

A Mini-Survey on Library's New 6th Floor

Brief Report

Survey Period: 10 – 28 October 2022

Pao Yue Kong Library
The Hong Kong Polytechnic University

Executive Summary

Launched in July 2022, the Library's new 6th floor provides flexible spaces and modern facilities to accommodate various learning styles and activities.

To gauge the user experience and to identify any areas where the new top floor can be further enhanced, we conducted a mini-survey in October 2022 for students and staff to share their perspectives and opinions with us.

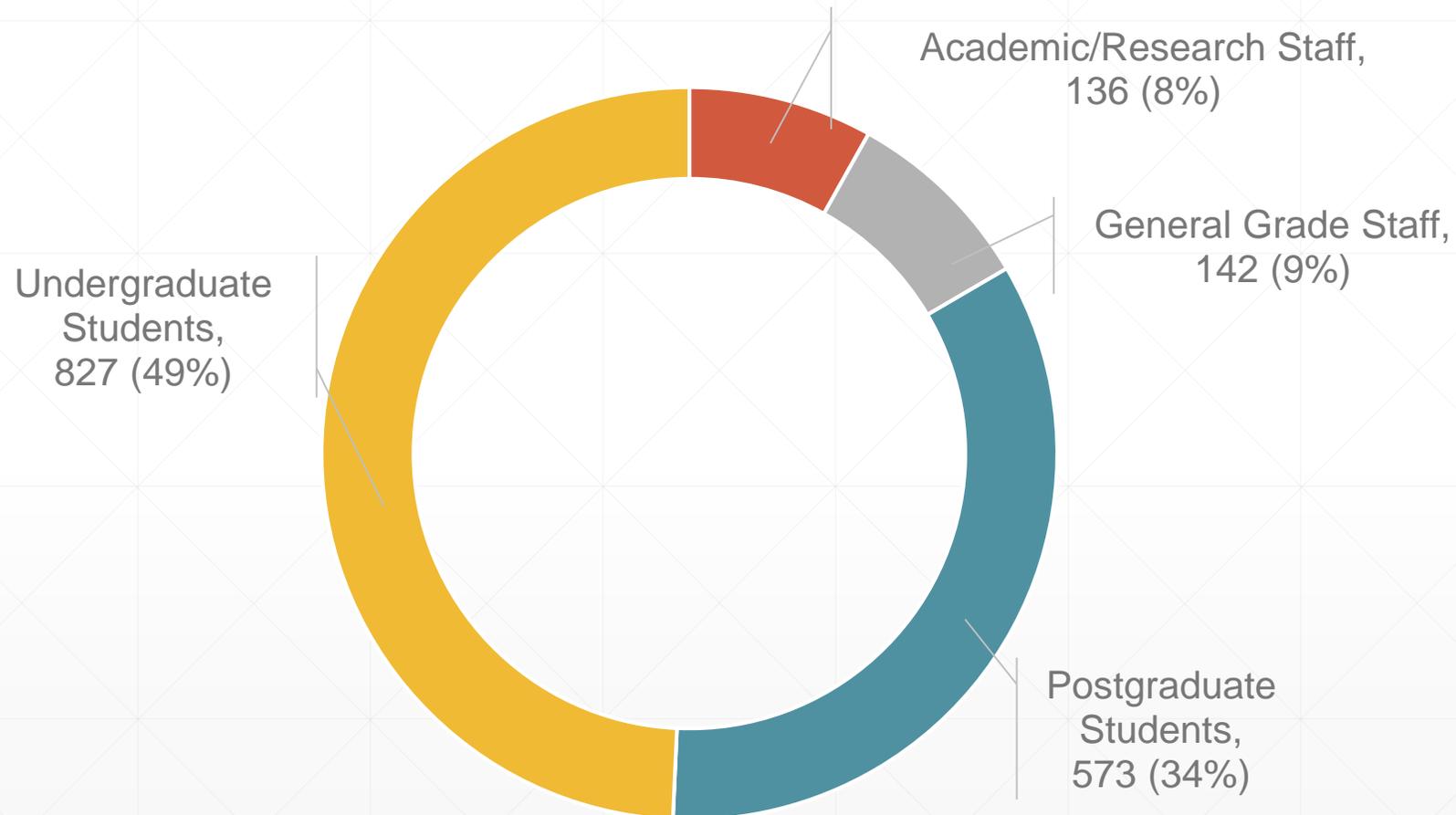
A total of **1,678** students and staff participated in the mini-survey and the overall feedback indicated that most of them visit the new 6/F quite often and are satisfied with the new space and facilities.

In terms of the **frequency of use**, **67%** of student respondents reported that they visited the 6/F on a **daily or weekly basis**, while **85%** came at least once a month.

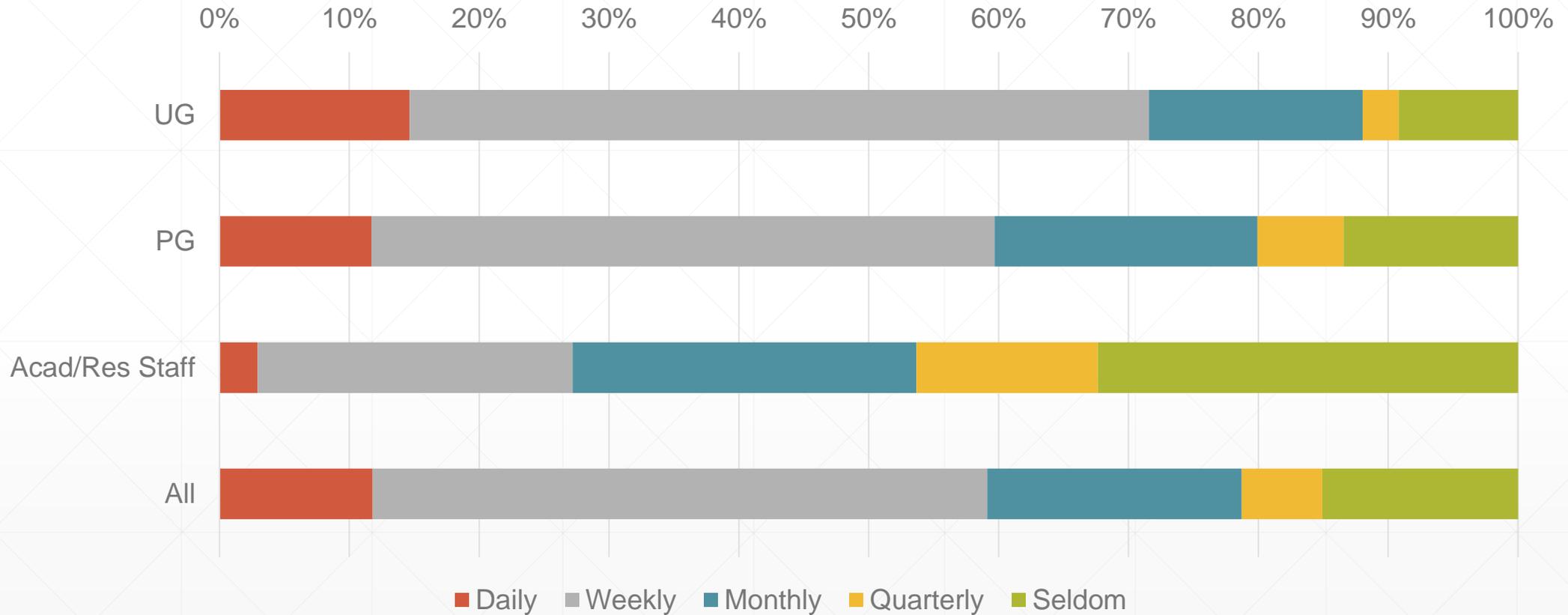
High scores were recorded across all three **user satisfaction survey questions**: A Comfortable and Inviting Environment (**4.41/5**), Quiet Study Space (**4.28/5**) and Group Study Space (**4.24/5**). It is encouraging to see our effort in spatial extension and renovation are well-received.

566 survey participants responded to the open-ended question on the new 6/F. After calibration, the Library took the following timely follow-up actions to improve our space provision conducive to learning.

Profile of Respondents (N=1678)



Visit the Library's New 6th Floor in Person



Satisfaction Ratings

(Average Score on a 5-point scale: 5 – Satisfied, 1 – Dissatisfied)

	All	UG	PG	Acad/Res Staff
A comfortable and inviting environment	4.41	4.37	4.49	4.54
Quiet Study Space	4.28	4.26	4.33	4.38
Group Study Space	4.24	4.18	4.36	4.34

Library Response to Written Comments

Overall, users asked for	And what the Library has done/will do
Better air quality	The Library reported to Campus Facilities and Sustainability Office (CFSO) and Campus Development Office (CDO) for immediate follow-up whenever odour issues were reported by users.
More study tables and chairs	With the shipping delay during the COVID-19 season, the Library relocated existing furniture to the 6/F for its opening. The new study tables and chairs arrived subsequently and related installation was completed in January 2023 .
Smart curtains	The Library, CDO and the project consultant had a meeting to explore the feasibility of installing daylight sensors and timer control for the operation of the electronic curtains. Awaiting further proposal from the project consultant.
Better Wi-Fi connection	The Library raised the Wi-Fi issue to Information Technology Services Office (ITS); new Wi-Fi transmitters were installed on 6/F to improve connectivity in November 2022 .
Socket Testing & Inspection	The Library reported the socket problems to CFSO and CDO for arranging an inspection of all sockets on 6/F in December 2022 .

Selected Appreciative Comments from Users

- Library's new 6th floor has a **fantastic** view, sitting in front of the window could enjoy the **wonderful scene** while studying, which made me super comfortable.
 - I relish the **spacious and bright learning environment**. The **various styled chairs and tables** gives sense of leisure and **provoke creativity**. I could always find the best spot which suits my mood and need.
 - Overall, the 6th floor is great with **high ceiling, spacious, simplistic design**, and lots of natural lighting 🙌🙌🙌
 - It is very beautiful that the environment of the new 6th floor shocked me for the first time, very comfortable place for students whether to **discuss group projects or perform individual studies** too.
 - The new 6th floor has a really **avant-garde design** and provides a fascinating environment.
-