library signage (print and digital) is clear	5.61	16	5.73	10
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.60	17	5.84	8
Physical resources located in the Libraries meet my learning and research needs	5.58	18	5.62	14
The items I'm looking for on the library shelves are usually there	5.56	19	5.55	17
Books and articles I have requested from other Libraries are delivered promptly	5.43	20	5.64	13
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.42	21	5.56	15
The Libraries anticipate my learning and research needs	5.32	22	5.52	18
I am informed about the library services	5.21	23	5.38	23
Library workshops, classes and consultations help me with my learning and research needs	5.09	24	5.39	22

Singapore Management University Library Survey, February 2026

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

383 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get help from library staff when I need it	6.10	1	6.04	5
Library staff provide accurate answers to my enquiries	6.03	2	6.03	7
Opening hours meet my needs	6.00	3	5.92	8
Printing, scanning and photocopying facilities in the Libraries meet my needs	5.96	4	6.18	3
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.90	5	5.75	14
When I am away from campus I can access the Libraries' resources and services I need	5.88	6	6.08	4
Laptop facilities in the Libraries meet my needs	5.86	7	6.20	2
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.84	8	5.60	17
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	5.78	9	6.04	6
The library signage (print and digital) is clear	5.73	10	5.61	16
Access to Libraries' information resources helps me to achieve academic success	5.73	11	5.82	12
The library search engine and tools enable me to find relevant library resources quickly	5.73	12	5.90	11
Books and articles I have requested from other Libraries are delivered promptly	5.64	13	5.43	20
Physical resources located in the Libraries meet my learning and research needs	5.62	14	5.58	18
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.56	15	5.42	21
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.56	16	5.90	10
The items I'm looking for on the library shelves are usually there	5.55	17	5.56	19
The Libraries anticipate my learning and research needs	5.52	18	5.32	22
I can find a quiet place in the Libraries to study when I need to	5.50	19	6.31	1
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.50	20	5.82	13
I am able to find information I need on the library website	5.48	21	5.74	15
Library workshops, classes and consultations help me with my learning and research needs	5.39	22	5.09	24
I am informed about the library services	5.38	23	5.21	23
I can find a place in the Libraries to work in a group when I need to	5.19	24	5.91	9

Singapore Management University Library Survey, February 2026

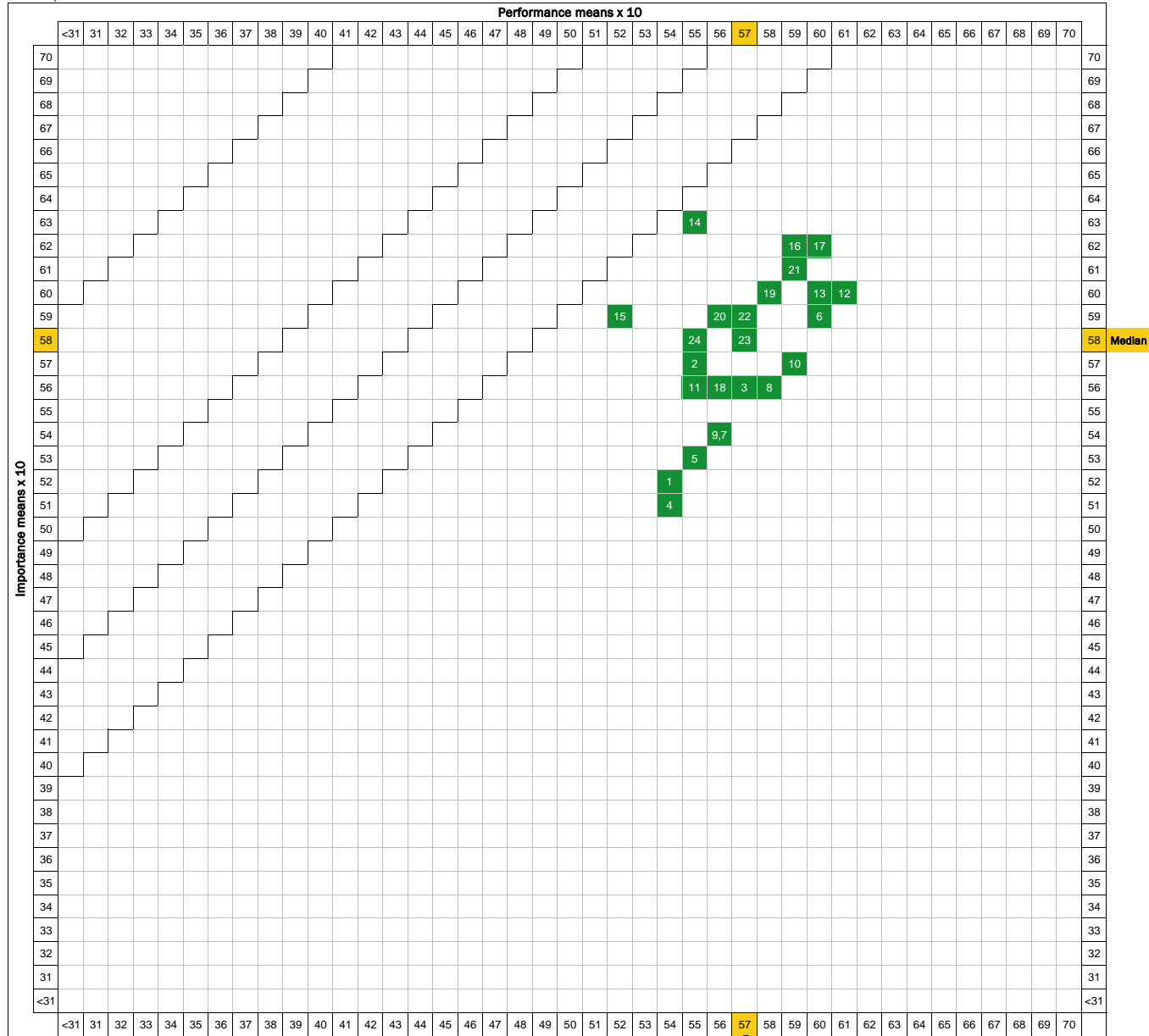
Mean gap scores — How frequently do you visit the Campus? - Weekly

383 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Libraries to study when I need to	0.81	1	6.31	1
I can find a place in the Libraries to work in a group when I need to	0.73	2	5.91	9
Laptop facilities in the Libraries meet my needs	0.35	3	6.20	2
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.34	4	5.90	10
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.32	5	5.82	13
I am able to find information I need on the library website	0.26	6	5.74	15
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	0.25	7	6.04	6
Printing, scanning and photocopying facilities in the Libraries meet my needs	0.22	8	6.18	3
When I am away from campus I can access the Libraries' resources and services I need	0.19	9	6.08	4
The library search engine and tools enable me to find relevant library resources quickly	0.17	10	5.90	11
Access to Libraries' information resources helps me to achieve academic success	0.09	11	5.82	12
The items I'm looking for on the library shelves are usually there	0.02	12	5.56	19
Library staff provide accurate answers to my enquiries	0.00	13	6.03	7
Physical resources located in the Libraries meet my learning and research needs	-0.04	14	5.58	18
I can get help from library staff when I need it	-0.06	15	6.04	5
Opening hours meet my needs	-0.08	16	5.92	8
The library signage (print and digital) is clear	-0.13	17	5.61	16
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	-0.15	18	5.42	21
Face-to-face enquiry services (e.g. Service Desks) meet my needs	-0.15	19	5.75	14
I am informed about the library services	-0.18	20	5.21	23
The Libraries anticipate my learning and research needs	-0.20	21	5.32	22
Books and articles I have requested from other Libraries are delivered promptly	-0.21	22	5.43	20
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	-0.24	23	5.60	17
Library workshops, classes and consultations help me with my learning and research needs	-0.30	24	5.09	24

Singapore Management University Library Survey, February 2026

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



Statement
1 I am informed about the library services
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 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 meet my learning and research needs
19 Online resources provided by the Libraries 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 Libraries' resources and services I need
22 The library search engine and tools enable me to find relevant library resources quickly
23 Access to Libraries' 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 2026

Top 5 importance scores by demographic

How frequently do you visit the Libraries?

Unique factor

Daily (287 responses)	Importance mean
I can find a quiet place in the Libraries to study when I need to	6.51
Opening hours meet my needs	6.40
Laptop facilities in the Libraries meet my needs	6.40
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.38
I can find a place in the Libraries to work in a group when I need to	6.29
Weekly (550 responses)	Importance mean
I can find a quiet place in the Libraries to study when I need to	6.49
Laptop facilities in the Libraries meet my needs	6.37
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.33
Opening hours meet my needs	6.17
I can find a place in the Libraries to work in a group when I need to	6.16
Monthly (205 responses)	Importance mean
I can find a quiet place in the Libraries to study when I need to	6.37
I can get help from library staff when I need it	6.19
When I am away from campus I can access the Libraries' resources and services I need	6.14
Laptop facilities in the Libraries meet my needs	6.13
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.13
Quarterly (115 responses)	Importance mean
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	6.05
When I am away from campus I can access the Libraries' resources and services I need	6.00
Library staff provide accurate answers to my enquiries	5.92
I can get help from library staff when I need it	5.89
Laptop facilities in the Libraries meet my needs	5.88
Never (30 responses)	Importance mean
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	6.14
When I am away from campus I can access the Libraries' resources and services I need	6.09
The library search engine and tools enable me to find relevant library resources quickly	6.00
Printing, scanning and photocopying facilities in the Libraries meet my needs	5.95
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.87

Singapore Management University Library Survey, February 2026

Top 5 performance scores by demographic

How frequently do you visit the Libraries?

Unique factor

Daily (287 responses)	Performance mean
I can get help from library staff when I need it	6.27
Library staff provide accurate answers to my enquiries	6.09
Opening hours meet my needs	6.06
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.05
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.95
Weekly (550 responses)	Performance mean
I can get help from library staff when I need it	6.17
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.16
Library staff provide accurate answers to my enquiries	6.10
Opening hours meet my needs	6.08
Laptop facilities in the Libraries meet my needs	5.99
Monthly (205 responses)	Performance mean
I can get help from library staff when I need it	6.16
Library staff provide accurate answers to my enquiries	6.12
Opening hours meet my needs	6.02
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	6.00
When I am away from campus I can access the Libraries' resources and services I need	5.94
Quarterly (115 responses)	Performance mean
I can get help from library staff when I need it	5.95
Library staff provide accurate answers to my enquiries	5.94
Laptop facilities in the Libraries meet my needs	5.85
When I am away from campus I can access the Libraries' resources and services I need	5.83
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.78
Never (30 responses)	Performance mean
When I am away from campus I can access the Libraries' resources and services I need	6.00
Laptop facilities in the Libraries meet my needs	5.90
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.87
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	5.86
I can get help from library staff when I need it	5.85

Singapore Management University Library Survey, February 2026

Top 5 gap scores by demographic

How frequently do you visit the Libraries?

Unique factor

	Gap score
Daily (287 responses)	Gap score
I can find a place in the Libraries to work in a group when I need to	1.01
I can find a quiet place in the Libraries to study when I need to	0.98
Laptop facilities in the Libraries meet my needs	0.54
Opening hours meet my needs	0.34
Printing, scanning and photocopying facilities in the Libraries meet my needs	0.34
Weekly (550 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	0.85
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.41
Laptop facilities in the Libraries meet my needs	0.38
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.31
Monthly (205 responses)	Gap score
I can find a quiet place in the Libraries to study when I need to	0.75
I can find a place in the Libraries to work in a group when I need to	0.70
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	0.35
Printing, scanning and photocopying facilities in the Libraries meet my needs	0.28
I am able to find information I need on the library website	0.26
Quarterly (115 responses)	Gap score
I can find a quiet place in the Libraries to study when I need to	0.52
I am able to find information I need on the library website	0.41
The library search engine and tools enable me to find relevant library resources quickly	0.38
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.38
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	0.37
Never (30 responses)	Gap score
I can find a place in the Libraries to work in a group when I need to	0.50
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	0.37
The items I'm looking for on the library shelves are usually there	0.36
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	0.29

Singapore Management University Library Survey, February 2026

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

287 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	I can get help from library staff when I need it	6.27	I can find a place in the Libraries to work in a group when I need to	5.27	I can find a place in the Libraries to work in a group when I need to	1.01
Opening hours meet my needs	6.40	Library staff provide accurate answers to my enquiries	6.09	I am informed about the library services	5.29	I can find a quiet place in the Libraries to study when I need to	0.98
Laptop facilities in the Libraries meet my needs	6.40	Opening hours meet my needs	6.06	Books and articles I have requested from other Libraries are delivered promptly	5.49	Laptop facilities in the Libraries meet my needs	0.54
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.38	Printing, scanning and photocopying facilities in the Libraries meet my needs	6.05	The Libraries anticipate my learning and research needs	5.49	Opening hours meet my needs	0.34
I can find a place in the Libraries to work in a group when I need to	6.29	Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.95	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.50	Printing, scanning and photocopying facilities in the Libraries meet my needs	0.34
I can get help from library staff when I need it	6.11	Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.91	Library workshops, classes and consultations help me with my learning and research needs	5.51	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.33
Library staff provide accurate answers to my enquiries	6.04	When I am away from campus I can access the Libraries' resources and services I need	5.91	I can find a quiet place in the Libraries to study when I need to	5.53	Course specific resources (e.g. textbooks, readings) meet my learning needs	0.31
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	6.02	Access to Libraries' information resources helps me to achieve academic success	5.87	The items I'm looking for on the library shelves are usually there	5.56	Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	0.28
When I am away from campus I can access the Libraries' resources and services I need	5.97	Laptop facilities in the Libraries meet my needs	5.85	I am able to find information I need on the library website	5.59	I am able to find information I need on the library website	0.17
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.90	The library signage (print and digital) is clear	5.84	Course specific resources (e.g. textbooks, readings) meet my learning needs	5.60	The library search engine and tools enable me to find relevant library resources quickly	0.08

Singapore Management University Library Survey, February 2026

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

287 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	5.53	18
Opening hours meet my needs	6.40	2	6.06	3
Laptop facilities in the Libraries meet my needs	6.40	3	5.85	9
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.38	4	6.05	4
I can find a place in the Libraries to work in a group when I need to	6.29	5	5.27	24
I can get help from library staff when I need it	6.11	6	6.27	1
Library staff provide accurate answers to my enquiries	6.04	7	6.09	2
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	6.02	8	5.74	12
When I am away from campus I can access the Libraries' resources and services I need	5.97	9	5.91	7
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.90	10	5.60	15
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.83	11	5.50	20
Access to Libraries' information resources helps me to achieve academic success	5.82	12	5.87	8
I am able to find information I need on the library website	5.76	13	5.59	16
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.71	14	5.95	5
The library search engine and tools enable me to find relevant library resources quickly	5.70	15	5.62	14
The library signage (print and digital) is clear	5.65	16	5.84	10
The items I'm looking for on the library shelves are usually there	5.63	17	5.56	17
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.58	18	5.91	6
Physical resources located in the Libraries meet my learning and research needs	5.52	19	5.63	13
The Libraries anticipate my learning and research needs	5.40	20	5.49	21
Books and articles I have requested from other Libraries are delivered promptly	5.39	21	5.49	22
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.35	22	5.77	11
Library workshops, classes and consultations help me with my learning and research needs	5.21	23	5.51	19
I am informed about the library services	5.16	24	5.29	23

Singapore Management University Library Survey, February 2026

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

287 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get help from library staff when I need it	6.27	1	6.11	6
Library staff provide accurate answers to my enquiries	6.09	2	6.04	7
Opening hours meet my needs	6.06	3	6.40	2
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.05	4	6.38	4
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.95	5	5.71	14
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.91	6	5.58	18
When I am away from campus I can access the Libraries' resources and services I need	5.91	7	5.97	9
Access to Libraries' information resources helps me to achieve academic success	5.87	8	5.82	12
Laptop facilities in the Libraries meet my needs	5.85	9	6.40	3
The library signage (print and digital) is clear	5.84	10	5.65	16
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.77	11	5.35	22
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	5.74	12	6.02	8
Physical resources located in the Libraries meet my learning and research needs	5.63	13	5.52	19
The library search engine and tools enable me to find relevant library resources quickly	5.62	14	5.70	15
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.60	15	5.90	10
I am able to find information I need on the library website	5.59	16	5.76	13
The items I'm looking for on the library shelves are usually there	5.56	17	5.63	17
I can find a quiet place in the Libraries to study when I need to	5.53	18	6.51	1
Library workshops, classes and consultations help me with my learning and research needs	5.51	19	5.21	23
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.50	20	5.83	11
The Libraries anticipate my learning and research needs	5.49	21	5.40	20
Books and articles I have requested from other Libraries are delivered promptly	5.49	22	5.39	21
I am informed about the library services	5.29	23	5.16	24
I can find a place in the Libraries to work in a group when I need to	5.27	24	6.29	5

Singapore Management University Library Survey, February 2026

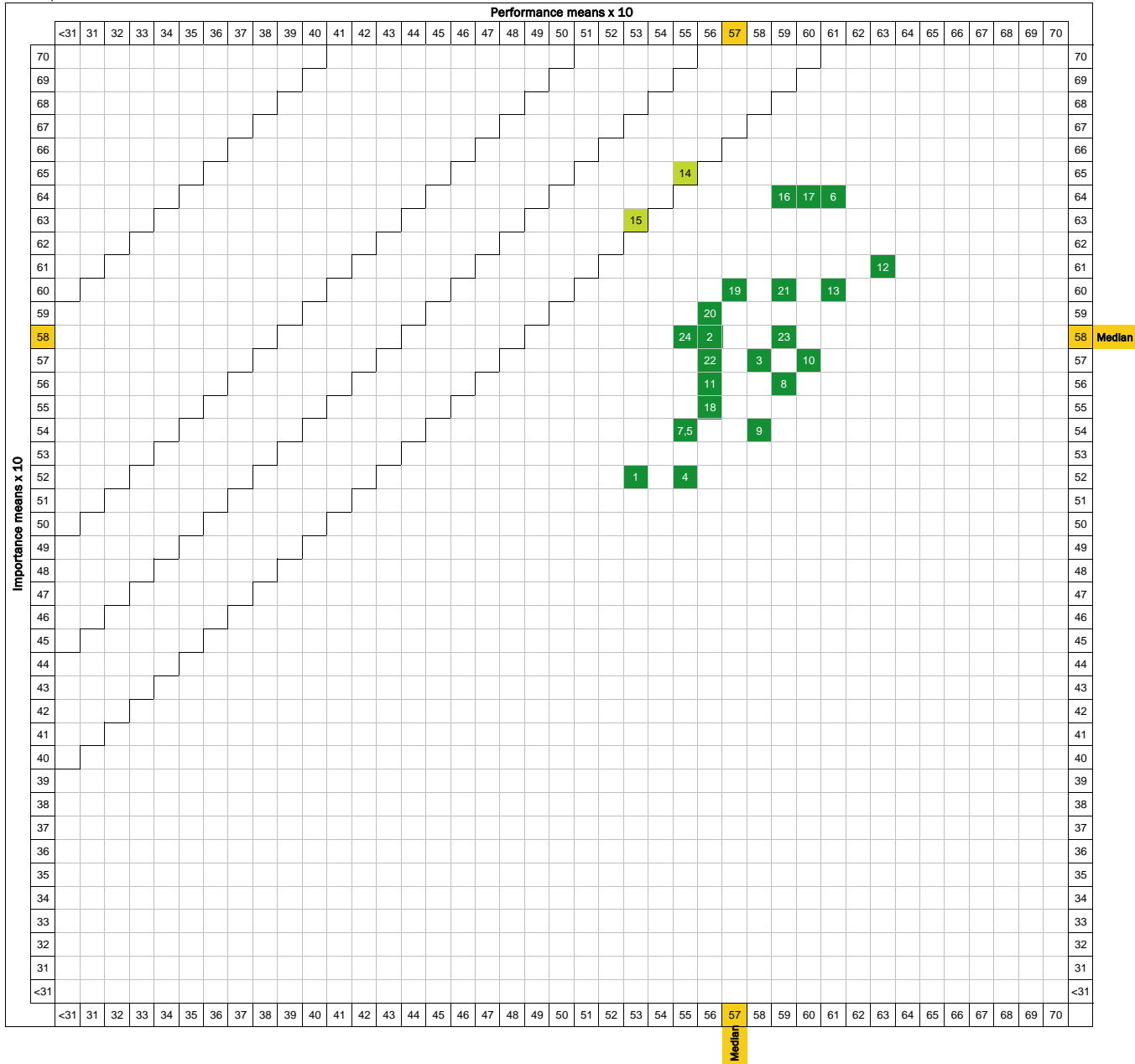
Mean gap scores — How frequently do you visit the Libraries? - Daily

287 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a place in the Libraries to work in a group when I need to	1.01	1	6.29	5
I can find a quiet place in the Libraries to study when I need to	0.98	2	6.51	1
Laptop facilities in the Libraries meet my needs	0.54	3	6.40	3
Opening hours meet my needs	0.34	4	6.40	2
Printing, scanning and photocopying facilities in the Libraries meet my needs	0.34	5	6.38	4
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.33	6	5.83	11
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.31	7	5.90	10
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	0.28	8	6.02	8
I am able to find information I need on the library website	0.17	9	5.76	13
The library search engine and tools enable me to find relevant library resources quickly	0.08	10	5.70	15
The items I'm looking for on the library shelves are usually there	0.06	11	5.63	17
When I am away from campus I can access the Libraries' resources and services I need	0.06	12	5.97	9
Library staff provide accurate answers to my enquiries	-0.04	13	6.04	7
Access to Libraries' information resources helps me to achieve academic success	-0.05	14	5.82	12
The Libraries anticipate my learning and research needs	-0.08	15	5.40	20
Books and articles I have requested from other Libraries are delivered promptly	-0.10	16	5.39	21
Physical resources located in the Libraries meet my learning and research needs	-0.11	17	5.52	19
I am informed about the library services	-0.13	18	5.16	24
I can get help from library staff when I need it	-0.16	19	6.11	6
The library signage (print and digital) is clear	-0.19	20	5.65	16
Face-to-face enquiry services (e.g. Service Desks) meet my needs	-0.24	21	5.71	14
Library workshops, classes and consultations help me with my learning and research needs	-0.30	22	5.21	23
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	-0.34	23	5.58	18
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	-0.42	24	5.35	22

Singapore Management University Library Survey, February 2026

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



Statements
1 I am informed about the library services
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 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 meet my learning and research needs
19 Online resources provided by the Libraries 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 Libraries' resources and services I need
22 The library search engine and tools enable me to find relevant library resources quickly
23 Access to Libraries' 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 2026

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

550 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	I can get help from library staff when I need it	6.17	I can find a place in the Libraries to work in a group when I need to	5.23	I can find a place in the Libraries to work in a group when I need to	0.93
Laptop facilities in the Libraries meet my needs	6.37	Printing, scanning and photocopying facilities in the Libraries meet my needs	6.16	I am informed about the library services	5.34	I can find a quiet place in the Libraries to study when I need to	0.85
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.33	Library staff provide accurate answers to my enquiries	6.10	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.49	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.41
Opening hours meet my needs	6.17	Opening hours meet my needs	6.08	Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.50	Laptop facilities in the Libraries meet my needs	0.38
I can find a place in the Libraries to work in a group when I need to	6.16	Laptop facilities in the Libraries meet my needs	5.99	I am able to find information I need on the library website	5.51	Course specific resources (e.g. textbooks, readings) meet my learning needs	0.31
I can get help from library staff when I need it	6.11	Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.98	The Libraries anticipate my learning and research needs	5.51	I am able to find information I need on the library website	0.29
Library staff provide accurate answers to my enquiries	6.10	Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.89	Library workshops, classes and consultations help me with my learning and research needs	5.52	Printing, scanning and photocopying facilities in the Libraries meet my needs	0.17
When I am away from campus I can access the Libraries' resources and services I need	6.05	When I am away from campus I can access the Libraries' resources and services I need	5.88	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 Libraries' resources and services I need	0.17
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	6.00	Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	5.85	I can find a quiet place in the Libraries to study when I need to	5.64	Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	0.15
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.96	The library search engine and tools enable me to find relevant library resources quickly	5.82	Course specific resources (e.g. textbooks, readings) meet my learning needs	5.65	The library search engine and tools enable me to find relevant library resources quickly	0.13

Singapore Management University Library Survey, February 2026

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

550 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	5.64	16
Laptop facilities in the Libraries meet my needs	6.37	2	5.99	5
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.33	3	6.16	2
Opening hours meet my needs	6.17	4	6.08	4
I can find a place in the Libraries to work in a group when I need to	6.16	5	5.23	24
I can get help from library staff when I need it	6.11	6	6.17	1
Library staff provide accurate answers to my enquiries	6.10	7	6.10	3
When I am away from campus I can access the Libraries' resources and services I need	6.05	8	5.88	8
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	6.00	9	5.85	9
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.96	10	5.65	15
The library search engine and tools enable me to find relevant library resources quickly	5.96	11	5.82	10
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.90	12	5.49	22
Access to Libraries' information resources helps me to achieve academic success	5.88	13	5.77	11
I am able to find information I need on the library website	5.80	14	5.51	20
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.74	15	5.98	6
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.67	16	5.89	7
Physical resources located in the Libraries meet my learning and research needs	5.63	17	5.68	13
The library signage (print and digital) is clear	5.59	18	5.76	12
The items I'm looking for on the library shelves are usually there	5.56	19	5.60	17
Books and articles I have requested from other Libraries are delivered promptly	5.45	20	5.66	14
The Libraries anticipate my learning and research needs	5.44	21	5.51	19
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.27	22	5.50	21
Library workshops, classes and consultations help me with my learning and research needs	5.22	23	5.52	18
I am informed about the library services	5.09	24	5.34	23

Singapore Management University Library Survey, February 2026

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

550 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get help from library staff when I need it	6.17	1	6.11	6
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.16	2	6.33	3
Library staff provide accurate answers to my enquiries	6.10	3	6.10	7
Opening hours meet my needs	6.08	4	6.17	4
Laptop facilities in the Libraries meet my needs	5.99	5	6.37	2
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.98	6	5.74	15
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.89	7	5.67	16
When I am away from campus I can access the Libraries' resources and services I need	5.88	8	6.05	8
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	5.85	9	6.00	9
The library search engine and tools enable me to find relevant library resources quickly	5.82	10	5.96	11
Access to Libraries' information resources helps me to achieve academic success	5.77	11	5.88	13
The library signage (print and digital) is clear	5.76	12	5.59	18
Physical resources located in the Libraries meet my learning and research needs	5.68	13	5.63	17
Books and articles I have requested from other Libraries are delivered promptly	5.66	14	5.45	20
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.65	15	5.96	10
I can find a quiet place in the Libraries to study when I need to	5.64	16	6.49	1
The items I'm looking for on the library shelves are usually there	5.60	17	5.56	19
Library workshops, classes and consultations help me with my learning and research needs	5.52	18	5.22	23
The Libraries anticipate my learning and research needs	5.51	19	5.44	21
I am able to find information I need on the library website	5.51	20	5.80	14
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.50	21	5.27	22
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.49	22	5.90	12
I am informed about the library services	5.34	23	5.09	24
I can find a place in the Libraries to work in a group when I need to	5.23	24	6.16	5

Singapore Management University Library Survey, February 2026

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

550 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	6.16	5
I can find a quiet place in the Libraries to study when I need to	0.85	2	6.49	1
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.41	3	5.90	12
Laptop facilities in the Libraries meet my needs	0.38	4	6.37	2
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.31	5	5.96	10
I am able to find information I need on the library website	0.29	6	5.80	14
Printing, scanning and photocopying facilities in the Libraries meet my needs	0.17	7	6.33	3
When I am away from campus I can access the Libraries' resources and services I need	0.17	8	6.05	8
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	0.15	9	6.00	9
The library search engine and tools enable me to find relevant library resources quickly	0.13	10	5.96	11
Access to Libraries' information resources helps me to achieve academic success	0.11	11	5.88	13
Opening hours meet my needs	0.09	12	6.17	4
Library staff provide accurate answers to my enquiries	0.00	13	6.10	7
The items I'm looking for on the library shelves are usually there	-0.04	14	5.56	19
Physical resources located in the Libraries meet my learning and research needs	-0.05	15	5.63	17
I can get help from library staff when I need it	-0.06	16	6.11	6
The Libraries anticipate my learning and research needs	-0.07	17	5.44	21
The library signage (print and digital) is clear	-0.18	18	5.59	18
Books and articles I have requested from other Libraries are delivered promptly	-0.21	19	5.45	20
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	-0.22	20	5.67	16
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	-0.23	21	5.27	22
Face-to-face enquiry services (e.g. Service Desks) meet my needs	-0.24	22	5.74	15
I am informed about the library services	-0.25	23	5.09	24
Library workshops, classes and consultations help me with my learning and research needs	-0.31	24	5.22	23

Singapore Management University Library Survey, February 2026

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

205 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	I can get help from library staff when I need it	6.16	I can find a place in the Libraries to work in a group when I need to	5.24	I can find a quiet place in the Libraries to study when I need to	0.75
I can get help from library staff when I need it	6.19	Library staff provide accurate answers to my enquiries	6.12	I am informed about the library services	5.41	I can find a place in the Libraries to work in a group when I need to	0.70
When I am away from campus I can access the Libraries' resources and services I need	6.14	Opening hours meet my needs	6.02	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.49	Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	0.35
Laptop facilities in the Libraries meet my needs	6.13	Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	6.00	I am able to find information I need on the library website	5.56	Printing, scanning and photocopying facilities in the Libraries meet my needs	0.28
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.13	When I am away from campus I can access the Libraries' resources and services I need	5.94	Library workshops, classes and consultations help me with my learning and research needs	5.57	I am able to find information I need on the library website	0.26
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	6.06	Laptop facilities in the Libraries meet my needs	5.92	The items I'm looking for on the library shelves are usually there	5.59	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.24
Library staff provide accurate answers to my enquiries	6.06	Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.92	The Libraries anticipate my learning and research needs	5.59	Course specific resources (e.g. textbooks, readings) meet my learning needs	0.24
Opening hours meet my needs	5.98	Printing, scanning and photocopying facilities in the Libraries meet my needs	5.84	I can find a quiet place in the Libraries to study when I need to	5.62	Laptop facilities in the Libraries meet my needs	0.20
I can find a place in the Libraries to work in a group when I need to	5.95	Books and articles I have requested from other Libraries are delivered promptly	5.84	Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.62	When I am away from campus I can access the Libraries' resources and services I need	0.20
The library search engine and tools enable me to find relevant library resources quickly	5.95	The library search engine and tools enable me to find relevant library resources quickly	5.79	Physical resources located in the Libraries meet my learning and research needs	5.64	The items I'm looking for on the library shelves are usually there	0.18

Singapore Management University Library Survey, February 2026

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

205 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	5.62	17
I can get help from library staff when I need it	6.19	2	6.16	1
When I am away from campus I can access the Libraries' resources and services I need	6.14	3	5.94	5
Laptop facilities in the Libraries meet my needs	6.13	4	5.92	6
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.13	5	5.84	8
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	6.06	6	5.71	13
Library staff provide accurate answers to my enquiries	6.06	7	6.12	2
Opening hours meet my needs	5.98	8	6.02	3
I can find a place in the Libraries to work in a group when I need to	5.95	9	5.24	24
The library search engine and tools enable me to find relevant library resources quickly	5.95	10	5.79	10
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.94	11	5.70	14
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.85	12	6.00	4
I am able to find information I need on the library website	5.81	13	5.56	21
Access to Libraries' information resources helps me to achieve academic success	5.80	14	5.79	11
The items I'm looking for on the library shelves are usually there	5.76	15	5.59	19
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.74	16	5.92	7
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.74	17	5.49	22
The library signage (print and digital) is clear	5.70	18	5.76	12
Books and articles I have requested from other Libraries are delivered promptly	5.69	19	5.84	9
Physical resources located in the Libraries meet my learning and research needs	5.54	20	5.64	15
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.50	21	5.62	16
The Libraries anticipate my learning and research needs	5.42	22	5.59	18
I am informed about the library services	5.30	23	5.41	23
Library workshops, classes and consultations help me with my learning and research needs	5.27	24	5.57	20

Singapore Management University Library Survey, February 2026

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

205 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get help from library staff when I need it	6.16	1	6.19	2
Library staff provide accurate answers to my enquiries	6.12	2	6.06	7
Opening hours meet my needs	6.02	3	5.98	8
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	6.00	4	5.85	12
When I am away from campus I can access the Libraries' resources and services I need	5.94	5	6.14	3
Laptop facilities in the Libraries meet my needs	5.92	6	6.13	4
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.92	7	5.74	16
Printing, scanning and photocopying facilities in the Libraries meet my needs	5.84	8	6.13	5
Books and articles I have requested from other Libraries are delivered promptly	5.84	9	5.69	19
The library search engine and tools enable me to find relevant library resources quickly	5.79	10	5.95	10
Access to Libraries' information resources helps me to achieve academic success	5.79	11	5.80	14
The library signage (print and digital) is clear	5.76	12	5.70	18
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	5.71	13	6.06	6
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.70	14	5.94	11
Physical resources located in the Libraries meet my learning and research needs	5.64	15	5.54	20
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.62	16	5.50	21
I can find a quiet place in the Libraries to study when I need to	5.62	17	6.37	1
The Libraries anticipate my learning and research needs	5.59	18	5.42	22
The items I'm looking for on the library shelves are usually there	5.59	19	5.76	15
Library workshops, classes and consultations help me with my learning and research needs	5.57	20	5.27	24
I am able to find information I need on the library website	5.56	21	5.81	13
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.49	22	5.74	17
I am informed about the library services	5.41	23	5.30	23
I can find a place in the Libraries to work in a group when I need to	5.24	24	5.95	9

Singapore Management University Library Survey, February 2026

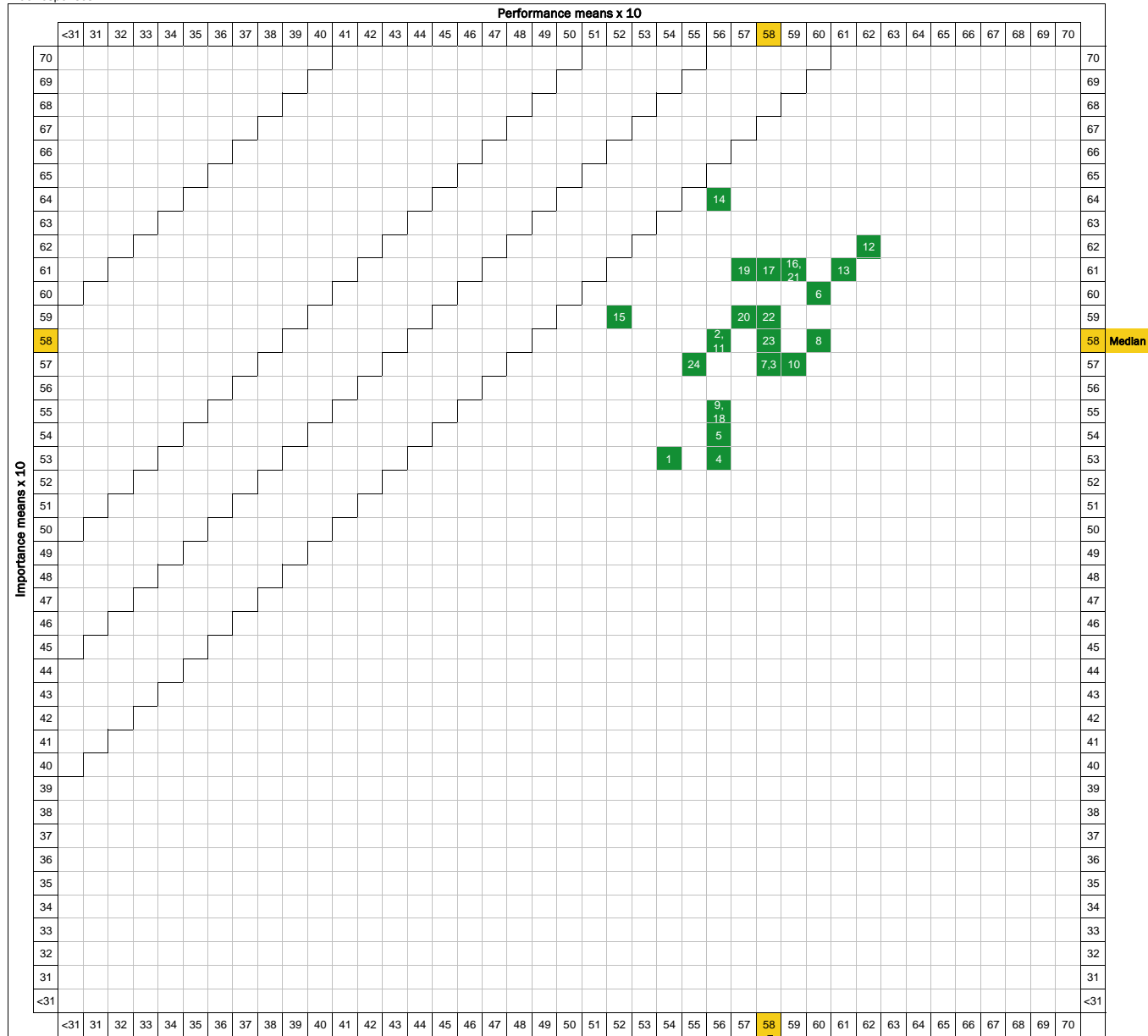
Mean gap scores — How frequently do you visit the Libraries? - Monthly

205 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Libraries to study when I need to	0.75	1	6.37	1
I can find a place in the Libraries to work in a group when I need to	0.70	2	5.95	9
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	0.35	3	6.06	6
Printing, scanning and photocopying facilities in the Libraries meet my needs	0.28	4	6.13	5
I am able to find information I need on the library website	0.26	5	5.81	13
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.24	6	5.74	17
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.24	7	5.94	11
Laptop facilities in the Libraries meet my needs	0.20	8	6.13	4
When I am away from campus I can access the Libraries' resources and services I need	0.20	9	6.14	3
The items I'm looking for on the library shelves are usually there	0.18	10	5.76	15
The library search engine and tools enable me to find relevant library resources quickly	0.16	11	5.95	10
I can get help from library staff when I need it	0.03	12	6.19	2
Access to Libraries' information resources helps me to achieve academic success	0.01	13	5.80	14
Opening hours meet my needs	-0.04	14	5.98	8
The library signage (print and digital) is clear	-0.06	15	5.70	18
Library staff provide accurate answers to my enquiries	-0.06	16	6.06	7
Physical resources located in the Libraries meet my learning and research needs	-0.10	17	5.54	20
I am informed about the library services	-0.11	18	5.30	23
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	-0.12	19	5.50	21
Books and articles I have requested from other Libraries are delivered promptly	-0.15	20	5.69	19
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	-0.15	21	5.85	12
The Libraries anticipate my learning and research needs	-0.17	22	5.42	22
Face-to-face enquiry services (e.g. Service Desks) meet my needs	-0.18	23	5.74	16
Library workshops, classes and consultations help me with my learning and research needs	-0.30	24	5.27	24

Singapore Management University Library Survey, February 2026

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



Statements	
1	I am informed about the library services
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 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 meet my learning and research needs
19	Online resources provided by the Libraries 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 Libraries' resources and services I need
22	The library search engine and tools enable me to find relevant library resources quickly
23	Access to Libraries' 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 2026

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

115 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 provided by the Libraries are useful for my studies and help me with my learning and research needs	6.05	I can get help from library staff when I need it	5.95	I can find a place in the Libraries to work in a group when I need to	5.11	I can find a quiet place in the Libraries to study when I need to	0.52
When I am away from campus I can access the Libraries' resources and services I need	6.00	Library staff provide accurate answers to my enquiries	5.94	I am informed about the library services	5.28	I am able to find information I need on the library website	0.41
Library staff provide accurate answers to my enquiries	5.92	Laptop facilities in the Libraries meet my needs	5.85	The items I'm looking for on the library shelves are usually there	5.31	The library search engine and tools enable me to find relevant library resources quickly	0.38
I can get help from library staff when I need it	5.89	When I am away from campus I can access the Libraries' resources and services I need	5.83	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.35	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.38
Laptop facilities in the Libraries meet my needs	5.88	Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.78	I can find a quiet place in the Libraries to study when I need to	5.35	Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	0.37
I can find a quiet place in the Libraries to study when I need to	5.87	Opening hours meet my needs	5.75	The Libraries anticipate my learning and research needs	5.37	Course specific resources (e.g. textbooks, readings) meet my learning needs	0.28
The library search engine and tools enable me to find relevant library resources quickly	5.87	Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	5.68	Library workshops, classes and consultations help me with my learning and research needs	5.38	I can find a place in the Libraries to work in a group when I need to	0.19
I am able to find information I need on the library website	5.80	Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.67	I am able to find information I need on the library website	5.40	When I am away from campus I can access the Libraries' resources and services I need	0.17
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.73	Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.65	Course specific resources (e.g. textbooks, readings) meet my learning needs	5.43	Printing, scanning and photocopying facilities in the Libraries meet my needs	0.06
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.71	Books and articles I have requested from other Libraries are delivered promptly	5.62	Physical resources located in the Libraries meet my learning and research needs	5.46	Access to Libraries' information resources helps me to achieve academic success	0.05

Singapore Management University Library Survey, February 2026

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

115 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	6.05	1	5.68	7
When I am away from campus I can access the Libraries' resources and services I need	6.00	2	5.83	4
Library staff provide accurate answers to my enquiries	5.92	3	5.94	2
I can get help from library staff when I need it	5.89	4	5.95	1
Laptop facilities in the Libraries meet my needs	5.88	5	5.85	3
I can find a quiet place in the Libraries to study when I need to	5.87	6	5.35	20
The library search engine and tools enable me to find relevant library resources quickly	5.87	7	5.48	14
I am able to find information I need on the library website	5.80	8	5.40	17
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.73	9	5.35	21
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.71	10	5.43	16
Access to Libraries' information resources helps me to achieve academic success	5.66	11	5.61	11
Books and articles I have requested from other Libraries are delivered promptly	5.57	12	5.62	10
Printing, scanning and photocopying facilities in the Libraries meet my needs	5.54	13	5.49	13
The library signage (print and digital) is clear	5.52	14	5.55	12
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.51	15	5.78	5
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.47	16	5.67	8
Opening hours meet my needs	5.46	17	5.75	6
Physical resources located in the Libraries meet my learning and research needs	5.41	18	5.46	15
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.40	19	5.65	9
I can find a place in the Libraries to work in a group when I need to	5.30	20	5.11	24
I am informed about the library services	5.29	21	5.28	23
The items I'm looking for on the library shelves are usually there	5.29	21	5.31	22
The Libraries anticipate my learning and research needs	5.13	23	5.37	19
Library workshops, classes and consultations help me with my learning and research needs	5.00	24	5.38	18

Singapore Management University Library Survey, February 2026

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

115 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get help from library staff when I need it	5.95	1	5.89	4
Library staff provide accurate answers to my enquiries	5.94	2	5.92	3
Laptop facilities in the Libraries meet my needs	5.85	3	5.88	5
When I am away from campus I can access the Libraries' resources and services I need	5.83	4	6.00	2
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.78	5	5.51	15
Opening hours meet my needs	5.75	6	5.46	17
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	5.68	7	6.05	1
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.67	8	5.47	16
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.65	9	5.40	19
Books and articles I have requested from other Libraries are delivered promptly	5.62	10	5.57	12
Access to Libraries' information resources helps me to achieve academic success	5.61	11	5.66	11
The library signage (print and digital) is clear	5.55	12	5.52	14
Printing, scanning and photocopying facilities in the Libraries meet my needs	5.49	13	5.54	13
The library search engine and tools enable me to find relevant library resources quickly	5.48	14	5.87	7
Physical resources located in the Libraries meet my learning and research needs	5.46	15	5.41	18
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.43	16	5.71	10
I am able to find information I need on the library website	5.40	17	5.80	8
Library workshops, classes and consultations help me with my learning and research needs	5.38	18	5.00	24
The Libraries anticipate my learning and research needs	5.37	19	5.13	23
I can find a quiet place in the Libraries to study when I need to	5.35	20	5.87	6
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.35	21	5.73	9
The items I'm looking for on the library shelves are usually there	5.31	22	5.29	21
I am informed about the library services	5.28	23	5.29	21
I can find a place in the Libraries to work in a group when I need to	5.11	24	5.30	20

Singapore Management University Library Survey, February 2026

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

115 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Libraries to study when I need to	0.52	1	5.87	6
I am able to find information I need on the library website	0.41	2	5.80	8
The library search engine and tools enable me to find relevant library resources quickly	0.38	3	5.87	7
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.38	4	5.73	9
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	0.37	5	6.05	1
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.28	6	5.71	10
I can find a place in the Libraries to work in a group when I need to	0.19	7	5.30	20
When I am away from campus I can access the Libraries' resources and services I need	0.17	8	6.00	2
Printing, scanning and photocopying facilities in the Libraries meet my needs	0.06	9	5.54	13
Access to Libraries' information resources helps me to achieve academic success	0.05	10	5.66	11
Laptop facilities in the Libraries meet my needs	0.02	11	5.88	5
I am informed about the library services	0.01	12	5.29	21
Library staff provide accurate answers to my enquiries	-0.02	13	5.92	3
The items I'm looking for on the library shelves are usually there	-0.03	14	5.29	21
The library signage (print and digital) is clear	-0.03	15	5.52	14
Books and articles I have requested from other Libraries are delivered promptly	-0.05	16	5.57	12
Physical resources located in the Libraries meet my learning and research needs	-0.06	17	5.41	18
I can get help from library staff when I need it	-0.06	18	5.89	4
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	-0.20	19	5.47	16
The Libraries anticipate my learning and research needs	-0.24	20	5.13	23
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	-0.26	21	5.40	19
Face-to-face enquiry services (e.g. Service Desks) meet my needs	-0.28	22	5.51	15
Opening hours meet my needs	-0.29	23	5.46	17
Library workshops, classes and consultations help me with my learning and research needs	-0.38	24	5.00	24

Singapore Management University Library Survey, February 2026

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

30 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	6.14	When I am away from campus I can access the Libraries' resources and services I need	6.00	I can find a place in the Libraries to work in a group when I need to	4.90	I can find a place in the Libraries to work in a group when I need to	0.50
When I am away from campus I can access the Libraries' resources and services I need	6.09	Laptop facilities in the Libraries meet my needs	5.90	The items I'm looking for on the library shelves are usually there	5.29	I am able to find information I need on the library website	0.48
The library search engine and tools enable me to find relevant library resources quickly	6.00	Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.87	I am able to find information I need on the library website	5.32	Course specific resources (e.g. textbooks, readings) meet my learning needs	0.37
Printing, scanning and photocopying facilities in the Libraries meet my needs	5.95	Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	5.86	Course specific resources (e.g. textbooks, readings) meet my learning needs	5.37	The items I'm looking for on the library shelves are usually there	0.36
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.87	I can get help from library staff when I need it	5.85	I am informed about the library services	5.42	Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	0.29
I am able to find information I need on the library website	5.80	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.83	Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.44	The library search engine and tools enable me to find relevant library resources quickly	0.23
Access to Libraries' information resources helps me to achieve academic success	5.75	Printing, scanning and photocopying facilities in the Libraries meet my needs	5.79	The library signage (print and digital) is clear	5.44	I can find a quiet place in the Libraries to study when I need to	0.22
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.74	The library search engine and tools enable me to find relevant library resources quickly	5.77	Physical resources located in the Libraries meet my learning and research needs	5.47	Printing, scanning and photocopying facilities in the Libraries meet my needs	0.16
I can find a quiet place in the Libraries to study when I need to	5.72	Library staff provide accurate answers to my enquiries	5.75	Library workshops, classes and consultations help me with my learning and research needs	5.48	Physical resources located in the Libraries meet my learning and research needs	0.13
Books and articles I have requested from other Libraries are delivered promptly	5.72	Access to Libraries' information resources helps me to achieve academic success	5.75	I can find a quiet place in the Libraries to study when I need to	5.50	The Libraries anticipate my learning and research needs	0.13

Singapore Management University Library Survey, February 2026

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

30 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	6.14	1	5.86	4
When I am away from campus I can access the Libraries' resources and services I need	6.09	2	6.00	1
The library search engine and tools enable me to find relevant library resources quickly	6.00	3	5.77	8
Printing, scanning and photocopying facilities in the Libraries meet my needs	5.95	4	5.79	7
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.87	5	5.87	3
I am able to find information I need on the library website	5.80	6	5.32	22
Access to Libraries' information resources helps me to achieve academic success	5.75	7	5.75	9
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.74	8	5.37	21
I can find a quiet place in the Libraries to study when I need to	5.72	9	5.50	15
Books and articles I have requested from other Libraries are delivered promptly	5.72	9	5.61	12
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.72	9	5.83	6
I can get help from library staff when I need it	5.70	12	5.85	5
The Libraries anticipate my learning and research needs	5.65	13	5.52	14
Library staff provide accurate answers to my enquiries	5.65	14	5.75	9
The items I'm looking for on the library shelves are usually there	5.64	15	5.29	23
Opening hours meet my needs	5.62	16	5.67	11
Physical resources located in the Libraries meet my learning and research needs	5.60	17	5.47	17
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.56	18	5.44	18
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.53	19	5.59	13
Laptop facilities in the Libraries meet my needs	5.45	20	5.90	2
The library signage (print and digital) is clear	5.41	21	5.44	18
I can find a place in the Libraries to work in a group when I need to	5.40	22	4.90	24
I am informed about the library services	5.38	23	5.42	20
Library workshops, classes and consultations help me with my learning and research needs	5.33	24	5.48	16

Singapore Management University Library Survey, February 2026

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

30 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
When I am away from campus I can access the Libraries' resources and services I need	6.00	1	6.09	2
Laptop facilities in the Libraries meet my needs	5.90	2	5.45	20
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.87	3	5.87	5
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	5.86	4	6.14	1
I can get help from library staff when I need it	5.85	5	5.70	12
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.83	6	5.72	9
Printing, scanning and photocopying facilities in the Libraries meet my needs	5.79	7	5.95	4
The library search engine and tools enable me to find relevant library resources quickly	5.77	8	6.00	3
Library staff provide accurate answers to my enquiries	5.75	9	5.65	14
Access to Libraries' information resources helps me to achieve academic success	5.75	9	5.75	7
Opening hours meet my needs	5.67	11	5.62	16
Books and articles I have requested from other Libraries are delivered promptly	5.61	12	5.72	9
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.59	13	5.53	19
The Libraries anticipate my learning and research needs	5.52	14	5.65	13
I can find a quiet place in the Libraries to study when I need to	5.50	15	5.72	9
Library workshops, classes and consultations help me with my learning and research needs	5.48	16	5.33	24
Physical resources located in the Libraries meet my learning and research needs	5.47	17	5.60	17
The library signage (print and digital) is clear	5.44	18	5.41	21
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.44	18	5.56	18
I am informed about the library services	5.42	20	5.38	23
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.37	21	5.74	8
I am able to find information I need on the library website	5.32	22	5.80	6
The items I'm looking for on the library shelves are usually there	5.29	23	5.64	15
I can find a place in the Libraries to work in a group when I need to	4.90	24	5.40	22

Singapore Management University Library Survey, February 2026

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

30 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a place in the Libraries to work in a group when I need to	0.50	1	5.40	22
I am able to find information I need on the library website	0.48	2	5.80	6
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.37	3	5.74	8
The items I'm looking for on the library shelves are usually there	0.36	4	5.64	15
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	0.29	5	6.14	1
The library search engine and tools enable me to find relevant library resources quickly	0.23	6	6.00	3
I can find a quiet place in the Libraries to study when I need to	0.22	7	5.72	9
Printing, scanning and photocopying facilities in the Libraries meet my needs	0.16	8	5.95	4
Physical resources located in the Libraries meet my learning and research needs	0.13	9	5.60	17
The Libraries anticipate my learning and research needs	0.13	10	5.65	13
Books and articles I have requested from other Libraries are delivered promptly	0.11	11	5.72	9
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	0.11	12	5.56	18
When I am away from campus I can access the Libraries' resources and services I need	0.09	13	6.09	2
Access to Libraries' information resources helps me to achieve academic success	0.00	14	5.75	7
Face-to-face enquiry services (e.g. Service Desks) meet my needs	0.00	14	5.87	5
The library signage (print and digital) is clear	-0.04	16	5.41	21
I am informed about the library services	-0.04	17	5.38	23
Opening hours meet my needs	-0.05	18	5.62	16
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	-0.06	19	5.53	19
Library staff provide accurate answers to my enquiries	-0.10	20	5.65	14
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	-0.11	21	5.72	9
Library workshops, classes and consultations help me with my learning and research needs	-0.14	22	5.33	24
I can get help from library staff when I need it	-0.15	23	5.70	12
Laptop facilities in the Libraries meet my needs	-0.45	24	5.45	20

Singapore Management University Library Survey, February 2026

Top 5 importance scores by demographic

How often do you access library resources?

Unique factor

Daily (198 responses)	Importance mean
I can find a quiet place in the Libraries to study when I need to	6.47
When I am away from campus I can access the Libraries' resources and services I need	6.44
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	6.42
Laptop facilities in the Libraries meet my needs	6.27
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.27
Weekly (403 responses)	Importance mean
I can find a quiet place in the Libraries to study when I need to	6.43
Laptop facilities in the Libraries meet my needs	6.31
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.30
Opening hours meet my needs	6.27
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	6.20
Monthly (292 responses)	Importance mean
I can find a quiet place in the Libraries to study when I need to	6.45
Laptop facilities in the Libraries meet my needs	6.38
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.35
I can find a place in the Libraries to work in a group when I need to	6.13
Opening hours meet my needs	6.13
Quarterly (153 responses)	Importance mean
I can find a quiet place in the Libraries to study when I need to	6.25
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.07
Laptop facilities in the Libraries meet my needs	6.04
I can find a place in the Libraries to work in a group when I need to	6.04
Opening hours meet my needs	5.98
Never (141 responses)	Importance mean
I can find a quiet place in the Libraries to study when I need to	6.38
Laptop facilities in the Libraries meet my needs	6.28
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.05
Opening hours meet my needs	5.99
I can find a place in the Libraries to work in a group when I need to	5.92

Singapore Management University Library Survey, February 2026

Top 5 performance scores by demographic

How often do you access library resources?

Unique factor

Daily (198 responses)	Performance mean
I can get help from library staff when I need it	6.36
Library staff provide accurate answers to my enquiries	6.29
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	6.27
When I am away from campus I can access the Libraries' resources and services I need	6.17
Face-to-face enquiry services (e.g. Service Desks) meet my needs	6.15
Weekly (403 responses)	Performance mean
I can get help from library staff when I need it	6.28
Library staff provide accurate answers to my enquiries	6.18
Opening hours meet my needs	6.07
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.06
When I am away from campus I can access the Libraries' resources and services I need	6.04
Monthly (292 responses)	Performance mean
I can get help from library staff when I need it	6.11
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.10
Opening hours meet my needs	6.00
Library staff provide accurate answers to my enquiries	5.96
Laptop facilities in the Libraries meet my needs	5.93
Quarterly (153 responses)	Performance mean
Opening hours meet my needs	6.02
I can get help from library staff when I need it	5.96
Library staff provide accurate answers to my enquiries	5.93
Laptop facilities in the Libraries meet my needs	5.85
Printing, scanning and photocopying facilities in the Libraries meet my needs	5.82
Never (141 responses)	Performance mean
I can get help from library staff when I need it	5.89
Opening hours meet my needs	5.88
Laptop facilities in the Libraries meet my needs	5.86
Library staff provide accurate answers to my enquiries	5.84
Printing, scanning and photocopying facilities in the Libraries meet my needs	5.83

Singapore Management University Library Survey, February 2026

Top 5 gap scores by demographic

How often do you access library resources?

Unique factor

	Gap score
Daily (198 responses)	Gap score
I can find a place in the Libraries to work in a group when I need to	0.78
I can find a quiet place in the Libraries to study when I need to	0.74
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	0.50
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.42
The library search engine and tools enable me to find relevant library resources quickly	0.34
Weekly (403 responses)	Gap score
I can find a quiet place in the Libraries to study when I need to	0.85
I can find a place in the Libraries to work in a group when I need to	0.84
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.43
I am able to find information I need on the library website	0.35
Laptop facilities in the Libraries meet my needs	0.34
Monthly (292 responses)	Gap score
I can find a place in the Libraries to work in a group when I need to	1.02
I can find a quiet place in the Libraries to study when I need to	0.88
Laptop facilities in the Libraries meet my needs	0.45
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.36
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.28
Quarterly (153 responses)	Gap score
I can find a place in the Libraries to work in a group when I need to	0.80
I can find a quiet place in the Libraries to study when I need to	0.79
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.25
Printing, scanning and photocopying facilities in the Libraries meet my needs	0.25
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.22
Never (141 responses)	Gap score
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	0.67
Laptop facilities in the Libraries meet my needs	0.42
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.30
Printing, scanning and photocopying facilities in the Libraries meet my needs	0.22

Singapore Management University Library Survey, February 2026

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

198 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	6.47	I can get help from library staff when I need it	6.36	I can find a place in the Libraries to work in a group when I need to	5.36	I can find a place in the Libraries to work in a group when I need to	0.78
When I am away from campus I can access the Libraries' resources and services I need	6.44	Library staff provide accurate answers to my enquiries	6.29	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.59	I can find a quiet place in the Libraries to study when I need to	0.74
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	6.42	Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	6.27	I am informed about the library services	5.70	Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	0.50
Laptop facilities in the Libraries meet my needs	6.27	When I am away from campus I can access the Libraries' resources and services I need	6.17	I can find a quiet place in the Libraries to study when I need to	5.72	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.42
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.27	Face-to-face enquiry services (e.g. Service Desks) meet my needs	6.15	Library workshops, classes and consultations help me with my learning and research needs	5.72	The library search engine and tools enable me to find relevant library resources quickly	0.34
The library search engine and tools enable me to find relevant library resources quickly	6.27	Printing, scanning and photocopying facilities in the Libraries meet my needs	6.13	The Libraries anticipate my learning and research needs	5.73	Course specific resources (e.g. textbooks, readings) meet my learning needs	0.31
I am able to find information I need on the library website	6.24	Access to Libraries' information resources helps me to achieve academic success	6.11	The items I'm looking for on the library shelves are usually there	5.74	I am able to find information I need on the library website	0.30
Access to Libraries' information resources helps me to achieve academic success	6.23	Opening hours meet my needs	6.10	Physical resources located in the Libraries meet my learning and research needs	5.83	Laptop facilities in the Libraries meet my needs	0.28
I can get help from library staff when I need it	6.22	Laptop facilities in the Libraries meet my needs	5.99	Books and articles I have requested from other Libraries are delivered promptly	5.90	When I am away from campus I can access the Libraries' resources and services I need	0.27
Course specific resources (e.g. textbooks, readings) meet my learning needs	6.21	Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.96	The library signage (print and digital) is clear	5.90	Printing, scanning and photocopying facilities in the Libraries meet my needs	0.14

Singapore Management University Library Survey, February 2026

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

198 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Libraries to study when I need to	6.47	1	5.72	21
When I am away from campus I can access the Libraries' resources and services I need	6.44	2	6.17	4
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	6.42	3	5.92	13
Laptop facilities in the Libraries meet my needs	6.27	4	5.99	9
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.27	5	6.13	6
The library search engine and tools enable me to find relevant library resources quickly	6.27	6	5.93	12
I am able to find information I need on the library website	6.24	7	5.93	11
Access to Libraries' information resources helps me to achieve academic success	6.23	8	6.11	7
I can get help from library staff when I need it	6.22	9	6.36	1
Course specific resources (e.g. textbooks, readings) meet my learning needs	6.21	10	5.90	14
Library staff provide accurate answers to my enquiries	6.20	11	6.29	2
I can find a place in the Libraries to work in a group when I need to	6.15	12	5.36	24
Opening hours meet my needs	6.04	13	6.10	8
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	6.01	14	5.59	23
Books and articles I have requested from other Libraries are delivered promptly	5.90	15	5.90	16
The items I'm looking for on the library shelves are usually there	5.88	16	5.74	18
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.86	17	6.27	3
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.80	18	6.15	5
Physical resources located in the Libraries meet my learning and research needs	5.79	19	5.83	17
The Libraries anticipate my learning and research needs	5.67	20	5.73	19
The library signage (print and digital) is clear	5.67	21	5.90	15
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.54	22	5.96	10
I am informed about the library services	5.48	23	5.70	22
Library workshops, classes and consultations help me with my learning and research needs	5.34	24	5.72	20

Singapore Management University Library Survey, February 2026

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

198 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get help from library staff when I need it	6.36	1	6.22	9
Library staff provide accurate answers to my enquiries	6.29	2	6.20	11
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	6.27	3	5.86	17
When I am away from campus I can access the Libraries' resources and services I need	6.17	4	6.44	2
Face-to-face enquiry services (e.g. Service Desks) meet my needs	6.15	5	5.80	18
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.13	6	6.27	5
Access to Libraries' information resources helps me to achieve academic success	6.11	7	6.23	8
Opening hours meet my needs	6.10	8	6.04	13
Laptop facilities in the Libraries meet my needs	5.99	9	6.27	4
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.96	10	5.54	22
I am able to find information I need on the library website	5.93	11	6.24	7
The library search engine and tools enable me to find relevant library resources quickly	5.93	12	6.27	6
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	5.92	13	6.42	3
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.90	14	6.21	10
The library signage (print and digital) is clear	5.90	15	5.67	21
Books and articles I have requested from other Libraries are delivered promptly	5.90	16	5.90	15
Physical resources located in the Libraries meet my learning and research needs	5.83	17	5.79	19
The items I'm looking for on the library shelves are usually there	5.74	18	5.88	16
The Libraries anticipate my learning and research needs	5.73	19	5.67	20
Library workshops, classes and consultations help me with my learning and research needs	5.72	20	5.34	24
I can find a quiet place in the Libraries to study when I need to	5.72	21	6.47	1
I am informed about the library services	5.70	22	5.48	23
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.59	23	6.01	14
I can find a place in the Libraries to work in a group when I need to	5.36	24	6.15	12

Singapore Management University Library Survey, February 2026

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

198 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a place in the Libraries to work in a group when I need to	0.78	1	6.15	12
I can find a quiet place in the Libraries to study when I need to	0.74	2	6.47	1
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	0.50	3	6.42	3
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.42	4	6.01	14
The library search engine and tools enable me to find relevant library resources quickly	0.34	5	6.27	6
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.31	6	6.21	10
I am able to find information I need on the library website	0.30	7	6.24	7
Laptop facilities in the Libraries meet my needs	0.28	8	6.27	4
When I am away from campus I can access the Libraries' resources and services I need	0.27	9	6.44	2
Printing, scanning and photocopying facilities in the Libraries meet my needs	0.14	10	6.27	5
The items I'm looking for on the library shelves are usually there	0.14	11	5.88	16
Access to Libraries' information resources helps me to achieve academic success	0.12	12	6.23	8
Books and articles I have requested from other Libraries are delivered promptly	0.00	13	5.90	15
Physical resources located in the Libraries meet my learning and research needs	-0.05	14	5.79	19
The Libraries anticipate my learning and research needs	-0.06	15	5.67	20
Opening hours meet my needs	-0.06	16	6.04	13
Library staff provide accurate answers to my enquiries	-0.09	17	6.20	11
I can get help from library staff when I need it	-0.14	18	6.22	9
I am informed about the library services	-0.22	19	5.48	23
The library signage (print and digital) is clear	-0.23	20	5.67	21
Face-to-face enquiry services (e.g. Service Desks) meet my needs	-0.35	21	5.80	18
Library workshops, classes and consultations help me with my learning and research needs	-0.39	22	5.34	24
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	-0.41	23	5.86	17
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	-0.41	24	5.54	22

Singapore Management University Library Survey, February 2026

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

403 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	6.43	I can get help from library staff when I need it	6.28	I can find a place in the Libraries to work in a group when I need to	5.25	I can find a quiet place in the Libraries to study when I need to	0.85
Laptop facilities in the Libraries meet my needs	6.31	Library staff provide accurate answers to my enquiries	6.18	I am informed about the library services	5.38	I can find a place in the Libraries to work in a group when I need to	0.84
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.30	Opening hours meet my needs	6.07	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.55	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.43
Opening hours meet my needs	6.27	Printing, scanning and photocopying facilities in the Libraries meet my needs	6.06	The Libraries anticipate my learning and research needs	5.55	I am able to find information I need on the library website	0.35
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	6.20	When I am away from campus I can access the Libraries' resources and services I need	6.04	I am able to find information I need on the library website	5.56	Laptop facilities in the Libraries meet my needs	0.34
When I am away from campus I can access the Libraries' resources and services I need	6.19	Face-to-face enquiry services (e.g. Service Desks) meet my needs	6.03	I can find a quiet place in the Libraries to study when I need to	5.58	Course specific resources (e.g. textbooks, readings) meet my learning needs	0.34
I can get help from library staff when I need it	6.18	Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	6.01	Library workshops, classes and consultations help me with my learning and research needs	5.61	Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	0.25
Library staff provide accurate answers to my enquiries	6.14	Laptop facilities in the Libraries meet my needs	5.97	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	0.23
I can find a place in the Libraries to work in a group when I need to	6.09	Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	5.94	Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.69	Opening hours meet my needs	0.20
Course specific resources (e.g. textbooks, readings) meet my learning needs	6.07	Access to Libraries' information resources helps me to achieve academic success	5.89	Physical resources located in the Libraries meet my learning and research needs	5.70	When I am away from campus I can access the Libraries' resources and services I need	0.16

Singapore Management University Library Survey, February 2026

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

403 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Libraries to study when I need to	6.43	1	5.58	19
Laptop facilities in the Libraries meet my needs	6.31	2	5.97	8
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.30	3	6.06	4
Opening hours meet my needs	6.27	4	6.07	3
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	6.20	5	5.94	9
When I am away from campus I can access the Libraries' resources and services I need	6.19	6	6.04	5
I can get help from library staff when I need it	6.18	7	6.28	1
Library staff provide accurate answers to my enquiries	6.14	8	6.18	2
I can find a place in the Libraries to work in a group when I need to	6.09	9	5.25	24
Course specific resources (e.g. textbooks, readings) meet my learning needs	6.07	10	5.73	14
The library search engine and tools enable me to find relevant library resources quickly	6.03	11	5.89	11
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.98	12	5.55	22
Access to Libraries' information resources helps me to achieve academic success	5.92	13	5.89	10
I am able to find information I need on the library website	5.91	14	5.56	20
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.79	15	6.01	7
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.77	16	6.03	6
The items I'm looking for on the library shelves are usually there	5.73	17	5.65	17
Physical resources located in the Libraries meet my learning and research needs	5.64	18	5.70	15
Books and articles I have requested from other Libraries are delivered promptly	5.64	19	5.78	13
The library signage (print and digital) is clear	5.58	20	5.78	12
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.42	21	5.69	16
The Libraries anticipate my learning and research needs	5.37	22	5.55	21
Library workshops, classes and consultations help me with my learning and research needs	5.24	23	5.61	18
I am informed about the library services	5.22	24	5.38	23

Singapore Management University Library Survey, February 2026

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

403 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get help from library staff when I need it	6.28	1	6.18	7
Library staff provide accurate answers to my enquiries	6.18	2	6.14	8
Opening hours meet my needs	6.07	3	6.27	4
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.06	4	6.30	3
When I am away from campus I can access the Libraries' resources and services I need	6.04	5	6.19	6
Face-to-face enquiry services (e.g. Service Desks) meet my needs	6.03	6	5.77	16
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	6.01	7	5.79	15
Laptop facilities in the Libraries meet my needs	5.97	8	6.31	2
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	5.94	9	6.20	5
Access to Libraries' information resources helps me to achieve academic success	5.89	10	5.92	13
The library search engine and tools enable me to find relevant library resources quickly	5.89	11	6.03	11
The library signage (print and digital) is clear	5.78	12	5.58	20
Books and articles I have requested from other Libraries are delivered promptly	5.78	13	5.64	19
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.73	14	6.07	10
Physical resources located in the Libraries meet my learning and research needs	5.70	15	5.64	18
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.69	16	5.42	21
The items I'm looking for on the library shelves are usually there	5.65	17	5.73	17
Library workshops, classes and consultations help me with my learning and research needs	5.61	18	5.24	23
I can find a quiet place in the Libraries to study when I need to	5.58	19	6.43	1
I am able to find information I need on the library website	5.56	20	5.91	14
The Libraries anticipate my learning and research needs	5.55	21	5.37	22
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.55	22	5.98	12
I am informed about the library services	5.38	23	5.22	24
I can find a place in the Libraries to work in a group when I need to	5.25	24	6.09	9

Singapore Management University Library Survey, February 2026

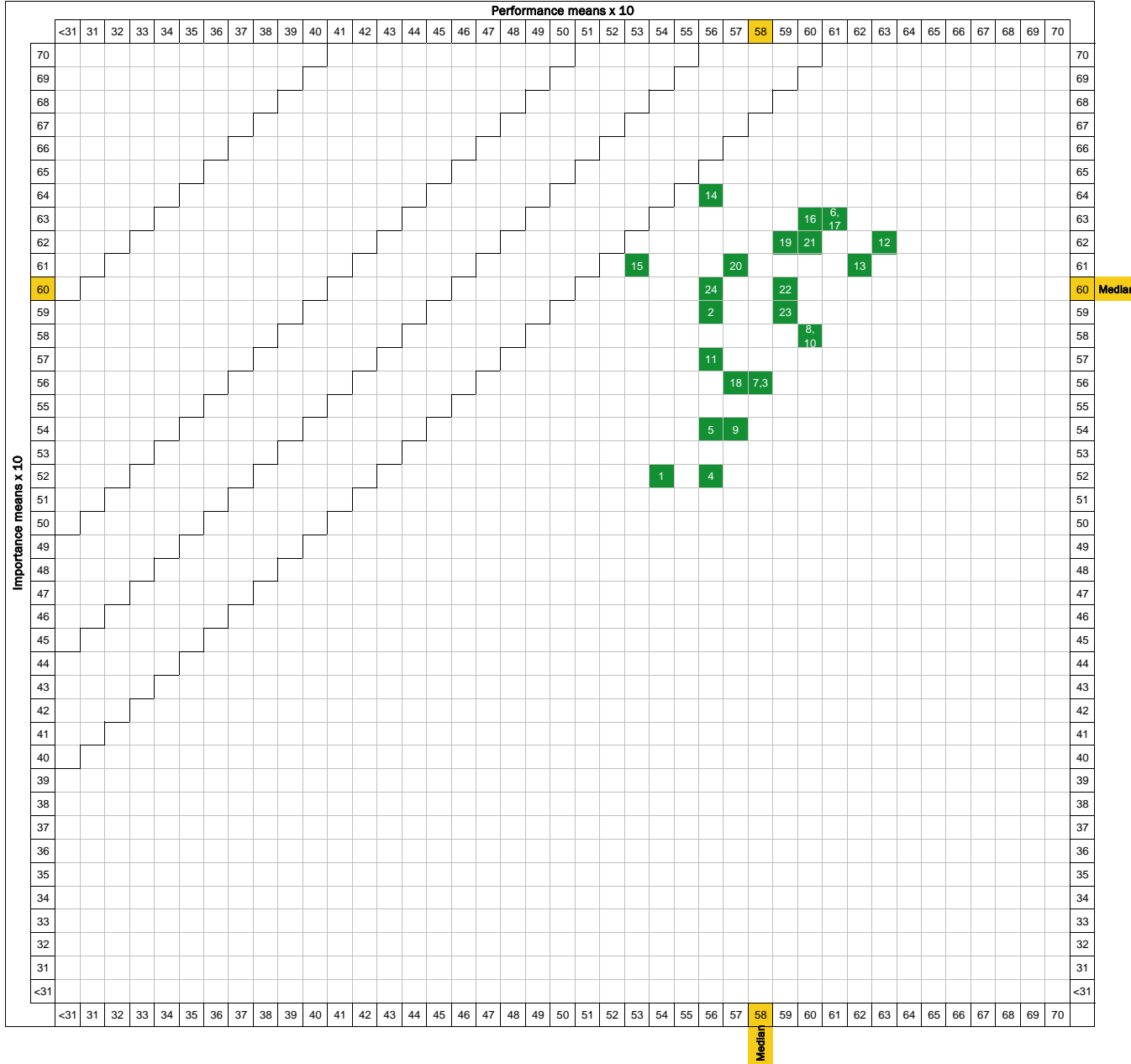
Mean gap scores — How often do you access library resources? - Weekly

403 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Libraries to study when I need to	0.85	1	6.43	1
I can find a place in the Libraries to work in a group when I need to	0.84	2	6.09	9
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.43	3	5.98	12
I am able to find information I need on the library website	0.35	4	5.91	14
Laptop facilities in the Libraries meet my needs	0.34	5	6.31	2
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.34	6	6.07	10
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	0.25	7	6.20	5
Printing, scanning and photocopying facilities in the Libraries meet my needs	0.23	8	6.30	3
Opening hours meet my needs	0.20	9	6.27	4
When I am away from campus I can access the Libraries' resources and services I need	0.16	10	6.19	6
The library search engine and tools enable me to find relevant library resources quickly	0.14	11	6.03	11
The items I'm looking for on the library shelves are usually there	0.08	12	5.73	17
Access to Libraries' information resources helps me to achieve academic success	0.02	13	5.92	13
Library staff provide accurate answers to my enquiries	-0.04	14	6.14	8
Physical resources located in the Libraries meet my learning and research needs	-0.06	15	5.64	18
I can get help from library staff when I need it	-0.09	16	6.18	7
Books and articles I have requested from other Libraries are delivered promptly	-0.14	17	5.64	19
I am informed about the library services	-0.16	18	5.22	24
The Libraries anticipate my learning and research needs	-0.18	19	5.37	22
The library signage (print and digital) is clear	-0.20	20	5.58	20
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	-0.22	21	5.79	15
Face-to-face enquiry services (e.g. Service Desks) meet my needs	-0.26	22	5.77	16
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	-0.27	23	5.42	21
Library workshops, classes and consultations help me with my learning and research needs	-0.38	24	5.24	23

Singapore Management University Library Survey, February 2026

Best practice categories gap grid — How often do you access library resources? - Weekly
403 responses



Statements	
1	I am informed about the library services
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 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 meet my learning and research needs
19	Online resources provided by the Libraries 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 Libraries' resources and services I need
22	The library search engine and tools enable me to find relevant library resources quickly
23	Access to Libraries' 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 2026

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

292 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	I can get help from library staff when I need it	6.11	I can find a place in the Libraries to work in a group when I need to	5.11	I can find a place in the Libraries to work in a group when I need to	1.02
Laptop facilities in the Libraries meet my needs	6.38	Printing, scanning and photocopying facilities in the Libraries meet my needs	6.10	I am informed about the library services	5.31	I can find a quiet place in the Libraries to study when I need to	0.88
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.35	Opening hours meet my needs	6.00	The Libraries anticipate my learning and research needs	5.49	Laptop facilities in the Libraries meet my needs	0.45
I can find a place in the Libraries to work in a group when I need to	6.13	Library staff provide accurate answers to my enquiries	5.96	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	0.36
Opening hours meet my needs	6.13	Laptop facilities in the Libraries meet my needs	5.93	Course specific resources (e.g. textbooks, readings) meet my learning needs	5.53	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.28
I can get help from library staff when I need it	6.10	Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.93	I am able to find information I need on the library website	5.54	I am able to find information I need on the library website	0.28
When I am away from campus I can access the Libraries' resources and services I need	6.02	When I am away from campus I can access the Libraries' resources and services I need	5.92	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.55	Printing, scanning and photocopying facilities in the Libraries meet my needs	0.25
Library staff provide accurate answers to my enquiries	6.01	Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.84	I can find a quiet place in the Libraries to study when I need to	5.57	Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	0.18
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	5.95	The library signage (print and digital) is clear	5.81	The items I'm looking for on the library shelves are usually there	5.58	The library search engine and tools enable me to find relevant library resources quickly	0.14
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.89	Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	5.77	Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.60	Opening hours meet my needs	0.12

Singapore Management University Library Survey, February 2026

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

292 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	5.57	17
Laptop facilities in the Libraries meet my needs	6.38	2	5.93	5
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.35	3	6.10	2
I can find a place in the Libraries to work in a group when I need to	6.13	4	5.11	24
Opening hours meet my needs	6.13	5	6.00	3
I can get help from library staff when I need it	6.10	6	6.11	1
When I am away from campus I can access the Libraries' resources and services I need	6.02	7	5.92	7
Library staff provide accurate answers to my enquiries	6.01	8	5.96	4
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	5.95	9	5.77	10
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.89	10	5.53	20
The library search engine and tools enable me to find relevant library resources quickly	5.88	11	5.75	12
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.83	12	5.55	18
I am able to find information I need on the library website	5.82	13	5.54	19
Access to Libraries' information resources helps me to achieve academic success	5.81	14	5.76	11
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.75	15	5.93	6
The library signage (print and digital) is clear	5.75	16	5.81	9
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.66	17	5.84	8
The items I'm looking for on the library shelves are usually there	5.62	18	5.58	16
Physical resources located in the Libraries meet my learning and research needs	5.61	19	5.62	14
The Libraries anticipate my learning and research needs	5.52	20	5.49	22
Books and articles I have requested from other Libraries are delivered promptly	5.50	21	5.69	13
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.44	22	5.60	15
Library workshops, classes and consultations help me with my learning and research needs	5.25	23	5.50	21
I am informed about the library services	5.11	24	5.31	23

Singapore Management University Library Survey, February 2026

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

292 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get help from library staff when I need it	6.11	1	6.10	6
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.10	2	6.35	3
Opening hours meet my needs	6.00	3	6.13	5
Library staff provide accurate answers to my enquiries	5.96	4	6.01	8
Laptop facilities in the Libraries meet my needs	5.93	5	6.38	2
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.93	6	5.75	15
When I am away from campus I can access the Libraries' resources and services I need	5.92	7	6.02	7
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.84	8	5.66	17
The library signage (print and digital) is clear	5.81	9	5.75	16
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	5.77	10	5.95	9
Access to Libraries' information resources helps me to achieve academic success	5.76	11	5.81	14
The library search engine and tools enable me to find relevant library resources quickly	5.75	12	5.88	11
Books and articles I have requested from other Libraries are delivered promptly	5.69	13	5.50	21
Physical resources located in the Libraries meet my learning and research needs	5.62	14	5.61	19
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.60	15	5.44	22
The items I'm looking for on the library shelves are usually there	5.58	16	5.62	18
I can find a quiet place in the Libraries to study when I need to	5.57	17	6.45	1
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.55	18	5.83	12
I am able to find information I need on the library website	5.54	19	5.82	13
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.53	20	5.89	10
Library workshops, classes and consultations help me with my learning and research needs	5.50	21	5.25	23
The Libraries anticipate my learning and research needs	5.49	22	5.52	20
I am informed about the library services	5.31	23	5.11	24
I can find a place in the Libraries to work in a group when I need to	5.11	24	6.13	4

Singapore Management University Library Survey, February 2026

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

292 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a place in the Libraries to work in a group when I need to	1.02	1	6.13	4
I can find a quiet place in the Libraries to study when I need to	0.88	2	6.45	1
Laptop facilities in the Libraries meet my needs	0.45	3	6.38	2
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.36	4	5.89	10
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.28	5	5.83	12
I am able to find information I need on the library website	0.28	6	5.82	13
Printing, scanning and photocopying facilities in the Libraries meet my needs	0.25	7	6.35	3
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	0.18	8	5.95	9
The library search engine and tools enable me to find relevant library resources quickly	0.14	9	5.88	11
Opening hours meet my needs	0.12	10	6.13	5
When I am away from campus I can access the Libraries' resources and services I need	0.10	11	6.02	7
Library staff provide accurate answers to my enquiries	0.05	12	6.01	8
Access to Libraries' information resources helps me to achieve academic success	0.05	13	5.81	14
The items I'm looking for on the library shelves are usually there	0.04	14	5.62	18
The Libraries anticipate my learning and research needs	0.03	15	5.52	20
Physical resources located in the Libraries meet my learning and research needs	-0.01	16	5.61	19
I can get help from library staff when I need it	-0.01	17	6.10	6
The library signage (print and digital) is clear	-0.06	18	5.75	16
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	-0.15	19	5.44	22
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	-0.18	20	5.66	17
Face-to-face enquiry services (e.g. Service Desks) meet my needs	-0.18	21	5.75	15
Books and articles I have requested from other Libraries are delivered promptly	-0.19	22	5.50	21
I am informed about the library services	-0.21	23	5.11	24
Library workshops, classes and consultations help me with my learning and research needs	-0.24	24	5.25	23

Singapore Management University Library Survey, February 2026

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

153 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	6.25	Opening hours meet my needs	6.02	I am informed about the library services	5.20	I can find a place in the Libraries to work in a group when I need to	0.80
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.07	I can get help from library staff when I need it	5.96	I can find a place in the Libraries to work in a group when I need to	5.23	I can find a quiet place in the Libraries to study when I need to	0.79
Laptop facilities in the Libraries meet my needs	6.04	Library staff provide accurate answers to my enquiries	5.93	The items I'm looking for on the library shelves are usually there	5.25	Course specific resources (e.g. textbooks, readings) meet my learning needs	0.25
I can find a place in the Libraries to work in a group when I need to	6.04	Laptop facilities in the Libraries meet my needs	5.85	Books and articles I have requested from other Libraries are delivered promptly	5.26	Printing, scanning and photocopying facilities in the Libraries meet my needs	0.25
Opening hours meet my needs	5.98	Printing, scanning and photocopying facilities in the Libraries meet my needs	5.82	Library workshops, classes and consultations help me with my learning and research needs	5.29	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.22
Library staff provide accurate answers to my enquiries	5.95	Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.72	I am able to find information I need on the library website	5.29	I am able to find information I need on the library website	0.21
I can get help from library staff when I need it	5.95	The library signage (print and digital) is clear	5.61	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.30	Laptop facilities in the Libraries meet my needs	0.20
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	5.60	Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	5.51	Course specific resources (e.g. textbooks, readings) meet my learning needs	5.31	Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	0.08
The library signage (print and digital) is clear	5.58	When I am away from campus I can access the Libraries' resources and services I need	5.51	The library search engine and tools enable me to find relevant library resources quickly	5.32	Access to Libraries' information resources helps me to achieve academic success	0.06
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.56	Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.48	Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.36	The library search engine and tools enable me to find relevant library resources quickly	0.03

Singapore Management University Library Survey, February 2026

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

153 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Libraries to study when I need to	6.25	1	5.46	11
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.07	2	5.82	5
Laptop facilities in the Libraries meet my needs	6.04	3	5.85	4
I can find a place in the Libraries to work in a group when I need to	6.04	4	5.23	23
Opening hours meet my needs	5.98	5	6.02	1
Library staff provide accurate answers to my enquiries	5.95	6	5.93	3
I can get help from library staff when I need it	5.95	7	5.96	2
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	5.60	8	5.51	8
The library signage (print and digital) is clear	5.58	9	5.61	7
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.56	10	5.31	17
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.56	11	5.72	6
When I am away from campus I can access the Libraries' resources and services I need	5.53	12	5.51	9
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.52	13	5.30	18
I am able to find information I need on the library website	5.50	14	5.29	19
Access to Libraries' information resources helps me to achieve academic success	5.45	15	5.39	13
Physical resources located in the Libraries meet my learning and research needs	5.40	16	5.45	12
The library search engine and tools enable me to find relevant library resources quickly	5.35	17	5.32	16
The Libraries anticipate my learning and research needs	5.28	18	5.36	14
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.28	19	5.48	10
I am informed about the library services	5.19	20	5.20	24
The items I'm looking for on the library shelves are usually there	5.15	21	5.25	22
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.14	22	5.36	15
Library workshops, classes and consultations help me with my learning and research needs	5.08	23	5.29	20
Books and articles I have requested from other Libraries are delivered promptly	4.99	24	5.26	21

Singapore Management University Library Survey, February 2026

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

153 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Opening hours meet my needs	6.02	1	5.98	5
I can get help from library staff when I need it	5.96	2	5.95	7
Library staff provide accurate answers to my enquiries	5.93	3	5.95	6
Laptop facilities in the Libraries meet my needs	5.85	4	6.04	3
Printing, scanning and photocopying facilities in the Libraries meet my needs	5.82	5	6.07	2
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.72	6	5.56	11
The library signage (print and digital) is clear	5.61	7	5.58	9
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	5.51	8	5.60	8
When I am away from campus I can access the Libraries' resources and services I need	5.51	9	5.53	12
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.48	10	5.28	19
I can find a quiet place in the Libraries to study when I need to	5.46	11	6.25	1
Physical resources located in the Libraries meet my learning and research needs	5.45	12	5.40	16
Access to Libraries' information resources helps me to achieve academic success	5.39	13	5.45	15
The Libraries anticipate my learning and research needs	5.36	14	5.28	18
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.36	15	5.14	22
The library search engine and tools enable me to find relevant library resources quickly	5.32	16	5.35	17
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.31	17	5.56	10
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.30	18	5.52	13
I am able to find information I need on the library website	5.29	19	5.50	14
Library workshops, classes and consultations help me with my learning and research needs	5.29	20	5.08	23
Books and articles I have requested from other Libraries are delivered promptly	5.26	21	4.99	24
The items I'm looking for on the library shelves are usually there	5.25	22	5.15	21
I can find a place in the Libraries to work in a group when I need to	5.23	23	6.04	4
I am informed about the library services	5.20	24	5.19	20

Singapore Management University Library Survey, February 2026

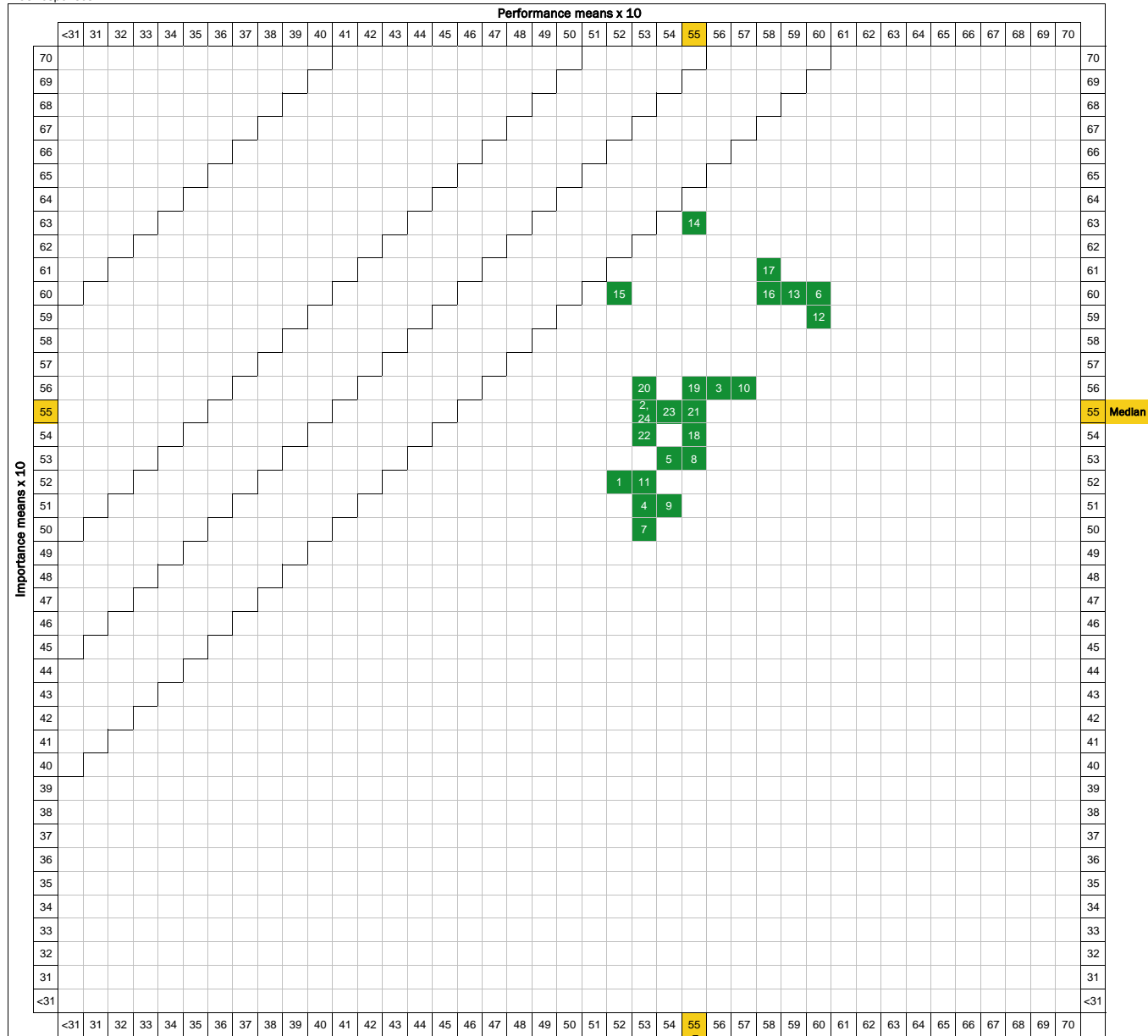
Mean gap scores — How often do you access library resources? - Quarterly

153 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a place in the Libraries to work in a group when I need to	0.80	1	6.04	4
I can find a quiet place in the Libraries to study when I need to	0.79	2	6.25	1
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.25	3	5.56	10
Printing, scanning and photocopying facilities in the Libraries meet my needs	0.25	4	6.07	2
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.22	5	5.52	13
I am able to find information I need on the library website	0.21	6	5.50	14
Laptop facilities in the Libraries meet my needs	0.20	7	6.04	3
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	0.08	8	5.60	8
Access to Libraries' information resources helps me to achieve academic success	0.06	9	5.45	15
The library search engine and tools enable me to find relevant library resources quickly	0.03	10	5.35	17
When I am away from campus I can access the Libraries' resources and services I need	0.02	11	5.53	12
Library staff provide accurate answers to my enquiries	0.02	12	5.95	6
I can get help from library staff when I need it	-0.01	13	5.95	7
I am informed about the library services	-0.01	14	5.19	20
The library signage (print and digital) is clear	-0.03	15	5.58	9
Opening hours meet my needs	-0.04	16	5.98	5
Physical resources located in the Libraries meet my learning and research needs	-0.06	17	5.40	16
The Libraries anticipate my learning and research needs	-0.08	18	5.28	18
The items I'm looking for on the library shelves are usually there	-0.10	19	5.15	21
Face-to-face enquiry services (e.g. Service Desks) meet my needs	-0.16	20	5.56	11
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	-0.20	21	5.28	19
Library workshops, classes and consultations help me with my learning and research needs	-0.21	22	5.08	23
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	-0.22	23	5.14	22
Books and articles I have requested from other Libraries are delivered promptly	-0.27	24	4.99	24

Singapore Management University Library Survey, February 2026

Best practice categories gap grid — How often do you access library resources? - Quarterly
153 responses



Statement
1 I am informed about the library services
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 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 meet my learning and research needs
19 Online resources provided by the Libraries 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 Libraries' resources and services I need
22 The library search engine and tools enable me to find relevant library resources quickly
23 Access to Libraries' 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 2026

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

141 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	I can get help from library staff when I need it	5.89	I am informed about the library services	4.84	I can find a quiet place in the Libraries to study when I need to	0.80
Laptop facilities in the Libraries meet my needs	6.28	Opening hours meet my needs	5.88	I am able to find information I need on the library website	4.92	I can find a place in the Libraries to work in a group when I need to	0.67
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.05	Laptop facilities in the Libraries meet my needs	5.86	Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.04	Laptop facilities in the Libraries meet my needs	0.42
Opening hours meet my needs	5.99	Library staff provide accurate answers to my enquiries	5.84	Books and articles I have requested from other Libraries are delivered promptly	5.07	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.30
I can find a place in the Libraries to work in a group when I need to	5.92	Printing, scanning and photocopying facilities in the Libraries meet my needs	5.83	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.13	Printing, scanning and photocopying facilities in the Libraries meet my needs	0.22
I can get help from library staff when I need it	5.80	Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.64	Library workshops, classes and consultations help me with my learning and research needs	5.16	When I am away from campus I can access the Libraries' resources and services I need	0.12
Library staff provide accurate answers to my enquiries	5.73	I can find a quiet place in the Libraries to study when I need to	5.58	The Libraries anticipate my learning and research needs	5.17	Opening hours meet my needs	0.11
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.49	The library signage (print and digital) is clear	5.49	The items I'm looking for on the library shelves are usually there	5.18	I am able to find information I need on the library website	0.04
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.43	Course specific resources (e.g. textbooks, readings) meet my learning needs	5.34	I can find a place in the Libraries to work in a group when I need to	5.25	The library search engine and tools enable me to find relevant library resources quickly	0.02
When I am away from campus I can access the Libraries' resources and services I need	5.41	Access to Libraries' information resources helps me to achieve academic success	5.33	Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	5.28	Course specific resources (e.g. textbooks, readings) meet my learning needs	0.00

Singapore Management University Library Survey, February 2026

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

141 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	5.58	7
Laptop facilities in the Libraries meet my needs	6.28	2	5.86	3
Printing, scanning and photocopying facilities in the Libraries meet my needs	6.05	3	5.83	5
Opening hours meet my needs	5.99	4	5.88	2
I can find a place in the Libraries to work in a group when I need to	5.92	5	5.25	16
I can get help from library staff when I need it	5.80	6	5.89	1
Library staff provide accurate answers to my enquiries	5.73	7	5.84	4
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.49	8	5.64	6
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.43	9	5.13	20
When I am away from campus I can access the Libraries' resources and services I need	5.41	10	5.29	14
The library signage (print and digital) is clear	5.37	11	5.49	8
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.34	12	5.34	9
The library search engine and tools enable me to find relevant library resources quickly	5.33	13	5.30	12
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	5.27	14	5.28	15
Access to Libraries' information resources helps me to achieve academic success	5.26	15	5.33	10
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.16	16	5.30	13
Physical resources located in the Libraries meet my learning and research needs	5.00	17	5.31	11
The items I'm looking for on the library shelves are usually there	4.99	18	5.18	17
I am able to find information I need on the library website	4.96	19	4.92	23
The Libraries anticipate my learning and research needs	4.92	20	5.17	18
Library workshops, classes and consultations help me with my learning and research needs	4.92	21	5.16	19
Books and articles I have requested from other Libraries are delivered promptly	4.89	22	5.07	21
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	4.89	23	5.04	22
I am informed about the library services	4.66	24	4.84	24

Singapore Management University Library Survey, February 2026

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

141 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get help from library staff when I need it	5.89	1	5.80	6
Opening hours meet my needs	5.88	2	5.99	4
Laptop facilities in the Libraries meet my needs	5.86	3	6.28	2
Library staff provide accurate answers to my enquiries	5.84	4	5.73	7
Printing, scanning and photocopying facilities in the Libraries meet my needs	5.83	5	6.05	3
Face-to-face enquiry services (e.g. Service Desks) meet my needs	5.64	6	5.49	8
I can find a quiet place in the Libraries to study when I need to	5.58	7	6.38	1
The library signage (print and digital) is clear	5.49	8	5.37	11
Course specific resources (e.g. textbooks, readings) meet my learning needs	5.34	9	5.34	12
Access to Libraries' information resources helps me to achieve academic success	5.33	10	5.26	15
Physical resources located in the Libraries meet my learning and research needs	5.31	11	5.00	17
The library search engine and tools enable me to find relevant library resources quickly	5.30	12	5.33	13
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	5.30	13	5.16	16
When I am away from campus I can access the Libraries' resources and services I need	5.29	14	5.41	10
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	5.28	15	5.27	14
I can find a place in the Libraries to work in a group when I need to	5.25	16	5.92	5
The items I'm looking for on the library shelves are usually there	5.18	17	4.99	18
The Libraries anticipate my learning and research needs	5.17	18	4.92	20
Library workshops, classes and consultations help me with my learning and research needs	5.16	19	4.92	21
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.13	20	5.43	9
Books and articles I have requested from other Libraries are delivered promptly	5.07	21	4.89	22
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	5.04	22	4.89	23
I am able to find information I need on the library website	4.92	23	4.96	19
I am informed about the library services	4.84	24	4.66	24

Singapore Management University Library Survey, February 2026

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

141 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Libraries to study when I need to	0.80	1	6.38	1
I can find a place in the Libraries to work in a group when I need to	0.67	2	5.92	5
Laptop facilities in the Libraries meet my needs	0.42	3	6.28	2
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.30	4	5.43	9
Printing, scanning and photocopying facilities in the Libraries meet my needs	0.22	5	6.05	3
When I am away from campus I can access the Libraries' resources and services I need	0.12	6	5.41	10
Opening hours meet my needs	0.11	7	5.99	4
I am able to find information I need on the library website	0.04	8	4.96	19
The library search engine and tools enable me to find relevant library resources quickly	0.02	9	5.33	13
Course specific resources (e.g. textbooks, readings) meet my learning needs	0.00	10	5.34	12
Online resources provided by the Libraries are useful for my studies and help me with my learning and research needs	-0.01	11	5.27	14
Access to Libraries' information resources helps me to achieve academic success	-0.07	12	5.26	15
I can get help from library staff when I need it	-0.10	13	5.80	6
Library staff provide accurate answers to my enquiries	-0.11	14	5.73	7
The library signage (print and digital) is clear	-0.12	15	5.37	11
Face-to-face enquiry services (e.g. Service Desks) meet my needs	-0.14	16	5.49	8
Self services (e.g. borrowing at self-check machines, renewals, requests, reservations) meet my needs	-0.14	17	5.16	16
Online enquiry services (e.g. email, 'Ask Library' chat) meet my needs	-0.15	18	4.89	23
Books and articles I have requested from other Libraries are delivered promptly	-0.18	19	4.89	22
I am informed about the library services	-0.18	20	4.66	24
The items I'm looking for on the library shelves are usually there	-0.19	21	4.99	18
Library workshops, classes and consultations help me with my learning and research needs	-0.24	22	4.92	21
The Libraries anticipate my learning and research needs	-0.26	23	4.92	20
Physical resources located in the Libraries meet my learning and research needs	-0.31	24	5.00	17

