

# **User Survey**

**11 Feb to 21 Mar 2014**

Pao Yue-kong Library

The Hong Kong Polytechnic University

# Executive Summary

## Profile of Respondents

The survey, available in both online and printed forms, was conducted from 11 February to 21 March 2014. As for the online survey, users were required to input their Library Number and PIN for authentication to ensure only valid users can participate with no multiple submissions.

A total of 4,438 valid responses were received. Among them, 1,889 responses were from undergraduates (UG), 903 from postgraduates (PG), 276 from academic/research (Acad/Res) staff, 262 from general grade (GG) staff, and 1108 from other users (including HKCC, Alumni and JULAC cardholders).

Among the PolyU student respondents, 83% were studying full-time, and 17% were studying part-time.

In terms of number of respondents, the top 3 faculties were FHSS, FENG and FB, while the top 5 academic departments were FB, SN, APSS, COMP and ITC.

There were also 162 respondents from non-academic departments, representing 3.7% of the total number of respondents.

## Overall Satisfaction

Compared with the Library Survey conducted in 2013, the overall satisfaction rate in 2014 remained at the same high level of 4.05 (out of a 5-point scale). Postgraduates were the most satisfied group (average score at 4.27), followed by academic/research staff at 4.13.

Nearly 99% of the respondents from our core users (UG, PG, Acad/Res staff and GG staff) ranked overall Library services at 3 or above.

Ranked by the average overall satisfaction rating, the top 5 faculties were FH, FAST, SHTM, FENG and FCE, while the top 5 academic departments were FH, AMA, LMS, FENG and LSGI.

## Frequency of Library Use

Same as previous year, UG visited the Library in person more frequently than other user types. 68% of UG, 64% of PG, 34% of Aca/Res staff and 20% of GG staff visited the Library in person on a daily or weekly basis.

As for online access of Library resources, PG and Aca/Res staff were among the top 2 frequent users. 73% of PG, 67% of Aca/Res staff, 48% of UG, and 28% 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 3 faculties were FB, FAST and FHSS. Ranked by the frequency of online access, the top 3 faculties were FHSS, FH and FAST.

## **Activities in Library**

Overall speaking, the top 5 activities performed by our core users in the Library included: Individual study (22%), Borrowing or returning books (19%), Using library computers (14%), Printing or photocopying (14%), and Using databases, e-journals, or e-books (10%).

UG tended to come for the library for Individual study (22%), Printing or photocopying (17%), Using library computers (16%), and Borrowing or returning books (16%). The most frequent activities by PG were Individual study (23%), Borrowing or returning books (20%), Using databases, e-journals, or e-books (12%), Using library computers (12%), and Printing or photocopying (12%).

For staff, they mainly visited the Library for Borrowing and returning books (Aca/Res staff:40% and GG staff: 35%), followed by Individual study (Aca/Res staff:15% and GG staff: 14%). Aca/Res staff was more likely to use the Databases, e-journals and e-books (14%). In general, staff also tended to come for visiting the LibCafe and using AV materials more often when compared with students.

## **Library Services:**

### **Importance**

The Importance indicates the significance of service provided to the users. As a whole, our core users considered the top 5 importance service areas were: Quiet space for Individual study (4.57), A comfortable and inviting environment (4.47), E-journals (4.39), Photocopiers / Printers (4.37), and Library Staff who are polite and friendly (4.36).

Similar pattern with core users was observed in UG and PG. The major difference was that UG placed more importance on Space for group study or projects (4.43), while PG put more emphasis on Databases (4.51). Aca/Res Staff tended to be more concerned with accessing research materials out of the Library as Inter-Library Loan & Document Delivery Services (4.52) and HKALL (4.50) were included in their top 5.

The 5 areas perceived by core users as less important were Enquiry Services (3.95), IT help services (3.84), Printed journals (3.65), AV Materials (3.43), and Library workshops (3.33).

### **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 5 areas: Library Staff who are polite and friendly (4.24), Library Staff who are Knowledgeable and helpful (4.19), Enquiry Services (4.08), Printed books (4.02), and HKALL (4.02).

UG were more satisfied with the organization of information as Library website enabling me to locate information (3.95) and OneSearch (3.94) were among their top 5, while Aca/Res Staff and

PG rated favorably on Inter-Library Loan & Document Delivery Services (4.23 and 4.29) as their top 5.

The 5 areas perceived by core users with lowest level of services were E-books (3.78), Printed journals (3.77), Computers in the Library (3.73), Photocopiers / Printers (3.69), Space for group study or projects (3.54).

## **Service Gap**

The Service Gap score is calculated by subtracting the Importance from the Level of Service on each question. It is an indication 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 5 areas with largest negative service gap were: Space for group study or projects (-0.72), Quiet space for Individual study (-0.68), Photocopiers / Printers (-0.67), A comfortable and inviting environment (-0.57), and Computers in the Library (-0.55).

The same pattern was observed among UG. As for PG, Databases (-0.40) and E-Books (-0.38) were among their top 5 in negative service gap.

The response given by Aca/Res Staff was quite different from the other users. The 5 areas with largest negative service gap were: E-journals (-0.57), Library website enabling me to locate information (-0.43), E-books (-0.37), Databases (-0.33), and A comfortable and inviting environment (-0.31).

## **Other Questions:**

### **Updatedness of Subject Areas, Efficiency and Information Skills**

When asked to what extent our users agreed the Library helps them keep updated of developments in their subject areas, PG gave the highest rating at 4.16, followed by Aca/Res Staff (3.96), Others (3.83) and UG (3.80).

As for whether the Library helps users to be more efficient in their research or study, PG rated 4.35, followed by Aca/Res Staff (4.15) and UG (4.09).

In terms of providing users with information skills needed for research and study, PG rated 4.17, followed by UG (3.89) and Aca/Res Staff (3.87).

### **Reference Management Tools**

24% of the core users have used RefWorks for managing references. EndNote is another popular tools used by 13% of the core users, followed by Mendeley (4%) and Zotero (2%).

RefWorks users in the survey rated the satisfactory level of the product as 3.79 out of a 5-point scale.

When asked to suggest additional reference management tools to be supported by the Library, 28% of the users suggested EndNote, followed by Mendeley (15%) and Zotero (13%).

## **Course Readings Database**

Course Readings Database was a new service launched in September 2014, 30% of the core users were aware of the database but haven't tried it, while 8% were aware and tried the database to search for course materials. PG tended to try this service (10%) more than UG (7%) and Aca/Res Staff (7%).

When asked to rank the usefulness of providing hyperlinks in subject reading list, our core users ranked 4.04 out of a 5-point scale, indicating their preference for a quick and direct access to Library materials.

## **Student Ambassadors**

Over 46% of the core users were aware of the student ambassadors but haven't asked them questions. 11% have used their services. PG tended to seek help from the student ambassadors (15%) more than UG (10%).

## Written Comments

The last question of the survey was an open-end question for users to comment on the Library Services. A total of 2035 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.

### On Space

#### Air Conditioning / Ventilation

There were 50 comments on air quality and 40 comments on temperature level.

A few examples:

-ve:

- The environment in the library is quite stuffy and hot during winter. It is not that comfortable to study for a whole day. Please consider to improve the ventilation system, thank you.
- I think the indoor air quality is quite bad. For example, I feel like no fresh air when there are too many students especially in those areas providing individual sit (1/F & 4/F).
- The air-conditioner is so strong that we have to bring extra clothes. Many of them think the temperature in library prevents them from focusing on study. Especially in summer, we wear T-shirts or dresses but we may have a cold in this condition.

Overall, users asked for	The Library plans to ...	The Library has ...
Better ventilation system for better air quality	Improve the ventilation system of 3/F REC, 3/F Media Services and further enhance the fresh air supply of 24-hour Study Centre in Q3 and Q4 of 2014	Improved the ventilation system and fresh air supply for 24-hour Study Room, Room L003 and L010
Higher temperature level	Continue to monitor the situation with FMO and adjust the temperature level where necessary	Requested FMO to maintain the temperature level at 23-25 °C

## Cleanliness of Library Areas

There were 6 comments on 24-Hour Study Centre, 7 comments on other or overall study area, 2 comments on carpets and 1 comment on computing equipment

A few examples:

-ve:

- The tidiness and cleanness of room at G/F with round table and some individual room opening for 24 hours for discussion (Sorry I forgot the room name) have room for improvement. Comparing to other places of the library, that room is relatively dirty, especially but not limited to the carpet.
- Check the ventilation system in washroom or 24 hour self studying room from time to time to prevent smelly odor.
- Sterile the carpet to keep away from bacteria

Overall, users asked for	The Library plans to ...	The Library has ...
Cleaner study area, especially the 24-hour Study Centre	/	Requested the cleaning contractor via FMO for more frequent clearance of garbage and ensure cleaning of the study areas every day
Cleaner carpets	/	Requested FMO to arrange for major cleaning and pest control regularly and whenever necessary

## Drinking Facilities

There were 23 comments requesting for supply of hot water, 2 comments on water quality of drinking fountains and 1 comment for new drinking machines.

A few examples:

-ve:

- it is inconvenient that can only get cold water to drink, especially in winter. If we want to get hot water, we have to go a long way outside the library. i strongly suggest that to install some boiling machine to serve some hot water.
- Try to install the latest model of auto-drinking water machine to protect hygiene, just like a machine that installed at 1/F. The old and white one may increase flu infection and inconvenience to operate.

Overall, users asked for	The Library plans to ...	The Library has ...
Hot water supply	Explore alternative ways in supplying warm drinking water in certain areas of the Library	Forwarded similar requests to HSEO and FMO. Both departments do not recommend providing hot drinking water in Library due to safety concern
Better water quality	Continue to monitor the situation and forward the problems to FMO for follow-up	Forwarded similar comments to FMO. According to FMO, its maintenance contractor conducts routine inspection and replaces filters and UV sterilizer for the drinking fountains once every two months

## Power Points

There were 36 comments on insufficiency of power outlets in study space.

A few examples:

+ve:

- I'm very happy that more seat with power supply as it is an extremely important factor for choosing seats in library when self-studying.

-ve:

- And on 3,4 and 5th floor, it will be very nice if one electricity supplies on 1 seat.
- i think provide more wall socket in each seat is better because not all of seats have wall socket

Overall, users asked for	The Library plans to ...	The Library has ...
Additional power sockets in the study area	<ul style="list-style-type: none"> <li>- Provide sufficient power outlets in 3/F Media Services and G/F 24-hour Study Centre</li> <li>- More power outlets will be provided on other floors</li> </ul>	<ul style="list-style-type: none"> <li>- Added power outlets, where possible, on G/F and 1/F by using power extension panels</li> <li>- Added power outlets along a wall in Room L401 and L501.</li> <li>- Made sure sufficient power outlets in newly renovated P/F and 3/F REC</li> </ul>



## Group Discussion & Private Study Area

There were 37 comments on private study area, 7 comments on discussion space, 11 comments on individual study space and 4 comments on research carrels.

A few examples:

+ve:

- Comfortable environment, good for students to spend their time during study period.
- it is very good that the library has sufficient individual study seats.
- The library provides a relaxing environment for study and reading
- There are sufficient individual space for student to study, I think that's really good !

-ve:

- It would be better if there are more sits and space for group project and individual study.
- Group / individual study seats are not enough especially in exam period.
- More individual desks should be provided on various floors of library.
- Some research carrel should be allowable for undergraduate students in exam period.

Overall, users asked for	The Library plans to ...	The Library has ...
Additional space or seats for private study	Expand the Library space by adding one more floor on roof top with pending funding support from the government	Added some study space on 3/F REC, but not on other floors due to limitation of the ventilation system
Additional individual study space	Set up more individual study carrels on 4/F and 5/F	Provided more individual study space in the Research Enhancement Centre on 3/F and L013
Additional space for group discussion	Expand and renovate G/F 24-hour Study Centre in this summer to provide 150 additional seats for group discussion	Converted Room L010 into a discussion zone and refurbished former exhibition area on P/F for group study
Additional research carrels and carrels for undergraduate students	Explore the feasibility of providing research carrels to UG students on walk-in basis	Provided 85 research carrels in 3/F REC and 53 research carrels on 4/F and 5/F

## Toilets

There were 25 comments on cleanliness and hygiene, 19 comments on insufficiency of toilet space and 15 comments on ventilation.

A few examples:

+ve:

- They don't feel clean sometimes because of the heavy use, though I think the cleaning ladies have been already very diligent. I thought maybe the air sanitizer would help. Just a thought.

-ve:

- The toilets in the library are quite dirty and smelly.
- i found that the toilet is always not enough for female and we always need to wait for a long time ,which has bring much inconvenience to us, hope the library can take some corresponding measurement.
- female toilet is obviously insufficient. It takes long time to wait each time. I suggest the male toilet on the 3 and 5/F change to female toilet and likewise make the change for the 4/F one.

Overall, users asked for	The Library plans to ...	The Library has ...
Cleaner toilets	Arrange one more major floor cleaning during the day with the support of FMO	Contacted the cleaner contractor via FMO for more frequent cleaning during opening hours
Better ventilation	Explore the feasibility of enhancing the ventilation system of public toilets in LER Project upon pending government funding support	Contacted FMO to provide a long term solution in improving the ventilation in washrooms. As an interim solution, FMO will install air purifiers in public washrooms
More toilet space, especially female toilets	Follow up with FMO in exploring the feasibility and ways of increasing female toilets in the Library	Forwarded similar suggestions to FMO before

## Signage

There were 12 comments on signage of book location.

A few examples:

+ve:

- I have been to academic libraries around the world. I am impressed with PolyU library's little thoughtful things. More signage at the stacks would be good.

-ve:

- The signage for directing readers to find books can be improved.
- Quick information to show which floor the book locates will be better.

Overall, users asked for	The Library plans to ...	The Library has ...
More and clearer signage and maps to indicate the location of books	Collaborate with School of Design to explore ways to improve the Library signage	Put up new directional signage and floor directories indicating the ranges of call numbers for each study room

## Facilities and Furniture

There were 10 comments on the old style of Library furniture, 3 comments on the furniture variety, 3 comments on table & chair compatibility and 3 comments on comfort level.

A few examples:

+ve:

- I noticed the library has recently added a lot more tables in different floors for individual studies. That is great. Thank you!
- The building is old, I can tell the Librarian and the team has tried very hard to make the place lively and cozy.

-ve:

- The chair and the desk should be compatible. I always had a neckache and backache because the height level or the difference is inappropriate level.
- i want some long tables for sitting with students showing more warm than individual partition.
- Also, would be good to change all seats to individual ones to minimize discussions and chatting among users.

Overall, users asked for	The Library plans to ...	The Library has ...
Furniture upgrade	<ul style="list-style-type: none"> <li>- Upgrade the user space and furniture in 3/F MS and G/F 24-hour Study Centre very soon</li> <li>- Upgrade the furniture on other floors in the coming academic year</li> </ul>	Further upgraded the furniture in 3/F REC and on P/F
A larger variety of furniture	Introduce a larger variety of furniture in the area indicated above	Provided different types of furniture on P/F, 3/F REC and G/F Discussion Zone
Compatibility of tables and chairs	Replace chairs at other OPAC stations with ergonomic chairs	Acquired ergonomic chairs at IT workstations to allow height adjustment
More comfortable furniture	Consider comfort an important factor when selecting furniture in future	/

## Research Carrels

There was 1 comment on the administration of research carrels, 6 comments on booking/loan policy and 4 comments on carrel sufficiency.

A few examples:

-ve:

- more carrels for graduate students, smaller is okay,
- 5th floor should be rent on half day basis, not daily basis, to avoid the "nobody but occupied".
- I hope there could be some ways to prevent from seat occupation in research carrels. Some people just claim the carrel and leave it vacant during the whole period.

Overall, users asked for	The Library plans to ...	The Library has ...
Better loan arrangement of research carrels	Increase the awareness of users to check out the research carrels key when they are no longer in need	Posted signage inside the research carrels to remind users checking out the research carrels once finished using them
Additional research carrels	Revamp the research carrels on 4-5/F in future LER Project when funding is available	Provided 85 research carrels in 3/F REC and 53 carrels on 4-5/F
Revised loan policy to allow more bookings, shorter loan period for 4-5/F research carrels, more types of users in using the carrels	<ul style="list-style-type: none"> <li>- Install smart card system in all 4-5/F research carrels and include them in iBooking System for advanced booking</li> <li>- Adjust the booking policy to meet user needs</li> </ul>	/

## LibCafe

There were 7 comments on the size of area of LibCafe.

A few examples:

+ve:

- I like the service of LibCafe.
- I love the fact that I can have a coffee at the library.

-ve:

- The area for the library cafe can be lager cuz it's quite hard to find a free seat in lib cafe.
- I think the space in library cafe should be expanded.

Overall, users asked for	The Library plans to ...	The Library has ...
Additional area allocated to LibCafe	Explore the opportunities to allow drinks in restricted library area	/

## Photocopying / Printer / Scanner Services

There were 38 comments on printer provision, 30 comments on maintenance and repair service, 20 comments on printing quality, 15 comments on service quality, 11 comments on scanner provision, 9 comments on copier provision and 8 comments on paper consumption.

A few examples:

+ve:

- 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.
- 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!

-ve:

- Perhaps photocopying could be centralized to one separate room in each library floor, the reason is photocopying could take quite a while and it could be noisy.
- The photocopiers should be confined in enclosed areas not to disturb the people studying.
- Another suggestion is to turn on the scanning functions in every photocopying machine, at least one to two in each floor. The free service certainly helps students to save money and save a lot of papers.

Overall, users asked for	The Library plans to ...	The Library has ...
Additional printers	Provide one network printer in G/F Discussion Zone and in the G/F 24-hour Study Centre after its expansion	Provided 1-2 network printers right next to the IT workstations cluster in almost all study rooms
Efficient maintenance service	<ul style="list-style-type: none"> <li>- Upgrade the printers and Octopus card readers</li> <li>- Acquire a few more Octopus card readers as standby to temporary replace the problem readers</li> </ul>	Arranged regular maintenance for all public printers
Better printing quality and performance	Gradually replace the old network printers in the Library	Arranged a new printer model for pilot test in 3/F REC

Additional scanners	Explore the feasibility of providing scanners on other floors	Provided 5 high-speed colour scanners in G/F Photocopying Unit and 3/F REC and 2 desktop scanners with the graphic PCs in 3/F REC
Additional photocopiers	Re-arrange the distribution of photocopiers on each floor for easier access and service support while reducing the number of photocopiers in view of the declining demand	Provided over 20 photocopiers in the Library
Better instructions on use of printers	Further enhance the quick guide on the use of printers	<ul style="list-style-type: none"> <li>- Provided quick guide on printer use</li> <li>- Staff support is available in G/F Photocopying Unit</li> </ul>

## On Systems Support & IT Provision

### Library Homepage

There were 4 comments on the design of the homepage, 3 comments on the content of the homepage.

A few examples:

+ve:

- The online searching tools are very helpful, simple and straightforward.

-ve:

- Make the website more organized.
- Don't change the layout of the front page of the library website without good reasons. It takes time to familiarize with the location of the portlets.
- Some links are difficult to find the content.
- Providing one click service in video or word about the introduction of library service in the homepage of library website would be decreased the using of enquiry in front desk. That may improve the effective for other service such as the book re-dock as well.

Overall, users asked for	The Library plans to ...	The Library has ...
Simple and organized homepage interface	Revamp the Library Homepage to make it more straightforward and easier to use	Regrouped the content categories and presented more popular topics on the front page

An one-click online introduction of library service on the homepage	Redesign the virtual orientation and how-to video	Developed online assistance such as topical and research guides, virtual orientation, and how-to videos
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## Library Records

There were 9 comments on problem of retrieval, 3 comments on coverage of database, 8 comments on search functions and 1 comment on reservation of subject reference books.

A few examples:

+ve:

- The online searching tools are very helpful, simple and straightforward.

-ve:

- I find that some hyperlinks of some Chinese articles or e-books are broken, we cannot access through them. I hope this situation can be developed.
- There also some journals that can be found via other searching engine (Google scholar) are not covered by the library's searching engine.
- It would be better if the library system shown Chinese words instead of pinyin for the title of Chinese books.
- Provide reserve book of subject's main reference
- Can have much more detail contents regarding the book content as much as possible
- Video searching is still not user-friendly such as lacking of photos, name of Chinese film. Please upgrade and enhance the service.

Overall, users asked for	The Library plans to ...	The Library has ...
Reliable and updated hyperlinks to the e-resources	Check with the service providers on the validity of links	Reported broken links to the vendors from time to time
Better search platform that can help to find required materials	Explore a better way in presenting the search results.	Fine-tuned the e-journal holdings in the knowledgebase of OneSearch
New functions, e.g. saving our search preferences	Work on new search functions	/



Display of Chinese titles of the Chinese books and other resources	Work on the possibility of displaying the title of Chinese books/other resources in both pinyin and Chinese characters	Presented Chinese titles in result display with searches by any index fields in both Classic Catalogue and OneSearch
More details of books and other resources to be put up in the search results	Work on what details of the resources are to be displayed, e.g. table of contents, on which floor to be found	/

## myRecord

There were 2 comments on myRecord.

A few examples:

-ve:

- can myRecord combine with eStudent/Blackboard account? we always cannot remember our pin number and then we cannot use the computer in the library easily.
- It will be useful to store the borrowing record, so the users can trace back the book already read.

Overall, users asked for	The Library plans to ...	The Library has ...
Same login account and password in myRecord as those in Blackboard or other PolyU platforms	/	Been preparing for adopting ITS' E-Authentication Security Framework to achieve a federated identity management infrastructure
Borrowing history in myRecord	/	Provided borrowing history in myRecord which users can decide whether to opt in or out

## OneSearch

There were 18 comments on search results in OneSearch.

A few examples:

+ve:

- I personally think that the current library service provision is basically satisfying, especially the new onesearch system which has much improved compared to the previous version.

-ve:

- It will be great if I can find the essays in the journals by just typing the keywords. Now, I use Google scholar to search the materials, and then find the journal in OneSearch. I just think this can be simplified. (Or maybe just because I don't know how to search efficiently)

Overall, users asked for	The Library plans to ...	The Library has ...
Relevant search results in OneSearch	Further explore ways to enhance the search function	Fine-tuned the relevancy level in Primo

## iBooking

There were 10 comments on loan period, 2 comments on coverage and 1 comment on system availability.

A few examples:

+ve:

- Very user friendly to book computers online.

-ve:

- Booking of computer lasting ONLY 2 hours is too short. Other students abuse the booking system by log-in using others' passwords. Grateful if the library could consider extending session booking of computer to 3 hours or more.

Overall, users asked for	The Library plans to ...	The Library has ...
Longer loan period for PC	Explore the feasibility and impact of extending the PC loan period to 3 hours	Allowed users to extend their PC booking if nobody is waiting
Online booking (iBooking) for 4-5/F Research Carrels	Explore the feasibility of installing smart card system and applying iBooking to those Research Carrels	/

## Remote Access / Wi-Fi

There were 21 comments on stability of Wi-Fi connection, 5 comments on user eligibility and 1 comment on connection problem to Eduroam.

A few examples:

+ve:

- appreciated that there is a wifi printer service.

-ve:

- The wifi access of some points in the library, e.g. the individual cubicle of higher floors is pretty weak.
- The wireless for internet needs to be improved. Sometimes the internet is cut off for no reason for several minutes, esp. in the busy afternoons.
- WiFi service does not offer to Alumni whose are eligible library's users. Please upgrade and enhance the service to achieve the equality for all users.

Overall, users asked for	The Library plans to ...	The Library has ...
Stable Wi-Fi connection in all areas of the Library	Upgrade AP equipment of all remaining areas before the new academic year and add more APs where necessary	Upgraded the Wi-Fi AP equipment on 3/F REC and P/F for better coverage and stronger signal with the support from ITS

## Computers / Notebook PCs / Mac

There were 33 comments on sufficiency of computers, 19 comments on PC upgrade, 10 comments on software upgrade or Chinese input method installation, 2 comments on PC cleanliness and maintenance, 2 comments on installation PCs in group rooms or research carrels and 2 comments on PC login.

A few examples:

+ve:

- It's very good that all the computers are updated this year, so we can edit the Words, Powerpoint and Excel here.
- There are sufficient numbers of laptops. Good!
- Working stations on 3/F are nice, but seats are less.

-ve:

- Printers and computers are not sufficient
- Computers located on the 3/F DVD areas are too limited. The space is not enough especially in A1-A11 areas, and B zone areas.
- I think the computers in the library could be renewed as most of the computers are working too slow.
- The library can add some common simplified Chinese input method to the library computer!

Overall, users asked for	The Library plans to ...	The Library has ...
More PCs	<ul style="list-style-type: none"> <li>- Provide notebook PCs in all group discussion rooms after the renovation and to re-allocate some low-use standing PC workstations for other purposes.</li> <li>- Notebook PC loan service is being planned to lend notebooks and Macbooks to users for supporting group discussion user within the Library in the new academic year</li> </ul>	<ul style="list-style-type: none"> <li>- Provided nearly 420 public PCs in the Library</li> <li>- Opened Teaching &amp; Learning Labs with 69 notebooks to user for self-study when not being occupied by Library events</li> </ul>
PC upgrade	Upgrade 83 public PCs in coming academic year and provide dual monitors for selective PCs in REC IT Lounge	Conducted PC upgrade almost every year according to the PC replacement cycle and 45 public PCs have been upgraded in 2013/14
Additional Chinese input methods	Install Sogou input method in all public PCs within this summer and to explore the feasibility of installing more popular Chinese input method in public PCs	Provided different Chinese input methods, such as Q9 input method, Sogou input method, etc. in all or selected PCs
Full version of Microsoft Office and video editing software in public PCs	Install video editing software in the graphic PCs in 3/F MS after the renovation	Installed full version of MS Office in all public PCs while some PCs supporting graphic design are also provided with Adobe graphic software

## Regulations and Policies

There were 27 comments on extended opening hours.

A few examples:

-ve:

- Will be perfect if service hours can be extended.
- On Sunday, please consider to open at morning. And in each end of semesters, please consider opening the whole library for 24 hours.

Overall, users asked for	The Library plans to ...	The Library has ...
Longer opening hours	Continue to monitor the daily access rate and review the opening hours	Provided the longest service hours among UGC libraries and kept open from 08:30-23:00 on Sundays and public holidays during exam periods

## Alumni Privileges

There were 9 comments on Wi-Fi service for alumni, 9 comments on Wi-Fi service, 11 comments on off-campus access of e-resources.

A few examples:

+ve:

- Library staffs including security are generally polite & nice & helpful.
- I am glad that the opening hours. Not possible back in Singapore.

-ve:

- The subscription fee is too high compare with other local universities
- I would strongly request the Library to provide free Wi-Fi service that can be accessible to those graduates or alumni of the PolyU while they are working in the library.
- 

Overall, users asked for	The Library plans to ...	The Library has ...
Reduced annual fee of alumni membership	Collaborate with AADO to provide discount to Federation of PolyU Alumni Associations Cardholders	Provided a new alumni membership of off-campus access of selected e-resources

Wi-Fi service for alumni use	Continue to liaise with ITS on opportunities to extend Wi-Fi service for all alumni	Provided Wi-Fi service for PolyU graduates who have completed their UGC-funded study programmes on or after 11 April 2011
More off-campus accessible e-resources	Continue to negotiate with vendors/publishers to advance alumni's remote access of e-resources	Provided remote access to e-resources for all PolyU staff and students

## Loan Policy

There were 6 comments on HKALL, 6 comments on loan period of reserve books, 2 comments on loan period of Kindle.

A few examples:

+ve:

- The part I love most is that I can also borrow books from other university libraries through our library and get them delivered to me. Fantastic!
- Due Date Reminder from library is useful.

-ve:

- It will be better if the library can prolong the time to borrow the books in the reserve collection.
- Suggest to have more Kindle for loan, and longer loan period for Kindle, at least 14 days, 7 days are too short to complete a fiction during semester.

Overall, users asked for	The Library plans to ...	The Library has ...
Longer loan period of reserve books	Monitor the usage of reserve books and review the loan policy as necessary	Introduced 7-day loan copies of reserve books to allow longer loan period
More Loan quota and extended loan period of HKALL items	Continue to collaborate with other UGC libraries to improve HKALL service	Increased the hold quota so that eligible users can reserve more HKALL books
Longer loan period of Kindles	Review the loan period and usage of Kindles	Provided renewal service for Kindle if it is not being requested by other users

## Collection

There were 214 comments on Library collections. Around 64% suggested the Library to acquire more books, e-books, journals, newspapers, databases and Chinese titles. Patrons mentioned the collection should be strengthened in the following subject areas: design, history, literature, philosophy, psychology, music, language, humanity, general education, Chinese culture, cookery, and health-related disciplines. 14% of the comments were related to more textbooks and course related reference books.

A few examples:

+ve:

- I am satisfied with the updated providing of Fashion trend book such as Peclers Paris. This really helps my studying since fashion design always requires updated information and sources.
- When compared to other university library, PYK library is a very comprehensive information centre. Many databases can be accessed and books are very updated as well.
- The library is continuing purchasing a lot of new books that I like the most.
- It would be a nice idea to regularly take recommendations from students or staff about any titles (books,etc.) that they would like to see added to the library collections.

-ve:

- I hope more Chinese books would be brought in to satisfy most people's needs to read in their mother language.
- There are many books which have only one version and no electronic version in the library, so i suggest our library to buy important books, like textbooks or important reference books for more than one copy, and add electronic version on the website available for more students.

Overall, users asked for	The Library plans to ...	The Library has ...
More library resources, such as books, e-books, journals, newspapers, databases and Chinese titles	<ul style="list-style-type: none"> <li>- Purchase more Chinese e-books from various sources</li> <li>- Source more new book catalogues</li> <li>- Continue to fine-tune YBP profiles to include more new books</li> <li>- Encourage faculty staff to recommend new books</li> <li>- Keep reviewing new recommendations suggested by students</li> </ul>	<ul style="list-style-type: none"> <li>- Allowed faculty staff and students to make new recommendations</li> <li>- Subscribed new journals and databases requested by Faculty staff if budget allows</li> </ul>

	and other users	
More copies of textbooks	<ul style="list-style-type: none"> <li>- Acquire e-versions of highly-demanded Reserve Books</li> <li>- Contact faculty staff to get more title lists of textbooks and reference books</li> </ul>	<ul style="list-style-type: none"> <li>- Acquired more textbook titles to support undergraduate degree curriculum via Course Readings exercise</li> <li>- Implemented the e-preferred policy for books</li> </ul>
Participation in recommending books to the Library	Promote "Suggest a Purchase" service to staff and students	Welcomed all students and faculty staff to recommend books and AV materials

## Noise and Seat Reservation

There were 31 comments on occupied seats by unattended items, 2 comments on noise.

A few examples:

-ve:

- Too many students occupied self-study seat but they are not using it.
- Sometimes people are very noisy.

Overall, users asked for	The Library plans to ...	The Library has ...
Controlling seat reservation	<ul style="list-style-type: none"> <li>- Increase the awareness of library users not to leave their belongings unattended</li> <li>- Increase staff patrol to prevent seat reservation</li> </ul>	<ul style="list-style-type: none"> <li>- Implemented anti-seat reservation policy during Exam periods</li> <li>- Removed any unattended belongings when seat reservation is reported by users</li> </ul>
Better noise control	Continue to remind staff to minimize the noise made when they are patrolling, shelving and working in between bookshelves	Opened up more designated areas for discussion, such as 24-Hour Study Centre, Discussion Zone, Research Lounge and group discussion rooms in Media Services

## Shelving / Locating Library Materials

There were 9 comments on difficulties in finding books on shelf.

A few examples:



-ve:

- Sometimes books are available when check online, but not on shelf.
- Every time I want to find the books in library and i am doing definitely in the right way, I just cannot find them.

Overall, users asked for	The Library plans to ...	The Library has ...
Items with status "Available" to be on the bookshelf	Increase student awareness of how we follow up books that are missing or lost	Deployed more manpower to pick out the misplaced items while shelving
Items on the library shelves to be easier to find	<ul style="list-style-type: none"><li>- Continue to explain what the location and call number in the catalogue means</li><li>- Improve signage, maps and floor plans in the Library</li></ul>	<ul style="list-style-type: none"><li>- Posted "How the call numbers work" on many book shelves</li><li>- Updated Library directory and webpage with zoning information</li></ul>

## Library Staff

There were 38 comments on the manner of Library staff, 10 comments on the administration of study area, 6 comments on noise generated by Library staff, and 4 comments on the professional knowledge of staff.

A few examples:

+ve:

- I very appreciate the help by the staff which enables me to find library resources efficiently last time.
- I would like to appreciate the Library staff. They are always helpful and polite.
- The Library Staff people are unfailingly courteous and attentive. I am grateful for their good work and support.
- When I had some questions, the staff was really helpful, and polite.

-ve:

- Staff can be more active to help the students.
- Library staffs who are responsible for tidying books usually chat but not really tidying.

Overall, users asked for	The Library plans to ...	The Library has ...
More frequent patrolling to deter discussion in quiet study areas and occupying seats with personal belongings	Review and enhance patrolling services to provide timely assistance to users	Introduced Library Staff Roving Service in 2013
Polite and friendly Library Staff	Improve knowledge and courtesy of staff through training	Planned to organize more customer service training in the second half of 2014
A quiet study environment	Remind our staffs to keep quiet in public area	Circulated relevant user comments to all Library Staff

## User Education

There were 4 comments on more workshops and hands-on practice during classes, 4 comments on offering workshops on weekend/evening, 4 comments on offering more research workshops and 5 comments on more advertisements of workshops are required.

A few examples:

+ve:

- Some subjects in workshop are quite useful; could the subject be taught once more in different month?
- Workshop participants [interested in workshops and ] want more hands-on practice
- Consider to hold library workshops in the evening and Saturday. This can be beneficial for students studying part time.
- Carry out more research classes as many of us do not really make use of library resource
- Provide more workshops for staff to learn to conduct research using the available online resources.
- So I recommend library could put more effort on advertising their workshops and facilitates
- Students know the library workshop. However, some of them don't want to attend. As a result, they cannot learn the researching skills. I suggest that the library should cooperate with some lecturers and tutors

-ve:

- The quota to apply "Workshops for references" for research students is very limited
- Provide a workshop to introduce what services are provided by library. (just introduce, workshops like how to use search function is too simple and useless)

Overall, users asked for	The Library plans to ...	The Library has ...
More hands-on practice opportunities in workshops	Provide more hands-on practice during workshop session	Developed exercises and activities as well as online learning resources for in class and after class engagement
Additional workshops and workshops to be conducted in the evenings and weekends	<ul style="list-style-type: none"> <li>- Re-run popular workshops</li> <li>- Provide more evening workshops and try running popular workshops in Saturday PM</li> <li>- Monitor attendance for further planning</li> </ul>	<ul style="list-style-type: none"> <li>- Been monitoring enrollment rate of workshops to identify popular workshops for re-running</li> <li>- Provided workshop in Saturday morning but the turn out rate was very low</li> </ul>
More opportunities to enroll in research workshop	Allow over enrolment of workshop to give more chances for users to attend the sessions, i.e. to take up the seats of those who do not turn up	Been monitoring turn out rate of each workshop
Teaching staff to arrange information skills workshop for students	Continue our effort to liaise with faculty staff to provide tailor made workshops to fit students' time table	Been working with faculty members to provide orientations and subject related workshops for students
More information about types of workshops available	Promote workshops via various means, e.g. email, twitter, Facebook, WebAd, Library Calendar etc.	Developed both print copies and online advertisement materials with attractive graphics

## Inter-Library Loan

There were 5 comments on use and access to interlibrary loans service.

A few examples:

-ve:

- I am not happy that if the lib staff of inter-Library service cannot find my article in all universities, but he/she cannot buy the article online.
- I look forward to seeing more efficient interlibrary loan.
- Some of the links, especially those about requesting materials via interlibrary loan services are not easy to access.

Overall, users asked for	The Library plans to ...	The Library has ...
Easy access to request ILL items and efficient service	Review ILL related links in the Library Homepage to examine the issue	<ul style="list-style-type: none"> <li>- Put in place various ways to submit ILL request online</li> <li>- initiated enhancements continuously to improve service</li> </ul>
Keeping the loaned item longer	Communicate with users on their special needs and make arrangement if possible	Offered loan periods according to the policies of the lending libraries
Obtaining articles beyond ILL means	Communicate with users on their special needs and consider the purchase of recommended items if possible	Obtained articles for users via established means and channels