90% satisfaction rating with the helpfulness of the library staff

Between 12th January 2016 – 29th February 2016, the Library and Information Service Management conducted the LRC Survey 2015/16 which helps NUMed to use results internally to facilitate best practice and enhance the student learning experience.

The questionnaires consisted of two (2) sections with Section 1 on Library and Section 2 on IT.

A total number of 190 of you completed the survey, representing 34% of NUMed student. The respondents:

<table>
<thead>
<tr>
<th>Course</th>
<th>Total no of student</th>
<th>No of respondent</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>BMS</td>
<td>43</td>
<td>12</td>
<td>28%</td>
</tr>
<tr>
<td>MBBS</td>
<td>510</td>
<td>178</td>
<td>35%</td>
</tr>
<tr>
<td>Total</td>
<td>553</td>
<td>190</td>
<td>34%</td>
</tr>
</tbody>
</table>

A low response might gives rise to bias because the finding might not representing the majority of the NUMed students. Anyway, there is no significant difference on the satisfaction of the library facilities and services as the results were similar to the LRC Survey 2014.

There were four new questions added to this year survey: Course Books or Essential textbooks; Library Online Catalogue (OPAC); Library Space; Library Environment.

**Section 1: Library**

The recent survey reveals a 90% satisfaction rating with the helpfulness of the library staff. The rating for the helpfulness of the library staff has always been the highest since we introduced the survey in year 2011. This showed that library staff are fully committed to ensure they provide an excellent customer service to the users.

There was 88% satisfaction rating with information enquiries at the LRC Counter. Self-Service and Circulation Services over the LRC Counter were also rated highly, with 87% of students agreeing. Students satisfaction on these were higher and consistent too as they are happy with the information enquiries, self-service and circulation services that are provided by the library staff.

Space and noise pollution continues to be an issue, and two (2) new silent study rooms in the library are to be installed and will be ready in April 2016. These rooms will provide more space for students who prefer to study in a totally silent area. We hope NUMed students to act like a responsible adults and to keep quiet accordingly whenever they are in the library.

In addition, senior management agreed to permit students to book smart rooms to use for group study.

There is 81% satisfaction of the current library opening hours. The library already offers round the clock opening during peak periods during Examination Weeks. We will continue to monitor library usage out of hours.

Books collection, 63% of you stated that you are satisfied and throughout 2015, more copies of high demand books have been purchased.

There were 62% satisfaction of course books or essential textbooks, 61% satisfaction of Library Online Catalogue (OPAC), 57% satisfaction of library space and 46% of satisfaction of library environment.
85% satisfaction rating of the printing quality is good

Section 2: IT

The recent survey reveals that our printing service is rated highly, with 85% of you agreeing that the printing quality is good. While 70% of you were satisfied with the pull printer services, some of you commented that you usually encountered problem with the pull printers when the printers are out of paper/out of service especially during peak period when the assignments are due. IT staff are to do the following:

- To top-up all paper in all pull printers within IT Clusters (2 printers) and Library (2 printers) on a twice daily basis during assignment weeks.
- Continuously set all printers to send a trigger email to IT staff when paper tray is empty. If the paper tray is empty within working hours, IT staff to reload paper immediately and if happens after working hours, Library Aides will assist to check and reload the empty tray.

There is 81% satisfaction rating of the computers in IT clusters, 71% satisfaction rating of the computers in Internet Café.

The reliable speed of internet access on campus is always a concern among the students. From the survey, there is 76% satisfaction rating of the speed for campus managed desktop while 70% of you are satisfied with the speed of Internet Access through WiFi. 74% satisfaction rate of the reliability of wireless internet on campus.

NUMed is committed to prioritise good and reliable internet access to our students. Therefore, NUMed IT staff together with NUIIT staff at Newcastle University, UK are seeking to improve the availability of internet access throughout the campus.

NUMed students listened to ReCap for the lectures be it ReCap @NUMed or Newcastle UK. There is 64% satisfaction on the quality of ReCap held in NUMed and 52% satisfaction on the quality of ReCap held in Newcastle, UK.

The percentage is low due to the volume as students hardly can hear the lecturers voice. NUIIT is aware of this and some improvement continues to be done.

Thanks to all of you who took the trouble to complete the survey and this helping us to continually improve our services