User Survey Statistics

11 Feb to 21 Mar 2014
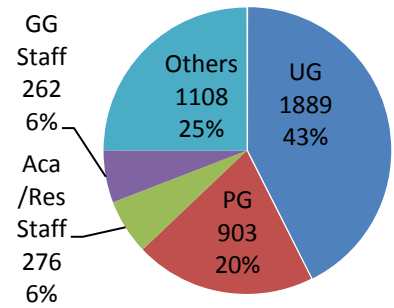
Pao Yue-kong Library

The Hong Kong Polytechnic University

Profile of Respondents
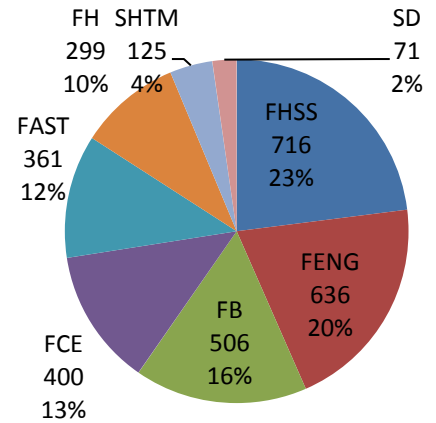
Respondents by Type

Type	No. of Respondents	%	Population Size	Response Rate
UG	1889	42.56%	22229	8.50%
PG	903	20.35%	10311	8.76%
Aca/Res Staff	276	6.22%	3122	8.84%
GG Staff	262	5.90%	2381	11.00%
Others	1108	24.97%	--	--
Total	**4438**	**100.00%**		

Respondents by Faculty

Faculty	No. of Respondents	%	No. of UG & PG	UG&PG Population Size (13/14)	UG&PG Response Rate
FHSS	716	22.99%	627	6522	9.61%
FENG	636	20.42%	587	6960	8.43%
FB	506	16.25%	484	4994	9.69%
FCE	400	12.85%	368	4697	7.83%
FAST	361	11.59%	298	4097	7.27%
FH	299	9.60%	247	1891	13.06%
SHTM	125	4.01%	114	2052	5.56%
SD	71	2.28%	63	1327	4.75%
Total	**3114**	**100.00%**	**2788**	**32540**	**8.57%**

PolyU Student Respondents by Mode of Study

Mode	No. of Respondents	%	Population Size (13/14)	Response Rate
Full-time	2305	82.65%	21265	10.84%
Part-time	484	17.35%	11275	4.29%
Total	**2789**	**100.00%**	**32540**	**8.57%**
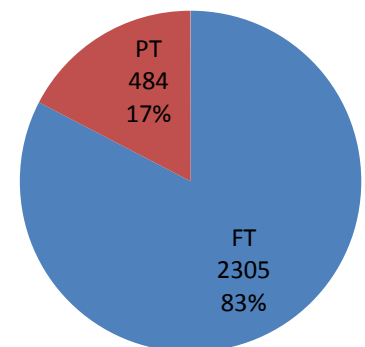
No. of Respondents by Academic Department

Dept	No.	%
FB	351	11.08%
SN	228	7.20%
APSS	199	6.28%
COMP	164	5.18%
ITC	150	4.73%
RS	127	4.01%
CBS	125	3.95%
SHTM	125	3.95%
BRE	119	3.76%
ABCT	118	3.72%
ISE	113	3.57%
EIE	106	3.35%
CEE	99	3.13%
ENGL	99	3.13%
FENG	93	2.94%
AF	93	2.94%
HTI	93	2.94%
FCE	77	2.43%
SD	71	2.24%
AMA	65	2.05%
ME	62	1.96%
EE	62	1.96%
BSE	62	1.96%
LSGI	43	1.36%
LMS	41	1.29%
FHSS	38	1.20%
BME	36	1.14%
FH	34	1.07%
HKCC	33	1.04%
SO	31	0.98%
CC	25	0.79%
AP	22	0.69%
MM	21	0.66%
ELC	15	0.47%
SPD	13	0.41%
CPCE	8	0.25%
FAST	6	0.19%
GEC	1	0.03%
Total	**3168**	**100.%**
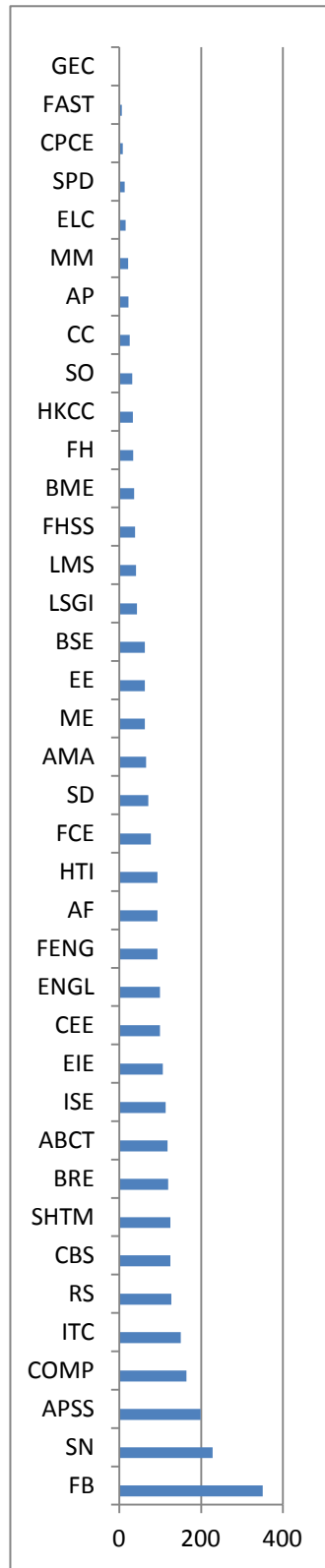
No. of Respondents by Non-Academic Department

Dept	No.	%
ITS	22	13.58%
FO	21	12.96%
AS	16	9.88%
SAO	11	6.79%
AADO	10	6.17%
HRO	10	6.17%
CDO	8	4.94%
IC	8	4.94%
LIB	7	4.32%
RO	7	4.32%
CPA	5	3.09%
EDC	5	3.09%
FMO	5	3.09%
HSEO	4	2.47%
IFE	4	2.47%
CBU	3	1.85%
UHS	2	1.23%
RITA	2	1.23%
IAO	2	1.23%
IAEE	1	0.62%
CMAO	1	0.62%
DSO	1	0.62%
MISS	1	0.62%
CBC	1	0.62%
OGUR	1	0.62%
SC	1	0.62%
OUS	1	0.62%
MEDC	1	0.62%
RC	1	0.62%
Total	**162**	**100.%**
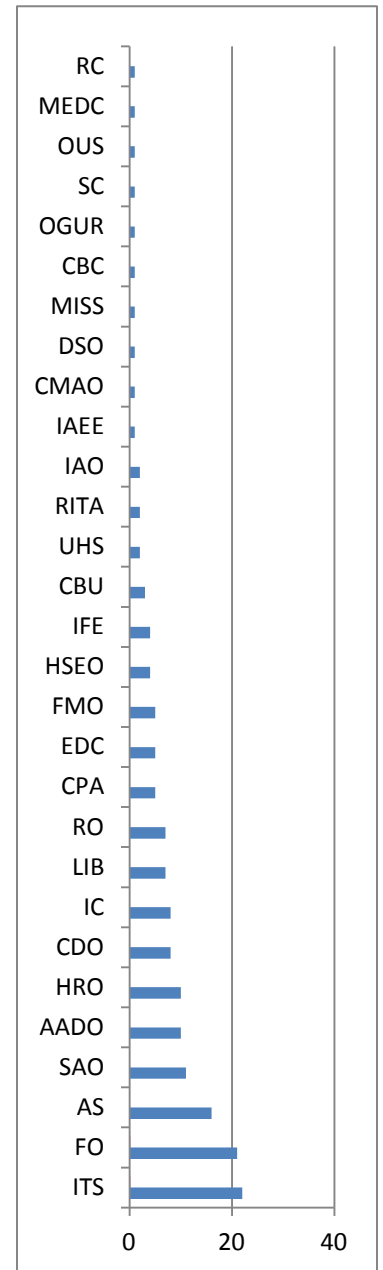
Overall Satisfaction

Overall Satisfaction - Rating By User Type

	UG		PG		GG Staff		Aca/Res Staff		Others		Total	
Rating	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
5	303	16%	316	35%	46	18%	73	26%	177	16%	915	21%
4	1284	68%	522	58%	185	71%	171	62%	744	67%	2906	65%
3	276	15%	58	6%	30	11%	27	10%	175	16%	566	13%
Subtotal	**1863**	**98.62%**	**896**	**99.22%**	**261**	**99.62%**	**271**	**98.19%**	**1096**	**98.92%**	**4387**	**98.85%**
2	20	1%	5	1%	1	0%	5	2%	12	1%	43	1%
1	6	0%	2	0%		0%		0%		0%	8	0%
Total	**1889**	**100%**	**903**	**100%**	**262**	**100%**	**276**	**100%**	**1108**	**100%**	**4438**	**100%**
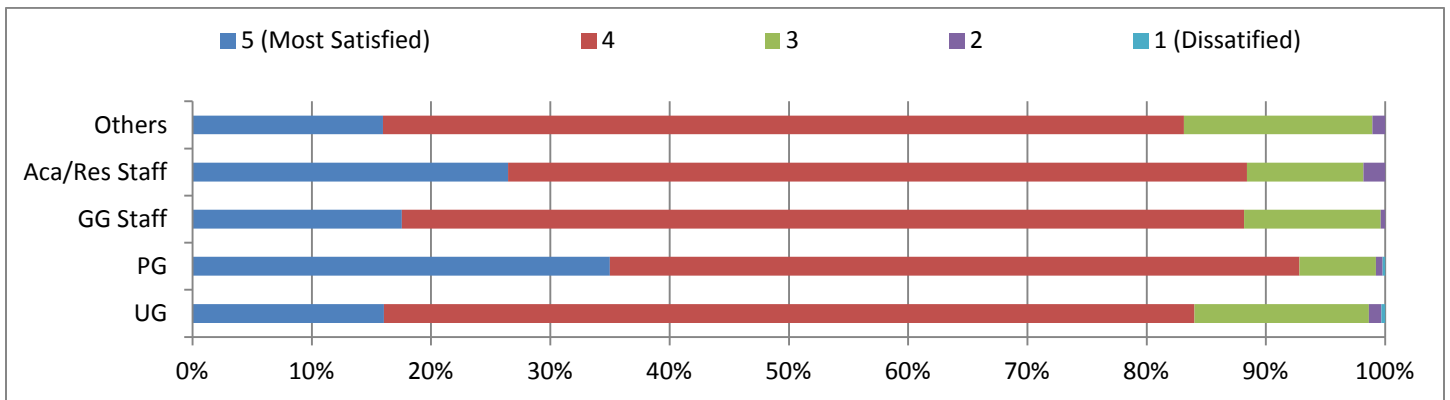
Comparison of Overall Satisfaction 2013 and 2014

Type	2014	2013	Y-to-Y Change
UG	3.98	3.99	-0.25%
PG	4.27	4.16	+2.64%
Aca/Res Staff	4.13	4.13	0.00%
GG Staff	4.05	4.03	+0.50%
Others	3.98	4.11	-3.16%
Grand Total	**4.05**	**4.05**	**0.00%**

Overall Satisfaction by Faculty

Faculty	No. of Respondents	%	Average Satisfaction
FH	299	9.60%	4.18
FAST	361	11.59%	4.14
SHTM	125	4.01%	4.11
FENG	636	20.42%	4.11
FCE	400	12.85%	4.09
FB	506	16.25%	4.07
SD	71	2.28%	3.99
FHSS	716	22.99%	3.98
Total	**3114**	**100.00%**	**4.08**

Overall Satisfaction by Department

Dept	No. of Respondents	%	Average Satisfaction	Dept	No. of Respondents	%	Average Satisfaction
GEC	1	0.03%	5.00	ELC	15	0.47%	4.07
FH	34	1.07%	4.32	EIE	106	3.35%	4.07
AMA	65	2.05%	4.26	SO	31	0.98%	4.06
LMS	41	1.29%	4.24	BME	36	1.14%	4.06
FENG	93	2.94%	4.24	AF	93	2.94%	4.05
LSGI	43	1.36%	4.23	FHSS	38	1.20%	4.05
FCE	77	2.43%	4.22	FB	351	11.08%	4.05
CBS	125	3.95%	4.21	BSE	62	1.96%	4.02
AP	22	0.69%	4.18	CC	25	0.79%	4.00
ENGL	99	3.13%	4.16	FAST	6	0.19%	4.00
ME	62	1.96%	4.15	SD	71	2.24%	3.99
MM	21	0.66%	4.14	EE	62	1.96%	3.98
COMP	164	5.18%	4.14	BRE	119	3.76%	3.98
ITC	150	4.73%	4.13	RS	127	4.01%	3.97
HKCC	33	1.04%	4.12	SN	228	7.20%	3.96
SHTM	125	3.95%	4.11	APSS	199	6.28%	3.95
CEE	99	3.13%	4.08	SPD	13	0.41%	3.92
ISE	113	3.57%	4.08	CPCE	8	0.25%	3.75
ABCT	118	3.72%	4.08				
HTI	93	2.94%	4.08	**Total**	**3168**	**100%**	**4.08**

Overall Satisfaction by Mode of Study

Study Mode	No. of Respondents	%	Average Satisfaction
Full-time	2305	82.65%	4.08
Part-time	484	17.35%	4.06
Total	**2789**	**100.00%**	**4.08**

Frequency of Library Use

In-person Visit to the Library by User Type

Frequency	UG	PG	Aca/Res Staff	GG Staff	Others	Total
Daily	15%	23%	8%	4%	5%	13%
Week	53%	41%	25%	16%	33%	42%
Subtotal	68%	64%	34%	20%	38%	55%
Month	23%	24%	38%	31%	34%	27%
Semester	8%	10%	20%	22%	21%	13%
Seldom	2%	2%	8%	27%	6%	5%

In-person Visit to the Library by Faculty

Frequency	FAST	FB	FCE	FENG	FH	FHSS	SD	SHTM	Total
Daily	19%	25%	13%	15%	20%	12%	4%	10%	16%
Week	47%	48%	44%	45%	38%	50%	56%	43%	46%
Subtotal	66%	73%	57%	61%	59%	62%	61%	53%	63%
Month	24%	18%	29%	23%	28%	27%	28%	26%	25%
Semester	6%	7%	11%	12%	11%	8%	10%	14%	9%
Seldom	3%	3%	3%	4%	2%	3%	1%	8%	3%

Online Access to Library Resources by User Type

Frequency	UG	PG	Aca/Res Staff	GG Staff	Others	Total
Daily	6%	24%	22%	5%	3%	10%
Week	42%	49%	45%	23%	20%	37%
Subtotal	48%	73%	67%	28%	24%	48%
Month	34%	19%	17%	26%	33%	29%
Semester	13%	7%	11%	18%	26%	15%
Seldom	4%	2%	5%	27%	18%	9%

Online Access to Library Resources by Faculty

Frequency	FAST	FB	FCE	FENG	FH	FHSS	SD	SHTM	Total
Daily	13%	10%	16%	12%	15%	13%	3%	11%	12%
Week	48%	41%	40%	39%	48%	52%	27%	45%	44%
Subtotal	61%	51%	56%	51%	63%	65%	30%	56%	57%
Month	27%	33%	30%	28%	24%	25%	37%	32%	28%
Semester	8%	12%	11%	15%	10%	8%	20%	10%	11%
Seldom	4%	5%	4%	6%	2%	3%	14%	2%	4%

* Top 2 are highlighted in Green, while bottom 2 in Brown

Comparison of Library Use between FT and PT Students

| In-person Visit				Online Access			
Frequency	**FT**	**PT**	**Total**	**Frequency**	**FT**	**PT**	**Total**
Daily	20%	3%	17%	Daily	13%	7%	12%
Week	52%	36%	49%	Week	46%	40%	44%
Subtotal	**72%**	**39%**	**67%**	**Subtotal**	**58%**	**46%**	**56%**
Month	20%	39%	23%	Month	28%	34%	29%
Semester	6%	19%	8%	Semester	10%	16%	11%
Seldom	2%	3%	2%	Seldom	3%	3%	3%

Activities in Library

Library Activities by User Type (in Frequency)

	Individual study	Borrowing or returning books	Using Library computers	Printing or Photocopying	Using databases, e-journals or ebooks	Group Study or discussion	Visiting Library Cafe	Using AV Materials	Asking Library staff for assistance	Attending Library Classes
UG	1248	866	876	919	469	558	338	169	63	53
PG	606	518	330	309	331	203	153	55	71	77
Aca/Res Staff	78	214	25	19	74	7	52	40	16	13
GG Staff	63	161	46	28	34	7	65	40	15	2

* Top 3 are highlighted in Green

Library Activities by User Type (in Percentage)
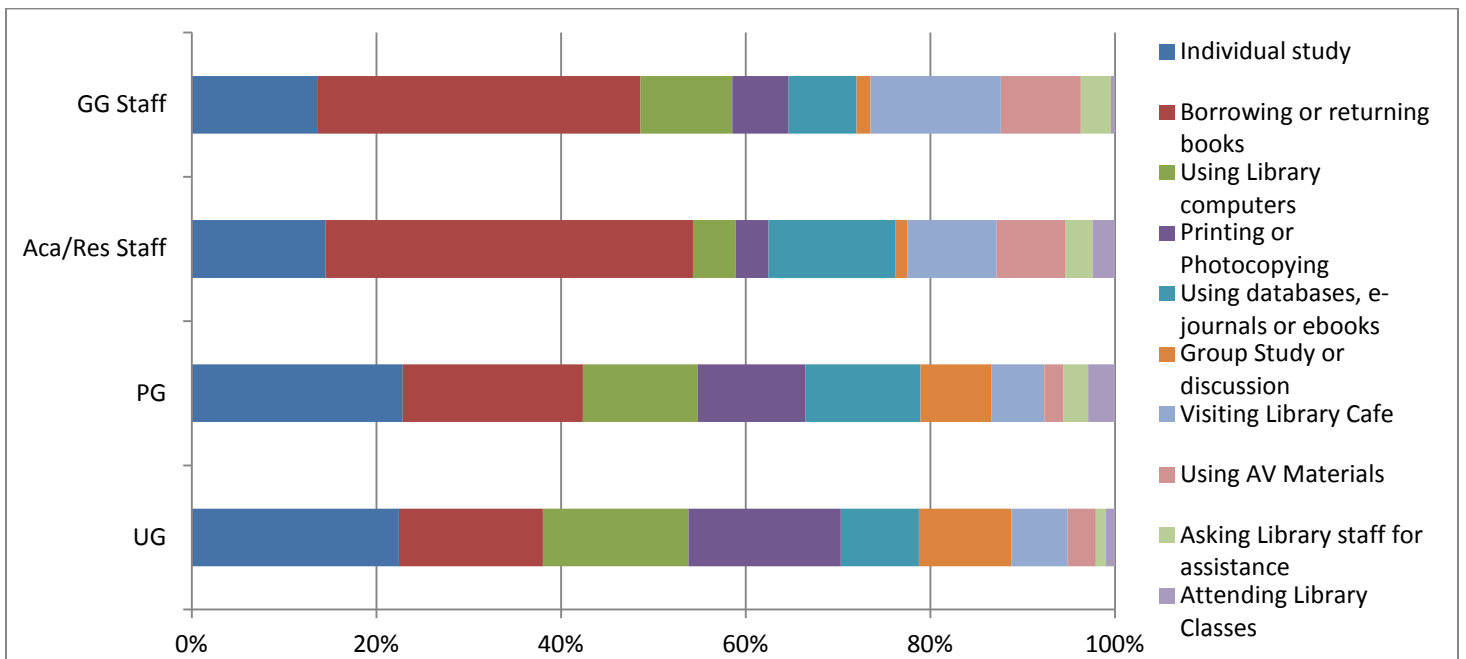
Importance, Level of Service and Service Gap

Importance by User Type (On a 5-point scale, 5 – High, 1 – Low)

No.	Service Area	Core*	UG	PG	Aca/Res Staff
1	Printed books	4.28	4.24	4.34	4.44
2	E-books	4.17	4.16	4.23	4.25
3	Printed journals	3.65	3.63	3.71	3.61
4	E-journals	4.39	4.34	4.49	4.67
5	Databases	4.32	4.24	4.51	4.45
6	AV Materials	3.43	3.37	3.35	3.71
7	Library website enabling me to locate information	4.33	4.28	4.42	4.46
8	OneSearch (New Library Search Platform)	4.33	4.34	4.40	4.16
9	Quiet space for Individual study	4.57	4.64	4.60	4.05
10	Space for group study or projects	4.26	4.43	4.17	3.44
11	A comfortable and inviting environment	4.47	4.49	4.50	4.30
12	Computers in the Library	4.28	4.32	4.28	3.97
13	Photocopiers / Printers	4.37	4.49	4.33	3.77
14	Library workshops	3.33	3.08	3.75	3.58
15	Enquiry Services	3.95	3.76	4.16	4.24
16	IT help services	3.84	3.67	4.07	3.97
17	HKALL	4.08	3.87	4.32	4.50
18	Inter-Library Loan & Document Delivery Services	4.09	3.87	4.33	4.52
19	Library Staff who are polite and friendly	4.36	4.29	4.47	4.54
20	Library Staff who are Knowledgeable and helpful	4.34	4.26	4.46	4.54

* Core Users include UG, PG, Aca/Res Staff and GG Staff

** Top 5 are highlighted in Green, while bottom 5 in Brown

Importance of Collection by Faculty (On a 5-point scale, 5 – High, 1 – Low)

Importance	Printed books	E-books	Printed journals	E-journals	Databases	AV Materials
FAST	4.31	4.11	3.70	4.38	4.30	3.48
FB	4.22	4.04	3.65	4.17	4.30	3.25
FCE	4.30	4.24	3.73	4.29	4.32	3.35
FENG	4.17	4.17	3.60	4.21	4.27	3.29
FH	4.50	4.25	3.86	4.42	4.25	3.42
FHSS	4.27	4.22	3.53	4.60	4.37	3.50
SD	4.33	3.77	3.57	3.83	3.83	3.57
SHTM	4.10	4.32	3.51	4.60	4.35	3.22
Average	**4.27**	**4.17**	**3.64**	**4.36**	**4.31**	**3.38**

Importance of Physical Location by Faculty (On a 5-point scale, 5 – High, 1 – Low)

Importance	Quiet space for Individual study	Space for group study or projects	A comfortable and inviting environment
FAST	4.60	4.18	4.47
FB	4.69	4.43	4.55
FCE	4.52	4.18	4.46
FENG	4.53	4.28	4.44
FH	4.64	4.23	4.54
FHSS	4.57	4.34	4.45
SD	4.55	4.14	4.40
SHTM	4.64	4.49	4.56
Average	**4.59**	**4.30**	**4.48**

* Top 2 are highlighted in Green, while bottom 2 in Brown

Level of Service by User Type (On a 5-point scale, 5 – High, 1 – Low)

No.	Service Area	Core*	UG	PG	Aca/Res Staff
1	Printed books	4.02	3.92	4.16	4.20
2	E-books	3.78	3.68	3.95	3.87
3	Printed journals	3.77	3.68	3.92	3.81
4	E-journals	3.97	3.90	4.10	4.10
5	Databases	3.96	3.87	4.12	4.12
6	AV Materials	3.78	3.72	3.86	3.89
7	Library website enabling me to locate information	4.01	3.95	4.13	4.03
8	OneSearch (New Library Search Platform)	3.97	3.94	4.07	3.87
9	Quiet space for Individual study	3.89	3.81	4.04	3.97
10	Space for group study or projects	3.54	3.40	3.80	3.80
11	A comfortable and inviting environment	3.89	3.78	4.12	3.99
12	Computers in the Library	3.73	3.57	4.00	3.90
13	Photocopiers / Printers	3.69	3.53	3.97	3.89
14	Library workshops	3.88	3.75	4.10	3.98
15	Enquiry Services	4.08	3.95	4.29	4.23
16	IT help services	3.89	3.77	4.11	3.99
17	HKALL	4.02	3.88	4.20	4.25
18	Inter-Library Loan & Document Delivery Services	3.99	3.83	4.20	4.23
19	Library Staff who are polite and friendly	4.24	4.12	4.44	4.45
20	Library Staff who are Knowledgeable and helpful	4.19	4.10	4.37	4.35

*   Core Users include UG, PG, Aca/Res Staff and GG Staff

** Top 5 are highlighted in Green, while bottom 2 in Brown

Level of Service of Collection by Faculty (On a 5-point scale, 5 – High, 1 – Low)

Level	Printed books	E-books	Printed journals	E-journals	Databases	AV Materials
FAST	4.10	3.82	3.85	3.94	3.98	3.87
FB	3.99	3.78	3.80	3.95	3.91	3.77
FCE	4.10	3.92	3.88	4.03	4.05	3.81
FENG	4.04	3.85	3.80	3.95	4.01	3.72
FH	4.19	4.02	3.86	4.08	4.02	3.87
FHSS	3.94	3.68	3.67	3.96	3.91	3.69
SD	3.97	3.43	3.67	3.53	3.43	3.73
SHTM	4.06	3.88	3.71	4.07	4.09	3.77
Average	**4.04**	**3.82**	**3.79**	**3.97**	**3.97**	**3.77**

Level of Service of Physical Location by Faculty (On a 5-point scale, 5 – High, 1 – Low)

Importance	Quiet space for Individual study	Space for group study or projects	A comfortable and inviting environment
FAST	3.98	3.68	3.97
FB	3.85	3.52	3.95
FCE	3.91	3.56	3.92
FENG	3.91	3.59	3.89
FH	4.10	3.79	4.07
FHSS	3.71	3.31	3.73
SD	4.02	3.64	3.79
SHTM	4.05	3.51	3.74
Average	**3.89**	**3.54**	**3.88**

* Top 2 are highlighted in Green, while bottom 2 in Brown

Gap between Importance of Services and Level of Services by User Type

No.	Service Area	Core*	UG	PG	Aca/Res Staff
1	Printed books	-0.26	-0.32	-0.18	-0.24
2	E-books	-0.40	-0.48	-0.29	-0.37
3	Printed journals	0.11	0.05	0.20	0.19
4	E-journals	-0.42	-0.45	-0.38	-0.57
5	Databases	-0.36	-0.36	-0.40	-0.33
6	AV Materials	0.35	0.35	0.51	0.18
7	Library website enabling me to locate information	-0.32	-0.33	-0.29	-0.43
8	OneSearch (New Library Search Platform)	-0.36	-0.40	-0.32	-0.29
9	Quiet space for Individual study	-0.68	-0.83	-0.56	-0.08
10	Space for group study or projects	-0.72	-1.04	-0.36	0.36
11	A comfortable and inviting environment	-0.57	-0.72	-0.38	-0.31
12	Computers in the Library	-0.55	-0.75	-0.29	-0.07
13	Photocopiers / Printers	-0.67	-0.96	-0.36	0.12
14	Library workshops	0.55	0.67	0.35	0.40
15	Enquiry Services	0.13	0.18	0.13	-0.01
16	IT help services	0.06	0.10	0.04	0.02
17	HKALL	-0.06	0.01	-0.12	-0.24
18	Inter-Library Loan & Document Delivery Services	-0.09	-0.04	-0.12	-0.29
19	Library Staff who are polite and friendly	-0.12	-0.17	-0.03	-0.09
20	Library Staff who are Knowledgeable and helpful	-0.15	-0.16	-0.09	-0.19

* Core Users include UG, PG, Aca/Res Staff and GG Staff

** Top 5 are highlighted in Green, while bottom 5 in Brown

Gap of Collection by Faculty

| Level	Printed books	E-books	Printed journals	E-journals	Databases	AV Materials
FAST	-0.20	-0.29	0.16	-0.44	-0.33	0.38
FB	-0.23	-0.26	0.15	-0.22	-0.38	0.53
FCE	-0.20	-0.31	0.15	-0.26	-0.27	0.46
FENG	-0.13	-0.32	0.20	-0.26	-0.26	0.43
FH	-0.31	-0.23	-0.01	-0.34	-0.23	0.45
FHSS	-0.33	-0.55	0.14	-0.65	-0.46	0.18
SD	-0.37	-0.33	0.10	-0.30	-0.40	0.17
SHTM	-0.04	-0.44	0.20	-0.52	-0.27	0.55
Average	-0.23	-0.36	0.14	-0.39	-0.34	0.38

Gap of Physical Location by Faculty

Importance	Quiet space for Individual study	Space for group study or projects	A comfortable and inviting environment
FAST	-0.62	-0.50	-0.50
FB	-0.84	-0.91	-0.60
FCE	-0.60	-0.62	-0.54
FENG	-0.62	-0.69	-0.55
FH	-0.53	-0.43	-0.47
FHSS	-0.86	-1.03	-0.72
SD	-0.53	-0.50	-0.60
SHTM	-0.59	-0.97	-0.82
Average	-0.70	-0.76	-0.60

* Top 2 are highlighted in Green, while bottom 2 in Brown

Importance, Level of Service, and Gap by Broad Category

Broad Category	Importance	Level of Service	Gap
Physical Environment	4.43	3.78	-0.65
Library Equipment	4.32	3.71	-0.61
Library Website & Catalogues	4.33	3.99	-0.34
Library Collections	4.07	3.88	-0.18
Library Staff	4.35	4.22	-0.14
HKALL/ILL	4.08	4.01	-0.08
Enquiry Services	3.90	3.99	0.09
Library Workshops	3.33	3.88	0.55

* Top 2 are highlighted in Green, while bottom 2 in Brown
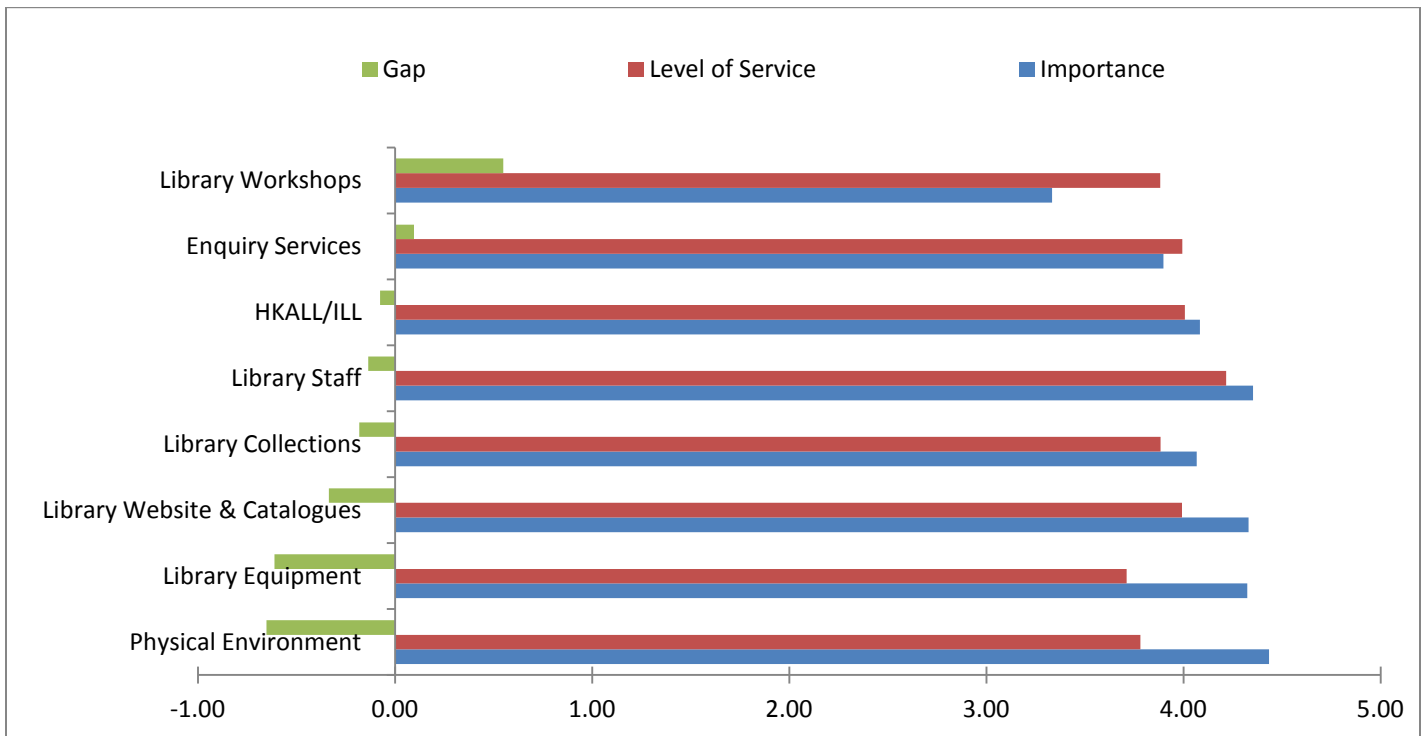
Updatedness of Subject Areas, Efficiency and Information Skills for Research and Study

Helpfulness of the Library by User Type (On a 5 point scale, 5 – strongly agree, 1 – strongly disagree):

User Type	Keep updated in subject areas	More efficient in Research of Study	Information skills for Research or Study
UG	3.80	4.09	3.89
PG	4.16	4.35	4.17
Aca/Res Staff	3.96	4.15	3.87
GG Staff	3.78	3.89	3.79
Others	3.83	4.02	3.83
Total	**3.89**	**4.12**	**3.92**

Helpfulness of the Library by Faculty (On a 5 point scale, 5 – strongly agree, 1 – strongly disagree):

User Type	Keep updated in subject areas	More efficient in Research of Study	Information skills for Research or Study
FAST	3.97	4.20	4.01
FB	3.89	4.12	3.94
FCE	3.93	4.17	3.96
FENG	3.94	4.19	4.03
FH	3.94	4.24	3.97
FHSS	3.90	4.14	3.93
SD	3.72	3.93	3.90
SHTM	3.81	4.19	3.94
Grand Total	**3.91**	**4.17**	**3.97**

* Top 2 are highlighted in Green, while bottom 2 in Brown

Reference Management Tools

Previous Use of Reference Management Tools

	UG	PG	Aca/Res Staff	Subtotal
Endnote	8%	18%	29%	13%
RefWorks	25%	24%	17%	24%
Mendeley	3%	5%	6%	4%
Zotero	2%	2%	4%	2%
Other Tools	2%	2%	3%	2%
I don't use any referencing management tool	60%	49%	42%	55%
Total	**100%**	**100%**	**100%**	**100%**

Satisfaction on RefWorks (On a 5-point scale, 5 – High, 1 – Low)

	UG		PG		Aca/Res Staff		Total	
Rating	No.	%	No.	%	No.	%	No.	%
5	52	11%	37	16%	6	12%	95	13%
4	281	59%	125	55%	28	56%	434	57%
3	131	27%	57	25%	12	24%	200	26%
2	13	3%	7	3%	4	8%	24	3%
1	1	0%	2	1%		0%	3	0%
Total	**478**	**100%**	**228**	**100%**	**50**	**100%**	**756**	**100%**
Average Rating		**3.77**		**3.82**		**3.12**		**3.79**

Suggestions of Other Reference Management Tools to be Supported by the Library

	UG	PG	Aca/Res Staff	Subtotal
Endnote	24%	33%	44%	28%
Mendeley	15%	16%	12%	15%
Zotero	14%	10%	12%	13%
Other Tools	4%	10%	6%	6%
RefWorks is already sufficient	42%	31%	26%	38%
Total	**100%**	**100%**	**100%**	**100%**

Student Ambassadors

Awareness of Student Ambassadors by User Type

User Type	Not Aware	Aware	Aware and tried	Total
UG	36%	54%	10%	100%
PG	44%	41%	15%	100%
Aca/Res Staff	67%	27%	6%	100%
GG Staff	69%	27%	3%	100%
Total	**43%**	**46%**	**11%**	**100%**

Course Readings Database

Awareness of Course Readings Database by User Type

User Type	Not Aware	Aware	Aware and tried	Total
UG	62%	31%	7%	100%
PG	59%	31%	10%	100%
Aca/Res Staff	66%	28%	7%	100%
Total	**61%**	**30%**	**8%**	**100%**

Usefulness for Providing Hyperlinks to Subject Reading List

	Aca/Res Staff		PG		UG		Total	
Rating	No.	%	No.	%	No.	%	No.	%
5	94	36%	380	45%	504	28%	978	34%
4	108	41%	300	36%	764	43%	1172	40%
3	49	19%	142	17%	459	26%	650	22%
2	3	1%	6	1%	18	1%	27	1%
1	7	3%	11	1%	50	3%	68	2%
Total	**261**	**100%**	**839**	**100%**	**1795**	**100%**	**2895**	**100%**
Average Rating		**4.08**		**4.24**		**3.94**		**4.04**