

Singapore Management University

Library Survey Report

Scope: All respondents
February 2018

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Singapore Management University Library Survey, February 2018		
Response statistics		
Total	2639	
Which Library do you use more?	n	%
Li Ka Shing Library	2284	86.5%
Kwa Geok Choo Law Library	354	13.4%
Unspecified	1	0.0%
What is your major area of study, research or teaching?		
Accountancy	379	14.4%
Business	1026	38.9%
Economics	256	9.7%
Information Systems	389	14.7%
Law	237	9.0%
Social Sciences	267	10.1%
Others	84	3.2%
Unspecified	1	0.0%
Position		
Undergraduate year 1	587	22.2%
Undergraduate year 2	612	23.2%
Undergraduate year 3	446	16.9%
Undergraduate year 4 & above	464	17.6%
Exchange student	15	0.6%
Graduate: Masters	233	8.8%
Graduate: Doctoral	46	1.7%
Faculty: Professor	13	0.5%
Faculty: Associate Professor	25	0.9%
Faculty: Assistant Professor	20	0.8%
Faculty: Lecturer/Senior Lecturer	7	0.3%
Staff: Researcher	27	1.0%
Staff: Other administration position	111	4.2%
Others	32	1.2%
Unspecified	1	0.0%
Are you an international (non-exchange) student?		
Yes	390	14.8%
No	2248	85.2%
Unspecified	1	0.0%

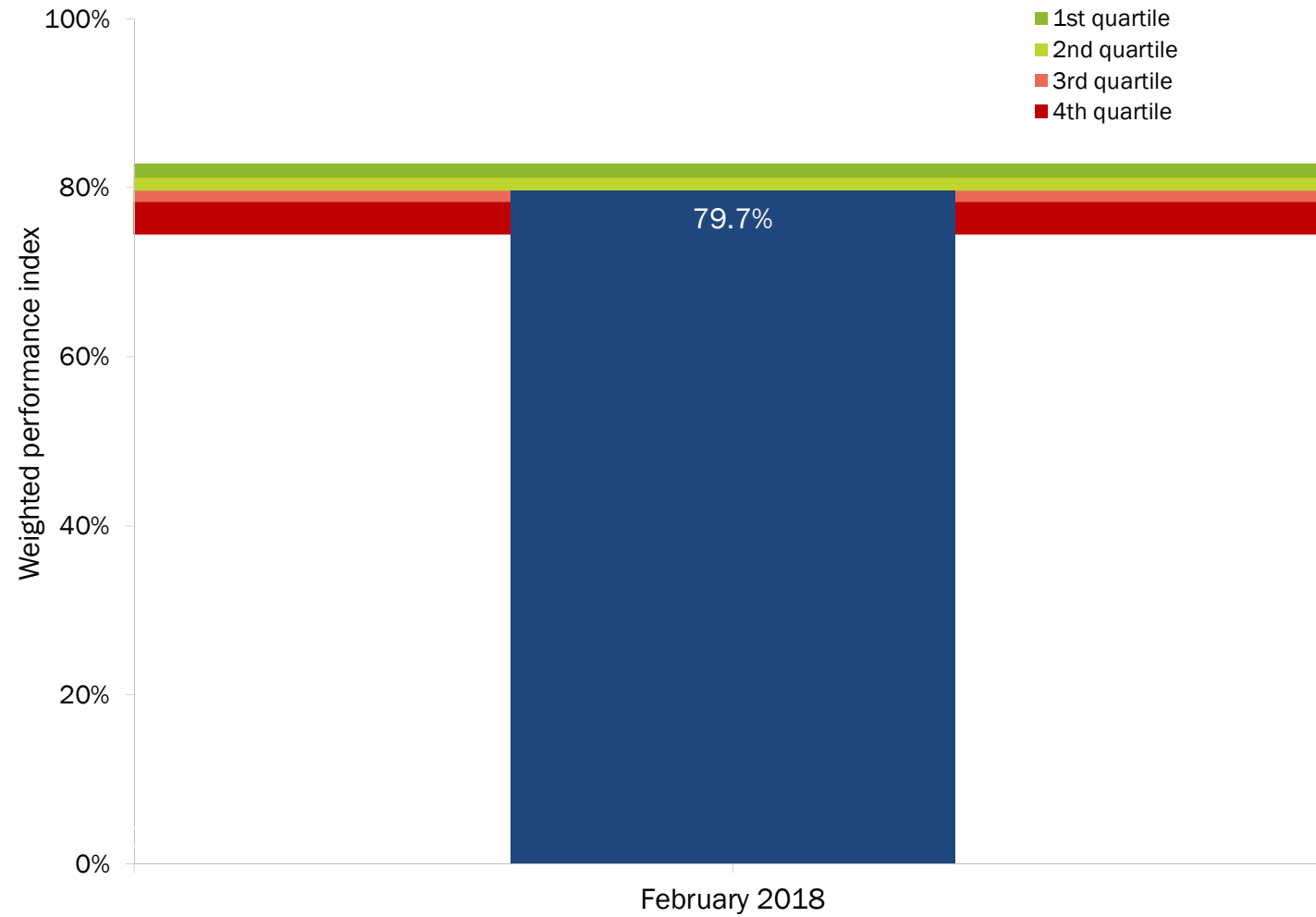
Singapore Management University Library Survey, February 2018

Weighted performance index

	Communication	Service Delivery	Facilities & Equipment	Information Resources	Weighted Total
Weighting	18%	28%	24%	30%	100%
February 2018	77.9%	80.8%	78.3%	80.8%	79.7%
Highest performer in database	80.4%	83.6%	83.2%	85.8%	82.9%
Median	77.5%	80.6%	77.1%	82.1%	79.6%
Lowest performer in database	70.7%	77.1%	66.5%	78.1%	74.2%

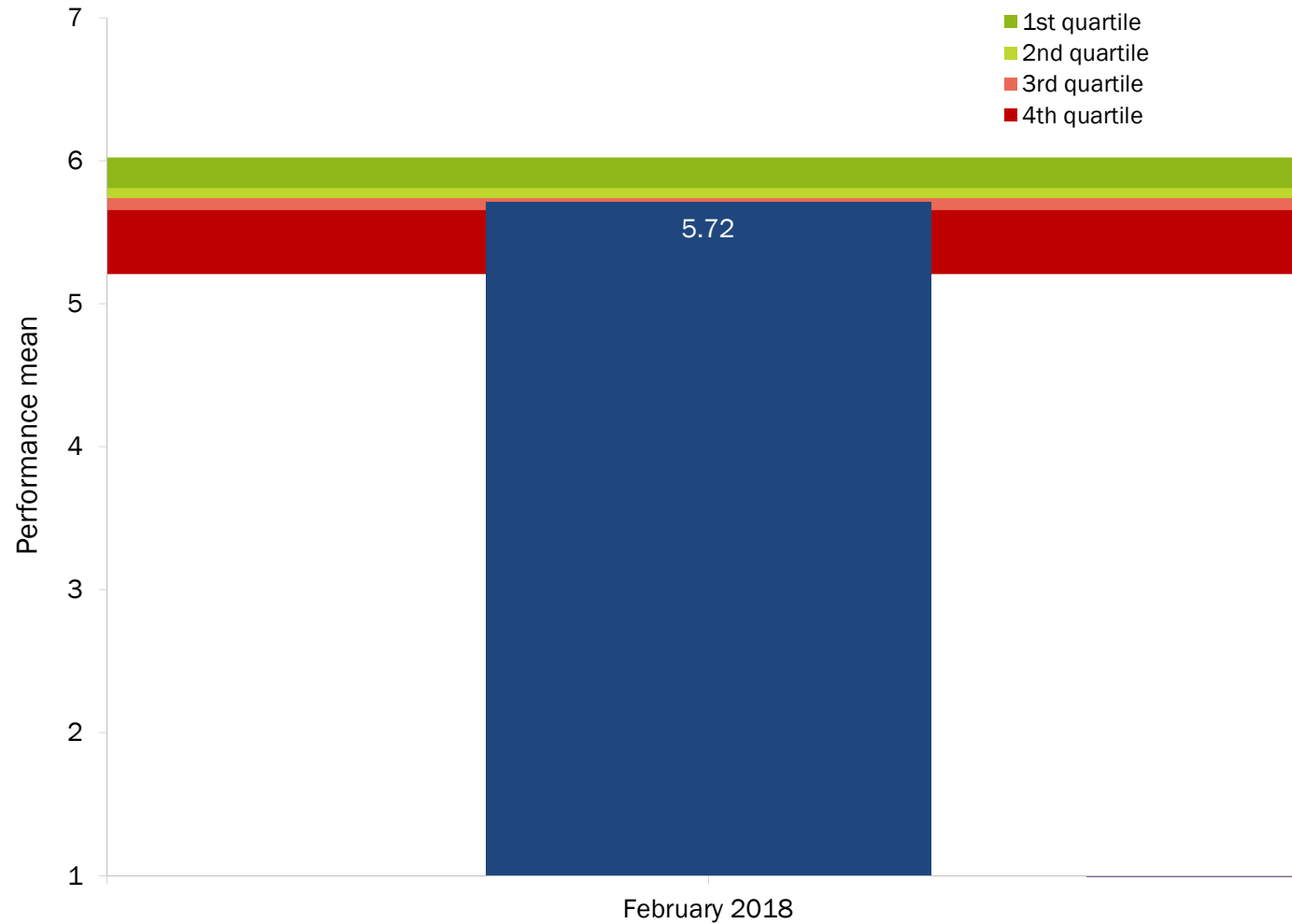
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Weighted performance index



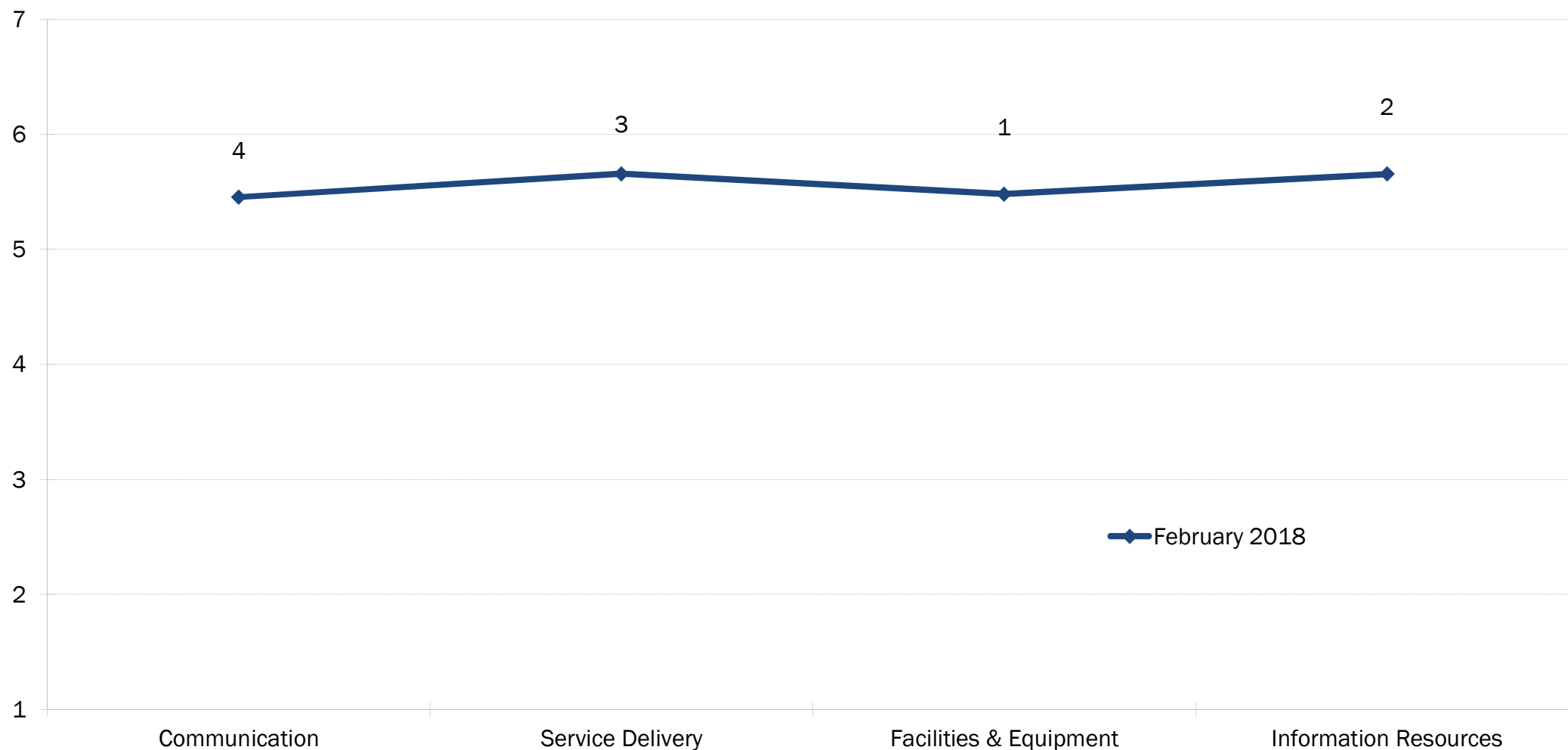
Singapore Management University Library Survey, February 2018

Overall how satisfied are you with the Library?



Singapore Management University Library Survey, February 2018

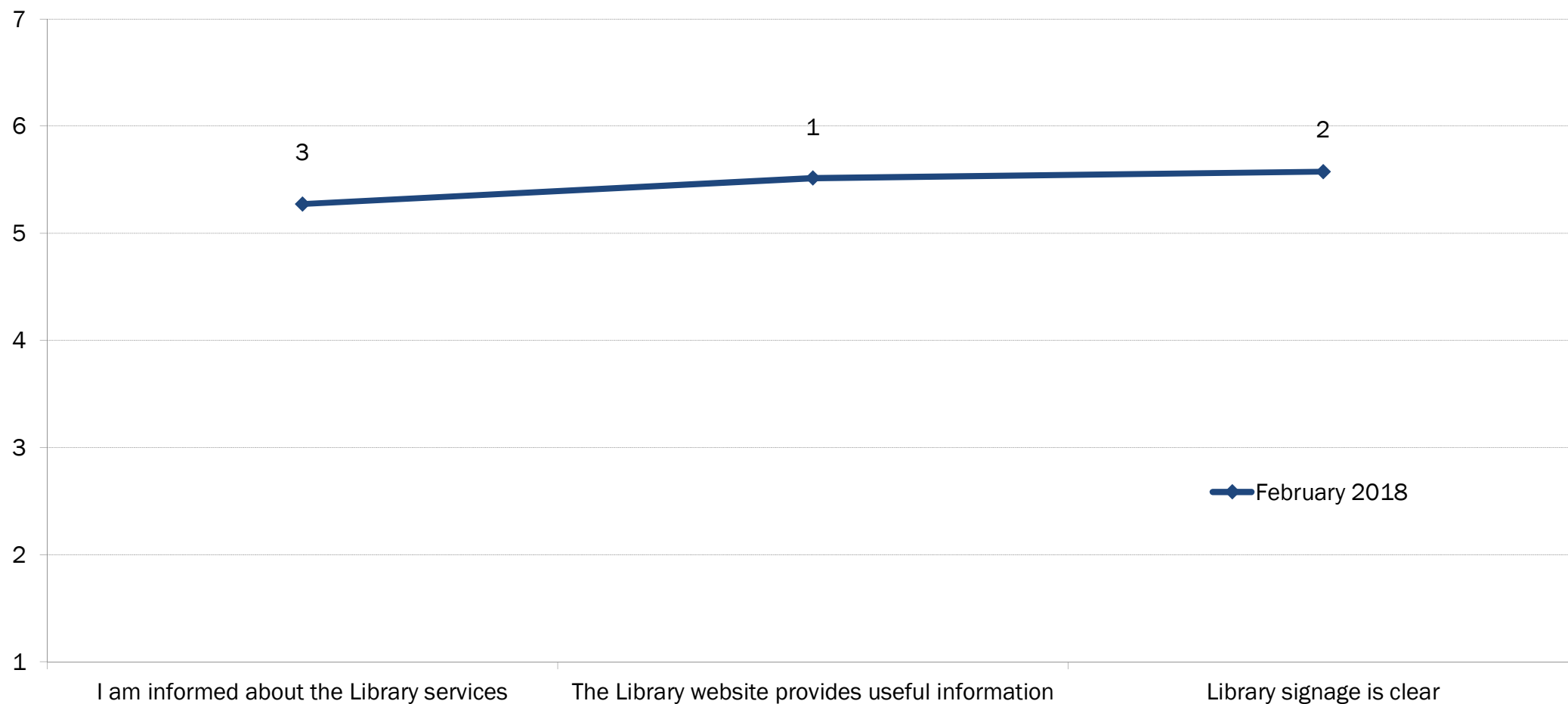
Best practice categories graph



Best practice categories

Singapore Management University Library Survey, February 2018

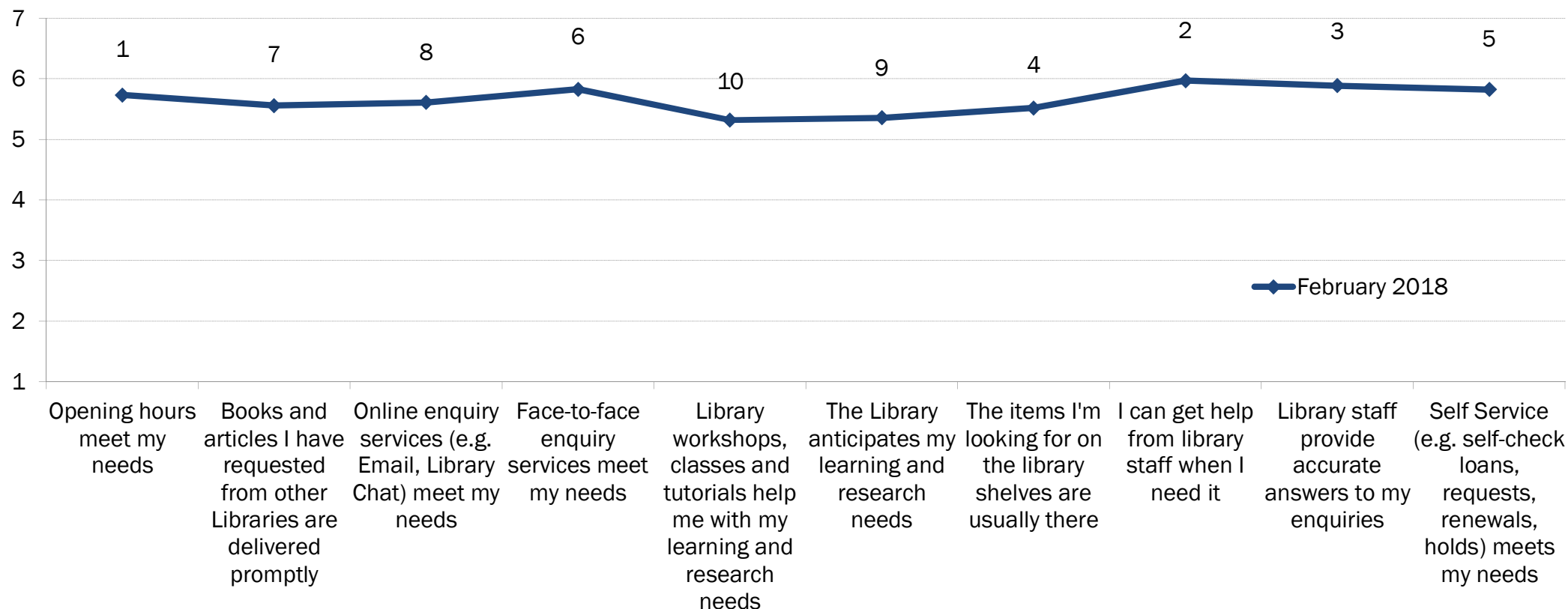
Best practice categories graph



Communication

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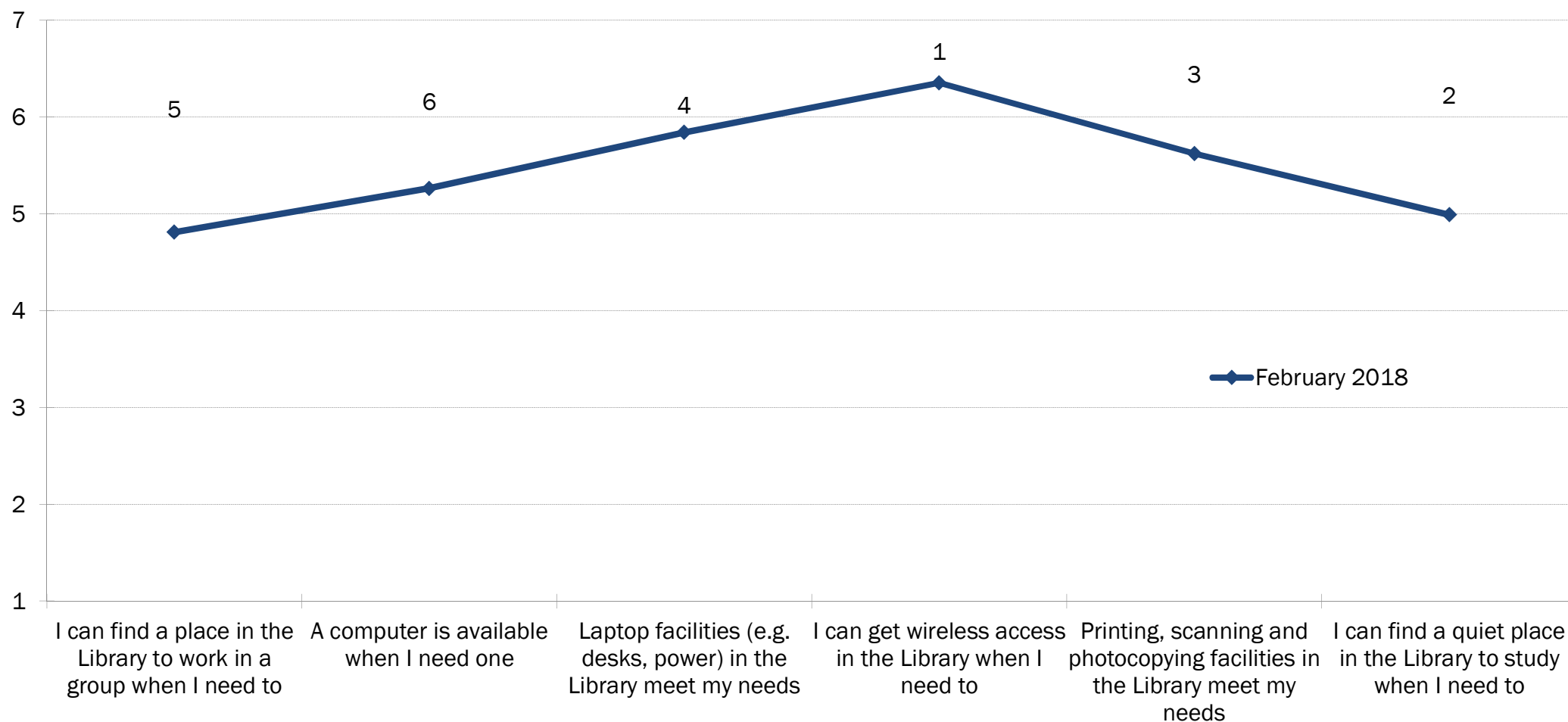
Best practice categories graph



Service Delivery

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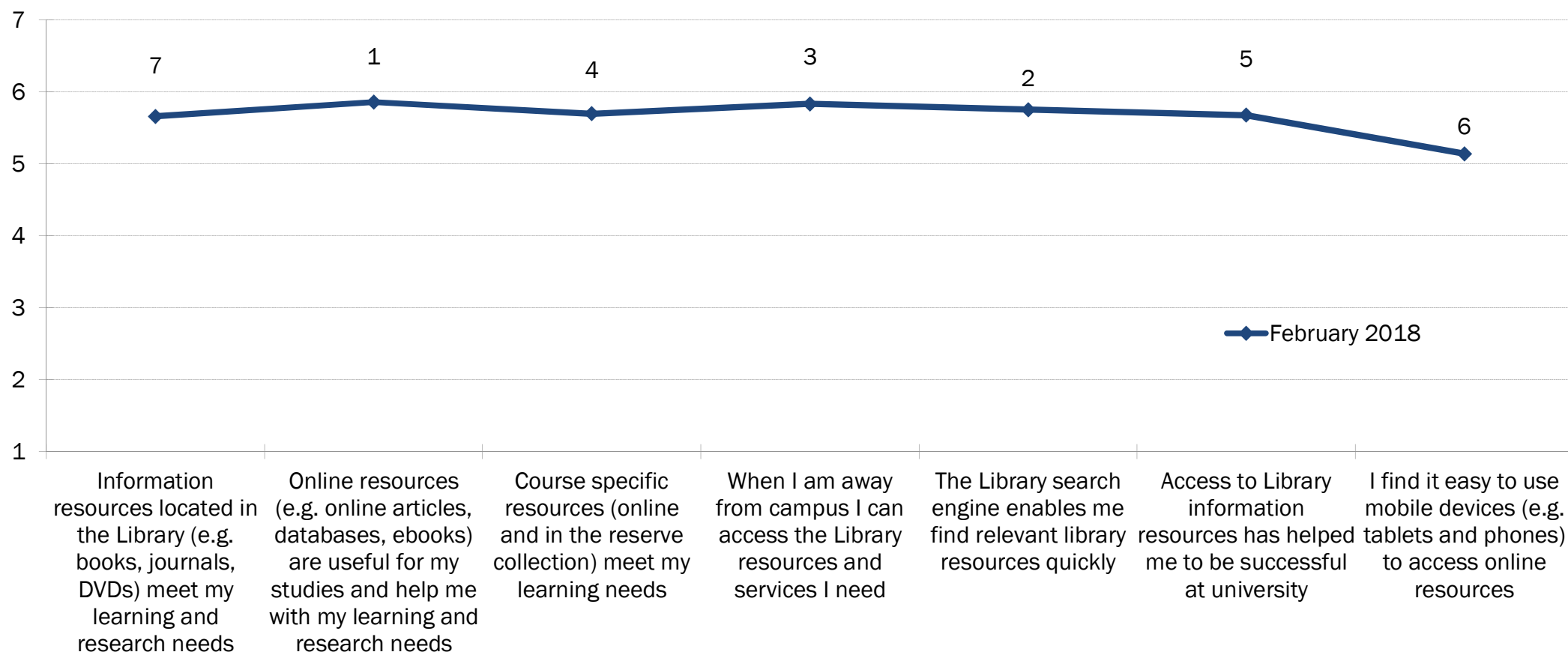
Best practice categories graph



Facilities & Equipment

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Best practice categories graph

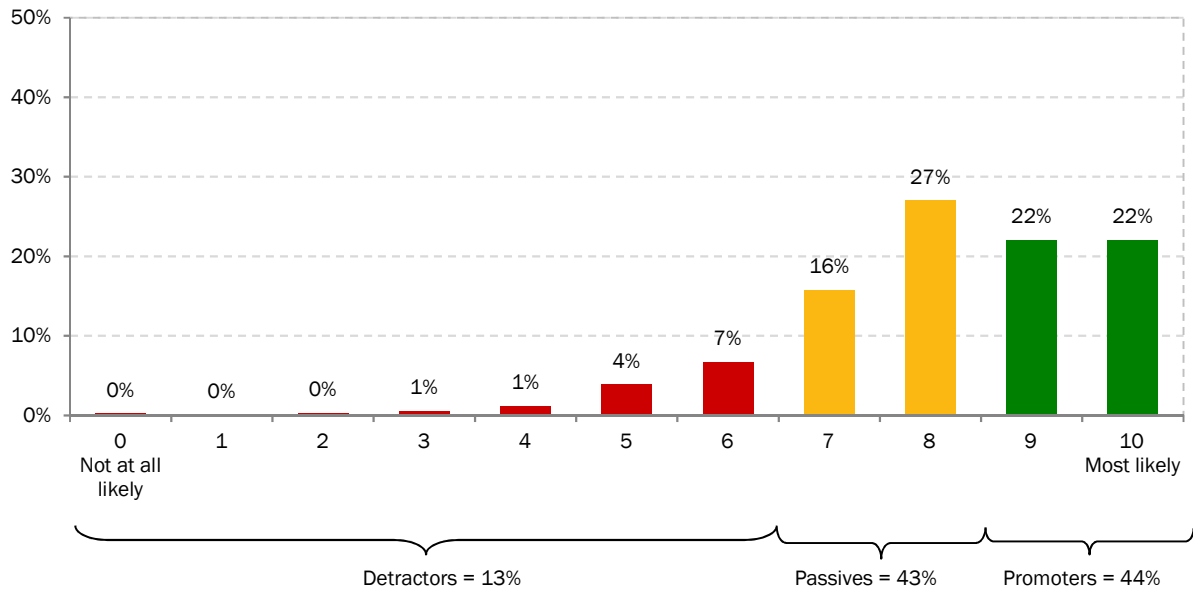


Information Resources

Advocacy

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

Total responses: 2519 respondents



Likelihood of recommending

= 44% Promoters - 13% Detractors

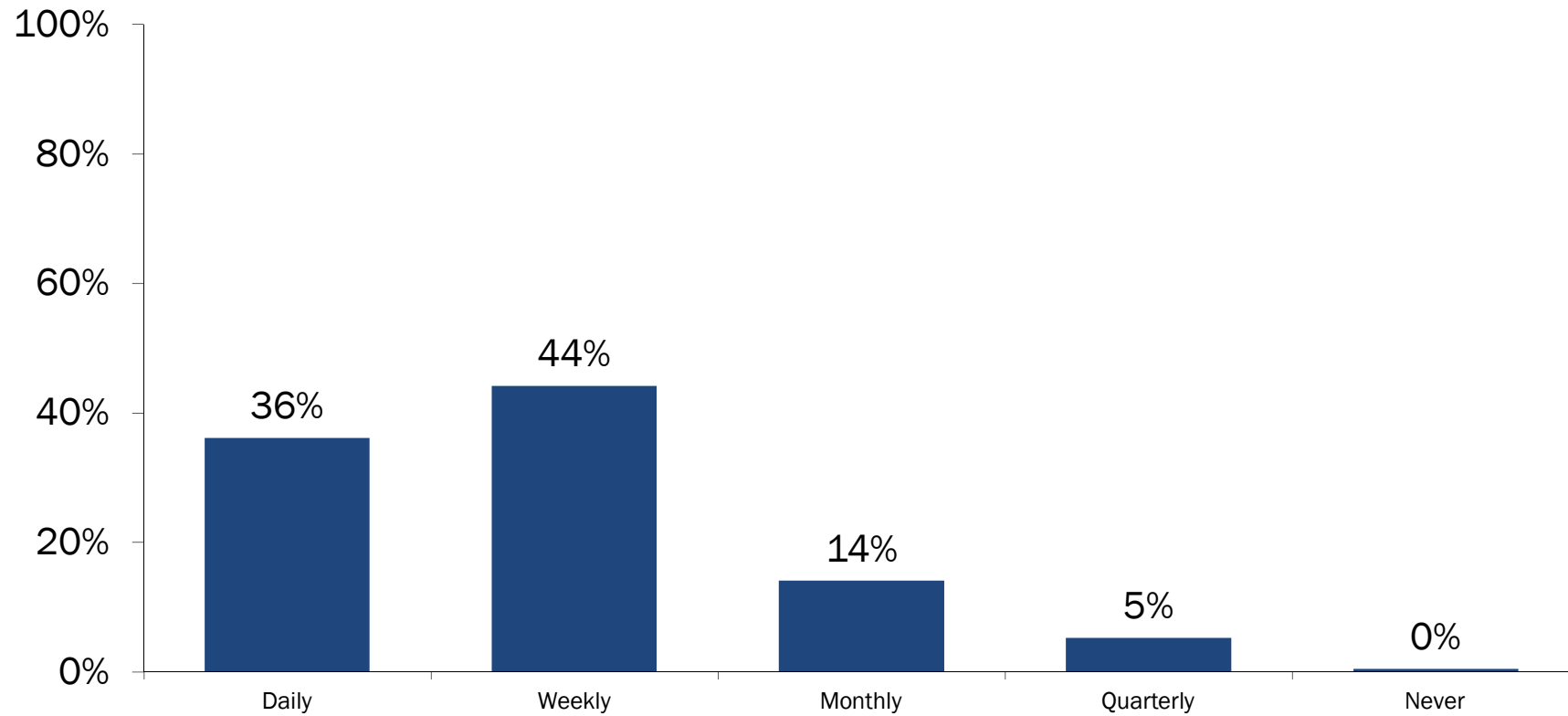
= 31

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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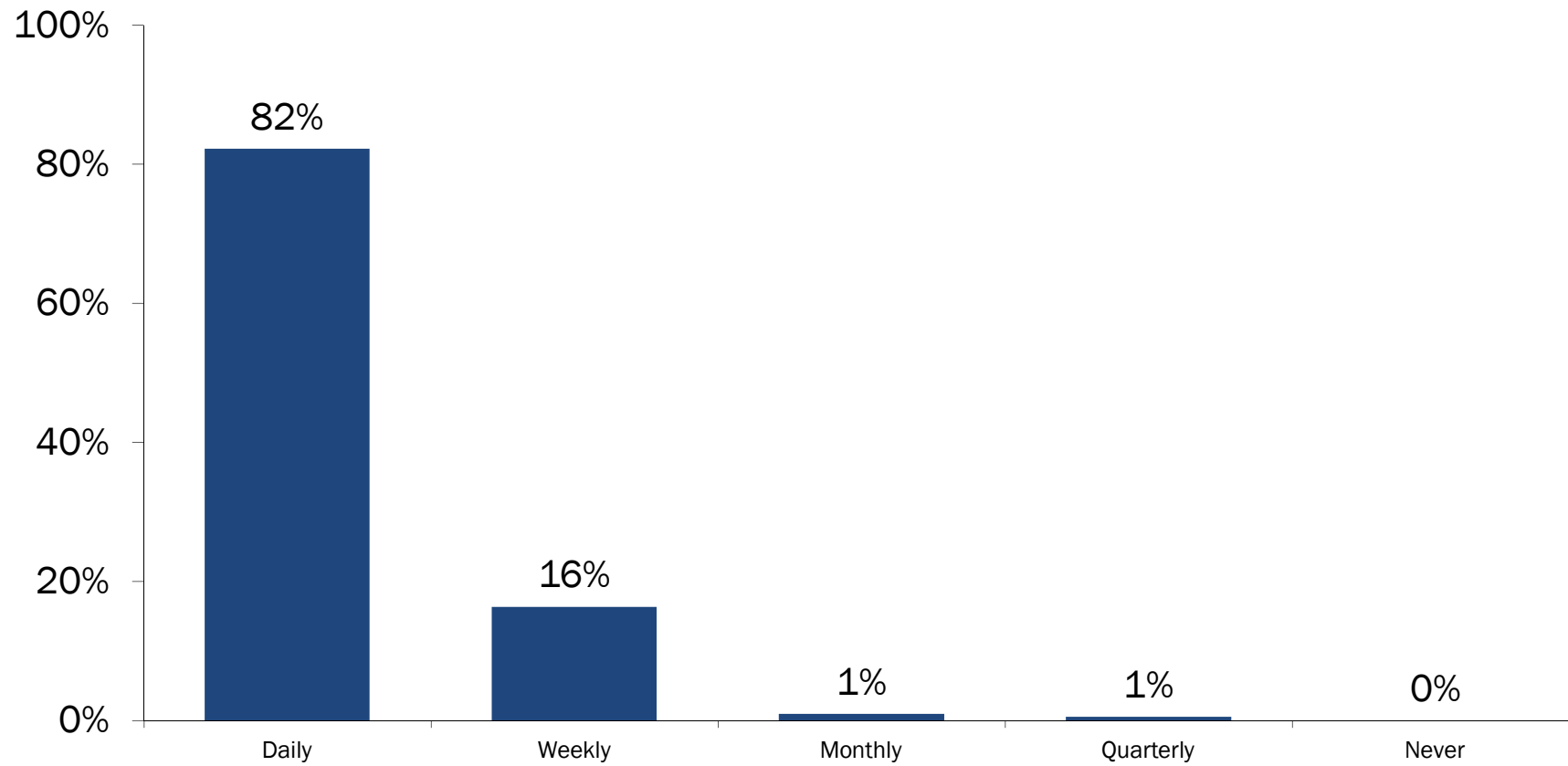
How frequently do you visit the library?



Total responses: 2519 respondents

Singapore Management University Library Survey, February 2018

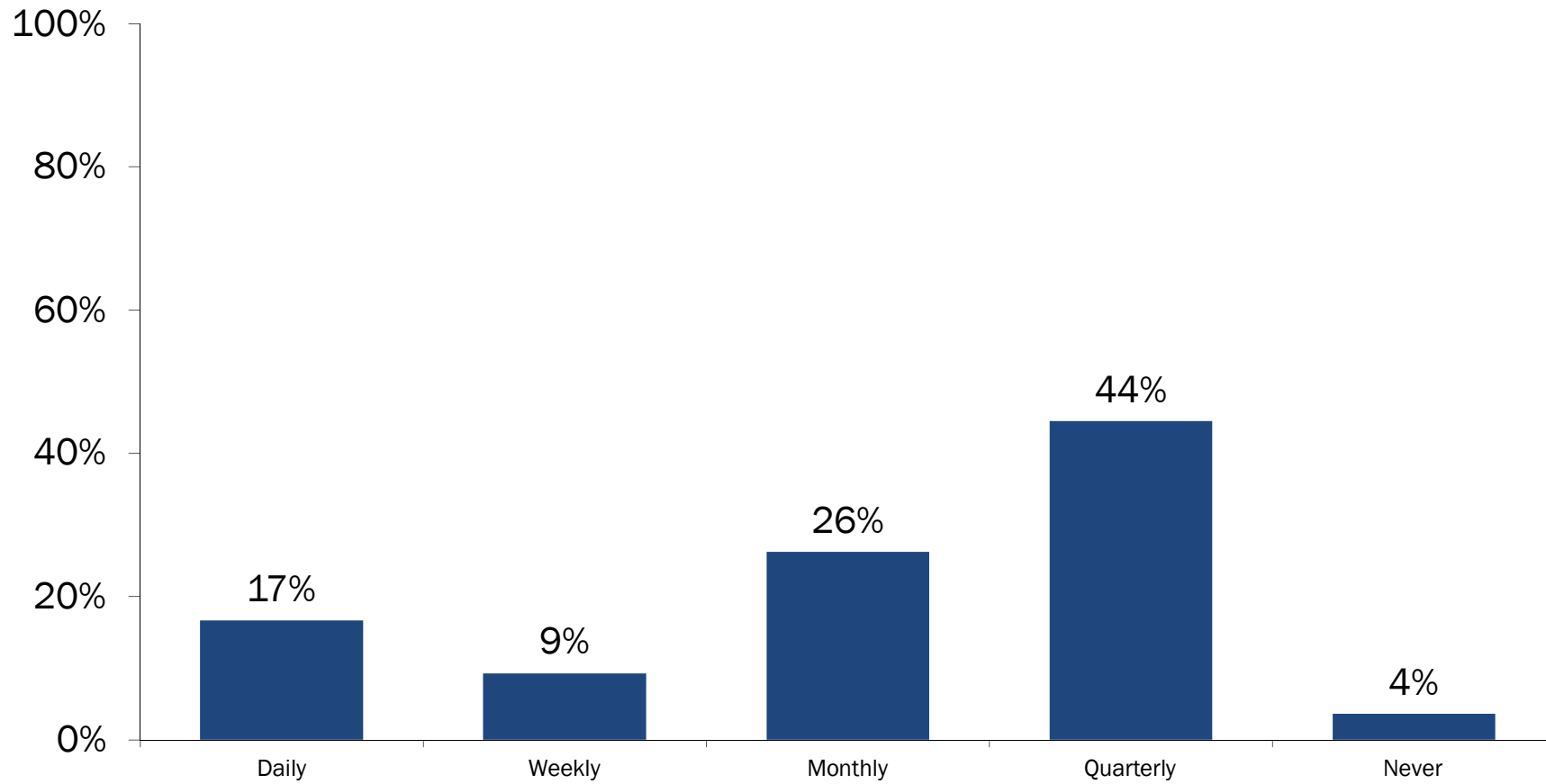
How frequently do you visit the Campus?



Total responses: 2519 respondents

Singapore Management University Library Survey, February 2018

How often do you access library resources



Total responses: 2519 respondents

Singapore Management University Library Survey, February 2018

Top 10 factors – All respondents

2639 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.60	I can get wireless access in the Library when I need to	6.35	I can find a place in the Library to work in a group when I need to	4.81	I can find a quiet place in the Library to study when I need to	1.49
I can find a quiet place in the Library to study when I need to	6.48	I can get help from library staff when I need it	5.97	I can find a quiet place in the Library to study when I need to	4.99	I can find a place in the Library to work in a group when I need to	1.32
Printing, scanning and photocopying facilities in the Library meet my needs	6.43	Library staff provide accurate answers to my enquiries	5.88	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.14	Printing, scanning and photocopying facilities in the Library meet my needs	0.81
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.27	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.85	A computer is available when I need one	5.26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.63
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.20	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.84	I am informed about the Library services	5.27	Opening hours meet my needs	0.46
Opening hours meet my needs	6.19	When I am away from campus I can access the Library resources and services I need	5.83	Library workshops, classes and tutorials help me with my learning and research needs	5.31	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.43
The Library search engine enables me find relevant library resources	6.16	Face-to-face enquiry services meet my needs	5.83	The Library anticipates my learning and research needs	5.35	The Library search engine enables me find relevant library resources	0.41
When I am away from campus I can access the Library resources and services I need	6.14	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.82	The Library website provides useful information	5.51	The items I'm looking for on the library shelves are usually there	0.40
I can find a place in the Library to work in a group when I need to	6.13	The Library search engine enables me find relevant library resources quickly	5.75	The items I'm looking for on the library shelves are usually there	5.51	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.35
I can get help from library staff when I need it	6.08	Opening hours meet my needs	5.73	Books and articles I have requested from other Libraries are delivered promptly	5.56	When I am away from campus I can access the Library resources and services I need	0.31

Singapore Management University Library Survey, February 2018

Mean importance scores – All respondents

2639 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.60	1	6.35	1
I can find a quiet place in the Library to study when I need to	6.48	2	4.99	25
Printing, scanning and photocopying facilities in the Library meet my needs	6.43	3	5.62	14
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.27	4	5.84	5
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.20	5	5.85	4
Opening hours meet my needs	6.19	6	5.73	10
The Library search engine enables me find relevant library resources quickly	6.16	7	5.75	9
When I am away from campus I can access the Library resources and services I need	6.14	8	5.83	6
I can find a place in the Library to work in a group when I need to	6.13	9	4.81	26
I can get help from library staff when I need it	6.08	10	5.97	2
Course specific resources (online and in the reserve collection) meet my learning needs	6.00	11	5.69	11
Library staff provide accurate answers to my enquiries	5.99	12	5.88	3
Access to Library information resources has helped me to be successful at university	5.92	13	5.67	12
The items I'm looking for on the library shelves are usually there	5.92	14	5.51	18
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.84	15	5.82	8
Face-to-face enquiry services meet my needs	5.78	16	5.83	7
The Library website provides useful information	5.77	17	5.51	19
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.76	18	5.14	24
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.69	19	5.66	13
Library signage is clear	5.66	20	5.57	16
Books and articles I have requested from other Libraries are delivered promptly	5.57	21	5.56	17
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.54	22	5.61	15
The Library anticipates my learning and research needs	5.42	23	5.35	20
I am informed about the Library services	5.26	24	5.27	22
Library workshops, classes and tutorials help me with my learning and research needs	5.07	25	5.31	21
A computer is available when I need one	5.02	26	5.26	23

Singapore Management University Library Survey, February 2018

Mean performance score — All respondents

2639 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.35	1	6.60	1
I can get help from library staff when I need it	5.97	2	6.08	10
Library staff provide accurate answers to my enquiries	5.88	3	5.99	12
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.85	4	6.20	5
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.84	5	6.27	4
When I am away from campus I can access the Library resources and services I need	5.83	6	6.14	8
Face-to-face enquiry services meet my needs	5.83	7	5.78	16
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.82	8	5.84	15
The Library search engine enables me find relevant library resources quickly	5.75	9	6.16	7
Opening hours meet my needs	5.73	10	6.19	6
Course specific resources (online and in the reserve collection) meet my learning needs	5.69	11	6.00	11
Access to Library information resources has helped me to be successful at university	5.67	12	5.92	13
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.66	13	5.69	19
Printing, scanning and photocopying facilities in the Library meet my needs	5.62	14	6.43	3
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.61	15	5.54	22
Library signage is clear	5.57	16	5.66	20
Books and articles I have requested from other Libraries are delivered promptly	5.56	17	5.57	21
The items I'm looking for on the library shelves are usually there	5.51	18	5.92	14
The Library website provides useful information	5.51	19	5.77	17
The Library anticipates my learning and research needs	5.35	20	5.42	23
Library workshops, classes and tutorials help me with my learning and research needs	5.31	21	5.07	25
I am informed about the Library services	5.27	22	5.26	24
A computer is available when I need one	5.26	23	5.02	26
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.14	24	5.76	18
I can find a quiet place in the Library to study when I need to	4.99	25	6.48	2
I can find a place in the Library to work in a group when I need to	4.81	26	6.13	9

Singapore Management University Library Survey, February 2018

Mean gap scores — All respondents

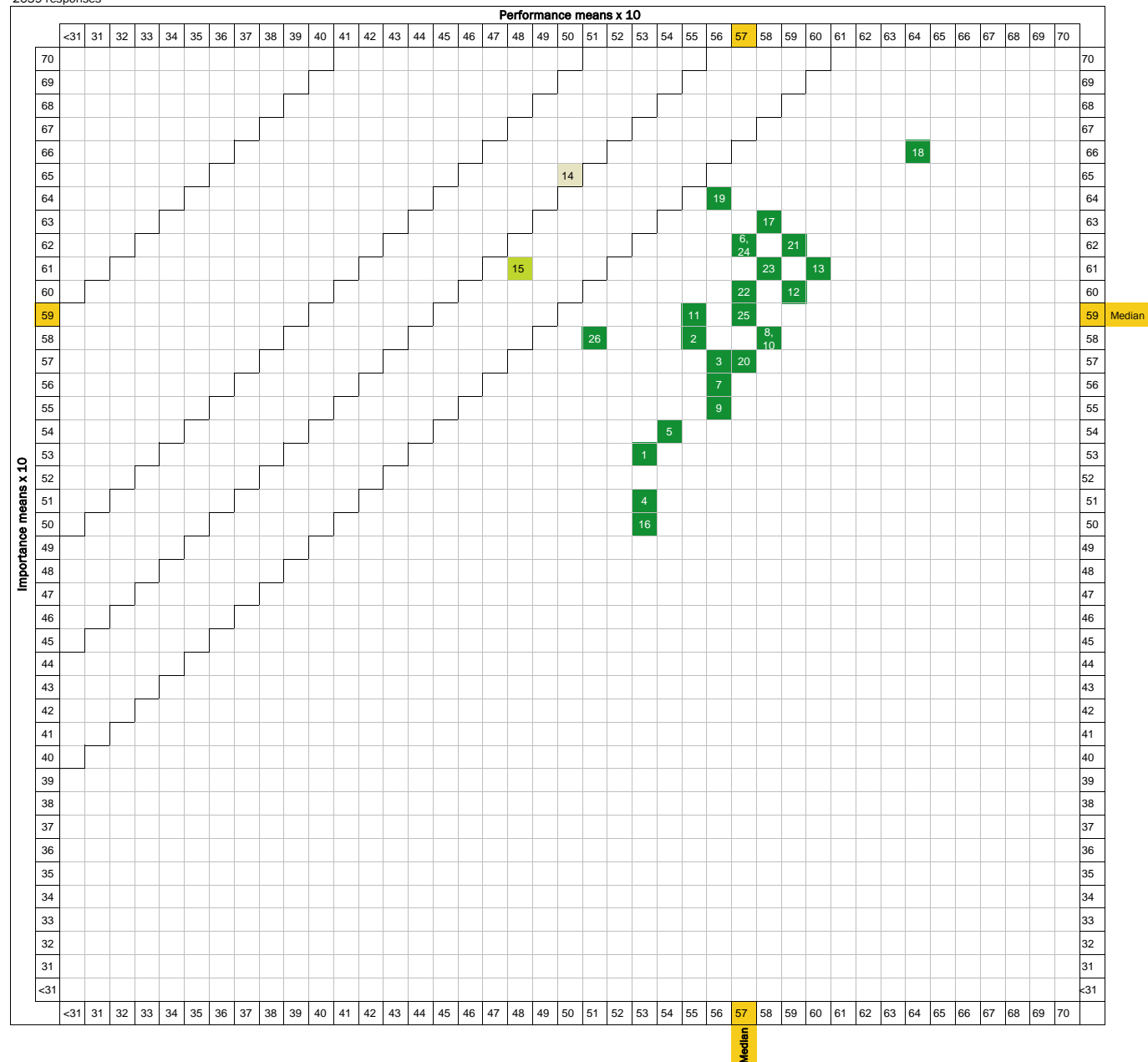
2639 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Library to study when I need to	1.49	1	6.48	2
I can find a place in the Library to work in a group when I need to	1.32	2	6.13	9
Printing, scanning and photocopying facilities in the Library meet my needs	0.81	3	6.43	3
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.63	4	5.76	18
Opening hours meet my needs	0.46	5	6.19	6
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.43	6	6.27	4
The Library search engine enables me find relevant library resources quickly	0.41	7	6.16	7
The items I'm looking for on the library shelves are usually there	0.40	8	5.92	14
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.35	9	6.20	5
When I am away from campus I can access the Library resources and services I need	0.31	10	6.14	8
Course specific resources (online and in the reserve collection) meet my learning needs	0.31	11	6.00	11
The Library website provides useful information	0.25	12	5.77	17
Access to Library information resources has helped me to be successful at university	0.25	13	5.92	13
I can get wireless access in the Library when I need to	0.25	14	6.60	1
I can get help from library staff when I need it	0.11	15	6.08	10
Library staff provide accurate answers to my enquiries	0.11	16	5.99	12
Library signage is clear	0.08	17	5.66	20
The Library anticipates my learning and research needs	0.07	18	5.42	23
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.04	19	5.69	19
Books and articles I have requested from other Libraries are delivered promptly	0.02	20	5.57	21
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	0.01	21	5.84	15
I am informed about the Library services	-0.01	22	5.26	24
Face-to-face enquiry services meet my needs	-0.05	23	5.78	16
Online enquiry services (e.g. Email, Library Chat) meet my needs	-0.06	24	5.54	22
A computer is available when I need one	-0.24	25	5.02	26
Library workshops, classes and tutorials help me with my learning and research needs	-0.25	26	5.07	25

Singapore Management University Library Survey, February 2018

Best practice categories gap grid — All respondents

2639 responses



Statements

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

Singapore Management University Library Survey, February 2018

Top 5 importance scores by demographic

Which Library do you use more?

Unique factor

Li Ka Shing Library (2284 responses)	Importance mean
I can get wireless access in the Library when I need to	6.58
I can find a quiet place in the Library to study when I need to	6.46
Printing, scanning and photocopying facilities in the Library meet my needs	6.42
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.26
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.19
Kwa Geok Choo Law Library (354 responses)	Importance mean
I can get wireless access in the Library when I need to	6.69
I can find a quiet place in the Library to study when I need to	6.61
Printing, scanning and photocopying facilities in the Library meet my needs	6.48
I can find a place in the Library to work in a group when I need to	6.32
Opening hours meet my needs	6.29

Singapore Management University Library Survey, February 2018

Top 5 performance scores by demographic

Which Library do you use more?

Unique factor

Li Ka Shing Library (2284 responses)	Performance mean
I can get wireless access in the Library when I need to	6.34
I can get help from library staff when I need it	5.96
Library staff provide accurate answers to my enquiries	5.88
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.86
When I am away from campus I can access the Library resources and services I need	5.84
Kwa Geok Choo Law Library (354 responses)	Performance mean
I can get wireless access in the Library when I need to	6.42
I can get help from library staff when I need it	6.00
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.91
Library staff provide accurate answers to my enquiries	5.90
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.86

Singapore Management University Library Survey, February 2018

Top 5 gap scores by demographic

Which Library do you use more?

Unique factor

Li Ka Shing Library (2284 responses)	Gap score
I can find a quiet place in the Library to study when I need to	1.49
I can find a place in the Library to work in a group when I need to	1.30
Printing, scanning and photocopying facilities in the Library meet my needs	0.74
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.58
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.43
Kwa Geok Choo Law Library (354 responses)	Gap score
I can find a quiet place in the Library to study when I need to	1.48
I can find a place in the Library to work in a group when I need to	1.44
Printing, scanning and photocopying facilities in the Library meet my needs	1.23
Opening hours meet my needs	1.00
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.90

Singapore Management University Library Survey, February 2018

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

2284 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.58	I can get wireless access in the Library when I need to	6.34	I can find a place in the Library to work in a group when I need to	4.80	I can find a quiet place in the Library to study when I need to	1.49
I can find a quiet place in the Library to study when I need to	6.46	I can get help from library staff when I need it	5.96	I can find a quiet place in the Library to study when I need to	4.97	I can find a place in the Library to work in a group when I need to	1.30
Printing, scanning and photocopying facilities in the Library meet my needs	6.42	Library staff provide accurate answers to my enquiries	5.88	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.16	Printing, scanning and photocopying facilities in the Library meet my needs	0.74
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.26	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.86	I am informed about the Library services	5.29	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.58
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.19	When I am away from campus I can access the Library resources and services I need	5.84	A computer is available when I need one	5.32	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.43
Opening hours meet my needs	6.18	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.84	Library workshops, classes and tutorials help me with my learning and research needs	5.32	The Library search engine enables me find relevant library resources quickly	0.39
The Library search engine enables me find relevant library resources	6.14	Face-to-face enquiry services meet my needs	5.83	The Library anticipates my learning and research needs	5.36	Opening hours meet my needs	0.38
When I am away from campus I can access the Library resources and services I need	6.12	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.81	The Library website provides useful information	5.52	The items I'm looking for on the library shelves are usually there	0.38
I can find a place in the Library to work in a group when I need to	6.09	Opening hours meet my needs	5.80	The items I'm looking for on the library shelves are usually there	5.53	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.33
I can get help from library staff when I need it	6.08	The Library search engine enables me find relevant library resources quickly	5.75	Books and articles I have requested from other Libraries are delivered promptly	5.56	When I am away from campus I can access the Library resources and services I need	0.28

Singapore Management University Library Survey, February 2018

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

2284 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.58	1	6.34	1
I can find a quiet place in the Library to study when I need to	6.46	2	4.97	25
Printing, scanning and photocopying facilities in the Library meet my needs	6.42	3	5.68	12
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.26	4	5.84	6
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.19	5	5.86	4
Opening hours meet my needs	6.18	6	5.80	9
The Library search engine enables me find relevant library resources quickly	6.14	7	5.75	10
When I am away from campus I can access the Library resources and services I need	6.12	8	5.84	5
I can find a place in the Library to work in a group when I need to	6.09	9	4.80	26
I can get help from library staff when I need it	6.08	10	5.96	2
Library staff provide accurate answers to my enquiries	6.00	11	5.88	3
Course specific resources (online and in the reserve collection) meet my learning needs	5.98	12	5.70	11
Access to Library information resources has helped me to be successful at university	5.91	13	5.68	13
The items I'm looking for on the library shelves are usually there	5.90	14	5.53	18
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.82	15	5.81	8
Face-to-face enquiry services meet my needs	5.77	16	5.83	7
The Library website provides useful information	5.75	17	5.52	19
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.74	18	5.16	24
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.67	19	5.66	14
Library signage is clear	5.65	20	5.57	16
Books and articles I have requested from other Libraries are delivered promptly	5.55	21	5.56	17
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.55	22	5.60	15
The Library anticipates my learning and research needs	5.43	23	5.36	20
I am informed about the Library services	5.27	24	5.29	23
Library workshops, classes and tutorials help me with my learning and research needs	5.11	25	5.32	21
A computer is available when I need one	5.07	26	5.32	22

Singapore Management University Library Survey, February 2018

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

2284 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.34	1	6.58	1
I can get help from library staff when I need it	5.96	2	6.08	10
Library staff provide accurate answers to my enquiries	5.88	3	6.00	11
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.86	4	6.19	5
When I am away from campus I can access the Library resources and services I need	5.84	5	6.12	8
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.84	6	6.26	4
Face-to-face enquiry services meet my needs	5.83	7	5.77	16
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.81	8	5.82	15
Opening hours meet my needs	5.80	9	6.18	6
The Library search engine enables me find relevant library resources quickly	5.75	10	6.14	7
Course specific resources (online and in the reserve collection) meet my learning needs	5.70	11	5.98	12
Printing, scanning and photocopying facilities in the Library meet my needs	5.68	12	6.42	3
Access to Library information resources has helped me to be successful at university	5.68	13	5.91	13
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.66	14	5.67	19
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.60	15	5.55	22
Library signage is clear	5.57	16	5.65	20
Books and articles I have requested from other Libraries are delivered promptly	5.56	17	5.55	21
The items I'm looking for on the library shelves are usually there	5.53	18	5.90	14
The Library website provides useful information	5.52	19	5.75	17
The Library anticipates my learning and research needs	5.36	20	5.43	23
Library workshops, classes and tutorials help me with my learning and research needs	5.32	21	5.11	25
A computer is available when I need one	5.32	22	5.07	26
I am informed about the Library services	5.29	23	5.27	24
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.16	24	5.74	18
I can find a quiet place in the Library to study when I need to	4.97	25	6.46	2
I can find a place in the Library to work in a group when I need to	4.80	26	6.09	9

Singapore Management University Library Survey, February 2018

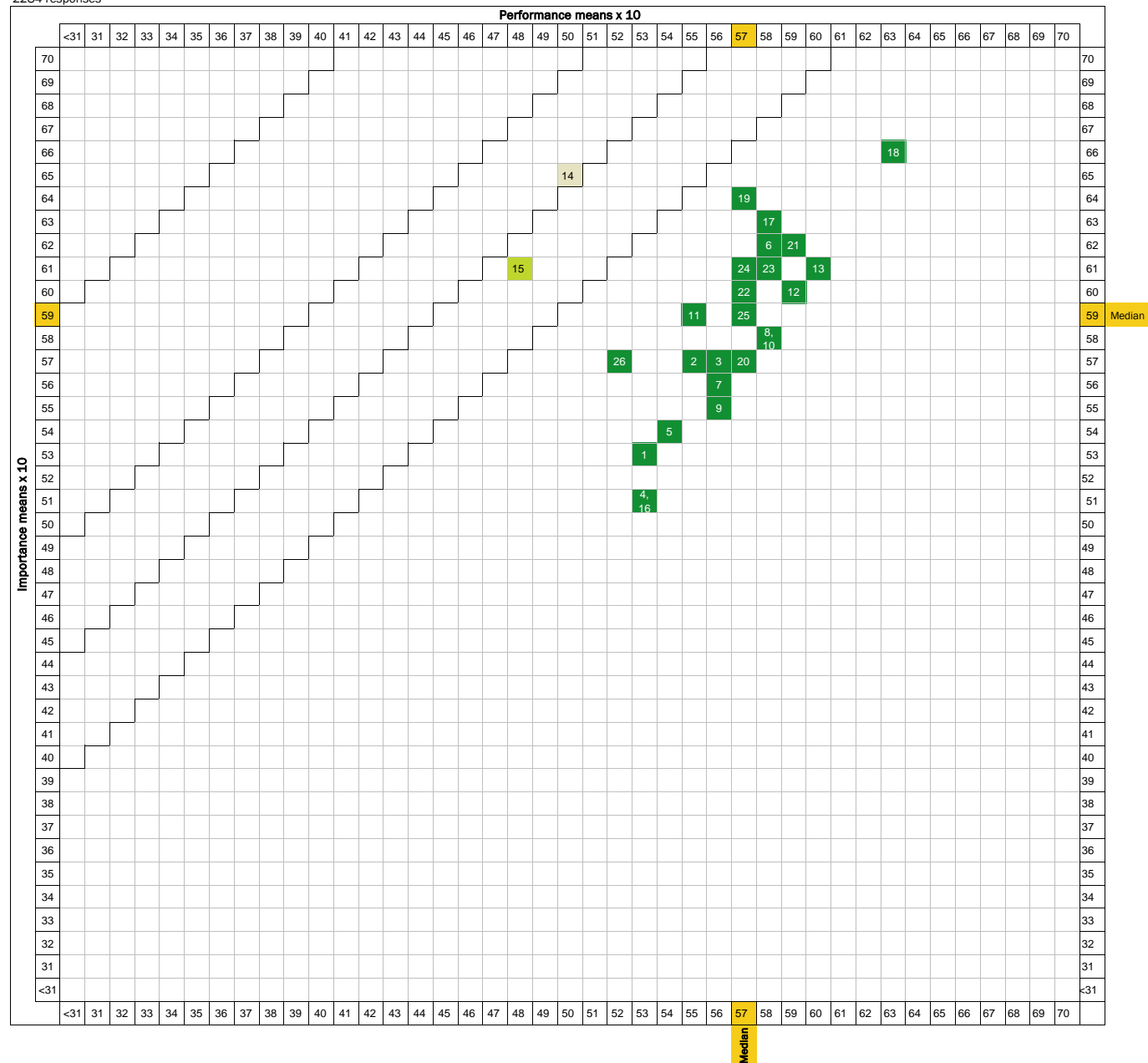
Mean gap scores — Which Library do you use more? - Li Ka Shing Library

2284 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Library to study when I need to	1.49	1	6.46	2
I can find a place in the Library to work in a group when I need to	1.30	2	6.09	9
Printing, scanning and photocopying facilities in the Library meet my needs	0.74	3	6.42	3
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.58	4	5.74	18
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.43	5	6.26	4
The Library search engine enables me find relevant library resources quickly	0.39	6	6.14	7
Opening hours meet my needs	0.38	7	6.18	6
The items I'm looking for on the library shelves are usually there	0.38	8	5.90	14
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.33	9	6.19	5
When I am away from campus I can access the Library resources and services I need	0.28	10	6.12	8
Course specific resources (online and in the reserve collection) meet my learning needs	0.28	11	5.98	12
I can get wireless access in the Library when I need to	0.24	12	6.58	1
Access to Library information resources has helped me to be successful at university	0.23	13	5.91	13
The Library website provides useful information	0.23	14	5.75	17
I can get help from library staff when I need it	0.12	15	6.08	10
Library staff provide accurate answers to my enquiries	0.12	16	6.00	11
Library signage is clear	0.09	17	5.65	20
The Library anticipates my learning and research needs	0.07	18	5.43	23
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	0.01	19	5.82	15
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.01	20	5.67	19
Books and articles I have requested from other Libraries are delivered promptly	0.00	21	5.55	21
I am informed about the Library services	-0.02	22	5.27	24
Online enquiry services (e.g. Email, Library Chat) meet my needs	-0.05	23	5.55	22
Face-to-face enquiry services meet my needs	-0.05	24	5.77	16
Library workshops, classes and tutorials help me with my learning and research needs	-0.21	25	5.11	25
A computer is available when I need one	-0.25	26	5.07	26

Singapore Management University Library Survey, February 2018

Best practice categories gap grid — Which Library do you use more? - Li Ka Shing Library
2284 responses



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

Singapore Management University Library Survey, February 2018

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

354 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.69	I can get wireless access in the Library when I need to	6.42	I can find a place in the Library to work in a group when I need to	4.89	I can find a quiet place in the Library to study when I need to	1.48
I can find a quiet place in the Library to study when I need to	6.61	I can get help from library staff when I need it	6.00	A computer is available when I need one	4.90	I can find a place in the Library to work in a group when I need to	1.44
Printing, scanning and photocopying facilities in the Library meet my needs	6.48	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.91	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	4.99	Printing, scanning and photocopying facilities in the Library meet my needs	1.23
I can find a place in the Library to work in a group when I need to	6.32	Library staff provide accurate answers to my enquiries	5.90	I can find a quiet place in the Library to study when I need to	5.14	Opening hours meet my needs	1.00
Opening hours meet my needs	6.29	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.86	I am informed about the Library services	5.17	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.90
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.29	Face-to-face enquiry services meet my needs	5.82	Printing, scanning and photocopying facilities in the Library meet my needs	5.24	The items I'm looking for on the library shelves are usually there	0.57
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.28	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.81	Opening hours meet my needs	5.29	The Library search engine enables me find relevant library resources quickly	0.52
The Library search engine enables me find relevant library resources quickly	6.26	When I am away from campus I can access the Library resources and services I need	5.76	Library workshops, classes and tutorials help me with my learning and research needs	5.30	When I am away from campus I can access the Library resources and services I need	0.49
When I am away from campus I can access the Library resources and services I need	6.25	The Library search engine enables me find relevant library resources quickly	5.74	The Library anticipates my learning and research needs	5.30	Course specific resources (online and in the reserve collection) meet my learning needs	0.48
Course specific resources (online and in the reserve collection) meet my learning needs	6.14	Access to Library information resources has helped me to be successful at university	5.67	The items I'm looking for on the library shelves are usually there	5.44	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.47

Singapore Management University Library Survey, February 2018

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

354 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.69	1	6.42	1
I can find a quiet place in the Library to study when I need to	6.61	2	5.14	23
Printing, scanning and photocopying facilities in the Library meet my needs	6.48	3	5.24	21
I can find a place in the Library to work in a group when I need to	6.32	4	4.89	26
Opening hours meet my needs	6.29	5	5.29	20
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.29	6	5.86	5
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.28	7	5.81	7
The Library search engine enables me find relevant library resources quickly	6.26	8	5.74	9
When I am away from campus I can access the Library resources and services I need	6.25	9	5.76	8
Course specific resources (online and in the reserve collection) meet my learning needs	6.14	10	5.66	11
I can get help from library staff when I need it	6.05	11	6.00	2
Access to Library information resources has helped me to be successful at university	6.01	12	5.67	10
The items I'm looking for on the library shelves are usually there	6.01	13	5.44	17
Library staff provide accurate answers to my enquiries	5.98	14	5.90	4
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.94	15	5.91	3
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.89	16	4.99	24
The Library website provides useful information	5.88	17	5.48	16
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.83	18	5.62	14
Face-to-face enquiry services meet my needs	5.80	19	5.82	6
Books and articles I have requested from other Libraries are delivered promptly	5.70	20	5.57	15
Library signage is clear	5.66	21	5.62	13
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.51	22	5.64	12
The Library anticipates my learning and research needs	5.34	23	5.30	18
I am informed about the Library services	5.24	24	5.17	22
Library workshops, classes and tutorials help me with my learning and research needs	4.83	25	5.30	19
A computer is available when I need one	4.66	26	4.90	25

Singapore Management University Library Survey, February 2018

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

354 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.42	1	6.69	1
I can get help from library staff when I need it	6.00	2	6.05	11
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.91	3	5.94	15
Library staff provide accurate answers to my enquiries	5.90	4	5.98	14
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.86	5	6.29	6
Face-to-face enquiry services meet my needs	5.82	6	5.80	19
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.81	7	6.28	7
When I am away from campus I can access the Library resources and services I need	5.76	8	6.25	9
The Library search engine enables me find relevant library resources quickly	5.74	9	6.26	8
Access to Library information resources has helped me to be successful at university	5.67	10	6.01	12
Course specific resources (online and in the reserve collection) meet my learning needs	5.66	11	6.14	10
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.64	12	5.51	22
Library signage is clear	5.62	13	5.66	21
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.62	14	5.83	18
Books and articles I have requested from other Libraries are delivered promptly	5.57	15	5.70	20
The Library website provides useful information	5.48	16	5.88	17
The items I'm looking for on the library shelves are usually there	5.44	17	6.01	13
The Library anticipates my learning and research needs	5.30	18	5.34	23
Library workshops, classes and tutorials help me with my learning and research needs	5.30	19	4.83	25
Opening hours meet my needs	5.29	20	6.29	5
Printing, scanning and photocopying facilities in the Library meet my needs	5.24	21	6.48	3
I am informed about the Library services	5.17	22	5.24	24
I can find a quiet place in the Library to study when I need to	5.14	23	6.61	2
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	4.99	24	5.89	16
A computer is available when I need one	4.90	25	4.66	26
I can find a place in the Library to work in a group when I need to	4.89	26	6.32	4

Singapore Management University Library Survey, February 2018

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

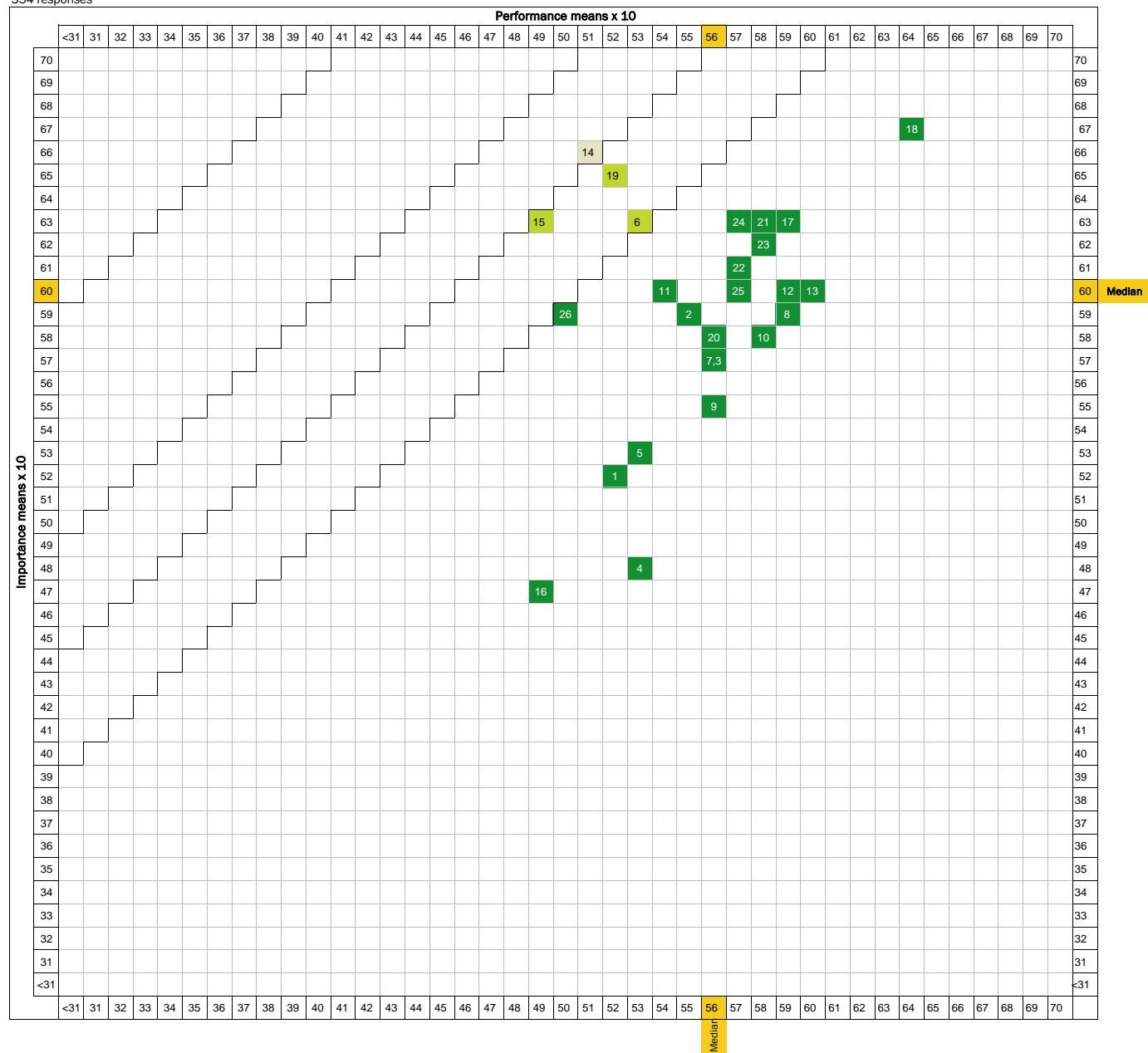
354 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Library to study when I need to	1.48	1	6.61	2
I can find a place in the Library to work in a group when I need to	1.44	2	6.32	4
Printing, scanning and photocopying facilities in the Library meet my needs	1.23	3	6.48	3
Opening hours meet my needs	1.00	4	6.29	5
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.90	5	5.89	16
The items I'm looking for on the library shelves are usually there	0.57	6	6.01	13
The Library search engine enables me find relevant library resources quickly	0.52	7	6.26	8
When I am away from campus I can access the Library resources and services I need	0.49	8	6.25	9
Course specific resources (online and in the reserve collection) meet my learning needs	0.48	9	6.14	10
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.47	10	6.28	7
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.44	11	6.29	6
The Library website provides useful information	0.40	12	5.88	17
Access to Library information resources has helped me to be successful at university	0.34	13	6.01	12
I can get wireless access in the Library when I need to	0.26	14	6.69	1
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.21	15	5.83	18
Books and articles I have requested from other Libraries are delivered promptly	0.13	16	5.70	20
Library staff provide accurate answers to my enquiries	0.07	17	5.98	14
I am informed about the Library services	0.07	18	5.24	24
I can get help from library staff when I need it	0.05	19	6.05	11
The Library anticipates my learning and research needs	0.04	20	5.34	23
Library signage is clear	0.03	21	5.66	21
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	0.02	22	5.94	15
Face-to-face enquiry services meet my needs	-0.01	23	5.80	19
Online enquiry services (e.g. Email, Library Chat) meet my needs	-0.13	24	5.51	22
A computer is available when I need one	-0.24	25	4.66	26
Library workshops, classes and tutorials help me with my learning and research needs	-0.47	26	4.83	25

Singapore Management University Library Survey, February 2018

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

354 responses



Statements

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

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

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Singapore Management University Library Survey, February 2018

Top 5 importance scores by demographic

What is your major area of study, research or teaching?

Unique factor

Accountancy (379 responses)	Importance mean
I can get wireless access in the Library when I need to	6.60
I can find a quiet place in the Library to study when I need to	6.48
Printing, scanning and photocopying facilities in the Library meet my needs	6.46
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.29
Opening hours meet my needs	6.16
Business (1026 responses)	Importance mean
I can get wireless access in the Library when I need to	6.63
I can find a quiet place in the Library to study when I need to	6.54
Printing, scanning and photocopying facilities in the Library meet my needs	6.45
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.32
Opening hours meet my needs	6.22
Economics (256 responses)	Importance mean
I can get wireless access in the Library when I need to	6.55
Printing, scanning and photocopying facilities in the Library meet my needs	6.43
I can find a quiet place in the Library to study when I need to	6.42
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.18
Opening hours meet my needs	6.14
Information Systems (389 responses)	Importance mean
I can get wireless access in the Library when I need to	6.50
I can find a quiet place in the Library to study when I need to	6.33
Printing, scanning and photocopying facilities in the Library meet my needs	6.25
Opening hours meet my needs	6.15
I can find a place in the Library to work in a group when I need to	6.09
Law (237 responses)	Importance mean
I can find a quiet place in the Library to study when I need to	6.68
I can get wireless access in the Library when I need to	6.67
Printing, scanning and photocopying facilities in the Library meet my needs	6.61
The Library search engine enables me find relevant library resources quickly	6.55
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.47
Social Sciences (267 responses)	Importance mean
I can get wireless access in the Library when I need to	6.68
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.53
Printing, scanning and photocopying facilities in the Library meet my needs	6.51
The Library search engine enables me find relevant library resources quickly	6.51
When I am away from campus I can access the Library resources and services I need	6.50
Others (84 responses)	Importance mean
I can get wireless access in the Library when I need to	6.24
I can get help from library staff when I need it	6.15
I can find a quiet place in the Library to study when I need to	6.10
Library staff provide accurate answers to my enquiries	6.06
Opening hours meet my needs	6.01

Singapore Management University Library Survey, February 2018

Top 5 performance scores by demographic

What is your major area of study, research or teaching?

Unique factor

Accountancy (379 responses)	Performance mean
I can get wireless access in the Library when I need to	6.39
I can get help from library staff when I need it	6.01
Library staff provide accurate answers to my enquiries	5.93
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.93
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.91
Business (1026 responses)	Performance mean
I can get wireless access in the Library when I need to	6.37
I can get help from library staff when I need it	5.95
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.86
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.86
When I am away from campus I can access the Library resources and services I need	5.85
Economics (256 responses)	Performance mean
I can get wireless access in the Library when I need to	6.33
I can get help from library staff when I need it	5.95
Library staff provide accurate answers to my enquiries	5.85
Face-to-face enquiry services meet my needs	5.80
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.76
Information Systems (389 responses)	Performance mean
I can get wireless access in the Library when I need to	6.25
I can get help from library staff when I need it	5.91
Library staff provide accurate answers to my enquiries	5.89
Opening hours meet my needs	5.78
Face-to-face enquiry services meet my needs	5.77
Law (237 responses)	Performance mean
I can get wireless access in the Library when I need to	6.40
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.08
I can get help from library staff when I need it	6.01
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.91
Library staff provide accurate answers to my enquiries	5.89
Social Sciences (267 responses)	Performance mean
I can get wireless access in the Library when I need to	6.42
When I am away from campus I can access the Library resources and services I need	6.09
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.06
I can get help from library staff when I need it	6.02
Library staff provide accurate answers to my enquiries	5.99
Others (84 responses)	Performance mean
I can get wireless access in the Library when I need to	6.18
I can get help from library staff when I need it	6.05
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.98
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.96
Opening hours meet my needs	5.93

Singapore Management University Library Survey, February 2018

Top 5 gap scores by demographic

What is your major area of study, research or teaching?

Unique factor

Accountancy (379 responses)	Gap score
I can find a quiet place in the Library to study when I need to	1.58
I can find a place in the Library to work in a group when I need to	1.19
Printing, scanning and photocopying facilities in the Library meet my needs	0.77
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.40
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.38
Business (1026 responses)	Gap score
I can find a quiet place in the Library to study when I need to	1.55
I can find a place in the Library to work in a group when I need to	1.37
Printing, scanning and photocopying facilities in the Library meet my needs	0.75
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.67
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.46
Economics (256 responses)	Gap score
I can find a quiet place in the Library to study when I need to	1.67
I can find a place in the Library to work in a group when I need to	1.48
Printing, scanning and photocopying facilities in the Library meet my needs	0.69
Opening hours meet my needs	0.55
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.51
Information Systems (389 responses)	Gap score
I can find a quiet place in the Library to study when I need to	1.18
I can find a place in the Library to work in a group when I need to	1.10
Printing, scanning and photocopying facilities in the Library meet my needs	0.59
Opening hours meet my needs	0.36
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.33
Law (237 responses)	Gap score
Printing, scanning and photocopying facilities in the Library meet my needs	1.64
I can find a quiet place in the Library to study when I need to	1.63
I can find a place in the Library to work in a group when I need to	1.53
Opening hours meet my needs	1.13
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	1.07
Social Sciences (267 responses)	Gap score
I can find a quiet place in the Library to study when I need to	1.56
I can find a place in the Library to work in a group when I need to	1.44
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.99
Printing, scanning and photocopying facilities in the Library meet my needs	0.90
The Library search engine enables me find relevant library resources quickly	0.56
Others (84 responses)	Gap score
The items I'm looking for on the library shelves are usually there	0.57
I can find a place in the Library to work in a group when I need to	0.35
I can find a quiet place in the Library to study when I need to	0.33
Library signage is clear	0.28
The Library search engine enables me find relevant library resources quickly	0.25

Singapore Management University Library Survey, February 2018

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

379 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.60	I can get wireless access in the Library when I need to	6.39	I can find a place in the Library to work in a group when I need to	4.86	I can find a quiet place in the Library to study when I need to	1.58
I can find a quiet place in the Library to study when I need to	6.48	I can get help from library staff when I need it	6.01	I can find a quiet place in the Library to study when I need to	4.90	I can find a place in the Library to work in a group when I need to	1.19
Printing, scanning and photocopying facilities in the Library meet my needs	6.46	Library staff provide accurate answers to my enquiries	5.93	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.28	Printing, scanning and photocopying facilities in the Library meet my needs	0.77
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.29	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.93	A computer is available when I need one	5.37	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.40
Opening hours meet my needs	6.16	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.91	I am informed about the Library services	5.38	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.38
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.14	When I am away from campus I can access the Library resources and services I need	5.91	The Library anticipates my learning and research needs	5.41	Opening hours meet my needs	0.37
The Library search engine enables me find relevant library resources quickly	6.09	Face-to-face enquiry services meet my needs	5.91	Library workshops, classes and tutorials help me with my learning and research needs	5.44	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.29
I can get help from library staff when I need it	6.07	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.85	The Library website provides useful information	5.51	The Library search engine enables me find relevant library resources quickly	0.24
I can find a place in the Library to work in a group when I need to	6.05	The Library search engine enables me find relevant library resources	5.85	The items I'm looking for on the library shelves are usually there	5.62	The Library website provides useful information	0.21
When I am away from campus I can access the Library resources and services I need	6.04	Opening hours meet my needs	5.79	Library signage is clear	5.67	I can get wireless access in the Library when I need to	0.21

Singapore Management University Library Survey, February 2018

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

379 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.60	1	6.39	1
I can find a quiet place in the Library to study when I need to	6.48	2	4.90	25
Printing, scanning and photocopying facilities in the Library meet my needs	6.46	3	5.70	15
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.29	4	5.91	5
Opening hours meet my needs	6.16	5	5.79	10
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.14	6	5.85	8
The Library search engine enables me find relevant library resources quickly	6.09	7	5.85	9
I can get help from library staff when I need it	6.07	8	6.01	2
I can find a place in the Library to work in a group when I need to	6.05	9	4.86	26
When I am away from campus I can access the Library resources and services I need	6.04	10	5.91	6
Library staff provide accurate answers to my enquiries	6.02	11	5.93	3
Course specific resources (online and in the reserve collection) meet my learning needs	5.89	12	5.73	11
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.84	13	5.93	4
The items I'm looking for on the library shelves are usually there	5.82	14	5.62	18
Access to Library information resources has helped me to be successful at university	5.81	15	5.71	13
The Library website provides useful information	5.72	16	5.51	19
Face-to-face enquiry services meet my needs	5.72	17	5.91	7
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.68	18	5.28	24
Library signage is clear	5.62	19	5.67	17
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.55	20	5.71	14
Books and articles I have requested from other Libraries are delivered promptly	5.51	21	5.72	12
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.51	22	5.69	16
The Library anticipates my learning and research needs	5.39	23	5.41	21
I am informed about the Library services	5.35	24	5.38	22
A computer is available when I need one	5.24	25	5.37	23
Library workshops, classes and tutorials help me with my learning and research needs	5.11	26	5.44	20

Singapore Management University Library Survey, February 2018

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

379 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.39	1	6.60	1
I can get help from library staff when I need it	6.01	2	6.07	8
Library staff provide accurate answers to my enquiries	5.93	3	6.02	11
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.93	4	5.84	13
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.91	5	6.29	4
When I am away from campus I can access the Library resources and services I need	5.91	6	6.04	10
Face-to-face enquiry services meet my needs	5.91	7	5.72	17
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.85	8	6.14	6
The Library search engine enables me find relevant library resources quickly	5.85	9	6.09	7
Opening hours meet my needs	5.79	10	6.16	5
Course specific resources (online and in the reserve collection) meet my learning needs	5.73	11	5.89	12
Books and articles I have requested from other Libraries are delivered promptly	5.72	12	5.51	21
Access to Library information resources has helped me to be successful at university	5.71	13	5.81	15
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.71	14	5.55	20
Printing, scanning and photocopying facilities in the Library meet my needs	5.70	15	6.46	3
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.69	16	5.51	22
Library signage is clear	5.67	17	5.62	19
The items I'm looking for on the library shelves are usually there	5.62	18	5.82	14
The Library website provides useful information	5.51	19	5.72	16
Library workshops, classes and tutorials help me with my learning and research needs	5.44	20	5.11	26
The Library anticipates my learning and research needs	5.41	21	5.39	23
I am informed about the Library services	5.38	22	5.35	24
A computer is available when I need one	5.37	23	5.24	25
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.28	24	5.68	18
I can find a quiet place in the Library to study when I need to	4.90	25	6.48	2
I can find a place in the Library to work in a group when I need to	4.86	26	6.05	9

Singapore Management University Library Survey, February 2018

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

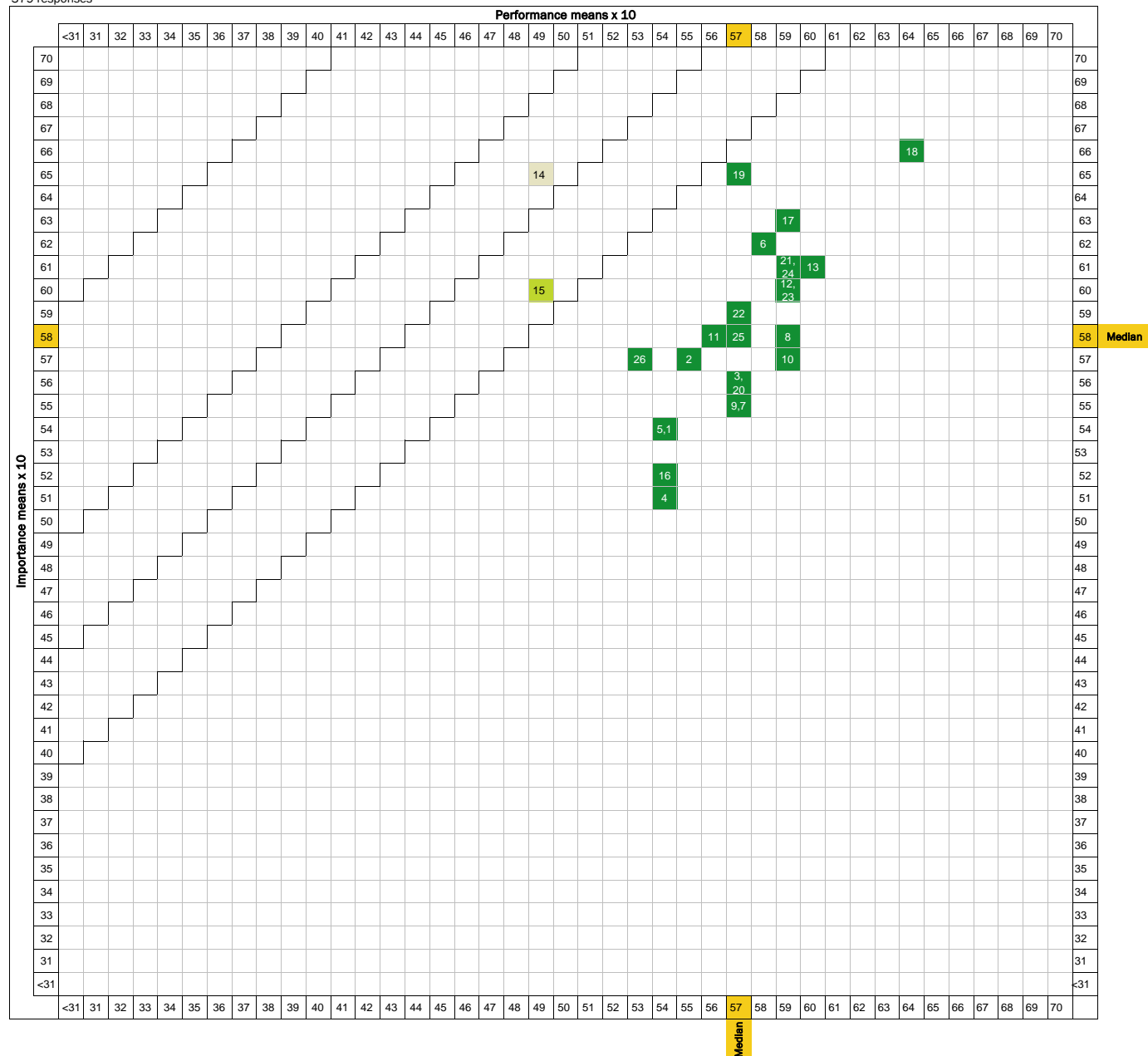
379 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Library to study when I need to	1.58	1	6.48	2
I can find a place in the Library to work in a group when I need to	1.19	2	6.05	9
Printing, scanning and photocopying facilities in the Library meet my needs	0.77	3	6.46	3
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.40	4	5.68	18
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.38	5	6.29	4
Opening hours meet my needs	0.37	6	6.16	5
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.29	7	6.14	6
The Library search engine enables me find relevant library resources quickly	0.24	8	6.09	7
The Library website provides useful information	0.21	9	5.72	16
I can get wireless access in the Library when I need to	0.21	10	6.60	1
The items I'm looking for on the library shelves are usually there	0.20	11	5.82	14
Course specific resources (online and in the reserve collection) meet my learning needs	0.16	12	5.89	12
When I am away from campus I can access the Library resources and services I need	0.14	13	6.04	10
Access to Library information resources has helped me to be successful at university	0.10	14	5.81	15
Library staff provide accurate answers to my enquiries	0.09	15	6.02	11
I can get help from library staff when I need it	0.05	16	6.07	8
The Library anticipates my learning and research needs	-0.02	17	5.39	23
I am informed about the Library services	-0.02	18	5.35	24
Library signage is clear	-0.05	19	5.62	19
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	-0.09	20	5.84	13
A computer is available when I need one	-0.13	21	5.24	25
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	-0.16	22	5.55	20
Online enquiry services (e.g. Email, Library Chat) meet my needs	-0.18	23	5.51	22
Face-to-face enquiry services meet my needs	-0.19	24	5.72	17
Books and articles I have requested from other Libraries are delivered promptly	-0.21	25	5.51	21
Library workshops, classes and tutorials help me with my learning and research needs	-0.32	26	5.11	26

Singapore Management University Library Survey, February 2018

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

379 responses



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

Singapore Management University Library Survey, February 2018

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

1026 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.63	I can get wireless access in the Library when I need to	6.37	I can find a place in the Library to work in a group when I need to	4.79	I can find a quiet place in the Library to study when I need to	1.55
I can find a quiet place in the Library to study when I need to	6.54	I can get help from library staff when I need it	5.95	I can find a quiet place in the Library to study when I need to	4.99	I can find a place in the Library to work in a group when I need to	1.37
Printing, scanning and photocopying facilities in the Library meet my needs	6.45	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.86	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 Library meet my needs	0.75
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.32	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.86	I am informed about the Library services	5.22	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.67
Opening hours meet my needs	6.22	When I am away from campus I can access the Library resources and services I need	5.85	Library workshops, classes and tutorials help me with my learning and research needs	5.25	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.46
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.18	Library staff provide accurate answers to my enquiries	5.84	A computer is available when I need one	5.30	The Library search engine enables me find relevant library resources quickly	0.41
I can find a place in the Library to work in a group when I need to	6.16	Opening hours meet my needs	5.82	The Library anticipates my learning and research needs	5.32	Opening hours meet my needs	0.40
When I am away from campus I can access the Library resources and services I need	6.13	Face-to-face enquiry services meet my needs	5.80	The items I'm looking for on the library shelves are usually there	5.48	The items I'm looking for on the library shelves are usually there	0.38
The Library search engine enables me find relevant library resources quickly	6.10	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.75	Books and articles I have requested from other Libraries are delivered promptly	5.48	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.32
I can get help from library staff when I need it	6.04	Printing, scanning and photocopying facilities in the Library meet my needs	5.70	The Library website provides useful information	5.52	When I am away from campus I can access the Library resources and services I need	0.28

Singapore Management University Library Survey, February 2018

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

1026 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.63	1	6.37	1
I can find a quiet place in the Library to study when I need to	6.54	2	4.99	25
Printing, scanning and photocopying facilities in the Library meet my needs	6.45	3	5.70	10
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.32	4	5.86	3
Opening hours meet my needs	6.22	5	5.82	7
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.18	6	5.86	4
I can find a place in the Library to work in a group when I need to	6.16	7	4.79	26
When I am away from campus I can access the Library resources and services I need	6.13	8	5.85	5
The Library search engine enables me find relevant library resources quickly	6.10	9	5.70	11
I can get help from library staff when I need it	6.04	10	5.95	2
Course specific resources (online and in the reserve collection) meet my learning needs	5.96	11	5.68	12
Library staff provide accurate answers to my enquiries	5.96	12	5.84	6
Access to Library information resources has helped me to be successful at university	5.88	13	5.63	13
The items I'm looking for on the library shelves are usually there	5.86	14	5.48	19
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.80	15	5.13	24
Face-to-face enquiry services meet my needs	5.77	16	5.80	8
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.75	17	5.75	9
The Library website provides useful information	5.74	18	5.52	17
Library signage is clear	5.65	19	5.52	16
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.61	20	5.60	14
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.53	21	5.56	15
Books and articles I have requested from other Libraries are delivered promptly	5.43	22	5.48	18
The Library anticipates my learning and research needs	5.36	23	5.32	20
I am informed about the Library services	5.21	24	5.22	23
A computer is available when I need one	5.05	25	5.30	21
Library workshops, classes and tutorials help me with my learning and research needs	5.05	26	5.25	22

Singapore Management University Library Survey, February 2018

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

1026 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.37	1	6.63	1
I can get help from library staff when I need it	5.95	2	6.04	10
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.86	3	6.32	4
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.86	4	6.18	6
When I am away from campus I can access the Library resources and services I need	5.85	5	6.13	8
Library staff provide accurate answers to my enquiries	5.84	6	5.96	12
Opening hours meet my needs	5.82	7	6.22	5
Face-to-face enquiry services meet my needs	5.80	8	5.77	16
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.75	9	5.75	17
Printing, scanning and photocopying facilities in the Library meet my needs	5.70	10	6.45	3
The Library search engine enables me find relevant library resources quickly	5.70	11	6.10	9
Course specific resources (online and in the reserve collection) meet my learning needs	5.68	12	5.96	11
Access to Library information resources has helped me to be successful at university	5.63	13	5.88	13
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.60	14	5.61	20
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.56	15	5.53	21
Library signage is clear	5.52	16	5.65	19
The Library website provides useful information	5.52	17	5.74	18
Books and articles I have requested from other Libraries are delivered promptly	5.48	18	5.43	22
The items I'm looking for on the library shelves are usually there	5.48	19	5.86	14
The Library anticipates my learning and research needs	5.32	20	5.36	23
A computer is available when I need one	5.30	21	5.05	25
Library workshops, classes and tutorials help me with my learning and research needs	5.25	22	5.05	26
I am informed about the Library services	5.22	23	5.21	24
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.13	24	5.80	15
I can find a quiet place in the Library to study when I need to	4.99	25	6.54	2
I can find a place in the Library to work in a group when I need to	4.79	26	6.16	7

Singapore Management University Library Survey, February 2018

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

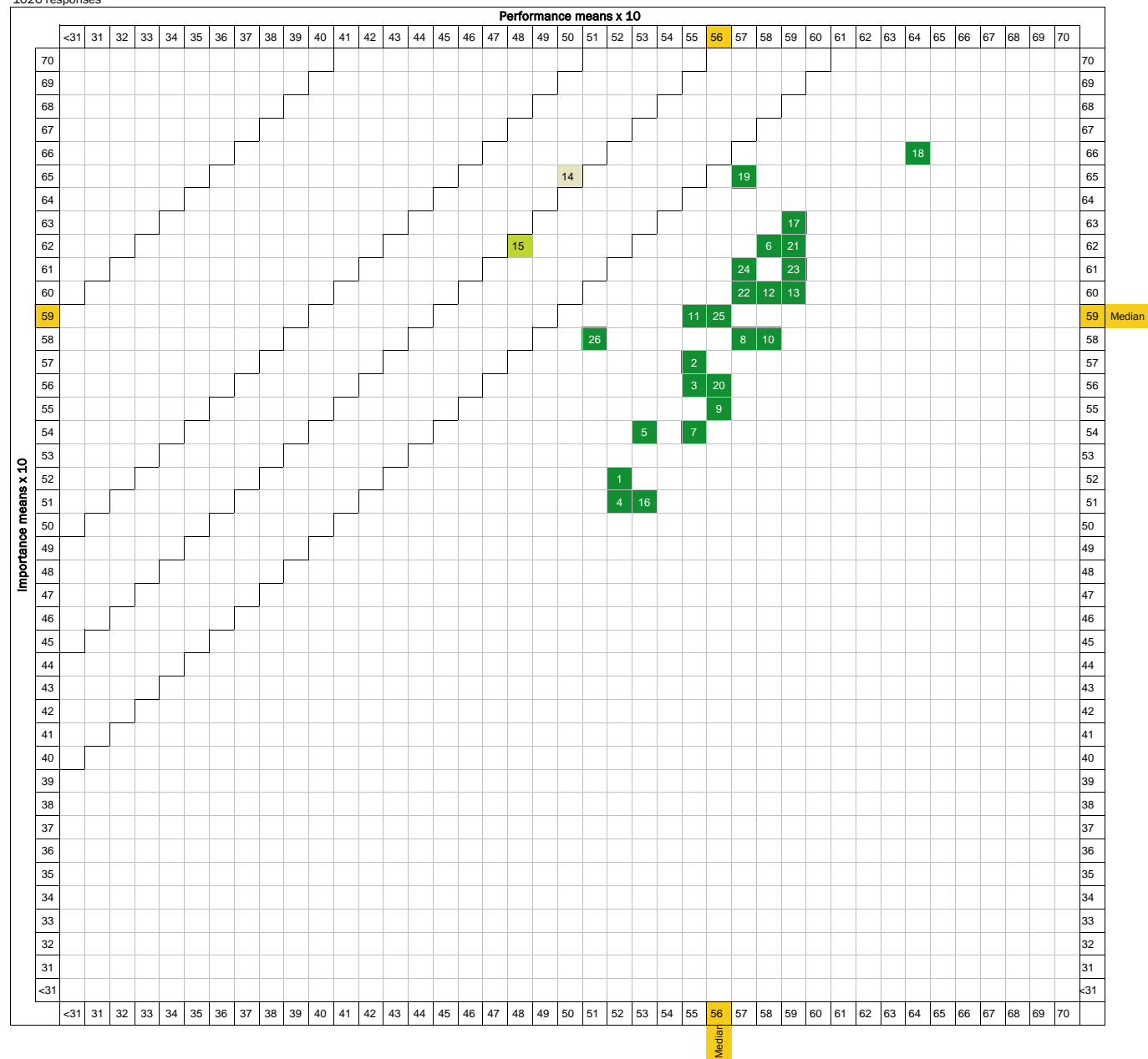
1026 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Library to study when I need to	1.55	1	6.54	2
I can find a place in the Library to work in a group when I need to	1.37	2	6.16	7
Printing, scanning and photocopying facilities in the Library meet my needs	0.75	3	6.45	3
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.67	4	5.80	15
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.46	5	6.32	4
The Library search engine enables me find relevant library resources quickly	0.41	6	6.10	9
Opening hours meet my needs	0.40	7	6.22	5
The items I'm looking for on the library shelves are usually there	0.38	8	5.86	14
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.32	9	6.18	6
When I am away from campus I can access the Library resources and services I need	0.28	10	6.13	8
Course specific resources (online and in the reserve collection) meet my learning needs	0.27	11	5.96	11
I can get wireless access in the Library when I need to	0.27	12	6.63	1
Access to Library information resources has helped me to be successful at university	0.25	13	5.88	13
The Library website provides useful information	0.22	14	5.74	18
Library signage is clear	0.13	15	5.65	19
Library staff provide accurate answers to my enquiries	0.12	16	5.96	12
I can get help from library staff when I need it	0.09	17	6.04	10
The Library anticipates my learning and research needs	0.04	18	5.36	23
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.01	19	5.61	20
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	0.01	20	5.75	17
I am informed about the Library services	-0.01	21	5.21	24
Online enquiry services (e.g. Email, Library Chat) meet my needs	-0.03	22	5.53	21
Face-to-face enquiry services meet my needs	-0.04	23	5.77	16
Books and articles I have requested from other Libraries are delivered promptly	-0.06	24	5.43	22
Library workshops, classes and tutorials help me with my learning and research needs	-0.20	25	5.05	26
A computer is available when I need one	-0.25	26	5.05	25

Singapore Management University Library Survey, February 2018

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

1026 responses



Statements

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

Singapore Management University Library Survey, February 2018

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

256 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.55	I can get wireless access in the Library when I need to	6.33	I can find a place in the Library to work in a group when I need to	4.51	I can find a quiet place in the Library to study when I need to	1.67
Printing, scanning and photocopying facilities in the Library meet my needs	6.43	I can get help from library staff when I need it	5.95	I can find a quiet place in the Library to study when I need to	4.75	I can find a place in the Library to work in a group when I need to	1.48
I can find a quiet place in the Library to study when I need to	6.42	Library staff provide accurate answers to my enquiries	5.85	A computer is available when I need one	5.17	Printing, scanning and photocopying facilities in the Library meet my needs	0.69
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.18	Face-to-face enquiry services meet my needs	5.80	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.21	Opening hours meet my needs	0.55
Opening hours meet my needs	6.14	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.76	Library workshops, classes and tutorials help me with my learning and research needs	5.24	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.51
The Library search engine enables me find relevant library resources quickly	6.08	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.75	I am informed about the Library services	5.24	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.48
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.05	Printing, scanning and photocopying facilities in the Library meet my needs	5.74	The Library anticipates my learning and research needs	5.25	The Library search engine enables me find relevant library resources quickly	0.40
I can get help from library staff when I need it	6.03	The Library search engine enables me find relevant library resources	5.68	The Library website provides useful information	5.45	The items I'm looking for on the library shelves are usually there	0.34
I can find a place in the Library to work in a group when I need to	5.99	When I am away from campus I can access the Library resources and services I need	5.67	The items I'm looking for on the library shelves are usually there	5.53	When I am away from campus I can access the Library resources and services I need	0.31
When I am away from campus I can access the Library resources and services I need	5.98	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.67	Books and articles I have requested from other Libraries are delivered promptly	5.59	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.29

Singapore Management University Library Survey, February 2018

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

256 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.55	1	6.33	1
Printing, scanning and photocopying facilities in the Library meet my needs	6.43	2	5.74	7
I can find a quiet place in the Library to study when I need to	6.42	3	4.75	25
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.18	4	5.67	9
Opening hours meet my needs	6.14	5	5.60	16
The Library search engine enables me find relevant library resources quickly	6.08	6	5.68	8
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.05	7	5.75	6
I can get help from library staff when I need it	6.03	8	5.95	2
I can find a place in the Library to work in a group when I need to	5.99	9	4.51	26
When I am away from campus I can access the Library resources and services I need	5.98	10	5.67	9
Library staff provide accurate answers to my enquiries	5.95	11	5.85	3
The items I'm looking for on the library shelves are usually there	5.88	12	5.53	18
Access to Library information resources has helped me to be successful at university	5.84	13	5.63	11
Course specific resources (online and in the reserve collection) meet my learning needs	5.84	14	5.60	14
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.83	15	5.76	5
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.68	16	5.21	23
The Library website provides useful information	5.68	17	5.45	19
Library signage is clear	5.65	18	5.63	12
Face-to-face enquiry services meet my needs	5.61	19	5.80	4
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.59	20	5.62	13
Books and articles I have requested from other Libraries are delivered promptly	5.59	21	5.59	17
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.49	22	5.60	15
The Library anticipates my learning and research needs	5.29	23	5.25	20
I am informed about the Library services	5.22	24	5.24	21
A computer is available when I need one	5.07	25	5.17	24
Library workshops, classes and tutorials help me with my learning and research needs	4.90	26	5.24	22

Singapore Management University Library Survey, February 2018

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

256 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.33	1	6.55	1
I can get help from library staff when I need it	5.95	2	6.03	8
Library staff provide accurate answers to my enquiries	5.85	3	5.95	11
Face-to-face enquiry services meet my needs	5.80	4	5.61	19
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.76	5	5.83	15
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.75	6	6.05	7
Printing, scanning and photocopying facilities in the Library meet my needs	5.74	7	6.43	2
The Library search engine enables me find relevant library resources quickly	5.68	8	6.08	6
When I am away from campus I can access the Library resources and services I need	5.67	9	5.98	10
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.67	9	6.18	4
Access to Library information resources has helped me to be successful at university	5.63	11	5.84	13
Library signage is clear	5.63	12	5.65	18
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.62	13	5.59	20
Course specific resources (online and in the reserve collection) meet my learning needs	5.60	14	5.84	14
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.60	15	5.49	22
Opening hours meet my needs	5.60	16	6.14	5
Books and articles I have requested from other Libraries are delivered promptly	5.59	17	5.59	21
The items I'm looking for on the library shelves are usually there	5.53	18	5.88	12
The Library website provides useful information	5.45	19	5.68	17
The Library anticipates my learning and research needs	5.25	20	5.29	23
I am informed about the Library services	5.24	21	5.22	24
Library workshops, classes and tutorials help me with my learning and research needs	5.24	22	4.90	26
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.21	23	5.68	16
A computer is available when I need one	5.17	24	5.07	25
I can find a quiet place in the Library to study when I need to	4.75	25	6.42	3
I can find a place in the Library to work in a group when I need to	4.51	26	5.99	9

Singapore Management University Library Survey, February 2018

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

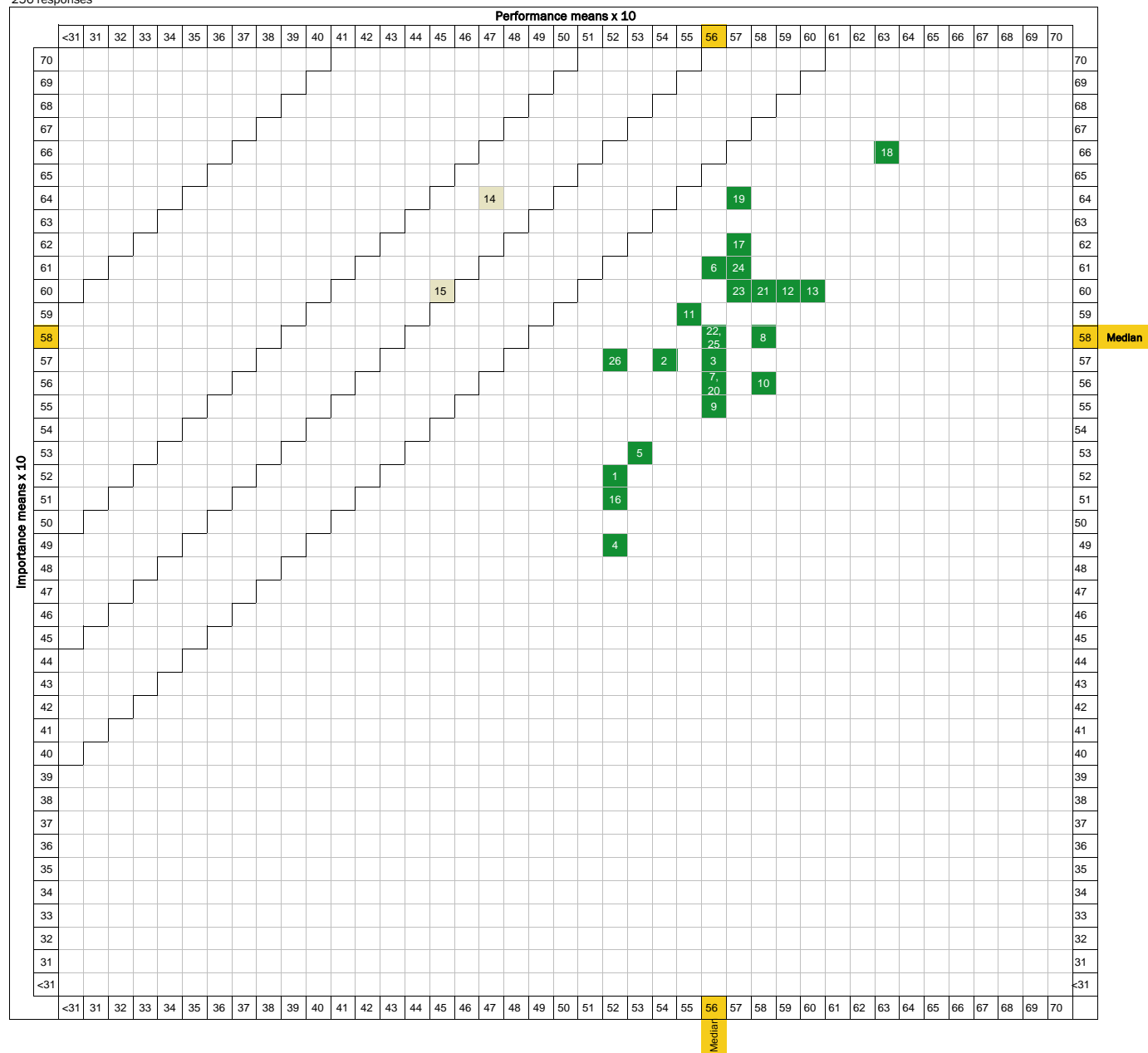
256 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Library to study when I need to	1.67	1	6.42	3
I can find a place in the Library to work in a group when I need to	1.48	2	5.99	9
Printing, scanning and photocopying facilities in the Library meet my needs	0.69	3	6.43	2
Opening hours meet my needs	0.55	4	6.14	5
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.51	5	6.18	4
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.48	6	5.68	16
The Library search engine enables me find relevant library resources quickly	0.40	7	6.08	6
The items I'm looking for on the library shelves are usually there	0.34	8	5.88	12
When I am away from campus I can access the Library resources and services I need	0.31	9	5.98	10
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.29	10	6.05	7
The Library website provides useful information	0.24	11	5.68	17
Course specific resources (online and in the reserve collection) meet my learning needs	0.23	12	5.84	14
I can get wireless access in the Library when I need to	0.22	13	6.55	1
Access to Library information resources has helped me to be successful at university	0.21	14	5.84	13
Library staff provide accurate answers to my enquiries	0.10	15	5.95	11
I can get help from library staff when I need it	0.08	16	6.03	8
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	0.07	17	5.83	15
The Library anticipates my learning and research needs	0.04	18	5.29	23
Library signage is clear	0.02	19	5.65	18
Books and articles I have requested from other Libraries are delivered promptly	0.00	20	5.59	21
I am informed about the Library services	-0.02	21	5.22	24
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	-0.04	22	5.59	20
A computer is available when I need one	-0.10	23	5.07	25
Online enquiry services (e.g. Email, Library Chat) meet my needs	-0.11	24	5.49	22
Face-to-face enquiry services meet my needs	-0.19	25	5.61	19
Library workshops, classes and tutorials help me with my learning and research needs	-0.34	26	4.90	26

Singapore Management University Library Survey, February 2018

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

256 responses



Statements

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

Singapore Management University Library Survey, February 2018

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

389 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.50	I can get wireless access in the Library when I need to	6.25	I can find a place in the Library to work in a group when I need to	4.99	I can find a quiet place in the Library to study when I need to	1.18
I can find a quiet place in the Library to study when I need to	6.33	I can get help from library staff when I need it	5.91	I can find a quiet place in the Library to study when I need to	5.15	I can find a place in the Library to work in a group when I need to	1.10
Printing, scanning and photocopying facilities in the Library meet my needs	6.25	Library staff provide accurate answers to my enquiries	5.89	A computer is available when I need one	5.22	Printing, scanning and photocopying facilities in the Library meet my needs	0.59
Opening hours meet my needs	6.15	Opening hours meet my needs	5.78	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.23	Opening hours meet my needs	0.36
I can find a place in the Library to work in a group when I need to	6.09	Face-to-face enquiry services meet my needs	5.77	I am informed about the Library services	5.25	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.33
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.04	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.77	Library workshops, classes and tutorials help me with my learning and research needs	5.33	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.32
I can get help from library staff when I need it	6.04	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.74	The Library anticipates my learning and research needs	5.36	The Library search engine enables me find relevant library resources quickly	0.30
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.04	When I am away from campus I can access the Library resources and services I need	5.74	The Library website provides useful information	5.43	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.27
The Library search engine enables me find relevant library resources quickly	5.96	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.71	Books and articles I have requested from other Libraries are delivered promptly	5.49	The items I'm looking for on the library shelves are usually there	0.27
When I am away from campus I can access the Library resources and services I need	5.96	Course specific resources (online and in the reserve collection) meet my learning needs	5.71	The items I'm looking for on the library shelves are usually there	5.51	The Library website provides useful information	0.27

Singapore Management University Library Survey, February 2018

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

389 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.50	1	6.25	1
I can find a quiet place in the Library to study when I need to	6.33	2	5.15	25
Printing, scanning and photocopying facilities in the Library meet my needs	6.25	3	5.66	13
Opening hours meet my needs	6.15	4	5.78	4
I can find a place in the Library to work in a group when I need to	6.09	5	4.99	26
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.04	6	5.77	6
I can get help from library staff when I need it	6.04	7	5.91	2
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.04	8	5.71	9
The Library search engine enables me find relevant library resources quickly	5.96	9	5.66	12
When I am away from campus I can access the Library resources and services I need	5.96	10	5.74	8
Library staff provide accurate answers to my enquiries	5.94	11	5.89	3
Course specific resources (online and in the reserve collection) meet my learning needs	5.86	12	5.71	10
The items I'm looking for on the library shelves are usually there	5.78	13	5.51	17
Face-to-face enquiry services meet my needs	5.76	14	5.77	5
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.74	15	5.74	7
Access to Library information resources has helped me to be successful at university	5.71	16	5.57	15
The Library website provides useful information	5.70	17	5.43	19
Library signage is clear	5.69	18	5.58	14
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.66	19	5.67	11
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.56	20	5.23	23
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.51	21	5.54	16
Books and articles I have requested from other Libraries are delivered promptly	5.49	22	5.49	18
The Library anticipates my learning and research needs	5.41	23	5.36	20
I am informed about the Library services	5.36	24	5.25	22
Library workshops, classes and tutorials help me with my learning and research needs	5.17	25	5.33	21
A computer is available when I need one	5.11	26	5.22	24

Singapore Management University Library Survey, February 2018

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

389 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.25	1	6.50	1
I can get help from library staff when I need it	5.91	2	6.04	7
Library staff provide accurate answers to my enquiries	5.89	3	5.94	11
Opening hours meet my needs	5.78	4	6.15	4
Face-to-face enquiry services meet my needs	5.77	5	5.76	14
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.77	6	6.04	6
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.74	7	5.74	15
When I am away from campus I can access the Library resources and services I need	5.74	8	5.96	10
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.71	9	6.04	8
Course specific resources (online and in the reserve collection) meet my learning needs	5.71	10	5.86	12
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.67	11	5.66	19
The Library search engine enables me find relevant library resources quickly	5.66	12	5.96	9
Printing, scanning and photocopying facilities in the Library meet my needs	5.66	13	6.25	3
Library signage is clear	5.58	14	5.69	18
Access to Library information resources has helped me to be successful at university	5.57	15	5.71	16
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.54	16	5.51	21
The items I'm looking for on the library shelves are usually there	5.51	17	5.78	13
Books and articles I have requested from other Libraries are delivered promptly	5.49	18	5.49	22
The Library website provides useful information	5.43	19	5.70	17
The Library anticipates my learning and research needs	5.36	20	5.41	23
Library workshops, classes and tutorials help me with my learning and research needs	5.33	21	5.17	25
I am informed about the Library services	5.25	22	5.36	24
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.23	23	5.56	20
A computer is available when I need one	5.22	24	5.11	26
I can find a quiet place in the Library to study when I need to	5.15	25	6.33	2
I can find a place in the Library to work in a group when I need to	4.99	26	6.09	5

Singapore Management University Library Survey, February 2018

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

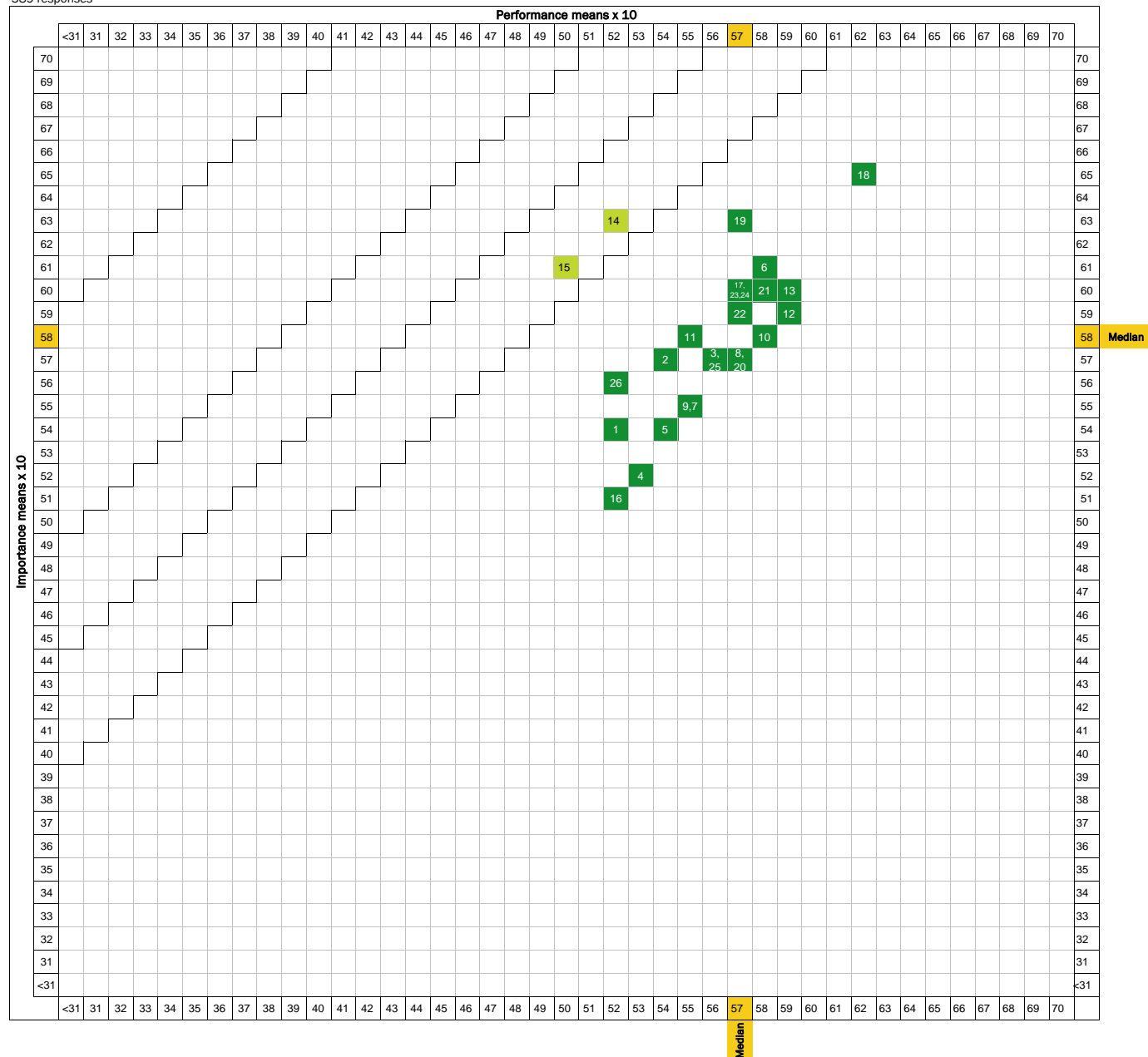
389 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Library to study when I need to	1.18	1	6.33	2
I can find a place in the Library to work in a group when I need to	1.10	2	6.09	5
Printing, scanning and photocopying facilities in the Library meet my needs	0.59	3	6.25	3
Opening hours meet my needs	0.36	4	6.15	4
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.33	5	5.56	20
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.32	6	6.04	8
The Library search engine enables me find relevant library resources quickly	0.30	7	5.96	9
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.27	8	6.04	6
The items I'm looking for on the library shelves are usually there	0.27	9	5.78	13
The Library website provides useful information	0.27	10	5.70	17
I can get wireless access in the Library when I need to	0.25	11	6.50	1
When I am away from campus I can access the Library resources and services I need	0.22	12	5.96	10
Course specific resources (online and in the reserve collection) meet my learning needs	0.15	13	5.86	12
Access to Library information resources has helped me to be successful at university	0.14	14	5.71	16
I can get help from library staff when I need it	0.13	15	6.04	7
Library signage is clear	0.12	16	5.69	18
I am informed about the Library services	0.11	17	5.36	24
The Library anticipates my learning and research needs	0.05	18	5.41	23
Library staff provide accurate answers to my enquiries	0.04	19	5.94	11
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	0.00	20	5.74	15
Books and articles I have requested from other Libraries are delivered promptly	0.00	21	5.49	22
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	-0.01	22	5.66	19
Face-to-face enquiry services meet my needs	-0.02	23	5.76	14
Online enquiry services (e.g. Email, Library Chat) meet my needs	-0.03	24	5.51	21
A computer is available when I need one	-0.11	25	5.11	26
Library workshops, classes and tutorials help me with my learning and research needs	-0.16	26	5.17	25

Singapore Management University Library Survey, February 2018

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

389 responses



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

Singapore Management University Library Survey, February 2018

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

237 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can find a quiet place in the Library to study when I need to	6.68	I can get wireless access in the Library when I need to	6.40	I can find a place in the Library to work in a group when I need to	4.88	Printing, scanning and photocopying facilities in the Library meet my needs	1.64
I can get wireless access in the Library when I need to	6.67	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.08	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	4.91	I can find a quiet place in the Library to study when I need to	1.63
Printing, scanning and photocopying facilities in the Library meet my needs	6.61	I can get help from library staff when I need it	6.01	Printing, scanning and photocopying facilities in the Library meet my needs	4.97	I can find a place in the Library to work in a group when I need to	1.53
The Library search engine enables me find relevant library resources	6.55	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.91	A computer is available when I need one	5.02	Opening hours meet my needs	1.13
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.47	Library staff provide accurate answers to my enquiries	5.89	I can find a quiet place in the Library to study when I need to	5.05	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	1.07
When I am away from campus I can access the Library resources and services I need	6.44	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.88	Opening hours meet my needs	5.18	The items I'm looking for on the library shelves are usually there	0.94
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.42	Face-to-face enquiry services meet my needs	5.86	Library workshops, classes and tutorials help me with my learning and research needs	5.30	Course specific resources (online and in the reserve collection) meet my learning needs	0.77
I can find a place in the Library to work in a group when I need to	6.41	The Library search engine enables me find relevant library resources quickly	5.83	The Library anticipates my learning and research needs	5.39	When I am away from campus I can access the Library resources and services I need	0.76
Course specific resources (online and in the reserve collection) meet my learning needs	6.40	Access to Library information resources has helped me to be successful at university	5.80	The items I'm looking for on the library shelves are usually there	5.44	The Library search engine enables me find relevant library resources quickly	0.72
The items I'm looking for on the library shelves are usually there	6.38	Online enquiry services (e.g. Email, Library Chat) meet my needs	5.78	I am informed about the Library services	5.47	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.60

Singapore Management University Library Survey, February 2018

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

237 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Library to study when I need to	6.68	1	5.05	22
I can get wireless access in the Library when I need to	6.67	2	6.40	1
Printing, scanning and photocopying facilities in the Library meet my needs	6.61	3	4.97	24
The Library search engine enables me find relevant library resources quickly	6.55	4	5.83	8
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.47	5	5.88	6
When I am away from campus I can access the Library resources and services I need	6.44	6	5.68	13
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.42	7	5.91	4
I can find a place in the Library to work in a group when I need to	6.41	8	4.88	26
Course specific resources (online and in the reserve collection) meet my learning needs	6.40	9	5.63	16
The items I'm looking for on the library shelves are usually there	6.38	10	5.44	18
Access to Library information resources has helped me to be successful at university	6.32	11	5.80	9
Opening hours meet my needs	6.31	12	5.18	21
I can get help from library staff when I need it	6.24	13	6.01	3
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.20	14	6.08	2
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	6.14	15	5.68	14
Library staff provide accurate answers to my enquiries	6.13	16	5.89	5
Books and articles I have requested from other Libraries are delivered promptly	6.11	17	5.65	15
The Library website provides useful information	6.09	18	5.71	12
Face-to-face enquiry services meet my needs	6.00	19	5.86	7
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.98	20	4.91	25
Library signage is clear	5.77	21	5.77	11
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.68	22	5.78	10
The Library anticipates my learning and research needs	5.63	23	5.39	19
I am informed about the Library services	5.39	24	5.47	17
Library workshops, classes and tutorials help me with my learning and research needs	4.92	25	5.30	20
A computer is available when I need one	4.58	26	5.02	23

Singapore Management University Library Survey, February 2018

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

237 responses

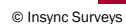
	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.40	1	6.67	2
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.08	2	6.20	14
I can get help from library staff when I need it	6.01	3	6.24	13
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.91	4	6.42	7
Library staff provide accurate answers to my enquiries	5.89	5	6.13	16
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.88	6	6.47	5
Face-to-face enquiry services meet my needs	5.86	7	6.00	19
The Library search engine enables me find relevant library resources quickly	5.83	8	6.55	4
Access to Library information resources has helped me to be successful at university	5.80	9	6.32	11
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.78	10	5.68	22
Library signage is clear	5.77	11	5.77	21
The Library website provides useful information	5.71	12	6.09	18
When I am away from campus I can access the Library resources and services I need	5.68	13	6.44	6
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.68	14	6.14	15
Books and articles I have requested from other Libraries are delivered promptly	5.65	15	6.11	17
Course specific resources (online and in the reserve collection) meet my learning needs	5.63	16	6.40	9
I am informed about the Library services	5.47	17	5.39	24
The items I'm looking for on the library shelves are usually there	5.44	18	6.38	10
The Library anticipates my learning and research needs	5.39	19	5.63	23
Library workshops, classes and tutorials help me with my learning and research needs	5.30	20	4.92	25
Opening hours meet my needs	5.18	21	6.31	12
I can find a quiet place in the Library to study when I need to	5.05	22	6.68	1
A computer is available when I need one	5.02	23	4.58	26
Printing, scanning and photocopying facilities in the Library meet my needs	4.97	24	6.61	3
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	4.91	25	5.98	20
I can find a place in the Library to work in a group when I need to	4.88	26	6.41	8

Singapore Management University Library Survey, February 2018

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

237 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
Printing, scanning and photocopying facilities in the Library meet my needs	1.64	1	6.61	3
I can find a quiet place in the Library to study when I need to	1.63	2	6.68	1
I can find a place in the Library to work in a group when I need to	1.53	3	6.41	8
Opening hours meet my needs	1.13	4	6.31	12
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	1.07	5	5.98	20
The items I'm looking for on the library shelves are usually there	0.94	6	6.38	10
Course specific resources (online and in the reserve collection) meet my learning needs	0.77	7	6.40	9
When I am away from campus I can access the Library resources and services I need	0.76	8	6.44	6
The Library search engine enables me find relevant library resources quickly	0.72	9	6.55	4
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.60	10	6.47	5
Access to Library information resources has helped me to be successful at university	0.53	11	6.32	11
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.51	12	6.42	7
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.46	13	6.14	15
Books and articles I have requested from other Libraries are delivered promptly	0.46	14	6.11	17
The Library website provides useful information	0.38	15	6.09	18
I can get wireless access in the Library when I need to	0.27	16	6.67	2
Library staff provide accurate answers to my enquiries	0.24	17	6.13	16
The Library anticipates my learning and research needs	0.24	18	5.63	23
I can get help from library staff when I need it	0.23	19	6.24	13
Face-to-face enquiry services meet my needs	0.14	20	6.00	19
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	0.11	21	6.20	14
Library signage is clear	0.01	22	5.77	21
I am informed about the Library services	-0.09	23	5.39	24
Online enquiry services (e.g. Email, Library Chat) meet my needs	-0.11	24	5.68	22
Library workshops, classes and tutorials help me with my learning and research needs	-0.38	25	4.92	25
A computer is available when I need one	-0.44	26	4.58	26



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Singapore Management University Library Survey, February 2018

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

267 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.68	I can get wireless access in the Library when I need to	6.42	I can find a place in the Library to work in a group when I need to	4.65	I can find a quiet place in the Library to study when I need to	1.56
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.53	When I am away from campus I can access the Library resources and services I need	6.09	I can find a quiet place in the Library to study when I need to	4.88	I can find a place in the Library to work in a group when I need to	1.44
Printing, scanning and photocopying facilities in the Library meet my needs	6.51	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.06	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	4.92	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.99
The Library search engine enables me find relevant library resources	6.51	I can get help from library staff when I need it	6.02	I am informed about the Library services	5.21	Printing, scanning and photocopying facilities in the Library meet my needs	0.90
When I am away from campus I can access the Library resources and services I need	6.50	Library staff provide accurate answers to my enquiries	5.99	A computer is available when I need one	5.28	The Library search engine enables me find relevant library resources quickly	0.56
I can find a quiet place in the Library to study when I need to	6.44	The Library search engine enables me find relevant library resources quickly	5.95	The Library anticipates my learning and research needs	5.44	Course specific resources (online and in the reserve collection) meet my learning needs	0.51
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.40	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.93	Library signage is clear	5.46	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.47
Course specific resources (online and in the reserve collection) meet my learning needs	6.31	Access to Library information resources has helped me to be successful at university	5.89	Library workshops, classes and tutorials help me with my learning and research needs	5.47	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.47
Access to Library information resources has helped me to be successful at university	6.29	Face-to-face enquiry services meet my needs	5.87	Books and articles I have requested from other Libraries are delivered promptly	5.54	The items I'm looking for on the library shelves are usually there	0.42
I can get help from library staff when I need it	6.18	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.84	The Library website provides useful information	5.58	When I am away from campus I can access the Library resources and services I need	0.42

Singapore Management University Library Survey, February 2018

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

267 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.68	1	6.42	1
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.53	2	6.06	3
Printing, scanning and photocopying facilities in the Library meet my needs	6.51	3	5.61	15
The Library search engine enables me find relevant library resources quickly	6.51	4	5.95	6
When I am away from campus I can access the Library resources and services I need	6.50	5	6.09	2
I can find a quiet place in the Library to study when I need to	6.44	6	4.88	25
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.40	7	5.93	7
Course specific resources (online and in the reserve collection) meet my learning needs	6.31	8	5.81	11
Access to Library information resources has helped me to be successful at university	6.29	9	5.89	8
I can get help from library staff when I need it	6.18	10	6.02	4
Opening hours meet my needs	6.18	11	5.78	13
I can find a place in the Library to work in a group when I need to	6.10	12	4.65	26
The items I'm looking for on the library shelves are usually there	6.08	13	5.66	14
Library staff provide accurate answers to my enquiries	6.08	14	5.99	5
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.91	15	4.92	24
The Library website provides useful information	5.89	16	5.58	17
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.89	17	5.79	12
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.88	18	5.84	10
Face-to-face enquiry services meet my needs	5.87	19	5.87	9
Books and articles I have requested from other Libraries are delivered promptly	5.79	20	5.54	18
The Library anticipates my learning and research needs	5.61	21	5.44	21
Library signage is clear	5.56	22	5.46	20
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.55	23	5.58	16
Library workshops, classes and tutorials help me with my learning and research needs	5.14	24	5.47	19
I am informed about the Library services	5.11	25	5.21	23
A computer is available when I need one	4.66	26	5.28	22

Singapore Management University Library Survey, February 2018

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

267 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.42	1	6.68	1
When I am away from campus I can access the Library resources and services I need	6.09	2	6.50	5
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.06	3	6.53	2
I can get help from library staff when I need it	6.02	4	6.18	10
Library staff provide accurate answers to my enquiries	5.99	5	6.08	14
The Library search engine enables me find relevant library resources quickly	5.95	6	6.51	4
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.93	7	6.40	7
Access to Library information resources has helped me to be successful at university	5.89	8	6.29	9
Face-to-face enquiry services meet my needs	5.87	9	5.87	19
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.84	10	5.88	18
Course specific resources (online and in the reserve collection) meet my learning needs	5.81	11	6.31	8
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.79	12	5.89	17
Opening hours meet my needs	5.78	13	6.18	11
The items I'm looking for on the library shelves are usually there	5.66	14	6.08	13
Printing, scanning and photocopying facilities in the Library meet my needs	5.61	15	6.51	3
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.58	16	5.55	23
The Library website provides useful information	5.58	17	5.89	16
Books and articles I have requested from other Libraries are delivered promptly	5.54	18	5.79	20
Library workshops, classes and tutorials help me with my learning and research needs	5.47	19	5.14	24
Library signage is clear	5.46	20	5.56	22
The Library anticipates my learning and research needs	5.44	21	5.61	21
A computer is available when I need one	5.28	22	4.66	26
I am informed about the Library services	5.21	23	5.11	25
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	4.92	24	5.91	15
I can find a quiet place in the Library to study when I need to	4.88	25	6.44	6
I can find a place in the Library to work in a group when I need to	4.65	26	6.10	12

Singapore Management University Library Survey, February 2018

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

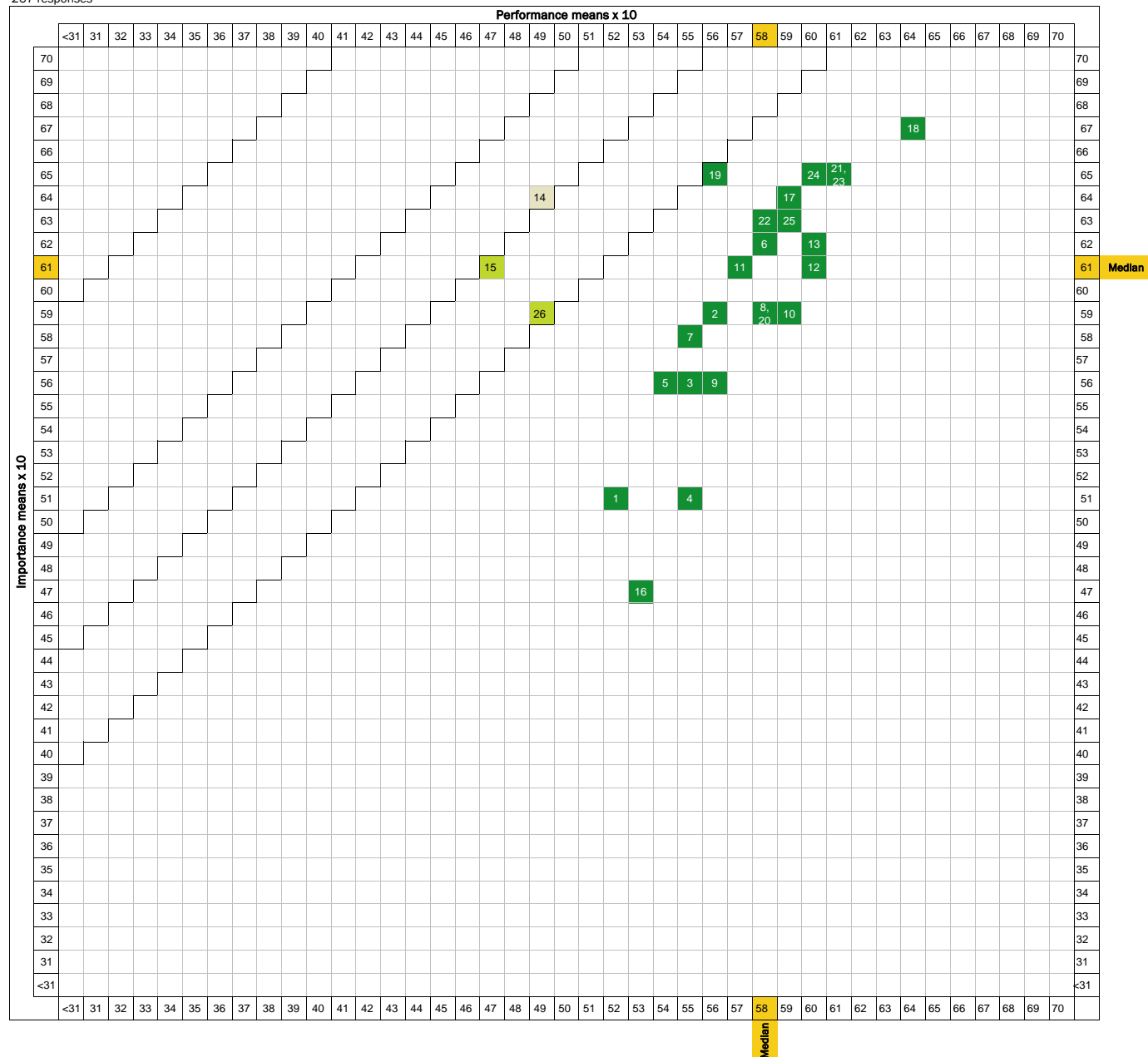
267 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Library to study when I need to	1.56	1	6.44	6
I can find a place in the Library to work in a group when I need to	1.44	2	6.10	12
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.99	3	5.91	15
Printing, scanning and photocopying facilities in the Library meet my needs	0.90	4	6.51	3
The Library search engine enables me find relevant library resources quickly	0.56	5	6.51	4
Course specific resources (online and in the reserve collection) meet my learning needs	0.51	6	6.31	8
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.47	7	6.40	7
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.47	8	6.53	2
The items I'm looking for on the library shelves are usually there	0.42	9	6.08	13
When I am away from campus I can access the Library resources and services I need	0.42	10	6.50	5
Access to Library information resources has helped me to be successful at university	0.40	11	6.29	9
Opening hours meet my needs	0.39	12	6.18	11
The Library website provides useful information	0.31	13	5.89	16
I can get wireless access in the Library when I need to	0.25	14	6.68	1
Books and articles I have requested from other Libraries are delivered promptly	0.25	15	5.79	20
The Library anticipates my learning and research needs	0.16	16	5.61	21
I can get help from library staff when I need it	0.16	17	6.18	10
Library signage is clear	0.10	18	5.56	22
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.10	19	5.89	17
Library staff provide accurate answers to my enquiries	0.09	20	6.08	14
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	0.04	21	5.88	18
Face-to-face enquiry services meet my needs	-0.01	22	5.87	19
Online enquiry services (e.g. Email, Library Chat) meet my needs	-0.03	23	5.55	23
I am informed about the Library services	-0.10	24	5.11	25
Library workshops, classes and tutorials help me with my learning and research needs	-0.33	25	5.14	24
A computer is available when I need one	-0.62	26	4.66	26

Singapore Management University Library Survey, February 2018

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

267 responses



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

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

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Singapore Management University Library Survey, February 2018

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

84 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.24	I can get wireless access in the Library when I need to	6.18	Library workshops, classes and tutorials help me with my learning and research needs	5.22	The items I'm looking for on the library shelves are usually there	0.57
I can get help from library staff when I need it	6.15	I can get help from library staff when I need it	6.05	I am informed about the Library services	5.24	I can find a place in the Library to work in a group when I need to	0.35
I can find a quiet place in the Library to study when I need to	6.10	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.98	The items I'm looking for on the library shelves are usually there	5.26	I can find a quiet place in the Library to study when I need to	0.33
Library staff provide accurate answers to my enquiries	6.06	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.96	The Library anticipates my learning and research needs	5.28	Library signage is clear	0.28
Opening hours meet my needs	6.01	Opening hours meet my needs	5.93	The Library website provides useful information	5.29	The Library search engine enables me find relevant library resources	0.25
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.99	Library staff provide accurate answers to my enquiries	5.91	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.40	The Library website provides useful information	0.25
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.90	Face-to-face enquiry services meet my needs	5.82	A computer is available when I need one	5.43	The Library anticipates my learning and research needs	0.23
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.88	Books and articles I have requested from other Libraries are delivered promptly	5.79	Library signage is clear	5.43	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.21
Face-to-face enquiry services meet my needs	5.87	I can find a quiet place in the Library to study when I need to	5.78	Access to Library information resources has helped me to be successful at university	5.44	When I am away from campus I can access the Library resources and services I need	0.19
I can find a place in the Library to work in a group when I need to	5.85	Printing, scanning and photocopying facilities in the Library meet my needs	5.76	I can find a place in the Library to work in a group when I need to	5.50	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.17

Singapore Management University Library Survey, February 2018

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

84 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.24	1	6.18	1
I can get help from library staff when I need it	6.15	2	6.05	2
I can find a quiet place in the Library to study when I need to	6.10	3	5.78	9
Library staff provide accurate answers to my enquiries	6.06	4	5.91	6
Opening hours meet my needs	6.01	5	5.93	5
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.99	6	5.96	4
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.90	7	5.73	11
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.88	8	5.98	3
Face-to-face enquiry services meet my needs	5.87	9	5.82	7
I can find a place in the Library to work in a group when I need to	5.85	10	5.50	17
The items I'm looking for on the library shelves are usually there	5.84	11	5.26	24
The Library search engine enables me find relevant library resources quickly	5.83	12	5.57	16
When I am away from campus I can access the Library resources and services I need	5.81	13	5.62	15
Books and articles I have requested from other Libraries are delivered promptly	5.81	14	5.79	8
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.81	15	5.69	12
Course specific resources (online and in the reserve collection) meet my learning needs	5.78	16	5.65	13
Printing, scanning and photocopying facilities in the Library meet my needs	5.74	17	5.76	10
Library signage is clear	5.72	18	5.43	19
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.71	19	5.63	14
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.60	20	5.40	21
Access to Library information resources has helped me to be successful at university	5.58	21	5.44	18
The Library website provides useful information	5.54	22	5.29	22
The Library anticipates my learning and research needs	5.51	23	5.28	23
Library workshops, classes and tutorials help me with my learning and research needs	5.35	24	5.22	26
I am informed about the Library services	5.30	25	5.24	25
A computer is available when I need one	5.20	26	5.43	20

Singapore Management University Library Survey, February 2018

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

84 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.18	1	6.24	1
I can get help from library staff when I need it	6.05	2	6.15	2
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.98	3	5.88	8
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.96	4	5.99	6
Opening hours meet my needs	5.93	5	6.01	5
Library staff provide accurate answers to my enquiries	5.91	6	6.06	4
Face-to-face enquiry services meet my needs	5.82	7	5.87	9
Books and articles I have requested from other Libraries are delivered promptly	5.79	8	5.81	14
I can find a quiet place in the Library to study when I need to	5.78	9	6.10	3
Printing, scanning and photocopying facilities in the Library meet my needs	5.76	10	5.74	17
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.73	11	5.90	7
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.69	12	5.81	15
Course specific resources (online and in the reserve collection) meet my learning needs	5.65	13	5.78	16
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.63	14	5.71	19
When I am away from campus I can access the Library resources and services I need	5.62	15	5.81	13
The Library search engine enables me find relevant library resources quickly	5.57	16	5.83	12
I can find a place in the Library to work in a group when I need to	5.50	17	5.85	10
Access to Library information resources has helped me to be successful at university	5.44	18	5.58	21
Library signage is clear	5.43	19	5.72	18
A computer is available when I need one	5.43	20	5.20	26
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.40	21	5.60	20
The Library website provides useful information	5.29	22	5.54	22
The Library anticipates my learning and research needs	5.28	23	5.51	23
The items I'm looking for on the library shelves are usually there	5.26	24	5.84	11
I am informed about the Library services	5.24	25	5.30	25
Library workshops, classes and tutorials help me with my learning and research needs	5.22	26	5.35	24

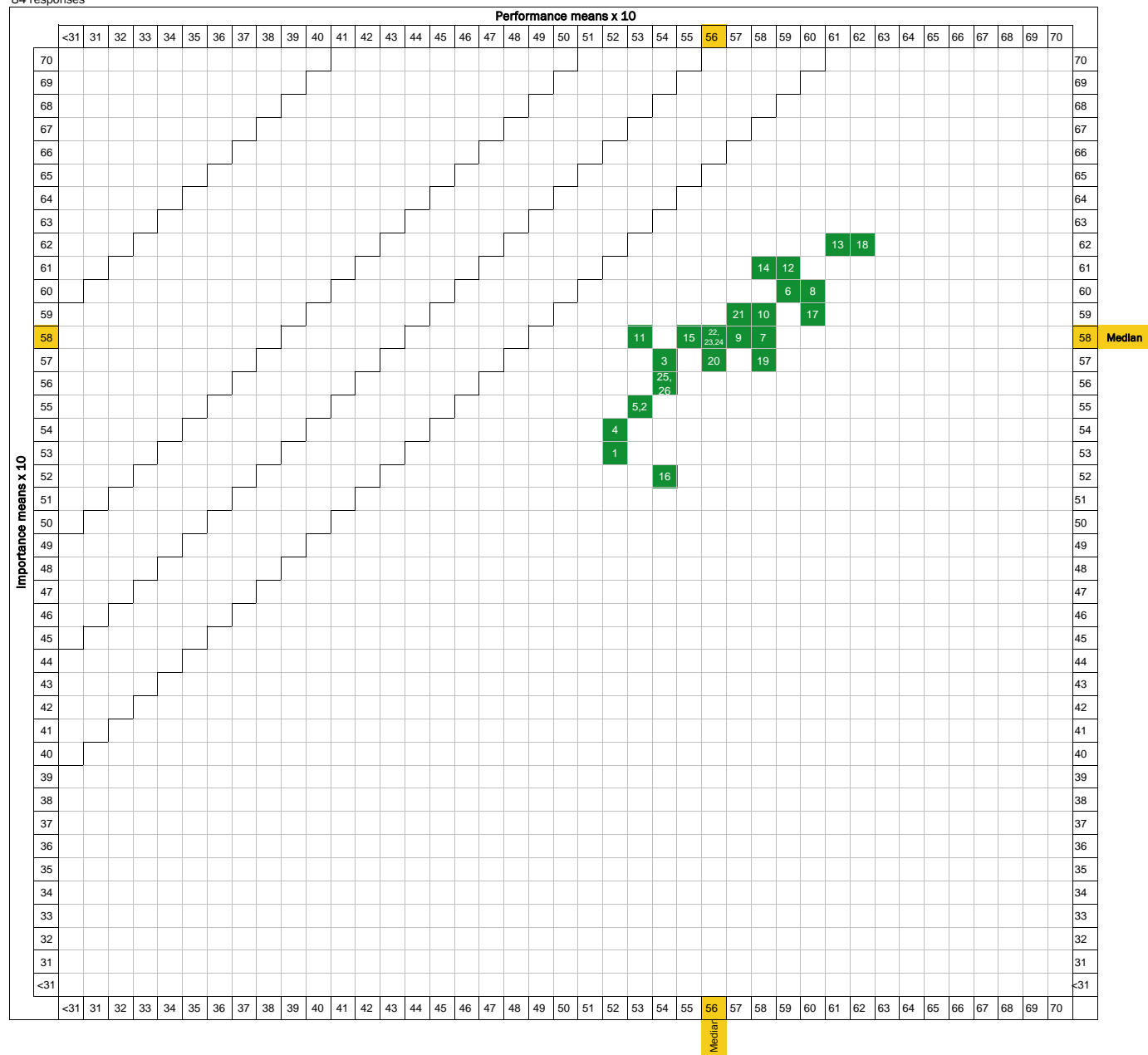
Singapore Management University Library Survey, February 2018

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

84 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
The items I'm looking for on the library shelves are usually there	0.57	1	5.84	11
I can find a place in the Library to work in a group when I need to	0.35	2	5.85	10
I can find a quiet place in the Library to study when I need to	0.33	3	6.10	3
Library signage is clear	0.28	4	5.72	18
The Library search engine enables me find relevant library resources quickly	0.25	5	5.83	12
The Library website provides useful information	0.25	6	5.54	22
The Library anticipates my learning and research needs	0.23	7	5.51	23
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.21	8	5.60	20
When I am away from campus I can access the Library resources and services I need	0.19	9	5.81	13
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.17	10	5.90	7
Library staff provide accurate answers to my enquiries	0.14	11	6.06	4
Library workshops, classes and tutorials help me with my learning and research needs	0.14	12	5.35	24
Course specific resources (online and in the reserve collection) meet my learning needs	0.14	13	5.78	16
Access to Library information resources has helped me to be successful at university	0.13	14	5.58	21
Online enquiry services (e.g. Email, Library Chat) meet my needs	0.11	15	5.81	15
I can get help from library staff when I need it	0.10	16	6.15	2
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.09	17	5.71	19
Opening hours meet my needs	0.08	18	6.01	5
I am informed about the Library services	0.06	19	5.30	25
I can get wireless access in the Library when I need to	0.06	20	6.24	1
Face-to-face enquiry services meet my needs	0.04	21	5.87	9
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	0.03	22	5.99	6
Books and articles I have requested from other Libraries are delivered promptly	0.02	23	5.81	14
Printing, scanning and photocopying facilities in the Library meet my needs	-0.02	24	5.74	17
Laptop facilities (e.g. desks, power) in the Library meet my needs	-0.10	25	5.88	8
A computer is available when I need one	-0.23	26	5.20	26

Singapore Management University Library Survey, February 2018
Best practice categories gap grid — What is your major area of study, research or teaching? - Others
84 responses



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

Singapore Management University Library Survey, February 2018

Top 5 importance scores by demographic

Position

Unique factor

Undergraduate year 1 (587 responses)	Importance mean
I can get wireless access in the Library when I need to	6.61
I can find a quiet place in the Library to study when I need to	6.53
Printing, scanning and photocopying facilities in the Library meet my needs	6.45
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.30
I can find a place in the Library to work in a group when I need to	6.27
Undergraduate year 2 (612 responses)	Importance mean
I can get wireless access in the Library when I need to	6.60
I can find a quiet place in the Library to study when I need to	6.49
Printing, scanning and photocopying facilities in the Library meet my needs	6.43
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.21
Opening hours meet my needs	6.13
Undergraduate year 3 (446 responses)	Importance mean
I can get wireless access in the Library when I need to	6.65
I can find a quiet place in the Library to study when I need to	6.54
Printing, scanning and photocopying facilities in the Library meet my needs	6.54
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.38
Opening hours meet my needs	6.28
Undergraduate year 4 & above (464 responses)	Importance mean
I can get wireless access in the Library when I need to	6.62
Printing, scanning and photocopying facilities in the Library meet my needs	6.46
I can find a quiet place in the Library to study when I need to	6.46
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.27
Opening hours meet my needs	6.24
Exchange student (15 responses)	Importance mean
I can get wireless access in the Library when I need to	6.77
I can find a quiet place in the Library to study when I need to	6.69
Printing, scanning and photocopying facilities in the Library meet my needs	6.67
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.58
I can find a place in the Library to work in a group when I need to	6.55
Graduate: Masters (233 responses)	Importance mean
I can get wireless access in the Library when I need to	6.66
Printing, scanning and photocopying facilities in the Library meet my needs	6.55
I can find a quiet place in the Library to study when I need to	6.54
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.44
I can find a place in the Library to work in a group when I need to	6.42
Graduate: Doctoral (46 responses)	Importance mean
I can get wireless access in the Library when I need to	6.58
When I am away from campus I can access the Library resources and services I need	6.55
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.53
I can get help from library staff when I need it	6.49
The Library search engine enables me find relevant library resources quickly	6.47

Singapore Management University Library Survey, February 2018

Top 5 importance scores by demographic

Position

Unique factor

Faculty: Professor (13 responses)	Importance mean
When I am away from campus I can access the Library resources and services I need	6.82
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.80
Access to Library information resources has helped me to be successful at university	6.78
I can get help from library staff when I need it	6.77
Library staff provide accurate answers to my enquiries	6.77
Faculty: Associate Professor (25 responses)	Importance mean
I can get wireless access in the Library when I need to	6.88
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.79
When I am away from campus I can access the Library resources and services I need	6.73
I can get help from library staff when I need it	6.70
The Library search engine enables me find relevant library resources quickly	6.68
Faculty: Assistant Professor (20 responses)	Importance mean
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.72
The Library search engine enables me find relevant library resources quickly	6.69
When I am away from campus I can access the Library resources and services I need	6.65
I can get help from library staff when I need it	6.50
Library staff provide accurate answers to my enquiries	6.47
Staff: Researcher (27 responses)	Importance mean
I can get wireless access in the Library when I need to	6.46
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.32
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	6.14
I can find a place in the Library to work in a group when I need to	6.13
I can find a quiet place in the Library to study when I need to	6.11
Staff: Other administration position (111 responses)	Importance mean
I can get wireless access in the Library when I need to	6.19
I can get help from library staff when I need it	6.04
Library staff provide accurate answers to my enquiries	5.95
I can find a quiet place in the Library to study when I need to	5.95
Opening hours meet my needs	5.86
Others (32 responses)	Importance mean
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.48
I can find a place in the Library to work in a group when I need to	6.38
The Library search engine enables me find relevant library resources quickly	6.34
I can get wireless access in the Library when I need to	6.34
I can find a quiet place in the Library to study when I need to	6.32

Singapore Management University Library Survey, February 2018

Top 5 performance scores by demographic

Position

Unique factor

Undergraduate year 1 (587 responses)	Performance mean
I can get wireless access in the Library when I need to	6.34
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.88
I can get help from library staff when I need it	5.87
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.86
When I am away from campus I can access the Library resources and services I need	5.79
Undergraduate year 2 (612 responses)	Performance mean
I can get wireless access in the Library when I need to	6.28
I can get help from library staff when I need it	5.90
Library staff provide accurate answers to my enquiries	5.85
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.81
Face-to-face enquiry services meet my needs	5.77
Undergraduate year 3 (446 responses)	Performance mean
I can get wireless access in the Library when I need to	6.36
I can get help from library staff when I need it	5.91
When I am away from campus I can access the Library resources and services I need	5.87
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.84
Face-to-face enquiry services meet my needs	5.83
Undergraduate year 4 & above (464 responses)	Performance mean
I can get wireless access in the Library when I need to	6.45
I can get help from library staff when I need it	6.08
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.97
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.96
Library staff provide accurate answers to my enquiries	5.95
Exchange student (15 responses)	Performance mean
I can get wireless access in the Library when I need to	6.62
Library staff provide accurate answers to my enquiries	6.33
When I am away from campus I can access the Library resources and services I need	6.33
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.27
I can get help from library staff when I need it	6.25
Graduate: Masters (233 responses)	Performance mean
I can get wireless access in the Library when I need to	6.45
I can get help from library staff when I need it	6.13
Library staff provide accurate answers to my enquiries	6.10
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.08
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.04
Graduate: Doctoral (46 responses)	Performance mean
I can get wireless access in the Library when I need to	6.49
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.29
I can get help from library staff when I need it	6.21
Face-to-face enquiry services meet my needs	6.17
When I am away from campus I can access the Library resources and services I need	6.07

Singapore Management University Library Survey, February 2018

Top 5 performance scores by demographic

Position

Unique factor

Faculty: Professor (13 responses)	Performance mean
Books and articles I have requested from other Libraries are delivered promptly	6.58
I can get help from library staff when I need it	6.54
Library staff provide accurate answers to my enquiries	6.54
Face-to-face enquiry services meet my needs	6.45
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.31
Faculty: Associate Professor (25 responses)	Performance mean
Books and articles I have requested from other Libraries are delivered promptly	6.67
I can get wireless access in the Library when I need to	6.63
I can get help from library staff when I need it	6.57
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.50
Online enquiry services (e.g. Email, Library Chat) meet my needs	6.48
Faculty: Assistant Professor (20 responses)	Performance mean
Library staff provide accurate answers to my enquiries	6.53
I can get help from library staff when I need it	6.39
When I am away from campus I can access the Library resources and services I need	6.35
Face-to-face enquiry services meet my needs	6.31
Online enquiry services (e.g. Email, Library Chat) meet my needs	6.31
Staff: Researcher (27 responses)	Performance mean
I can get wireless access in the Library when I need to	6.33
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.19
Face-to-face enquiry services meet my needs	6.10
Opening hours meet my needs	6.08
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.00
Staff: Other administration position (111 responses)	Performance mean
I can get wireless access in the Library when I need to	6.12
I can get help from library staff when I need it	5.96
Library staff provide accurate answers to my enquiries	5.85
Opening hours meet my needs	5.82
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.77
Others (32 responses)	Performance mean
I can get wireless access in the Library when I need to	6.17
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.04
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.86
The Library website provides useful information	5.80
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.76

Singapore Management University Library Survey, February 2018

Top 5 gap scores by demographic

Position	Unique factor
Undergraduate year 1 (587 responses)	Gap score
I can find a quiet place in the Library to study when I need to	1.38
I can find a place in the Library to work in a group when I need to	1.36
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.76
Printing, scanning and photocopying facilities in the Library meet my needs	0.68
The Library search engine enables me find relevant library resources quickly	0.49
Undergraduate year 2 (612 responses)	Gap score
I can find a quiet place in the Library to study when I need to	1.71
I can find a place in the Library to work in a group when I need to	1.50
Printing, scanning and photocopying facilities in the Library meet my needs	0.82
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.61
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.45
Undergraduate year 3 (446 responses)	Gap score
I can find a quiet place in the Library to study when I need to	1.84
I can find a place in the Library to work in a group when I need to	1.53
Printing, scanning and photocopying facilities in the Library meet my needs	0.96
Opening hours meet my needs	0.70
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.62
Undergraduate year 4 & above (464 responses)	Gap score
I can find a quiet place in the Library to study when I need to	1.47
I can find a place in the Library to work in a group when I need to	1.24
Printing, scanning and photocopying facilities in the Library meet my needs	0.88
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.66
The items I'm looking for on the library shelves are usually there	0.43
Exchange student (15 responses)	Gap score
Printing, scanning and photocopying facilities in the Library meet my needs	2.08
I can find a quiet place in the Library to study when I need to	1.38
I can find a place in the Library to work in a group when I need to	1.18
The items I'm looking for on the library shelves are usually there	1.18
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.83
Graduate: Masters (233 responses)	Gap score
I can find a quiet place in the Library to study when I need to	1.18
I can find a place in the Library to work in a group when I need to	0.98
Printing, scanning and photocopying facilities in the Library meet my needs	0.90
Opening hours meet my needs	0.60
When I am away from campus I can access the Library resources and services I need	0.45
Graduate: Doctoral (46 responses)	Gap score
I can find a quiet place in the Library to study when I need to	1.10
Course specific resources (online and in the reserve collection) meet my learning needs	0.83
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.62
The items I'm looking for on the library shelves are usually there	0.55
The Library search engine enables me find relevant library resources quickly	0.51

Singapore Management University Library Survey, February 2018

Top 5 gap scores by demographic

Position

Unique factor

Faculty: Professor (13 responses)	Gap score
Laptop facilities (e.g. desks, power) in the Library meet my needs	1.00
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.89
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.80
Access to Library information resources has helped me to be successful at university	0.67
The Library search engine enables me find relevant library resources quickly	0.64
Faculty: Associate Professor (25 responses)	Gap score
A computer is available when I need one	1.80
The Library search engine enables me find relevant library resources quickly	1.00
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.94
Printing, scanning and photocopying facilities in the Library meet my needs	0.83
The items I'm looking for on the library shelves are usually there	0.74
Faculty: Assistant Professor (20 responses)	Gap score
The Library search engine enables me find relevant library resources quickly	1.25
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.87
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.83
Access to Library information resources has helped me to be successful at university	0.53
Printing, scanning and photocopying facilities in the Library meet my needs	0.40
Staff: Researcher (27 responses)	Gap score
The Library search engine enables me find relevant library resources quickly	0.91
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.77
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.72
The items I'm looking for on the library shelves are usually there	0.70
I can find a place in the Library to work in a group when I need to	0.67
Staff: Other administration position (111 responses)	Gap score
The items I'm looking for on the library shelves are usually there	0.51
I can find a quiet place in the Library to study when I need to	0.33
The Library search engine enables me find relevant library resources quickly	0.30
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.26
Course specific resources (online and in the reserve collection) meet my learning needs	0.22
Others (32 responses)	Gap score
I can find a place in the Library to work in a group when I need to	1.69
Printing, scanning and photocopying facilities in the Library meet my needs	1.54
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	1.40
I can find a quiet place in the Library to study when I need to	1.39
Course specific resources (online and in the reserve collection) meet my learning needs	1.22

Singapore Management University Library Survey, February 2018

Top 10 factors — Position - Undergraduate year 1

587 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.61	I can get wireless access in the Library when I need to	6.34	I can find a place in the Library to work in a group when I need to	4.91	I can find a quiet place in the Library to study when I need to	1.38
I can find a quiet place in the Library to study when I need to	6.53	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.88	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.12	I can find a place in the Library to work in a group when I need to	1.36
Printing, scanning and photocopying facilities in the Library meet my needs	6.45	I can get help from library staff when I need it	5.87	I am informed about the Library services	5.13	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.76
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.30	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.86	I can find a quiet place in the Library to study when I need to	5.15	Printing, scanning and photocopying facilities in the Library meet my needs	0.68
I can find a place in the Library to work in a group when I need to	6.27	When I am away from campus I can access the Library resources and services I need	5.79	A computer is available when I need one	5.25	The Library search engine enables me find relevant library resources quickly	0.49
Opening hours meet my needs	6.20	Library staff provide accurate answers to my enquiries	5.79	Library workshops, classes and tutorials help me with my learning and research needs	5.32	Opening hours meet my needs	0.49
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.16	Printing, scanning and photocopying facilities in the Library meet my needs	5.76	The Library anticipates my learning and research needs	5.34	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.42
The Library search engine enables me find relevant library resources quickly	6.12	Face-to-face enquiry services meet my needs	5.73	The Library website provides useful information	5.42	Access to Library information resources has helped me to be successful at university	0.33
When I am away from campus I can access the Library resources and services I need	6.05	Course specific resources (online and in the reserve collection) meet my learning needs	5.72	Books and articles I have requested from other Libraries are delivered promptly	5.43	The items I'm looking for on the library shelves are usually there	0.31
I can get help from library staff when I need it	6.04	Opening hours meet my needs	5.71	Online enquiry services (e.g. Email, Library Chat) meet my needs	5.44	The Library website provides useful information	0.31

Singapore Management University Library Survey, February 2018

Mean importance scores — Position - Undergraduate year 1

587 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.61	1	6.34	1
I can find a quiet place in the Library to study when I need to	6.53	2	5.15	23
Printing, scanning and photocopying facilities in the Library meet my needs	6.45	3	5.76	7
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.30	4	5.88	2
I can find a place in the Library to work in a group when I need to	6.27	5	4.91	26
Opening hours meet my needs	6.20	6	5.71	10
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.16	7	5.86	4
The Library search engine enables me find relevant library resources quickly	6.12	8	5.63	12
When I am away from campus I can access the Library resources and services I need	6.05	9	5.79	5
I can get help from library staff when I need it	6.04	10	5.87	3
Library staff provide accurate answers to my enquiries	5.95	11	5.79	6
Course specific resources (online and in the reserve collection) meet my learning needs	5.93	12	5.72	9
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.88	13	5.12	25
Access to Library information resources has helped me to be successful at university	5.88	14	5.55	14
The items I'm looking for on the library shelves are usually there	5.81	15	5.49	16
Face-to-face enquiry services meet my needs	5.75	16	5.73	8
The Library website provides useful information	5.73	17	5.42	19
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.66	18	5.68	11
Library signage is clear	5.65	19	5.51	15
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.62	20	5.62	13
The Library anticipates my learning and research needs	5.48	21	5.34	20
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.47	22	5.44	17
Books and articles I have requested from other Libraries are delivered promptly	5.46	23	5.43	18
Library workshops, classes and tutorials help me with my learning and research needs	5.25	24	5.32	21
I am informed about the Library services	5.22	25	5.13	24
A computer is available when I need one	5.03	26	5.25	22

Singapore Management University Library Survey, February 2018

Mean performance score — Position - Undergraduate year 1

587 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.34	1	6.61	1
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.88	2	6.30	4
I can get help from library staff when I need it	5.87	3	6.04	10
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.86	4	6.16	7
When I am away from campus I can access the Library resources and services I need	5.79	5	6.05	9
Library staff provide accurate answers to my enquiries	5.79	6	5.95	11
Printing, scanning and photocopying facilities in the Library meet my needs	5.76	7	6.45	3
Face-to-face enquiry services meet my needs	5.73	8	5.75	16
Course specific resources (online and in the reserve collection) meet my learning needs	5.72	9	5.93	12
Opening hours meet my needs	5.71	10	6.20	6
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.68	11	5.66	18
The Library search engine enables me find relevant library resources quickly	5.63	12	6.12	8
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.62	13	5.62	20
Access to Library information resources has helped me to be successful at university	5.55	14	5.88	14
Library signage is clear	5.51	15	5.65	19
The items I'm looking for on the library shelves are usually there	5.49	16	5.81	15
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.44	17	5.47	22
Books and articles I have requested from other Libraries are delivered promptly	5.43	18	5.46	23
The Library website provides useful information	5.42	19	5.73	17
The Library anticipates my learning and research needs	5.34	20	5.48	21
Library workshops, classes and tutorials help me with my learning and research needs	5.32	21	5.25	24
A computer is available when I need one	5.25	22	5.03	26
I can find a quiet place in the Library to study when I need to	5.15	23	6.53	2
I am informed about the Library services	5.13	24	5.22	25
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.12	25	5.88	13
I can find a place in the Library to work in a group when I need to	4.91	26	6.27	5

Singapore Management University Library Survey, February 2018

Mean gap scores — Position - Undergraduate year 1

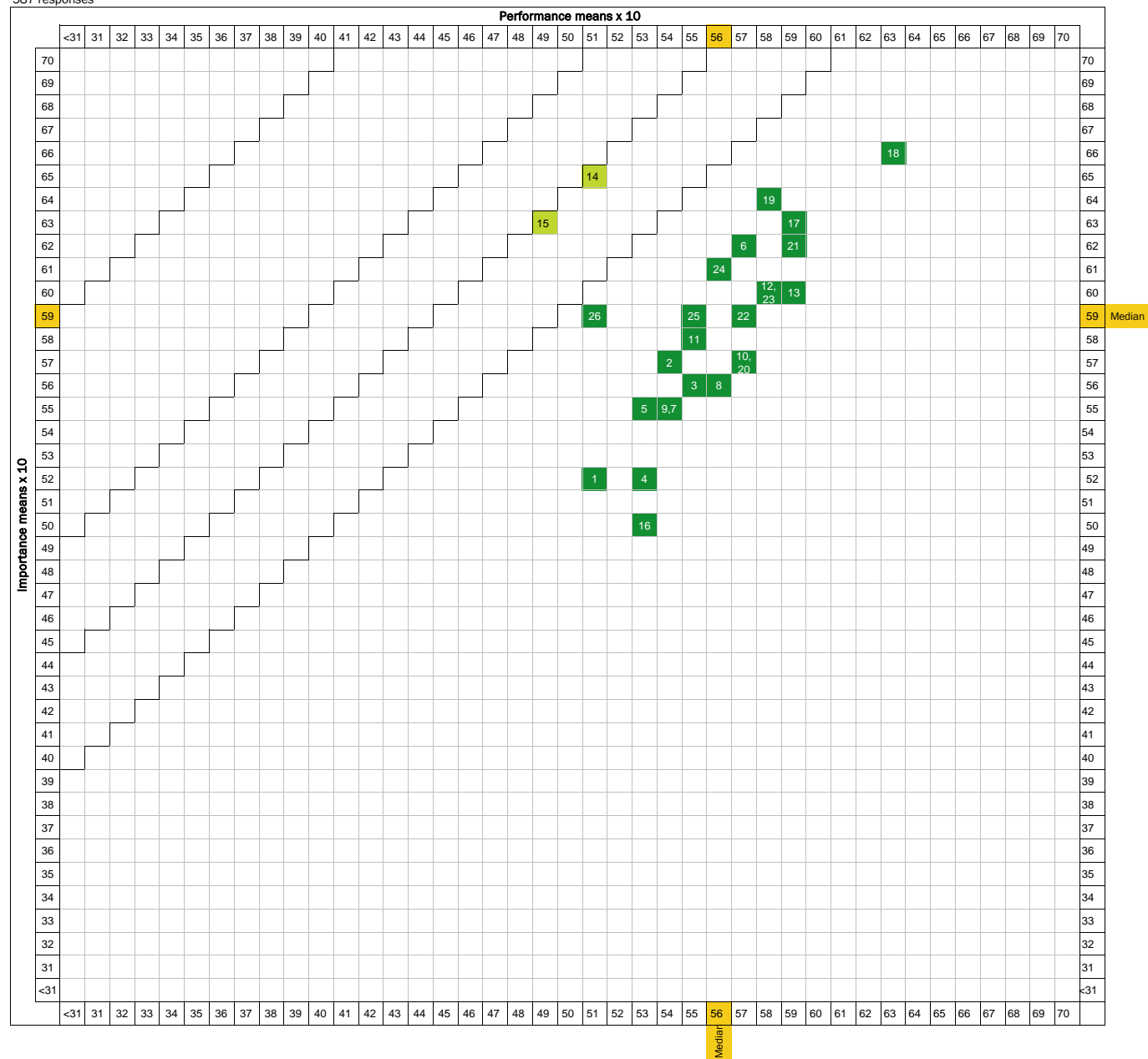
587 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Library to study when I need to	1.38	1	6.53	2
I can find a place in the Library to work in a group when I need to	1.36	2	6.27	5
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.76	3	5.88	13
Printing, scanning and photocopying facilities in the Library meet my needs	0.68	4	6.45	3
The Library search engine enables me find relevant library resources quickly	0.49	5	6.12	8
Opening hours meet my needs	0.49	6	6.20	6
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.42	7	6.30	4
Access to Library information resources has helped me to be successful at university	0.33	8	5.88	14
The items I'm looking for on the library shelves are usually there	0.31	9	5.81	15
The Library website provides useful information	0.31	10	5.73	17
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.30	11	6.16	7
I can get wireless access in the Library when I need to	0.26	12	6.61	1
When I am away from campus I can access the Library resources and services I need	0.26	13	6.05	9
Course specific resources (online and in the reserve collection) meet my learning needs	0.21	14	5.93	12
I can get help from library staff when I need it	0.17	15	6.04	10
Library staff provide accurate answers to my enquiries	0.16	16	5.95	11
Library signage is clear	0.14	17	5.65	19
The Library anticipates my learning and research needs	0.14	18	5.48	21
I am informed about the Library services	0.09	19	5.22	25
Online enquiry services (e.g. Email, Library Chat) meet my needs	0.04	20	5.47	22
Books and articles I have requested from other Libraries are delivered promptly	0.03	21	5.46	23
Face-to-face enquiry services meet my needs	0.02	22	5.75	16
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	0.00	23	5.62	20
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	-0.02	24	5.66	18
Library workshops, classes and tutorials help me with my learning and research needs	-0.07	25	5.25	24
A computer is available when I need one	-0.22	26	5.03	26

Singapore Management University Library Survey, February 2018

Best practice categories gap grid — Position - Undergraduate year 1

587 responses



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

Singapore Management University Library Survey, February 2018

Top 10 factors — Position - Undergraduate year 2

612 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.60	I can get wireless access in the Library when I need to	6.28	I can find a place in the Library to work in a group when I need to	4.52	I can find a quiet place in the Library to study when I need to	1.71
I can find a quiet place in the Library to study when I need to	6.49	I can get help from library staff when I need it	5.90	I can find a quiet place in the Library to study when I need to	4.78	I can find a place in the Library to work in a group when I need to	1.50
Printing, scanning and photocopying facilities in the Library meet my needs	6.43	Library staff provide accurate answers to my enquiries	5.85	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.07	Printing, scanning and photocopying facilities in the Library meet my needs	0.82
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.21	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.81	I am informed about the Library services	5.15	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.61
Opening hours meet my needs	6.13	Face-to-face enquiry services meet my needs	5.77	Library workshops, classes and tutorials help me with my learning and research needs	5.18	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.45
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.12	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.76	The Library anticipates my learning and research needs	5.25	Opening hours meet my needs	0.45
The Library search engine enables me find relevant library resources quickly	6.07	When I am away from campus I can access the Library resources and services I need	5.76	A computer is available when I need one	5.30	The Library search engine enables me find relevant library resources quickly	0.35
When I am away from campus I can access the Library resources and services I need	6.04	The Library search engine enables me find relevant library resources quickly	5.72	Books and articles I have requested from other Libraries are delivered promptly	5.39	I can get wireless access in the Library when I need to	0.32
I can find a place in the Library to work in a group when I need to	6.02	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.70	Online enquiry services (e.g. Email, Library Chat) meet my needs	5.48	The items I'm looking for on the library shelves are usually there	0.32
I can get help from library staff when I need it	5.97	Opening hours meet my needs	5.68	The Library website provides useful information	5.48	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.32

Singapore Management University Library Survey, February 2018

Mean importance scores — Position - Undergraduate year 2

612 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.60	1	6.28	1
I can find a quiet place in the Library to study when I need to	6.49	2	4.78	25
Printing, scanning and photocopying facilities in the Library meet my needs	6.43	3	5.62	12
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.21	4	5.76	6
Opening hours meet my needs	6.13	5	5.68	10
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.12	6	5.81	4
The Library search engine enables me find relevant library resources quickly	6.07	7	5.72	8
When I am away from campus I can access the Library resources and services I need	6.04	8	5.76	7
I can find a place in the Library to work in a group when I need to	6.02	9	4.52	26
I can get help from library staff when I need it	5.97	10	5.90	2
Course specific resources (online and in the reserve collection) meet my learning needs	5.94	11	5.64	11
Library staff provide accurate answers to my enquiries	5.84	12	5.85	3
The items I'm looking for on the library shelves are usually there	5.81	13	5.50	16
Access to Library information resources has helped me to be successful at university	5.78	14	5.57	13
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.72	15	5.70	9
The Library website provides useful information	5.71	16	5.48	17
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.68	17	5.07	24
Face-to-face enquiry services meet my needs	5.61	18	5.77	5
Library signage is clear	5.56	19	5.50	15
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.52	20	5.57	14
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.37	21	5.48	18
Books and articles I have requested from other Libraries are delivered promptly	5.34	22	5.39	19
The Library anticipates my learning and research needs	5.23	23	5.25	21
I am informed about the Library services	5.12	24	5.15	23
Library workshops, classes and tutorials help me with my learning and research needs	4.88	25	5.18	22
A computer is available when I need one	4.81	26	5.30	20

Singapore Management University Library Survey, February 2018

Mean performance score — Position - Undergraduate year 2

612 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.28	1	6.60	1
I can get help from library staff when I need it	5.90	2	5.97	10
Library staff provide accurate answers to my enquiries	5.85	3	5.84	12
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.81	4	6.12	6
Face-to-face enquiry services meet my needs	5.77	5	5.61	18
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.76	6	6.21	4
When I am away from campus I can access the Library resources and services I need	5.76	7	6.04	8
The Library search engine enables me find relevant library resources quickly	5.72	8	6.07	7
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.70	9	5.72	15
Opening hours meet my needs	5.68	10	6.13	5
Course specific resources (online and in the reserve collection) meet my learning needs	5.64	11	5.94	11
Printing, scanning and photocopying facilities in the Library meet my needs	5.62	12	6.43	3
Access to Library information resources has helped me to be successful at university	5.57	13	5.78	14
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.57	14	5.52	20
Library signage is clear	5.50	15	5.56	19
The items I'm looking for on the library shelves are usually there	5.50	16	5.81	13
The Library website provides useful information	5.48	17	5.71	16
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.48	18	5.37	21
Books and articles I have requested from other Libraries are delivered promptly	5.39	19	5.34	22
A computer is available when I need one	5.30	20	4.81	26
The Library anticipates my learning and research needs	5.25	21	5.23	23
Library workshops, classes and tutorials help me with my learning and research needs	5.18	22	4.88	25
I am informed about the Library services	5.15	23	5.12	24
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.07	24	5.68	17
I can find a quiet place in the Library to study when I need to	4.78	25	6.49	2
I can find a place in the Library to work in a group when I need to	4.52	26	6.02	9

Singapore Management University Library Survey, February 2018

Mean gap scores — Position - Undergraduate year 2

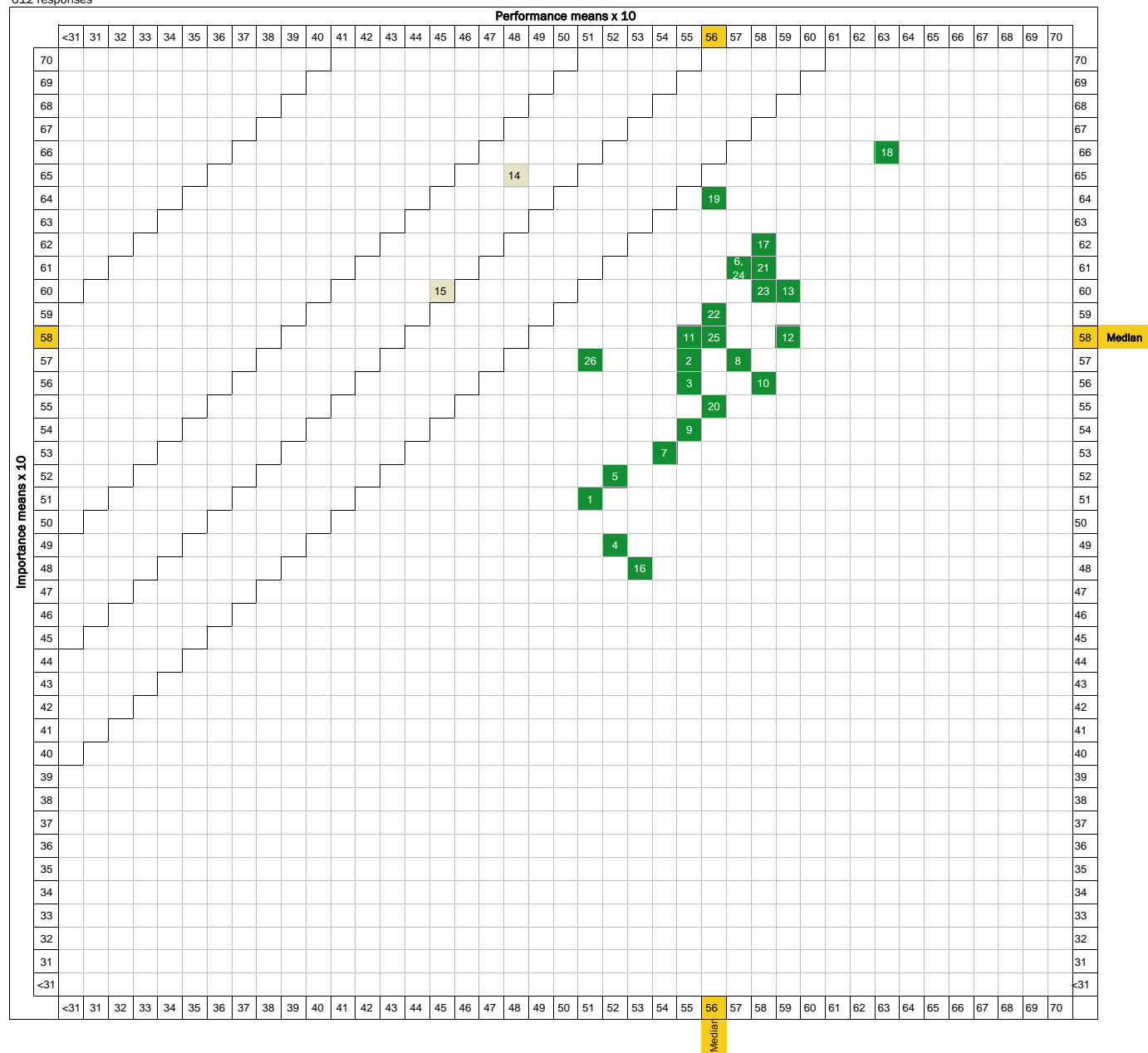
612 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Library to study when I need to	1.71	1	6.49	2
I can find a place in the Library to work in a group when I need to	1.50	2	6.02	9
Printing, scanning and photocopying facilities in the Library meet my needs	0.82	3	6.43	3
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.61	4	5.68	17
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.45	5	6.21	4
Opening hours meet my needs	0.45	6	6.13	5
The Library search engine enables me find relevant library resources quickly	0.35	7	6.07	7
I can get wireless access in the Library when I need to	0.32	8	6.60	1
The items I'm looking for on the library shelves are usually there	0.32	9	5.81	13
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.32	10	6.12	6
Course specific resources (online and in the reserve collection) meet my learning needs	0.29	11	5.94	11
When I am away from campus I can access the Library resources and services I need	0.29	12	6.04	8
The Library website provides useful information	0.23	13	5.71	16
Access to Library information resources has helped me to be successful at university	0.21	14	5.78	14
I can get help from library staff when I need it	0.07	15	5.97	10
Library signage is clear	0.06	16	5.56	19
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	0.02	17	5.72	15
Library staff provide accurate answers to my enquiries	-0.01	18	5.84	12
The Library anticipates my learning and research needs	-0.02	19	5.23	23
I am informed about the Library services	-0.03	20	5.12	24
Books and articles I have requested from other Libraries are delivered promptly	-0.05	21	5.34	22
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	-0.05	22	5.52	20
Online enquiry services (e.g. Email, Library Chat) meet my needs	-0.10	23	5.37	21
Face-to-face enquiry services meet my needs	-0.16	24	5.61	18
Library workshops, classes and tutorials help me with my learning and research needs	-0.31	25	4.88	25
A computer is available when I need one	-0.49	26	4.81	26

Singapore Management University Library Survey, February 2018

Best practice categories gap grid — Position - Undergraduate year 2

612 responses



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

Singapore Management University Library Survey, February 2018

Top 10 factors — Position - Undergraduate year 3

446 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.65	I can get wireless access in the Library when I need to	6.36	I can find a place in the Library to work in a group when I need to	4.61	I can find a quiet place in the Library to study when I need to	1.84
I can find a quiet place in the Library to study when I need to	6.54	I can get help from library staff when I need it	5.91	I can find a quiet place in the Library to study when I need to	4.70	I can find a place in the Library to work in a group when I need to	1.53
Printing, scanning and photocopying facilities in the Library meet my needs	6.54	When I am away from campus I can access the Library resources and services I need	5.87	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.06	Printing, scanning and photocopying facilities in the Library meet my needs	0.96
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.38	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.84	A computer is available when I need one	5.11	Opening hours meet my needs	0.70
Opening hours meet my needs	6.28	Face-to-face enquiry services meet my needs	5.83	I am informed about the Library services	5.19	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.62
When I am away from campus I can access the Library resources and services I need	6.26	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.82	Library workshops, classes and tutorials help me with my learning and research needs	5.27	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.57
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.22	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.80	The Library anticipates my learning and research needs	5.32	The items I'm looking for on the library shelves are usually there	0.47
The Library search engine enables me find relevant library resources quickly	6.18	Library staff provide accurate answers to my enquiries	5.80	The Library website provides useful information	5.45	When I am away from campus I can access the Library resources and services I need	0.39
I can find a place in the Library to work in a group when I need to	6.14	The Library search engine enables me find relevant library resources quickly	5.80	The items I'm looking for on the library shelves are usually there	5.46	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.38
I can get help from library staff when I need it	6.03	Course specific resources (online and in the reserve collection) meet my learning needs	5.71	Library signage is clear	5.56	The Library search engine enables me find relevant library resources quickly	0.38

Singapore Management University Library Survey, February 2018

Mean importance scores — Position - Undergraduate year 3

446 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.65	1	6.36	1
I can find a quiet place in the Library to study when I need to	6.54	2	4.70	25
Printing, scanning and photocopying facilities in the Library meet my needs	6.54	3	5.58	16
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.38	4	5.80	7
Opening hours meet my needs	6.28	5	5.58	15
When I am away from campus I can access the Library resources and services I need	6.26	6	5.87	3
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.22	7	5.84	4
The Library search engine enables me find relevant library resources quickly	6.18	8	5.80	9
I can find a place in the Library to work in a group when I need to	6.14	9	4.61	26
I can get help from library staff when I need it	6.03	10	5.91	2
Course specific resources (online and in the reserve collection) meet my learning needs	6.01	11	5.71	10
Access to Library information resources has helped me to be successful at university	5.95	12	5.71	11
The items I'm looking for on the library shelves are usually there	5.93	13	5.46	18
Library staff provide accurate answers to my enquiries	5.91	14	5.80	8
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.88	15	5.82	6
The Library website provides useful information	5.74	16	5.45	19
Face-to-face enquiry services meet my needs	5.71	17	5.83	5
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.68	18	5.06	24
Books and articles I have requested from other Libraries are delivered promptly	5.63	19	5.59	14
Library signage is clear	5.59	20	5.56	17
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.57	21	5.60	13
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.40	22	5.62	12
The Library anticipates my learning and research needs	5.27	23	5.32	20
I am informed about the Library services	5.12	24	5.19	22
A computer is available when I need one	4.97	25	5.11	23
Library workshops, classes and tutorials help me with my learning and research needs	4.82	26	5.27	21

Singapore Management University Library Survey, February 2018

Mean performance score — Position - Undergraduate year 3

446 responses

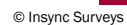
	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.36	1	6.65	1
I can get help from library staff when I need it	5.91	2	6.03	10
When I am away from campus I can access the Library resources and services I need	5.87	3	6.26	6
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.84	4	6.22	7
Face-to-face enquiry services meet my needs	5.83	5	5.71	17
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.82	6	5.88	15
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.80	7	6.38	4
Library staff provide accurate answers to my enquiries	5.80	8	5.91	14
The Library search engine enables me find relevant library resources quickly	5.80	9	6.18	8
Course specific resources (online and in the reserve collection) meet my learning needs	5.71	10	6.01	11
Access to Library information resources has helped me to be successful at university	5.71	11	5.95	12
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.62	12	5.40	22
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.60	13	5.57	21
Books and articles I have requested from other Libraries are delivered promptly	5.59	14	5.63	19
Opening hours meet my needs	5.58	15	6.28	5
Printing, scanning and photocopying facilities in the Library meet my needs	5.58	16	6.54	3
Library signage is clear	5.56	17	5.59	20
The items I'm looking for on the library shelves are usually there	5.46	18	5.93	13
The Library website provides useful information	5.45	19	5.74	16
The Library anticipates my learning and research needs	5.32	20	5.27	23
Library workshops, classes and tutorials help me with my learning and research needs	5.27	21	4.82	26
I am informed about the Library services	5.19	22	5.12	24
A computer is available when I need one	5.11	23	4.97	25
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.06	24	5.68	18
I can find a quiet place in the Library to study when I need to	4.70	25	6.54	2
I can find a place in the Library to work in a group when I need to	4.61	26	6.14	9

Singapore Management University Library Survey, February 2018

Mean gap scores — Position - Undergraduate year 3

446 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Library to study when I need to	1.84	1	6.54	2
I can find a place in the Library to work in a group when I need to	1.53	2	6.14	9
Printing, scanning and photocopying facilities in the Library meet my needs	0.96	3	6.54	3
Opening hours meet my needs	0.70	4	6.28	5
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.62	5	5.68	18
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.57	6	6.38	4
The items I'm looking for on the library shelves are usually there	0.47	7	5.93	13
When I am away from campus I can access the Library resources and services I need	0.39	8	6.26	6
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.38	9	6.22	7
The Library search engine enables me find relevant library resources quickly	0.38	10	6.18	8
I can get wireless access in the Library when I need to	0.30	11	6.65	1
Course specific resources (online and in the reserve collection) meet my learning needs	0.30	12	6.01	11
The Library website provides useful information	0.29	13	5.74	16
Access to Library information resources has helped me to be successful at university	0.24	14	5.95	12
I can get help from library staff when I need it	0.12	15	6.03	10
Library staff provide accurate answers to my enquiries	0.10	16	5.91	14
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	0.05	17	5.88	15
Books and articles I have requested from other Libraries are delivered promptly	0.05	18	5.63	19
Library signage is clear	0.02	19	5.59	20
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	-0.03	20	5.57	21
The Library anticipates my learning and research needs	-0.06	21	5.27	23
I am informed about the Library services	-0.08	22	5.12	24
Face-to-face enquiry services meet my needs	-0.11	23	5.71	17
A computer is available when I need one	-0.14	24	4.97	25
Online enquiry services (e.g. Email, Library Chat) meet my needs	-0.22	25	5.40	22
Library workshops, classes and tutorials help me with my learning and research needs	-0.45	26	4.82	26



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

Singapore Management University Library Survey, February 2018

Top 10 factors — Position - Undergraduate year 4 & above

464 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.62	I can get wireless access in the Library when I need to	6.45	I can find a place in the Library to work in a group when I need to	4.79	I can find a quiet place in the Library to study when I need to	1.47
Printing, scanning and photocopying facilities in the Library meet my needs	6.46	I can get help from library staff when I need it	6.08	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	4.95	I can find a place in the Library to work in a group when I need to	1.24
I can find a quiet place in the Library to study when I need to	6.46	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.97	I can find a quiet place in the Library to study when I need to	4.99	Printing, scanning and photocopying facilities in the Library meet my needs	0.88
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.27	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.96	A computer is available when I need one	5.28	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.66
Opening hours meet my needs	6.24	Library staff provide accurate answers to my enquiries	5.95	I am informed about the Library services	5.28	The items I'm looking for on the library shelves are usually there	0.43
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.23	When I am away from campus I can access the Library resources and services I need	5.94	Library workshops, classes and tutorials help me with my learning and research needs	5.34	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.42
The Library search engine enables me find relevant library resources	6.22	Face-to-face enquiry services meet my needs	5.92	The Library anticipates my learning and research needs	5.43	Opening hours meet my needs	0.39
When I am away from campus I can access the Library resources and services I need	6.20	The Library search engine enables me find relevant library resources quickly	5.89	The items I'm looking for on the library shelves are usually there	5.55	The Library search engine enables me find relevant library resources quickly	0.33
I can get help from library staff when I need it	6.11	Opening hours meet my needs	5.85	The Library website provides useful information	5.59	Course specific resources (online and in the reserve collection) meet my learning needs	0.29
Library staff provide accurate answers to my enquiries	6.09	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.85	Printing, scanning and photocopying facilities in the Library meet my needs	5.59	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.27

Singapore Management University Library Survey, February 2018

Mean importance scores — Position - Undergraduate year 4 & above

464 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.62	1	6.45	1
Printing, scanning and photocopying facilities in the Library meet my needs	6.46	2	5.59	17
I can find a quiet place in the Library to study when I need to	6.46	3	4.99	24
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.27	4	5.85	10
Opening hours meet my needs	6.24	5	5.85	9
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.23	6	5.96	4
The Library search engine enables me find relevant library resources quickly	6.22	7	5.89	8
When I am away from campus I can access the Library resources and services I need	6.20	8	5.94	6
I can get help from library staff when I need it	6.11	9	6.08	2
Library staff provide accurate answers to my enquiries	6.09	10	5.95	5
Course specific resources (online and in the reserve collection) meet my learning needs	6.06	11	5.76	12
I can find a place in the Library to work in a group when I need to	6.04	12	4.79	26
The items I'm looking for on the library shelves are usually there	5.99	13	5.55	19
Access to Library information resources has helped me to be successful at university	5.97	14	5.83	11
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.91	15	5.97	3
Face-to-face enquiry services meet my needs	5.85	16	5.92	7
The Library website provides useful information	5.74	17	5.59	18
Library signage is clear	5.68	18	5.64	15
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.68	19	5.75	13
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.61	20	4.95	25
Books and articles I have requested from other Libraries are delivered promptly	5.57	21	5.60	16
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.50	22	5.66	14
The Library anticipates my learning and research needs	5.41	23	5.43	20
I am informed about the Library services	5.20	24	5.28	22
A computer is available when I need one	4.97	25	5.28	23
Library workshops, classes and tutorials help me with my learning and research needs	4.90	26	5.34	21

Singapore Management University Library Survey, February 2018

Mean performance score — Position - Undergraduate year 4 & above

464 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.45	1	6.62	1
I can get help from library staff when I need it	6.08	2	6.11	9
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.97	3	5.91	15
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.96	4	6.23	6
Library staff provide accurate answers to my enquiries	5.95	5	6.09	10
When I am away from campus I can access the Library resources and services I need	5.94	6	6.20	8
Face-to-face enquiry services meet my needs	5.92	7	5.85	16
The Library search engine enables me find relevant library resources quickly	5.89	8	6.22	7
Opening hours meet my needs	5.85	9	6.24	5
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.85	10	6.27	4
Access to Library information resources has helped me to be successful at university	5.83	11	5.97	14
Course specific resources (online and in the reserve collection) meet my learning needs	5.76	12	6.06	11
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.75	13	5.68	19
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.66	14	5.50	22
Library signage is clear	5.64	15	5.68	18
Books and articles I have requested from other Libraries are delivered promptly	5.60	16	5.57	21
Printing, scanning and photocopying facilities in the Library meet my needs	5.59	17	6.46	2
The Library website provides useful information	5.59	18	5.74	17
The items I'm looking for on the library shelves are usually there	5.55	19	5.99	13
The Library anticipates my learning and research needs	5.43	20	5.41	23
Library workshops, classes and tutorials help me with my learning and research needs	5.34	21	4.90	26
I am informed about the Library services	5.28	22	5.20	24
A computer is available when I need one	5.28	23	4.97	25
I can find a quiet place in the Library to study when I need to	4.99	24	6.46	3
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	4.95	25	5.61	20
I can find a place in the Library to work in a group when I need to	4.79	26	6.04	12

Singapore Management University Library Survey, February 2018

Mean gap scores — Position - Undergraduate year 4 & above

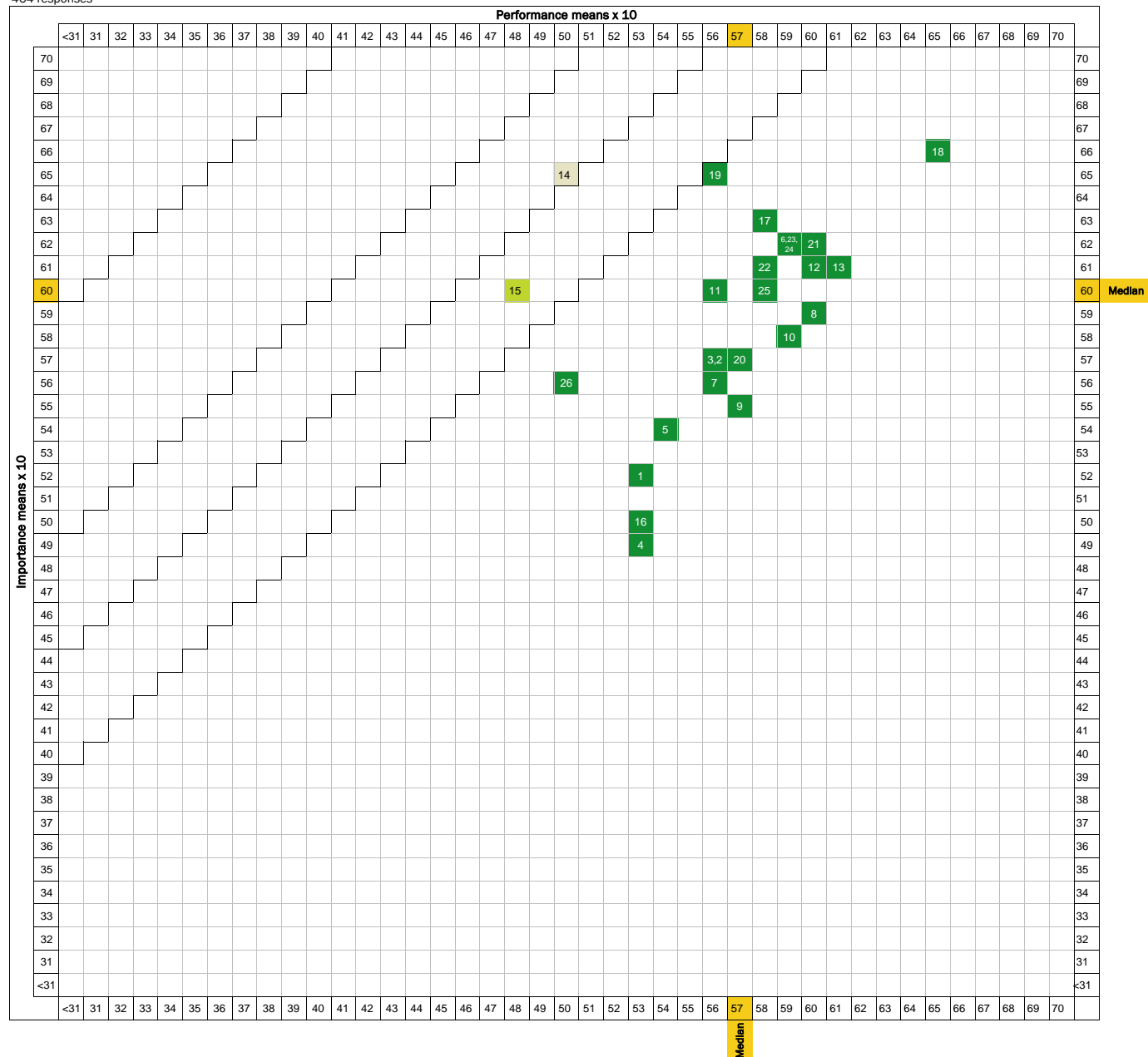
464 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Library to study when I need to	1.47	1	6.46	3
I can find a place in the Library to work in a group when I need to	1.24	2	6.04	12
Printing, scanning and photocopying facilities in the Library meet my needs	0.88	3	6.46	2
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.66	4	5.61	20
The items I'm looking for on the library shelves are usually there	0.43	5	5.99	13
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.42	6	6.27	4
Opening hours meet my needs	0.39	7	6.24	5
The Library search engine enables me find relevant library resources quickly	0.33	8	6.22	7
Course specific resources (online and in the reserve collection) meet my learning needs	0.29	9	6.06	11
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.27	10	6.23	6
When I am away from campus I can access the Library resources and services I need	0.25	11	6.20	8
I can get wireless access in the Library when I need to	0.17	12	6.62	1
The Library website provides useful information	0.15	13	5.74	17
Access to Library information resources has helped me to be successful at university	0.14	14	5.97	14
Library staff provide accurate answers to my enquiries	0.13	15	6.09	10
Library signage is clear	0.04	16	5.68	18
I can get help from library staff when I need it	0.03	17	6.11	9
The Library anticipates my learning and research needs	-0.02	18	5.41	23
Books and articles I have requested from other Libraries are delivered promptly	-0.03	19	5.57	21
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	-0.05	20	5.91	15
Face-to-face enquiry services meet my needs	-0.07	21	5.85	16
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	-0.07	22	5.68	19
I am informed about the Library services	-0.09	23	5.20	24
Online enquiry services (e.g. Email, Library Chat) meet my needs	-0.16	24	5.50	22
A computer is available when I need one	-0.30	25	4.97	25
Library workshops, classes and tutorials help me with my learning and research needs	-0.44	26	4.90	26

Singapore Management University Library Survey, February 2018

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

464 responses



Statements

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

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

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Singapore Management University Library Survey, February 2018

Top 10 factors – Position - Exchange student

15 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.77	I can get wireless access in the Library when I need to	6.62	Printing, scanning and photocopying facilities in the Library meet my needs	4.58	Printing, scanning and photocopying facilities in the Library meet my needs	2.08
I can find a quiet place in the Library to study when I need to	6.69	Library staff provide accurate answers to my enquiries	6.33	The items I'm looking for on the library shelves are usually there	5.00	I can find a quiet place in the Library to study when I need to	1.38
Printing, scanning and photocopying facilities in the Library meet my needs	6.67	When I am away from campus I can access the Library resources and services I need	6.33	I am informed about the Library services	5.00	I can find a place in the Library to work in a group when I need to	1.18
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.58	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.27	I can find a quiet place in the Library to study when I need to	5.31	The items I'm looking for on the library shelves are usually there	1.18
I can find a place in the Library to work in a group when I need to	6.55	I can get help from library staff when I need it	6.25	I can find a place in the Library to work in a group when I need to	5.36	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.83
Opening hours meet my needs	6.50	Opening hours meet my needs	6.07	The Library website provides useful information	5.42	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	0.60
I can get help from library staff when I need it	6.50	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.89	Library signage is clear	5.42	The Library search engine enables me find relevant library resources quickly	0.60
The Library search engine enables me find relevant library resources quickly	6.40	A computer is available when I need one	5.82	Library workshops, classes and tutorials help me with my learning and research needs	5.45	The Library website provides useful information	0.58
When I am away from campus I can access the Library resources and services I need	6.33	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.80	Face-to-face enquiry services meet my needs	5.50	Opening hours meet my needs	0.43
Library staff provide accurate answers to my enquiries	6.33	The Library search engine enables me find relevant library resources quickly	5.80	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.60	Access to Library information resources has helped me to be successful at university	0.42

Singapore Management University Library Survey, February 2018

Mean importance scores — Position - Exchange student

15 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.77	1	6.62	1
I can find a quiet place in the Library to study when I need to	6.69	2	5.31	23
Printing, scanning and photocopying facilities in the Library meet my needs	6.67	3	4.58	26
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.58	4	5.75	12
I can find a place in the Library to work in a group when I need to	6.55	5	5.36	22
Opening hours meet my needs	6.50	6	6.07	6
I can get help from library staff when I need it	6.50	6	6.25	5
The Library search engine enables me find relevant library resources quickly	6.40	8	5.80	9
When I am away from campus I can access the Library resources and services I need	6.33	9	6.33	2
Library staff provide accurate answers to my enquiries	6.33	9	6.33	2
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.20	11	5.60	17
The items I'm looking for on the library shelves are usually there	6.18	12	5.00	24
Access to Library information resources has helped me to be successful at university	6.17	13	5.75	12
Course specific resources (online and in the reserve collection) meet my learning needs	6.11	14	5.78	11
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	6.10	15	5.80	9
The Library website provides useful information	6.00	16	5.42	20
The Library anticipates my learning and research needs	6.00	16	5.64	16
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	6.00	16	5.89	7
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.00	16	6.27	4
Books and articles I have requested from other Libraries are delivered promptly	5.89	20	5.67	15
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.80	21	5.70	14
A computer is available when I need one	5.64	22	5.82	8
Face-to-face enquiry services meet my needs	5.58	23	5.50	18
Library workshops, classes and tutorials help me with my learning and research needs	5.55	24	5.45	19
Library signage is clear	5.50	25	5.42	20
I am informed about the Library services	5.00	26	5.00	24

Singapore Management University Library Survey, February 2018

Mean performance score — Position - Exchange student

15 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.62	1	6.77	1
Library staff provide accurate answers to my enquiries	6.33	2	6.33	9
When I am away from campus I can access the Library resources and services I need	6.33	2	6.33	9
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.27	4	6.00	16
I can get help from library staff when I need it	6.25	5	6.50	6
Opening hours meet my needs	6.07	6	6.50	6
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.89	7	6.00	16
A computer is available when I need one	5.82	8	5.64	22
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.80	9	6.10	15
The Library search engine enables me find relevant library resources quickly	5.80	9	6.40	8
Course specific resources (online and in the reserve collection) meet my learning needs	5.78	11	6.11	14
Access to Library information resources has helped me to be successful at university	5.75	12	6.17	13
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.75	12	6.58	4
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.70	14	5.80	21
Books and articles I have requested from other Libraries are delivered promptly	5.67	15	5.89	20
The Library anticipates my learning and research needs	5.64	16	6.00	16
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.60	17	6.20	11
Face-to-face enquiry services meet my needs	5.50	18	5.58	23
Library workshops, classes and tutorials help me with my learning and research needs	5.45	19	5.55	24
Library signage is clear	5.42	20	5.50	25
The Library website provides useful information	5.42	20	6.00	16
I can find a place in the Library to work in a group when I need to	5.36	22	6.55	5
I can find a quiet place in the Library to study when I need to	5.31	23	6.69	2
I am informed about the Library services	5.00	24	5.00	26
The items I'm looking for on the library shelves are usually there	5.00	24	6.18	12
Printing, scanning and photocopying facilities in the Library meet my needs	4.58	26	6.67	3

Singapore Management University Library Survey, February 2018

Mean gap scores — Position - Exchange student

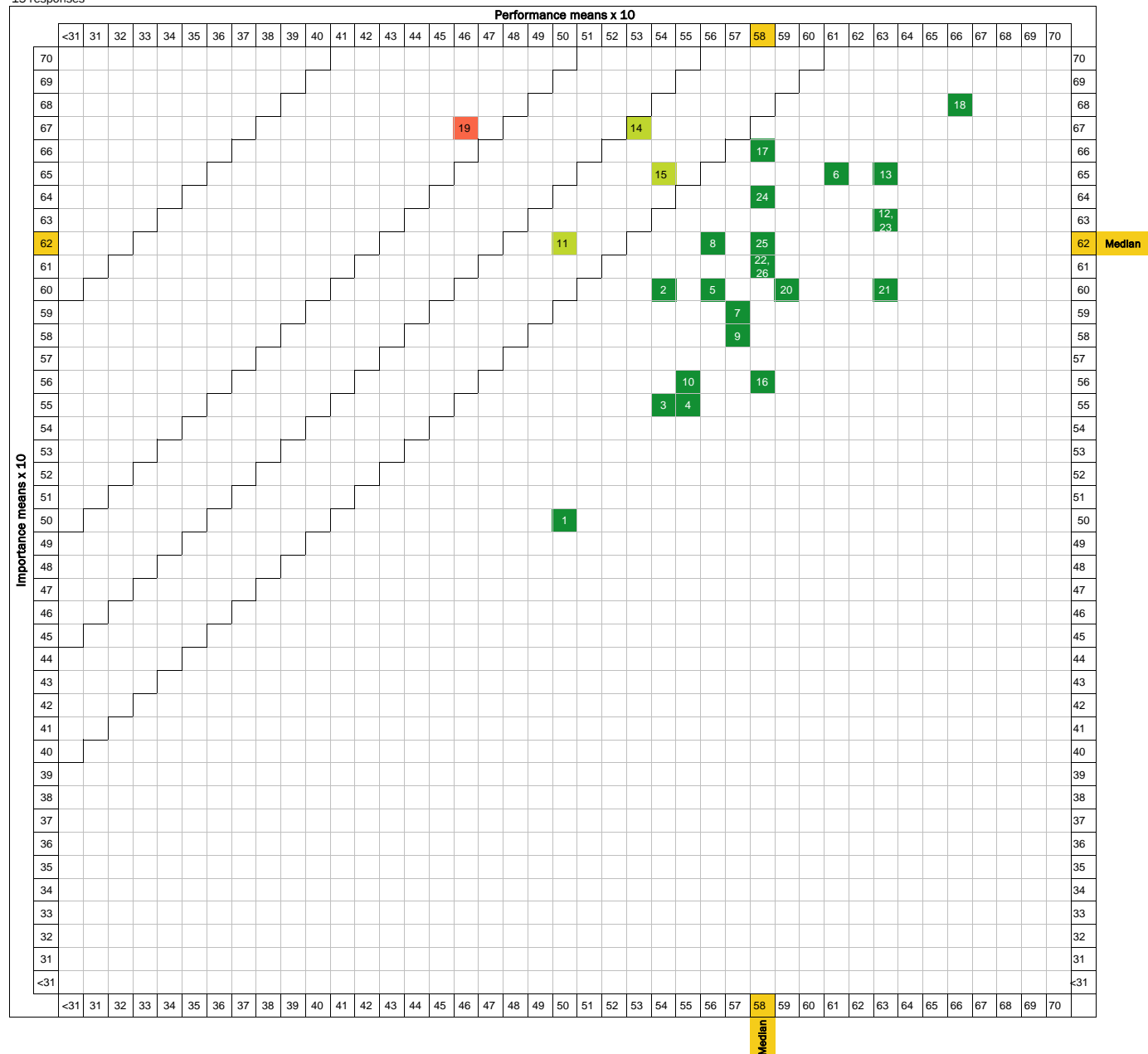
15 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
Printing, scanning and photocopying facilities in the Library meet my needs	2.08	1	6.67	3
I can find a quiet place in the Library to study when I need to	1.38	2	6.69	2
I can find a place in the Library to work in a group when I need to	1.18	3	6.55	5
The items I'm looking for on the library shelves are usually there	1.18	4	6.18	12
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.83	5	6.58	4
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	0.60	6	6.20	11
The Library search engine enables me find relevant library resources quickly	0.60	6	6.40	8
The Library website provides useful information	0.58	8	6.00	16
Opening hours meet my needs	0.43	9	6.50	6
Access to Library information resources has helped me to be successful at university	0.42	10	6.17	13
The Library anticipates my learning and research needs	0.36	11	6.00	16
Course specific resources (online and in the reserve collection) meet my learning needs	0.33	12	6.11	14
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.30	13	6.10	15
I can get help from library staff when I need it	0.25	14	6.50	6
Books and articles I have requested from other Libraries are delivered promptly	0.22	15	5.89	20
I can get wireless access in the Library when I need to	0.15	16	6.77	1
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.11	17	6.00	16
Online enquiry services (e.g. Email, Library Chat) meet my needs	0.10	18	5.80	21
Library workshops, classes and tutorials help me with my learning and research needs	0.09	19	5.55	24
Library signage is clear	0.08	20	5.50	25
Face-to-face enquiry services meet my needs	0.08	20	5.58	23
I am informed about the Library services	0.00	22	5.00	26
When I am away from campus I can access the Library resources and services I need	0.00	22	6.33	9
Library staff provide accurate answers to my enquiries	0.00	22	6.33	9
A computer is available when I need one	-0.18	25	5.64	22
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	-0.27	26	6.00	16

Singapore Management University Library Survey, February 2018

Best practice categories gap grid — Position - Exchange student

15 responses



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

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

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Singapore Management University Library Survey, February 2018

Top 10 factors — Position - Graduate: Masters

233 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.66	I can get wireless access in the Library when I need to	6.45	I can find a quiet place in the Library to study when I need to	5.35	I can find a quiet place in the Library to study when I need to	1.18
Printing, scanning and photocopying facilities in the Library meet my needs	6.55	I can get help from library staff when I need it	6.13	I can find a place in the Library to work in a group when I need to	5.44	I can find a place in the Library to work in a group when I need to	0.98
I can find a quiet place in the Library to study when I need to	6.54	Library staff provide accurate answers to my enquiries	6.10	A computer is available when I need one	5.52	Printing, scanning and photocopying facilities in the Library meet my needs	0.90
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.44	Laptop facilities (e.g. desks, power) in the Library meet my needs	6.08	The Library anticipates my learning and research needs	5.58	Opening hours meet my needs	0.60
I can find a place in the Library to work in a group when I need to	6.42	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.04	Library workshops, classes and tutorials help me with my learning and research needs	5.61	When I am away from campus I can access the Library resources and services I need	0.45
Opening hours meet my needs	6.38	Face-to-face enquiry services meet my needs	5.99	Printing, scanning and photocopying facilities in the Library meet my needs	5.64	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	6.28	Online enquiry services (e.g. Email, Library Chat) meet my needs	5.90	I am informed about the Library services	5.68	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.44
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.27	The Library search engine enables me find relevant library resources quickly	5.90	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.71	Course specific resources (online and in the reserve collection) meet my learning needs	0.44
Library staff provide accurate answers to my enquiries	6.27	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.84	The Library website provides useful information	5.73	The items I'm looking for on the library shelves are usually there	0.39
When I am away from campus I can access the Library resources and services I need	6.26	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.83	Course specific resources (online and in the reserve collection) meet my learning needs	5.74	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.36

Singapore Management University Library Survey, February 2018

Mean importance scores — Position - Graduate: Masters

233 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.66	1	6.45	1
Printing, scanning and photocopying facilities in the Library meet my needs	6.55	2	5.64	21
I can find a quiet place in the Library to study when I need to	6.54	3	5.35	26
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.44	4	6.08	4
I can find a place in the Library to work in a group when I need to	6.42	5	5.44	25
Opening hours meet my needs	6.38	6	5.78	14
I can get help from library staff when I need it	6.28	7	6.13	2
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.27	8	5.83	10
Library staff provide accurate answers to my enquiries	6.27	9	6.10	3
When I am away from campus I can access the Library resources and services I need	6.26	10	5.80	12
The Library search engine enables me find relevant library resources quickly	6.24	11	5.90	8
Course specific resources (online and in the reserve collection) meet my learning needs	6.18	12	5.74	17
The items I'm looking for on the library shelves are usually there	6.17	13	5.78	13
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	6.16	14	5.71	19
Access to Library information resources has helped me to be successful at university	6.14	15	5.83	11
Face-to-face enquiry services meet my needs	6.13	16	5.99	6
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.08	17	6.04	5
Library signage is clear	6.02	18	5.77	15
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	6.01	19	5.84	9
The Library website provides useful information	5.97	20	5.73	18
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.97	21	5.90	7
The Library anticipates my learning and research needs	5.90	22	5.58	23
Books and articles I have requested from other Libraries are delivered promptly	5.88	23	5.77	16
I am informed about the Library services	5.81	24	5.68	20
Library workshops, classes and tutorials help me with my learning and research needs	5.67	25	5.61	22
A computer is available when I need one	5.49	26	5.52	24

Singapore Management University Library Survey, February 2018

Mean performance score — Position - Graduate: Masters

233 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.45	1	6.66	1
I can get help from library staff when I need it	6.13	2	6.28	7
Library staff provide accurate answers to my enquiries	6.10	3	6.27	9
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.08	4	6.44	4
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.04	5	6.08	17
Face-to-face enquiry services meet my needs	5.99	6	6.13	16
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.90	7	5.97	21
The Library search engine enables me find relevant library resources quickly	5.90	8	6.24	11
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.84	9	6.01	19
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.83	10	6.27	8
Access to Library information resources has helped me to be successful at university	5.83	11	6.14	15
When I am away from campus I can access the Library resources and services I need	5.80	12	6.26	10
The items I'm looking for on the library shelves are usually there	5.78	13	6.17	13
Opening hours meet my needs	5.78	14	6.38	6
Library signage is clear	5.77	15	6.02	18
Books and articles I have requested from other Libraries are delivered promptly	5.77	16	5.88	23
Course specific resources (online and in the reserve collection) meet my learning needs	5.74	17	6.18	12
The Library website provides useful information	5.73	18	5.97	20
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.71	19	6.16	14
I am informed about the Library services	5.68	20	5.81	24
Printing, scanning and photocopying facilities in the Library meet my needs	5.64	21	6.55	2
Library workshops, classes and tutorials help me with my learning and research needs	5.61	22	5.67	25
The Library anticipates my learning and research needs	5.58	23	5.90	22
A computer is available when I need one	5.52	24	5.49	26
I can find a place in the Library to work in a group when I need to	5.44	25	6.42	5
I can find a quiet place in the Library to study when I need to	5.35	26	6.54	3

Singapore Management University Library Survey, February 2018

Mean gap scores — Position - Graduate: Masters

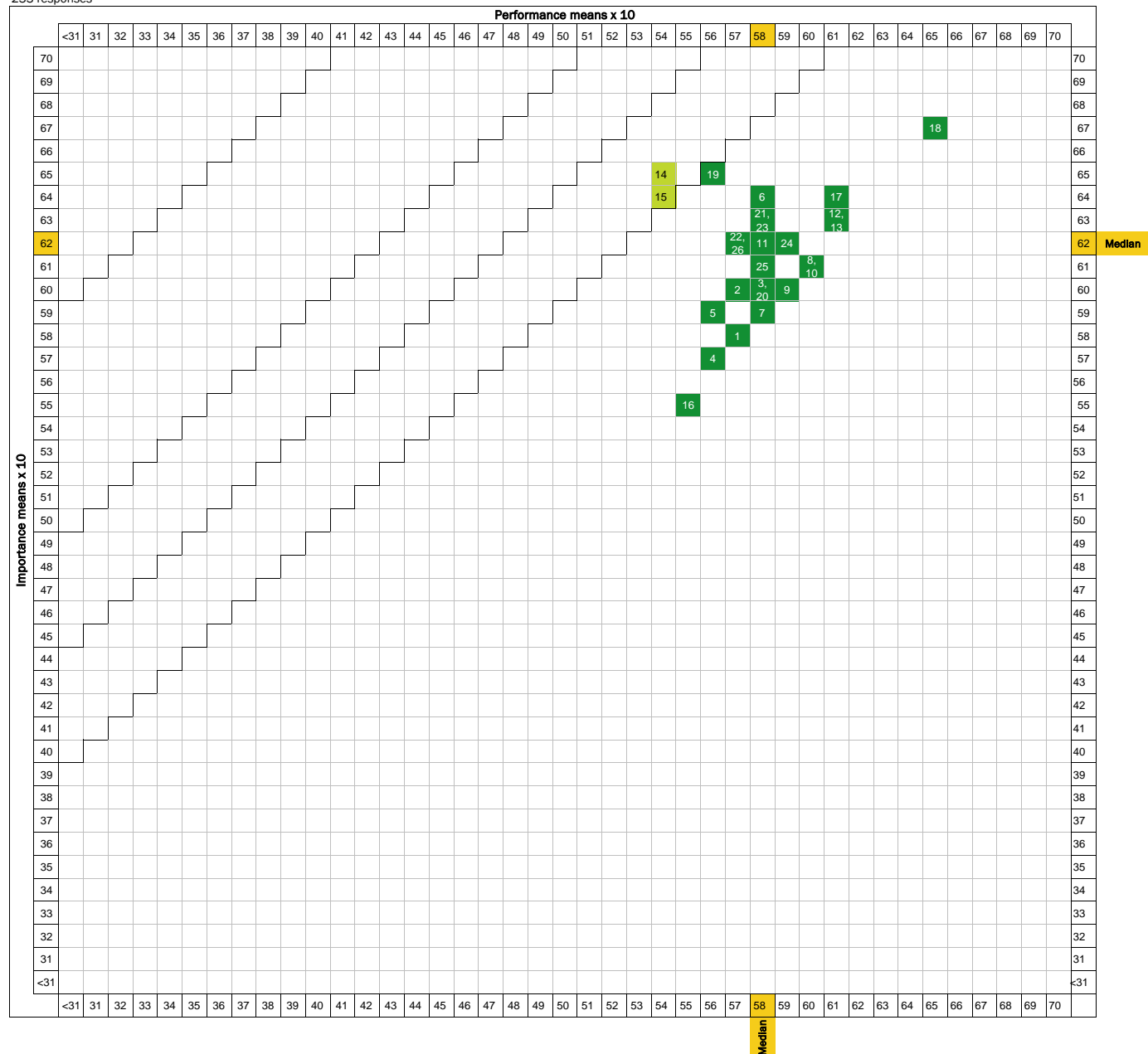
233 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Library to study when I need to	1.18	1	6.54	3
I can find a place in the Library to work in a group when I need to	0.98	2	6.42	5
Printing, scanning and photocopying facilities in the Library meet my needs	0.90	3	6.55	2
Opening hours meet my needs	0.60	4	6.38	6
When I am away from campus I can access the Library resources and services I need	0.45	5	6.26	10
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.45	6	6.16	14
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.44	7	6.27	8
Course specific resources (online and in the reserve collection) meet my learning needs	0.44	8	6.18	12
The items I'm looking for on the library shelves are usually there	0.39	9	6.17	13
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.36	10	6.44	4
The Library search engine enables me find relevant library resources quickly	0.34	11	6.24	11
The Library anticipates my learning and research needs	0.32	12	5.90	22
Access to Library information resources has helped me to be successful at university	0.30	13	6.14	15
Library signage is clear	0.25	14	6.02	18
The Library website provides useful information	0.24	15	5.97	20
I can get wireless access in the Library when I need to	0.21	16	6.66	1
Library staff provide accurate answers to my enquiries	0.17	17	6.27	9
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.17	18	6.01	19
I can get help from library staff when I need it	0.15	19	6.28	7
Face-to-face enquiry services meet my needs	0.14	20	6.13	16
I am informed about the Library services	0.13	21	5.81	24
Books and articles I have requested from other Libraries are delivered promptly	0.12	22	5.88	23
Online enquiry services (e.g. Email, Library Chat) meet my needs	0.07	23	5.97	21
Library workshops, classes and tutorials help me with my learning and research needs	0.06	24	5.67	25
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	0.05	25	6.08	17
A computer is available when I need one	-0.04	26	5.49	26

Singapore Management University Library Survey, February 2018

Best practice categories gap grid — Position - Graduate: Masters

233 responses



Statements

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

Singapore Management University Library Survey, February 2018

Top 10 factors — Position - Graduate: Doctoral

46 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.58	I can get wireless access in the Library when I need to	6.49	I can find a place in the Library to work in a group when I need to	5.34	I can find a quiet place in the Library to study when I need to	1.10
When I am away from campus I can access the Library resources and services I need	6.55	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.29	I can find a quiet place in the Library to study when I need to	5.36	Course specific resources (online and in the reserve collection) meet my learning needs	0.83
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.53	I can get help from library staff when I need it	6.21	The Library anticipates my learning and research needs	5.40	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.62
I can get help from library staff when I need it	6.49	Face-to-face enquiry services meet my needs	6.17	Course specific resources (online and in the reserve collection) meet my learning needs	5.43	The items I'm looking for on the library shelves are usually there	0.55
The Library search engine enables me find relevant library resources quickly	6.47	When I am away from campus I can access the Library resources and services I need	6.07	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.50	The Library search engine enables me find relevant library resources quickly	0.51
Access to Library information resources has helped me to be successful at university	6.45	I am informed about the Library services	6.07	A computer is available when I need one	5.52	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.49
I can find a quiet place in the Library to study when I need to	6.45	Library signage is clear	6.07	Library workshops, classes and tutorials help me with my learning and research needs	5.53	When I am away from campus I can access the Library resources and services I need	0.48
Library staff provide accurate answers to my enquiries	6.40	Opening hours meet my needs	6.05	The items I'm looking for on the library shelves are usually there	5.70	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.45
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.36	Access to Library information resources has helped me to be successful at university	6.05	Books and articles I have requested from other Libraries are delivered promptly	5.74	I can find a place in the Library to work in a group when I need to	0.43
The Library website provides useful information	6.26	Library staff provide accurate answers to my enquiries	6.00	Printing, scanning and photocopying facilities in the Library meet my needs	5.76	Access to Library information resources has helped me to be successful at university	0.41

Singapore Management University Library Survey, February 2018

Mean importance scores — Position - Graduate: Doctoral

46 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.58	1	6.49	1
When I am away from campus I can access the Library resources and services I need	6.55	2	6.07	5
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.53	3	5.91	13
I can get help from library staff when I need it	6.49	4	6.21	3
The Library search engine enables me find relevant library resources quickly	6.47	5	5.96	11
Access to Library information resources has helped me to be successful at university	6.45	6	6.05	9
I can find a quiet place in the Library to study when I need to	6.45	7	5.36	25
Library staff provide accurate answers to my enquiries	6.40	8	6.00	10
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.36	9	6.29	2
The Library website provides useful information	6.26	10	5.93	12
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	6.26	11	5.77	16
Course specific resources (online and in the reserve collection) meet my learning needs	6.25	12	5.43	23
The items I'm looking for on the library shelves are usually there	6.25	12	5.70	19
Opening hours meet my needs	6.21	14	6.05	8
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.15	15	5.90	14
Face-to-face enquiry services meet my needs	6.15	16	6.17	4
Library signage is clear	6.13	17	6.07	6
Books and articles I have requested from other Libraries are delivered promptly	6.10	18	5.74	18
Online enquiry services (e.g. Email, Library Chat) meet my needs	6.05	19	5.86	15
I am informed about the Library services	5.98	20	6.07	6
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.95	21	5.50	22
Printing, scanning and photocopying facilities in the Library meet my needs	5.89	22	5.76	17
I can find a place in the Library to work in a group when I need to	5.77	23	5.34	26
The Library anticipates my learning and research needs	5.65	24	5.40	24
A computer is available when I need one	5.61	25	5.52	21
Library workshops, classes and tutorials help me with my learning and research needs	5.13	26	5.53	20

Singapore Management University Library Survey, February 2018

Mean performance score — Position - Graduate: Doctoral

46 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.49	1	6.58	1
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.29	2	6.36	9
I can get help from library staff when I need it	6.21	3	6.49	4
Face-to-face enquiry services meet my needs	6.17	4	6.15	16
When I am away from campus I can access the Library resources and services I need	6.07	5	6.55	2
I am informed about the Library services	6.07	6	5.98	20
Library signage is clear	6.07	6	6.13	17
Opening hours meet my needs	6.05	8	6.21	14
Access to Library information resources has helped me to be successful at university	6.05	9	6.45	6
Library staff provide accurate answers to my enquiries	6.00	10	6.40	8
The Library search engine enables me find relevant library resources quickly	5.96	11	6.47	5
The Library website provides useful information	5.93	12	6.26	10
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.91	13	6.53	3
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.90	14	6.15	15
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.86	15	6.05	19
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.77	16	6.26	11
Printing, scanning and photocopying facilities in the Library meet my needs	5.76	17	5.89	22
Books and articles I have requested from other Libraries are delivered promptly	5.74	18	6.10	18
The items I'm looking for on the library shelves are usually there	5.70	19	6.25	12
Library workshops, classes and tutorials help me with my learning and research needs	5.53	20	5.13	26
A computer is available when I need one	5.52	21	5.61	25
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.50	22	5.95	21
Course specific resources (online and in the reserve collection) meet my learning needs	5.43	23	6.25	12
The Library anticipates my learning and research needs	5.40	24	5.65	24
I can find a quiet place in the Library to study when I need to	5.36	25	6.45	7
I can find a place in the Library to work in a group when I need to	5.34	26	5.77	23

Singapore Management University Library Survey, February 2018

Mean gap scores — Position - Graduate: Doctoral

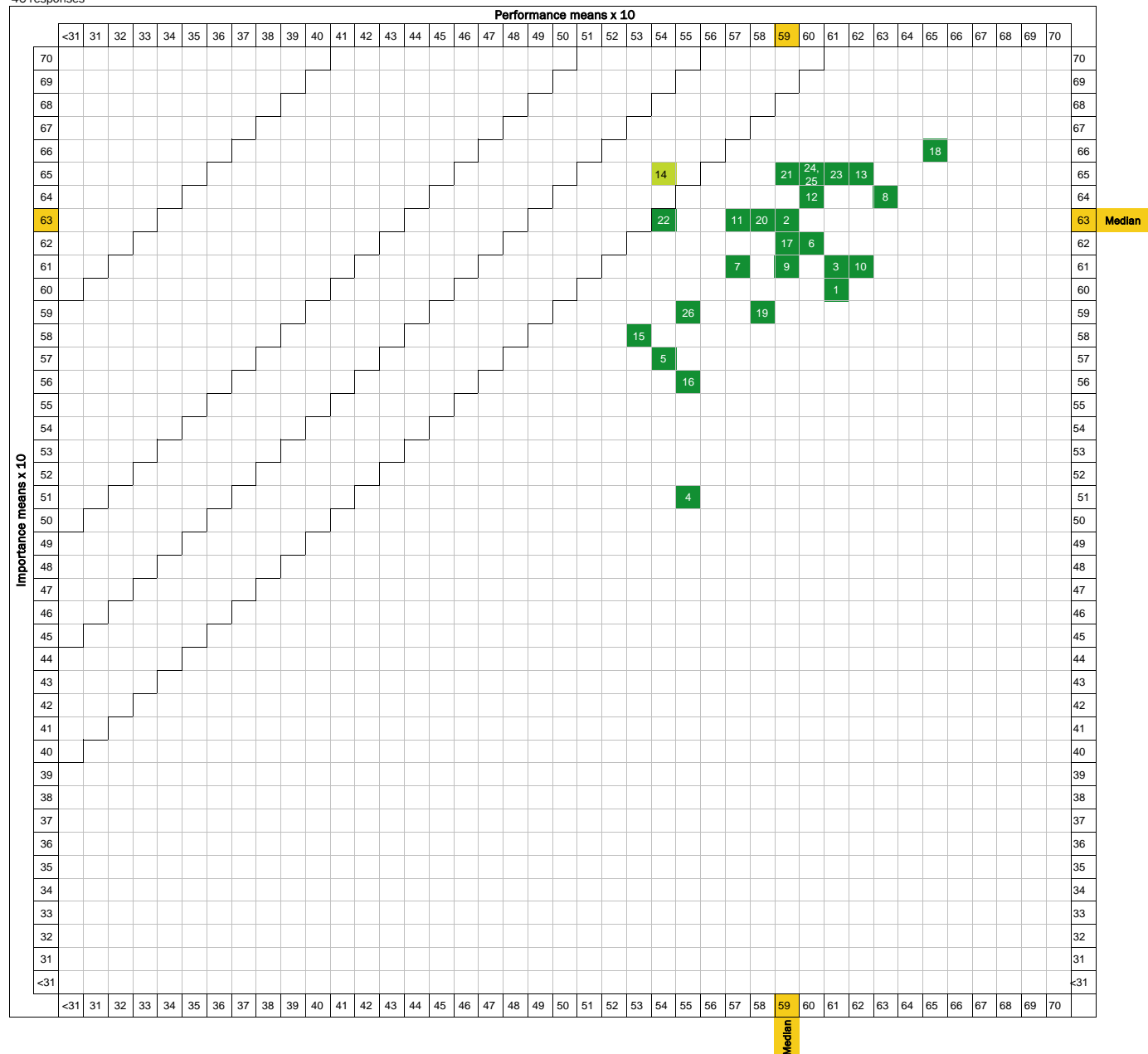
46 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Library to study when I need to	1.10	1	6.45	7
Course specific resources (online and in the reserve collection) meet my learning needs	0.83	2	6.25	12
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.62	3	6.53	3
The items I'm looking for on the library shelves are usually there	0.55	4	6.25	12
The Library search engine enables me find relevant library resources quickly	0.51	5	6.47	5
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.49	6	6.26	11
When I am away from campus I can access the Library resources and services I need	0.48	7	6.55	2
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.45	8	5.95	21
I can find a place in the Library to work in a group when I need to	0.43	9	5.77	23
Access to Library information resources has helped me to be successful at university	0.41	10	6.45	6
Library staff provide accurate answers to my enquiries	0.40	11	6.40	8
Books and articles I have requested from other Libraries are delivered promptly	0.35	12	6.10	18
The Library website provides useful information	0.33	13	6.26	10
I can get help from library staff when I need it	0.28	14	6.49	4
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.26	15	6.15	15
The Library anticipates my learning and research needs	0.26	16	5.65	24
Online enquiry services (e.g. Email, Library Chat) meet my needs	0.19	17	6.05	19
Opening hours meet my needs	0.16	18	6.21	14
Printing, scanning and photocopying facilities in the Library meet my needs	0.14	19	5.89	22
A computer is available when I need one	0.10	20	5.61	25
I can get wireless access in the Library when I need to	0.09	21	6.58	1
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	0.07	22	6.36	9
Library signage is clear	0.07	23	6.13	17
Face-to-face enquiry services meet my needs	-0.02	24	6.15	16
I am informed about the Library services	-0.09	25	5.98	20
Library workshops, classes and tutorials help me with my learning and research needs	-0.40	26	5.13	26

Singapore Management University Library Survey, February 2018

Best practice categories gap grid — Position - Graduate: Doctoral

46 responses



Statements

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

Singapore Management University Library Survey, February 2018

Top 10 factors — Position - Faculty: Professor

13 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
When I am away from campus I can access the Library resources and services I need	6.82	Books and articles I have requested from other Libraries are delivered promptly	6.58	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.50	Laptop facilities (e.g. desks, power) in the Library meet my needs	1.00
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.80	I can get help from library staff when I need it	6.54	Printing, scanning and photocopying facilities in the Library meet my needs	5.50	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.89
Access to Library information resources has helped me to be successful at university	6.78	Library staff provide accurate answers to my enquiries	6.54	A computer is available when I need one	5.50	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.80
I can get help from library staff when I need it	6.77	Face-to-face enquiry services meet my needs	6.45	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.78	Access to Library information resources has helped me to be successful at university	0.67
Library staff provide accurate answers to my enquiries	6.77	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.31	Library signage is clear	5.92	The Library search engine enables me find relevant library resources quickly	0.64
The items I'm looking for on the library shelves are usually there	6.75	Library workshops, classes and tutorials help me with my learning and research needs	6.27	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.00	When I am away from campus I can access the Library resources and services I need	0.64
The Library search engine enables me find relevant library resources quickly	6.73	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	6.27	The Library anticipates my learning and research needs	6.00	The items I'm looking for on the library shelves are usually there	0.58
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	6.67	Online enquiry services (e.g. Email, Library Chat) meet my needs	6.27	The Library website provides useful information	6.08	Online enquiry services (e.g. Email, Library Chat) meet my needs	0.27
Online enquiry services (e.g. Email, Library Chat) meet my needs	6.55	Opening hours meet my needs	6.25	The Library search engine enables me find relevant library resources	6.09	Printing, scanning and photocopying facilities in the Library meet my needs	0.25
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.50	I can get wireless access in the Library when I need to	6.25	Access to Library information resources has helped me to be successful at university	6.11	I can find a place in the Library to work in a group when I need to	0.25

Singapore Management University Library Survey, February 2018

Mean importance scores — Position - Faculty: Professor

13 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
When I am away from campus I can access the Library resources and services I need	6.82	1	6.18	14
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.80	2	6.00	20
Access to Library information resources has helped me to be successful at university	6.78	3	6.11	16
I can get help from library staff when I need it	6.77	4	6.54	2
Library staff provide accurate answers to my enquiries	6.77	4	6.54	2
The items I'm looking for on the library shelves are usually there	6.75	6	6.17	15
The Library search engine enables me find relevant library resources quickly	6.73	7	6.09	18
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	6.67	8	5.78	23
Online enquiry services (e.g. Email, Library Chat) meet my needs	6.55	9	6.27	6
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.50	10	5.50	24
I can get wireless access in the Library when I need to	6.50	10	6.25	9
I can find a place in the Library to work in a group when I need to	6.50	10	6.25	9
Books and articles I have requested from other Libraries are delivered promptly	6.50	10	6.58	1
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	6.45	14	6.27	6
I can find a quiet place in the Library to study when I need to	6.40	15	6.20	13
Face-to-face enquiry services meet my needs	6.36	16	6.45	4
Opening hours meet my needs	6.33	17	6.25	9
The Library website provides useful information	6.23	18	6.08	19
The Library anticipates my learning and research needs	6.17	19	6.00	20
Course specific resources (online and in the reserve collection) meet my learning needs	6.11	20	6.11	16
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.08	21	6.31	5
Library signage is clear	5.77	22	5.92	22
I am informed about the Library services	5.77	22	6.23	12
Printing, scanning and photocopying facilities in the Library meet my needs	5.75	24	5.50	24
Library workshops, classes and tutorials help me with my learning and research needs	5.64	25	6.27	6
A computer is available when I need one	5.00	26	5.50	24

Singapore Management University Library Survey, February 2018

Mean performance score — Position - Faculty: Professor

13 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Books and articles I have requested from other Libraries are delivered promptly	6.58	1	6.50	10
I can get help from library staff when I need it	6.54	2	6.77	4
Library staff provide accurate answers to my enquiries	6.54	2	6.77	4
Face-to-face enquiry services meet my needs	6.45	4	6.36	16
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.31	5	6.08	21
Library workshops, classes and tutorials help me with my learning and research needs	6.27	6	5.64	25
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	6.27	6	6.45	14
Online enquiry services (e.g. Email, Library Chat) meet my needs	6.27	6	6.55	9
Opening hours meet my needs	6.25	9	6.33	17
I can get wireless access in the Library when I need to	6.25	9	6.50	10
I can find a place in the Library to work in a group when I need to	6.25	9	6.50	10
I am informed about the Library services	6.23	12	5.77	22
I can find a quiet place in the Library to study when I need to	6.20	13	6.40	15
When I am away from campus I can access the Library resources and services I need	6.18	14	6.82	1
The items I'm looking for on the library shelves are usually there	6.17	15	6.75	6
Course specific resources (online and in the reserve collection) meet my learning needs	6.11	16	6.11	20
Access to Library information resources has helped me to be successful at university	6.11	16	6.78	3
The Library search engine enables me find relevant library resources quickly	6.09	18	6.73	7
The Library website provides useful information	6.08	19	6.23	18
The Library anticipates my learning and research needs	6.00	20	6.17	19
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.00	20	6.80	2
Library signage is clear	5.92	22	5.77	22
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.78	23	6.67	8
A computer is available when I need one	5.50	24	5.00	26
Printing, scanning and photocopying facilities in the Library meet my needs	5.50	24	5.75	24
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.50	24	6.50	10

Singapore Management University Library Survey, February 2018

Mean gap scores — Position - Faculty: Professor

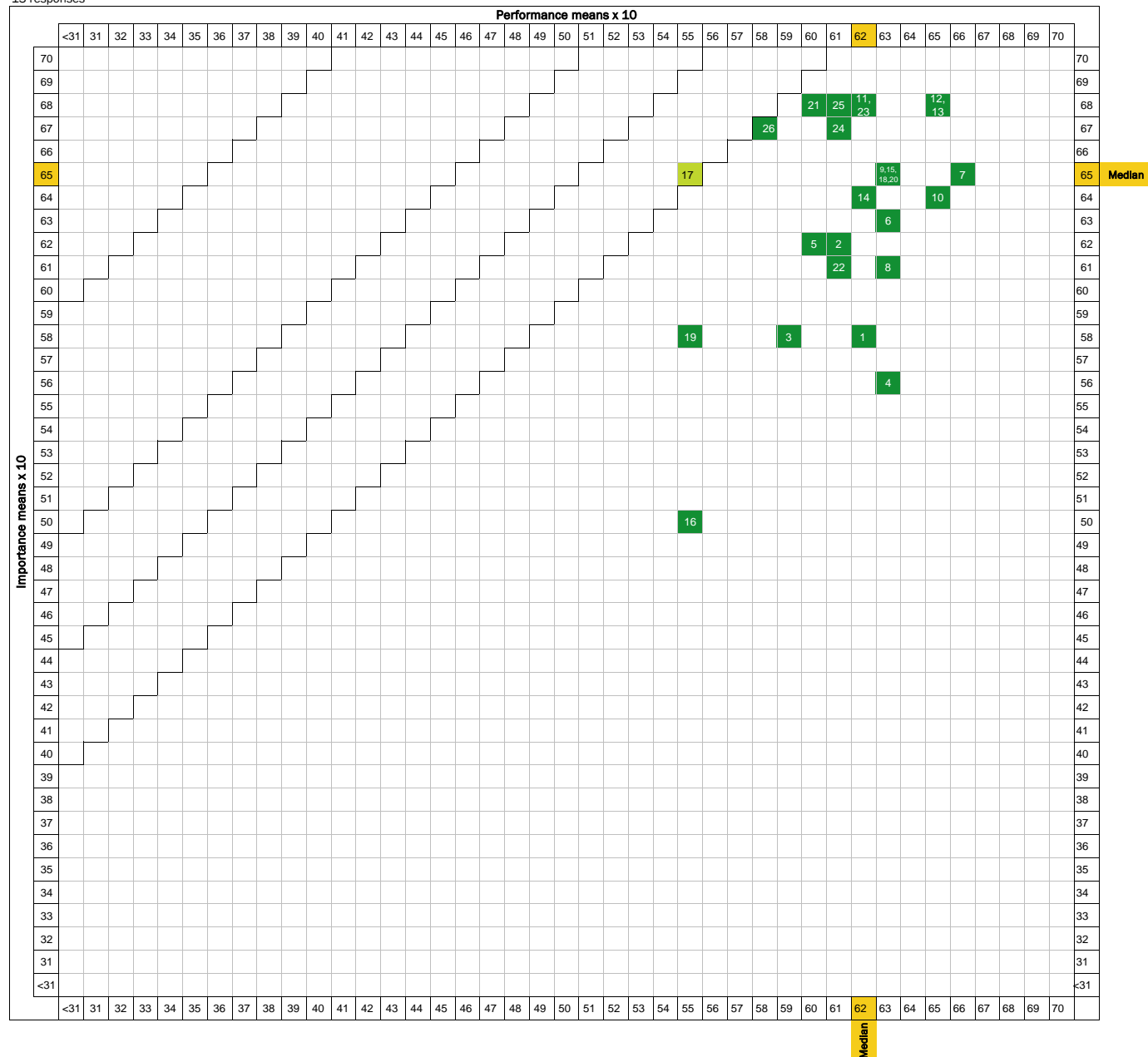
13 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
Laptop facilities (e.g. desks, power) in the Library meet my needs	1.00	1	6.50	10
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.89	2	6.67	8
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.80	3	6.80	2
Access to Library information resources has helped me to be successful at university	0.67	4	6.78	3
The Library search engine enables me find relevant library resources quickly	0.64	5	6.73	7
When I am away from campus I can access the Library resources and services I need	0.64	5	6.82	1
The items I'm looking for on the library shelves are usually there	0.58	7	6.75	6
Online enquiry services (e.g. Email, Library Chat) meet my needs	0.27	8	6.55	9
Printing, scanning and photocopying facilities in the Library meet my needs	0.25	9	5.75	24
I can find a place in the Library to work in a group when I need to	0.25	9	6.50	10
I can get wireless access in the Library when I need to	0.25	9	6.50	10
Library staff provide accurate answers to my enquiries	0.23	12	6.77	4
I can get help from library staff when I need it	0.23	12	6.77	4
I can find a quiet place in the Library to study when I need to	0.20	14	6.40	15
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.18	15	6.45	14
The Library anticipates my learning and research needs	0.17	16	6.17	19
The Library website provides useful information	0.15	17	6.23	18
Opening hours meet my needs	0.08	18	6.33	17
Course specific resources (online and in the reserve collection) meet my learning needs	0.00	19	6.11	20
Books and articles I have requested from other Libraries are delivered promptly	-0.08	20	6.50	10
Face-to-face enquiry services meet my needs	-0.09	21	6.36	16
Library signage is clear	-0.15	22	5.77	22
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	-0.23	23	6.08	21
I am informed about the Library services	-0.46	24	5.77	22
A computer is available when I need one	-0.50	25	5.00	26
Library workshops, classes and tutorials help me with my learning and research needs	-0.64	26	5.64	25

Singapore Management University Library Survey, February 2018

Best practice categories gap grid — Position - Faculty: Professor

13 responses



Statements

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

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

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Singapore Management University Library Survey, February 2018

Top 10 factors — Position - Faculty: Associate Professor

25 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.88	Books and articles I have requested from other Libraries are delivered promptly	6.67	A computer is available when I need one	4.40	A computer is available when I need one	1.80
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.79	I can get wireless access in the Library when I need to	6.63	Printing, scanning and photocopying facilities in the Library meet my needs	5.50	The Library search engine enables me find relevant library resources quickly	1.00
When I am away from campus I can access the Library resources and services I need	6.73	I can get help from library staff when I need it	6.57	Library signage is clear	5.55	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.94
I can get help from library staff when I need it	6.70	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.50	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.56	Printing, scanning and photocopying facilities in the Library meet my needs	0.83
The Library search engine enables me find relevant library resources	6.68	Online enquiry services (e.g. Email, Library Chat) meet my needs	6.48	The items I'm looking for on the library shelves are usually there	5.63	The items I'm looking for on the library shelves are usually there	0.74
I can find a place in the Library to work in a group when I need to	6.67	When I am away from campus I can access the Library resources and services I need	6.41	The Library search engine enables me find relevant library resources quickly	5.68	I can find a place in the Library to work in a group when I need to	0.67
Course specific resources (online and in the reserve collection) meet my learning needs	6.62	Library staff provide accurate answers to my enquiries	6.30	The Library anticipates my learning and research needs	5.68	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.63
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	6.50	I can find a quiet place in the Library to study when I need to	6.25	I am informed about the Library services	5.83	Course specific resources (online and in the reserve collection) meet my learning needs	0.54
Books and articles I have requested from other Libraries are delivered promptly	6.44	Laptop facilities (e.g. desks, power) in the Library meet my needs	6.20	I can find a place in the Library to work in a group when I need to	6.00	When I am away from campus I can access the Library resources and services I need	0.32
Library staff provide accurate answers to my enquiries	6.43	Opening hours meet my needs	6.19	The Library website provides useful information	6.00	The Library website provides useful information	0.26

Singapore Management University Library Survey, February 2018

Mean importance scores — Position - Faculty: Associate Professor

25 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.88	1	6.63	2
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.79	2	6.16	12
When I am away from campus I can access the Library resources and services I need	6.73	3	6.41	6
I can get help from library staff when I need it	6.70	4	6.57	3
The Library search engine enables me find relevant library resources quickly	6.68	5	5.68	21
I can find a place in the Library to work in a group when I need to	6.67	6	6.00	17
Course specific resources (online and in the reserve collection) meet my learning needs	6.62	7	6.08	16
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	6.50	8	5.56	23
Books and articles I have requested from other Libraries are delivered promptly	6.44	9	6.67	1
Library staff provide accurate answers to my enquiries	6.43	10	6.30	7
Online enquiry services (e.g. Email, Library Chat) meet my needs	6.43	11	6.48	5
The items I'm looking for on the library shelves are usually there	6.37	12	5.63	22
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	6.36	13	6.18	11
Printing, scanning and photocopying facilities in the Library meet my needs	6.33	14	5.50	25
Access to Library information resources has helped me to be successful at university	6.33	14	6.13	14
The Library website provides useful information	6.26	16	6.00	17
I can find a quiet place in the Library to study when I need to	6.25	17	6.25	8
A computer is available when I need one	6.20	18	4.40	26
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.20	18	6.20	9
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.20	18	6.50	4
Face-to-face enquiry services meet my needs	5.95	21	6.10	15
The Library anticipates my learning and research needs	5.84	22	5.68	20
I am informed about the Library services	5.74	23	5.83	19
Opening hours meet my needs	5.56	24	6.19	10
Library signage is clear	5.55	25	5.55	24
Library workshops, classes and tutorials help me with my learning and research needs	5.54	26	6.15	13

Singapore Management University Library Survey, February 2018

Mean performance score — Position - Faculty: Associate Professor

25 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Books and articles I have requested from other Libraries are delivered promptly	6.67	1	6.44	9
I can get wireless access in the Library when I need to	6.63	2	6.88	1
I can get help from library staff when I need it	6.57	3	6.70	4
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.50	4	6.20	18
Online enquiry services (e.g. Email, Library Chat) meet my needs	6.48	5	6.43	11
When I am away from campus I can access the Library resources and services I need	6.41	6	6.73	3
Library staff provide accurate answers to my enquiries	6.30	7	6.43	10
I can find a quiet place in the Library to study when I need to	6.25	8	6.25	17
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.20	9	6.20	18
Opening hours meet my needs	6.19	10	5.56	24
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	6.18	11	6.36	13
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.16	12	6.79	2
Library workshops, classes and tutorials help me with my learning and research needs	6.15	13	5.54	26
Access to Library information resources has helped me to be successful at university	6.13	14	6.33	14
Face-to-face enquiry services meet my needs	6.10	15	5.95	21
Course specific resources (online and in the reserve collection) meet my learning needs	6.08	16	6.62	7
The Library website provides useful information	6.00	17	6.26	16
I can find a place in the Library to work in a group when I need to	6.00	17	6.67	6
I am informed about the Library services	5.83	19	5.74	23
The Library anticipates my learning and research needs	5.68	20	5.84	22
The Library search engine enables me find relevant library resources quickly	5.68	21	6.68	5
The items I'm looking for on the library shelves are usually there	5.63	22	6.37	12
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.56	23	6.50	8
Library signage is clear	5.55	24	5.55	25
Printing, scanning and photocopying facilities in the Library meet my needs	5.50	25	6.33	14
A computer is available when I need one	4.40	26	6.20	18

Singapore Management University Library Survey, February 2018

Mean gap scores — Position - Faculty: Associate Professor

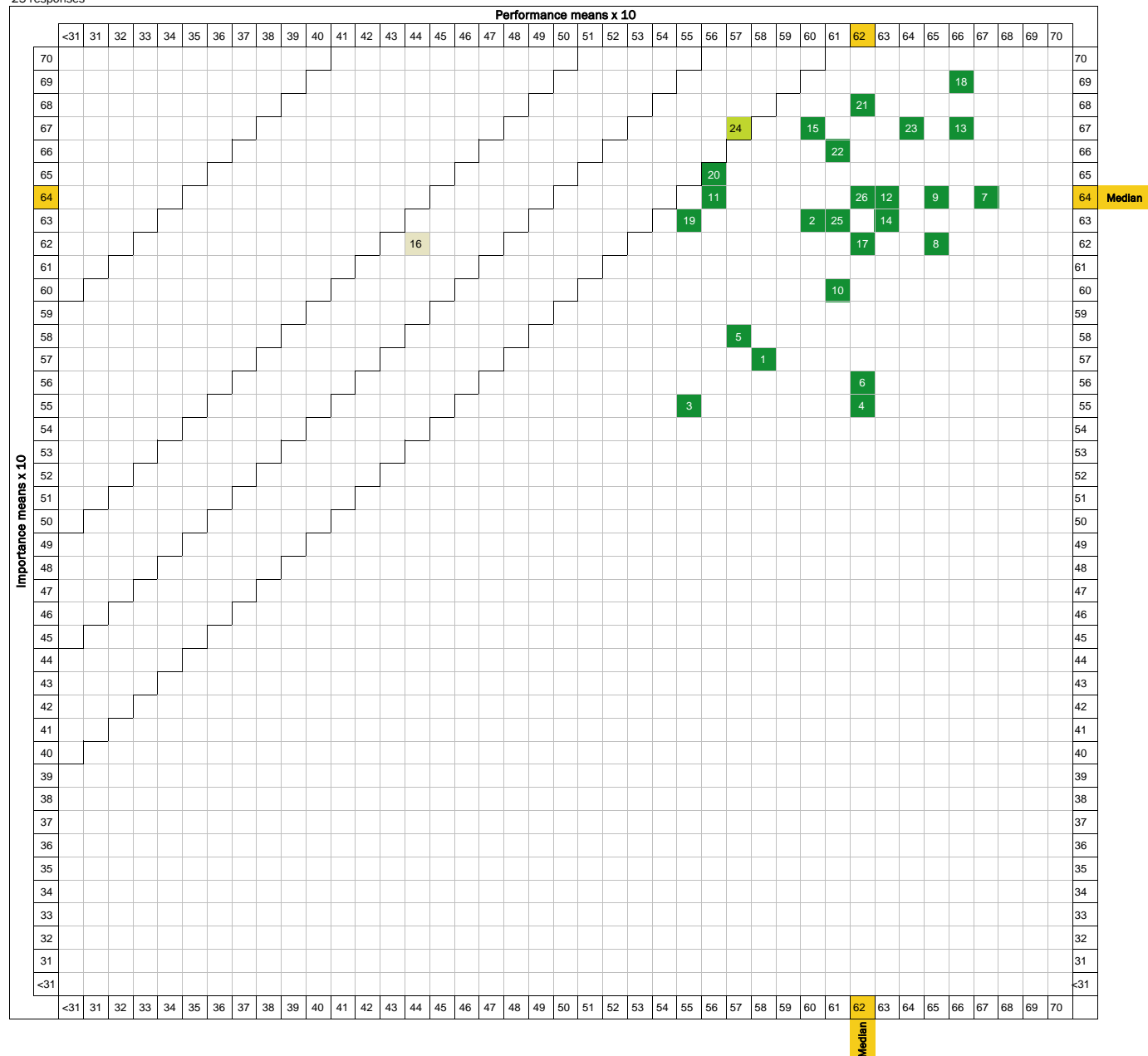
25 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
A computer is available when I need one	1.80	1	6.20	18
The Library search engine enables me find relevant library resources quickly	1.00	2	6.68	5
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.94	3	6.50	8
Printing, scanning and photocopying facilities in the Library meet my needs	0.83	4	6.33	14
The items I'm looking for on the library shelves are usually there	0.74	5	6.37	12
I can find a place in the Library to work in a group when I need to	0.67	6	6.67	6
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.63	7	6.79	2
Course specific resources (online and in the reserve collection) meet my learning needs	0.54	8	6.62	7
When I am away from campus I can access the Library resources and services I need	0.32	9	6.73	3
The Library website provides useful information	0.26	10	6.26	16
I can get wireless access in the Library when I need to	0.25	11	6.88	1
Access to Library information resources has helped me to be successful at university	0.20	12	6.33	14
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.18	13	6.36	13
The Library anticipates my learning and research needs	0.16	14	5.84	22
Library staff provide accurate answers to my enquiries	0.13	15	6.43	10
I can get help from library staff when I need it	0.13	15	6.70	4
Library signage is clear	0.00	17	5.55	25
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.00	17	6.20	18
I can find a quiet place in the Library to study when I need to	0.00	17	6.25	17
Online enquiry services (e.g. Email, Library Chat) meet my needs	-0.05	20	6.43	11
I am informed about the Library services	-0.09	21	5.74	23
Face-to-face enquiry services meet my needs	-0.15	22	5.95	21
Books and articles I have requested from other Libraries are delivered promptly	-0.22	23	6.44	9
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	-0.30	24	6.20	18
Library workshops, classes and tutorials help me with my learning and research needs	-0.62	25	5.54	26
Opening hours meet my needs	-0.63	26	5.56	24

Singapore Management University Library Survey, February 2018

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

25 responses



Statements

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

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

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Singapore Management University Library Survey, February 2018

Top 10 factors — Position - Faculty: Assistant Professor

20 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.72	Library staff provide accurate answers to my enquiries	6.53	I can find a place in the Library to work in a group when I need to	4.75	The Library search engine enables me find relevant library resources quickly	1.25
The Library search engine enables me find relevant library resources quickly	6.69	I can get help from library staff when I need it	6.39	I can find a quiet place in the Library to study when I need to	4.80	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.87
When I am away from campus I can access the Library resources and services I need	6.65	When I am away from campus I can access the Library resources and services I need	6.35	Printing, scanning and photocopying facilities in the Library meet my needs	5.00	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.83
I can get help from library staff when I need it	6.50	Face-to-face enquiry services meet my needs	6.31	The items I'm looking for on the library shelves are usually there	5.17	Access to Library information resources has helped me to be successful at university	0.53
Library staff provide accurate answers to my enquiries	6.47	Online enquiry services (e.g. Email, Library Chat) meet my needs	6.31	The Library anticipates my learning and research needs	5.39	Printing, scanning and photocopying facilities in the Library meet my needs	0.40
Access to Library information resources has helped me to be successful at university	6.47	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.31	The Library search engine enables me find relevant library resources quickly	5.44	The Library website provides useful information	0.39
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	6.33	Books and articles I have requested from other Libraries are delivered promptly	6.31	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.47	The items I'm looking for on the library shelves are usually there	0.33
Online enquiry services (e.g. Email, Library Chat) meet my needs	6.31	Course specific resources (online and in the reserve collection) meet my learning needs	6.22	A computer is available when I need one	5.50	The Library anticipates my learning and research needs	0.33
Books and articles I have requested from other Libraries are delivered promptly	6.31	Opening hours meet my needs	6.19	Library workshops, classes and tutorials help me with my learning and research needs	5.50	When I am away from campus I can access the Library resources and services I need	0.29
Face-to-face enquiry services meet my needs	6.25	I can get wireless access in the Library when I need to	6.13	Library signage is clear	5.59	A computer is available when I need one	0.17

Singapore Management University Library Survey, February 2018

Mean importance scores — Position - Faculty: Assistant Professor

20 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.72	1	5.89	13
The Library search engine enables me find relevant library resources quickly	6.69	2	5.44	21
When I am away from campus I can access the Library resources and services I need	6.65	3	6.35	3
I can get help from library staff when I need it	6.50	4	6.39	2
Library staff provide accurate answers to my enquiries	6.47	5	6.53	1
Access to Library information resources has helped me to be successful at university	6.47	6	5.93	12
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	6.33	7	5.47	20
Online enquiry services (e.g. Email, Library Chat) meet my needs	6.31	8	6.31	4
Books and articles I have requested from other Libraries are delivered promptly	6.31	9	6.31	6
Face-to-face enquiry services meet my needs	6.25	10	6.31	4
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.23	11	6.31	6
I can get wireless access in the Library when I need to	6.13	12	6.13	10
The Library website provides useful information	6.11	13	5.72	14
Course specific resources (online and in the reserve collection) meet my learning needs	5.78	14	6.22	8
The Library anticipates my learning and research needs	5.72	15	5.39	22
A computer is available when I need one	5.67	16	5.50	18
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.62	17	5.69	15
I am informed about the Library services	5.61	18	5.94	11
The items I'm looking for on the library shelves are usually there	5.50	19	5.17	23
Printing, scanning and photocopying facilities in the Library meet my needs	5.40	20	5.00	24
Library workshops, classes and tutorials help me with my learning and research needs	5.38	21	5.50	18
Library signage is clear	5.24	22	5.59	17
Opening hours meet my needs	5.06	23	6.19	9
Laptop facilities (e.g. desks, power) in the Library meet my needs	4.80	24	5.60	16
I can find a place in the Library to work in a group when I need to	4.50	25	4.75	26
I can find a quiet place in the Library to study when I need to	4.40	26	4.80	25

Singapore Management University Library Survey, February 2018

Mean performance score — Position - Faculty: Assistant Professor

20 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Library staff provide accurate answers to my enquiries	6.53	1	6.47	5
I can get help from library staff when I need it	6.39	2	6.50	4
When I am away from campus I can access the Library resources and services I need	6.35	3	6.65	3
Face-to-face enquiry services meet my needs	6.31	4	6.25	10
Online enquiry services (e.g. Email, Library Chat) meet my needs	6.31	4	6.31	8
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.31	6	6.23	11
Books and articles I have requested from other Libraries are delivered promptly	6.31	6	6.31	9
Course specific resources (online and in the reserve collection) meet my learning needs	6.22	8	5.78	14
Opening hours meet my needs	6.19	9	5.06	23
I can get wireless access in the Library when I need to	6.13	10	6.13	12
I am informed about the Library services	5.94	11	5.61	18
Access to Library information resources has helped me to be successful at university	5.93	12	6.47	6
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.89	13	6.72	1
The Library website provides useful information	5.72	14	6.11	13
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.69	15	5.62	17
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.60	16	4.80	24
Library signage is clear	5.59	17	5.24	22
Library workshops, classes and tutorials help me with my learning and research needs	5.50	18	5.38	21
A computer is available when I need one	5.50	18	5.67	16
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.47	20	6.33	7
The Library search engine enables me find relevant library resources quickly	5.44	21	6.69	2
The Library anticipates my learning and research needs	5.39	22	5.72	15
The items I'm looking for on the library shelves are usually there	5.17	23	5.50	19
Printing, scanning and photocopying facilities in the Library meet my needs	5.00	24	5.40	20
I can find a quiet place in the Library to study when I need to	4.80	25	4.40	26
I can find a place in the Library to work in a group when I need to	4.75	26	4.50	25

Singapore Management University Library Survey, February 2018

Mean gap scores — Position - Faculty: Assistant Professor

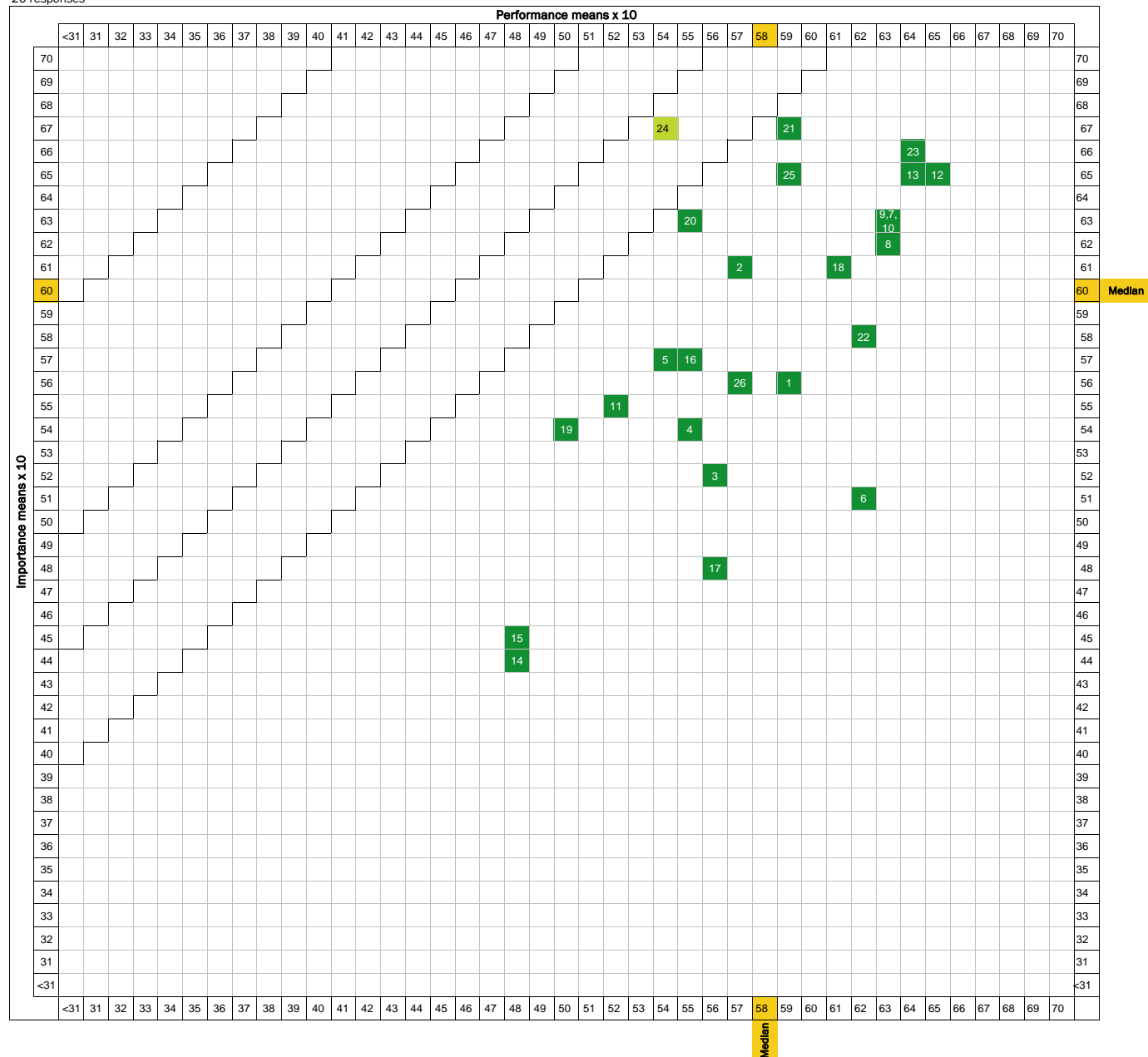
20 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
The Library search engine enables me find relevant library resources quickly	1.25	1	6.69	2
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.87	2	6.33	7
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.83	3	6.72	1
Access to Library information resources has helped me to be successful at university	0.53	4	6.47	6
Printing, scanning and photocopying facilities in the Library meet my needs	0.40	5	5.40	20
The Library website provides useful information	0.39	6	6.11	13
The items I'm looking for on the library shelves are usually there	0.33	7	5.50	19
The Library anticipates my learning and research needs	0.33	7	5.72	15
When I am away from campus I can access the Library resources and services I need	0.29	9	6.65	3
A computer is available when I need one	0.17	10	5.67	16
I can get help from library staff when I need it	0.11	11	6.50	4
I can get wireless access in the Library when I need to	0.00	12	6.13	12
Books and articles I have requested from other Libraries are delivered promptly	0.00	12	6.31	9
Online enquiry services (e.g. Email, Library Chat) meet my needs	0.00	12	6.31	8
Library staff provide accurate answers to my enquiries	-0.06	15	6.47	5
Face-to-face enquiry services meet my needs	-0.06	16	6.25	10
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	-0.08	17	6.23	11
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	-0.08	18	5.62	17
Library workshops, classes and tutorials help me with my learning and research needs	-0.13	19	5.38	21
I can find a place in the Library to work in a group when I need to	-0.25	20	4.50	25
I am informed about the Library services	-0.33	21	5.61	18
Library signage is clear	-0.35	22	5.24	22
I can find a quiet place in the Library to study when I need to	-0.40	23	4.40	26
Course specific resources (online and in the reserve collection) meet my learning needs	-0.44	24	5.78	14
Laptop facilities (e.g. desks, power) in the Library meet my needs	-0.80	25	4.80	24
Opening hours meet my needs	-1.13	26	5.06	23

Singapore Management University Library Survey, February 2018

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

20 responses



Statements

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

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

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Singapore Management University Library Survey, February 2018

Top 10 factors — Position - Staff: Researcher

27 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.46	I can get wireless access in the Library when I need to	6.33	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	4.90	The Library search engine enables me find relevant library resources quickly	0.91
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.32	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.19	The Library search engine enables me find relevant library resources quickly	5.09	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.77
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	6.14	Face-to-face enquiry services meet my needs	6.10	I am informed about the Library services	5.15	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.72
I can find a place in the Library to work in a group when I need to	6.13	Opening hours meet my needs	6.08	The Library website provides useful information	5.27	The items I'm looking for on the library shelves are usually there	0.70
I can find a quiet place in the Library to study when I need to	6.11	Laptop facilities (e.g. desks, power) in the Library meet my needs	6.00	The Library anticipates my learning and research needs	5.31	I can find a place in the Library to work in a group when I need to	0.67
Library staff provide accurate answers to my enquiries	6.10	Library staff provide accurate answers to my enquiries	5.90	Library workshops, classes and tutorials help me with my learning and research needs	5.35	When I am away from campus I can access the Library resources and services I need	0.67
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.10	Online enquiry services (e.g. Email, Library Chat) meet my needs	5.84	A computer is available when I need one	5.35	The Library website provides useful information	0.65
The items I'm looking for on the library shelves are usually there	6.09	I can get help from library staff when I need it	5.83	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.36	I am informed about the Library services	0.46
When I am away from campus I can access the Library resources and services I need	6.08	Printing, scanning and photocopying facilities in the Library meet my needs	5.81	The items I'm looking for on the library shelves are usually there	5.39	I can find a quiet place in the Library to study when I need to	0.42
Access to Library information resources has helped me to be successful at university	6.05	Books and articles I have requested from other Libraries are delivered promptly	5.78	When I am away from campus I can access the Library resources and services I need	5.42	Access to Library information resources has helped me to be successful at university	0.40

Singapore Management University Library Survey, February 2018

Mean importance scores — Position - Staff: Researcher

27 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.46	1	6.33	1
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.32	2	5.60	14
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	6.14	3	5.36	19
I can find a place in the Library to work in a group when I need to	6.13	4	5.47	16
I can find a quiet place in the Library to study when I need to	6.11	5	5.68	12
Library staff provide accurate answers to my enquiries	6.10	6	5.90	6
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.10	6	6.19	2
The items I'm looking for on the library shelves are usually there	6.09	8	5.39	18
When I am away from campus I can access the Library resources and services I need	6.08	9	5.42	17
Access to Library information resources has helped me to be successful at university	6.05	10	5.65	13
The Library search engine enables me find relevant library resources quickly	6.00	11	5.09	25
I can get help from library staff when I need it	6.00	11	5.83	8
Face-to-face enquiry services meet my needs	5.95	13	6.10	3
The Library website provides useful information	5.92	14	5.27	23
Library signage is clear	5.88	15	5.69	11
Course specific resources (online and in the reserve collection) meet my learning needs	5.80	16	5.53	15
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.79	17	5.84	7
Printing, scanning and photocopying facilities in the Library meet my needs	5.75	18	5.81	9
The Library anticipates my learning and research needs	5.69	19	5.31	22
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.68	20	6.00	5
Opening hours meet my needs	5.67	21	6.08	4
I am informed about the Library services	5.62	22	5.15	24
A computer is available when I need one	5.59	23	5.35	20
Books and articles I have requested from other Libraries are delivered promptly	5.50	24	5.78	10
Library workshops, classes and tutorials help me with my learning and research needs	5.25	25	5.35	21
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.20	26	4.90	26

Singapore Management University Library Survey, February 2018

Mean performance score — Position - Staff: Researcher

27 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.33	1	6.46	1
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.19	2	6.10	6
Face-to-face enquiry services meet my needs	6.10	3	5.95	13
Opening hours meet my needs	6.08	4	5.67	21
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.00	5	5.68	20
Library staff provide accurate answers to my enquiries	5.90	6	6.10	6
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.84	7	5.79	17
I can get help from library staff when I need it	5.83	8	6.00	11
Printing, scanning and photocopying facilities in the Library meet my needs	5.81	9	5.75	18
Books and articles I have requested from other Libraries are delivered promptly	5.78	10	5.50	24
Library signage is clear	5.69	11	5.88	15
I can find a quiet place in the Library to study when I need to	5.68	12	6.11	5
Access to Library information resources has helped me to be successful at university	5.65	13	6.05	10
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.60	14	6.32	2
Course specific resources (online and in the reserve collection) meet my learning needs	5.53	15	5.80	16
I can find a place in the Library to work in a group when I need to	5.47	16	6.13	4
When I am away from campus I can access the Library resources and services I need	5.42	17	6.08	9
The items I'm looking for on the library shelves are usually there	5.39	18	6.09	8
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.36	19	6.14	3
A computer is available when I need one	5.35	20	5.59	23
Library workshops, classes and tutorials help me with my learning and research needs	5.35	21	5.25	25
The Library anticipates my learning and research needs	5.31	22	5.69	19
The Library website provides useful information	5.27	23	5.92	14
I am informed about the Library services	5.15	24	5.62	22
The Library search engine enables me find relevant library resources quickly	5.09	25	6.00	11
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	4.90	26	5.20	26

Singapore Management University Library Survey, February 2018

Mean gap scores — Position - Staff: Researcher

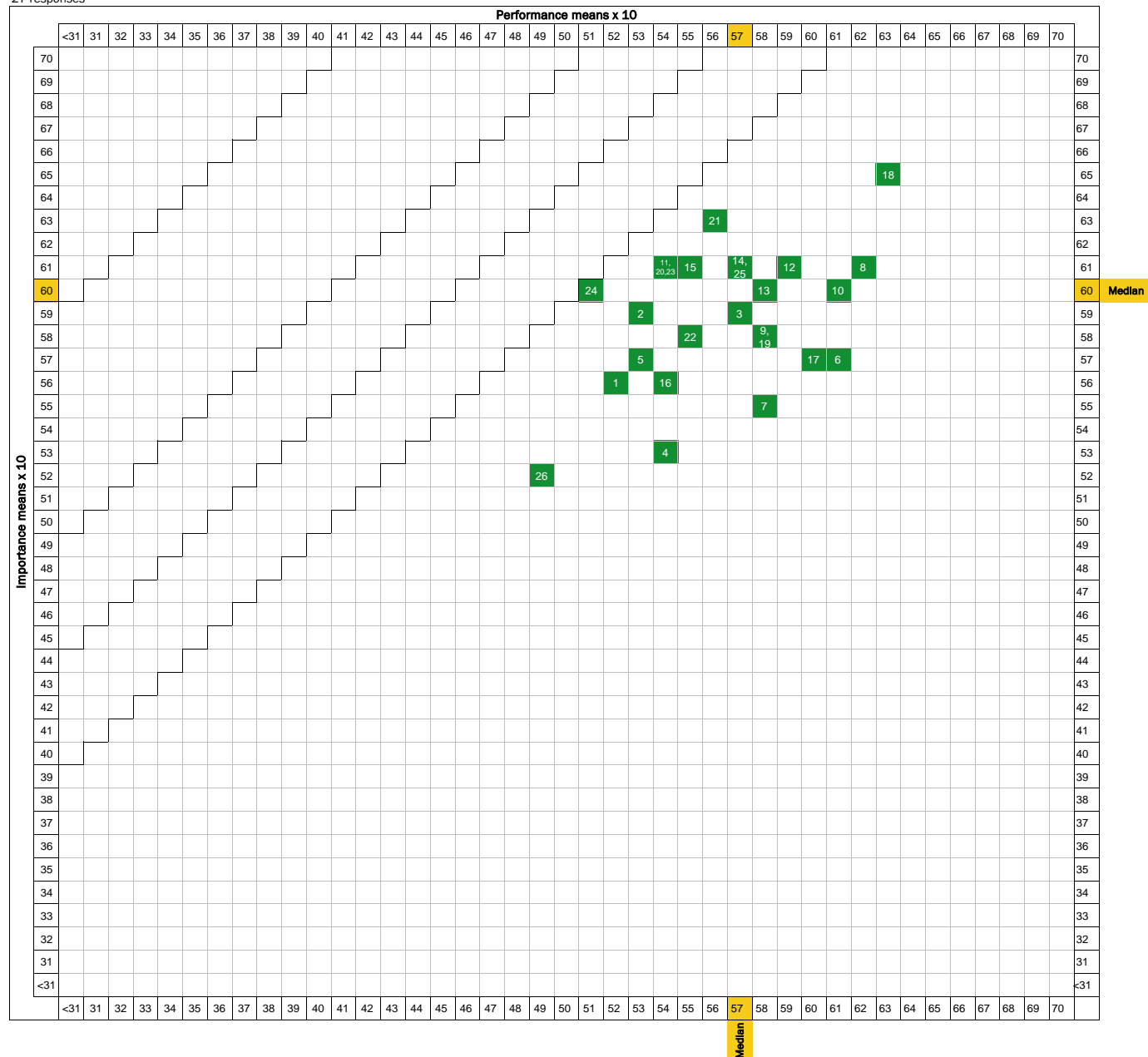
27 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
The Library search engine enables me find relevant library resources quickly	0.91	1	6.00	11
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.77	2	6.14	3
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.72	3	6.32	2
The items I'm looking for on the library shelves are usually there	0.70	4	6.09	8
I can find a place in the Library to work in a group when I need to	0.67	5	6.13	4
When I am away from campus I can access the Library resources and services I need	0.67	6	6.08	9
The Library website provides useful information	0.65	7	5.92	14
I am informed about the Library services	0.46	8	5.62	22
I can find a quiet place in the Library to study when I need to	0.42	9	6.11	5
Access to Library information resources has helped me to be successful at university	0.40	10	6.05	10
The Library anticipates my learning and research needs	0.38	11	5.69	19
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.30	12	5.20	26
Course specific resources (online and in the reserve collection) meet my learning needs	0.27	13	5.80	16
A computer is available when I need one	0.24	14	5.59	23
Library signage is clear	0.19	15	5.88	15
Library staff provide accurate answers to my enquiries	0.19	16	6.10	6
I can get help from library staff when I need it	0.17	17	6.00	11
I can get wireless access in the Library when I need to	0.13	18	6.46	1
Online enquiry services (e.g. Email, Library Chat) meet my needs	-0.05	19	5.79	17
Printing, scanning and photocopying facilities in the Library meet my needs	-0.06	20	5.75	18
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	-0.10	21	6.10	6
Library workshops, classes and tutorials help me with my learning and research needs	-0.10	22	5.25	25
Face-to-face enquiry services meet my needs	-0.14	23	5.95	13
Books and articles I have requested from other Libraries are delivered promptly	-0.28	24	5.50	24
Laptop facilities (e.g. desks, power) in the Library meet my needs	-0.32	25	5.68	20
Opening hours meet my needs	-0.42	26	5.67	21

Singapore Management University Library Survey, February 2018

Best practice categories gap grid — Position - Staff: Researcher

27 responses



Statements

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

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

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Singapore Management University Library Survey, February 2018

Top 10 factors — Position - Staff: Other administration position

111 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.19	I can get wireless access in the Library when I need to	6.12	A computer is available when I need one	5.02	The items I'm looking for on the library shelves are usually there	0.51
I can get help from library staff when I need it	6.04	I can get help from library staff when I need it	5.96	Library workshops, classes and tutorials help me with my learning and research needs	5.11	I can find a quiet place in the Library to study when I need to	0.33
Library staff provide accurate answers to my enquiries	5.95	Library staff provide accurate answers to my enquiries	5.85	The Library anticipates my learning and research needs	5.14	The Library search engine enables me find relevant library resources	0.30
I can find a quiet place in the Library to study when I need to	5.95	Opening hours meet my needs	5.82	The items I'm looking for on the library shelves are usually there	5.25	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.26
Opening hours meet my needs	5.86	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.77	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.28	Course specific resources (online and in the reserve collection) meet my learning needs	0.22
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.86	Face-to-face enquiry services meet my needs	5.75	The Library website provides useful information	5.30	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.22
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.85	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.64	I can find a place in the Library to work in a group when I need to	5.35	The Library website provides useful information	0.21
Face-to-face enquiry services meet my needs	5.80	When I am away from campus I can access the Library resources and services I need	5.62	Access to Library information resources has helped me to be successful at university	5.35	I can find a place in the Library to work in a group when I need to	0.20
The Library search engine enables me find relevant library resources quickly	5.77	I can find a quiet place in the Library to study when I need to	5.62	Library signage is clear	5.40	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.19
The items I'm looking for on the library shelves are usually there	5.76	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.60	I am informed about the Library services	5.42	Online enquiry services (e.g. Email, Library Chat) meet my needs	0.14

Singapore Management University Library Survey, February 2018

Mean importance scores — Position - Staff: Other administration position

111 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.19	1	6.12	1
I can get help from library staff when I need it	6.04	2	5.96	2
Library staff provide accurate answers to my enquiries	5.95	3	5.85	3
I can find a quiet place in the Library to study when I need to	5.95	4	5.62	9
Opening hours meet my needs	5.86	5	5.82	4
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.86	6	5.64	7
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.85	7	5.77	5
Face-to-face enquiry services meet my needs	5.80	8	5.75	6
The Library search engine enables me find relevant library resources quickly	5.77	9	5.47	15
The items I'm looking for on the library shelves are usually there	5.76	10	5.25	23
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.73	11	5.47	14
Course specific resources (online and in the reserve collection) meet my learning needs	5.71	12	5.49	13
Books and articles I have requested from other Libraries are delivered promptly	5.69	13	5.59	11
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.66	14	5.52	12
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.63	15	5.60	10
When I am away from campus I can access the Library resources and services I need	5.59	16	5.62	8
I can find a place in the Library to work in a group when I need to	5.55	17	5.35	20
The Library website provides useful information	5.51	18	5.30	21
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.48	19	5.28	22
Library signage is clear	5.46	20	5.40	18
Printing, scanning and photocopying facilities in the Library meet my needs	5.40	21	5.42	16
Access to Library information resources has helped me to be successful at university	5.38	22	5.35	19
I am informed about the Library services	5.34	23	5.42	17
The Library anticipates my learning and research needs	5.25	24	5.14	24
Library workshops, classes and tutorials help me with my learning and research needs	5.24	25	5.11	25
A computer is available when I need one	4.96	26	5.02	26

Singapore Management University Library Survey, February 2018

Mean performance score — Position - Staff: Other administration position

111 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.12	1	6.19	1
I can get help from library staff when I need it	5.96	2	6.04	2
Library staff provide accurate answers to my enquiries	5.85	3	5.95	3
Opening hours meet my needs	5.82	4	5.86	5
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.77	5	5.85	7
Face-to-face enquiry services meet my needs	5.75	6	5.80	8
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.64	7	5.86	6
When I am away from campus I can access the Library resources and services I need	5.62	8	5.59	16
I can find a quiet place in the Library to study when I need to	5.62	9	5.95	4
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.60	10	5.63	15
Books and articles I have requested from other Libraries are delivered promptly	5.59	11	5.69	13
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.52	12	5.66	14
Course specific resources (online and in the reserve collection) meet my learning needs	5.49	13	5.71	12
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.47	14	5.73	11
The Library search engine enables me find relevant library resources quickly	5.47	15	5.77	9
Printing, scanning and photocopying facilities in the Library meet my needs	5.42	16	5.40	21
I am informed about the Library services	5.42	17	5.34	23
Library signage is clear	5.40	18	5.46	20
Access to Library information resources has helped me to be successful at university	5.35	19	5.38	22
I can find a place in the Library to work in a group when I need to	5.35	20	5.55	17
The Library website provides useful information	5.30	21	5.51	18
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.28	22	5.48	19
The items I'm looking for on the library shelves are usually there	5.25	23	5.76	10
The Library anticipates my learning and research needs	5.14	24	5.25	24
Library workshops, classes and tutorials help me with my learning and research needs	5.11	25	5.24	25
A computer is available when I need one	5.02	26	4.96	26

Singapore Management University Library Survey, February 2018

Mean gap scores — Position - Staff: Other administration position

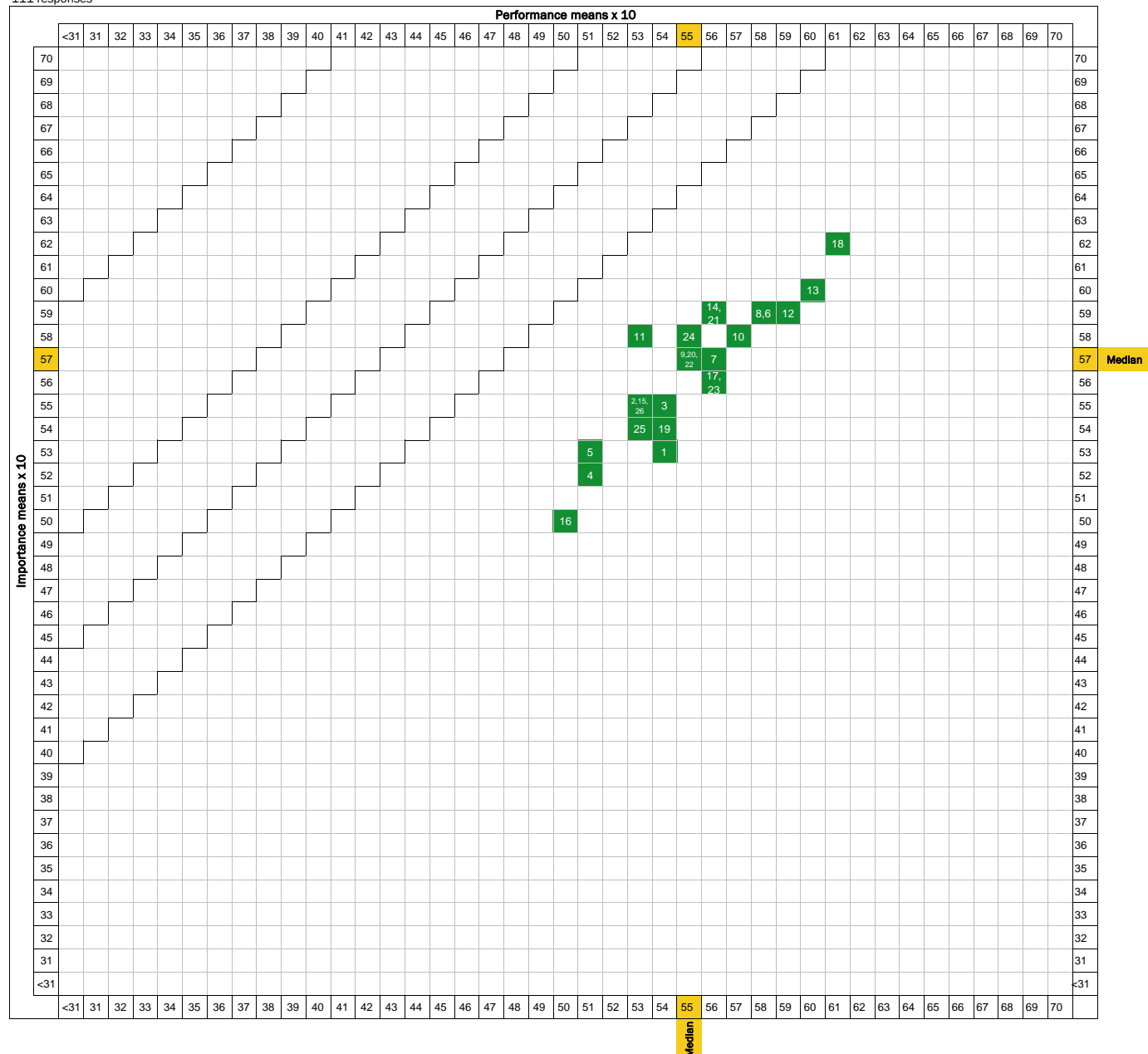
111 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
The items I'm looking for on the library shelves are usually there	0.51	1	5.76	10
I can find a quiet place in the Library to study when I need to	0.33	2	5.95	4
The Library search engine enables me find relevant library resources quickly	0.30	3	5.77	9
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.26	4	5.73	11
Course specific resources (online and in the reserve collection) meet my learning needs	0.22	5	5.71	12
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.22	6	5.86	6
The Library website provides useful information	0.21	7	5.51	18
I can find a place in the Library to work in a group when I need to	0.20	8	5.55	17
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.19	9	5.48	19
Online enquiry services (e.g. Email, Library Chat) meet my needs	0.14	10	5.66	14
Library workshops, classes and tutorials help me with my learning and research needs	0.14	11	5.24	25
The Library anticipates my learning and research needs	0.11	12	5.25	24
Books and articles I have requested from other Libraries are delivered promptly	0.09	13	5.69	13
Library staff provide accurate answers to my enquiries	0.09	13	5.95	3
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	0.08	15	5.85	7
I can get help from library staff when I need it	0.08	16	6.04	2
I can get wireless access in the Library when I need to	0.07	17	6.19	1
Library signage is clear	0.06	18	5.46	20
Face-to-face enquiry services meet my needs	0.05	19	5.80	8
Opening hours meet my needs	0.04	20	5.86	5
Access to Library information resources has helped me to be successful at university	0.03	21	5.38	22
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.03	21	5.63	15
Printing, scanning and photocopying facilities in the Library meet my needs	-0.02	23	5.40	21
When I am away from campus I can access the Library resources and services I need	-0.03	24	5.59	16
A computer is available when I need one	-0.05	25	4.96	26
I am informed about the Library services	-0.07	26	5.34	23

Singapore Management University Library Survey, February 2018

Best practice categories gap grid — Position - Staff: Other administration position

111 responses



Statements

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

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

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Singapore Management University Library Survey, February 2018

Top 10 factors — Position - Others

32 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.48	I can get wireless access in the Library when I need to	6.17	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	4.64	I can find a place in the Library to work in a group when I need to	1.69
I can find a place in the Library to work in a group when I need to	6.38	Laptop facilities (e.g. desks, power) in the Library meet my needs	6.04	I can find a place in the Library to work in a group when I need to	4.69	Printing, scanning and photocopying facilities in the Library meet my needs	1.54
The Library search engine enables me find relevant library resources quickly	6.34	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.86	Printing, scanning and photocopying facilities in the Library meet my needs	4.71	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	1.40
I can get wireless access in the Library when I need to	6.34	The Library website provides useful information	5.80	A computer is available when I need one	4.90	I can find a quiet place in the Library to study when I need to	1.39
I can find a quiet place in the Library to study when I need to	6.32	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.76	I can find a quiet place in the Library to study when I need to	4.93	Course specific resources (online and in the reserve collection) meet my learning needs	1.22
Course specific resources (online and in the reserve collection) meet my learning needs	6.30	Books and articles I have requested from other Libraries are delivered promptly	5.75	Course specific resources (online and in the reserve collection) meet my learning needs	5.07	Opening hours meet my needs	1.03
Opening hours meet my needs	6.29	I can get help from library staff when I need it	5.73	Library workshops, classes and tutorials help me with my learning and research needs	5.08	When I am away from campus I can access the Library resources and services I need	1.00
Access to Library information resources has helped me to be successful at university	6.28	Online enquiry services (e.g. Email, Library Chat) meet my needs	5.60	When I am away from campus I can access the Library resources and services I need	5.14	The items I'm looking for on the library shelves are usually there	0.87
Printing, scanning and photocopying facilities in the Library meet my needs	6.25	The Library search engine enables me find relevant library resources quickly	5.55	Face-to-face enquiry services meet my needs	5.16	Access to Library information resources has helped me to be successful at university	0.84
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.18	Library signage is clear	5.55	The Library anticipates my learning and research needs	5.19	The Library search engine enables me find relevant library resources	0.79

Singapore Management University Library Survey, February 2018

Mean importance scores — Position - Others

32 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.48	1	5.76	5
I can find a place in the Library to work in a group when I need to	6.38	2	4.69	25
The Library search engine enables me find relevant library resources quickly	6.34	3	5.55	9
I can get wireless access in the Library when I need to	6.34	3	6.17	1
I can find a quiet place in the Library to study when I need to	6.32	5	4.93	22
Course specific resources (online and in the reserve collection) meet my learning needs	6.30	6	5.07	21
Opening hours meet my needs	6.29	7	5.26	15
Access to Library information resources has helped me to be successful at university	6.28	8	5.44	12
Printing, scanning and photocopying facilities in the Library meet my needs	6.25	9	4.71	24
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.18	10	6.04	2
When I am away from campus I can access the Library resources and services I need	6.14	11	5.14	19
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	6.11	12	5.37	14
The items I'm looking for on the library shelves are usually there	6.10	13	5.23	16
I can get help from library staff when I need it	6.07	14	5.73	7
The Library website provides useful information	6.07	14	5.80	4
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	6.04	16	4.64	26
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.03	17	5.86	3
Library staff provide accurate answers to my enquiries	5.96	18	5.44	11
The Library anticipates my learning and research needs	5.87	19	5.19	17
Books and articles I have requested from other Libraries are delivered promptly	5.85	20	5.75	6
Library signage is clear	5.81	21	5.55	10
Face-to-face enquiry services meet my needs	5.72	22	5.16	18
Library workshops, classes and tutorials help me with my learning and research needs	5.62	23	5.08	20
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.60	24	5.60	8
I am informed about the Library services	5.53	25	5.38	13
A computer is available when I need one	5.38	26	4.90	23

Singapore Management University Library Survey, February 2018

Mean performance score — Position - Others

32 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.17	1	6.34	3
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.04	2	6.18	10
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.86	3	6.03	17
The Library website provides useful information	5.80	4	6.07	14
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.76	5	6.48	1
Books and articles I have requested from other Libraries are delivered promptly	5.75	6	5.85	20
I can get help from library staff when I need it	5.73	7	6.07	14
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.60	8	5.60	24
The Library search engine enables me find relevant library resources quickly	5.55	9	6.34	3
Library signage is clear	5.55	10	5.81	21
Library staff provide accurate answers to my enquiries	5.44	11	5.96	18
Access to Library information resources has helped me to be successful at university	5.44	12	6.28	8
I am informed about the Library services	5.38	13	5.53	25
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.37	14	6.11	12
Opening hours meet my needs	5.26	15	6.29	7
The items I'm looking for on the library shelves are usually there	5.23	16	6.10	13
The Library anticipates my learning and research needs	5.19	17	5.87	19
Face-to-face enquiry services meet my needs	5.16	18	5.72	22
When I am away from campus I can access the Library resources and services I need	5.14	19	6.14	11
Library workshops, classes and tutorials help me with my learning and research needs	5.08	20	5.62	23
Course specific resources (online and in the reserve collection) meet my learning needs	5.07	21	6.30	6
I can find a quiet place in the Library to study when I need to	4.93	22	6.32	5
A computer is available when I need one	4.90	23	5.38	26
Printing, scanning and photocopying facilities in the Library meet my needs	4.71	24	6.25	9
I can find a place in the Library to work in a group when I need to	4.69	25	6.38	2
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	4.64	26	6.04	16

Singapore Management University Library Survey, February 2018

Mean gap scores — Position - Others

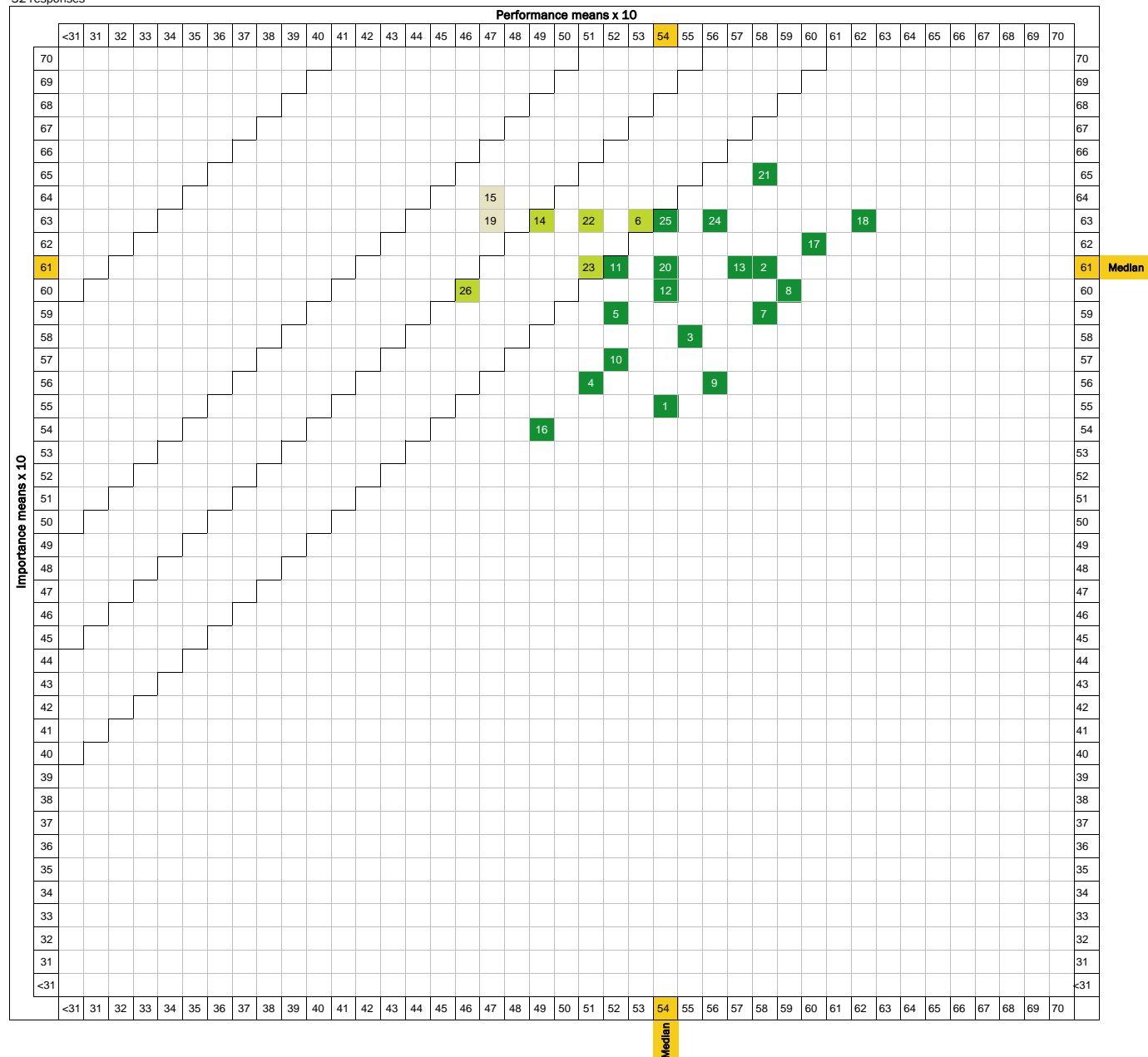
32 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a place in the Library to work in a group when I need to	1.69	1	6.38	2
Printing, scanning and photocopying facilities in the Library meet my needs	1.54	2	6.25	9
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	1.40	3	6.04	16
I can find a quiet place in the Library to study when I need to	1.39	4	6.32	5
Course specific resources (online and in the reserve collection) meet my learning needs	1.22	5	6.30	6
Opening hours meet my needs	1.03	6	6.29	7
When I am away from campus I can access the Library resources and services I need	1.00	7	6.14	11
The items I'm looking for on the library shelves are usually there	0.87	8	6.10	13
Access to Library information resources has helped me to be successful at university	0.84	9	6.28	8
The Library search engine enables me find relevant library resources quickly	0.79	10	6.34	3
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.74	11	6.11	12
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.72	12	6.48	1
The Library anticipates my learning and research needs	0.68	13	5.87	19
Face-to-face enquiry services meet my needs	0.56	14	5.72	22
Library workshops, classes and tutorials help me with my learning and research needs	0.54	15	5.62	23
Library staff provide accurate answers to my enquiries	0.52	16	5.96	18
A computer is available when I need one	0.48	17	5.38	26
I can get help from library staff when I need it	0.33	18	6.07	14
The Library website provides useful information	0.27	19	6.07	14
Library signage is clear	0.26	20	5.81	21
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	0.17	21	6.03	17
I can get wireless access in the Library when I need to	0.17	21	6.34	3
I am informed about the Library services	0.16	23	5.53	25
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.14	24	6.18	10
Books and articles I have requested from other Libraries are delivered promptly	0.10	25	5.85	20
Online enquiry services (e.g. Email, Library Chat) meet my needs	0.00	26	5.60	24

Singapore Management University Library Survey, February 2018

Best practice categories gap grid — Position - Others

32 responses



Statements

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

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

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Singapore Management University Library Survey, February 2018

Top 5 importance scores by demographic

Are you an international (non-exchange) student?

Unique factor

Yes (390 responses)	Importance mean
I can get wireless access in the Library when I need to	6.64
I can find a quiet place in the Library to study when I need to	6.51
Printing, scanning and photocopying facilities in the Library meet my needs	6.47
Opening hours meet my needs	6.32
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.29
No (2248 responses)	Importance mean
I can get wireless access in the Library when I need to	6.59
I can find a quiet place in the Library to study when I need to	6.48
Printing, scanning and photocopying facilities in the Library meet my needs	6.43
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.27
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.20

Singapore Management University Library Survey, February 2018

Top 5 performance scores by demographic

Are you an international (non-exchange) student?

Unique factor

Yes (390 responses)	Performance mean
I can get wireless access in the Library when I need to	6.35
I can get help from library staff when I need it	6.01
Library staff provide accurate answers to my enquiries	5.96
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.95
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.93
No (2248 responses)	Performance mean
I can get wireless access in the Library when I need to	6.35
I can get help from library staff when I need it	5.96
Library staff provide accurate answers to my enquiries	5.87
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.86
When I am away from campus I can access the Library resources and services I need	5.84

Singapore Management University Library Survey, February 2018

Top 5 gap scores by demographic

Are you an international (non-exchange) student?

Unique factor

Yes (390 responses)	Gap score
I can find a quiet place in the Library to study when I need to	1.44
I can find a place in the Library to work in a group when I need to	1.02
Printing, scanning and photocopying facilities in the Library meet my needs	0.87
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.62
The items I'm looking for on the library shelves are usually there	0.59
No (2248 responses)	Gap score
I can find a quiet place in the Library to study when I need to	1.50
I can find a place in the Library to work in a group when I need to	1.37
Printing, scanning and photocopying facilities in the Library meet my needs	0.80
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.63
Opening hours meet my needs	0.45

Singapore Management University Library Survey, February 2018

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

390 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.64	I can get wireless access in the Library when I need to	6.35	I can find a quiet place in the Library to study when I need to	5.07	I can find a quiet place in the Library to study when I need to	1.44
I can find a quiet place in the Library to study when I need to	6.51	I can get help from library staff when I need it	6.01	I can find a place in the Library to work in a group when I need to	5.14	I can find a place in the Library to work in a group when I need to	1.02
Printing, scanning and photocopying facilities in the Library meet my needs	6.47	Library staff provide accurate answers to my enquiries	5.96	A computer is available when I need one	5.34	Printing, scanning and photocopying facilities in the Library meet my needs	0.87
Opening hours meet my needs	6.32	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.95	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	0.62
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.29	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.93	Library workshops, classes and tutorials help me with my learning and research needs	5.41	The items I'm looking for on the library shelves are usually there	0.59
I can get help from library staff when I need it	6.24	Face-to-face enquiry services meet my needs	5.89	The Library anticipates my learning and research needs	5.44	Opening hours meet my needs	0.55
The Library search engine enables me find relevant library resources quickly	6.22	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.83	I am informed about the Library services	5.46	Course specific resources (online and in the reserve collection) meet my learning needs	0.45
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.21	The Library search engine enables me find relevant library resources quickly	5.83	The items I'm looking for on the library shelves are usually there	5.57	When I am away from campus I can access the Library resources and services I need	0.42
When I am away from campus I can access the Library resources and services I need	6.17	Library signage is clear	5.81	The Library website provides useful information	5.59	The Library search engine enables me find relevant library resources quickly	0.39
The items I'm looking for on the library shelves are usually there	6.16	Opening hours meet my needs	5.78	Printing, scanning and photocopying facilities in the Library meet my needs	5.59	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.38

Singapore Management University Library Survey, February 2018

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

390 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.64	1	6.35	1
I can find a quiet place in the Library to study when I need to	6.51	2	5.07	26
Printing, scanning and photocopying facilities in the Library meet my needs	6.47	3	5.59	17
Opening hours meet my needs	6.32	4	5.78	10
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.29	5	5.95	4
I can get help from library staff when I need it	6.24	6	6.01	2
The Library search engine enables me find relevant library resources quickly	6.22	7	5.83	7
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.21	8	5.83	7
When I am away from campus I can access the Library resources and services I need	6.17	9	5.74	11
The items I'm looking for on the library shelves are usually there	6.16	10	5.57	19
I can find a place in the Library to work in a group when I need to	6.16	11	5.14	25
Library staff provide accurate answers to my enquiries	6.16	12	5.96	3
Course specific resources (online and in the reserve collection) meet my learning needs	6.14	13	5.69	14
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.02	14	5.93	5
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.99	15	5.37	23
Access to Library information resources has helped me to be successful at university	5.96	16	5.67	15
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.95	17	5.73	12
The Library website provides useful information	5.89	18	5.59	18
Face-to-face enquiry services meet my needs	5.87	19	5.89	6
Library signage is clear	5.82	20	5.81	9
Books and articles I have requested from other Libraries are delivered promptly	5.79	21	5.63	16
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.71	22	5.69	13
The Library anticipates my learning and research needs	5.66	23	5.44	21
I am informed about the Library services	5.62	24	5.46	20
A computer is available when I need one	5.39	25	5.34	24
Library workshops, classes and tutorials help me with my learning and research needs	5.28	26	5.41	22

Singapore Management University Library Survey, February 2018

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

390 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.35	1	6.64	1
I can get help from library staff when I need it	6.01	2	6.24	6
Library staff provide accurate answers to my enquiries	5.96	3	6.16	12
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.95	4	6.29	5
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.93	5	6.02	14
Face-to-face enquiry services meet my needs	5.89	6	5.87	19
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.83	7	6.21	8
The Library search engine enables me find relevant library resources quickly	5.83	7	6.22	7
Library signage is clear	5.81	9	5.82	20
Opening hours meet my needs	5.78	10	6.32	4
When I am away from campus I can access the Library resources and services I need	5.74	11	6.17	9
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.73	12	5.95	17
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.69	13	5.71	22
Course specific resources (online and in the reserve collection) meet my learning needs	5.69	14	6.14	13
Access to Library information resources has helped me to be successful at university	5.67	15	5.96	16
Books and articles I have requested from other Libraries are delivered promptly	5.63	16	5.79	21
Printing, scanning and photocopying facilities in the Library meet my needs	5.59	17	6.47	3
The Library website provides useful information	5.59	18	5.89	18
The items I'm looking for on the library shelves are usually there	5.57	19	6.16	10
I am informed about the Library services	5.46	20	5.62	24
The Library anticipates my learning and research needs	5.44	21	5.66	23
Library workshops, classes and tutorials help me with my learning and research needs	5.41	22	5.28	26
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.37	23	5.99	15
A computer is available when I need one	5.34	24	5.39	25
I can find a place in the Library to work in a group when I need to	5.14	25	6.16	11
I can find a quiet place in the Library to study when I need to	5.07	26	6.51	2

Singapore Management University Library Survey, February 2018

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

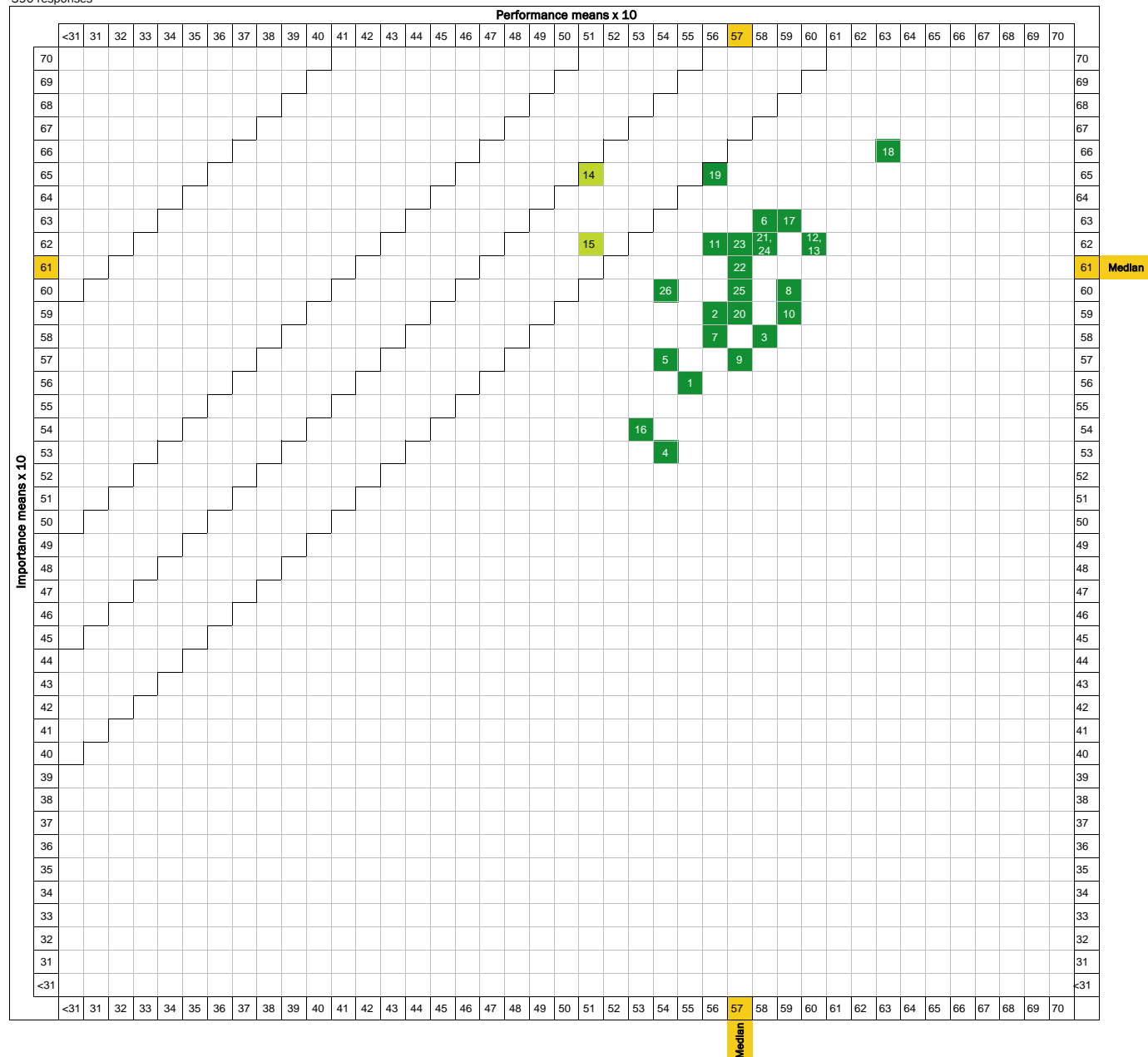
390 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Library to study when I need to	1.44	1	6.51	2
I can find a place in the Library to work in a group when I need to	1.02	2	6.16	11
Printing, scanning and photocopying facilities in the Library meet my needs	0.87	3	6.47	3
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.62	4	5.99	15
The items I'm looking for on the library shelves are usually there	0.59	5	6.16	10
Opening hours meet my needs	0.55	6	6.32	4
Course specific resources (online and in the reserve collection) meet my learning needs	0.45	7	6.14	13
When I am away from campus I can access the Library resources and services I need	0.42	8	6.17	9
The Library search engine enables me find relevant library resources quickly	0.39	9	6.22	7
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.38	10	6.21	8
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.34	11	6.29	5
I can get wireless access in the Library when I need to	0.30	12	6.64	1
The Library website provides useful information	0.29	13	5.89	18
Access to Library information resources has helped me to be successful at university	0.29	14	5.96	16
I can get help from library staff when I need it	0.23	15	6.24	6
The Library anticipates my learning and research needs	0.22	16	5.66	23
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.21	17	5.95	17
Library staff provide accurate answers to my enquiries	0.19	18	6.16	12
I am informed about the Library services	0.16	19	5.62	24
Books and articles I have requested from other Libraries are delivered promptly	0.16	20	5.79	21
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	0.09	21	6.02	14
A computer is available when I need one	0.05	22	5.39	25
Online enquiry services (e.g. Email, Library Chat) meet my needs	0.01	23	5.71	22
Library signage is clear	0.01	24	5.82	20
Face-to-face enquiry services meet my needs	-0.02	25	5.87	19
Library workshops, classes and tutorials help me with my learning and research needs	-0.13	26	5.28	26

Singapore Management University Library Survey, February 2018

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

390 responses



Statements

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

Singapore Management University Library Survey, February 2018

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

2248 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.59	I can get wireless access in the Library when I need to	6.35	I can find a place in the Library to work in a group when I need to	4.75	I can find a quiet place in the Library to study when I need to	1.50
I can find a quiet place in the Library to study when I need to	6.48	I can get help from library staff when I need it	5.96	I can find a quiet place in the Library to study when I need to	4.98	I can find a place in the Library to work in a group when I need to	1.37
Printing, scanning and photocopying facilities in the Library meet my needs	6.43	Library staff provide accurate answers to my enquiries	5.87	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.10	Printing, scanning and photocopying facilities in the Library meet my needs	0.80
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.27	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.86	I am informed about the Library services	5.24	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.63
Online resources (e.g. online articles, databases, ebooks) 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 Library resources and services I need	5.84	A computer is available when I need one	5.25	Opening hours meet my needs	0.45
Opening hours meet my needs	6.17	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.82	Library workshops, classes and tutorials help me with my learning and research needs	5.30	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.44
The Library search engine enables me find relevant library resources	6.15	Face-to-face enquiry services meet my needs	5.81	The Library anticipates my learning and research needs	5.34	The Library search engine enables me find relevant library resources	0.41
When I am away from campus I can access the Library resources and services I need	6.14	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.80	The Library website provides useful information	5.50	The items I'm looking for on the library shelves are usually there	0.37
I can find a place in the Library to work in a group when I need to	6.12	The Library search engine enables me find relevant library resources quickly	5.73	The items I'm looking for on the library shelves are usually there	5.50	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.34
I can get help from library staff when I need it	6.05	Opening hours meet my needs	5.72	Library signage is clear	5.53	When I am away from campus I can access the Library resources and services I need	0.29

Singapore Management University Library Survey, February 2018

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

2248 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.59	1	6.35	1
I can find a quiet place in the Library to study when I need to	6.48	2	4.98	25
Printing, scanning and photocopying facilities in the Library meet my needs	6.43	3	5.63	14
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.27	4	5.82	6
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.20	5	5.86	4
Opening hours meet my needs	6.17	6	5.72	10
The Library search engine enables me find relevant library resources quickly	6.15	7	5.73	9
When I am away from campus I can access the Library resources and services I need	6.14	8	5.84	5
I can find a place in the Library to work in a group when I need to	6.12	9	4.75	26
I can get help from library staff when I need it	6.05	10	5.96	2
Course specific resources (online and in the reserve collection) meet my learning needs	5.98	11	5.70	11
Library staff provide accurate answers to my enquiries	5.96	12	5.87	3
Access to Library information resources has helped me to be successful at university	5.92	13	5.68	12
The items I'm looking for on the library shelves are usually there	5.87	14	5.50	18
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.80	15	5.80	8
Face-to-face enquiry services meet my needs	5.76	16	5.81	7
The Library website provides useful information	5.75	17	5.50	19
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.72	18	5.10	24
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.64	19	5.64	13
Library signage is clear	5.63	20	5.53	17
Books and articles I have requested from other Libraries are delivered promptly	5.53	21	5.54	16
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.51	22	5.59	15
The Library anticipates my learning and research needs	5.38	23	5.34	20
I am informed about the Library services	5.20	24	5.24	23
Library workshops, classes and tutorials help me with my learning and research needs	5.03	25	5.30	21
A computer is available when I need one	4.95	26	5.25	22

Singapore Management University Library Survey, February 2018

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

2248 responses

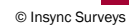
	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.35	1	6.59	1
I can get help from library staff when I need it	5.96	2	6.05	10
Library staff provide accurate answers to my enquiries	5.87	3	5.96	12
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.86	4	6.20	5
When I am away from campus I can access the Library resources and services I need	5.84	5	6.14	8
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.82	6	6.27	4
Face-to-face enquiry services meet my needs	5.81	7	5.76	16
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.80	8	5.80	15
The Library search engine enables me find relevant library resources quickly	5.73	9	6.15	7
Opening hours meet my needs	5.72	10	6.17	6
Course specific resources (online and in the reserve collection) meet my learning needs	5.70	11	5.98	11
Access to Library information resources has helped me to be successful at university	5.68	12	5.92	13
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.64	13	5.64	19
Printing, scanning and photocopying facilities in the Library meet my needs	5.63	14	6.43	3
Online enquiry services (e.g. Email, Library Chat) meet my needs	5.59	15	5.51	22
Books and articles I have requested from other Libraries are delivered promptly	5.54	16	5.53	21
Library signage is clear	5.53	17	5.63	20
The items I'm looking for on the library shelves are usually there	5.50	18	5.87	14
The Library website provides useful information	5.50	19	5.75	17
The Library anticipates my learning and research needs	5.34	20	5.38	23
Library workshops, classes and tutorials help me with my learning and research needs	5.30	21	5.03	25
A computer is available when I need one	5.25	22	4.95	26
I am informed about the Library services	5.24	23	5.20	24
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.10	24	5.72	18
I can find a quiet place in the Library to study when I need to	4.98	25	6.48	2
I can find a place in the Library to work in a group when I need to	4.75	26	6.12	9

Singapore Management University Library Survey, February 2018

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

2248 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Library to study when I need to	1.50	1	6.48	2
I can find a place in the Library to work in a group when I need to	1.37	2	6.12	9
Printing, scanning and photocopying facilities in the Library meet my needs	0.80	3	6.43	3
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.63	4	5.72	18
Opening hours meet my needs	0.45	5	6.17	6
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.44	6	6.27	4
The Library search engine enables me find relevant library resources quickly	0.41	7	6.15	7
The items I'm looking for on the library shelves are usually there	0.37	8	5.87	14
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.34	9	6.20	5
When I am away from campus I can access the Library resources and services I need	0.29	10	6.14	8
Course specific resources (online and in the reserve collection) meet my learning needs	0.28	11	5.98	11
The Library website provides useful information	0.25	12	5.75	17
Access to Library information resources has helped me to be successful at university	0.24	13	5.92	13
I can get wireless access in the Library when I need to	0.24	14	6.59	1
Library staff provide accurate answers to my enquiries	0.10	15	5.96	12
Library signage is clear	0.09	16	5.63	20
I can get help from library staff when I need it	0.09	17	6.05	10
The Library anticipates my learning and research needs	0.04	18	5.38	23
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.00	19	5.64	19
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	0.00	20	5.80	15
Books and articles I have requested from other Libraries are delivered promptly	-0.01	21	5.53	21
I am informed about the Library services	-0.04	22	5.20	24
Face-to-face enquiry services meet my needs	-0.05	23	5.76	16
Online enquiry services (e.g. Email, Library Chat) meet my needs	-0.08	24	5.51	22
Library workshops, classes and tutorials help me with my learning and research needs	-0.27	25	5.03	25
A computer is available when I need one	-0.30	26	4.95	26



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