



# **LIBQUAL+ SURVEY 2023 REPORT**

# INTRODUCTION

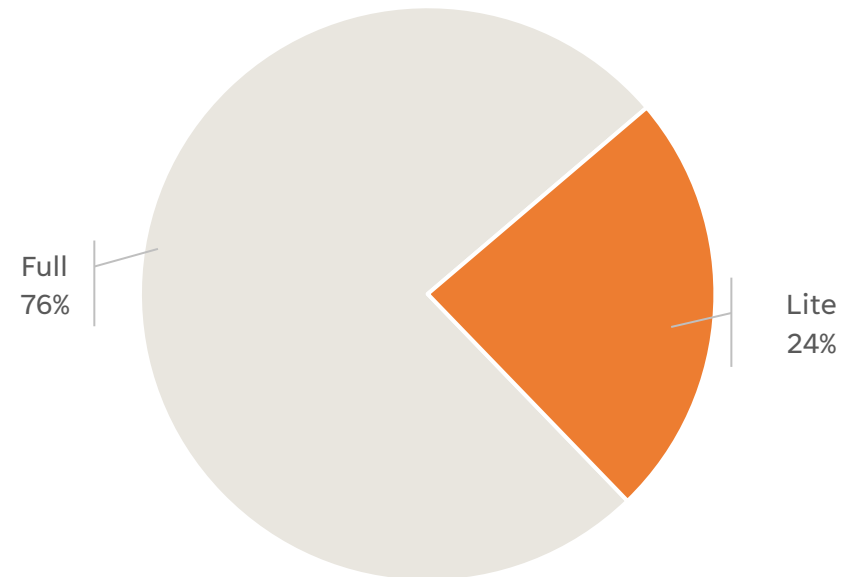
The PolyU Library participated in the LibQUAL+ survey, an international web-based survey administered by the Association of Research Libraries (ARL) in the United States. This survey tool has been widely adopted by over 1300 libraries worldwide.

The survey results allowed our services to be benchmarked locally against the eight participating JULAC Libraries.

# SURVEY PERIOD

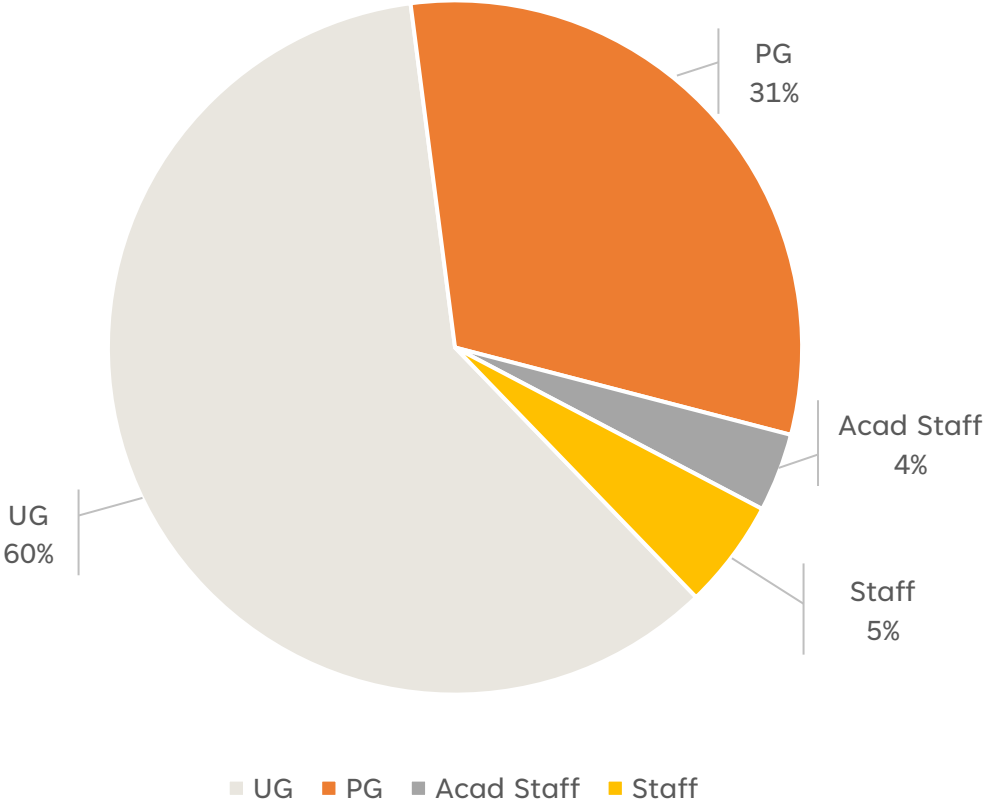
13 Nov - 9 Dec 2023

# FULL/LITE VERSION



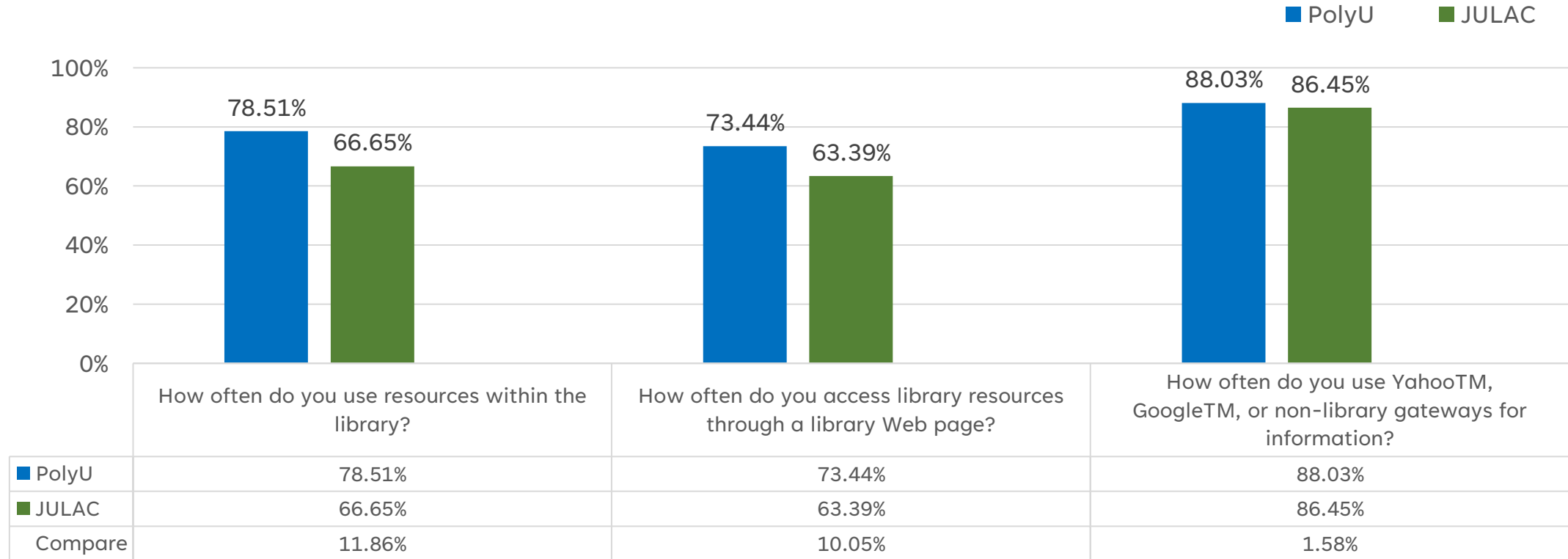
# RESPONDENT PROFILE

In the 2023 survey, we received 1,103 responses from our target users, including 570 undergraduates (UG), 373 postgraduates (PG), 67 academic staff and 93 staff.



User Group	Count	%
<b>Undergraduate</b>	<b>570</b>	<b>51.68%</b>
First year	179	16.23%
Second year	115	10.43%
Third year	144	13.06%
Fourth year	117	10.61%
Fifth year and above	12	1.09%
Non-degree	3	0.27%
<b>Postgraduate</b>	<b>373</b>	<b>33.82%</b>
Taught Masters degree	279	25.29%
Research Masters degree	9	0.82%
Doctoral Research degree	85	7.71%
<b>Academic Staff</b>	<b>67</b>	<b>6.07%</b>
Professor	6	0.54%
Reader	2	0.18%
Senior / Principal Lecturer	1	0.09%
Lecturer	7	0.63%
Research Staff	42	3.81%
Other Academic Status	9	0.82%
<b>Staff</b>	<b>93</b>	<b>8.43%</b>
Administrative or Academic Related Staff	59	5.35%
General Grade Staff	34	3.08%
<b>Grand Total</b>	<b>1,103</b>	<b>100.00%</b>

# LIBRARY USE FREQUENCY (DAILY/WEEKLY) BENCHMARKING WITH JULAC LIBRARIES (2023)



78.51% and 73.44% of the PolyU respondents accessed the physical library or the online library resources on a daily/weekly basis. The PolyU usage frequencies were significantly higher than those of JULAC Consortium by 11.86% and 10.05% respectively.

# CORE SURVEY QUESTIONS

Survey respondents were asked to give their ratings in 22 core survey questions that were classified in one of the three dimensions below:

- Affect of Service (AS) - user interaction with and helpfulness of Library staff.
- Information Control (IC) - access to and provision of physical and electronic resources.
- Library as Place (LP) - physical environment for individual study, group work, and inspiration.

For each core question, the respondents could provide three scores on a 9-point Likert scale:

- Minimum - the minimum level of service that our users find it acceptable.
- Perceived - the level of service our users believe the PolyU Library currently provides.
- Desired - the level of service our users personally want to receive.

Based on these three scores, two gap scores could also be derived for each question:

- Adequacy Gap = Perceived Score - Minimum Score. An indicator of the extent to which our Library is meeting the minimum acceptable level of performance.
- Superiority Gap = Desired Score - Perceived Score. An indicator to show the extent to which our Library exceeds/is below the desired expectations of our users.

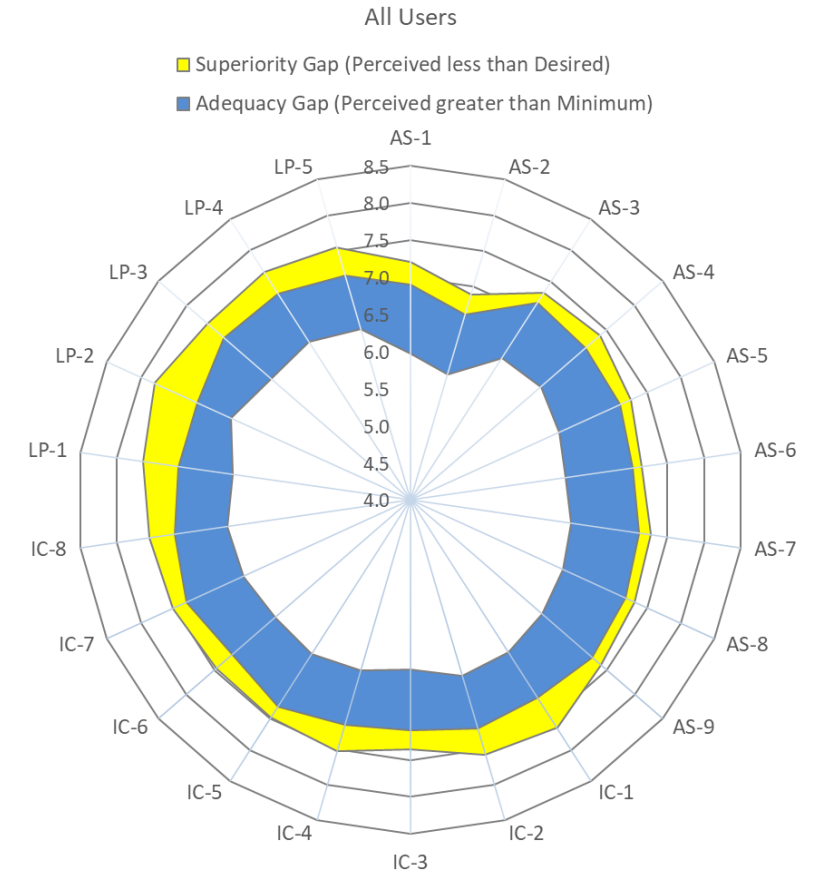
# CORE SURVEY QUESTIONS

## ALL POLYU USERS (2023)

Mean Scores of Core Questions (9-point Likert scale)

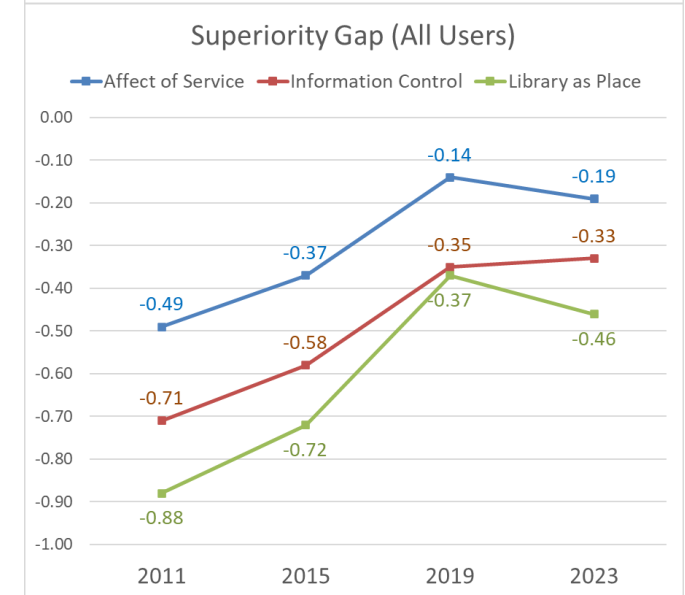
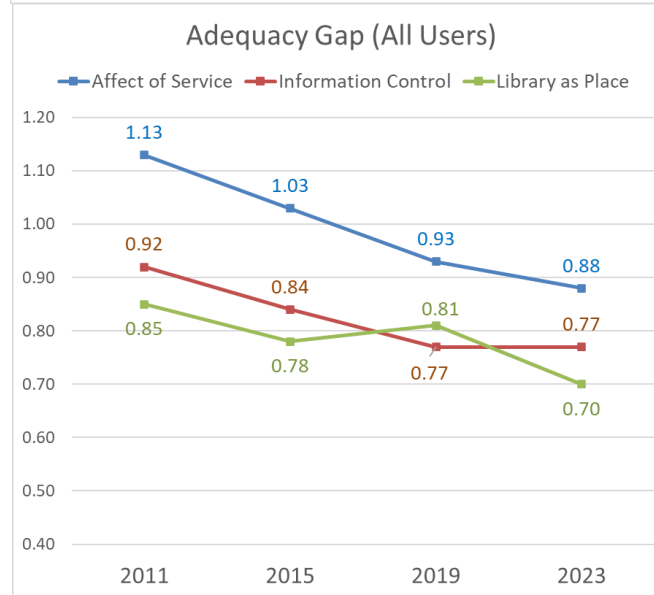
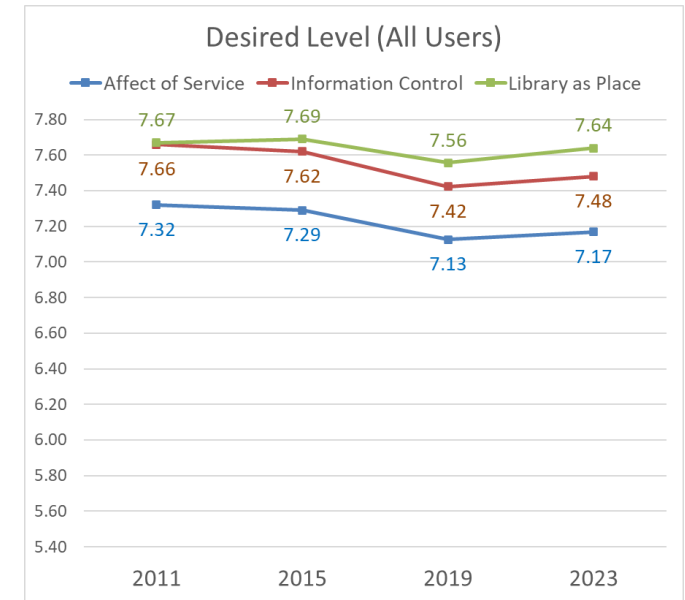
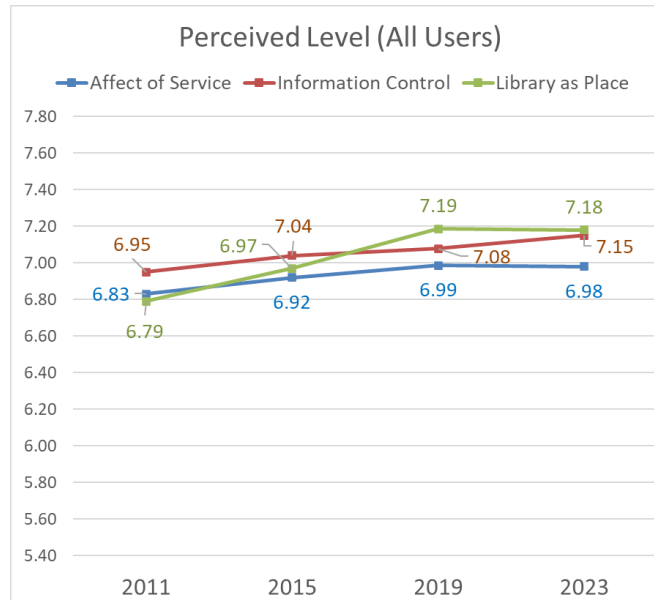
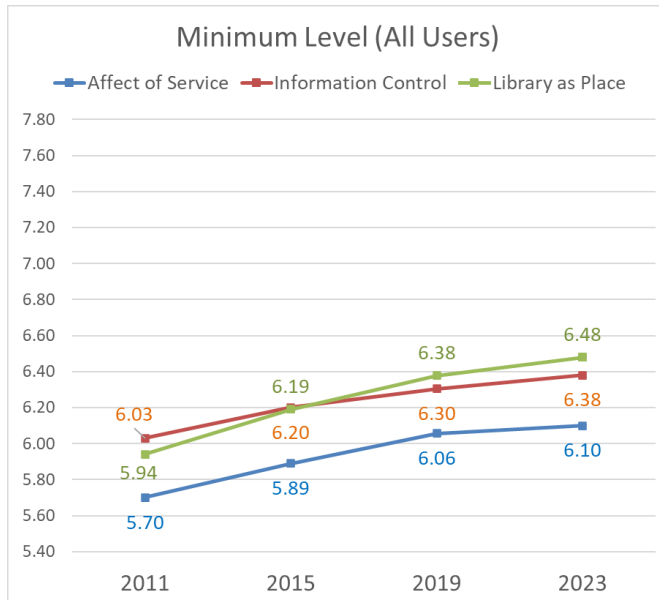
Code	Core Questions	Minimum	Perceived	Desired	Adequacy	Superiority
AS-1	Library staff who instill confidence in users	5.97	6.90	7.21	0.93	-0.31
AS-2	Giving users individual attention	5.77	6.61	6.88	0.84	-0.26
AS-3	Library staff who are consistently courteous	6.28	7.16	7.32	0.88	-0.16
AS-4	Readiness to respond to users enquiries	6.33	7.12	7.38	0.79	-0.26
AS-5	Library staff who have the knowledge to answer user questions	6.20	7.11	7.26	0.91	-0.14
AS-6	Library staff who deal with users in a caring fashion	6.11	7.02	7.15	0.91	-0.13
AS-7	Library staff who understand the needs of their users	6.18	7.11	7.27	0.93	-0.17
AS-8	Willingness to help users	6.26	7.18	7.32	0.92	-0.14
AS-9	Dependability in handling users service problems	6.34	7.24	7.39	0.90	-0.15
IC-1	Making electronic resources accessible from my home or office	6.44	7.17	7.65	0.73	-0.48
IC-2	A library Web site enabling me to locate information on my own	6.47	7.21	7.57	0.74	-0.37
IC-3	The printed library materials I need for my work	6.28	7.10	7.36	0.82	-0.27
IC-4	The electronic information resources I need	6.39	7.15	7.53	0.76	-0.39
IC-5	Modern equipment that lets me easily access needed information	6.46	7.31	7.48	0.85	-0.17
IC-6	Easy-to-use access tools that allow me to find things on my own	6.42	7.18	7.47	0.76	-0.29
IC-7	Making information easily accessible for independent use	6.48	7.32	7.53	0.84	-0.21
IC-8	Print and/or electronic journal collections I require for my work	6.50	7.21	7.56	0.70	-0.35
LP-1	Library space that inspires study and learning	6.43	7.16	7.65	0.72	-0.49
LP-2	Quiet space for individual work	6.66	7.16	7.80	0.51	-0.63
LP-3	A comfortable and inviting location	6.49	7.34	7.63	0.85	-0.29
LP-4	A haven for study, learning, or research	6.54	7.30	7.65	0.76	-0.35
LP-5	Space for group learning and group study	6.40	7.15	7.55	0.74	-0.40

Radar Chart



In each column, the top 5 aspects are highlighted in blue, while the bottom 5, in brown.

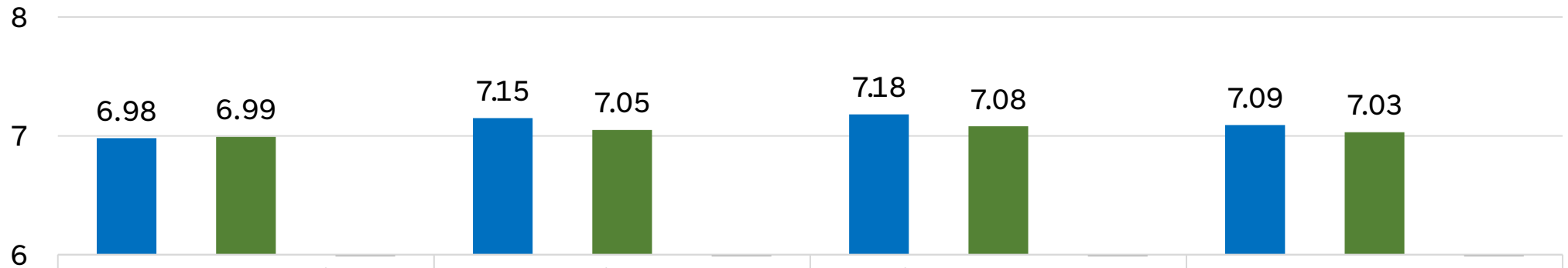
# SERVICE DIMENSIONS ALL POLYU USERS (BY YEARS)



# SERVICE DIMENSIONS – ALL USERS

## BENCHMARKING WITH JULAC LIBRARIES (2023)

■ PolyU    ■ JULAC



	Affect of Service	Information Control	Library as Place	Overall all
■ PolyU	6.98	7.15	7.18	7.09
■ JULAC	6.99	7.05	7.08	7.03
■ Compare	-0.1%	1.4%	1.4%	0.9%



# FINDINGS: CORE SURVEY QUESTIONS

Library as Place (LP): Our users considered our physical library to be the most essential service, with LP dimension receiving the highest scores across minimum (6.48), perceived (7.18), and desired (7.64) levels. Although users acknowledge LP as the top-performing dimension, their elevated expectations have resulted in a narrower adequacy gap (-0.11) and a wider superiority gap (-0.09) in 2023.

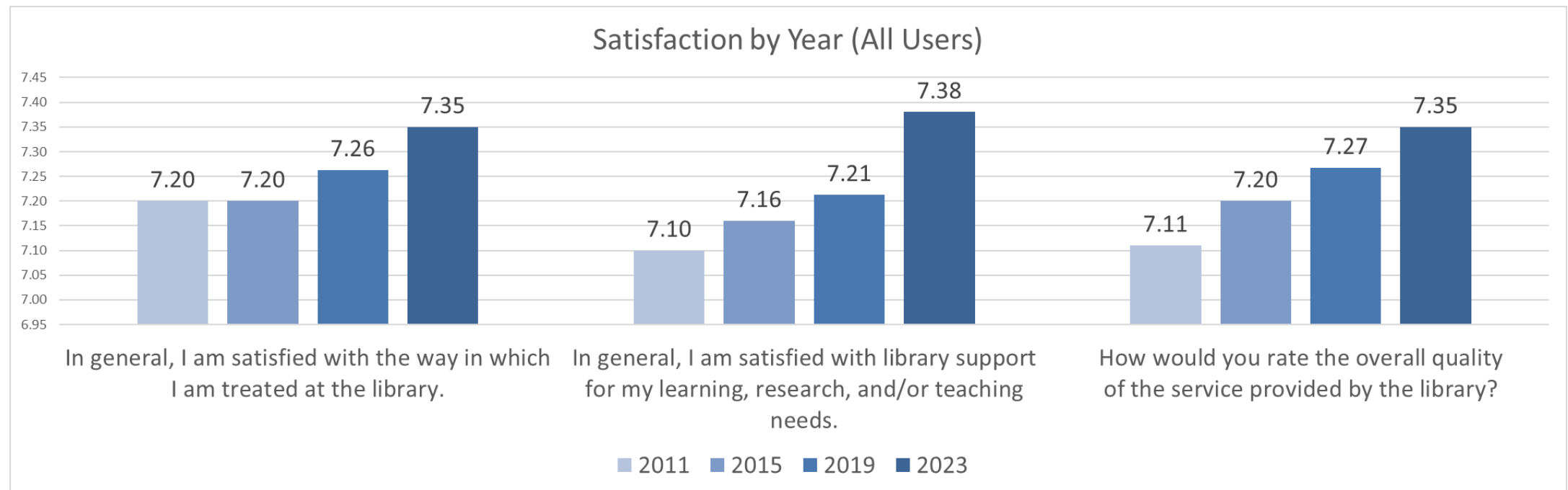
Information Control (IC): The availability of information sources remained a priority for academic staff who have genuine research needs. Our efforts in the collection development have been positive over the years, as reflected in the steady improvement in the perceived score for all users (+0.07) in the IC dimension, and a smaller gap superiority gap (+0.02) when compared to 2019 data.

Affect of Service (AS): Compared with other dimensions, our users found the Library was the most capable of meeting their expectations in AS dimension, as reflected in its highest gap over the minimum acceptable level (0.88) and smallest gap below the desired expectation (-0.19).

When compared to JULAC consortium, the PolyU ratings on the dimensions for Information Control (IC) and Library as Place (LP) were higher than those of JULAC Consortium by 1.4% respectively, while for Affect of Service (AS), our rating was slightly lower than that of JULAC Consortium by 0.1%.

# SATISFACTION – POLYU USERS

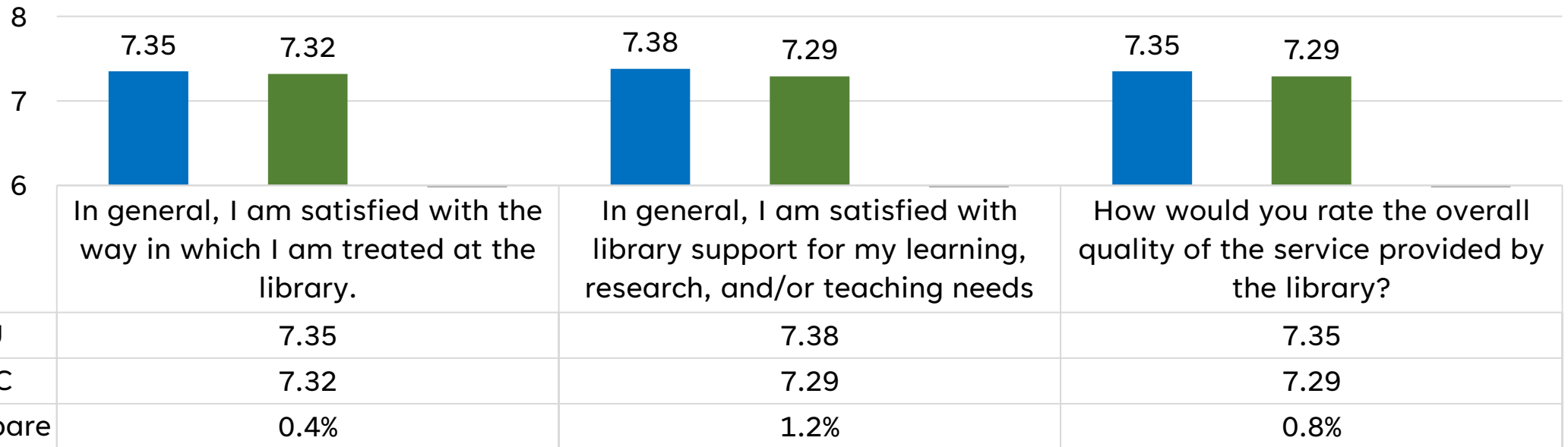
2023	UG	PG	Acad Staff	All Users
In general, I am satisfied with the way in which I am treated at the library.	7.11	7.70	7.46	7.35
In general, I am satisfied with library support for my learning, research, and/or teaching needs.'	7.13	7.78	7.50	7.38
How would you rate the overall quality of the service provided by the library?	7.14	7.71	7.40	7.35



# SATISFACTION - ALL USERS

## BENCHMARKING WITH JULAC LIBRARIES (2023)

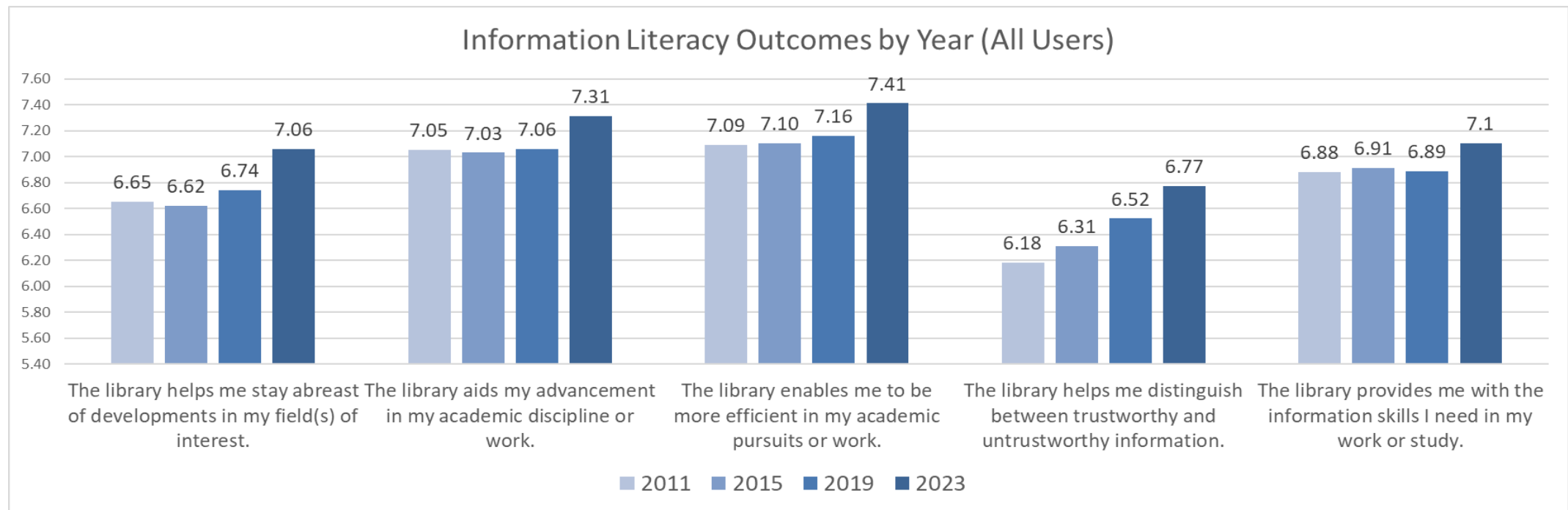
■ PolyU ■ JULAC



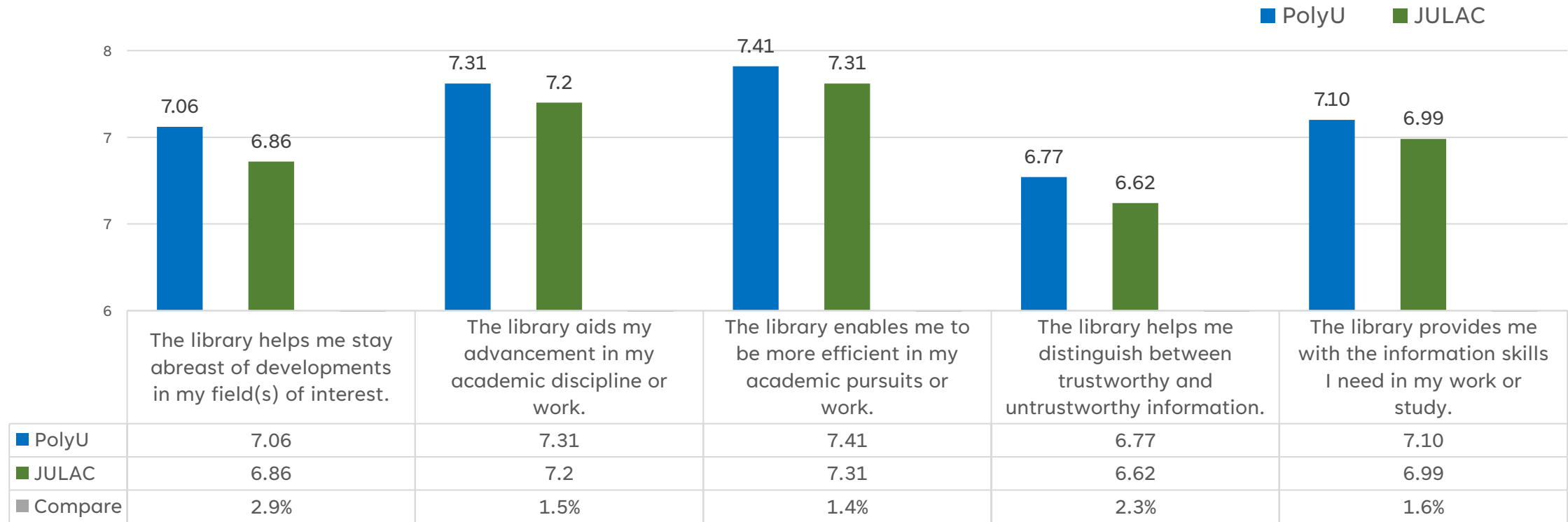
In terms of satisfaction, it's encouraging to observe a steady increase in scores across all three categories over the years. In 2023, the PolyU ratings were 0.4% to 1.2% above those of JULAC Consortium.

# INFORMATION LITERACY OUTCOMES – POLYU USERS

2023	UG	PG	Acad Staff	All Users
The library helps me stay abreast of developments in my field(s) of interest.	6.80	7.48	7.26	7.06
The library aids my advancement in my academic discipline or work.	7.14	7.72	7.42	7.31
The library enables me to be more efficient in my academic pursuits or work.	7.18	7.88	7.54	7.41
The library helps me distinguish between trustworthy and untrustworthy information.	6.61	7.10	6.64	6.77
The library provides me with the information skills I need in my work or study.	6.84	7.55	6.98	7.10



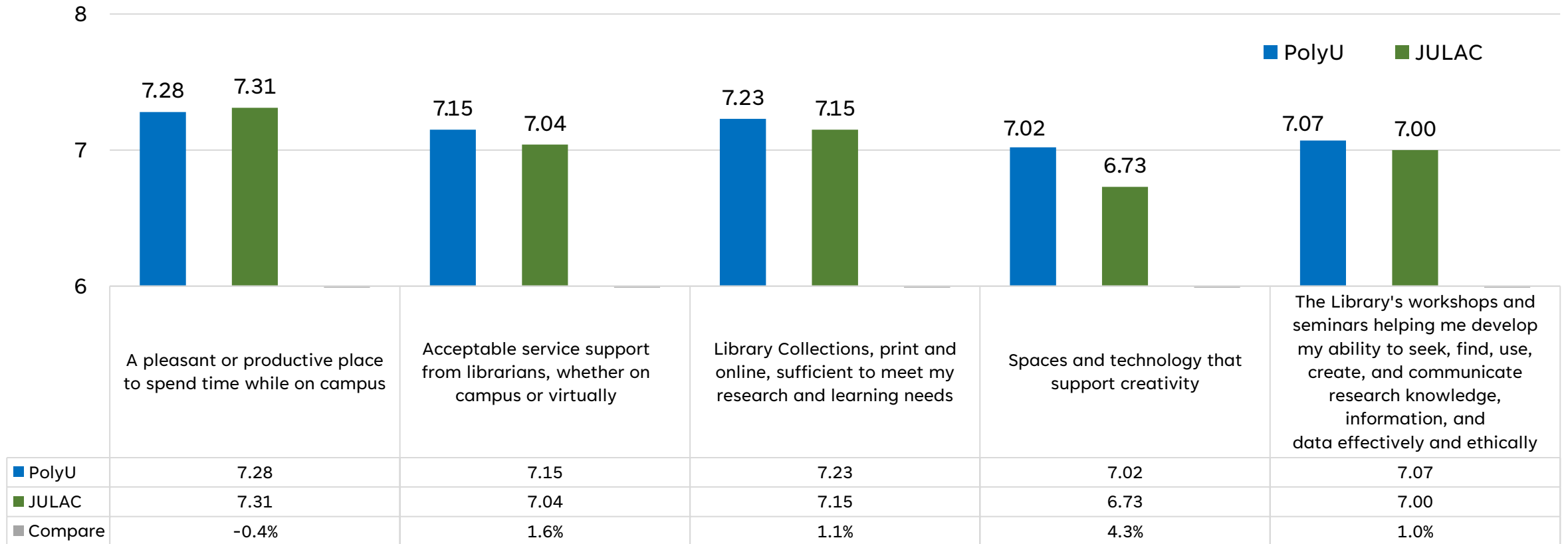
# INFORMATION LITERACY OUTCOMES - ALL USERS BENCHMARKING WITH JULAC LIBRARIES (2023)



All aspects of information literacy outcomes demonstrated a modest improvement among PolyU users over the years. In 2023, the PolyU ratings were 1.4% to 2.9% above those of the JULAC consortium. Our ongoing efforts to enhance information literacy instruction, including open enrollment and curriculum-embedded workshops and seminars, as well as the development of open online courses, have been well received.

# LOCAL QUESTIONS - ALL USERS

## BENCHMARKING WITH JULAC LIBRARIES (2023)



There were five local questions submitted by JULAC Consortium for inclusion in the LibQUAL+ Survey. The rating of PolyU respondents on the question “Spaces and technology that support creativity” was higher than that of JULAC Consortium by 4.3%, and for the question “a pleasant or productive place to spend time while on campus”, our rating is slightly lower than that of JULAC Consortium by 0.4%.

# WRITTEN COMMENTS

All participants were encouraged to share their written feedback on Library services before the survey concluded. We received a total of 419 comments, which were categorized and forwarded to the relevant Library sections for review and follow-up.

A selection of the complimentary notes we received are highlighted below.

1. The library's **physical space is well-designed and conducive to studying and research**. It offers **comfortable** seating areas, group study rooms, and quiet zones, accommodating different study preferences. The library staff is also known for their helpfulness and expertise, providing assistance with research inquiries, resource recommendations, and guidance on using library tools and services.
2. I have always found the **library services to be extremely helpful and efficient**. The **staff** is **knowledgeable** and always willing to assist with any questions or concerns. The **online catalog** and **reservation system** is **user-friendly** and makes it easy to find and request books. The library also offers **a wide range of programs and events** for all ages, which I find to be a great way to **engage with the community**. Overall, I am very satisfied with the library services provided.
3. I enjoy **using** the newly launched **Library app**, It would be very useful when I want to check the availability of group rooms

4. The atmosphere of the library is very good, suitable for learning, the materials are very complete, the workshop is fun, I must go to every day.
5. I am very grateful to have such an informative, comprehensive, and rich library resource. There are many guides in the edition so that I can find the information I want in a timely and focused manner. As a research student, I was also able to find a lot of literature related to this major. Hope to subscribe to more and more comprehensive magazines. The current library service is very good! I am very grateful and look forward to the library developing better.
6. During my four years at Hong Kong Polytechnic University, I've been delighted to witness the library's continuous evolution. The new sixth floor, the refurbished third floor, upgraded equipment, and the newly built exhibition hall significantly enhanced my experience. I spent a substantial part of my university life in the library, appreciating these improvements.
7. Overall, I think I have been impressed with the library services so far, the online access to databases, Introductory workshops for new students and the library environment is very serene for learning.