

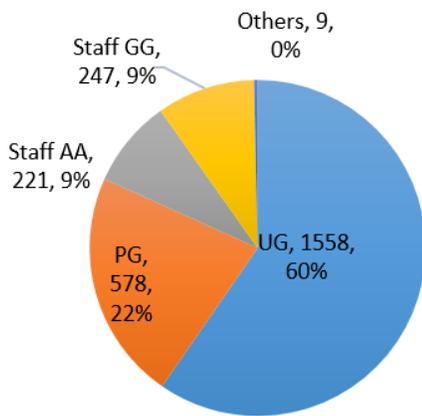
# **Library User Survey**

**26 Jan to 28 Feb 2017**

Pao Yue-kong Library

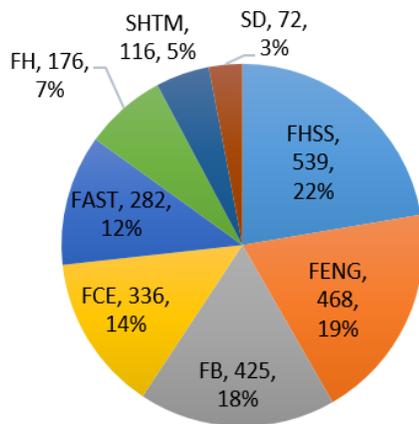
The Hong Kong Polytechnic University

## Profile of Respondents



The Library survey was conducted from 26 Jan to 28 Feb 2017. An email announcement was sent out to all PolyU students and staff on 26 Jan 2017. Users could submit the survey via online or printed form. As for the online survey, the input of Library Number and PIN for authentication was required to ensure only valid users could participate with no multiple submissions.

Altogether 2,613 valid Library users took part in the survey. 1,558 responses were from undergraduates (UG), 578 from postgraduates (PG), 221 from academic/research (Acad/Res) staff, 247 from general grade (GG) staff, and 9 from other users (including HKCC, Alumni and JULAC cardholders). Of all the PolyU student respondents, 84% were studying full-time, while 16% were part-time.

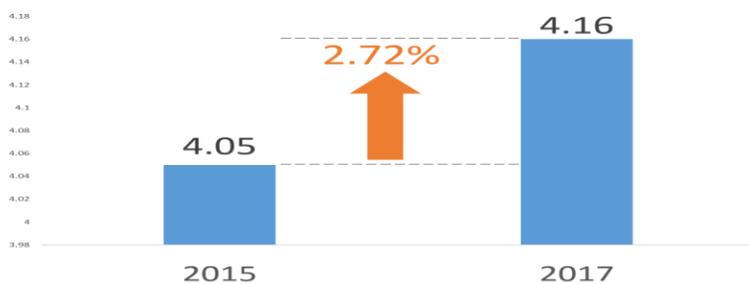


In terms of number of respondents, the top three faculties were FHSS, FENG and FB, while the top five academic departments were FB, SN, APSS, ABCT and RS. There were also 146 respondents from non-academic departments, representing 5.6% of the total number of respondents.

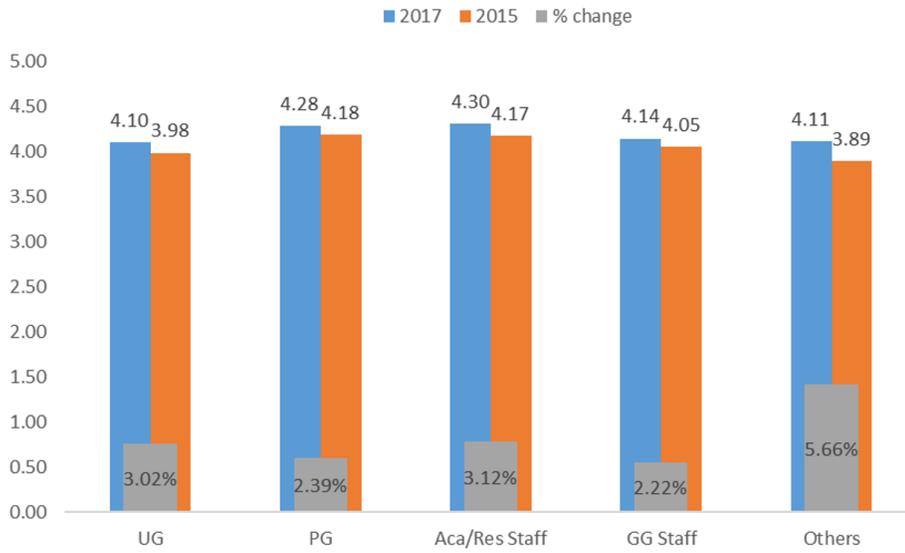
## Overall Satisfaction

Comparing with the Library Survey in 2015, the overall satisfaction rating in 2017 increased by 2.72% from 4.05 to 4.16 (out of a 5-point scale). Academic/research staff were the most satisfied group (average score at 4.30.), followed by postgraduates at 4.28. Nearly 99% of the respondents from our core users (UG, PG, Acad/Res staff and GG staff) had an overall satisfaction rating of 3 or above.

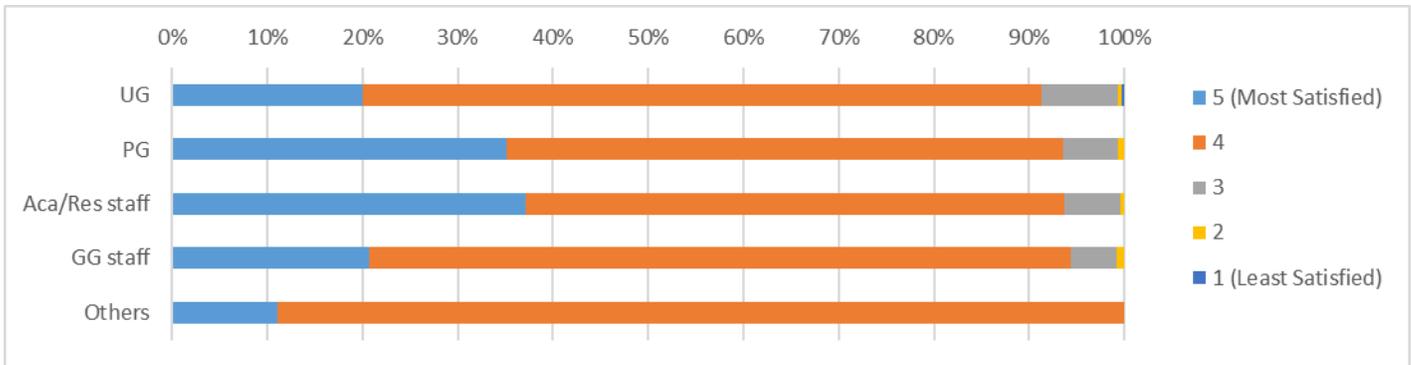
## Overall Satisfaction



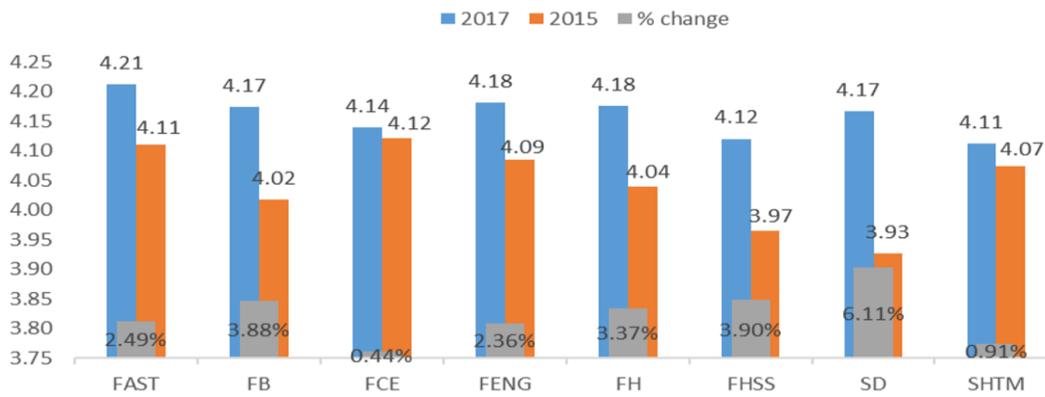
# Satisfaction by user type



## Overall Satisfaction - Rating By User Type



# Satisfaction by Faculty



## Overall Satisfaction by Mode of Study

Study Mode	No. of Respondents	%	Average Satisfaction
Full-time	1,787	83.66%	4.14
Part-time	349	16.34%	4.19
<b>Total</b>	<b>2,136</b>	<b>100.00%</b>	<b>4.15</b>

## Frequency of Library Use

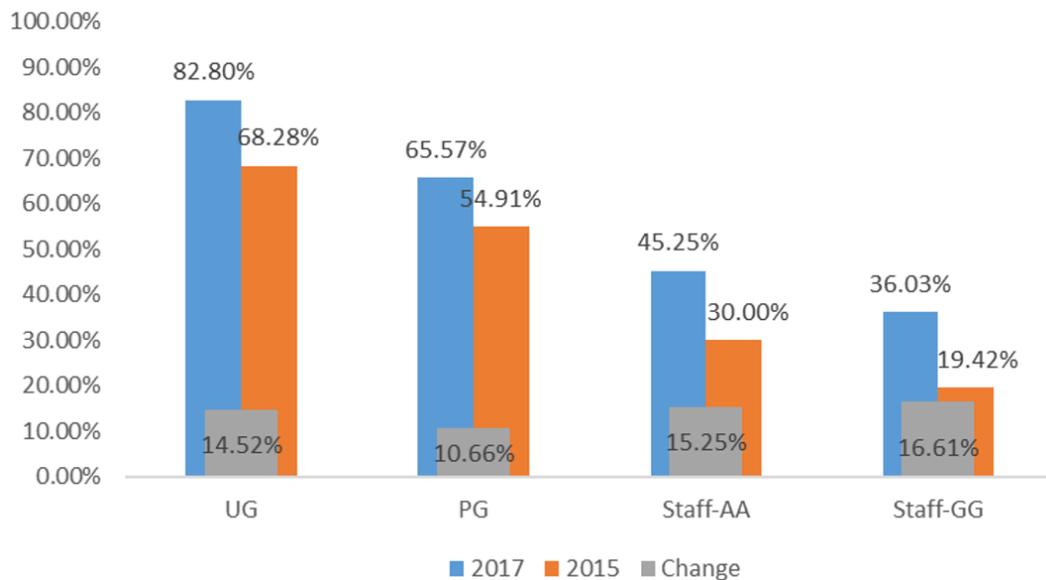
UG visited the Library in person more frequently than other user types. 83% of UG, 66% of PG, 45% of Aca/Res staff and 36% of GG staff visited the Library in person on a daily or weekly basis.

With online access of Library resources, PG and Aca/Res staff were among the top two frequent users. 75% of PG, 71% of Aca/Res staff, 66% of UG, and 34% of GG staff accessed the Library resources online on a daily or weekly basis.

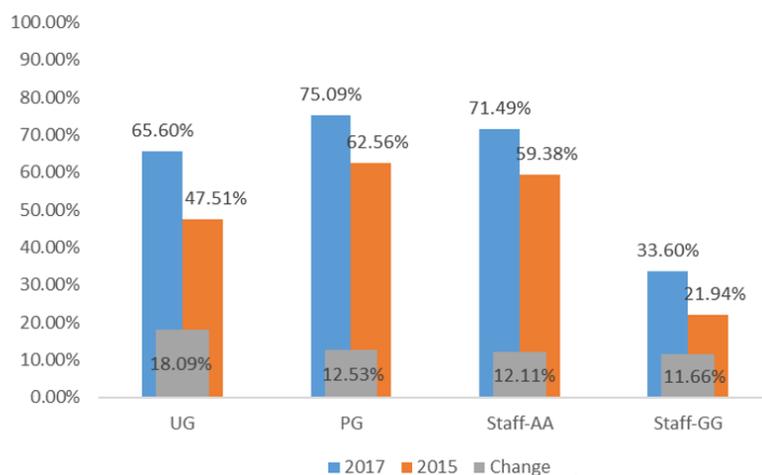
As expected, it was also observed that full-time students visited the Library and accessed online Library resources more frequently than part-time students.

Ranked by frequency of in-person visit, the top three faculties were FHSS, FB and FAST. Ranked by the frequency of online access, the top three faculties were FHSS, FCE and FAST.

### Visit the Library in person daily/weekly



### Access the Library's resources online daily/weekly



### Comparison of Library Use between FT and PT Students

In-person Visit			
Frequency	FT	PT	Total
Daily	34.42%	4.87%	29.59%
Week	49.13%	45.56%	48.55%
<b>Subtotal</b>	<b>83.55%</b>	<b>50.43%</b>	<b>78.14%</b>
Month	12.31%	33.81%	15.82%
Semester	2.63%	9.46%	3.75%
Seldom	1.51%	6.30%	2.29%

Online Access			
Frequency	FT	PT	Total
Daily	16.68%	9.17%	15.45%
Week	52.94%	51.58%	52.72%
<b>Subtotal</b>	<b>69.61%</b>	<b>60.74%</b>	<b>68.16%</b>
Month	22.33%	29.51%	23.50%
Semester	3.58%	5.16%	3.84%
Seldom	4.48%	4.58%	4.49%

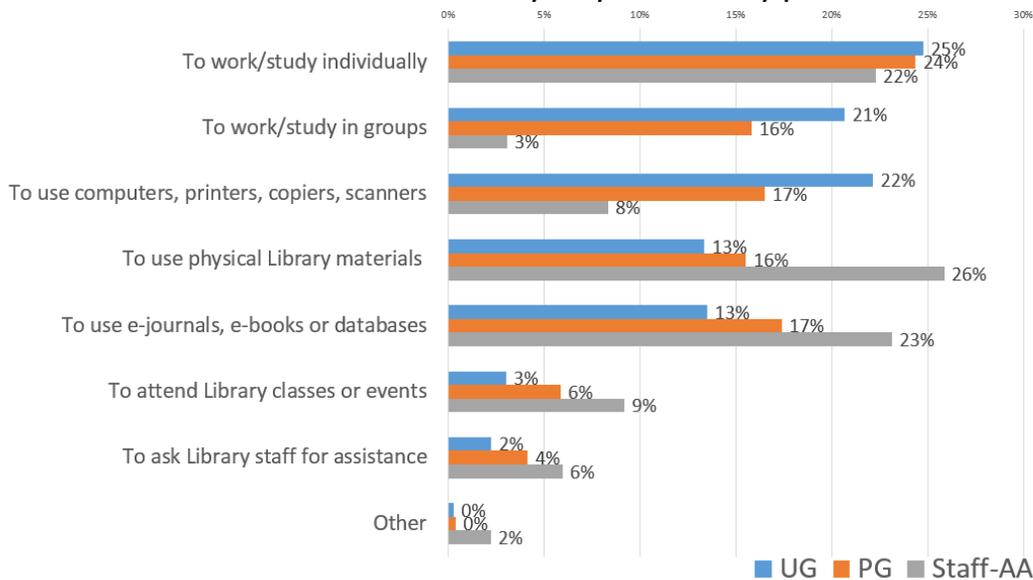
### Activities in Library

The top five activities performed by our core users in the Library included *working/studying individually* (25%), *using computers, printers, copiers, scanners* (19%), *working/studying in groups* (16%), *using physical Library materials* (16%), and *using e-journals, e-books or databases* (15%).

UG tended to *work/study individually* (25%), *use computers, printers, copiers, scanners* (22%), and *work/study in groups* (21%). The most frequent activities by PG were *working/studying individually* (24%), *using e-journals, e-books or databases* (17%), and *using computers, printers, copiers, scanners* (17%).

Aca/Res staff mainly visited the Library to *use physical Library materials* (26%), *use e-journals, e-books or databases* (23%), and *work/study individually* (22%). Similarly, GG staff mainly visited to *use physical Library materials* (29%), *work/study individually* (27%), and *use e-journals, e-books or databases* (18%).

# Activities in the Library by user type



## Library Services:

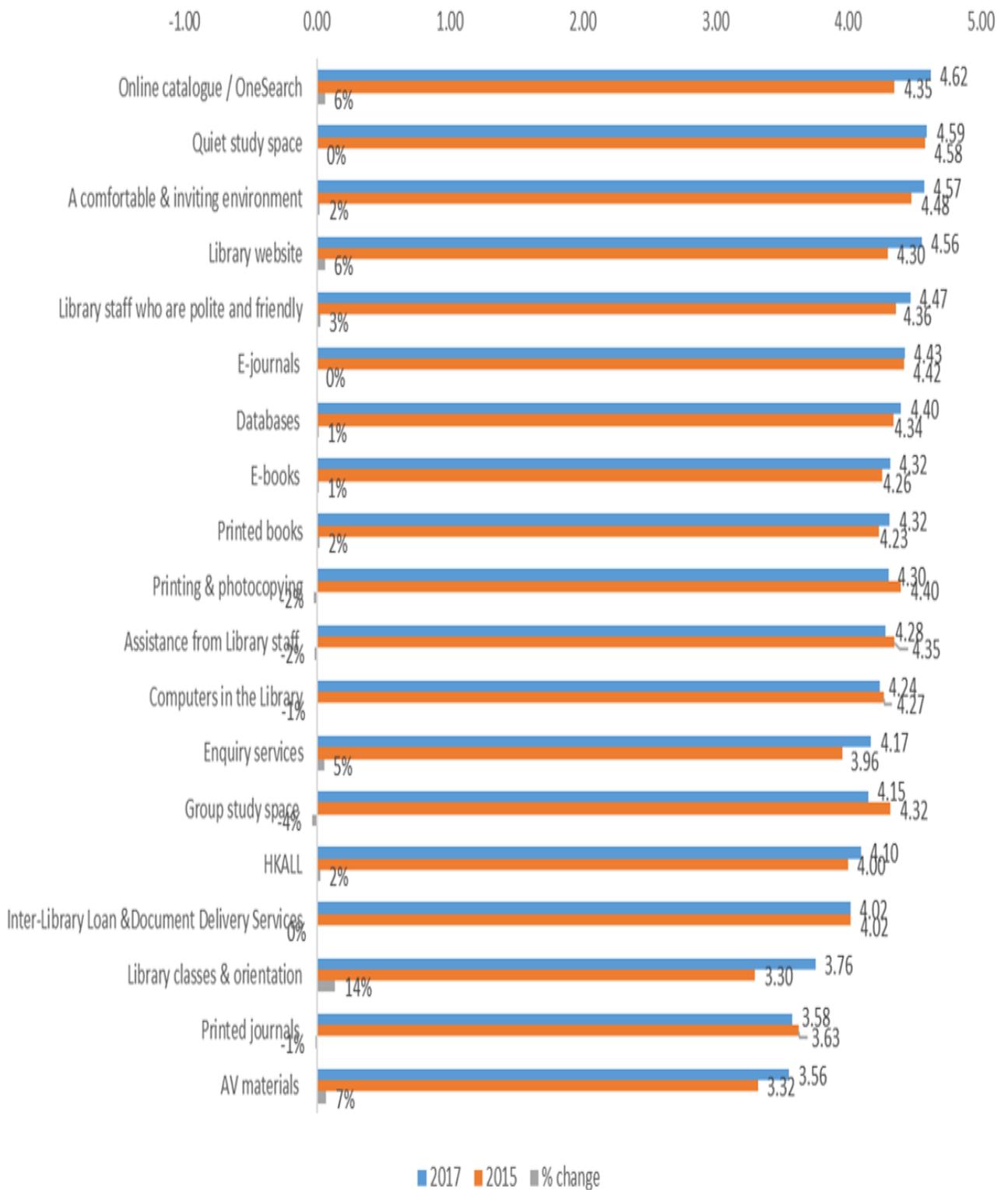
### Importance

The Importance indicates the significance of service provided to the users. Out of a 5-point scale, our core users considered the top five important service areas as follows: *Online catalogue / OneSearch* (4.62), *Quiet study space* (4.59), *A comfortable & inviting environment* (4.57), *Library website* (4.56), and *Library Staff who are Polite and Friendly* (4.47).

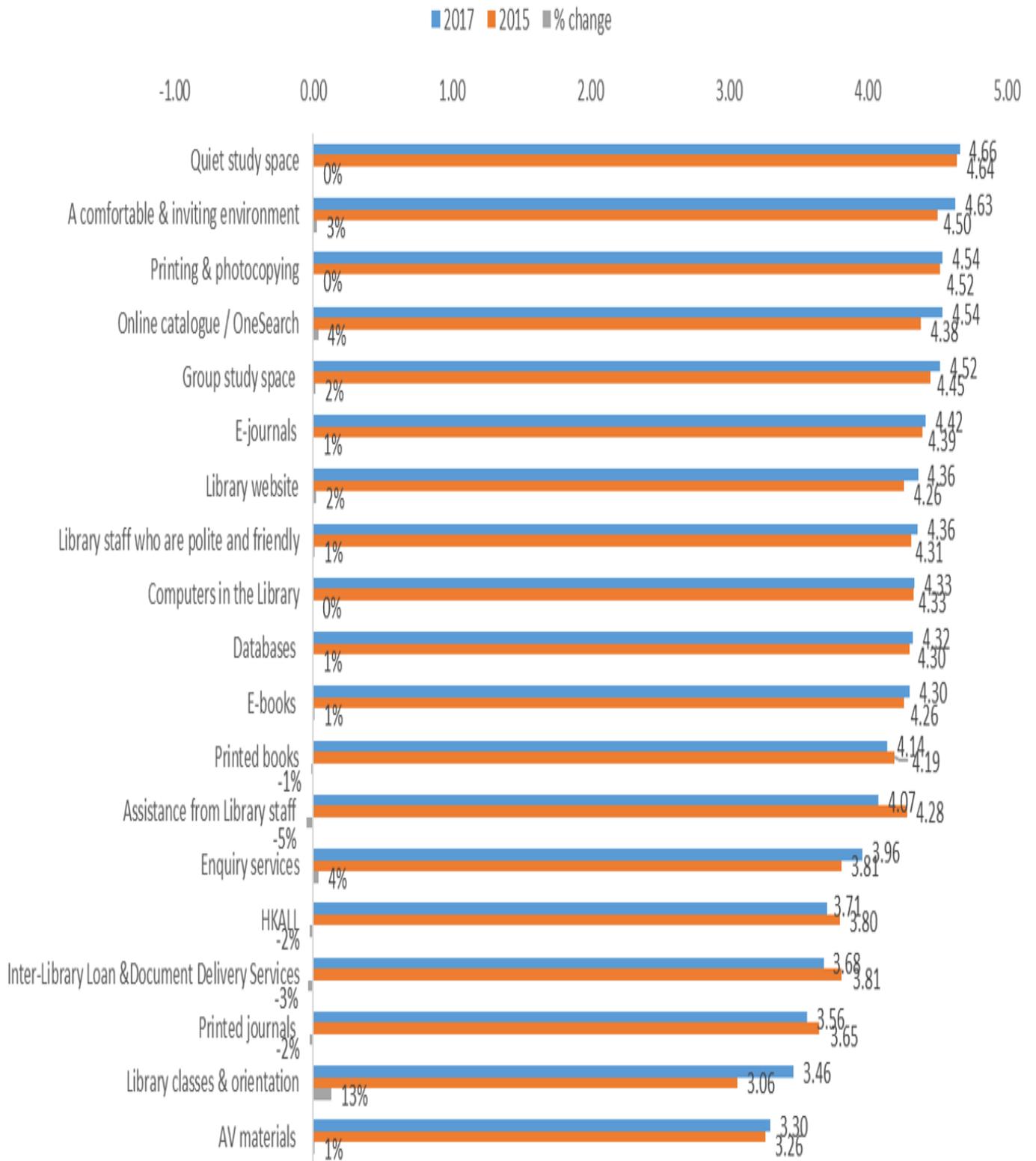
Both UG and PG ranked *Quiet study space* (UG: 4.66; PG 4.68), *A comfortable & inviting environment* (UG: 4.63; PG: 4.62), and *Online catalogue / OneSearch* (UG: 4.54; PG: 4.64) as their top three areas of importance. The two user types differed in that UG placed more importance on *Printing & photocopying* (4.54) and *Group study space* (4.52), while PG were more concerned with *Library website* (4.62), and *Databases* (4.53).

The five areas perceived by core users as less important were *Recording studio* (3.48), *AV materials* (3.56), *Printed Journals* (3.58), *Endnote* (3.73), and *Library classes & orientation* (3.76).

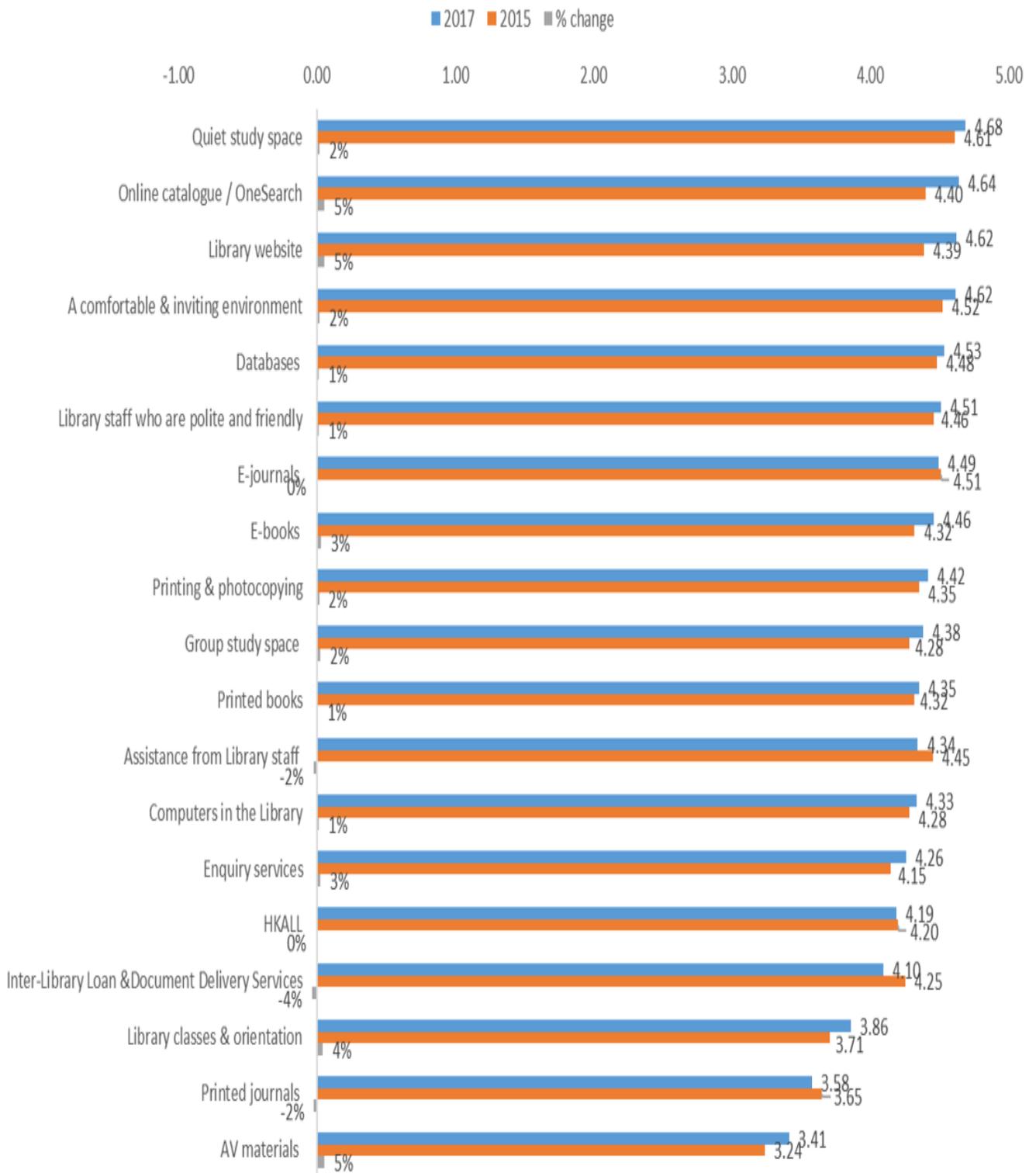
# Importance - Core users



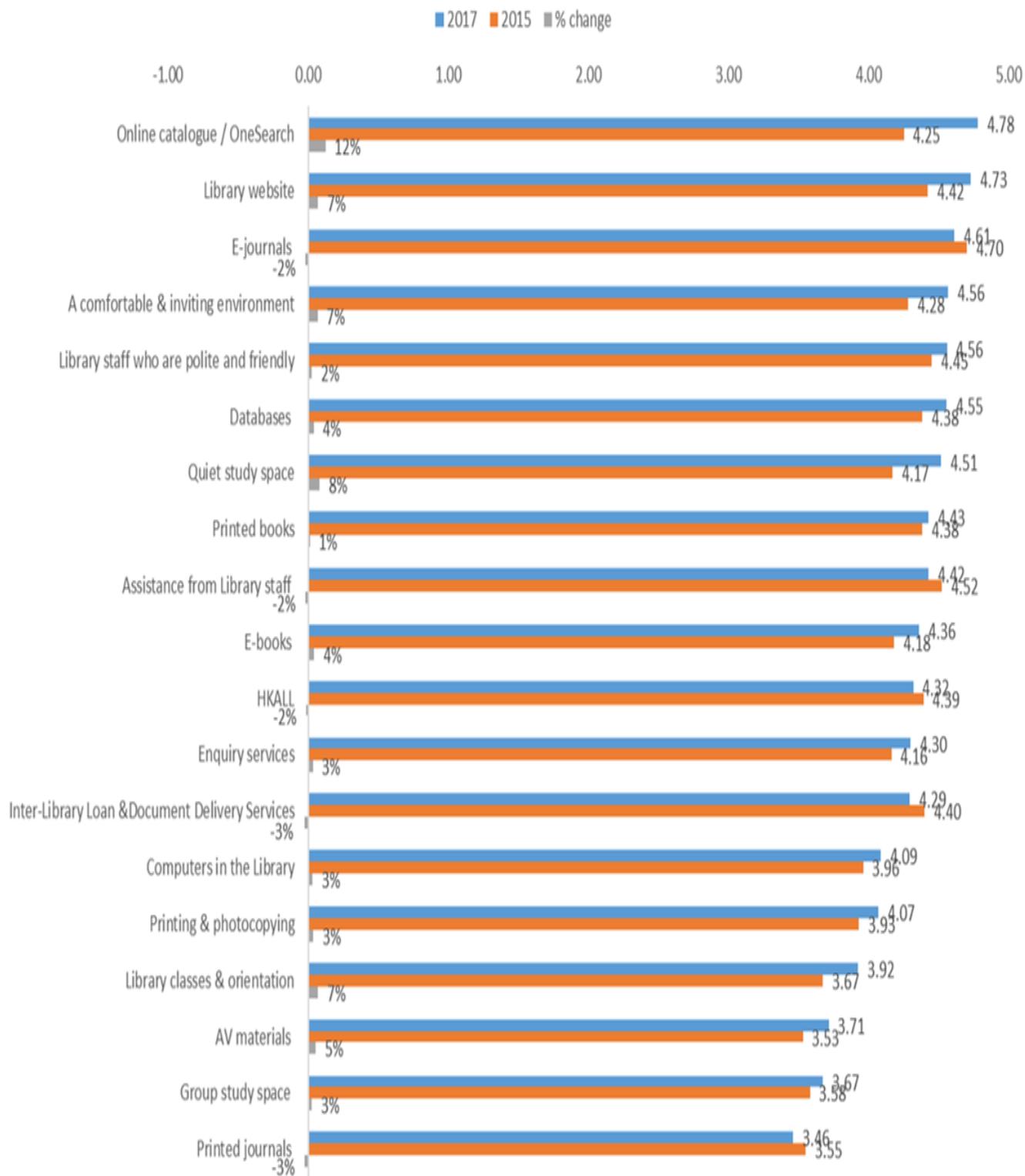
# Importance UG



# Importance - PG



# Importance – Aca/Res staff



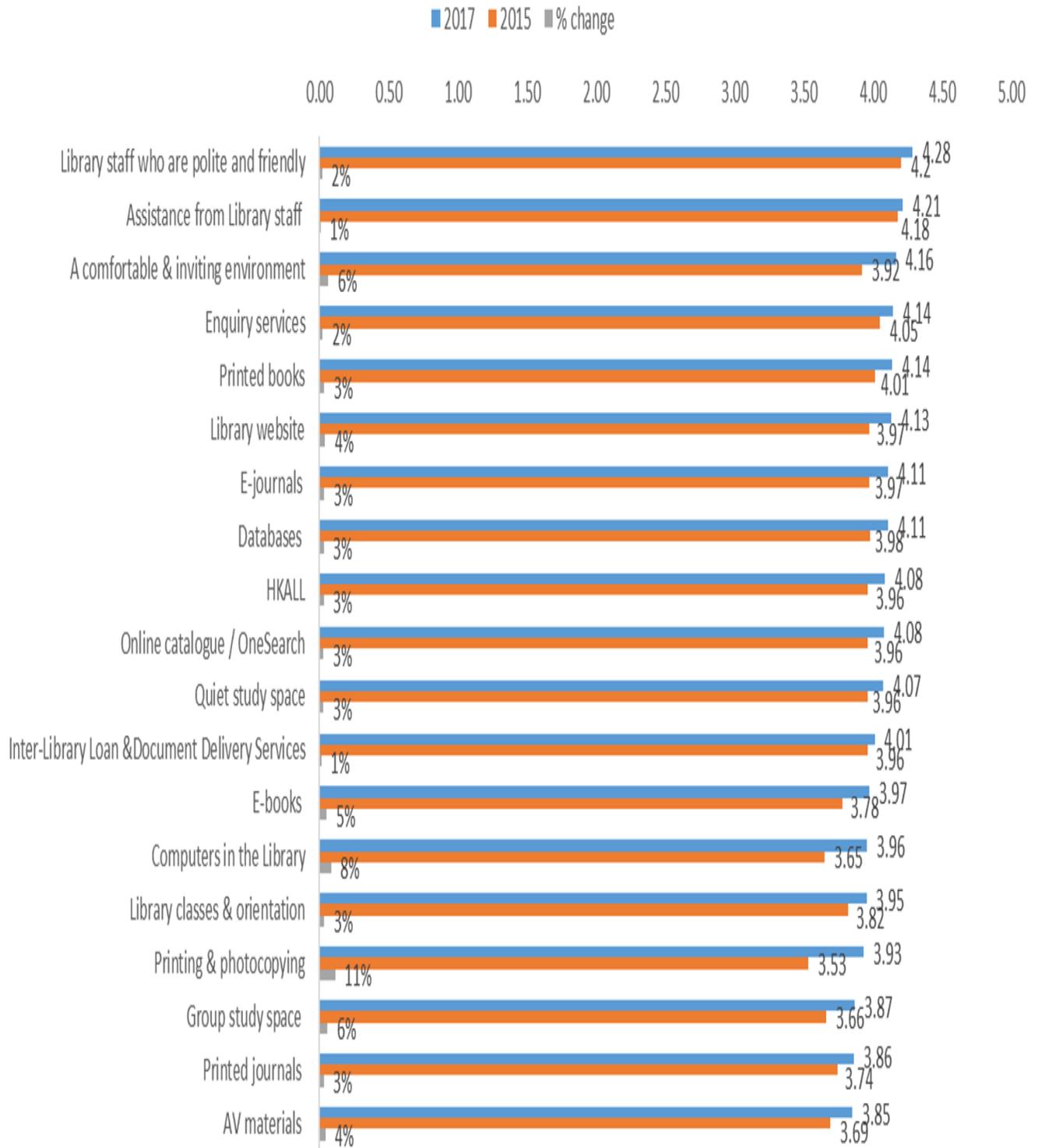
## Level of Service

The Level of Service measures users' perception of actual service provided by the Library. Our core users gave the highest ratings to these five areas: *Library Staff who are Polite and Friendly* (4.28), *Assistance from Library staff* (4.21), *A comfortable & inviting environment* (4.16), *Enquiry services* (4.14), and *Printed books* (4.14).

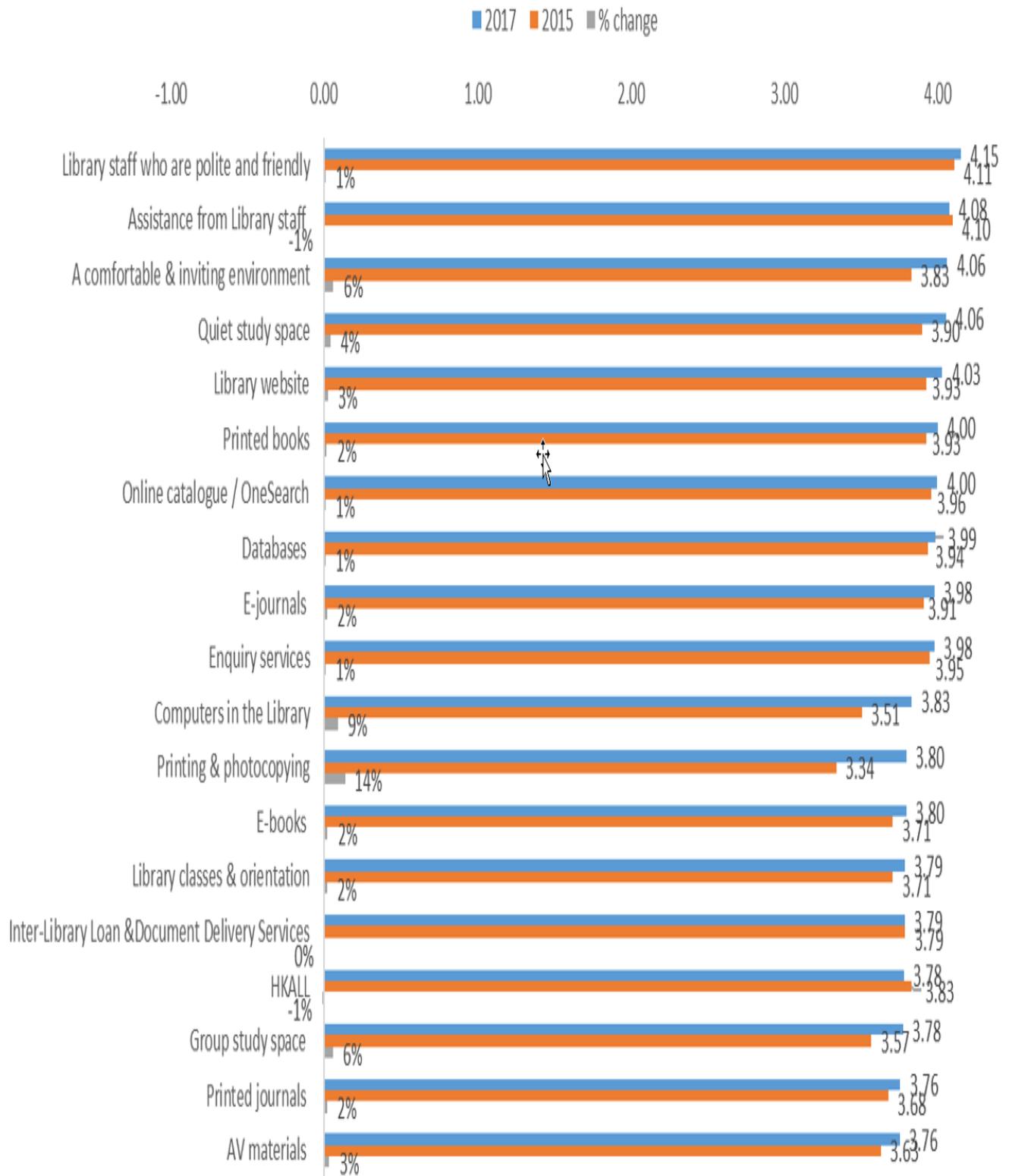
While, UG and PG shared the top three most satisfied areas (*Library Staff who are Polite and Friendly*, *Assistance from Library staff*, *A comfortable & inviting environment*), the top fourth and fifth areas for UG were *Quiet study space* (4.06) and *Library website* (4.03), whereas for PG, they were *Library website* (4.25) and *Enquiry services* (4.24). The top five areas ranked by Aca/Res staff were *Library Staff who are Polite and Friendly* (4.39), *HKALL* (4.32), *Assistance from Library staff* (4.31), *E-journals* (4.11) and *Databases* (4.26).

The five areas perceived by core users to be with the lowest level of services were *Recording studio* (3.72), *AV Materials* (3.85), *Loan of equipment for use in the Library* (3.86), *Printed journals* (3.86), and *Group study space* (3.87).

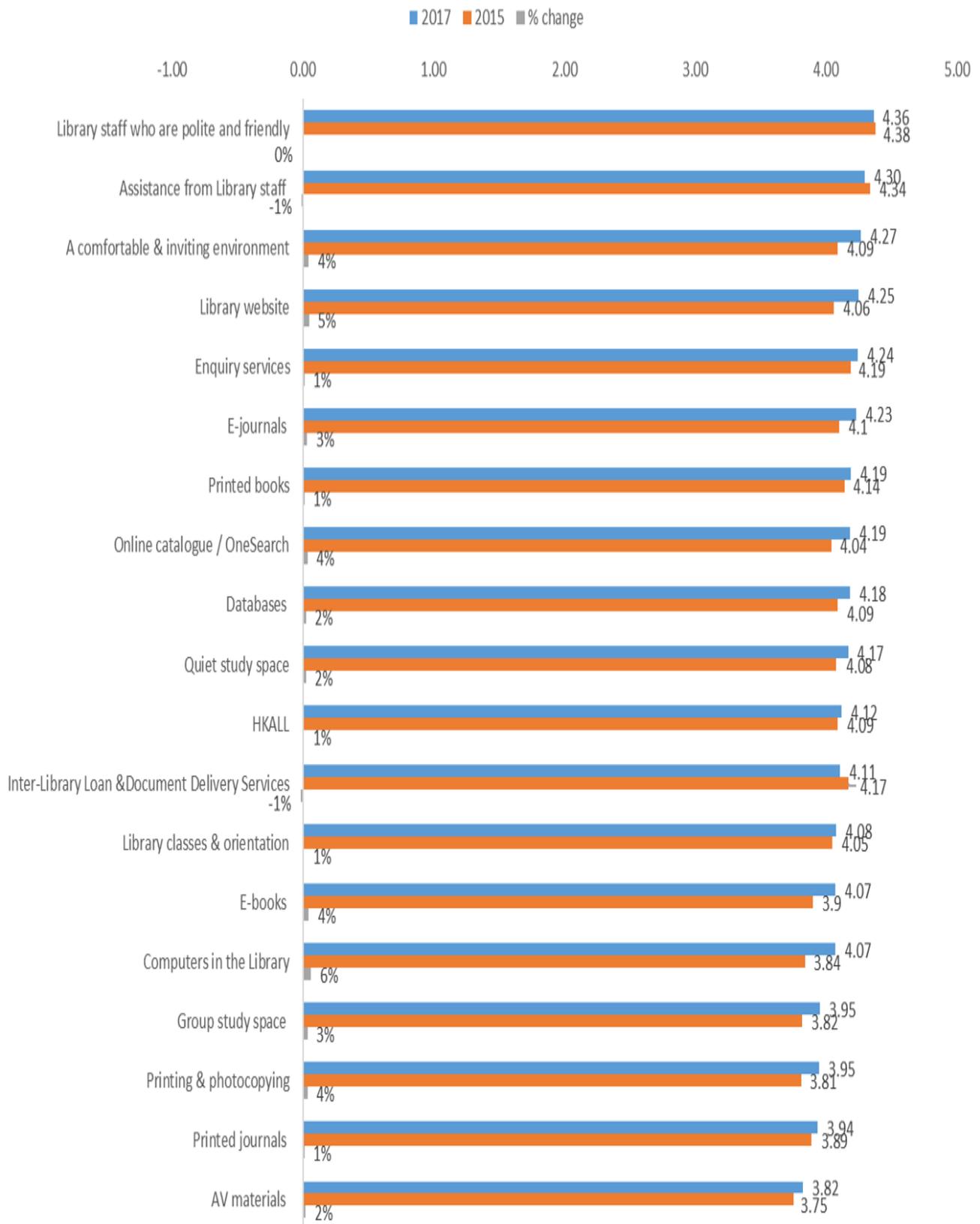
# Level of service – Core users



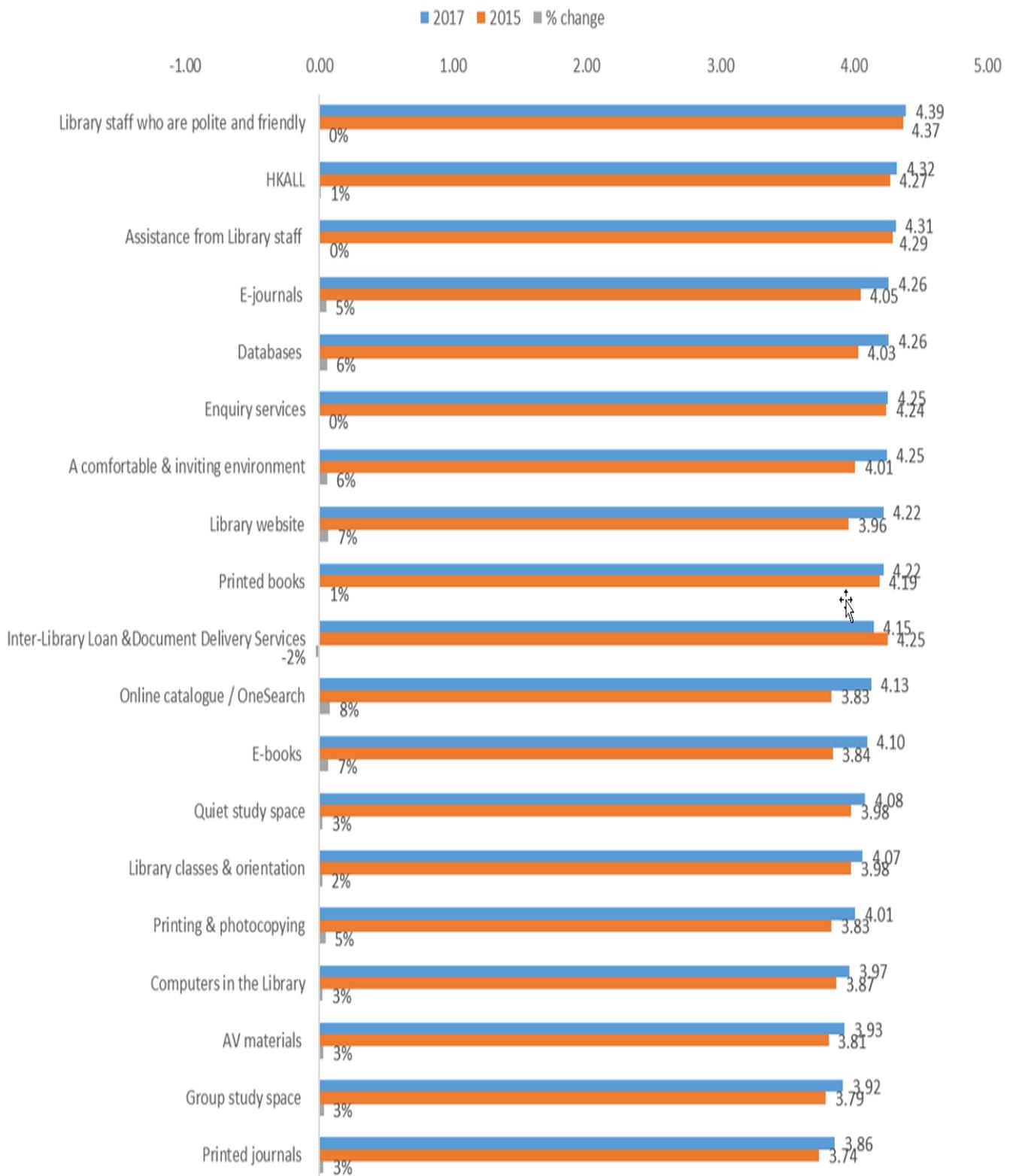
# Level of service - UG



# Level of service - PG



# Level of service – Aca/Res staff



## Service Gap

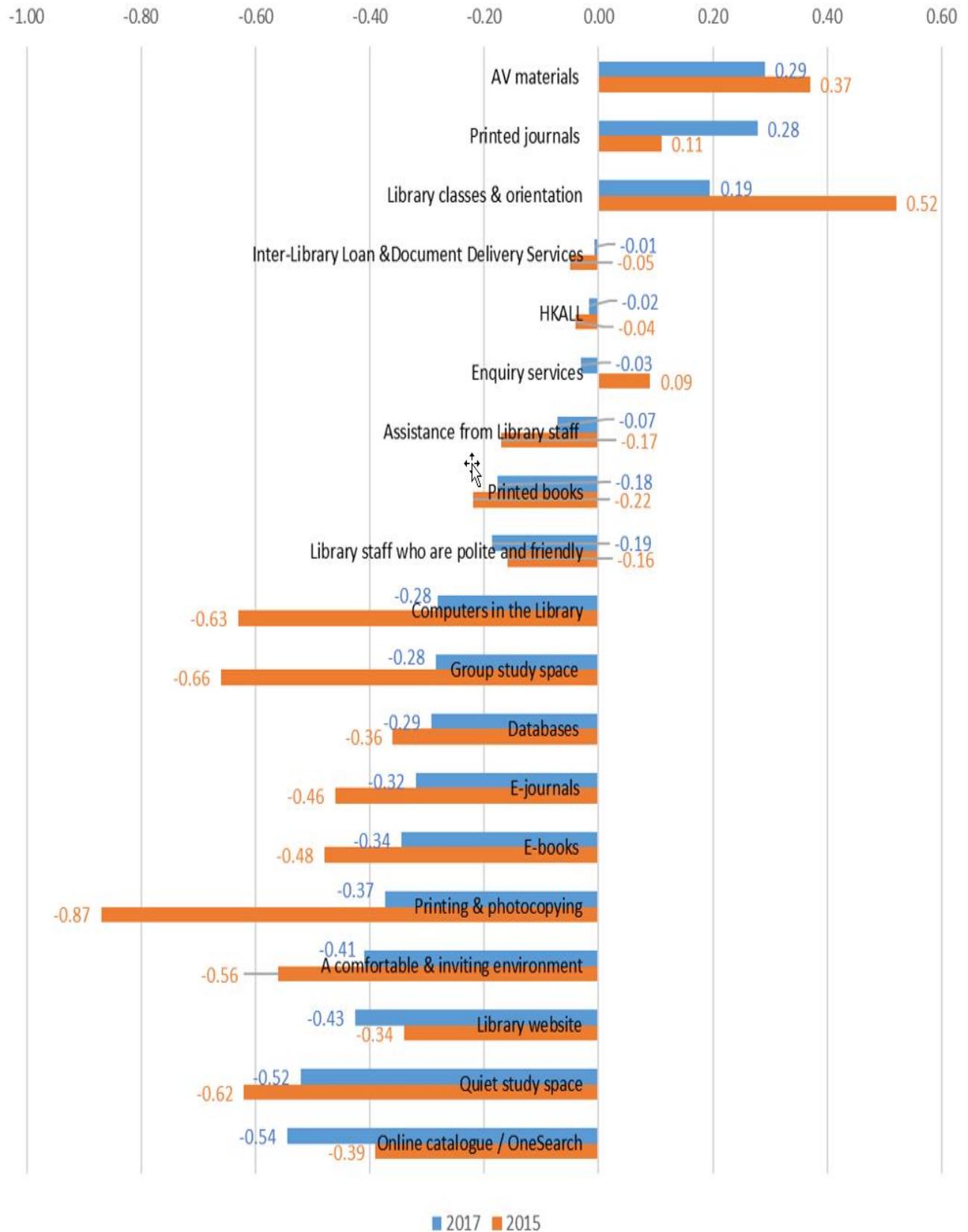
The Service Gap score is calculated by subtracting the Importance from the Level of Service on each question. It indicates whether the Library is meeting the expectations of our users. The services needing improvement would be revealed by negative scores.

According to our core users, the five areas with largest negative service gap were: *Online catalogue / OneSearch* (-0.54), *Quiet study space* (-0.52), *Library website* (-0.43), *A comfortable & inviting environment* (-0.41), and *Printing & photocopying* (-0.37).

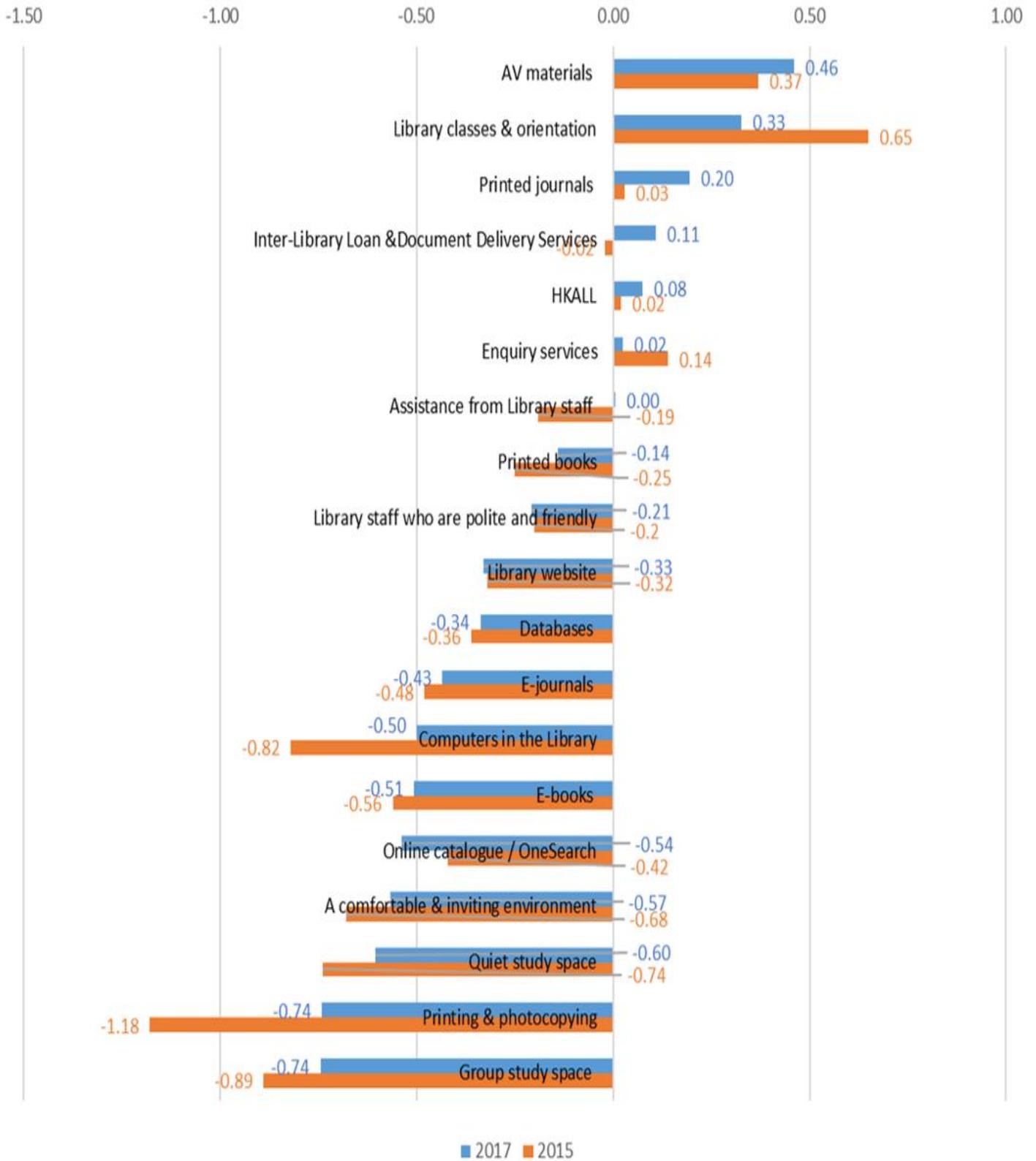
UGs found *Group study space* (-0.74) and *Printing & photocopying* (-0.74) to have the largest gaps in service, followed by *Quiet study space* (-0.60), *A comfortable & inviting environment* (-0.57), and *Online catalogue/OneSearch* (-0.54). Whereas, PG found *Quiet study space* (-0.51) as the area most needing improvement, followed by *Printing & photocopying* (-0.47), *Online catalogue/OneSearch* (-0.45), *Group Study Space* (-0.43), and *E-Books* (-0.38).

As for Aca/Res Staff, their top five in negative service gap were *Online catalogue / OneSearch* (-0.65), *Library website* (-0.51), *Quiet study space* (-0.43), *E-journals* (-0.35) and *A comfortable & inviting environment* (-0.32).

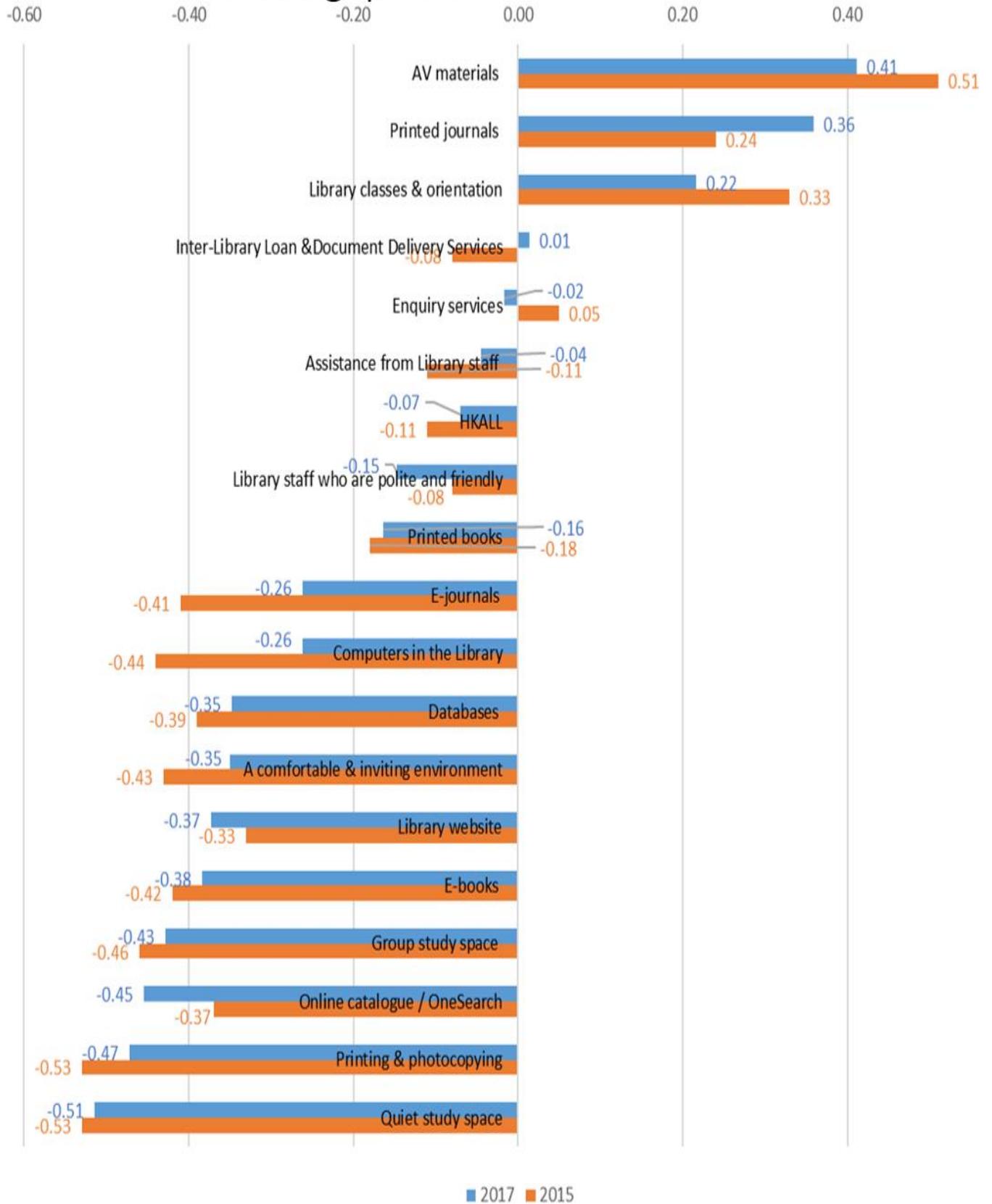
# Service gap – Core users



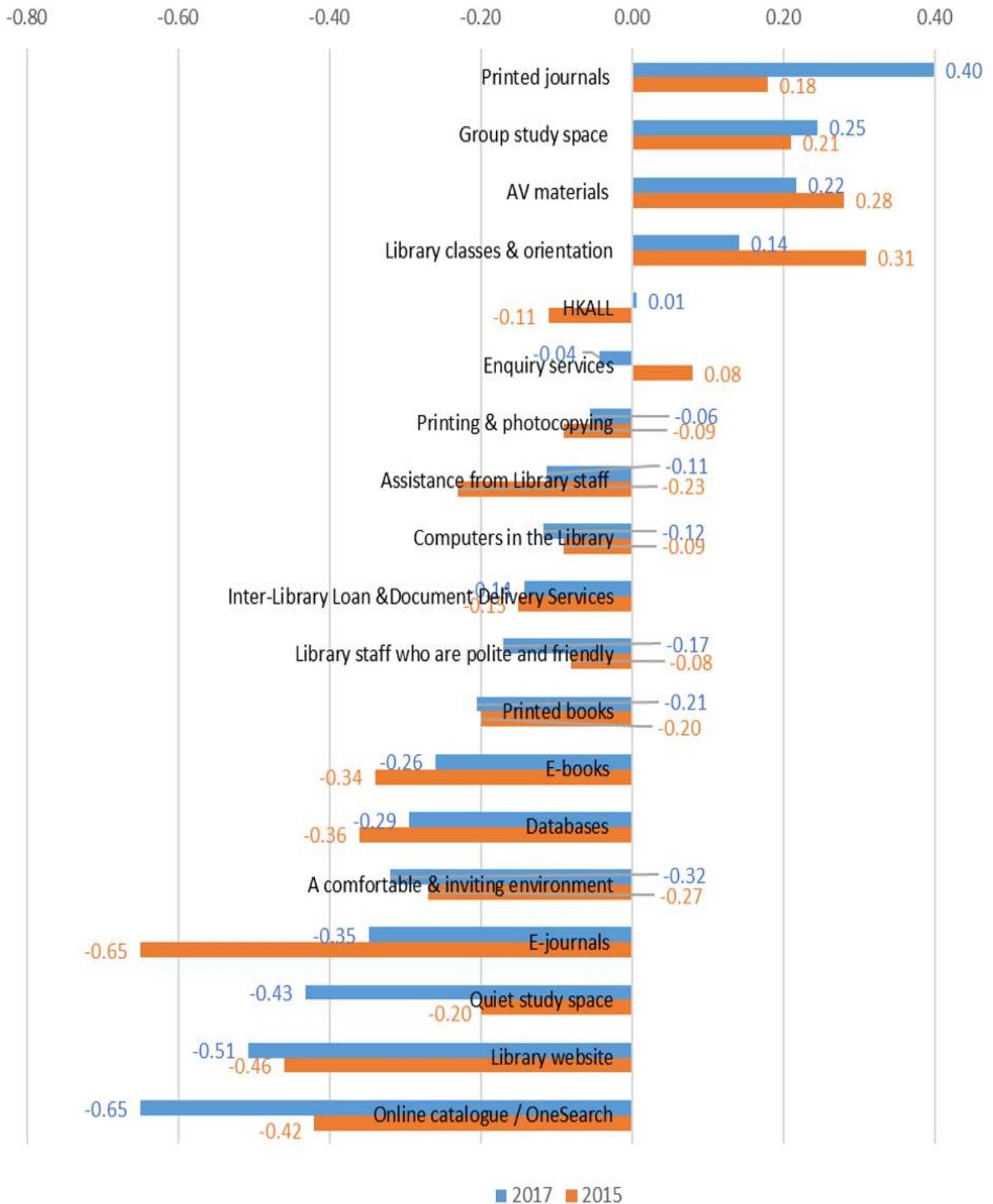
# Service gap – UG



# Service gap - PG



# Service gap – Aca/Res staff



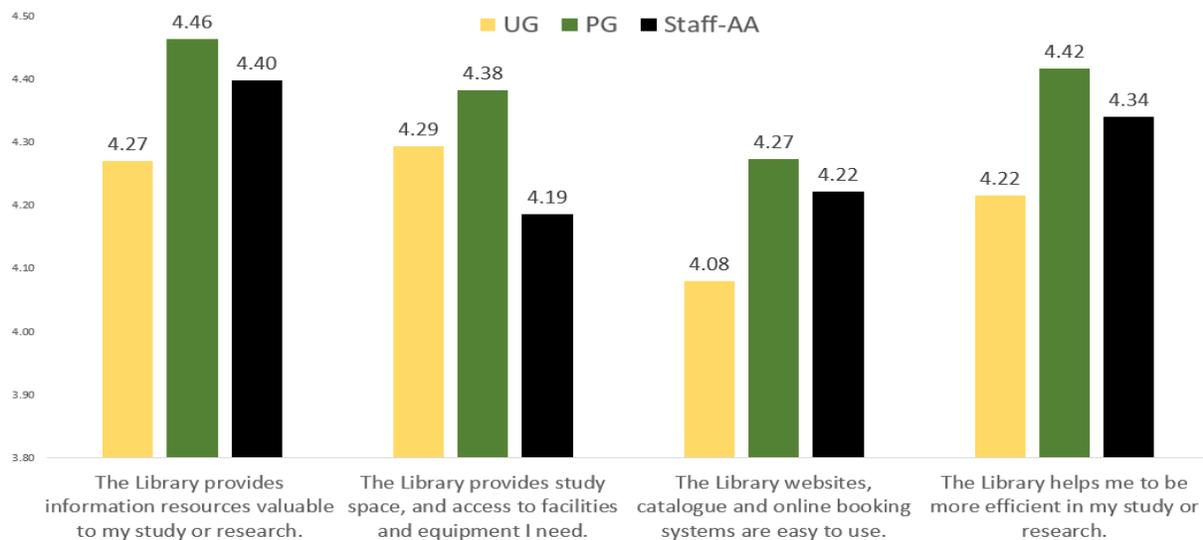
## Helpfulness of Library in academic pursuit

As the penultimate question, survey responders were asked to indicate the degree to which they agree with the following four statements on a five-point scale (5 = strongly agree, 1 = strongly disagree):

- (a) The Library provides information resources valuable to my study or research.
- (b) The Library provides study space, and access to facilities and equipment I need.
- (c) The Library websites, catalogue and online booking systems are easy to use.
- (d) The Library helps me to be more efficient in my study or research.

Overall, all user types found the Library helpful in their academic pursuits – scores for all statements ranked above four on a five-point scale. Across the board, PGs found the Library most helpful in their academic activities, in particular, statement (a) received the highest score (4.46 out of 5) in this section of the survey.

## Helpfulness of Library in academic pursuit (On a 5-point scale, 5 = strongly agree, 1 = strongly disagree)



## Written Comments from Users

The last question of the survey was an open-end question for users to comment on the Library Services. A total of 771 entries were received and classified into various categories. The examples of written responses below are presented as they are in the questionnaires without any correction on grammar or spelling. Action Plan has been compiled on how the Library addressed the comment in the past and near future.

### Overall Library Services

There were 78 comments on overall services provided by the Library, 75 of which were positive and words of appreciation. Three were suggestions on power sockets, security, and email alerts.

A few examples:

- PYK Library is actually the most important place in PolyU, and the service provided is excellent.
- It is really helpful in studying. I love the environment in the library, how staff is working with students.
- I think our library is amazing overall!
- Having studied in HKU before, I would say the PolyU library is a lot better in general, from its service to its layout and diversity/availability of books.
- Library has been an important place throughout my degree study.
- Very proactive for service. I like it!
- Excellent hardware equipment and services!
- I am exchange student from Korea. PolyU's library is beyond my expectation. I have little hope that i can access to e-book in Korean. Thank you
- Big thanks!
- Should provide alert email or notification to remind student to return the borrowed books
- Pay more attention to security. My MacBook was stole in library at my first semester in Polyu.
- I would like to suggest that there could be few private carrels or places for students to read out, and two electrical sockets on each desk if it is possible.

### Collection

There were 130 comments on Library collection and acquisition.

A few examples:

- The availability of books is really good. I have already read a lot of books and plan to read more. I do not only read books related to my studies but to enrich my general culture and the library provide a wide variety of books in its collection.
- Truly amazing book collection! The best I've ever seen!
- I appreciate the various types of AV materials! Keep going;)
- Library should spend more money to buy research papers, especially the e-journal. When I was doing my research, it was common that the journal that I wanted to read is not able to access, BUT it can be accessed by my friends in other University. This hinder my work progress
- if more books can be accessed through ebook, it would facilitate our learning
- Not enough E-copies and the course text books are nearly have no way to hold or borrow. Suggest to have more E copies.

- can buy more journal & e-books, allowing more person to access to same e-book at same time will be more convenient
- usually have to wait until semester to borrow textbook because its always borrowed by someone already, only 1 textbook isnt enough for courses with many students
- I noticed that some books have a lot of same copies. I just wonder if it is necessary to do so?
- I somehow think that the hardcopy book collection are out-of-date and does not have much variety

Overall, users asked for	Library's Responses
<p>More library resources, such as books, e-books, journals, newspapers, databases and Chinese titles</p>	<p>Comments and suggestions made by survey participants are noted and will be followed up by Faculty Librarians. Users are also welcome to submit their suggestions for additions to our collection via the Library Homepage (<a href="https://www.lib.polyu.edu.hk/services/borrowing/suggest-purchase">https://www.lib.polyu.edu.hk/services/borrowing/suggest-purchase</a>). The Library will evaluate all suggestions received based on its collection development policies and budgetary constraints.</p> <p>The Library's collection budget is carefully targeted toward materials most needed by the PolyU community. In 2016, over 18,000 print books were added to the collections to support learning, teaching and research. Currently, the Library provides access to over 3 millions e-books, 80,000 e-journals and over 450 databases. Usage rates of journals are closely monitored, so that savings from cancelling less used titles can be used for subscribing new titles.</p> <p>In case the required item is not available in the Library, eligible users can consider using the HKALL services to borrow from other university libraries in Hong Kong. Most items requested, if available, could be picked up at the Circulation Counter of the Library in a few working days. The interlibrary loan and document delivery services of the Library also provides speedy delivery of books, individual book chapters or journal articles from local and overseas libraries.</p>
<p>More copies of textbooks, especially e-copies</p>	<p>In general, students are responsible for purchasing their own textbooks. Nevertheless, to provide an additional source for the required readings to support teaching and learning, the Library will acquire textbook titles based on recommendations from teaching staff and class sizes. We will continue to strengthen our liaison with academic departments to ensure that the Library receives the reading lists from faculty in a timely manner.</p> <p>Users can also put a hold on books they want but checked out by other users. Based on the number of holds placed on individual titles, the Library will consider acquiring additional copies, or</p>

	<p>moving a copy to the Reserve Collection to expedite circulation.</p> <p>Whenever possible, books are acquired in electronic format to facilitate multiple access. However, the current business model of most e-textbook publishers is to sell directly to individual students, instead of institutional subscribers like libraries. The Library will keep negotiating with major publishers to work out an alternative subscription model.</p>
Update book collection	<p>With the implementation of the e-preferred policy, most new resources are now acquired in electronic format. Based on its collection development policy, the Library will continue to withdraw outdated print books and titles with multiple copies from the collection. Books with low usage will also be relocated to the remote storage in order to maintain an updated book collection on campus.</p>

## Group Discussion & Private Study Area

There were 26 comments on discussion space, 23 comments on discussion rooms, 17 comments on sufficiency of study space in general, 16 comments on individual study space, 10 comments on 24-hour study spaces, 9 comments on Research Carrels, 6 comments on minimum number of users required to book discussion rooms

A few examples:

- The renew of the study corner (individual space for self-study) is very good. It provides me with the private and quite space for study.
- It is really helpful in studying. I love the environment in the library, how staff is working with students.
- the library is very good because it gives me a quiet study space for revision in both term time and exam time.
- I love the environment of library, it is cosy and comfortable
- The library gives me a quiet and comfortable space for my study and revision.!
- The research carrel on 3/F is good for research and study.
- Our library is too crowded comparing libraries in other uni, PolyU lib is like a market :(
- there is no enough seats for students as most of PolyU students like to study in library.
- Maybe more discussion rooms can be made available for us as we need to prepare for presentation
- It was very full before the exam period and we couldnt book a room for practice 24-hour Study Centre and those two discussion zones are often full. It's inconvenient to find another place which allows us to have group discussion comfortably. I believe offering more rooms for discussion in the library will be good for students.
- More individual study area (with partition and comfortable chair) is needed.
- Tables and Chairs for group discussion are not enough. Students cannot be easy to find a space to have discussion.

Overall, users asked for	Library's Responses
More individual study space and group discussion space	<p>Renovations works have been carried out on G/F, 1/F, P/F and 3/F in the past few years to create a variety of spaces for different learning needs.</p> <p>It is planned to open Room L003 for 24-hour access throughout the year in June 2017 to provide an additional 200 seats for quiet study after the Library closes.</p> <p>Other future plans include the conversion of North wing of 4/F into a collaborative study space with group discussion booths and open discussion space, and increasing the provision of quality quiet study space on other areas on 4/F and 5/F in 2017 and 2018. By relocating less used books and bound journals to the Library's remote store, more shelving space will be converted into individual or collaborative study space.</p> <p>In the long term, the Library will continue to pursue funding from the Government for the Library Extension and Revitalization Capital Works Project to add an additional top floor and renovate the whole Library's building.</p>

## Air Conditioning / Ventilation

There were 40 comments on air quality, and 40 comments on temperature level.

A few examples:

- It always feels stuffy in the library.
- Some self study space on 4&5/F has very poor ventilation. I get tired very easily sitting there doing revision.
- Please upgrade/ repair the ventilation system especially for 1/F and G/F.
- Library may consider renovate the air-conditioning system in the future. The indoor thermal comfort and air-quality was particularly poor during the peak period of the library (i.e. Midterm/Exam Period). A high concentration of CO2 was found at the 4/F and 1/F, where their are lots of self-study seat. This may cause a high possibility of health outbreak.
- The degree is too low › sometimes I just can't stand and leave.
- air conditioning is too strong, 3/f is always very very cold
- The air-conditioning in the library is often too cold in summer time, especially on the first floor.

Overall, users asked for	Library's Responses
Better ventilation system	The temperature inside the Library building is set within the range of 22-25

<p>for better air quality and supply of fresh air, and temperature control</p>	<p>Degree Celsius. However, fluctuation is possible during the day due to a variety of factors, such as the number of users in the areas, the distance from windows or air outlets, or changes in weather conditions outside. Users can try different areas of the Library to find a spot where the temperature is most comfortable for them. In case a particular area is found unusually cold, hot or stuffy, users can seek assistance from any service desks. Library staff will report the case to the Facilities &amp; Management Office to follow up immediately.</p> <p>With the installation of more fresh air duct and the expansion of the capacity of air-conditioning system, temperature control and fresh air circulation on the 4/F and 5/F of the Library is expected to improve by the end of 2018.</p> <p>In the long term, the Library will continue to pursue funding from the Government for the Library Extension and Revitalization Capital Works Project to upgrade the air conditioning and ventilation system of the whole Library building.</p>
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## Photocopying / Printer / Scanner Services

There were 30 comments on printer provision, 14 comments on maintenance and repair service, 7 comments on printing quality, 7 comments on photocopier provision, 5 comments on scanner provision, 5 comments on printing process time

A few examples:

- I like PolyU library because it provides me a good place to do research. I particularly like the printing services which is very user-friendly!
- Those scanner, photocopier and printer are in good performance and the price of using it is reasonable.
- Actually, printing service provided by the library is way better than those in M core.
- the printing services was a little hard to understand
- printer (especially on the podium) is often out of service with many students lining up for printing.
- More printers should be installed since the number of printer now cannot fully satisfy students' need.
- More maintenance of photocopying and printing machines as some devices are sometimes out of service
- Printer quality can be better because the paper printout from library printer always has some black mark (carbon mark) on the paper.
- Stapler on each printer

Overall, users asked for	Library's Responses
<p>More printers, better printing quality and performance, and staplers nearby</p>	<p>The Library has upgraded 19 sets of black and white printers over the past two years, and has planned to replace all colour printers with better printing quality in 2017/18.</p> <p>To respond to user needs, we will ensure that staplers are now</p>

	provided at, or near all printers.
More efficient maintenance service	We have requested the suppliers to increase the frequency of preventive maintenance for all printers, and will closely monitor the usage to adjust the maintenance schedule accordingly during peak seasons.
More photocopiers and scanners	The Library provides a total of 38 printers and photocopiers, and, based on usage data, has added seven scanners over the past few years.  To maximize usage, it is planned to relocate printers and photocopiers from areas with relatively low-usage to high-usage zones in 2017/18.
Better instructions on use of printers	The Library has revised all user guides with clear and detailed instruction last year. The guides are placed at the machine and also available online.  To enhance ease of use, QR codes will be added on the machine to direct users to the guides on the Library's Homepage ( <a href="https://www.lib.polyu.edu.hk/facilities/copiers-printers-scanners">https://www.lib.polyu.edu.hk/facilities/copiers-printers-scanners</a> )  As far as possible, the Library will try to reduce the variety of printer models when replacing obsolete printers in future.

## Computers / Notebook PCs / Mac

There were 32 and 24 comments on the provision of laptops and tablets for loan and computers inside the Library respectively, 13 comments on PC upgrade and maintenance, 7 comments suggesting notebook loan to extend use outside the Library, 4 comments on computer software, 4 comments suggesting loan of phone/notebook charging cable service

A few examples:

- Computer and notebook are user friendly.
- not enough computers and they are too slow and poor
- More notebooks should be available for loan and use within the library. Some of the existing notebooks are too slow for working. Please replace those notebooks regularly.
- not enough pc or macbook for loaning
- More macbook and PC and iPad should be prepared for students to borrow since always not enough.
- Allow student to lend notebook and use outside the library is preferred, ps. Within campus area
- more professional softwares that is commonly used for different major . For me , i am a FENG student. Some softwares like AutoCAD and Solidwork are only available in IC and own department .

- There is a bug in the locking out system in library Computer. As the system is locked by user A, information in the same computer could be read by user B with user B' account. It's dangerous for user A as user A has signing in gmail account etc. Then user B might read it or change the password for user A.
- Also, it would be the best if the library can lend chargers of notebooks and tablets to students

Overall, users asked for	Library's Responses
More PCs, PC upgrade and software like AutoCAD	<p>The Library provides nearly 400 PC workstations for users. Last year, 80 PC workstations were updated from Windows 7 to Windows 10. It is planned to upgrade around 100 PC workstations with faster models in 2017/18.</p> <p>AutoCAD Lite is currently available at workstation 13 and 14 on 3/F of the Library. Both workstations will be moved to the newly renovated iSpace in September 2017. It is also planned to install additional software on workstations in iSpace to support graphics production and 3D modeling.</p> <p>PolyU students and staff could also make use of the Virtual Student Computer Centre (vSCC) to access a variety of the OS and software, including Adobe CS6, on Library's computers.</p>
More laptops and tablets for loan	<p>25 laptops, 5 Macbooks and 3 iPads are now available for loan at the Circulation Counter. It is planned to upgrade the hardware for all notebooks in the coming few months. A new iPad Pro will also be introduced soon.</p> <p>The Library will review the usage of different types of equipment regularly and adjust the number of specific equipment provided based on usage data and feedbacks from users.</p>
Loans of chargers and cables	<p>To provide easy access to power, tabletop power outlets that support charging by USB cables have been installed in some new tables for collaborative study.</p> <p>Users can also make use of the battery charging station on P/F of the Library to charge their mobile phones or tablets. It is planned to provide an additional battery charging station on the 4/F by the end of 2017.</p>

## User Education

There were 12 comments on more guidance/orientation on using Library services, facilities and equipment, 6 comments on offering more workshops and suggestion of workshop topics, 6 comments on issues regarding provision of evening/weekend workshops, 5 comments on the helpfulness of Library workshops.

A few examples:

- The video shown in library orientation session is useful and should be made available on the website as Q&A.
- Library workshops are very good
- I love the learning classes of endnotes and the others. It would be good to have web-based learning as well.
- about the library, I can only know how to borrow the books and it provide a good environment to study, but about the other facilities, I didn't know how to use or borrow.
- Most of library teaching classes are not available on Sat or night time for part time students.
- Shall you provide more guidelines for part-time students
- Since I am senior student, I have no knowledge of how to make good use of library resource for my studies. I would suggest that those workshop should be initiated before the start of semester so that they can easily pick up the materials from library in an efficient way when most of them are free at that time. It would be very helpful for them to utilize library service for their own benefit.
- Some services, facilities or equipment may not be known to students and thus student may not able to use them.
- can offer some guide for freshman like how to book computer through using ibooking system
- Need more workshops on Endnote

Overall, users asked for	Library's Responses
More workshops	<p>The Library has been organizing a wide range of workshops to cater for the learning and research needs of users. Workshops such as "Library resources for CAR A-D subjects," "Searching for e-journals" are designed to empower postgraduate students, undergraduate as well as senior year students to make strategic use of information tools and develop effective search skills.</p> <p>New workshops such as "EndNote for Mac users" and "Using SciVal to Identify Research Potentials" were introduced this year. Popular workshops with high attendance rate, such as "Online Tools for Assignment Writing" are rerun for multiple times. Twenty-five sessions of EndNote workshops were conducted this year compared to twenty-one sessions last year.</p> <p>We will continue to discover new topics and content based on the research needs of users, and review the workshop schedule with reference to the enrollment figures. Users are also welcome to send us suggestions via the Library Homepage (<a href="https://www.lib.polyu.edu.hk/services/suggestions">https://www.lib.polyu.edu.hk/services/suggestions</a>)</p>

	<p>For help with specific research topics, students and faculty can request private information consultancy sessions with our Faculty Librarians, as well as customized workshops for a class or a small group of students. For details, please refer to the Library Homepage (<a href="https://www.lib.polyu.edu.hk/services/teaching-support/request-workshops">https://www.lib.polyu.edu.hk/services/teaching-support/request-workshops</a>).</p>
<p>More workshops to be conducted in the evenings and weekends</p>	<p>To cater to different user groups, the Library has been scheduling workshops on different topics in the evenings and weekends. For example, EndNote for Mac, Citation Databases (Web of Science and Scopus), Exploring Features of Mendeley and Zotero, and Using EndNote (Part 1 and 2) are scheduled in the evenings and Saturdays. However, attendance rates were relatively low when compared with workshops held in day time weekday. The Library will keep monitoring the enrollment and attendance rates, and adjust the class schedule accordingly.</p> <p>For those who cannot attend our workshops, they can refer to the comprehensive LibGuides on various topics (including EndNote and Research Impact etc.).</p>
<p>Provide more assistance with the discovery and use of Library services, facilities and equipment</p>	<p>In addition to joining Library's Orientations and workshops, users can also make use of the Virtual Orientation on Library Homepage, and various video tutorials to learn about Library services, and polish their research skills anytime anywhere. (<a href="http://libguides.lb.polyu.edu.hk/#sthash.RMqjpYIe.dpbs">http://libguides.lb.polyu.edu.hk/#sthash.RMqjpYIe.dpbs</a>)</p> <p>Help is always available from Library staff at service desks. Users can also call the Library at 2766-7734 or Whatsapp the Library at 6432-0820. For basic informational enquiries or help with using printers or scanners, users can also seek assistance from our student assistants or Library staff roving around and looking for users who need help.</p>

## Noise and Seat Reservation

There were 17 comments on noise, 10 comments on occupied seats by unattended items.

A few examples:

- tactics to reduce emptied seat occupied by personal belongings for excessive period of time
- Quiet areas aren't really quiet, I have experience studying in one where someone was talking loudly over the computer on FaceTime/ Skype, which I have to say is pretty distracting and disturbing
- Hope some students can follow the rules to be quiet at quiet study zone.

Overall, users asked for	Library's Responses
Controlling seat reservation	<p>According to Library Regulations, no seat reservation is allowed by the placement of books or other materials on tables or seats. The Library has put up posters in reading areas and notices on study tables to remind students to clear their seating area once they have finished using it.</p> <p>Library staff will patrol the reading areas at regular intervals to remove personal belongings left unattended for a prolonged period of time in areas where the problem is serious, and when demand for study seats is at its highest during revision and examination period. Users can also approach Library staff at service counters for assistance if they have difficulties finding a seat.</p> <p>To strengthen user education, in the coming Library orientation, librarians will specifically remind students to comply with the Library Regulations on user conduct. New posters and notices will be designed and put up during the Anti-seat Reservation Campaign to raise awareness. The Library will also provide more individual study seats on 4/F and 5/F for advance online booking by the end of 2017 and 2018, and continue to relocate less used books and bound journals to offsite storage, and acquire e-books, so that shelving space can be converted into study space for users.</p>
Better noise control	<p>To provide a learner-conducive environment with different noise levels, the Library building has been zoned into quiet and collaborative zones. Library staff patrolling in the Library building will also remind users making excessive noise to lower their voice. Those who do not comply after verbal warnings might be asked to leave the Library for the rest of the day.</p> <p>Users can also report any noise disturbances to Library staff at service desks, via email or WhatsApp anytime. A Library staff member will come to deal with any noise issues reported as soon as possible.</p> <p>In the coming year, we will review the manpower allocation, and step up frequency of staff patrolling in the evening, and during revision and examination periods. There are also plans to increase the number of single-person carrels to create spaces more conducive to quiet study.</p> <p>To raise awareness of the level of noise allowed in different parts of the Library, a signage project is now in progress to install large-scale noise-specific signage in prominent areas to elicit more courtesy among Library users. The project will finish in phases by the end of 2017 and 2018.</p>

## Power Points

There were 31 comments on insufficiency of power outlets in study space.

A few examples:

- Battery Charging is very useful and more would be better
- i think library has been improved this year. It's very good to have a charger for each study table.
- Provide more Battery charging station & power outlets
- Expecting battery charging station at each floor.
- More electric plug for computer
- Better have more battery charging stations thx!
- Almost all of the electric plugs on the ground floor cannot work properly. Hope they can be fixed
- some sockets on the 1st floor are broken.
- maybe add more battery stations for MacBook, and phones
- there are not enough phone chargers (always full)
- Cell phone charging stations are not enough, cannot meet the large demands of students.
- Having more battery charging area is better, not only for phones. Notebook battery charging is also important.

Overall, users asked for	Library's Responses
More power sockets in study area	<p>Over 1,200 power outlets are now provided for use in the Library, many added during various renovation projects over the past few years. To provide easy access to power, tabletop power outlets that support charging by USB cables were installed in new study carrels and tables for collaborative study.</p> <p>Proposals to add more power outlets in the Research Enhancement Center on 3/F and Discussion Zone 2 on G/F have been submitted to the University for funding support. The objective to provide one power outlet per seat has also been incorporated in the renovation design of the 4<sup>th</sup> and 5<sup>th</sup> floor of the Library, due to be completed by the end of 2017 and 2018 in phases.</p>
More battery charging stations and booths for phones and computers	<p>In view of the overwhelming popularity of the battery charging station on P/F, it is planned to install another battery charging station in the collaborative study space on 4/F by the end of 2017. The Library will also explore the feasibility with the Facilities Management Office to add charging stations on other floors in future.</p>

## Washrooms

There were 17 comments on cleanliness and hygiene, 11 comments on insufficiency of toilet space, 6 comments on ventilation

A few examples:

- Toilets of floors apart from Podium level can be renewed.
- quality of air and hygiene of restroom have room of improvement
- washrooms are always dirty and not enough in terms of quantity
- Please improve the sanitisation of toilets. The male toilets on 4/F, 1/F are terribly smelly
- The restroom facilities should be improve.
- The hygiene of the toilets in the library should be improved such as cleaning more frequent to reduce the odour.

Overall, users asked for	Library's Responses
Cleaner washrooms	<p>In response to user feedbacks, the Library has requested the Facilities Management Office (FMO) to install ozone air purifiers in all washrooms to improve air quality. The project was completed in Mar 2017.</p> <p>The Library will continue to forward use feedbacks to FMO and liaise closely with them on measures to improve the hygienic condition in washrooms, such as by increasing the frequency of cleaning and inspection.</p>
More washrooms	<p>To align with the government recommended ratio, FMO has converted a male washroom on 3/F for female users to increase the ratio of female washrooms to male washrooms in Library.</p> <p>In the long term, the provision of washrooms will be reviewed and adjusted based on Library capacity and the ratio of washrooms in major Library renovation projects in future.</p>

## Loan Policy

There were 23 comments on loan policy, including loan period and renewal policy.

A few examples:

- The loan period for reserved books can be extended.
- prefer a longer period for borrowing books.

Overall, users asked for	Library's Responses
Longer loan period of reserve books	<p>Loan period for Reserve books on hourly loan was extended from 6 hours to 24 hours for undergraduates in Aug 2015. This is to ensure that more students will have a chance to check out the book and read it for a reasonable amount of time.</p> <p>The Library will continue to monitor the circulation rate of</p>

	<p>individual titles, and relocate those on less demand to the circulation collection for longer loan period.</p> <p>Eligible users can also use HKALL services to borrow the required title, if available, from other libraries.</p>
More loan quota, and extended loan period of books	<p>Loan quota for different Library items are reviewed and adjusted regularly to meet users' needs. In 2015, to facilitate use of AV materials, the loan quota of AV items for students and staff was increased to 5 and 8 respectively. In 2016, the quota for students to request books via HKALL was increased from 10 to 15.</p> <p>We have recently reviewed our circulation statistics and found that 99% of users have not exhausted their loan quota. The current loan quota is thus considered appropriate.</p> <p>As for loan period, a new policy will be implemented in 2017/18 to allow users to renew books checked out from the Circulation Collection multiple times as long as the item is not requested by other users, and the maximum loan period does not exceed three times of the original loan period. Undergraduates will thus be able to check out a book from the Circulation Collection for 120 days, while postgraduates and academic staff could have a loan period as long as three terms, provided that the book is not requested by other users.</p>

## Furniture

There were 11 comments recommending designated spaces and/or furniture to take a break, sleep, hold phone conversations, and snack, and 9 comments on table and chair comfort level and compatibility.

A few examples:

- The first floor was well renovated with comfortable and convenient desks and chairs.
- Study tables in AV area are great
- The new facilities such as battery charging station and the new study room are appreciated.
- Better chairs like those in the blue zone (4th floor)
- hardware like chairs on 5th floor could use some update, they are not comfortable :(

Overall, users asked for	Library's Responses
More comfortable furniture	In the past few years, the Library has been replacing outdated furniture in phases to meet the needs of new learning styles and the changing teaching modes.

	<p>In the summer of 2017 and 2018, the Library will work with the University's Campus Development Unit and the appointed design consultancy firm to replace the old reading tables and chairs on the 4<sup>th</sup> and 5<sup>th</sup> floor with modern, comfortable and flexible furniture.</p>
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## Cleanliness of Library Areas

There were 17 comments on overall study area (tables, seats, and carpet), computing equipment, books and bookshelves, group study rooms, Research Carrels and 24-hour Study Centre.

A few examples:

- The computers in the library have a bad hygienic condition
- Arrangement of 24 hours center can be improved in the hygienic conditions
- Please clean the carrel rooms more frequently.
- lot of computer screens and book shelves are very dusty!
- You should clean the study areas more frequently, like whip the tables more frequently
- some floor's carpets have smelled over time.

Overall, users asked for	Library's Responses
<p>Cleaner study areas, computer equipment, books and bookshelves</p>	<p>The Library aims to provide to an inviting and comfortable learning space for all users. Regular cleaning services in the study areas, including computers, bookshelves and carpets, are provided by the University's Facilities and Management Office (FMO). User feedbacks related to cleanliness will be forwarded to the Office for follow up. The Library will also further review the cleaning schedule and manpower arrangement with FMO based on the needs of users and changes of facilities. Frequency of cleaning will be increased during peak seasons when the Library is heavily used.</p> <p>Users can help keep the Library clean and orderly by putting rubbish in bins, and refrain from eating in study spaces, especially the 24-hour Study Centre, as there is no overnight cleaning services.</p>

## Drinking Facilities

There were 7 comments requesting hot water supply on more floors of the Library, and 4 comments of appreciation for supplying hot water in the Library,

A few examples:

- It's so nice to install the hot water machine on podium.
- I'm so happy see library can provide hot water now.
- I strongly suggest that each floor equipped with drinking machine with hot water:D
- please supply more hot water, so far there is only one machine(G floor)can provide this.
- the drinking water quality and the quality of the female toilet need to be improved
- The drinking fountains are always broken down

Overall, users asked for	Library's Responses
Supply of hot water on more floors	The new drinking machine was installed and under trial run on P/F at the end of 2016. The Library will consolidate and forward the feedbacks from users to the Facilities Management Office for their consideration of the feasibility of adding drinking machines on other floors.

## Shelving / Locating Library Materials

There were 11 comments on difficulties in locating books, A few examples:

- It not easy to locate books although I've found the serial number via the lib webpage. It takes too much time to find out which floor and shelf where the book is located. Could there be services that the book can be made ready at the check-out counter with an advance booking?
- Some of books on shelves were sometimes quite difficult to find

Overall, users asked for	Library's Responses
Items on the library shelves to be easier to find	<p>To facilitate wayfinding, the Library will put up more prominent signage and shelf guides. A signage project is now in progress to enhance navigation inside the Library.</p> <p>In the meantime, users can refer to floor guides inside the lift or at lift lobbies. Location of books in different collections and of different call number ranges are also indicated in the location chart on the Library Homepage (<a href="https://www.lib.polyu.edu.hk/services/borrowing/call-no-locations">https://www.lib.polyu.edu.hk/services/borrowing/call-no-locations</a>), at the entrance of reading rooms and on the end panels of book shelves. A print copy of the location chart can be obtained from the Circulation Counter.</p> <p>The Library will continue to improve the interface of the Library catalogue to enable users to locate physical resources easily.</p> <p>Users having difficulties in locating books on shelf may seek</p>

	assistance from Library staff at Circulation Counter who would conduct a search immediately to locate the item.
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## OneSearch

There were 24 comments on search results in OneSearch.

A few examples:

- The online-search system is not very user-friendly. Sometimes I felt confused about the searching results.
- The search function is too weak in showing relevant books under a keyword/subject.
- the implementation of a more user-friendly system of finding a book through the catalog
- Difficult to search Chinese books from the web site
- And the accuracy of onesearch could be improved because sometimes irrelevant findings come out.....especially when I have finding something related to design field.
- When using OneSearch, it seems that there are some bugs in the system. "No result find" is frequently shown when clicking buttons under "refine my results" column or key in terms using "Advanced search".
- The one-search function is useful but it takes several links for me to get materials and sometimes I have to search it again in a targeted database. Hope it can be more effective in use.

Overall, users asked for	Library's Responses
Relevant search results in OneSearch	OneSearch is a discovery tool that provides users with a powerful way to search not only books and journals in the Library's collection, but also articles on external databases and indexes. As extensive sources of information are covered, the search result lists could look overwhelming. The Library has been enhancing OneSearch's capabilities to improve its search results and overall functionalities. In collaboration with the other eight university libraries in Hong Kong, we will upgrade the OneSearch platform to the newest version with improved relevancy of keyword search capabilities before next academic year.

## Library Homepage

There were 13 comments on broken or unavailable links to e-resources and 8 comments on the layout or content of the Library Homepage.

A few examples:

- sometimes, there will be dead links, especially those linking to external site.

- A mobile version of the website should be set up since the current is not feasible to be read on mobile phones.
- Too many steps when accessing online journals
- It would be grateful if a bookmark function is enable to save journals in my account.
- Indicate a schedule of events for the computer rooms in advance so that we know when these rooms will be available

Overall, users asked for	Library's Responses
Maintenance of external links to e-resources	<p>The most common cause for broken links is that content providers of e-resources have changed the links to the resources without giving prior notice to the Library. Nevertheless, the Library has an established workflow to detect broken links, and take immediate action to liaise with content providers to resume access to the resources as soon as possible.</p> <p>Users are also welcome to report any broken links by clicking the "Report Broken Link" button on the PolyU e-link webpage.</p>
More organized and user friendly homepage	<p>In Dec 2014, the PolyU Library launched a new homepage with responsive web feature optimized for viewing in desktops, tablets and mobile phones. We will continue efforts to improve navigation and simplify the steps needed to locate services.</p>

## iBooking

There were 7 comments on loan period and 5 comments on user-friendliness.

A few examples:

- I hope the iBooking system would be mobile-friendly (maybe by maintaining a mobile app).
- There is a bug in the locking out system in library Computer. As the system is locked by user A, information in the same computer could be read by user B with user B' account. It's dangerous for user A as user A has signing in gmail account etc. Then user B might read it or change the password for user A.
- I love the research carrels but would like to be able to extend the booking to 30 minutes before the next session.
- The timings for booking carrels and pcs are highly inadequate, changing places every hour or two is not at all convenient
- Some of the students maybe no show after booking the discussion room. It is recommended to re-open the booked discussion room to others after 5-10 mins when the room is not occupied.
- It is because during the exam period the booking system have trouble in logging probably due to heavy traffic. Also, the tense booking procedure is also difficult for some students and eventually they need to switch between carrels very often.

Overall, users asked for	Library's Responses
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Longer loan period	<p>Over the past few years, the iBooking policy has been revised for several times based on usage statistics and user feedbacks. To ensure fair use of the resources, in Jan 2017, we disallowed the same user to re-book the same facilities for the current session after cancellation, check-out or expiration of booking. To maximize usage, the number of sessions available for booking for group rooms in the Multimedia Commons was also increased.</p> <p>Longer loan period will inevitably reduce the number of sessions available and result in keen competition among users. We are conducting an overall review of the iBooking policy for 3/F REC research carrels before the next academic year. It is planned to increase the number of quota for advanced booking so that students could plan ahead and book multiple sessions, although the duration of each session will be shortened.</p>
More user-friendly iBooking system	<p>Most of features in iBooking system are mobile friendly, with screen layout automatically adapting to different mobile devices. The Library will keep improving the mobile features of the iBooking system, and enhance the authentication process by implementing AD (Active Directory) login for all public PCs in July 2017.</p>

## Library Staff

There were 15 comments commending good service, friendliness and politeness of Library staff, 14 comments from users valuing Library staff for being helpful and knowledgeable in assisting them, 9 comments on the need for Library staff to remind other users to keep quiet, 5 comments preferring more assistance from staff on different floors and printing service. A few examples:

- The staff in PolyU library are very helpful and kind.
- all the times I have been there the staff have been very nice and helpful.
- Also, we got very high-quality assistance from the staff. The staff is very polite and useful.
- The library has the first-class environment and staff.
- The staffs are polite and willing to offer assistance.
- I believe the library can help me a lot. I appreciate all the librarians' work.  
Library staff is insufficient for us to seek assistance especially when printer is not working.
- More clear instructions and helping staff in each floor.
- It would be grateful if staff might help to keep the environment quite for study or other uses.
- the staffs should manage the student's volume in some area which is not for group discussion purpose
- However, sometimes, some students don't obey the rules. For example, some research carrels contain two or more students and they talk with each other. I think librarians can go on patrol now and then
- Library staff can be more accessible
- Users are expected to keep quiet all the time in the center. Can library staff invite those who need a chat or discussion to move to the group discussion area on the other floors
- For the printing service, it is better for the library assistant to be more friendly and helper to help students utilise the service.

Overall, users asked for	Library's Responses
<p>Library staff to remind users to lower their voices, noise generated and rules when using facilities</p>	<p>Currently Library staff patrol at regular intervals to remind users making excessive noise to lower their voice. Those who do not comply after verbal warnings will be asked to leave the Library.</p> <p>Users can also report any noise disturbances to Library staff at service desks, via email or WhatsApp anytime. A Library staff member will come to deal with any noise issues reported as soon as possible.</p> <p>In the coming year, we will review the manpower allocation, and step up frequency of staff patrolling in the evening, and during revision and examination periods. There are also plans to increase the number of single-person carrels to create spaces more conducive to quiet study.</p> <p>To raise awareness of the level of noise allowed in different parts of the Library, a signage project is now in progress to install large-scale noise-specific signage in prominent areas to elicit more courtesy among Library users. The project will finish in phases by the end of 2017 and 2018.</p>
<p>More accessible assistance from Library Staff to users in different floors, especially on printing issues</p>	<p>Assistance is now available from staff at service desks on P/F and 3/F of the Library. It is planned to relocate the Technical Support Desk to the collaborative space on the 4/F after the completion of the renovation project in Oct 2017, so help will also be available on the 4/F by then.</p> <p>Other than approaching the service desk, users can also call the Library at 2766-7734 or Whatsapp the Library at 6432-0820 for staff assistance. The Library will continue to step up its efforts to publicize different channels for users to seek helps.</p> <p>For printing issues, our team of student assistants will be trained to rove around to provide assistance to users on various floors of the Library. QR codes will be added on the printers to direct users to the online guides on the Library's Homepage (<a href="https://www.lib.polyu.edu.hk/facilities/copiers-printers-scanners">https://www.lib.polyu.edu.hk/facilities/copiers-printers-scanners</a>)</p> <p>As far as possible, the Library will try to reduce the variety of printer models when replacing obsolete printers in future to facilitate use of printing facilities.</p>