User Survey

2 Feb to 31 Mar 2015

Pao Yue-kong Library

The Hong Kong Polytechnic University

Executive Summary

Profile of Respondents

The Library survey was conducted from 2 Feb to 31 Mar 2015. An email announcement was sent out to all PolyU students and staff on 2 Feb 2015. Users could submit the survey via online or printed form. As for the online survey, the input of Library Number and PIN for authentication was required to ensure only valid users could participate with no multiple submissions.

Altogether 3,682 valid Library users took part in the survey. 2,172 responses were from undergraduates (UG), 876 from postgraduates (PG), 320 from academic/research (Acad/Res) staff, 278 from general grade (GG) staff, and 36 from other users (including HKCC, Alumni and JULAC cardholders).

Of all the PolyU student respondents, 81% were studying full-time, while 19% were part-time.

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

There were also 162 respondents from non-academic departments, representing 4.4% of the total number of respondents.

Overall Satisfaction

Comparing with the Library Survey in 2014, the overall satisfaction rating in 2015 remained at the same high level of 4.05 (out of a 5-point scale). Postgraduates were the most satisfied group (average score at 4.18), followed by academic/research staff at 4.17.

Nearly 99% of the respondents from our core users (UG, PG, Acad/Res staff and GG staff) gave the overall satisfaction rating of 3 or above.

Ranked by the average overall satisfaction rating, the top five faculties were FCE, FAST, FENG, SHTM and FH, while the top five academic departments were GEC, AMA, CPCE, ELC and FCE.

Frequency of Library Use

UG visited the Library in person more frequently than other user types. 68% of UG, 55% of PG, 30% of Aca/Res staff and 19% of GG staff visited the Library in person on a daily or weekly basis.

Regarding the online access of Library resources, PG and Aca/Res staff were among the top two frequent users. 63% of PG, 59% of Aca/Res staff, 48% of UG, and 22% 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 three faculties were FB, FAST and FHSS. Ranked by the frequency of online access, the top three faculties were FHSS, FH and FAST.

Activities in Library

The top five activities performed by our core users in the Library included *Individual Study* (21%), *Borrowing or Returning books* (17%), *Printing or Photocopying* (15%), *Using Library computers* (14%), and *Group Study or Discussion* (10%).

UG tended to come for *Individual study* (22%), *Printing or Photocopying* (18%), *Using Library Computers* (16%), and *Borrowing or Returning books* (13%). The most frequent activities by PG were *Individual Study* (22%), *Borrowing or Returning books* (18%), *Using Library Computers* (13%), *Printing or Photocopying* (12%), *Using Databases, e-journals or e-books* (12%).

For staff, they mainly visited the Library for Borrowing and Returning books (Aca/Res staff:39% and GG staff: 36%). Aca/Res staff were more likely to use the *Databases, e-journals and e-books* (14%) and *Individual Study* (12%) while GG staff tended to come for *Visiting the LibCafe* (15%) and *Using AV Materials* (11%).

Library Services:

Importance

The Importance indicates the significance of service provided to the users. Out of a 5-point scale, our core users considered the top five important service areas as follows: *Quiet space for Individual Study* (4.58), *A Comfortable and Inviting Environment* (4.48), *E-journals* (4.42), *Photocopiers / Printers* (4.40), 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 were more concerned with Space for Group Study or Projects (4.43), while PG put more emphasis on *Databases* (4.48). Aca/Res Staff cared more about accessing research materials out of the Library, as *Inter-Library Loan & Document Delivery Services* (4.40) and *Library website enabling me to locate information* (4.42) were included in their top five.

The five areas perceived by core users as less important were *Enquiry Services* (3.96), *IT help services* (3.84), *Printed Journals* (3.63), *AV Materials* (3.32), and *Library Workshops* (3.30).

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 five areas: *Library Staff who are Polite and Friendly* (4.20), *Library Staff who are Knowledgeable and Helpful* (4.18), *Enquiry Services* (4.05), *Printed Books* (4.01), and *Databases* (3.98).

UG were more satisfied with the discovery of Library resources as *OneSearch* (3.96) while PG rated favorably on *Print Books* (4.14) as these categories were among their top five. As for Aca/Res staff, they considered *HKALL* (4.27) and *Inter-Library Loan and Document Delivery Services* (4.25) to be in their top five.

The five areas perceived by core users to be with the lowest level of services were *Printed Journals* (3.74), *AV Materials* (3.69), *Space for Group Study or Projects* (3.66), *Computers in the Library* (3.65), *Photocopiers / Printers* (3.53),

Service Gap

The Service Gap score is calculated by subtracting the Importance from the Level of Service on each question. It indicates 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 five areas with largest negative service gap were: *Photocopiers / Printers* (-0.87), *Space for Group Study or Projects* (-0.66), *Computers in the Library* (-0.63), *Quiet space for Individual Study* (-0.62), and *A Comfortable and Inviting Environment* (-0.56). Similar pattern was observed among UG and PG.

As for Aca/Res Staff, their top five in negative service gap were *E-journals* (-0.65), *Library Enabling me to Locate Information* (-0.46), *OneSearch* (-0.42), *Databases* (-0.36) and *E-books* (-0.34).

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 4.07, followed by Aca/Res Staff (3.98) and UG (3.81).

As for whether the Library helps users to be more efficient in their research or study, again PG rated the highest at 4.30, then Aca/Res Staff (4.16) and UG (4.10).

In terms of providing users with information skills needed for research and study, PG rated 4.10, followed by Aca/Res Staff (3.94) and UG (3.90).

Library Renovation Project

The G/F 24-hour Study Centre and the 3/F Multimedia Commons were newly renovated in Oct 2014 and Jan 2015. When asked how satisfied they were with the new areas, our users rated 3.80 for G/F 24-hour Study Centre, and 3.71 for 3/F Multimedia Commons, revealing they were content with the new environment.

New Library Homepage

Regarding the satisfaction rate of the new Library homepage launched in Dec 2014, our users rated 3.72 out of a 5-point scale, which indicated they were pleased with the new design in general.

Student Ambassadors

Over 43% of the total users were aware of the student ambassadors but had not asked them questions. 8% had used the services. PG and UG tended to seek help from student ambassadors (11% and 8%) more than Aca/Res Staff (4%).

When asked to rate their satisfaction level of Student Ambassadors, our users rated 4.00 out of a 5-point scale.

WhatsApp Enquiry Services

WhatsApp Enquiry Services was newly launched in Aug 2014, 38% of our users were aware of the service but had not tried it, while 3% were aware and tried it. PG tended to try this service (5%) more than UG (3%) and Aca/Res Staff (3%).

When asked to rate their satisfaction of WhatsApp Enquiry Services, our users ranked 3.58 out of a 5-point scale.

Mini-Survey – Library Online Tutorials

Subsequent to the Library Survey, a small-scale survey was conducted from 5 to 29 May 2015 to gather feedback on six online tutorials created by the Library. Similar to the online survey, authentication was required to ensure only valid users could participate with no multiple submissions.

A total of 783 users completed the mini-survey. Overall speaking, when asked whether the videos were helpful in their studies/research, and whether the presentation of the videos was clear and easy to follow, our users rated 3.82 and 3.75 (on 5-point scale) respectively.

Written Comments

The last question of the survey was an open-end question for users to comment on the Library Services. A total of 1,948 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: Nil.

- 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.
  - Should improve the ventilation, often feel dizzy with the air.
  - 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.
  - The air-conditioning in the library is too cold ~ please keep it at a friendly temperature of 23 Celsius. Thanks

Overall, users asked for	The Library plans to …	The Library has …
1) Better ventilation system for better air quality and supply of fresh air	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.
2) Higher temperature level	Continue to monitor the situation with FMO and adjust the temperature level where necessary in view of different	Requested FMO to maintain the temperature level at 23-25 degree Celsius.

	seasons and crowdedness in the area.	

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: Nil.

- ve:
- The tidiness and cleaness 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 smelty odour.
- 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 ensuring cleaning of the study areas every day.
Cleaner carpets	/	Requested FMO to arrange for major cleaning and pest control regularly and as 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: Nil.

- 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.
- Most of the students wish to have hot-water facilities. We prefer to drink hot water because it is healthier. Many of us have to get hot water from the cateen from time to time, especially in winter.
- 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 …
Supply of hot water	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 a 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
- i suggest increased the amount of electric supply socket in library, especially level 4, it can help encouraging
- Would you provide more power sockets? … Obviously, there are students who try to occupy the workstations with power sockets before they go to lectures in the morning, and leave the work stations reserved with piles of books for hours during the day, until the students come back to study later in the afternoon or evening. Increase the supply of sockets would help to reduce the abuse of this kind, I would suggest.

Overall, users asked for	The Library plans to …	The Library has …
More power sockets in study area	Provide sufficient power outlets in 3/F Media Services and G/F 24-hour Study Centre that will be renovated very soon. More power outlets will be provided on other floors, wherever possible.	Added power outlets, where possible, on G/F and 1/F by using power extension panels; Added power outlets along a wall in Room L401 and L501; Made sure sufficient power outlets in newly renovated P/F and 3/F REC.

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.

- May library provide more seats for individual study, it is always full in peak seasons like exam period.
- Some research carrel[s] should be allowable for undergraduate students in exam period.

Overall, users asked for	The Library plans to …	The Library has …
More space or seats for private study	Expand the Library space by adding one more floor on roof top, however, the Library is still awaiting government's funding support.	Already added some study space on 3/F REC. Yet study seats cannot be added on other floors due to limitation of the ventilation system.
More individual study space	Set up more individual study carrels on 4/F and 5/F.	Already provided a large number of individual study carrels on various floors.
More space for group discussion	Expand and renovate G/F 24-hour Study Centre in this summer to provide 150 additional seats for group discussion.	Already converted Room L010 into a discussion zone and refurbished former exhibition area on P/F for group study.
More research carrels and providing these carrels to undergraduate students	Explore the feasibility of providing research carrels to UG students on walk-in basis.	Already 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, 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 is quite dirty and smelly.
- i found that the toilet is always not enough for female and we always need to wait for a long long time ,which has bring much inconvenience to us, hope the library can take some coresponding 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.
- Female toilet alway has a long queue during examination period, maybe open female staff toilet to mitigate this problem

Overall, users asked for	The Library plans to …	The Library has …
Cleaner washrooms	Arrange one more major floor cleaning during the day with the support of FMO.	Already urged the cleaner contractor via FMO for more frequent cleaning during opening hours.
Better ventilation	Explore the feasibility of enhancing the ventilation system of public washrooms in LER Project when government funding support is available.	Already urged FMO for 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.	Already forwarded similar suggestions to FMO before.

Signage

There were 6 comments on signage of book locations, 3 comments on signage of photocopiers, 2 comments on signage of washrooms, 1 comment on signage of renovation and book shelves relocation.

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.
- The floor plan is clear enough for year 1 students to search books.

- ve:

- Always hard to locate the circulation shelf, grateful if the library would provide an exact floor plan at the entrance door on each floor for our reference.
- I have had several experience where I am lost (e.g. cant find the P column after the O column) The books shown as "available" online is very often disappearing or misplaced

Overall, users asked for	The Library plans to …	The Library has …
Better directional indication in finding books	Explore better ways to direct users in book finding and to consider SD students' suggestions on signage presented in their group project.	Already presented the two wings of building with two separate colours for easy identification and has updated the floor directory for easier understanding.

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:

- Students should be provided with a more comfortable, newer, more "spread-out" study tables. The design should be reconsidered heavily to provide us with a warmer, more comfortable, more welcoming study area.
- The chair and the desk should be compitable. I always had a neckache and backache because the height level or the difference is inappropriate level.
- i want some long table 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	Upgrade the user space and furniture in 3/F MS and G/F 24-hour Study Centre very soon as well as the furniture on other floors in the coming academic year.	Further upgraded the furniture in 3/F REC and on P/F.
More variety of furniture	Introduce more varieties of furniture in the areas indicated above.	Already provided different types of furniture on P/F, 3/F REC and G/F Discussion Zone.
Compatibility of tables & chairs	Replace chairs at other OPAC stations with ergonomic chairs.	Already acquired ergonomic chairs at IT workstations to allow height adjustment at users' choice.
More comfortable furniture	Consider comfort as an important factor when selecting furniture in future.	/

Research Carrels

There were 6 comments on carrel sufficiency, 4 comments on placing computers in the carrels, 2 comments on booking/loan policy.

A few examples:

+ve:

- The atmosphere in the library is really excellent to focus on our research as i have used research carrels many times.
- research carrels are very comfortable and suitable for study or research.
- The staff members so far helping me with carrel booking and book borrowing are nice and friendly with smiles.

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- 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 …
More research carrels	Revamp the research carrels on 4-5/F in future LER Project when funding is available.	Already 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	Install smart card system in all 4-5/F research carrels and include them in iBooking System for advanced booking. Booking policy can then be adjusted to meet user needs.	/

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 suggestions is to turn on the scanning fun[c]tions in every photncopying machine, at least one to two in each floor. The free service certainly help students to save money and save a lot of papers.

Overall, users asked for	The Library plans to …	The Library has …
More 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.
More efficient maintenance service	Upgrade the printers and Octopus card readers. The Library will also consider acquiring a few more Octopus card readers as standby to temporary replace the problematic readers.	Arranged regular maintenance for all public printers. Problems are found mainly arising from old printer models and old Octopus card readers which take time for repair.
Better printing quality and performance	Gradually replace the old network printers in the Library if the new printer model is found satisfactory in providing LAN, notebook and mobile printing service.	Arranged a new printer model for pilot test in 3/F REC.
More scanners	Explore the feasibility of providing scanners on other floors.	Already 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. All these scanning services are available to users free of charge.

More 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.	Already provided over 20 photocopiers in the Library.
Better instructions on use of printers	Further improve the quick guide on the use of printers.	Already provided quick guide on printer use. Staff support is also available in G/F Photocopying Unit.

LibCafe

There were 4 comments on the size of area of LibCafe, 3 comments on the noise issues.

A few examples:

+ve:

- It's good to have the lib café inside the library
- Love lib cafe

- ve:

- some of the staff (male) of the cafe always yell inside the store very loudly which is unnecessary to be that loud and I can hear it even I'm sitting on the sofas outside the cafe. It's quite annoying esp. when I'm reading.
- close library cafe, the smell and the noise annoy library patrons.
- the pacific cafe may be disturbing.

Overall, users asked for	The Library plans to …	The Library has …
Additional area allocated to LibCafe	/	Loosened the restrictions and drinks with tight caps are now allowed in the Library
Better control of the noise from the LibCafe	Communicate with the LibCafe operator concerning the voice level of staff	/

On Systems Support & IT Provision

Library Homepage

There were 5 comments on the layout or content of the Library Homepage.

A few examples:

+ve: Nil.

- ve:

- Web interface should be simple (too complicated now)
- 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.
- 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.

Overall, users asked for	The Library plans to …	The Library has …
More organized and user friendly homepage	Fine-tune the content and present more popular topics on the front page.	Revamped the Library homepage to make it more straightforward and easier to use.

Library Records

There were 9 comments on Library records.

A few examples:

+ve:

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

- ve:

- Liberians said that polyu paid lots in database, how come the google search service better and more journal accessible that our database? Please review this situation!
- The English translation of chinese book are in pin-yin and no chinese name is available. Have complained about this years ago but nothing has been changed. Extremely disappointed.

Overall, users asked for	The Library plans to …	The Library has …

Better search platform that can help to find required materials	Explore a better way in presenting the search results.	Tried to fine tune the e-journal holdings in the knowledgebase of OneSearch.
Display of Chinese titles in Library records	/	Already presented Chinese titles in result display with searches by any index fields in both Classic Catalogue and OneSearch.

myRecord

There were2 comments on myRecord.

A few examples:

+ve: Nil

- ve:

- can myRecord combine with eStudent/Blackboard account? we always can not remember our pin number and then we can not 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	/	Already provided borrowing history in myRecord. 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 hours of the computers should be extended to 2-3 hours as 1 hour is not enough for students to finish their work.
- 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 to extend 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	Already allowed users to

	impact of extending the PC loan period to 3 hours.	extend their PC booking if nobody is waiting.
Adopting iBooking to 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 were21 comments on stability of Wifi 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 WiFi 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.	Just upgraded the WiFi AP equipment on 3/F REC and P/F for better coverage and stronger signal with the support of ITS.
Including alumni users for free WiFi service	Include all alumni users for free WiFi service in early 2015 with the support of ITS.	Included alumni users graduated after April 2011 for free WiFi service with the support of 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 number of laptops. Good!
- I like the number of Computers offered by the Library …
- 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 computes 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	Provide notebook PCs in all group discussion rooms after the renovation and to re-allocate some low-use standing PC workstations for other purposes; Provide notebook PC loan service to lend notebook and Macbook to group discussion users within the Library in the new academic year.	Already provided nearly 420 public PCs in the Library. The Teaching & Learning Labs currently housing 69 notebooks are open to user study when not being occupied by Library events.
PC upgrade	Upgrade 83 public PCs in coming academic year and provide dual monitors for	Conducted PC upgrade almost every year according to the PC replacement cycle and 45

	selective PCs in REC IT Lounge.	public PCs have been upgraded in 2013/14.
More Chinese input methods	Explore the feasibility of installing more popular Chinese input method in public PCs.	Already provided different Chinese input methods, such as Q9 input method, Sogou input method, etc. in all or selective 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.	Already installed full version of MS Office in all public PCs while some PCs supporting graphic design are also provided with Adobe graphic software.

On Regulations and Policies

Opening Hours

There were 13 comments on extending opening hours.

A few examples:

- extend the opening hours during the public holiday
- The extension of the opening hours would be better in normal days.
- the G/F quiet study-room should be opened for 24 hours entry for individual needs!

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 1 comment on off-campus access of e-resources, 2 comments on the annual fee of graduate library card.

A few examples:

+ve:

- I hold a visitor library card and am very satisfied with the library services. The library has provided important support for my teaching and research needs.

- ve:

- Visitor card holders like me would appreciate an option to upgrade the privilege to allow full access of databases and ebooks.
- It will be appreciated if the annual fee of library card for Alumini could be reduced.

Overall, users asked for	The Library plans to …	The Library has …
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.
Reduced annual fee of alumni membership	/	Provided discount to Federation of PolyU Alumni Associations Cardholders. Provided alumni membership of off-campus access of selected e-resources.

Loan Policy

There were 7 comments on HKALL, 7 comments on loan period of reserve books, 2 comments on loan period of notebook computers, 5 comments on reminder notices, 3 comments on number of renewals.

A few examples:

+ve:

- It is good for the library to have a short loan time and a early return deadline for the text book or required reading for different subject and program

- ve:

- The borrowing time for books from HKALL is not long enough
- The reservation service for some popular books is not efficient as the 30-day period for each loan is too long

Overall, users asked for	The Library plans to …	The Library has …
Longer loan period of	Monitor the usage of reserve books and review the loan	Added multiple copies of reserve books as 7-day loan

reserve books	policy as necessary.	copies to allow longer loan period.
More loan quota, extended loan period, and allowing to hold 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 notebook computers	Review the loan period and usage of notebook computers.	/

Noise and Seat Reservation

There were 39 comments on noise, 17 comments on occupied seats by unattended items.

A few examples:

+ ve:

- Well done currently, but still needs to be improved.

- ve:

- Some students talk a lot at quiet areas.
- G/F 24 hrs opening area was so noisy.
- Some studying area are noisy and this situation should be controlled.
  More quiet studying area is preferred.
- It would be better if the self-study areas could be more quiet as sometimes there are some students talk with their friends or on phone.
- There are often some unattended belongings on self-study desks or tables.
- Study rooms in G/F are always occupied by students' bags and there is no one in the room.

Overall, users asked for	The Library plans to …	The Library has …
Controlling seat reservation	Increase the awareness of library users not to leave their belongings unattended; Increase staff patrol to prevent seat reservation.	Implemented anti-seat reservation policy during Exam periods; Removed any unattended belongings when seat reservation is reported by users.
Better noise control	Increase the awareness of library users to keep quiet and not using mobile phone in the quiet study zone and reading rooms;	Opened up more designated areas for discussion, such as 24-Hour Study Centre, Discussion Zones, Research Lounge, and Group Viewing

	Increase staff patrol to enforce noise control.	Rooms in MC.

Shelving / Locating Library Materials

There were 7 comments on difficulties in locating bookshelves, 7 comments on availability of the "available" books on shelves.

A few examples:

- ve:

- difficuit to find out the location of the required booksheif
- I may sometimes confuse with finding books in library, locating the books in which floor.
- Sometimes, I can't find the book showing 'available' on the website.
- The layout of the library can be confusing. The catalogue numbering of the bookshelves could be better placed
- Red and Blue zone is meaningless to users.

Overall, users asked for	The Library plans to …	The Library has …
Item with status "Available" to be on the bookshelf	Increase student awareness of how we follow up books that are missing on the shelves.	Deployed more manpower to pick out the misplaced items while re-shelving; Provided searching service for "available" items not found on shelves. User will be informed of the result by phone or email.
Items on the library shelves to be easier to find	Continue to explain what the location and call number in the catalogue means; Encourage users to click the link of location in catalogue records to read the "Call Number Locations" webpage; Improve signage and maps.	Updated timely the "Call Number Locations" webpage with floor and zoning information; Posted "How the call numbers work" on book shelves.

Collection

There were 144 comments on Library collection and acquisition.

A few examples:

+ve:

- The Library is able to provide a wide range of resources for teaching and research purposes.
- The library has been doing really great on the e-journals services which have helped me a lot. I would definitely pay to continue using the service when I graduate. Many books and quite updated.
- There are plenty of books for students to read.
- Excellent provision of printed books.
- I made a request to buy a new book late time, much to my surprise, it was bought quickly. Really appreciate your efficiency but want more new Chinese modern literature.
- I think PolyU Library has tried the best to help students with providing the best facilities and various materials for research, and I would like to say thank you for the Library for giving us such great resources. I have recognized that there are more e-books/materials than three/four years ago, the electronic version of copies in the way for fast reviewing of the book, and also we don't need to borrow and returns book again from the actual library, which save more time and it's easy to grab some information for research when it's urgent.
- Poly U is the best on providing printed book on my subject (library studies), it's really nice collection.
- The varieties of books in the Library are good. Apart from academic books/journals, I can borrow fictions/popular science topics books in the Library, which is good for broadening purpose, for both students and staff.
- Very happy with the library services, especially the amount of information I can get online without actually going to the library!

-ve:

- I hope the numbers of journal/database that we can assess can be better, for example, library can subscribe more database for the students:).
- Lack of non- academic books(e.g travel books, modern novels...).
- It will be appreciated if more Chinese books or journals can be introduced in the library;
- The databases of the e-books or e-journals are not enough. Cannot find sufficient information for my research.
- Books stored in the Library are a bit too old for some disciplines.
- 增加人文學科的藏書量.
- We need more textbooks and longer borrowing period given recalled.
- As the Internet access is very common now, I think the library can provide more e-book for student to access the item outside campus, such as studying at home.

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	Purchase/subscribe to more Chinese e-books from various sources, such as HyRead ebooks and 讀秀; Source more new book catalogues; Continue to fine-tune YBP	Participated in CADAL and accessed to more than 2 million Chinese e-books; Joined PDA programs to access to whole collection of Alexander Street Press and Cengage ebooks;

	profiles to include more new books; Encourage faculty staff to recommend new books by enriching New Title Alert Services; Keep reviewing new recommendations suggested by students/alumni.	Encouraged faculty staff and allowed students to make new recommendations; Subscribed new journals and databases requested by Faculty staff if budget allows.
More copies of textbooks	Acquire e-versions of highly-demanded Reserve Books with unlimited/multiple users licenses; Contact faculty staff to get course readings in time; Review the Reserve Book Loan Policy.	Acquired more textbook titles to support undergraduate curriculum after soliciting course readings from faculty staff; Implemented the e-preferred policy for books, and purchased ebooks with unlimited/multiple users licence whenever possible.
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

Library Staff

A total of 64 comments were on services provided by Library staff. There were 25 comments commending good service, friendliness and politeness of Library staff, 21 comments from users valuing Library staff for being helpful and knowledgeable in assisting them, 8 comments on the need for Library staff to remind other users to keep quiet, 7 comments on noise generated by Library staff in public area, and 3 comments suggesting Library staff to improve their technical or language skills.

A few examples:

+ve:

- The overall service provided by the Library is a world class standard.
- The staff in library are especially worthy for praising. They are really polite and helpful.
- I am impressed by the polite and friendly staff at the library. They are flexible and responsive at the counters. They readily offered me assistance when I approached them for help. I really appreciate their hospitality to the readers

- Library staff can provide information to me very efficiently and as an internal staff they are helpful and knowledgeable to me. Their service is appreciated.

- ve:

- During exam period, there are many students study in library, some of them will chat with their friends and making noises which is quite disturbing. It would be nice if library can arrange more ambassadors to ensure the study environment is quiet enough.
- When the staff walk pass the study area with trolley or work in a group, I believe they can make less noise / do not discuss that loudly.
- Some of the staffs of the service & technical support desk at 3/F are not professional enough to handle either the basic computer questions such as updating JAVA version in computers or the advanced Bloomberg application.
- It would be quite helpful if some of the staff could receive some further English training.

Overall, users asked for	The Library plans to …	The Library has …
Library staff to remind users to lower their voices and noise generated	Intensify staff patrolling during peak seasons; Redesign all signage in the Library in the summer of 2015 to enable users to easily choose the right study zone for their needs.	Zoned the Library by different noise levels and purposes to accommodate the different needs of our users. Collaboration zones are intended for collaborative group work where moderate levels of noise are expected from group discussion. Silent and quiet zones are intended for quiet study where minimal noise levels are expected and should be always observed. Library staff has been patrolling regularly to ensure that the noise levels are appropriate for the different zones, and reminding users to keep their voices down when necessary. Users can also alert a library staff member if there is a persistent noise issue.
Library staff to have adequate knowledge to assist users	Continue to encourage and provide support to counter staff in upgrading skill sets through IT training, customer services training, and courses	Trained professional librarians to answer advanced research questions, and assist users with specialized databases, such as "Bloomberg

	to improve their language proficiency.	Professional Service". Users can make an appointment at the Research Help Desk for in-depth consultation provided by professional librarians.
Less noise generated by Library staff	Continue to monitor the noise level of Library staff working at counters and public areas.	Reminded all Library staff to keep their voices down and minimize the noise they generate while working in public areas.

User Education

There were 9 comments on issues regarding provision of evening/weekend workshops, 6 comments on offering more workshops, 2 comments on workshop promotion.

A few examples:

+ve:

- The workshops are useful. Do send more updated e-notice and arrange some more in the evening.
- Library workshops are great. I attended one workshop last week that I can learn how to search information more effective and efficiency.
- I find the workshops about the usage of various library services very useful. And the instructors (the Library Liasion Officers) very helpful.
- Librarians are polite and helpful.
- The courses provided are very useful.

- ve:

- The courses provided are very useful but they usually clashes with teaching timetable or too late in the evening....
- Most of the workshops I have come across, clashes with my timetable and are one the evenings. In addition, I find some workshops, irrelevant or not useful for undergraduates like me
- Some of the library workshops have too little vacancies. In fact, I have noticed the workshops before but it's hard to match the time schedule for part-time students. ..

- Topic of workshop repeat too frequently. The content is too general. More wide range of topic…

Overall, users asked for	The Library plans to …	The Library has …
More workshops	Continue our effort to identify different times to run workshops, so that more users can join in; Re-run popular workshops.	Provided many more workshops in the second semester.
More workshops to be conducted in the evenings and weekends	Provide more evening and Saturday workshops. Monitor attendance for further planning.	Provided workshops in the evenings and re-run popular ones in Saturday afternoons. However, turnout rate of some sessions were not high.
More variety of workshops	Continue our effort to develop new workshop content and topics.	Developed new workshop content and topics to train Library users to make effective use of newly subscribed resources and tools, e.g. EndNote; Rearranged workshop time to allow more potential participants to enroll, e.g. moving workshop on further studies from April to May after exam time.
Promote workshops and send more updated e-notice	Promote workshops via various means, e.g. email, Facebook, WedAd, Library Calendar and promote related workshop(s) in class etc.	Developed a variety of advertisement content – both print copies and online materials with attractive graphics.

Inter-Library Loan

There were 7 comments on use and access to interlibrary loans services.

A few examples:

+ve:

- It is already very good now…

- ve:

- Please include Book Chapter for request through the iLLiad. This is especially important when we cannot locate the book in through the HKALL.
- Can quota for inter-library loans (esp.e-journals) be increased?
- Some Interlibrary loans for printed books can be made possible in some cases.
- Consider the feasibility of allowing book drop for returning inter-library loans.

Overall, users asked for	The Library plans to …	The Library has …
Including book chapter request for Interlibrary Loans service	Continue to deliver the book chapter request service and publicize the Interlibrary Loan and Document Delivery services by various means, e.g. add ILL information in OneSearch zero search result page to remind users about the service.	Been providing book chapter request.
More ILL loan quota	Review policies including loan quota regularly to improve service.	Been providing a loan quota comparable to other UGC funded Libraries. It is a loan quota for all ILL materials.
Obtaining printed books beyond ILL means	Continue to consider the purchase of recommended items and communicate with users on their special needs and make arrangement if possible.	Been obtaining relevant items for users via interlibrary loan partners and document delivery service providers.
Allowing interlibrary loan items to be returned via book drop	Continue with current practice.	Provided return of ILL items via Help Desk counter (3/F) as books supplied by overseas libraries may come along with insurance. Lost and damage of items may incur considerable sum of money and some books are

		items that need special preservation care.