

User Survey

18 Jan – 22 Feb 2013

Pao Yue-Kong Library
The Hong Kong Polytechnic University

Executive Summary

Profile of Respondents

The online survey was conducted from 18 Jan – 22 Feb 2013. Announcement was via email to all PolyU students and staff on 18 Jan, 2013. To keep up the momentum, a pop-up graphic with hyperlinks to the Survey page was mounted on the Library Homepage from 14 - 22 Feb. Authentication was mandatory to ensure all responses were from valid Library users, and no multiple submissions.

A total 3,465 valid responses were received. 62% of the responses are from undergraduates (UG), 25% from Postgraduates (PG), 6% from Academic/Research Staff (Staff), and 7.8% from GG staff and other users. The percentage distribution is in line with the PolyU population figures in 2011/12 (62% UG, 28% PG and 3% Staff, Aca/Res). The response rates for UG, PG and Staff are 10%, 8% and 17% respectively.

The number of respondents in each category is comparable to the figures in 2011 survey (55% UG, 27% PG, Staff 8%).

Among the PolyU student respondents, 79% are studying full-time, and 21% are studying part-time. Ranked by the number of respondents, the top 5 academic departments are FB, SN, APSS, COMP and ITC. There are also 141 respondents from non-academic departments, representing 4% of the total number of respondents.

Overall Satisfaction

The majority of the users are satisfied with overall 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%. The improvements for UG, PG and academic/research staff are 2.7%, 1.3% and 2.9% respectively. PG are the most satisfied group, with an average score at 4.16, followed by academic/research staff at 4.14 and UG at 3.99.

Ranked by the average overall satisfaction rating, the top 5 faculties are FH, SHTM, FAST, FCE and FENG.

Frequency of Library Use

UG visit the Library in person more frequently than PG 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.

As expected, full-time students visit the Library in person as well as access Library resources online more frequently than part-time students.

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

Activities in Library

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

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

Library Services: Importance

In terms of importance, the top five services areas are: quiet space for individual study (4.60), a comfortable and inviting environment (4.49), photocopiers or printers (4.42), Library staff who are knowledgeable and helpful (4.35), Library website enabling me to locate information (4.35).

For UG, three of the top five important services areas are related to space (individual and group space and environment), while two are related to facilities (printers and computers). For PG, information resources (databases and e-journals) and space (individual space and environment), together with services provided by Library staff make up the top five important service areas. Staff members, on the other hand, place more importance on Library staff services. Two of the five top areas are related to Library staff. The other three are information resources (e-journals and databases) and Library website.

For physical space, quiet space for Individual study (ranked 1st) is rated as more important than space for group study (ranked 8th).

For services related to Library Collections, e-journals (ranked 7th) are rated as more important than printed journals (ranked 18th) while printed books (ranked 9th) are rated as more important than e-books (ranked 13th)

The five areas as perceived as less important are HKALL (4.03), enquiry services (3.94), IT help services (3.80), printed journals (3.64), AV materials (3.36) and Library workshops (3.27).

Level of Service

All user types give the highest rating to Library staff being polite and friendly (4.2), and Library staff who are knowledgeable and helpful (4.17). Enquiry service (4.03) is ranked 3rd, followed Printed books (4.01), and HKALL (3.99).

Space for group study has the lowest overall rating (3.51). It is also rated as the area with the lowest level of performance by UG (3.43), and postgraduates (3.69). Other areas at the bottom of the list are photocopiers or printers (3.69), computers in the Library (3.70), printed journals (3.70), E-books (3.70), AV materials (3.74). OneSearch (the Library's Search Platform) is also one of the bottom five service areas for PG and academic or research staff.

Among different types of information resources, printed books have the highest score (4.01), followed by databases (3.95), e-journals (3.93). Relatively, users are in general less satisfied with AV materials (3.74), E-Books (3.70) and printed journals (3.70).

The Library is perceived as performing better in providing quiet space for individual study (3.93) and a comfortable and inviting environment (3.90), than in providing space for group study or projects (3.51).

Service Gap

The service gap, calculated by subtracting the average importance rating from the average Library performance rating, is widest for group study space (-0.82), followed by photocopiers or printers (-0.73), quiet space for individual study (-0.67), computers in the Library (-0.59) and a comfortable and inviting environment (-0.58).

This means that from the user point of view, physical environment and Library equipment are the two services that need most improvement.

Loan Policy

There are more users who prefer to keep the current loan policies than those who want to making changes. 70%, 58% and 63% of the responses from PG and Staff choose the option “Unchanged” for questions on “Loan Period for Books” , “Loan Period for books when requested/recalled by another user” and “Maxium Number of Holds” respectively. 86% and 60 % of the respondents choose the option “Unchanged” for questions on “Fines for books when requested/recalled by another user” and “Unpaid fines limit” respectively.

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.

Written Comments

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

Collections

User Comments: There are 402 comments on the Library collections. Around 90% of the patron's comments were related to acquiring more library resources, such as book, e-book, journal, newspaper, database, audio-visual materials and Chinese titles. Among these comments, about 23% referred to the subject materials on design, music, medical, literature, language, art, history, culture, cooking and travel; and 17% of patron's comments were on more copies of textbooks and course related reference books. Another 10% of comments were related on more bestseller's books, latest edition of the books.

Library Responses: 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 PolyU READ collections, the Library will increase the purchase of popular, bestseller and award winning books to promote reading. It is also planning to increase the intake of Chinese e-books from various sources.

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 new website searchable by subject code or subject title will be produced 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. With an increase student population due to the double cohort, the Guidelines for Allocation of Multiple Copies will also be reviewed to ensure enough copies are acquired to meet the curriculum needs of students.

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.

Library Space, Ventilation & Lighting

User Comments: There are 373 comments for more space for collaborative learning and quiet study, and 112 comments on for improvement in air-conditioning and ventilation

A few examples:

- *"Improve the environment and facilities of the library since many libraries in other universities have been renovated."*
- *"Improve the environment for "old" areas because the air quality and some hardware facilities especially in 24-hrs reading room are found awful."*
- *"The library needs some updates and renovation. Some floors are quite dark and not a very inviting studying environment."*

Library Responses: 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.

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 & 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. Target completion date of the project, if approved in 2014/15, will be in 2016/17. It is expected that signification improvement will be made to improve the air conditioning and ventilation system.

Between now and the target completion date of the LER Project in 2016/17, the Library will explore the possibility to enhance its existing study, collection and service space. Air-conditioning improvement work in study and discussion areas on Ground Floor 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.

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.

Signage

User Comments: There were 38 comments, most on the difficulty of finding their way in the Library or locating books on shelves.

Library Responses: 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 Library providing timely assistance to users.

Noise & Seat Reservation

User Comments: There were 71 comments on noise in the Library, and 58 comments on Library seats reserved illegally with personal belongings

Library Responses: 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.

Washrooms

User Comments: There were 41 comments on toilet hygiene and demand for more female toilets

Library Responses: User suggestion and comments will be forwarded to FMO for consideration. It has renovated all washrooms in Library several years ago with the support of FMO where the design and all facilities inside the washrooms were upgraded. 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.

Power points

User Comments: There were 57 comments demanding for more power points in the Library for use of personal computers or tablets

Library Responses: 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.

Computers

User Comments: 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

Library Responses: 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.

Printers & Photocopiers

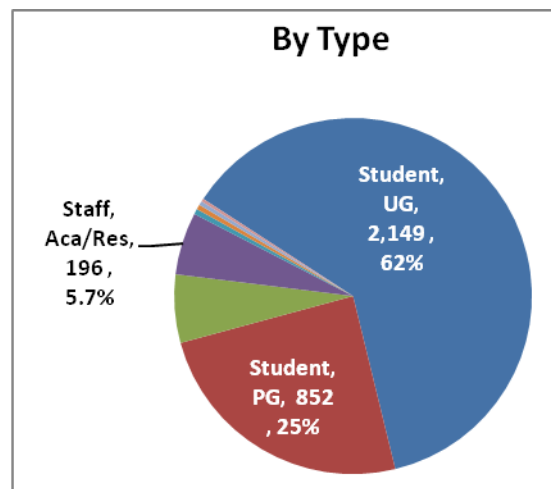
User Comments: There were 77 comments on more printers, 38 comments on improving printer speed and performance, 23 comments on better services and less down time, 14 comments on more copiers, 10 comments on more scanners, and 9 comments on moving noisy printers and copiers farther away from study areas.

Library Responses: To provide better service and equipment, last year, eleven copiers were replaced with new models that accept Octopus card payment. Two new color printers/copiers were acquired and made available to users in Photocopying Unit. 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 REC. Two desktop scanners attached to PC workstations at REC IT Lounge are available for advance booking. Free high speed scanning service was made available on 3/F and G/F. It will continue to review the need for more scanners.

Profile of Respondents

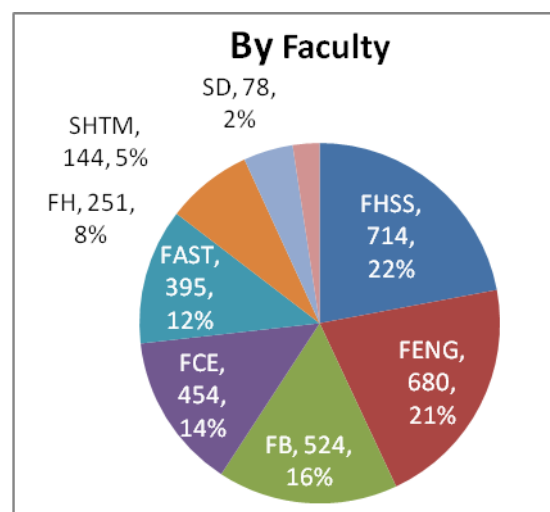
Respondents by Type

Type	Survey No	%	PolyU No. 2011/12	%	Survey Response Rate
UG	2,149	62%	22,289	62%	10%
PG	852	25%	10,138	28%	8%
Aca/Res Staff	196	5.7%	1,187	3%	17%
GG Staff	214	6.2%			
Others	54	1.6%			
Total	3,465	100%			



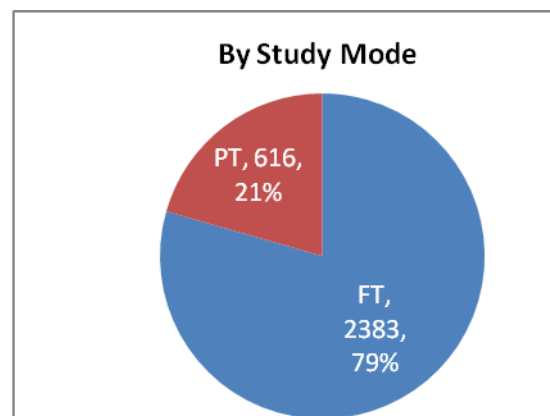
Respondents by Faculty

Faculty	Survey No	%	Survey Student No.	%	PolyU No. 2011/12	%	Response rate
FHSS	714	22%	660	22%	5717	19%	12%
FENG	680	21%	640	21%	6366	21%	10%
FB	524	16%	492	16%	4673	16%	11%
FCE	454	14%	430	14%	4576	15%	9%
FAST	395	12%	352	12%	3755	12%	9%
FH	251	7.7%	221	7.4%	1881	6%	12%
SHTM	144	4.4%	131	4.4%	1948	6%	7%
SD	78	2.4%	73	2.4%	1164	4%	6%
Total	3,240	100%	2,999	100%	30,080	19%	10%



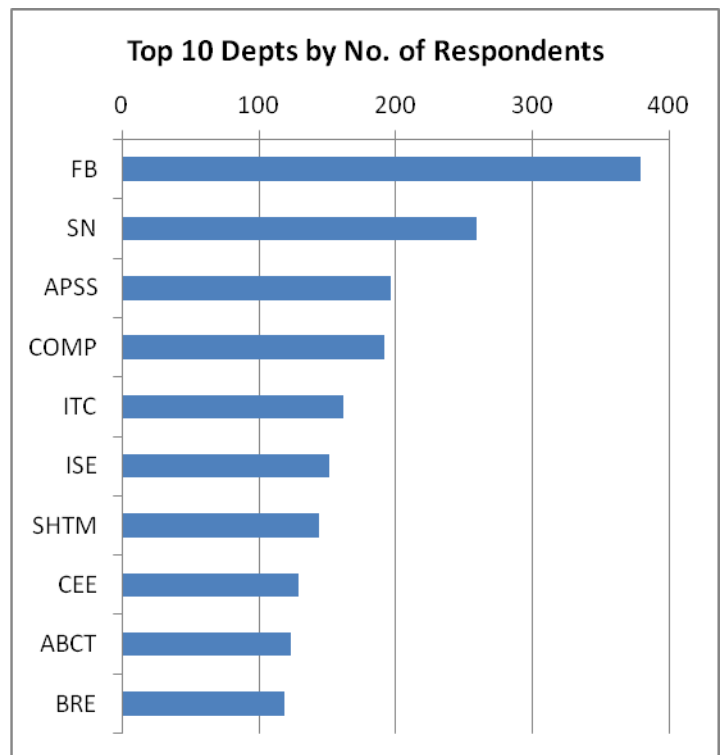
Respondents by Mode of Study (PolyU Student)

Study Mode	No.	%	PolyU No. 2011/12	%	Response rate
FT	2,383	79%	17,869	59%	13%
PT	616	21%	12,211	41%	5%
Total	2,999	100%	30,080	100%	10%



Respondents by Academic Departments

Dept	No.	%	Dept	No.	%
FB	379	11.7%	SD	78	2.4%
SN	259	8.0%	EE	70	2.2%
APSS	196	6.0%	BSE	64	2.0%
COMP	192	5.9%	AMA	63	1.9%
ITC	162	5.0%	ME	58	1.8%
ISE	151	4.7%	LSGI	55	1.7%
SHTM	144	4.4%	AP	37	1.1%
CEE	129	4.0%	SO	34	1.0%
ABCT	123	3.8%	LMS	30	0.9%
BRE	119	3.7%	FHSS	22	0.7%
CBS	115	3.5%	MM	19	0.6%
RS	111	3.4%	BME	18	0.6%
FENG	108	3.3%	CC	16	0.5%
AF	96	3.0%	FH	13	0.4%
ENGL	95	2.9%	ELC	12	0.4%
HTI	92	2.8%	FAST	10	0.3%
FCE	86	2.7%	CSE	1	0.0%
EIE	83	2.6%	Total	3240	100%



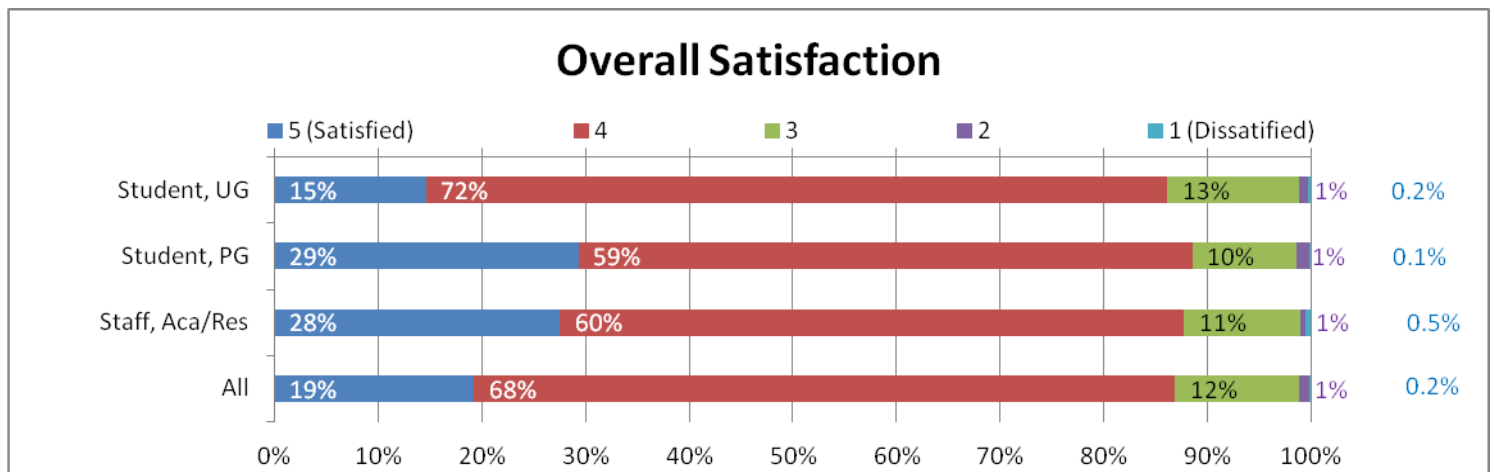
Respondents by Non-Academic Departments

Non-Acad Dept	No.	%	Non-Acad Dept	No.	%
AS	20	14.2%	UHS	3	2.1%
FO	20	14.2%	CPA	3	2.1%
LIB	16	11.3%	HSEO	3	2.1%
RO	12	8.5%	OGUR	2	1.4%
ITS	11	7.8%	SC	1	0.7%
SAO	9	6.4%	CPEO	1	0.7%
HRO	8	5.7%	OSL	1	0.7%
IC	7	5.0%	Total	141	100%
AADO	6	4.3%			
P	5	3.5%			
FMO	5	3.5%			
EDC	4	2.8%			
CDO	4	2.8%			

Overall Satisfaction

Overall Satisfaction – Rating By User Types

Level of Satisfaction	Student, UG		Student, PG		Staff, Aca/Res		Grand Total	
5	313	15%	250	29%	54	28%	617	19%
4	1,539	72%	505	59%	118	60%	2,162	68%
3	272	13%	85	10%	22	11%	379	12%
Subtotal		98.90%		98.60%		99.0%		98.8%
2	20	1%	11	1%	1	1%	32	1%
1	5	0%	1	0%	1	1%	7	0%
Total	2,149	100%	852	100%	196	100%	3,197	100%



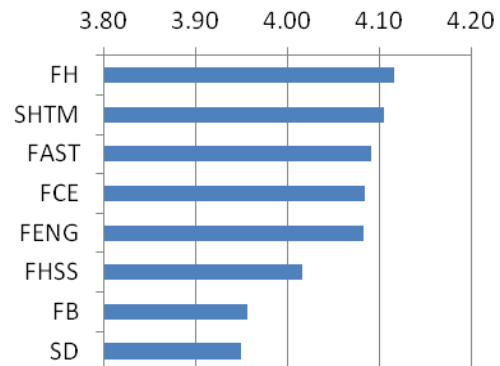
Overall Satisfaction – Average Rating by User Type

Overall Satisfaction	2013 Average (5 point scale)	2011 Average (9 point scale)	2011 Average (Converted to 5 point scale)	Variance
Student, UG	3.99	6.99	3.88	2.7%
Student, PG	4.16	7.39	4.11	1.3%
Staff, Aca/Res	4.14	7.24	4.02	2.9%
All	4.05	7.11	3.95	2.47%

Overall Satisfaction – Average by Faculty

Overall Satisfaction	Average
FH	4.12
SHTM	4.10
FAST	4.09
FCE	4.08
FENG	4.08
FHSS	4.02
FB	3.96
SD	3.95
All	4.05

Satisfaction by Faculty



Overall Satisfaction – by Mode of Study

Overall Satisfaction	Average
FT	4.06
PT	3.95
Grand Total	4.05

Overall Satisfaction – by Departments

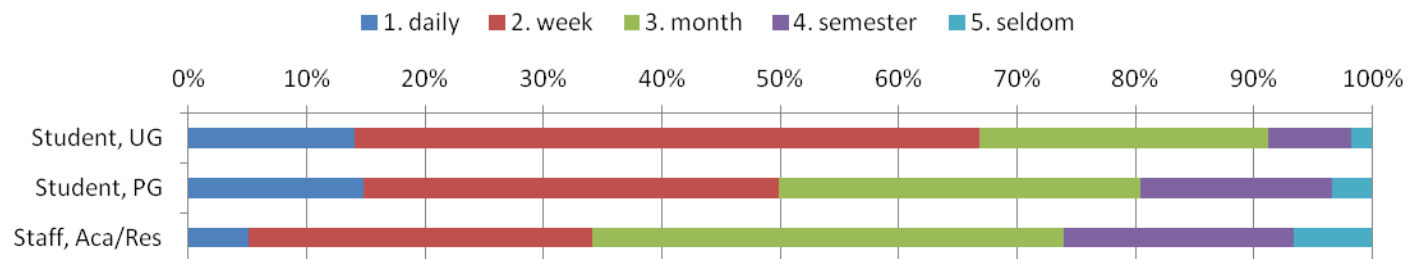
Dept	Average	EE	Average
CSE	5.00	ME	4.05
FH	4.31	ABCT	4.05
FAST	4.30	COMP	4.05
CBS	4.23	CEE	4.03
FCE	4.22	APSS	4.03
BME	4.17	BRE	4.03
LMS	4.17	HTI	4.01
ISE	4.13	ENGL	4.01
BSE	4.11	SO	4.00
AP	4.11	ELC	4.00
MM	4.11	SN	3.97
ITC	4.10	AF	3.97
SHTM	4.10	SD	3.95
RS	4.10	FB	3.93
EIE	4.10	CC	3.88
AMA	4.10	Grand Total	4.05
FHSS	4.09		
FENG	4.08		
LSGI	4.07		

Frequency of Library Use

Visit to the Library in Person

Frequency	Student, UG	Student, PG	Staff, Aca/Res
1. daily	14%	15%	5%
2. week	53%	35%	29%
Subtotal	67%	50%	34%
3. month	24%	31%	40%
4. semester	7%	16%	19%
5. seldom	2%	3%	7%

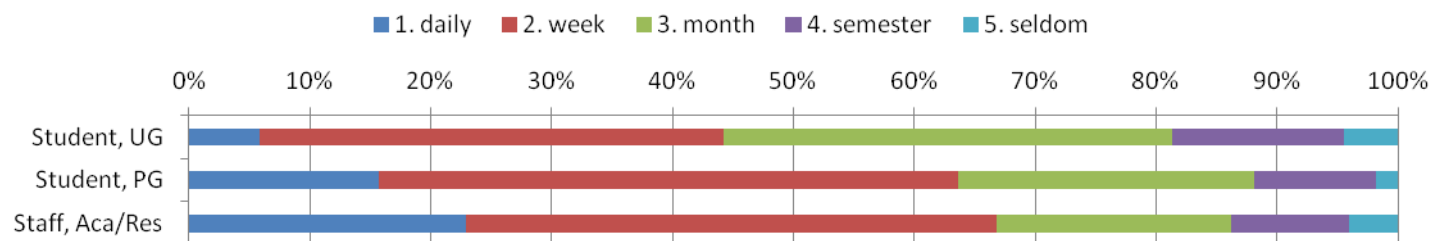
In-person Visit Frequency



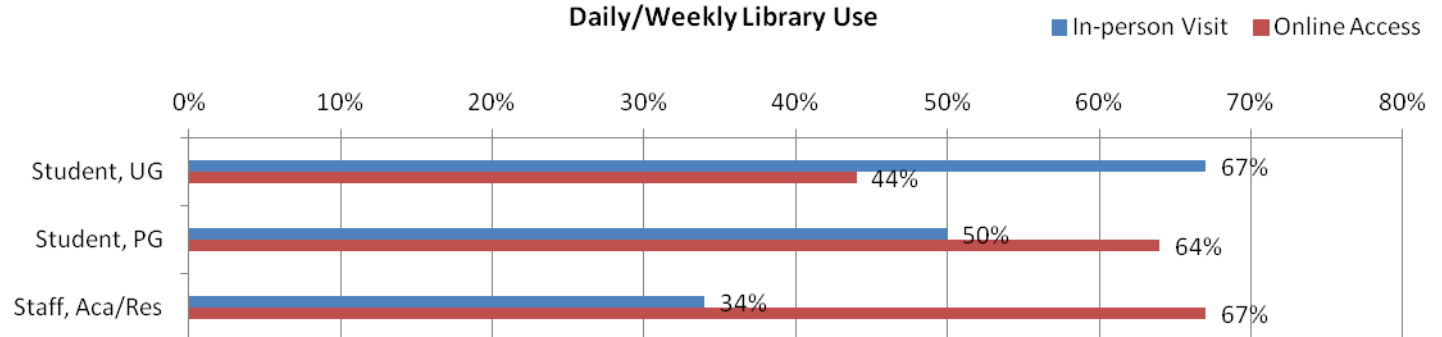
Online Access to Library Resources

Frequency	Student, UG	Student, PG	Staff, Aca/Res
1. daily	6%	16%	23%
2. week	38%	48%	44%
Subtotal	44%	64%	67%
3. month	37%	25%	19%
4. semester	14%	10%	10%
5. seldom	4%	2%	4%

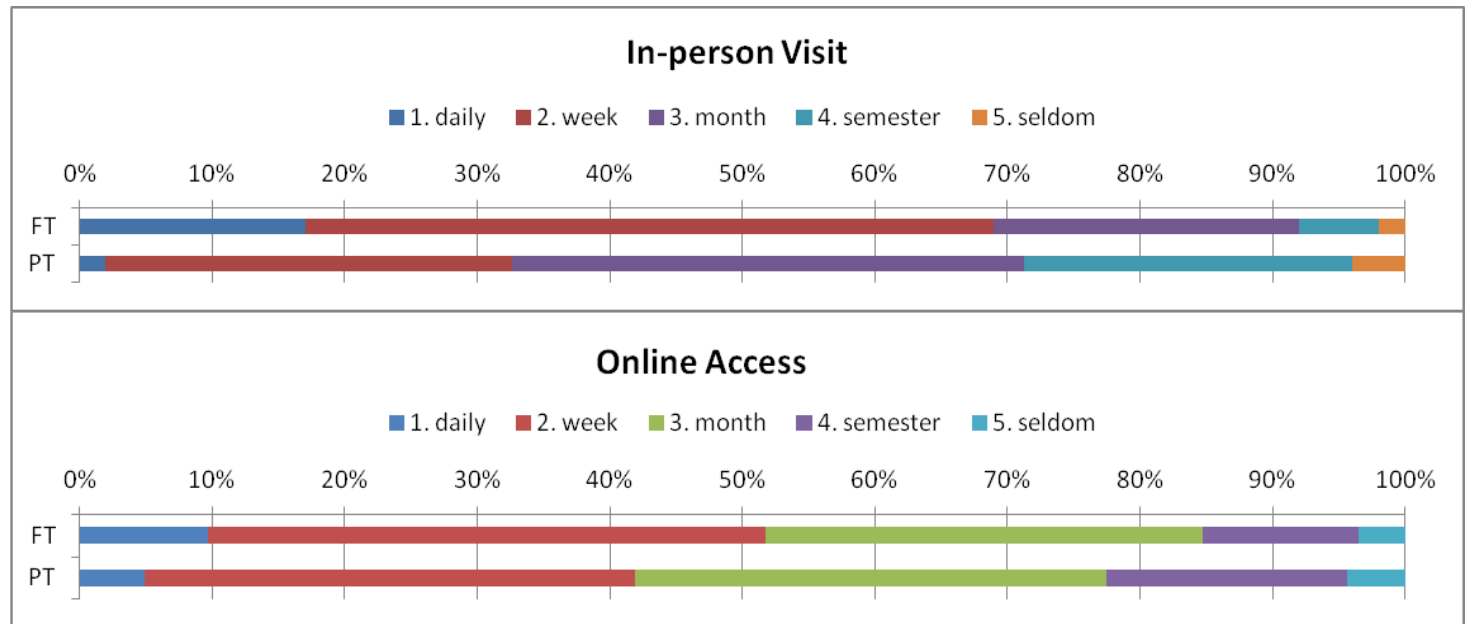
Online Access Frequency



Daily/Weekly Library Use



Frequency	In-person Visit		Online Access	
	FT	PT	FT	PT
1. daily	17%	2%	10%	5%
2. week	52%	31%	42%	37%
Subtotal	69%	33%	52%	42%
3. month	23%	39%	33%	36%
4. semester	6%	25%	12%	18%
5. seldom	2%	4%	4%	4%
All	100%	100%	100%	100%

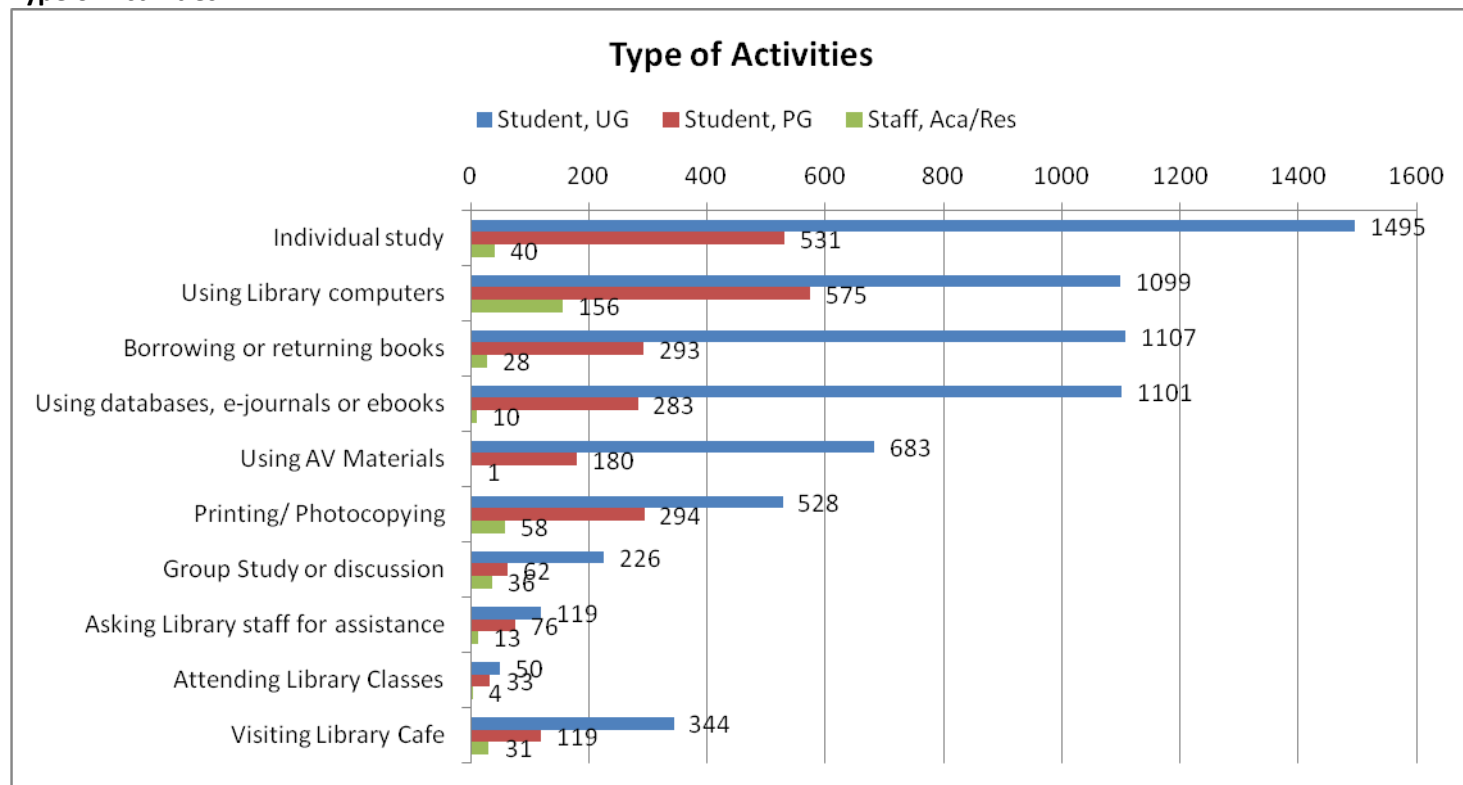


In-person use by Faculty	FAST	FB	FCE	FENG	FH	FHSS	SD	SHTM
1. daily	15%	19%	14%	13%	18%	10%	3%	10%
2. week	51%	48%	47%	43%	39%	52%	27%	51%
Subtotal	66%	67%	61%	56%	57%	62%	30%	61%
3. month	24%	21%	28%	29%	31%	27%	45%	28%
4. semester	9%	10%	8%	12%	11%	9%	26%	8%
5. seldom	2%	2%	2%	4%	1%	2%	0%	3%
All	100%	100%	100%	100%	100%	100%	100%	100%

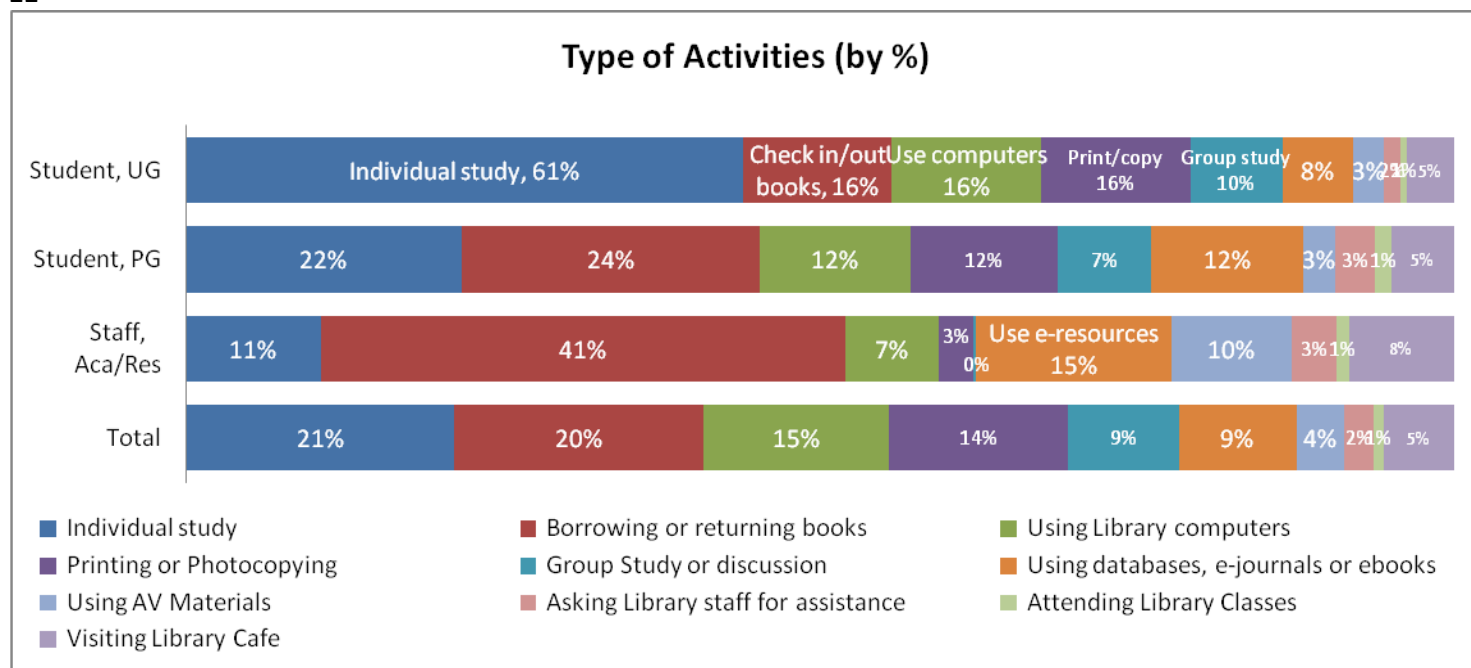
Online Access by Faculty	FAST	FB	FCE	FENG	FH	FHSS	SD	SHTM
1. daily	14%	8%	9%	10%	14%	7%	4%	13%
2. week	43%	37%	40%	39%	40%	49%	28%	41%
Subtotal	57%	45%	49%	49%	54%	56%	32%	54%
3. month	27%	36%	34%	32%	33%	33%	27%	34%
4. semester	14%	14%	12%	14%	11%	10%	31%	9%
5. seldom	3%	5%	4%	5%	2%	2%	9%	3%
All	100%	100%	100%	100%	100%	100%	100%	100%

Activities in Library

Type of Activities



22



	Individual study	Borrowing or returning books	Using Library computers	Printing or copying	Group Study or discussion	Using databases, e-journals or ebooks	Using AV Materials	Asking Library staff for assistance	Attending Library Classes	Visiting Library Cafe
Student, UG	61%	16%	16%	16%	10%	8%	3%	2%	1%	5%
Student, PG	22%	24%	12%	12%	7%	12%	3%	3%	1%	5%
Staff, Aca/Res	11%	41%	7%	3%	0%	15%	10%	3%	1%	8%
Total	21%	20%	15%	14%	9%	9%	4%	2%	1%	5%

Library Services:

Importance, Level of Service & Service Gap

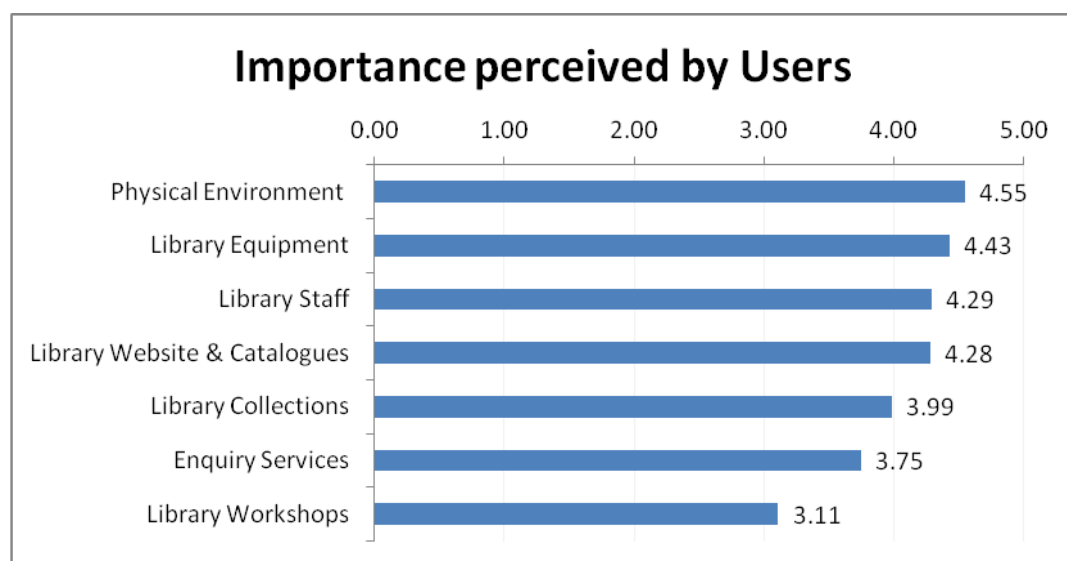
No. of Respondents for each type of services

No. of Respondents	UG	% of Respond-ents	PG	% of Respond-ents	Staff , Acad /Res	% of Respond-ents	Total	% of Respon-d-ents
Printed books	2,073	96%	819	96%	191	97%	3,083	96%
Printed journals	1,778	83%	723	85%	165	84%	2,666	83%
E-journals	1,887	88%	778	91%	181	92%	2,846	89%
E-books	1,975	92%	804	94%	176	90%	2,955	92%
Databases	1,890	88%	745	87%	167	85%	2,802	88%
Library website enabling me to locate information	2,038	95%	813	95%	188	96%	3,039	95%
AV Materials	1,671	78%	618	73%	153	78%	2,442	76%
OneSearch (New Library Search Platform)	1,828	85%	744	87%	152	78%	2,724	85%
Quiet space for Individual study	2,110	98%	807	95%	160	82%	3,077	96%
Space for group study or projects	2,087	97%	761	89%	123	63%	2,971	93%
Computers in the Library	2,109	98%	807	95%	172	88%	3,088	97%
A comfortable and inviting environment	2,114	98%	814	96%	186	95%	3,114	97%
Photocopiers / Printers	2,103	98%	789	93%	151	77%	3,043	95%
Library workshops	1,594	74%	660	77%	139	71%	2,393	75%
Enquiry Services	1,850	86%	784	92%	174	89%	2,808	88%
IT help services	1,642	76%	698	82%	140	71%	2,480	78%
HKALL	1,417	66%	653	77%	144	73%	2,214	69%
Inter-Library Loan & Document Delivery Services	1,478	69%	676	79%	162	83%	2,316	72%
Library Staff who are polite and friendly	2,051	95%	817	96%	193	98%	3,061	96%
Library Staff who are Knowledgeable and helpful	1,976	92%	800	94%	188	96%	2,964	93%

Importance rated by respondents

	All		Student, UG		Student, PG		Staff, Aca/Res	
1.	Quiet space for Individual study	4.60	Quiet space for Individual study	4.68	Databases	4.49	E-journals	4.75
2.	A comfortable and inviting environment	4.49	Photocopiers / Printers	4.51	E-journals	4.48	Library Staff who are Knowledgeable and helpful	4.59
3.	Photocopiers / Printers	4.42	A comfortable and inviting environment	4.50	Quiet space for Individual study	4.47	Databases	4.56
4.	Library Staff who are Knowledgeable and helpful	4.35	Space for group study or projects	4.46	A comfortable and inviting environment	4.46	Library website enabling me to locate information	4.54
5.	Library website enabling me to locate information	4.35	Computers in the Library	4.33	Library Staff who are polite and friendly	4.46	Library Staff who are polite and friendly	4.51
6.	Library Staff who are polite and friendly	4.34	Library website enabling me to locate information	4.32	Library Staff who are Knowledgeable and helpful	4.43	Inter-Library Loan & Document Delivery Services	4.5
7.	E-journals	4.34	Printed books	4.31	Library website enabling me to locate information	4.37	HKALL	4.49
8.	Space for group study or projects	4.33	Library Staff who are Knowledgeable and helpful	4.30	Printed books	4.33	Printed books	4.47
9.	Printed books	4.32	Library Staff who are polite and friendly	4.28	Inter-Library Loan & Document Delivery Services	4.3	A comfortable and inviting environment	4.43
10.	Databases	4.32	E-journals	4.24	HKALL	4.27	E-books	4.28
11.	Computers in the Library	4.30	OneSearch (New Library Search Platform)	4.24	Photocopiers / Printers	4.26	Enquiry Services	4.22
12.	OneSearch (New Library Search Platform)	4.23	Databases	4.23	E-books	4.25	OneSearch (New Library Search Platform)	4.18
13.	E-books	4.18	E-books	4.14	OneSearch (New Library Search Platform)	4.24	Computers in the Library	4.17
14.	Inter-Library Loan & Document Delivery Services	4.05	Inter-Library Loan & Document Delivery Services	3.89	Computers in the Library	4.23	Quiet space for Individual study	4.15
15.	HKALL	4.03	HKALL	3.88	Enquiry Services	4.16	IT help services	3.99
16.	Enquiry Services	3.94	Enquiry Services	3.82	Space for group study or projects	4.11	Photocopiers / Printers	3.93
17.	IT help services	3.80	IT help services	3.69	IT help services	4.02	Printed journals	3.65
18.	Printed journals	3.64	Printed journals	3.64	Printed journals	3.64	Space for group study or projects	3.58
19.	AV Materials	3.36	AV Materials	3.37	Library workshops	3.63	AV Materials	3.57
20.	Library workshops	3.27	Library workshops	3.11	AV Materials	3.28	Library workshops	3.51

Importance perceived by Users:



Library Collections

Importance	Printed books	E-journals	Databases	E-books	Printed journals	AV Materials	Average
FAST	4.41	4.26	4.24	4.27	3.68	3.51	4.06
FB	4.26	4.16	4.20	3.98	3.70	3.22	3.92
FCE	4.34	4.05	4.15	4.12	3.81	3.36	3.97
FENG	4.26	4.05	4.22	4.05	3.59	3.34	3.92
FH	4.57	4.11	4.20	4.08	3.87	3.14	4.00
FHSS	4.26	4.53	4.33	4.27	3.50	3.45	4.06
SD	4.48	3.85	4.03	3.88	3.38	3.79	3.90
SHTM	4.19	4.55	4.15	4.28	3.63	3.15	3.99
Average	4.31	4.24	4.23	4.14	3.64	3.37	3.99

Physical Environment

Importance	Quiet space for Individual study	Space for group study or projects	A comfortable and inviting environment	Average
FAST	4.72	4.42	4.60	4.58
FB	4.70	4.49	4.49	4.56
FCE	4.69	4.46	4.50	4.55
FENG	4.68	4.40	4.47	4.51
FH	4.59	4.45	4.57	4.54
FHSS	4.70	4.51	4.47	4.56
SD	4.16	4.04	4.27	4.16
SHTM	4.75	4.65	4.54	4.65
Average	4.68	4.46	4.50	4.55

Level of Service rated by respondents								
All			Student, UG		Student, PG		Staff, Aca/Res	
1.	Library Staff who are polite and friendly	4.20	Library Staff who are polite and friendly	4.12	Library Staff who are polite and friendly	4.36	Library Staff who are polite and friendly	4.39
2.	Library Staff who are Knowledgeable and helpful	4.17	Library Staff who are Knowledgeable and helpful	4.10	Library Staff who are Knowledgeable and helpful	4.28	Library Staff who are Knowledgeable and helpful	4.38
3.	Enquiry Services	4.03	Printed books	3.96	Enquiry Services	4.21	Inter-Library Loan & Document Delivery Services	4.34
4.	Printed books	4.01	Enquiry Services	3.94	HKALL	4.16	HKALL	4.33
5.	HKALL	3.99	Quiet space for Individual study	3.90	Inter-Library Loan & Document Delivery Services	4.14	Enquiry Services	4.21
6.	Databases	3.95	Library website enabling me to locate information	3.89	Printed books	4.13	E-journals	4.13
7.	Library website enabling me to locate information	3.94	Databases	3.89	Databases	4.08	A comfortable and inviting environment	4.11
8.	Inter-Library Loan & Document Delivery Services	3.93	HKALL	3.88	A comfortable and inviting environment	4.05	Databases	4.10
9.	E-journals	3.93	E-journals	3.87	E-journals	4.04	Printed books	4.08
10.	Quiet space for Individual study	3.93	A comfortable and inviting environment	3.83	Library website enabling me to locate information	4.04	Computers in the Library	3.99
11.	A comfortable and inviting environment	3.91	OneSearch (New Library Search Platform)	3.82	IT help services	4.04	Library website enabling me to locate information	3.98
12.	OneSearch (New Library Search Platform)	3.84	Inter-Library Loan & Document Delivery Services	3.80	Library workshops	4.02	Quiet space for Individual study	3.96
13.	IT help services	3.83	IT help services	3.73	Quiet space for Individual study	4.01	Photocopiers / Printers	3.89
14.	Library workshops	3.81	AV Materials	3.72	Computers in the Library	3.95	Library workshops	3.88
15.	AV Materials	3.74	Library workshops	3.71	Photocopiers / Printers	3.91	E-books	3.88
16.	Computers in the Library	3.70	Printed journals	3.66	OneSearch (New Library Search Platform)	3.90	AV Materials	3.86
17.	Printed journals	3.70	E-books	3.63	E-books	3.83	IT help services	3.84
18.	E-books	3.70	Photocopiers / Printers	3.59	Printed journals	3.80	OneSearch (New Library Search Platform)	3.76
19.	Photocopiers / Printers	3.69	Computers in the Library	3.58	AV Materials	3.79	Space for group study or projects	3.72
20.	Space for group study or projects	3.51	Space for group study or projects	3.43	Space for group study or projects	3.69	Printed journals	3.71

Level of Service by Faculty:

Library Collections

Level of Service	Printed books	Databases	E-journals	E-books	Printed journals	AV Materials	Average
FAST	4.08	3.93	3.85	3.71	3.78	3.82	3.86
FB	3.95	3.95	3.88	3.63	3.71	3.73	3.81
FCE	4.09	3.93	3.92	3.73	3.72	3.79	3.86
FENG	4.05	3.99	3.90	3.75	3.70	3.76	3.86
FH	4.09	4.01	3.99	3.79	3.84	3.78	3.92
FHSS	3.93	3.96	4.02	3.63	3.62	3.66	3.80
SD	3.97	3.64	3.68	3.56	3.56	3.63	3.67
SHTM	3.93	3.95	4.00	3.79	3.67	3.69	3.84
Average	4.01	3.95	3.93	3.70	3.70	3.74	3.84

Physical Environment

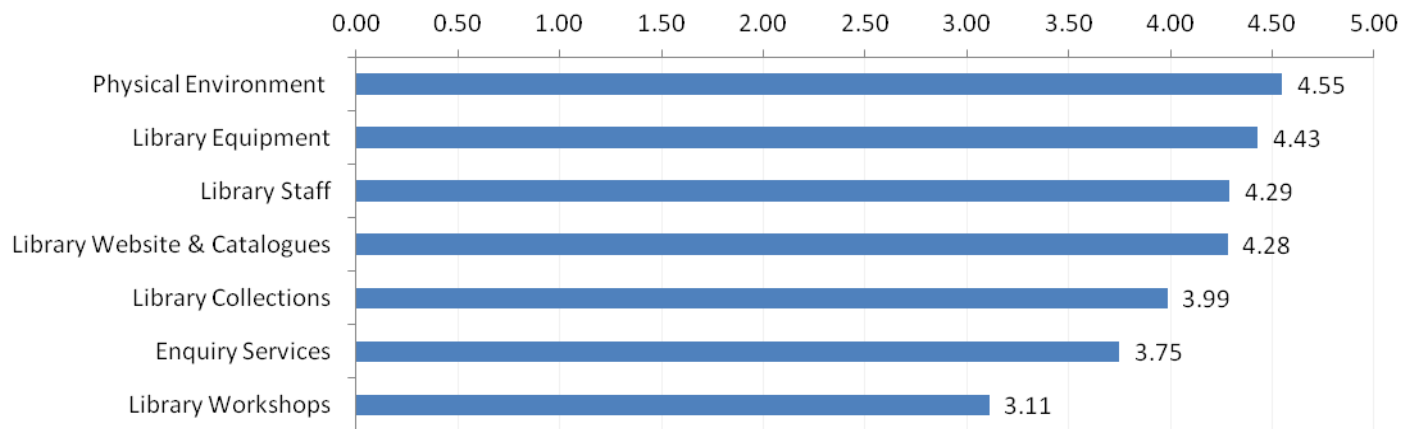
Level of Service	Quiet space for Individual study	Space for group study or projects	A comfortable and inviting environment	Average
FAST	3.95	3.61	3.95	3.84
FB	3.90	3.51	3.87	3.76
FCE	3.90	3.49	3.92	3.77
FENG	4.00	3.57	3.93	3.83
FH	3.95	3.65	4.07	3.89
FHSS	3.87	3.34	3.82	3.68
SD	4.16	3.57	3.87	3.87
SHTM	3.97	3.61	3.84	3.81
Average	3.93	3.51	3.90	3.78

Gap between Importance of Services and Level of Services

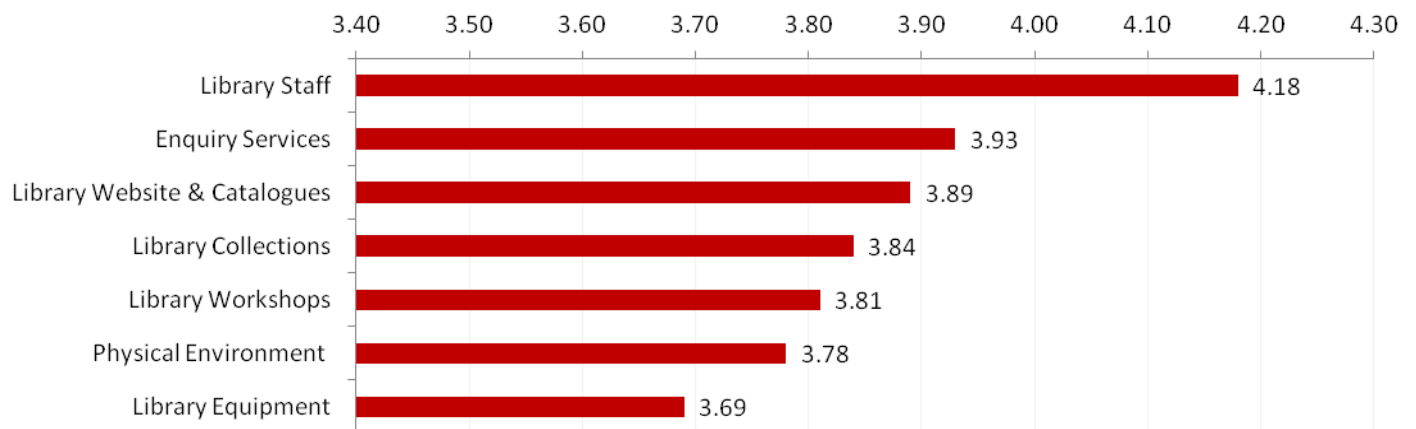
C:\	Alls		Student, UG		Student, PG		Staff, Aca/Res	
1.	Space for group study or projects	-0.82	Space for group study or projects	-1.03	Quiet space for Individual study	-0.46	E-journals	-0.61
2.	Photocopiers / Printers	-0.73	Photocopiers / Printers	-0.92	E-journals	-0.43	Library website enabling me to locate information	-0.55
3.	Quiet space for Individual study	-0.67	Quiet space for Individual study	-0.79	E-books	-0.42	Databases	-0.47
4.	Computers in the Library	-0.59	Computers in the Library	-0.75	Databases	-0.42	OneSearch (New Library Search Platform)	-0.42
5.	A comfortable and inviting environment	-0.58	A comfortable and inviting environment	-0.67	Space for group study or projects	-0.42	E-books	-0.40
6.	E-books	-0.48	E-books	-0.51	A comfortable and inviting environment	-0.41	Printed books	-0.39
7.	Library website enabling me to locate information	-0.41	Library website enabling me to locate information	-0.42	Photocopiers / Printers	-0.35	A comfortable and inviting environment	-0.32
8.	E-journals	-0.40	OneSearch (New Library Search Platform)	-0.42	OneSearch (New Library Search Platform)	-0.34	Library Staff who are Knowledgeable and helpful	-0.21
9.	OneSearch (New Library Search Platform)	-0.40	E-journals	-0.37	Library website enabling me to locate information	-0.33	Quiet space for Individual study	-0.19
10.	Databases	-0.36	Printed books	-0.35	Computers in the Library	-0.28	Computers in the Library	-0.17
11.	Printed books	-0.31	Databases	-0.33	Printed books	-0.20	Inter-Library Loan & Document Delivery Services	-0.16
12.	Library Staff who are Knowledgeable and helpful	-0.18	Library Staff who are Knowledgeable and helpful	-0.20	Inter-Library Loan & Document Delivery Services	-0.16	HKALL	-0.15
13.	Library Staff who are polite and friendly	-0.14	Library Staff who are polite and friendly	-0.16	Library Staff who are Knowledgeable and helpful	-0.15	IT help services	-0.14
14.	Inter-Library Loan & Document Delivery Services	-0.12	Inter-Library Loan & Document Delivery Services	-0.10	HKALL	-0.10	Library Staff who are polite and friendly	-0.11
15.	HKALL	-0.04	HKALL	0.01	Library Staff who are polite and friendly	-0.09	Photocopiers / Printers	-0.04
16.	IT help services	0.03	Printed journals	0.02	IT help services	0.02	Enquiry Services	-0.01
17.	Printed journals	0.06	IT help services	0.05	Enquiry Services	0.05	Printed journals	0.05
18.	Enquiry Services	0.09	Enquiry Services	0.12	Printed journals	0.16	Space for group study or projects	0.14
19.	AV Materials	0.39	AV Materials	0.35	Library workshops	0.39	AV Materials	0.29
20.	Library workshops	0.53	Library workshops	0.61	AV Materials	0.52	Library workshops	0.37

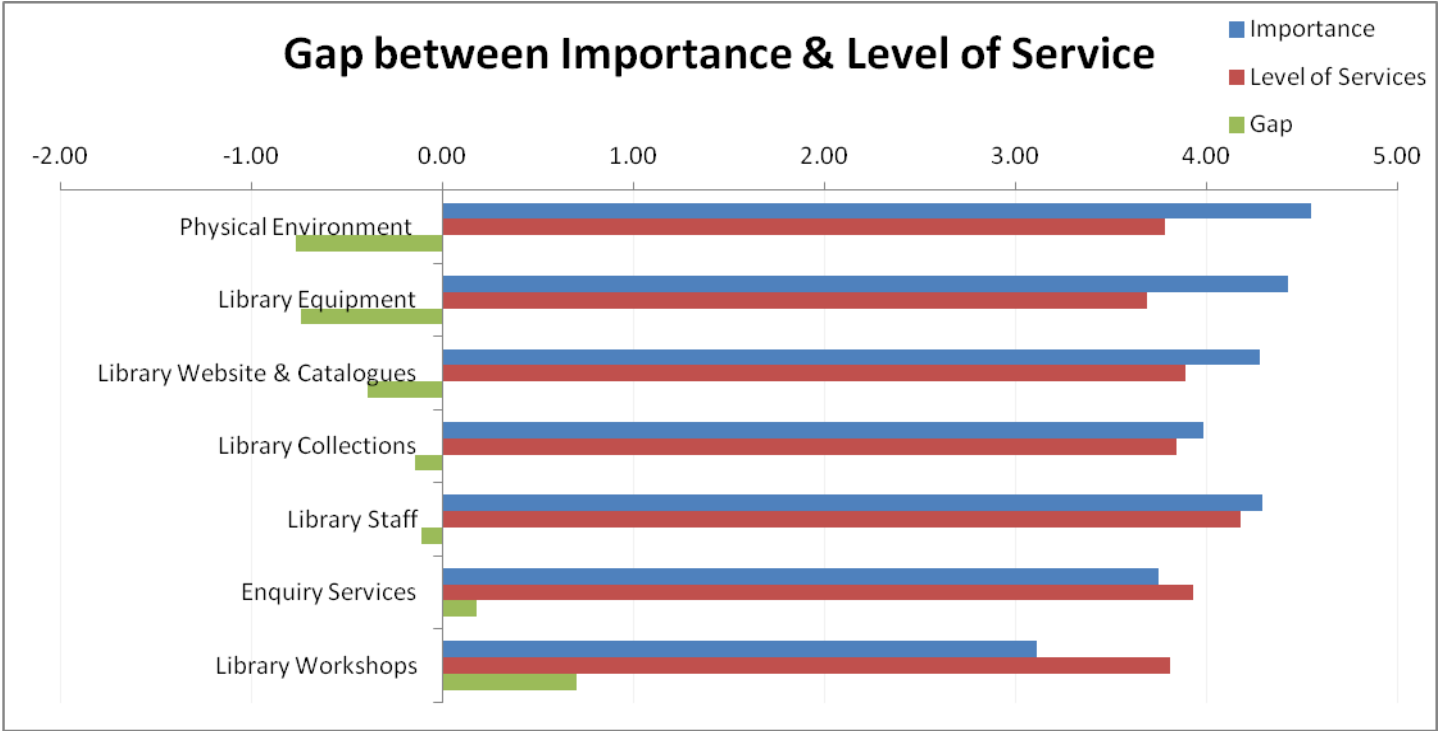
	Importance	Performance	Gap
Physical Environment	4.55	3.78	-0.77
Library Equipment	4.43	3.69	-0.74
Library Website, Catalogues & Equipment	4.28	3.89	-0.39
Library Collections	3.99	3.84	-0.15
Library Staff	4.29	4.18	-0.11
Enquiry Services	3.75	3.93	0.18
Library Workshops	3.11	3.81	0.70

Importance perceived by Users



Level of Services perceived by Users





Loan Policy

Loan Period for Term Loan

Loan Period for Books	PG.	%	Staff, Aca/Res	%	Total	%
Unchanged (term loan)	528	69%	132	74%	660	70%
60 Days	136	18%	26	15%	162	17%
90 Days	64	8%	11	6%	75	8%
120 Days	42	5%	9	5%	51	5%
Grand Total	770	100%	178	100%	948	100%

Loan Period for books when requested/recalled by another user

Loan Period for books when requested/recalled by another user	PG.	%	Staff, Aca/Res	%	Total	%
Unchanged (28 days)	440	57%	120	66%	560	58%
Reduce to 15 days	140	18%	27	15%	167	17%
Reduce to 20 days	101	13%	21	12%	118	12%
Reduce to 10 days	97	12%	13	7%	114	12%
Grand Total	778	100%	181	100%	959	100%

Maximum Number of Holds

Maximum Number of Holds	PG	%	Staff, Aca/Res	%	Total	%
Unchanged (10 holds)	476	62%	118	71%	594	63%
Increase to 15 holds	164	21%	28	17%	192	21%
Increase to 20 holds	129	17%	21	13%	150	16%
Grand Total	769	100%	167	100%	936	100%

Fines for books when requested/recalled by another user

Fines for books when requested/recalled by another user	No. of Respondents	%
Unchanged	1648	86%
Increase to \$6 per day	99	5%
Increase to \$4 per day	85	4%
Increase to \$5 per day	74	4%
Grand Total	1906	100%

Unpaid fines limit

Unpaid fines limit	No. of Respondents	%
Unchanged (\$120)	1169	63%
Reduce to \$60	427	23%
Reduce to \$30	258	14%
Grand Total	1854	100%

Student Ambassadors

Student Ambassadors

User Type	Aware	Aware & tried	Not Aware
Student, UG	46.6%	7.7%	45.7%
Student, PG	33.5%	8.6%	57.9%
Staff, Aca/Res	20.0%	1.0%	79.0%
Total	41.5%	7.5%	51 %
	49%		51%

