

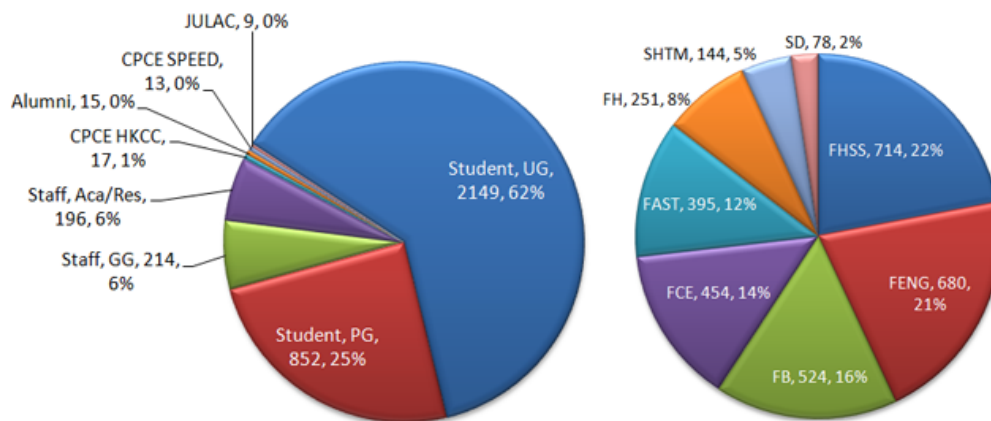
JUNE 2013 | Issue 30

# LIBRARY NEWSLETTER

## FEATURE STORY

### • Library Survey 2013

THANK YOU to the 3,465 Library users who took part in the Library Survey 2013. Their valuable feedbacks will help the Library assesses and improves its services, resources and facilities.



All participants were entered into the lucky draw for one of the 3 iPad Mini and 76 laptop carrying bags. Congratulations to the 79 winners, who have been notified by emails in Mar and Apr 2013 to collect their prizes.

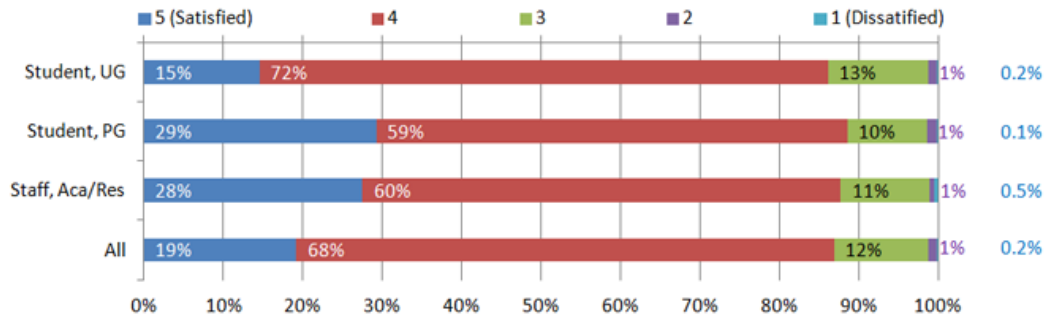


Dr Shirley CW Wong, the University Librarian (third from left) with the three iPad Mini winners:  
ZHANG Hao (FB) WEI Conghui (FB) and ZHOU Li (CBS)

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The majority of the PolyU staff and students are satisfied with Library services. On a 5 point scale (5=Highly Satisfied, 1=Highly Dissatisfied), nearly 99% of the respondents give an overall satisfaction rating of 3 or above. The average overall satisfaction rating is 4.05. Compared with 2011, there is an improvement of 2.5%.

## Overall Satisfaction



### The Top 5\*

Most Satisfied Services	Most Important Services	Services Needing Improvement (Importance minus Satisfaction)
Library Staff who are polite and friendly (4.20)	Quiet space for individual study (4.60)	Group study space (-0.82)
Library Staff who are knowledgeable and helpful (4.17)	A comfortable and inviting environment (4.49)	Photocopiers or printers (-0.73)
Enquiry Services (4.03)	Photocopiers or printers (4.42)	Quiet space for individual study (-0.67)
Printed books (4.01)	Library staff who are knowledgeable and helpful (4.35)	Computers in the Library (-0.59)
HKALL (3.99)	Library website enabling me to locate information (4.35)	Comfortable and inviting environment (-0.58)

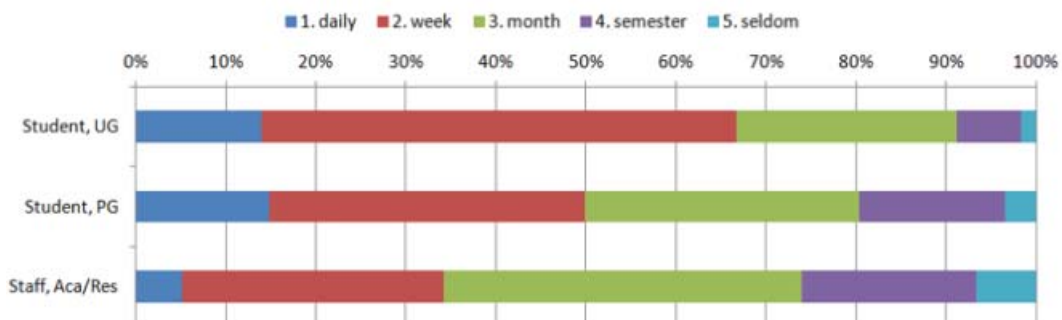
\*5=Highly Satisfied, 1=Highly Dissatisfied

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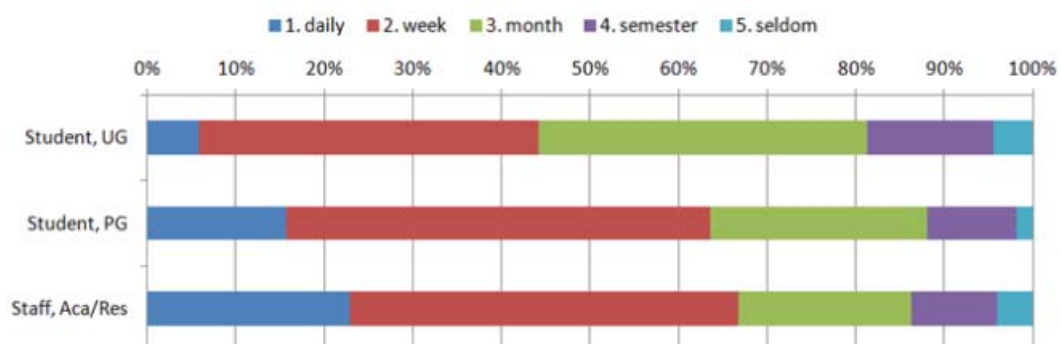
### \* Frequency of Library Use

UG (undergraduates) visit the Library in person more frequently than PG (postgraduates) and Staff. 67%, 50% and 34% of UG, PG and Staff respectively visit the Library in person on a daily or weekly basis. In contrast, Staff access Library resources online more frequently than PG and UG. 67%, 64% and 44% of Staff, PG and UG respectively access Library resources online on a daily or weekly basis.

## Physical Visit Frequency



## Online Access Frequency

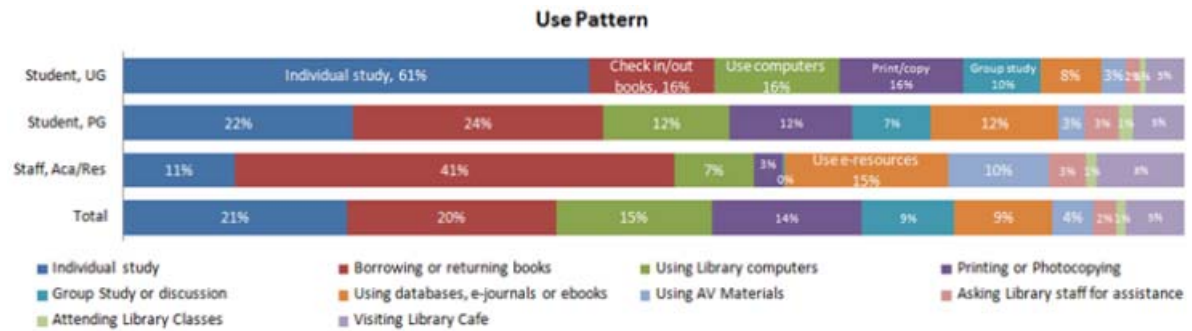


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### \* Activities in Library

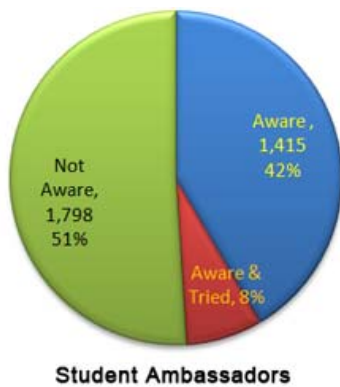
UG visit the Library mainly for individual study (61%). Other common activities include borrowing or returning books (16%), using Library computers (16%), printing or copying (16%), and group study or discussion (10%). The two most frequent activities for PG are borrowing or returning books (24%) and individual study (22%). They also come to the Library to use computers (12%), e-resources (12%) and do printing/copying (12%). Compared with UG, PG are relatively less likely to visit the Library for group study or discussion (7%).

Staff visit the Library mainly for borrowing or returning books (41%). Occasionally, they come to the Library to use databases, e-journals or ebooks (15%), study individually (11%) and use AV materials (10%). They are more likely to visit the Library Café (8%) when compared with students (5%).



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**\* Student Ambassadors**



Library Student Ambassadors, a new Library service, has drawn the attention of many users. Among the respondents, about half are aware of the service. 8% have used the service. UG are most aware of the service, followed by PG and Staff.

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**\* Written Comments**

Respondents were invited to suggest what the Library can do to improve its service at the end of the survey. A total of 2,280 comments were submitted. Below is a digest of the comments received, our responses and planned actions to address issues identified and to improve service quality.

	User Comments	Library Responses
<b>Collections</b>	There are 402 comments on Library collections. The majority of respondents ask for more information resources in various formats, including books, e-books, journals, newspaper, databases and audio-visual materials. Subjects suggested include design, music, medicine, literature, language, art, history, culture, cooking, travel and titles in Chinese. About 70 comments are requests for more copies of textbooks and course related reference books. About 40 comments are on more bestsellers and latest edition of	<p>To enrich the collections, the Library will begin a new demand-driven acquisition service to acquire titles based on users recommendations. With the establishment of the <a href="#">PolyU READ collections</a>, the Library will increase the purchase of popular, bestsellers and award winning books to promote reading. It is also planning to increase the intake of Chinese e-books from various sources.</p> <p>For the acquisition of titles on course reading lists, liaison with faculty members will be strengthened to ensure the availability of core titles in the Library. <a href="#">A new website searchable by subject code or subject title</a> has been developed for easy access to course readings. In view of the findings that most survey respondents find print books more important than e-books, the Library will also review its e-preferred policy for text books.</p>

	the books.	<p>With an increase student population due to the double cohort, the <a href="#">Guidelines for Allocation of Multiple Copies</a> will also be reviewed to ensure enough copies are acquired to meet the curriculum needs of students.</p> <p>For e-resources, the Library will continue to analyze the usage and turn-away statistics to see if multiple-user license is required for high demand title, and explore the use of resources on mobile platform to facilitate their use.</p>
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	User Comments	Library Responses
<p><b>Library Space, Ventilation &amp; Lighting</b></p>	<p>There are 373 comments for more space for collaborative learning and quiet study, and 112 comments on improvement in air-conditioning and ventilation.</p> <p>A few examples:</p> <ul style="list-style-type: none"> <li>• <i>“Improve the environment and facilities of the library since many libraries in other universities have been renovated.”</i></li> <li>• <i>“Improve the environment for “old” areas because the air quality and some hardware facilities especially in 24-hrs reading room are found awful.”</i></li> <li>• <i>“The library needs some updates and renovation. Some floors are quite dark and not a very inviting studying environment.”</i></li> </ul>	<p>The Library building built in the 1970’s requires major capital improvements to meet the requirements nowadays. The intensive use of the study facilities by an expanding student population recently has alleviated the problem.</p> <p>The Library is well aware of user needs for a better study environment. It has submitted a proposal to add a top floor and the refurbishment of all floors in the Library building in 2010. The Library Enhancement &amp; Revitalization Project (LER) is strongly supported by the Senior Management of the University and will be re-submitted to the Legislative Council for funding approval. It is expected that signification improvement will be made to improve the air conditioning and ventilation system.</p> <p>Between now and the target completion date of the LER Project, the Library has been exploring the possibility of enhancing its existing study, collection and service space. Air-conditioning improvement work in study and discussion areas on G/F was completed in the summer of 2012 to increase supply of fresh air. A number of air purifiers were installed in the 24-hour Study Center to improve air quality. The Library would continue to work with FMO to improve the ventilation of the building and hygiene of washrooms.</p> <p>It is now working closely with CDO to identify areas in greatest need for immediate refurbishment. The purpose is not only to increase its seating capacity and to provide more computer workstations, but to create a variety of functional areas to support new pedagogies and learning activities in the University, such as collaborative learning, and to increase the capacity for 24 x 7 services.</p>

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	User Comments	Library Responses
<p><b>Printers &amp; Photocopiers</b></p>	<p>There were 77 comments on more printers, 38 comments on improving printer speed and performance, 23 comments on better services and less down time, 14 comments on more copiers, 10 comments on more scanners, and 9 comments on moving noisy printers and</p>	<p>To provide better service and equipment, last year, 11 copiers were replaced with new models that accept Octopus card payment. 2 new color printers/copiers were acquired and made available to users in Photocopying Unit (PU) on G/F. The Library will continue to work with vendors to improve the printer interface. For scanners, the Library now provides 4 high-speed colour scanners in PU and Research Enhancement Centre (REC) on 3/F. 2 desktop scanners</p>

	copiers farther away from study areas.	attached to PC workstations at REC IT Lounge are available for <a href="#">advance booking</a> . Free high speed scanning service was made available on 3/F and G/F. It will continue to review the need for more scanners.
<b>Computers</b>	There were 74 comments requesting for more computers, 26 comments for newer models, 54 comments on the installation of Microsoft Office on more computers, and 34 comments requesting for Notebook Loan Service.	Currently over 400 PCs are provided on different floors. PCs in Teaching & Learning Labs are provided for use when the rooms are not occupied for Library classes. To meet students' needs, Microsoft Office applications and selective graphic applications will be extended to over 300 public computers in the Library. The Library also plans to upgrade 50 obsolete computers, and provide more computers in the new study area created from the Exhibition Hall and in other collaborative study areas. The Library will continue to review the provision of computers, and will make re-arrangement as needed. At this stage, it has no plan to provide notebook loan service, due to budgetary constraints. Students are encouraged to either bring their laptops or tablets, or use the computers in the Library.
<b>Noise &amp; Seat Reservation</b>	There were 71 comments on noise in the Library, and 58 comments on Library seats reserved illegally with personal belongings.	Signs showing quiet study or collaborative study zones are posted in all areas of the Library to allow users to determine which areas of the Library are best for the type of study environment they need. There is an Anti-Noise and Anti-Seat-Reservation Campaign during the revision and examination period. Unattended belongings will be removed, and Library staff will patrol more frequently to monitor the noise level and number of vacant seats still available. To create more study space for PolyU students, the limited access arrangement has been introduced to impose access restriction on JULAC users during revision and examination periods, giving PolyU students priority in using Library space. In addition to the 24-hour Study Centre in Room L001, the Quiet Study Room in L003 on G/F which provides over 380 seats are opened 24 hours during examination periods.

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	<b>User Comments</b>	<b>Library Responses</b>
<b>Power points</b>	There were 57 comments demanding for more power points in the Library for use of personal computers or tablets	The Library has provided power points in private study carrels and each individual seat in newly renovated areas on P/F and 3/F. It will be adding more power points on different floors, where possible, by using power extension panels as an interim measure.
<b>Washrooms</b>	There were 41 comments on toilet hygiene and demand for more female toilets	User suggestion and comments will be forwarded to FMO for consideration.  All washrooms in Library were renovated several years ago. It will continue to work with FMO to review the cleaning schedule of washrooms and review the requirements as needed when renewing the contract with the cleaner contractor.
<b>Signage</b>	There were 38 comments, most on the difficulty of finding their way in the Library or locating books on shelves.	To help users locate library materials, and navigate their way through the Library, a special Library Task Force has been set up to design clear and stylish signage to direct users to access our resources and services is needed. The Library will also explore ways to clearly show the book locations on online Library Catalogue and Library floor plan. Users can approach our Student Ambassadors or Library Staff for assistance. More Library staff will also be deployed to rove around the

