

User Survey Statistics

2 Feb to 31 Mar 2015

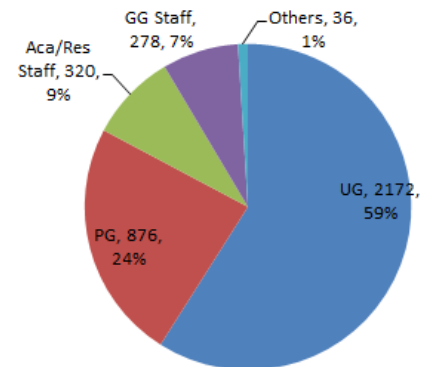
Pao Yue-kong Library

The Hong Kong Polytechnic University

Profile of Respondents

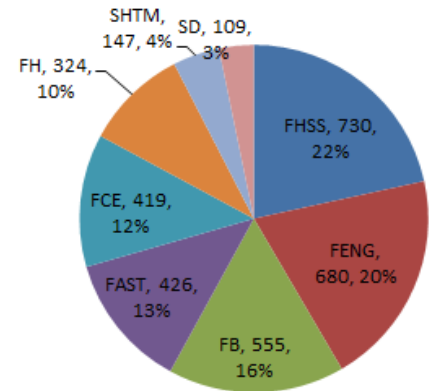
Respondents by Type

Type	No. of Respondents	%	Population Size	Response Rate
UG	2,172	58.99%	21,989	9.88%
PG	876	23.79%	10,265	8.53%
Aca/Res Staff	320	8.69%	3,236	9.89%
GG Staff	278	7.55%	2,367	11.74%
Others	36	0.98%	-	-
Total	3,682	100.00%		



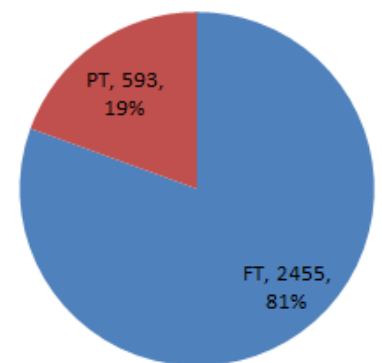
Respondents by Faculty

Faculty	No. of Respondents	%	No. of UG & PG	UG&PG Population Size (14/15)	UG&PG Response Rate
FHSS	730	21.53%	645	6,446	10.01%
FENG	680	20.06%	624	6,907	9.03%
FB	555	16.37%	512	4,979	10.28%
FAST	426	12.57%	376	4,091	9.19%
FCE	419	12.36%	385	4,637	8.30%
FH	324	9.56%	271	1,886	14.37%
SHTM	147	4.34%	132	1,955	6.75%
SD	109	3.22%	100	1,353	7.39%
Total	3,390	100.00%	3,045	32,254	9.44%



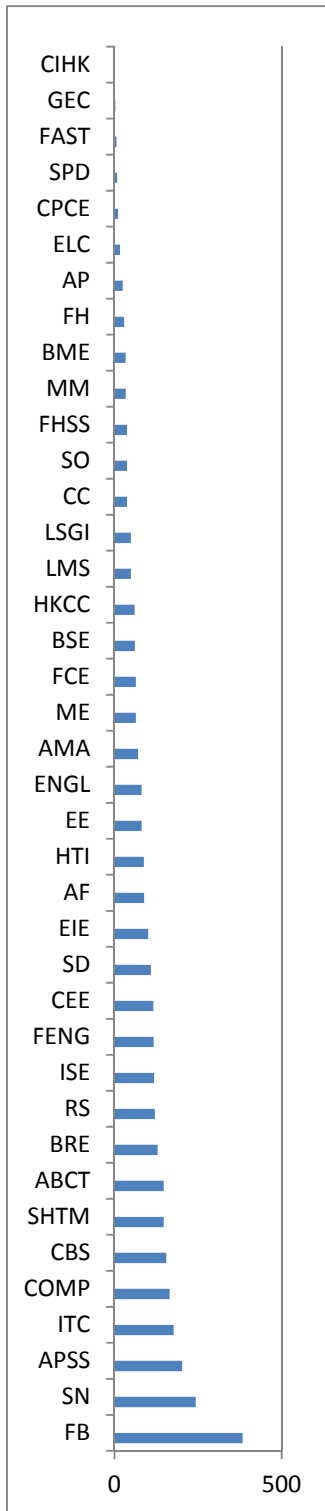
PolyU Student Respondents by Mode of Study

Mode	No. of Respondents	%	Population Size (14/15)	Response Rate
Full-time	2,455	80.54%	21,936	11.19%
Part-time	593	19.46%	10,318	5.75%
Total	3,048	100.00%	32,254	9.45%



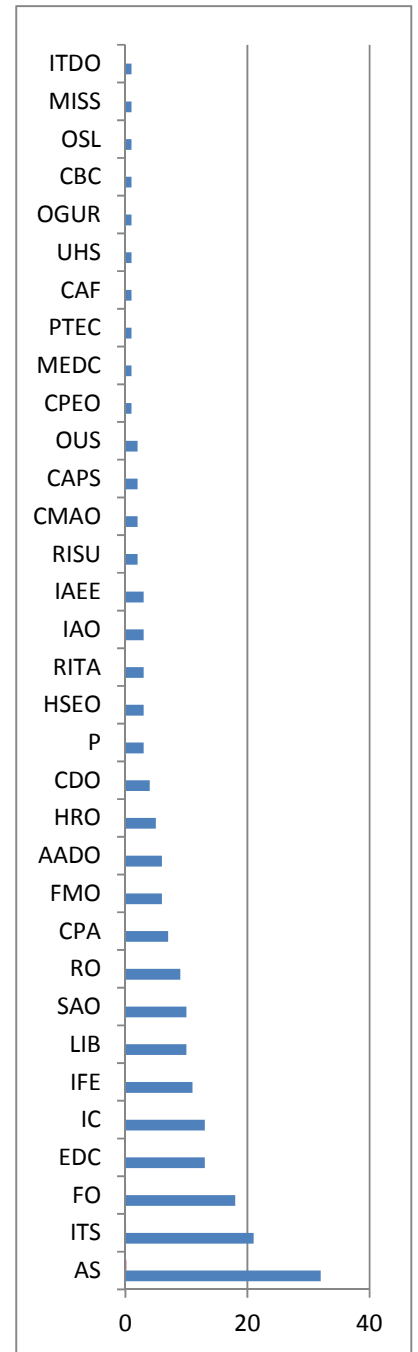
No. of Respondents by Academic Department

Dept	No.	%
FB	383	11.04%
SN	243	7.00%
APSS	202	5.82%
ITC	177	5.10%
COMP	165	4.76%
CBS	155	4.47%
SHTM	147	4.24%
ABCT	147	4.24%
BRE	129	3.72%
RS	121	3.49%
ISE	119	3.43%
FENG	117	3.37%
CEE	116	3.34%
SD	109	3.14%
EIE	101	2.91%
AF	89	2.57%
HTI	88	2.54%
EE	81	2.33%
ENGL	81	2.33%
AMA	71	2.05%
ME	64	1.84%
FCE	64	1.84%
BSE	61	1.76%
HKCC	60	1.73%
CEE	49	1.41%
LMS	49	1.41%
LSGI	49	1.41%
CC	38	1.10%
SO	38	1.10%
FHSS	38	1.10%
MM	34	0.98%
BME	33	0.95%
FH	29	0.84%
AP	25	0.72%
ELC	17	0.49%
CPCE	11	0.32%
SPD	8	0.23%
FAST	6	0.17%
GEC	3	0.09%
CIHK	1	0.03%
Total	3469	100.0%



No. of Respondents by Non-Academic Department

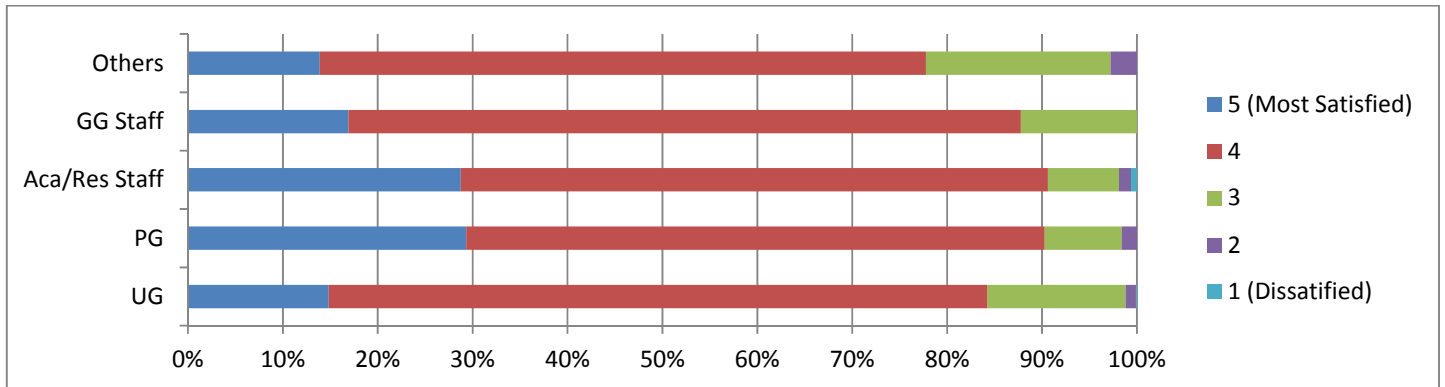
Dept	No.	%
AS	32	16.16%
ITS	21	10.61%
FO	18	9.09%
EDC	13	6.57%
IC	13	6.57%
IFE	11	5.56%
LIB	10	5.05%
SAO	10	5.05%
RO	9	4.55%
CPA	7	3.54%
FMO	6	3.03%
AADO	6	3.03%
HRO	5	2.53%
CDO	4	2.02%
P	3	1.52%
HSEO	3	1.52%
RITA	3	1.52%
IAO	3	1.52%
IAEE	3	1.52%
RISU	2	1.01%
CMAO	2	1.01%
CAPS	2	1.01%
OUS	2	1.01%
CPEO	1	0.51%
MEDC	1	0.51%
PTEC	1	0.51%
CAF	1	0.51%
UHS	1	0.51%
OGUR	1	0.51%
CBC	1	0.51%
OSL	1	0.51%
MISS	1	0.51%
ITDO	1	0.51%
Total	162	100.0%



Overall Satisfaction

Overall Satisfaction - Rating By User Type

	UG		PG		Aca/Res Staff		GG Staff		Others		Total	
Rating	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
5	322	14.83%	257	29.34%	92	28.75%	47	16.91%	5	13.89%	723	19.64%
4	1508	69.43%	534	60.96%	198	61.88%	197	70.86%	23	63.89%	2460	66.81%
3	316	14.55%	71	8.11%	24	7.50%	34	12.23%	7	19.44%	452	12.28%
Subtotal	2146	98.80%	862	98.40%	314	98.13%	278	100.00%	35	97.22%	3635	98.72%
2	24	1.10%	14	1.60%	4	1.25%		0.00%	1	2.78%	43	1.17%
1	2	0.09%		0.00%	2	0.63%		0.00%		0.00%	4	0.11%
Total	2172	100%	876	100%	320	100%	278	100%	36	100%	3682	100%



Comparison of Overall Satisfaction 2014 and 2015

Type	2015	2014	Y-to-Y Change
UG	3.98	3.98	0.00%
PG	4.18	4.27	-2.11%
Aca/Res Staff	4.17	4.13	0.97%
GG Staff	4.05	4.05	0.00%
Others	3.89	3.98	-2.26%
Grand Total	4.05	4.05	0.00%

Overall Satisfaction by Faculty

Faculty	No. of Respondents	%	Average Satisfaction
FAST	426	12.57%	4.11
FB	555	16.37%	4.02
FCE	419	12.36%	4.12
FENG	680	20.06%	4.09
FH	324	9.56%	4.04
FHSS	730	21.53%	3.97
SD	109	3.22%	3.93
SHTM	147	4.34%	4.07
Total	3,390	100.00%	4.05

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

Overall Satisfaction by Department

Dept	No. of Respondents	%	Average Satisfaction
GEC	3	0.09%	4.33
AMA	71	2.05%	4.27
CPCE	11	0.32%	4.18
ELC	17	0.49%	4.18
FCE	64	1.84%	4.17
EIE	101	2.91%	4.16
BME	33	0.95%	4.15
MM	34	0.98%	4.15
BSE	61	1.76%	4.13
BRE	129	3.72%	4.12
LSGI	49	1.41%	4.12
FENG	117	3.37%	4.11
LMS	49	1.41%	4.10
ISE	119	3.43%	4.09
ABCT	147	4.24%	4.09
CEE	116	3.34%	4.09
ITC	177	5.10%	4.08
ME	64	1.84%	4.08
CBS	155	4.47%	4.08
SHTM	147	4.24%	4.07
COMP	165	4.76%	4.05

Dept	No. of Respondents	%	Average Satisfaction
FHSS	38	1.10%	4.05
AP	25	0.72%	4.04
FB	383	11.04%	4.01
SN	243	7.00%	4.01
CC	38	1.10%	4.00
FAST	6	0.17%	4.00
HKCC	60	1.73%	4.00
CIHK	1	0.03%	4.00
ENGL	81	2.33%	4.00
EE	81	2.33%	3.99
APSS	202	5.82%	3.98
HTI	88	2.54%	3.97
AF	89	2.57%	3.96
SD	109	3.14%	3.93
FH	29	0.84%	3.90
RS	121	3.49%	3.88
SO	38	1.10%	3.82
SPD	8	0.23%	3.75
Total	3469	100.00%	4.05

Overall Satisfaction by Mode of Study

Study Mode	No. of Respondents	%	Average Satisfaction
Full-time	2,455	80.54%	4.04
Part-time	593	19.46%	4.00
Total	3,048	100.00%	4.04

Frequency of Library Use

In-person Visit to the Library by User Type

Frequency	UG	PG	Aca/Res Staff	GG Staff	Others	Total
Daily	13.72%	18.49%	4.69%	3.96%	11.11%	13.31%
Week	54.56%	36.42%	25.31%	15.47%	41.67%	44.62%
Subtotal	68.28%	54.91%	30.00%	19.42%	52.78%	57.93%
Month	22.79%	27.51%	37.50%	33.81%	38.89%	26.18%
Semester	6.95%	15.41%	26.25%	26.62%	8.33%	12.14%
Seldom	1.98%	2.17%	6.25%	20.14%	0.00%	3.75%

In-person Visit to the Library by Faculty

Frequency	FAST	FB	FCE	FENG	FH	FHSS	SD	SHTM	Total
Daily	15.26%	22.70%	13.13%	11.76%	18.52%	9.73%	5.50%	6.12%	13.92%
Week	52.11%	47.93%	39.38%	46.32%	40.43%	50.68%	40.37%	50.34%	46.81%
Subtotal	67.37%	70.63%	52.51%	58.09%	58.95%	60.41%	45.87%	56.46%	60.74%
Month	20.89%	18.92%	32.46%	25.15%	24.69%	28.22%	36.70%	28.57%	25.63%
Semester	9.15%	7.93%	11.22%	12.94%	13.27%	9.59%	14.68%	12.24%	10.77%
Seldom	2.58%	2.52%	3.82%	3.82%	3.09%	1.78%	2.75%	2.72%	2.86%

Online Access to Library Resources by User Type

Frequency	UG	PG	Aca/Res Staff	GG Staff	Others	Total
Daily	5.94%	20.55%	17.19%	5.40%	8.33%	10.37%
Week	41.57%	42.01%	42.19%	16.55%	25.00%	39.68%
Subtotal	47.51%	62.56%	59.38%	21.94%	33.33%	50.05%
Month	34.90%	23.63%	23.44%	33.09%	33.33%	31.07%
Semester	13.40%	10.73%	12.50%	17.63%	16.67%	13.04%
Seldom	4.19%	3.08%	4.69%	27.34%	16.67%	5.84%

Online Access to Library Resources by Faculty

Frequency	FAST	FB	FCE	FENG	FH	FHSS	SD	SHTM	Total
Daily	13.38%	10.45%	11.69%	8.97%	16.36%	10.14%	1.83%	7.48%	10.77%
Week	44.37%	36.58%	42.48%	35.44%	42.28%	47.67%	33.03%	49.66%	41.45%
Subtotal	57.75%	47.03%	54.18%	44.41%	58.64%	57.81%	34.86%	57.14%	52.21%
Month	26.76%	32.07%	31.03%	34.12%	24.69%	30.41%	44.95%	31.29%	31.00%
Semester	10.80%	16.76%	11.69%	15.00%	12.35%	9.18%	13.76%	9.52%	12.57%
Seldom	4.69%	4.14%	3.10%	6.47%	4.32%	2.60%	6.42%	2.04%	4.22%

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

Comparison of Library Use between FT and PT Students

In-person Visit			
Frequency	FT	PT	Total
Daily	18.09%	2.70%	15.09%
Week	53.48%	32.21%	49.34%
Subtotal	71.57%	34.91%	64.44%
Month	20.73%	38.28%	24.15%
Semester	6.19%	22.60%	9.38%
Seldom	1.51%	4.22%	2.03%

Online Access			
Frequency	FT	PT	Total
Daily	11.16%	5.90%	10.14%
Week	43.71%	33.39%	41.70%
Subtotal	54.87%	39.29%	51.84%
Month	30.75%	35.41%	31.66%
Semester	11.00%	19.39%	12.63%
Seldom	3.38%	5.90%	3.87%

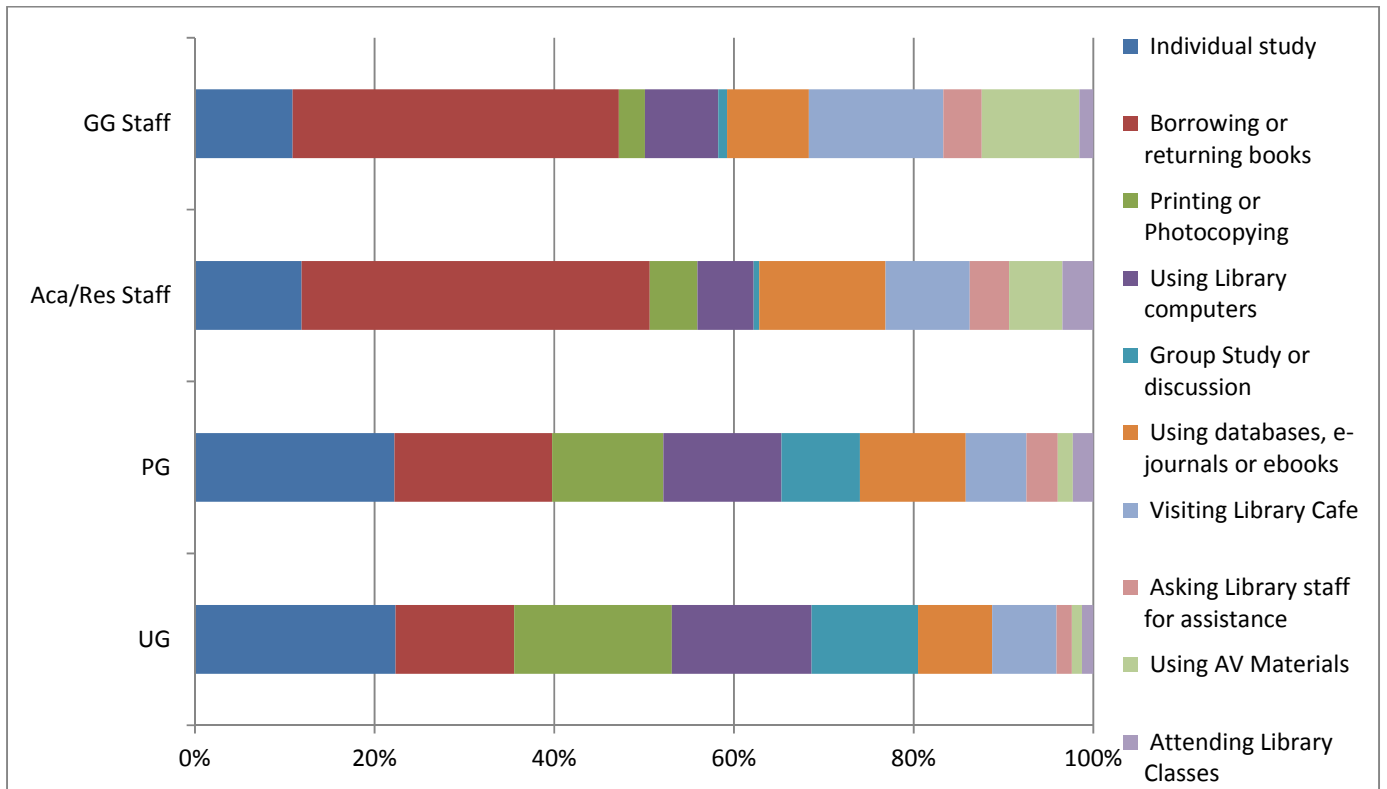
Activities in Library

Library Activities by User Type (in Frequency)

	Individual study	Borrowing or returning books	Printing or Photocopying	Using Library computers	Group Study or discussion	Using databases, e-journals or ebooks	Visiting Library Cafe	Asking Library staff for assistance	Using AV Materials	Attending Library Classes
UG	1463	864	1149	1018	777	540	468	113	73	83
PG	572	452	319	339	225	303	174	90	43	59
Aca/Res Staff	76	248	34	40	4	90	60	28	38	22
GG Staff	56	187	15	42	5	47	77	22	56	8

* 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	4.23	4.19	4.32	4.38
2	E-books	4.26	4.26	4.32	4.18
3	Printed journals	3.63	3.65	3.65	3.55
4	E-journals	4.42	4.39	4.51	4.70
5	Databases	4.34	4.30	4.48	4.38
6	AV Materials	3.32	3.26	3.24	3.53
7	Library website enabling me to locate information	4.30	4.26	4.39	4.42
8	OneSearch (New Library Search Platform)	4.35	4.38	4.40	4.25
9	Quiet space for Individual study	4.58	4.64	4.61	4.17
10	Space for group study or projects	4.32	4.45	4.28	3.58
11	A comfortable and inviting environment	4.48	4.50	4.52	4.28
12	Computers in the Library	4.27	4.33	4.28	3.96
13	Photocopiers / Printers	4.40	4.52	4.35	3.93
14	Library workshops	3.30	3.06	3.71	3.67
15	Enquiry Services	3.96	3.81	4.15	4.16
16	IT help services	3.84	3.73	4.08	3.86
17	HKALL	4.00	3.80	4.20	4.39
18	Inter-Library Loan & Document Delivery Services	4.02	3.81	4.25	4.40
19	Library Staff who are polite and friendly	4.36	4.31	4.46	4.45
20	Library Staff who are Knowledgeable and helpful	4.35	4.28	4.45	4.52

* 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	4.26	4.18	3.61	4.27	4.30	3.28
FB	4.05	4.03	3.56	4.20	4.23	3.12
FCE	4.09	4.35	3.67	4.40	4.40	3.23
FENG	4.12	4.28	3.59	4.20	4.25	3.20
FH	4.50	4.25	3.84	4.37	4.29	3.26
FHSS	4.22	4.31	3.54	4.68	4.42	3.44
SD	4.36	4.09	3.68	3.80	4.03	3.68
SHTM	4.00	4.33	3.54	4.56	4.23	3.12
Average	4.18	4.24	3.61	4.36	4.31	3.27

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	4.61	4.29	4.48
FB	4.62	4.42	4.48
FCE	4.60	4.33	4.49
FENG	4.63	4.40	4.52
FH	4.58	4.19	4.53
FHSS	4.60	4.40	4.52
SD	4.35	3.96	4.38
SHTM	4.56	4.45	4.46
Average	4.60	4.35	4.50

* 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	4.01	3.93	4.14	4.19
2	E-books	3.78	3.71	3.90	3.84
3	Printed journals	3.74	3.68	3.89	3.74
4	E-journals	3.97	3.91	4.10	4.05
5	Databases	3.98	3.94	4.09	4.03
6	AV Materials	3.69	3.63	3.75	3.81
7	Library website enabling me to locate information	3.97	3.93	4.06	3.96
8	OneSearch (New Library Search Platform)	3.96	3.96	4.04	3.83
9	Quiet space for Individual study	3.96	3.90	4.08	3.98
10	Space for group study or projects	3.66	3.57	3.82	3.79
11	A comfortable and inviting environment	3.92	3.83	4.09	4.01
12	Computers in the Library	3.65	3.51	3.84	3.87
13	Photocopiers / Printers	3.53	3.34	3.81	3.83
14	Library workshops	3.82	3.71	4.05	3.98
15	Enquiry Services	4.05	3.95	4.19	4.24
16	IT help services	3.85	3.75	4.03	3.94
17	HKALL	3.96	3.83	4.09	4.27
18	Inter-Library Loan & Document Delivery Services	3.96	3.79	4.17	4.25
19	Library Staff who are polite and friendly	4.20	4.11	4.38	4.37
20	Library Staff who are Knowledgeable and helpful	4.18	4.10	4.34	4.29

* 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	4.09	3.84	3.80	4.00	4.03	3.70
FB	4.01	3.80	3.83	3.98	4.04	3.66
FCE	4.12	3.89	3.92	4.01	4.05	3.73
FENG	4.06	3.84	3.77	3.93	4.01	3.70
FH	3.99	3.78	3.77	3.94	3.99	3.69
FHSS	3.90	3.64	3.55	3.93	3.87	3.64
SD	3.85	3.74	3.70	3.73	3.85	3.65
SHTM	3.99	3.86	3.79	4.02	3.98	3.60
Average	4.01	3.79	3.75	3.96	3.98	3.68

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	3.96	3.75	3.97
FB	3.86	3.58	3.87
FCE	3.99	3.76	3.90
FENG	4.04	3.74	3.96
FH	4.01	3.63	3.95
FHSS	3.86	3.47	3.80
SD	3.92	3.62	3.83
SHTM	3.95	3.68	3.94
Average	3.95	3.64	3.90

* 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	-0.22	-0.25	-0.18	-0.20
2	E-books	-0.48	-0.56	-0.42	-0.34
3	Printed journals	0.11	0.03	0.24	0.18
4	E-journals	-0.46	-0.48	-0.41	-0.65
5	Databases	-0.36	-0.36	-0.39	-0.36
6	AV Materials	0.37	0.37	0.51	0.28
7	Library website enabling me to locate information	-0.34	-0.32	-0.33	-0.46
8	OneSearch (New Library Search Platform)	-0.39	-0.42	-0.37	-0.42
9	Quiet space for Individual study	-0.62	-0.74	-0.53	-0.20
10	Space for group study or projects	-0.66	-0.89	-0.46	0.21
11	A comfortable and inviting environment	-0.56	-0.68	-0.43	-0.27
12	Computers in the Library	-0.63	-0.82	-0.44	-0.09
13	Photocopiers / Printers	-0.87	-1.18	-0.53	-0.09
14	Library workshops	0.52	0.65	0.33	0.31
15	Enquiry Services	0.09	0.14	0.05	0.08
16	IT help services	0.01	0.03	-0.05	0.07
17	HKALL	-0.04	0.02	-0.11	-0.11
18	Inter-Library Loan & Document Delivery Services	-0.05	-0.02	-0.08	-0.15
19	Library Staff who are polite and friendly	-0.16	-0.20	-0.08	-0.08
20	Library Staff who are Knowledgeable and helpful	-0.17	-0.19	-0.11	-0.23

* 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	-0.16	-0.34	0.20	-0.26	-0.27	0.42
FB	-0.04	-0.22	0.27	-0.22	-0.19	0.54
FCE	0.03	-0.45	0.25	-0.39	-0.35	0.50
FENG	-0.06	-0.44	0.18	-0.27	-0.24	0.50
FH	-0.51	-0.47	-0.07	-0.43	-0.30	0.43
FHSS	-0.32	-0.67	0.01	-0.75	-0.56	0.19
SD	-0.52	-0.35	0.02	-0.08	-0.18	-0.03
SHTM	-0.01	-0.48	0.24	-0.53	-0.26	0.48
Average	-0.17	-0.45	0.14	-0.40	-0.33	0.40

Gap of Physical Location by Faculty

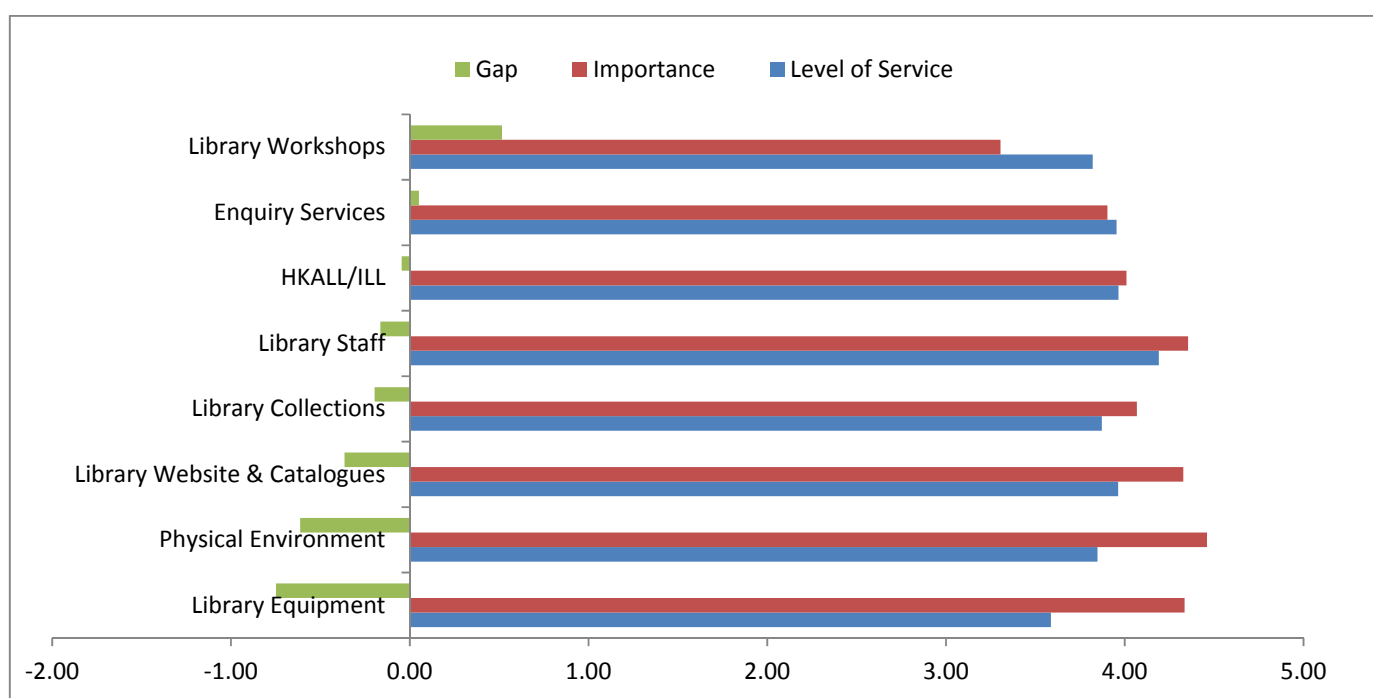
Importance	Quiet space for Individual study	Space for group study or projects	A comfortable and inviting environment
FAST	-0.65	-0.54	-0.52
FB	-0.76	-0.84	-0.61
FCE	-0.60	-0.57	-0.59
FENG	-0.59	-0.65	-0.55
FH	-0.57	-0.56	-0.58
FHSS	-0.74	-0.93	-0.72
SD	-0.42	-0.34	-0.55
SHTM	-0.61	-0.77	-0.52
Average	-0.65	-0.71	-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	4.34	3.59	-0.75
Library Equipment	4.46	3.85	-0.61
Library Website & Catalogues	4.33	3.96	-0.36
Library Collections	4.07	3.87	-0.20
Library Staff	4.35	4.19	-0.16
HKALL/ILL	4.01	3.96	-0.04
Enquiry Services	3.90	3.95	0.05
Library Workshops	3.30	3.82	0.52

* 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	3.81	4.10	3.90
PG	4.07	4.30	4.10
Aca/Res Staff	3.98	4.16	3.94
GG Staff	3.76	3.88	3.80
Others	3.75	4.08	3.78
Total	3.88	4.14	3.94

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	3.94	4.19	4.05
FB	3.84	4.13	3.92
FCE	3.93	4.18	4.07
FENG	3.93	4.13	3.96
FH	3.87	4.18	3.90
FHSS	3.88	4.13	3.90
SD	3.81	4.09	3.81
SHTM	3.83	4.20	3.95
Grand Total	3.89	4.15	3.95

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

Library Renovation Project

Satisfaction on G/F 24-hour Study Centre by User Type (On a 5-point scale, 5 – High, 1 – Low)

Rating	UG		PG		Aca/Res Staff		GG Staff		Total*	
	No.	%	No.	%	No.	%	No.	%	No.	%
5	297	18.28%	179	26.73%	46	20.50%	25	12.69%	549	20.03%
4	1210	59.57%	452	54.00%	143	50.98%	134	54.42%	1956	57.09%
3	525	19.38%	202	18.10%	103	27.54%	108	32.89%	952	20.84%
2	105	2.58%	18	1.08%	5	0.89%		0.00%	130	1.90%
1	15	0.18%	3	0.09%	1	0.09%		0.00%	20	0.15%
Total	2152	100.00%	854	100.00%	298	100.00%	267	100.00%	3607	100.00%
Average Rating	3.78		3.92		3.77		3.69		3.80	

Satisfaction on 3/F Multimedia Commons by User Type (On a 5-point scale, 5 – High, 1 – Low)

Rating	UG		PG		Aca/Res Staff		GG Staff		Total*	
	No.	%	No.	%	No.	%	No.	%	No.	%
5	240	15.43%	199	30.00%	40	17.89%	22	11.09%	508	19.04%
4	1005	51.69%	391	47.15%	150	53.67%	143	57.66%	1700	50.99%
3	782	30.17%	239	21.62%	102	27.37%	101	30.54%	1242	27.94%
2	97	2.49%	19	1.15%	6	1.07%	3	0.60%	125	1.87%
1	17	0.22%	3	0.09%		0.00%	1	0.10%	21	0.16%
Total	2141	100.00%	851	100.00%	298	100.00%	270	100.00%	3596	100.00%
Average Rating	3.63		3.90		3.75		3.67		3.71	

*Total includes the input from "Other" User Type which is not listed.

** User type who gave the highest rating is highlighted in Green.

New Library Homepage

Satisfaction on the new homepage design by User Type (On a 5-point scale, 5 – High, 1 – Low)

Rating	UG		PG		Aca/Res Staff		GG Staff		Total*	
	No.	%	No.	%	No.	%	No.	%	No.	%
5	323	20.56%	198	29.86%	46	20.89%	31	15.20%	602	22.43%
4	1010	51.44%	407	49.11%	147	53.41%	152	59.61%	1734	51.69%
3	623	23.80%	197	17.83%	76	20.71%	77	22.65%	984	22.00%
2	146	3.72%	48	2.90%	24	4.36%	13	2.55%	232	3.46%
1	38	0.48%	10	0.30%	7	0.64%		0.00%	56	0.42%
Total	2140	100.00%	860	100.00%	300	100.00%	273	100.00%	3608	100.00%
Average Rating	3.67		3.85		3.67		3.74		3.72	

*Total includes the input from “Other” User Type which is not listed.

** User type who gave the highest rating is highlighted in Green.

Student Ambassadors

Awareness of Student Ambassadors by User Type

User Type	Not Aware		Aware		Aware and tried		Total*	
	No.	%	No.	%	No.	%	No.	%
UG	932	43.45%	1036	48.30%	177	8.25%	2145	100.00%
PG	413	47.53%	364	41.89%	92	10.59%	869	100.00%
Aca/Res Staff	214	69.03%	83	26.77%	13	4.19%	310	100.00%
GG Staff	190	71.16%	65	24.34%	12	4.49%	267	100.00%
Total*	1766	48.70%	1565	43.16%	295	8.14%	3626	100.00%

Satisfaction of Student Ambassadors by User Type (On a 5-point scale, 5 – High, 1 – Low)

Rating	UG		PG		Aca/Res Staff		GG Staff		Total*	
	No.	%	No.	%	No.	%	No.	%	No.	%
5	108	25.53%	82	49.40%	7	24.14%	7	20.00%	205	30.83%
4	179	42.32%	60	36.14%	9	31.03%	17	48.57%	268	40.30%
3	127	30.02%	23	13.86%	12	41.38%	11	31.43%	180	27.07%
2	7	1.65%	1	0.60%	1	3.45%		0.00%	10	1.50%
1	2	0.47%		0.00%		0.00%		0.00%	2	0.30%
Total	423	100.00%	166	100.00%	29	100.00%	35	100.00%	665	100.00%
Average Rating	3.91		4.34		3.76		3.89		4.00	

*Total includes the input from “Other” User Type which is not listed.

** User type who gave the highest rating is highlighted in Green.

WhatsApp Enquiry Services

Awareness of WhatsApp Enquiry Services by User Type

User Type	Not Aware		Aware		Aware and tried		Total*	
	No.	%	No.	%	No.	%	No.	%
UG	1171	54.36%	928	43.08%	55	2.55%	2154	100.00%
PG	505	57.98%	320	36.74%	46	5.28%	871	100.00%
Aca/Res Staff	243	76.66%	64	20.19%	10	3.15%	317	100.00%
GG Staff	199	72.36%	69	25.09%	7	2.55%	275	100.00%
Total*	2141	58.63%	1393	38.14%	118	3.23%	3652	100.00%

Satisfaction of WhatsApp Enquiry Services by User Type (On a 5-point scale, 5 – High, 1 – Low)

Rating	UG		PG		Aca/Res Staff		GG Staff		Total*	
	No.	%	No.	%	No.	%	No.	%	No.	%
5	30	11.45%	29	26.61%	7	31.82%	3	8.57%	70	16.09%
4	77	29.39%	39	35.78%	5	22.73%	15	42.86%	138	31.72%
3	137	52.29%	38	34.86%	10	45.45%	17	48.57%	205	47.13%
2	17	6.49%	2	1.83%		0.00%		0.00%	20	4.60%
1	1	0.38%	1	0.92%		0.00%		0.00%	2	0.46%
Total	262	100.00%	109	100.00%	22	100.00%	35	100.00%	435	100.00%
Average Rating	3.45		3.85		3.86		3.60		3.58	

*Total includes the input from “Other” User Type which is not listed.

** User type who gave the highest rating is highlighted in Green.

Library Online Tutorials*

User Perceptions on Online Tutorials (On a 5 point scale, 5 – strongly agree, 1 – strongly disagree):

Videos	Helpful in my studies/research	Presentation clear and easy to follow
Examination Paper Database	4.03	3.96
How to Get Course Readings in Library?	3.72	3.71
Locate Library's Full Text Articles From Google Scholar	3.96	3.90
Picking the Right Search Tool – Subject Databases Vs OneSearch	3.76	3.66
Citation Chaining: How to Search Relevant Information From One Useful Source	3.72	3.60
Effective Search Strategies for Library Resources	3.74	3.68
Average Rating	3.82	3.75

* Results based on a separate mini-survey conducted during 5 – 29 May 2015, with 783 users participated.

** Top 2 are highlighted in Green.