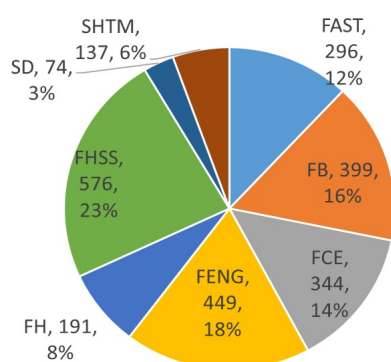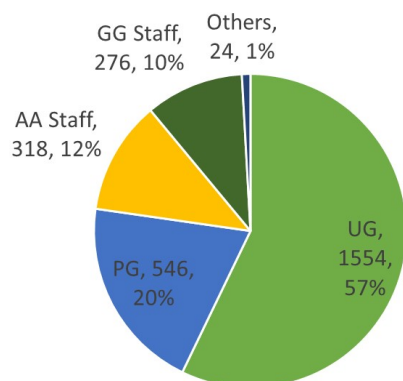# User Survey

26 Jan to 9 Mar 2018

Pao Yue-kong Library

The Hong Kong Polytechnic University

Profile of Respondents

The Library conducted the survey successfully in the period of 26 Jan to 9 Mar 2018. To encourage participation, altogether four campus-wide email announcements were sent out to PolyU students and staff. The participants were required to authenticate themselves with valid NetID and NetPassword to ensure they could only take part in the survey once.

A total of 2,718 valid responses were received. 1,554 responses were from undergraduates (UG), 546 from postgraduates (PG), 318 from academic/research (Acad/Res) staff, 276 from general grade (GG) staff, and 24 from other users (including Alumni and JULAC cardholders). Among all the PolyU student respondents, 87% were studying in full-time mode, while 13% were in part-time mode.

Ranked by the number of respondents, the top three faculties were FHSS (23%), FENG (18%) and FB (16%), whereas the top five academic departments were FB (13%), SN (6%), SHTM (5%), APSS (5%) and RS (5%). Meanwhile, 192 respondents were from non-academic departments.
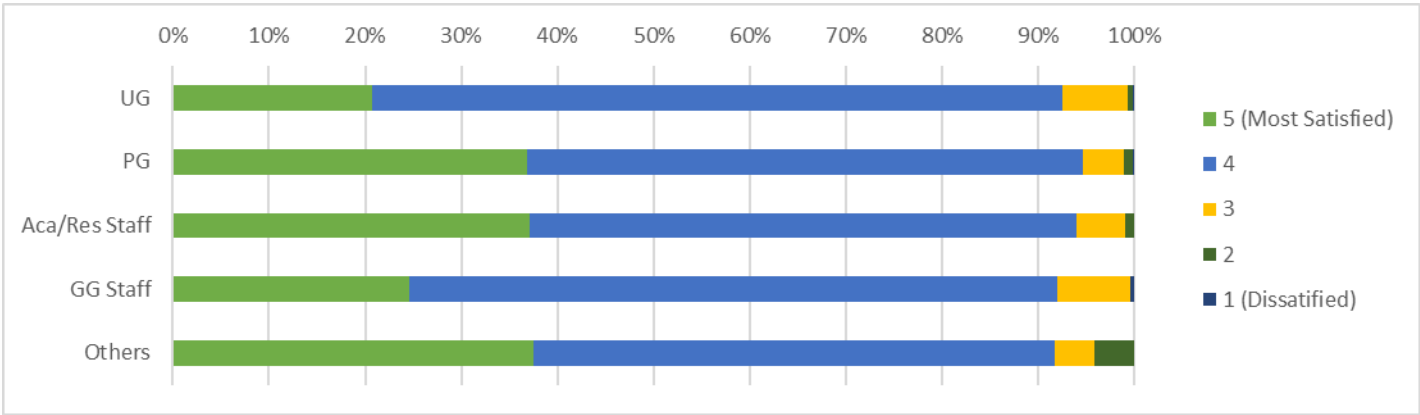
Overall Satisfaction

The overall satisfaction rating continued to maintain at a high level, with an increase from 4.16 in 2017 to 4.18 in 2018 (out of a 5-point scale). Over 99% of the respondents gave an overall satisfaction of 3 or above.

In terms of the average overall satisfaction rating, Acad/Res staff and PG were the most satisfied groups (average score at 4.30), followed by Others (4.25), GG staff (4.16) and UG (4.12). The top five faculties who gave highest ratings were: FH (4.27), FCE (4.23), FAST (4.22), FB (4.22), and SHTM (4.19). Part-time students reported a higher overall satisfaction score (4.21) than full-time students did (4.17).

Comparison of Overall Satisfaction
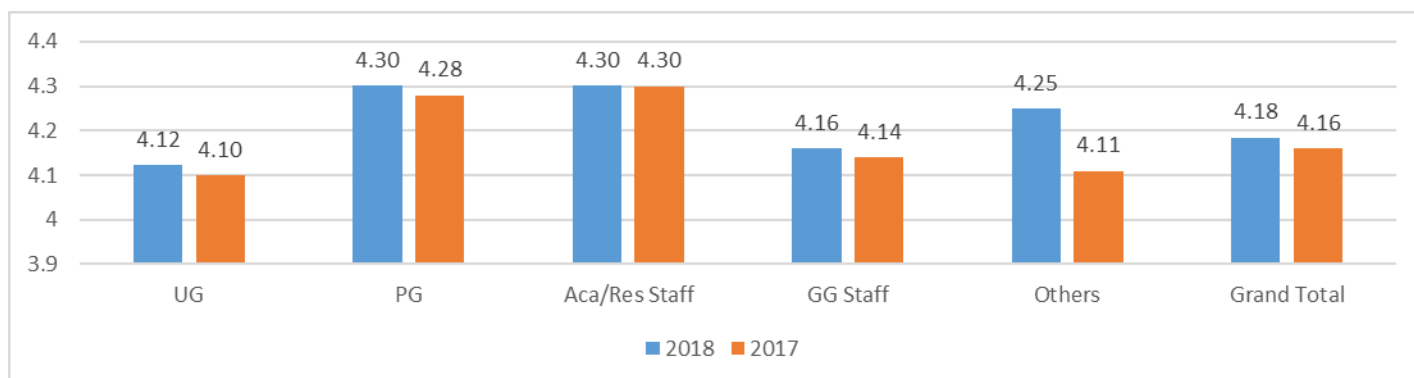
Overall Satisfaction – Detailed Breakdown by User Type

Overall Satisfaction – Detailed Breakdown by User Type chart

Legend:
- 5 (Most Satisfied)
- 4
- 3
- 2
- 1 (Dissatified)

User types: UG, PG, Aca/Res Staff, GG Staff, Others

Overall Satisfaction by Faculty

Faculty	2018	2017
FAST	4.22	4.21
FB	4.22	4.17
FCE	4.23	4.14
FENG	4.16	4.18
FH	4.27	4.18
FHSS	4.14	4.12
SD	4.05	4.17
SHTM	4.19	4.11
Grand Total	4.19	4.16
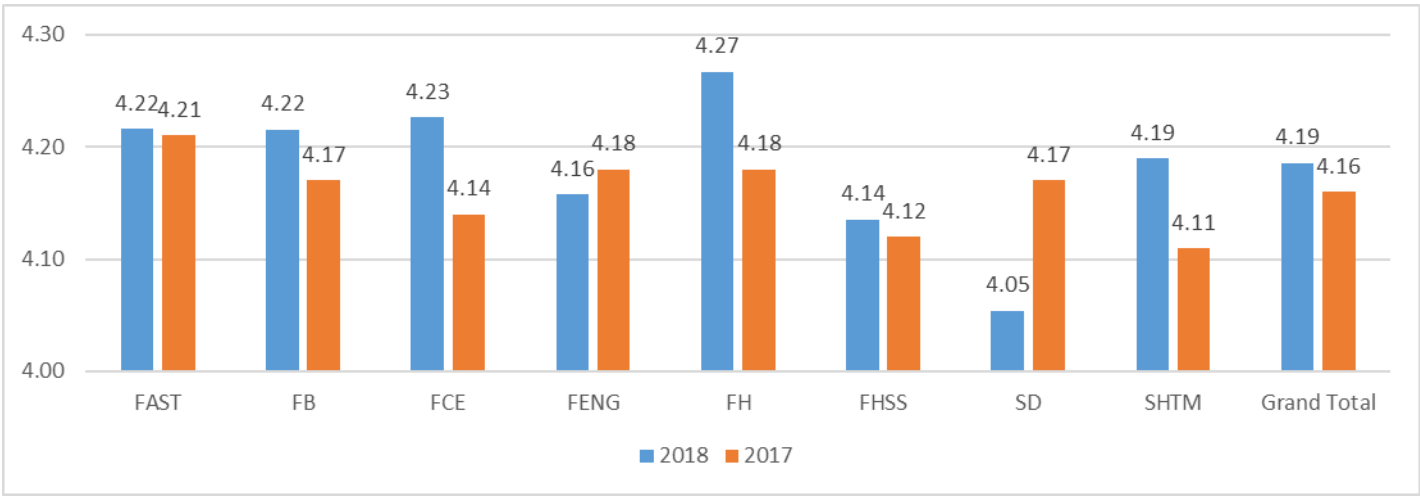
Overall Satisfaction by Mode of Study

Mode	2018	2017
FT	4.16	4.14
PT	4.21	4.19
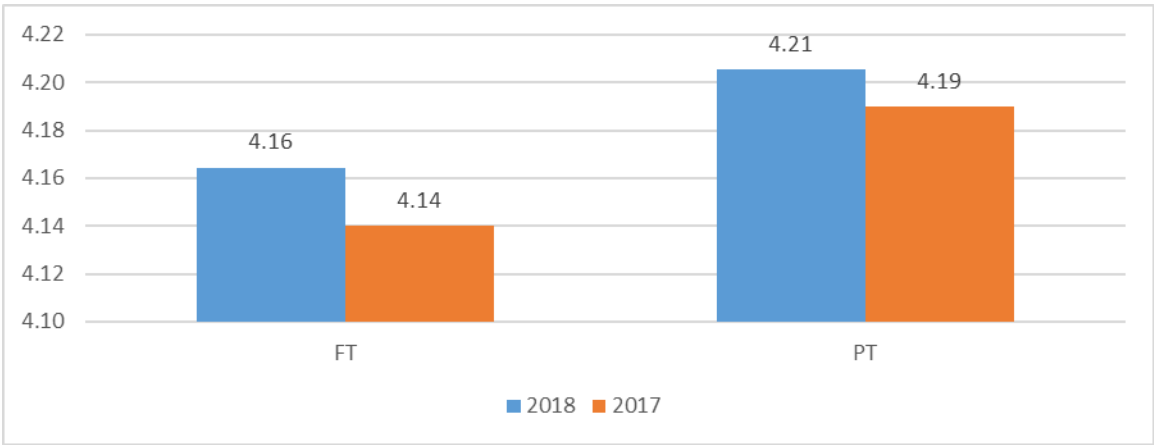
Frequency of Library Use

Regarding the in-person visit to the Library, UG visited more frequently than other user types. 81% of UG, 64% of PG, 34% of Aca/Res staff, and 31% of GG staff went to the Library in person on a daily or weekly basis. Ranked by faculties, respondents from FB and FAST were among the top two frequent users with 81% and 73% of them came to the Library premises either daily or weekly.
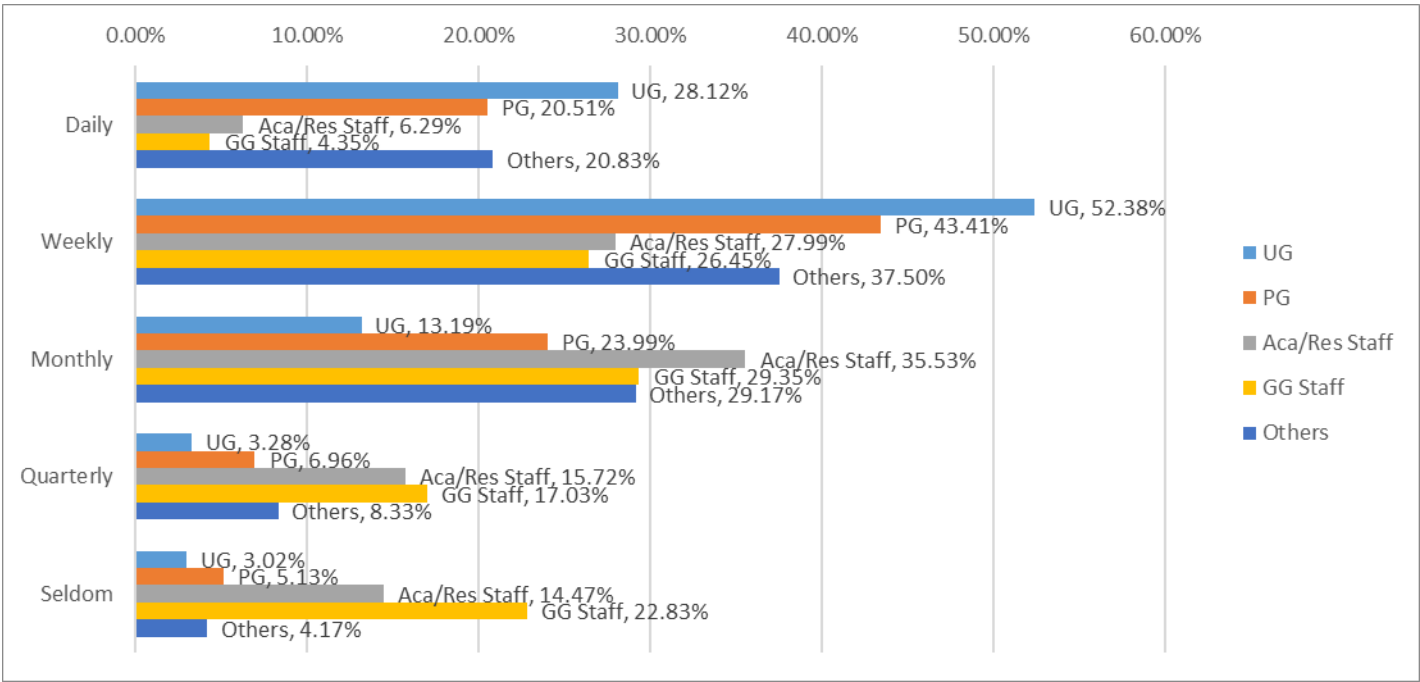
As for the online access of Library resources, PG and Aca/Res staff stayed as the top two frequent users. 75% of PG, 72% of Aca/Res staff, 66% of UG, and 31% of GG staff utilized the Library electronic resources on a daily or weekly basis. Ranked by faculties, respondents from FH and SHTM were the top two frequent users with 74% and 73% of them accessed the online Library resources either daily or weekly.
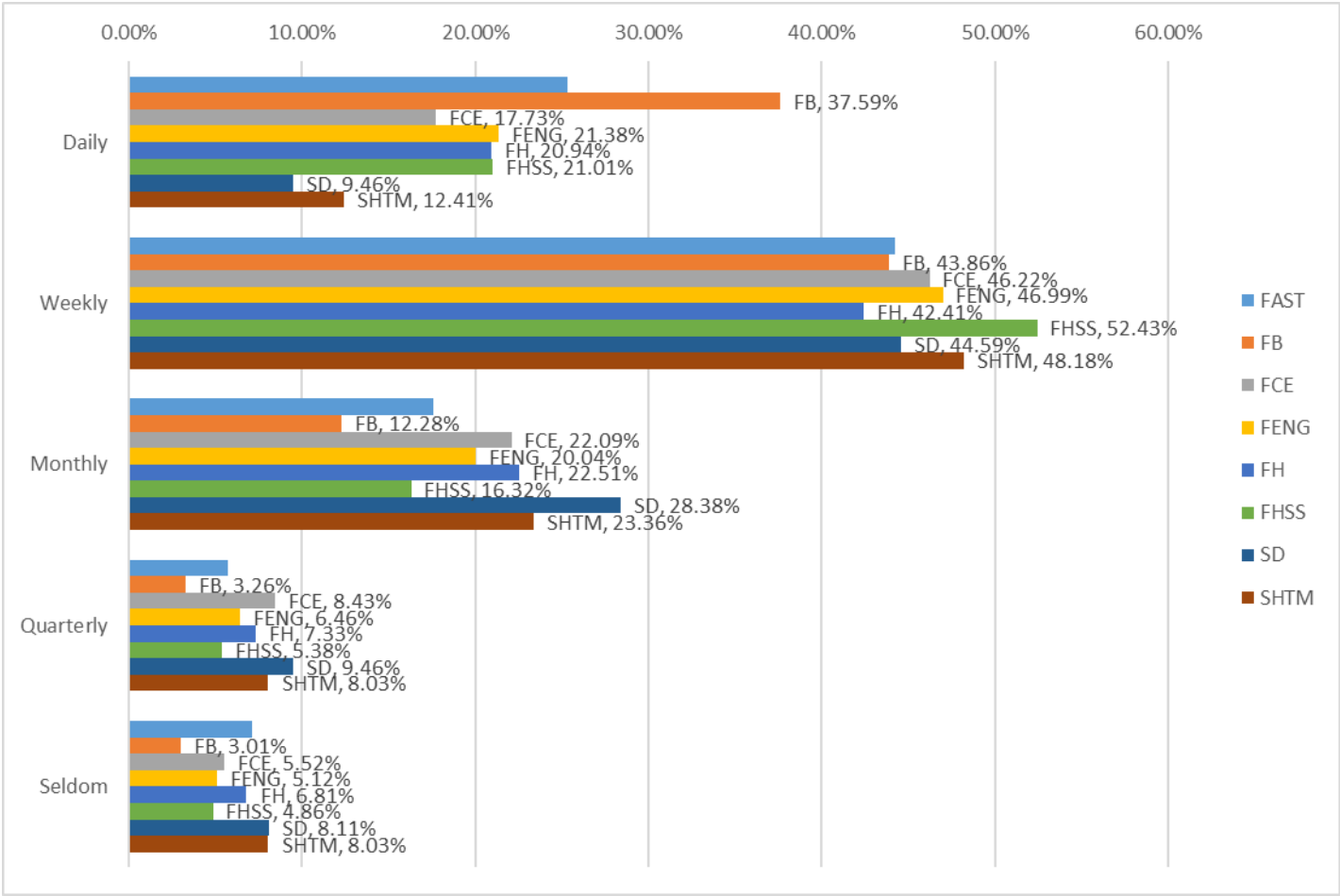
As expected, full-time students visited the Library in person and accessed online Library resources more frequently than part-time students did.

In-person Visit to the Library by User Type

In-person Visit to the Library by Faculty

Daily
- FB, 37.59%
- FCE, 17.73%
- FENG, 21.38%
- FH, 20.94%
- FHSS, 21.01%
- SD, 9.46%
- SHTM, 12.41%

Weekly
- FB, 43.86%
- FCE, 46.22%
- FENG, 46.99%
- FH, 42.41%
- FHSS, 52.43%
- SD, 44.59%
- SHTM, 48.18%

Monthly
- FB, 12.28%
- FCE, 22.09%
- FENG, 20.04%
- FH, 22.51%
- FHSS, 16.32%
- SD, 28.38%
- SHTM, 23.36%

Quarterly
- FB, 3.26%
- FCE, 8.43%
- FENG, 6.46%
- FH, 7.33%
- FHSS, 5.38%
- SD, 9.46%
- SHTM, 8.03%

Seldom
- FB, 3.01%
- FCE, 5.52%
- FENG, 5.12%
- FH, 6.81%
- FHSS, 4.86%
- SD, 8.11%
- SHTM, 8.03%

Legend: FAST, FB, FCE, FENG, FH, FHSS, SD, SHTM

In-person Visit by Mode of Study

Daily
- FT, 29.12%
- PT, 5.32%

Weekly
- FT, 50.95%
- PT, 43.73%

Monthly
- FT, 13.17%
- PT, 35.74%

Quarterly
- FT, 3.48%
- PT, 9.51%

Seldom
- FT, 3.27%
- PT, 5.70%

Legend: FT, PT
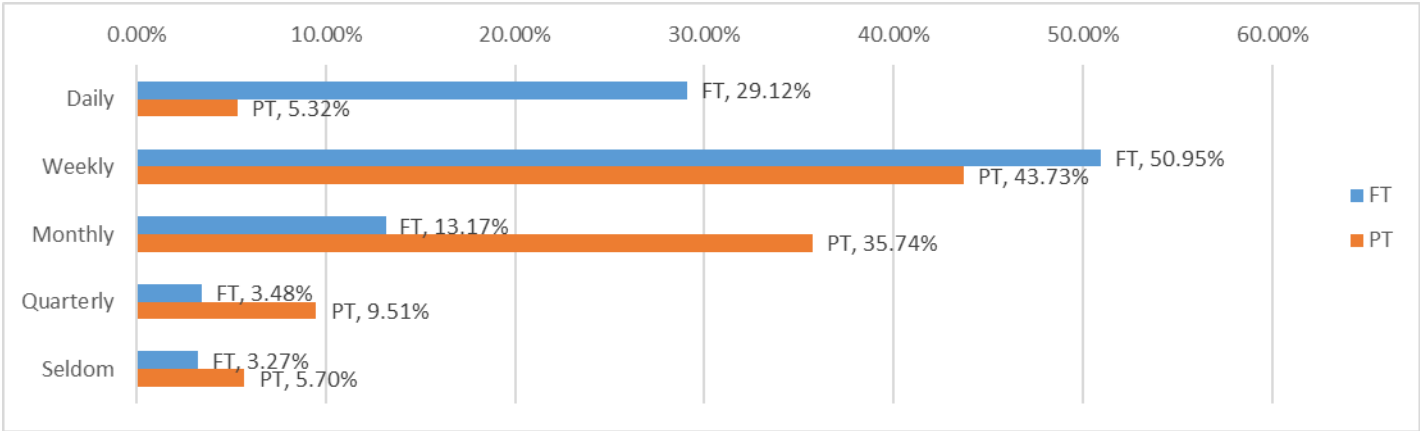
Online Access to Library Resources by User Type

Daily
- UG, 12.10%
- PG, 34.07%
- Aca/Res Staff, 29.56%
- GG Staff, 5.07%
- Others, 16.67%

Weekly
- UG, 53.54%
- PG, 41.39%
- Aca/Res Staff, 42.14%
- GG Staff, 26.09%
- Others, 16.67%

Monthly
- UG, 24.39%
- PG, 17.03%
- Aca/Res Staff, 16.98%
- GG Staff, 23.91%
- Others, 37.50%

Quarterly
- UG, 4.95%
- PG, 4.76%
- Aca/Res Staff, 4.72%
- GG Staff, 19.20%
- Others, 12.50%

Seldom
- UG, 5.02%
- PG, 2.75%
- Aca/Res Staff, 6.60%
- GG Staff, 25.72%
- Others, 16.67%

Legend: UG, PG, Aca/Res Staff, GG Staff, Others
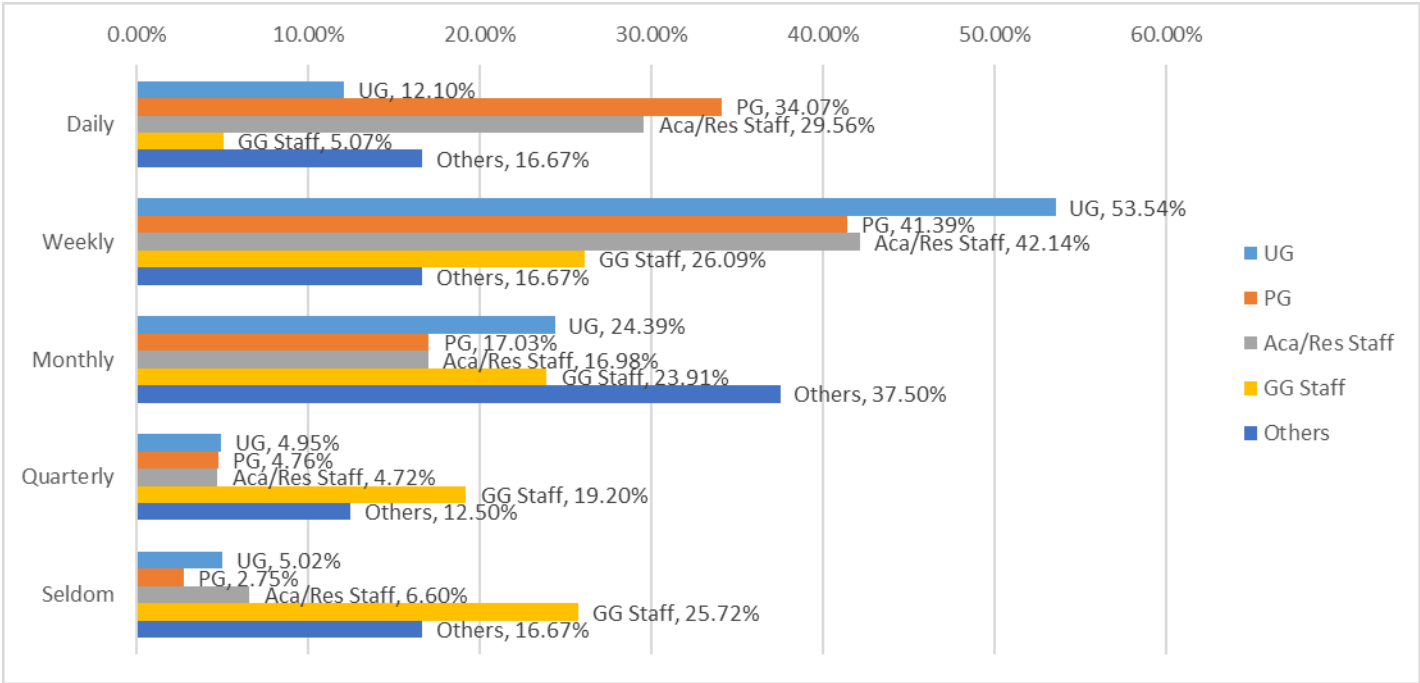
Online Access to Library Resources by Faculty

Daily
- FAST, 21.96%
- FB, 17.04%
- FCE, 18.31%
- FENG, 17.15%
- FH, 26.70%
- FHSS, 17.36%
- SD, 13.51%
- SHTM, 23.36%

Weekly
- FAST, 48.31%
- FB, 49.12%
- FCE, 47.97%
- FENG, 40.53%
- FH, 47.64%
- FHSS, 55.38%
- SD, 50.00%
- SHTM, 49.64%

Monthly
- FAST, 18.92%
- FB, 24.56%
- FCE, 25.87%
- FENG, 24.50%
- FH, 15.18%
- FHSS, 20.31%
- SD, 17.57%
- SHTM, 18.25%

Quarterly
- FAST, 4.73%
- FB, 5.01%
- FCE, 3.78%
- FENG, 9.35%
- FH, 5.76%
- FHSS, 3.99%
- SD, 8.11%
- SHTM, 0.73%

Seldom
- FAST, 6.08%
- FB, 4.26%
- FCE, 4.07%
- FENG, 8.46%
- FH, 4.71%
- FHSS, 2.95%
- SD, 10.81%
- SHTM, 8.03%

Legend: FAST, FB, FCE, FENG, FH, FHSS, SD, SHTM

Online Access to Library Resources by Mode of Study

Daily — FT, 18.56% / PT, 12.55%
Weekly — 50.46% / PT, 49.81%
Monthly — 22.21% / PT, 24.33%
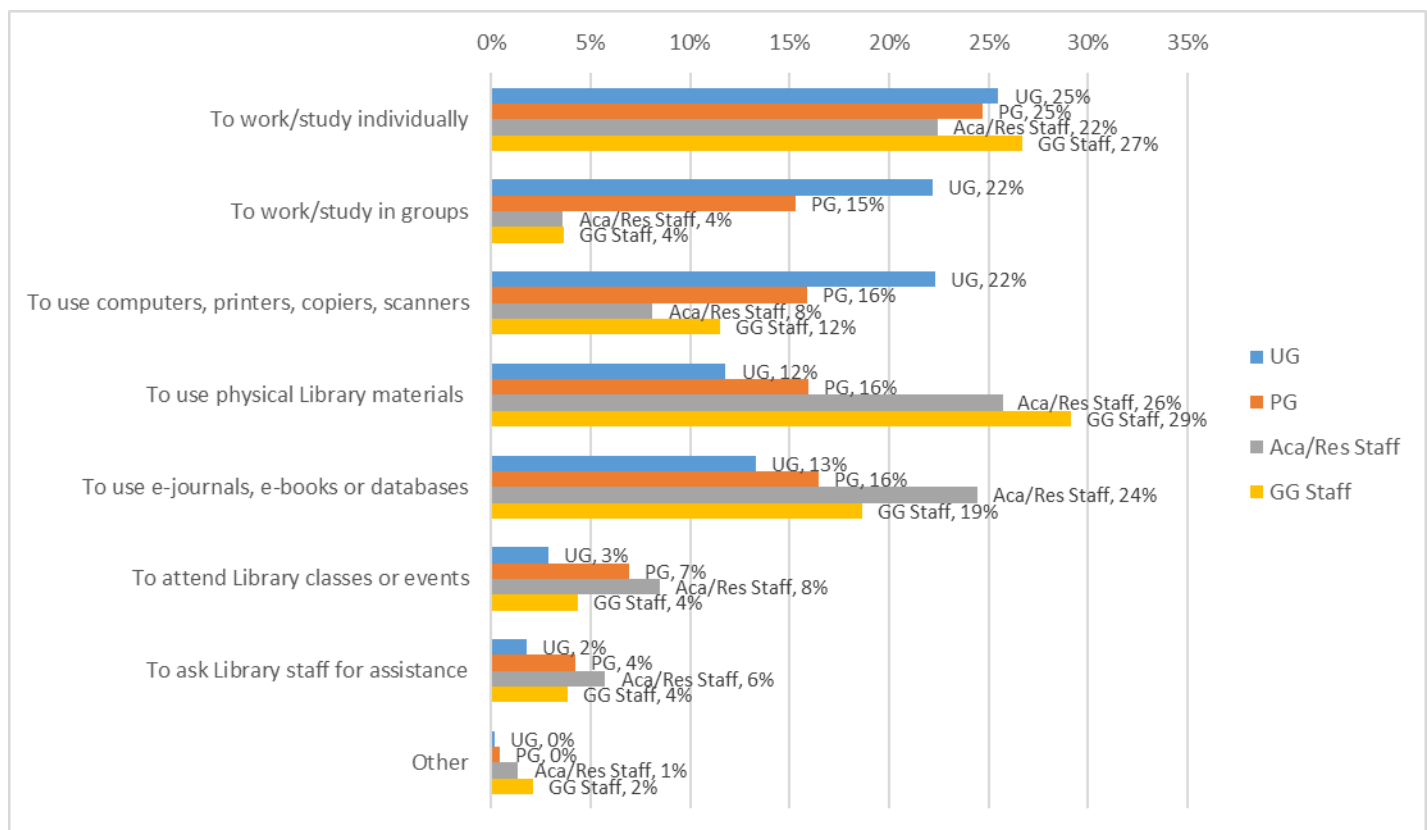Quarterly — 4.25% / PT, 9.51%
Seldom — 4.52% / PT, 3.80%
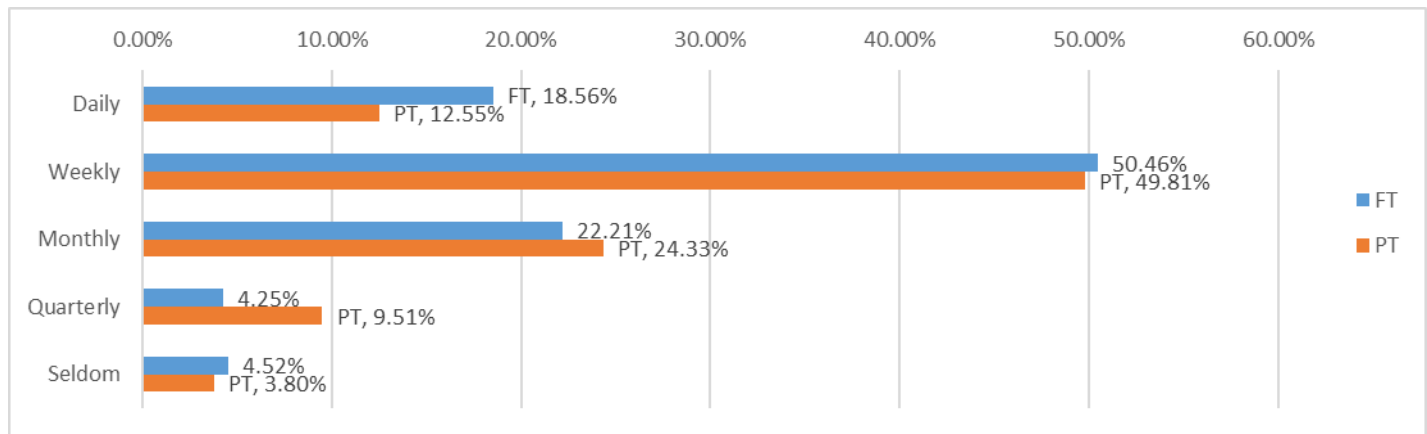
Activities in Library

UG visited the Library mainly to *work/study individually* (25%), *work/study in groups* (22%), *use computers, printers, copiers, scanners* (22%). The most frequent activities by PG were *working/studying individually* (25%), *using e-journals, e-books or databases* (16%), *using physical Library materials* (16%), and *using computers, printers, copiers, scanners* (16%).

Aca/Res staff tended to visit the Library to *use physical Library materials* (26%), *use e-journals, e-books or databases* (24%), and *work/study individually* (22%). Similarly, GG staff mainly visited to *use physical Library materials* (29%), *work/study individually* (27%), and *use e-journals, e-books or databases* (19%).

Library Activities by User Type (in Percentage)

To work/study individually — UG, 25% / PG, 25% / Aca/Res Staff, 22% / GG Staff, 27%
To work/study in groups — UG, 22% / PG, 15% / Aca/Res Staff, 4% / GG Staff, 4%
To use computers, printers, copiers, scanners — UG, 22% / PG, 16% / Aca/Res Staff, 8% / GG Staff, 12%
To use physical Library materials — UG, 12% / PG, 16% / Aca/Res Staff, 26% / GG Staff, 29%
To use e-journals, e-books or databases — UG, 13% / PG, 16% / Aca/Res Staff, 24% / GG Staff, 19%
To attend Library classes or events — UG, 3% / PG, 7% / Aca/Res Staff, 8% / GG Staff, 4%
To ask Library staff for assistance — UG, 2% / PG, 4% / Aca/Res Staff, 6% / GG Staff, 4%
Other — UG, 0% / PG, 0% / Aca/Res Staff, 1% / GG Staff, 2%
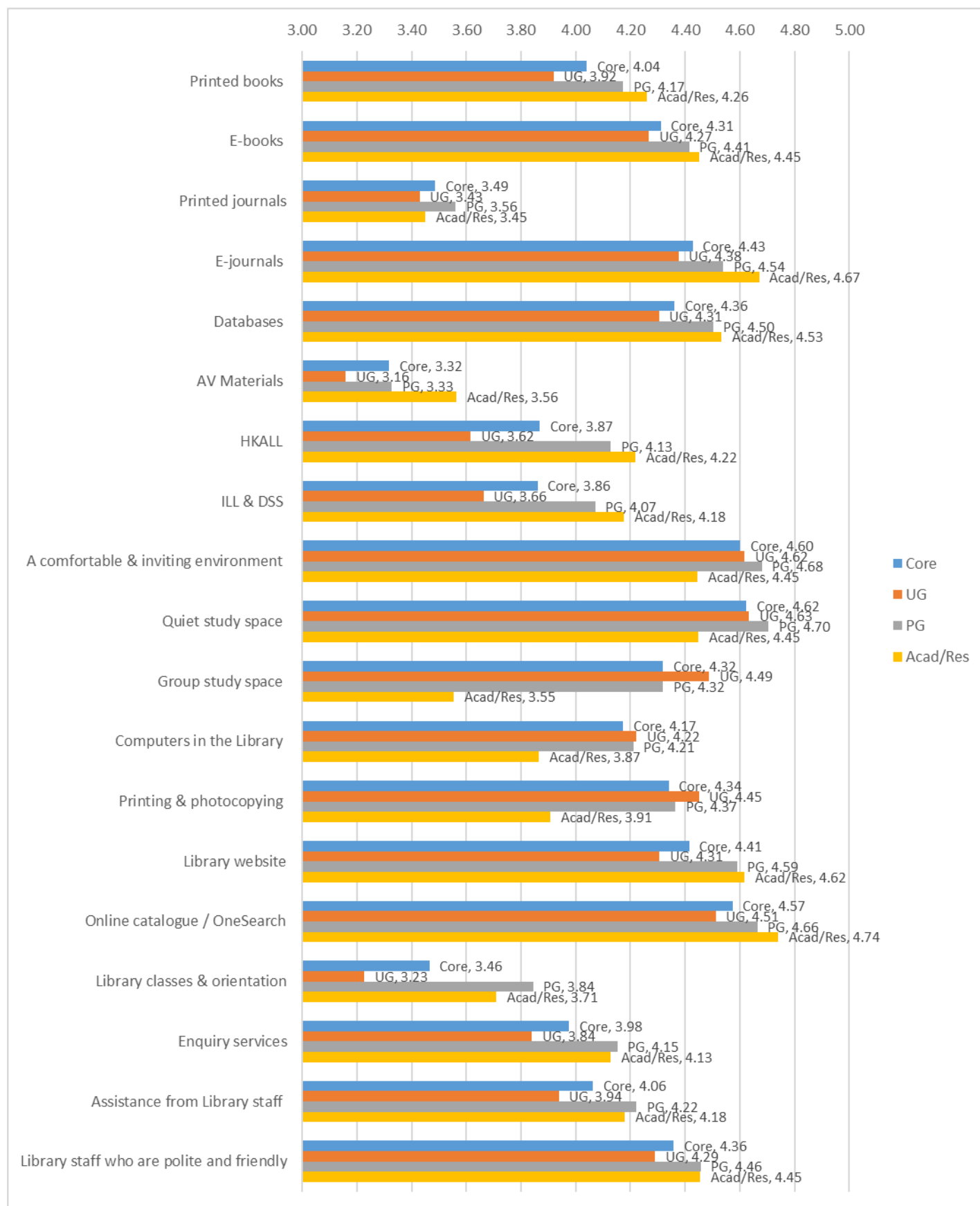
Library Services:

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 study space* (4.62), *A comfortable & inviting environment* (4.60), *Online catalogue / OneSearch* (4.57), *E-journals* (4.43), and *Library website* (4.41).
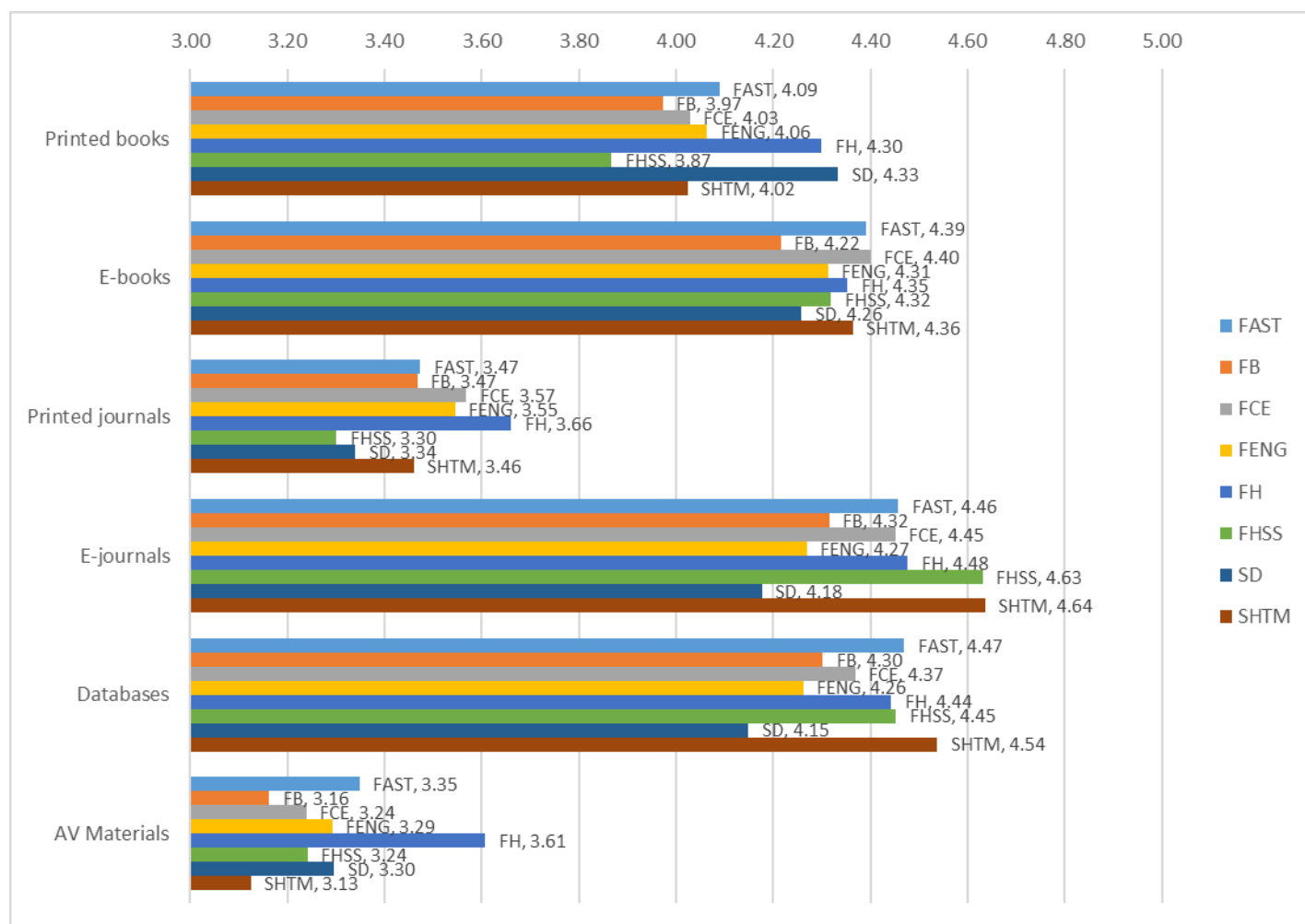
Both UG and PG ranked *Quiet study space* (UG: 4.63; PG 4.70), *A comfortable & inviting environment* (UG: 4.62; PG: 4.68), *and Online catalogue / OneSearch* (UG: 4.51; PG: 4.66) as their top three areas of importance. The two user types differed in that UG placed more importance on *Group study space* (4.49) and *Printing & photocopying* (4.45), while PG were more concerned with *Library website* (4.59), and *e-journals* (4.54).

The five areas perceived by core users as less important were *AV materials* (3.32), *Library classes & orientation* (3.46) *Printed Journals* (3.49), *Inter-Library Loan & Document Delivery Services* (3.86), and *HKALL* (3.87).
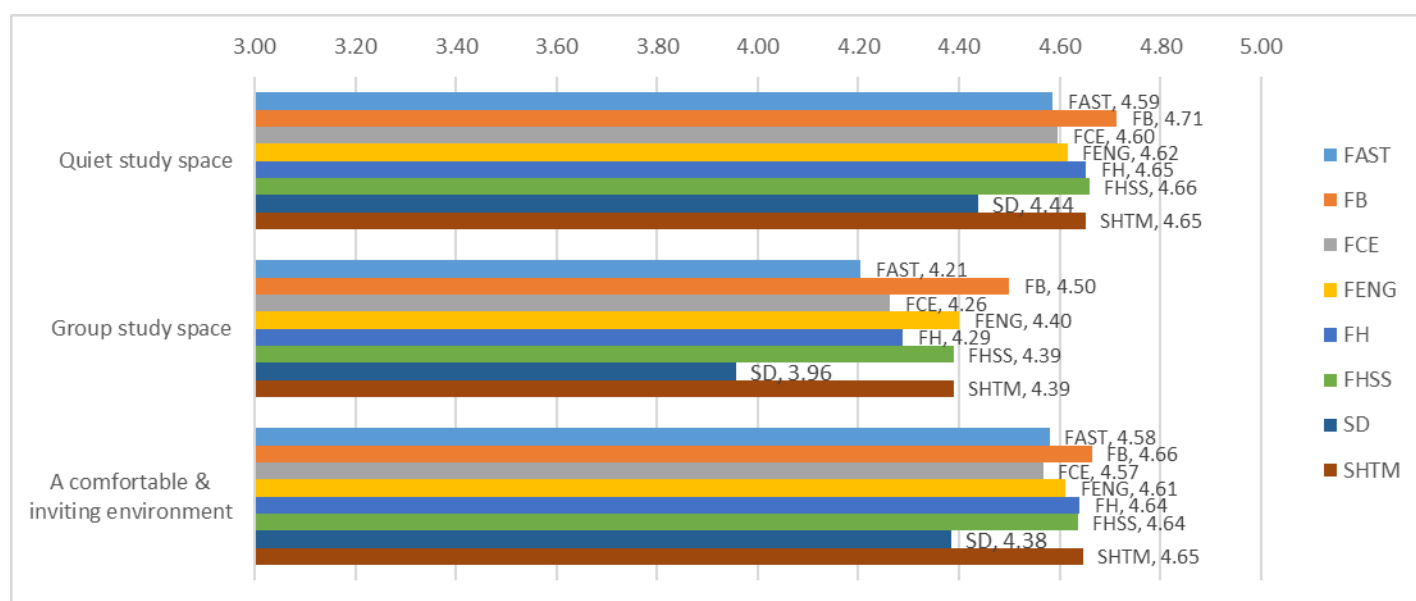
Importance by User Type (On a 5-point scale, 5 – High, 1 – Low)

Item	Core	UG	PG	Acad/Res
Printed books	4.04	3.92	4.17	4.26
E-books	4.31	4.27	4.41	4.45
Printed journals	3.49	3.43	3.56	3.45
E-journals	4.43	4.38	4.54	4.67
Databases	4.36	4.31	4.50	4.53
AV Materials	3.32	3.16	3.33	3.56
HKALL	3.87	3.62	4.13	4.22
ILL & DSS	3.86	3.66	4.07	4.18
A comfortable & inviting environment	4.60	4.62	4.68	4.45
Quiet study space	4.62	4.63	4.70	4.45
Group study space	4.32	4.49	4.32	3.55
Computers in the Library	4.17	4.22	4.21	3.87
Printing & photocopying	4.34	4.45	4.37	3.91
Library website	4.41	4.31	4.59	4.62
Online catalogue / OneSearch	4.57	4.51	4.66	4.74
Library classes & orientation	3.46	3.23	3.84	3.71
Enquiry services	3.98	3.84	4.15	4.13
Assistance from Library staff	4.06	3.94	4.22	4.18
Library staff who are polite and friendly	4.36	4.29	4.46	4.45

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

Printed books: FAST, 4.09; FB, 3.97; FCE, 4.03; FENG, 4.06; FH, 4.30; FHSS, 3.87; SD, 4.33; SHTM, 4.02

E-books: FAST, 4.39; FB, 4.22; FCE, 4.40; FENG, 4.31; FH, 4.35; FHSS, 4.32; SD, 4.26; SHTM, 4.36

Printed journals: FAST, 3.47; FB, 3.47; FCE, 3.57; FENG, 3.55; FH, 3.66; FHSS, 3.30; SD, 3.34; SHTM, 3.46

E-journals: FAST, 4.46; FB, 4.32; FCE, 4.45; FENG, 4.27; FH, 4.48; FHSS, 4.63; SD, 4.18; SHTM, 4.64

Databases: FAST, 4.47; FB, 4.30; FCE, 4.37; FENG, 4.26; FH, 4.44; FHSS, 4.45; SD, 4.15; SHTM, 4.54

AV Materials: FAST, 3.35; FB, 3.16; FCE, 3.24; FENG, 3.29; FH, 3.61; FHSS, 3.24; SD, 3.30; SHTM, 3.13

Legend: FAST, FB, FCE, FENG, FH, FHSS, SD, SHTM

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

Quiet study space: FAST, 4.59; FB, 4.71; FCE, 4.60; FENG, 4.62; FH, 4.65; FHSS, 4.66; SD, 4.44; SHTM, 4.65

Group study space: FAST, 4.21; FB, 4.50; FCE, 4.26; FENG, 4.40; FH, 4.29; FHSS, 4.39; SD, 3.96; SHTM, 4.39

A comfortable & inviting environment: FAST, 4.58; FB, 4.66; FCE, 4.57; FENG, 4.61; FH, 4.64; FHSS, 4.64; SD, 4.38; SHTM, 4.65

Legend: FAST, FB, FCE, FENG, FH, FHSS, SD, SHTM

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* (4.24), *A comfortable & inviting environment* (4.13), *Assistance from Library staff* (4.12), *E-journals* (4.09)*, Library website* (4.09).

Both UG and PG shared that *Library Staff who are Polite and Friendly* (UG: 4.16; PG: 4:37), *A comfortable & inviting environment* (UG: 4.04; PG: 4.29) as the top two most satisfied areas. The 3rd to 5th ranked areas for UG were *Library website* (4.04), *Assistance from Library staff* (4.03), and *Quiet study space* (4.01), whereas for PG, *Assistance from Library staff* (4.27), *Library website* (4.25), and *E-journals* (4.24). The top five areas ranked by Aca/Res staff were *Library Staff who are Polite and Friendly* (4.43), *E-journals* (4.32), *Assistance from Library staff* (4.28), *A comfortable & inviting environment* (4.27), and *Printed books* (4.23)

The five areas perceived by core users to be with the lowest level of services were *AV Materials* (3.82), *Printing & photocopying* (3.82), *Printed journals* (3.83), *Computers in the Library* (3.84), and *Group study space* (3.90).

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

	Core	UG	PG	Acad/Res
Printed books	4.08	4.01	4.19	4.23
E-books	3.94	3.84	4.12	4.06
Printed journals	3.83	3.77	3.94	3.90
E-journals	4.09	3.99	4.24	4.32
Databases	4.06	4.00	4.18	4.19
AV Materials	3.82	3.73	3.92	3.94
HKALL	3.97	3.81	4.16	4.20
ILL & DSS	3.95	3.80	4.15	4.14
A comfortable & inviting environment	4.13	4.04	4.29	4.27
Quiet study space	4.05	4.01	4.17	4.07
Group study space	3.90	3.81	4.09	4.02
Computers in the Library	3.84	3.75	3.98	3.98
Printing & photocopying	3.82	3.72	4.01	3.98
Library website	4.09	4.04	4.25	4.11
Online catalogue / OneSearch	4.03	3.98	4.18	4.04
Library classes & orientation	3.90	3.77	4.16	4.08
Enquiry services	4.07	3.98	4.24	4.22
Assistance from Library staff	4.12	4.03	4.27	4.28
Library staff who are polite and friendly	4.24	4.16	4.37	4.43

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

Printed books:
FAST, 4.13
FB, 4.07
FCE, 4.09
FENG, 4.15
FH, 4.11
FHSS, 3.97
SD, 4.17
SHTM, 4.11

E-books:
FAST, 4.05
FB, 3.90
FCE, 3.99
FENG, 3.93
FH, 4.07
FHSS, 3.79
SD, 3.96
SHTM, 4.09

Printed journals:
FAST, 3.81
FB, 3.82
FCE, 3.88
FENG, 3.88
FH, 3.96
FHSS, 3.70
SD, 3.76
SHTM, 3.85

E-journals:
FAST, 4.15
FB, 4.05
FCE, 4.10
FENG, 4.02
FH, 4.13
FHSS, 4.06
SD, 3.94
SHTM, 4.34

Databases:
FAST, 4.14
FB, 4.02
FCE, 4.07
FENG, 4.08
FH, 4.15
FHSS, 4.00
SD, 3.94
SHTM, 4.24

AV Materials:
FAST, 3.85
FB, 3.73
FCE, 3.81
FENG, 3.81
FH, 3.94
FHSS, 3.79
SD, 3.76
SHTM, 3.81

Legend: FAST, FB, FCE, FENG, FH, FHSS, SD, SHTM

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

Quiet study space:
FAST, 4.09
FB, 4.08
FCE, 4.06
FENG, 4.08
FH, 4.08
FHSS, 3.98
SD, 3.96
SHTM, 4.06

Group study space:
FAST, 3.92
FB, 3.91
FCE, 3.94
FENG, 3.93
FH, 3.97
FHSS, 3.80
SD, 3.85
SHTM, 3.83

A comfortable & inviting environment:
FAST, 4.17
FB, 4.15
FCE, 4.14
FENG, 4.16
FH, 4.18
FHSS, 4.04
SD, 4.01
SHTM, 4.08

Legend: FAST, FB, FCE, FENG, FH, FHSS, SD, SHTM
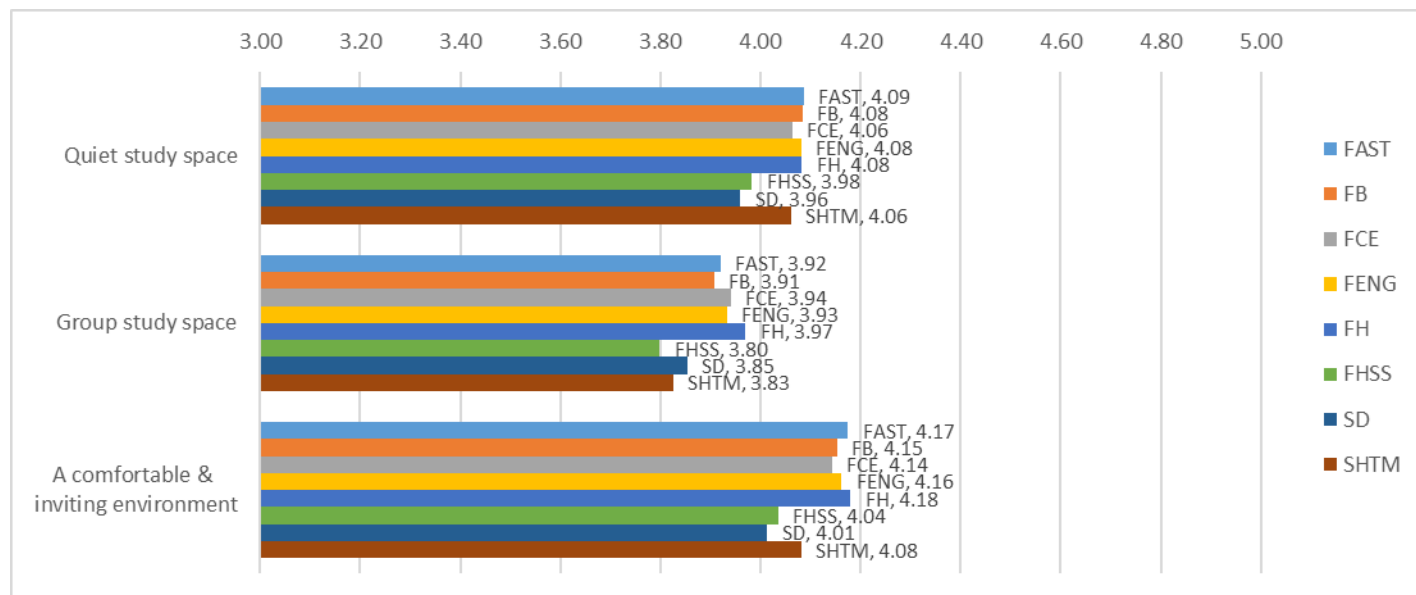
Service Gap

The Service Gap score is derived 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 indicated by negative scores.

According to our core users, the five areas with largest negative service gap were: *Quiet study space* (-0.57), *Online catalogue / OneSearch* (-0.55), *Printing & photocopying* (-0.52), *A comfortable & inviting environment* (-0.47), *Library website* (-0.43), and *Group study space* (-0.42).

UG found *Printing & photocopying* (-0.73) and *Group study space* (-0.68) have the largest gaps in service, followed by *Quiet study space (-0.62), A comfortable & inviting environment (-0.58), and Online catalogue/OneSearch (-0.53).* Whereas, PG shared *Quiet study space* (-0.54) as the area most needing improvement, followed by *Online catalogue/OneSearch* (-0.49), *A comfortable & inviting environment (-0.39), Printing & photocopying* (-0.36), and *Library website* (-0.34).

As for Aca/Res Staff, their top five in negative service gap were *Online catalogue / OneSearch* (-0.70), *Library website* (-0.50), *E-books* (-0.39), *Quiet study space* (-0.38), and E-journals (-0.35).

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

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

Service	Core	UG	PG	Acad/Res
Printed books	0.04	0.09	0.02	-0.03
E-books	-0.37	-0.42	-0.30	-0.39
Printed journals	0.34	0.34	0.38	0.45
E-journals	-0.34	-0.38	-0.30	-0.35
Databases	-0.30	-0.31	-0.32	-0.34
AV Materials	0.50	0.57	0.59	0.38
HKALL	0.10	0.19	0.04	-0.01
ILL & DSS	0.08	0.13	0.08	-0.03
A comfortable & inviting environment	-0.47	-0.58		-0.18
Quiet study space	-0.57	-0.62	-0.54	-0.38
Group study space	-0.42	-0.68		0.47
Computers in the Library	-0.33	-0.47		0.12
Printing & photocopying	-0.52	-0.73	-0.36	0.08
Library website	-0.33	-0.27	-0.34	-0.50
Online catalogue / OneSearch	-0.55	-0.53	-0.49	-0.70
Library classes & orientation	0.43	0.54	0.31	0.37
Enquiry services	0.10	0.14	0.09	0.09
Assistance from Library staff	0.06	0.10	0.05	0.10
Library staff who are polite and friendly	-0.11	-0.13	-0.09	-0.03

Service Gap of Collection by Faculty
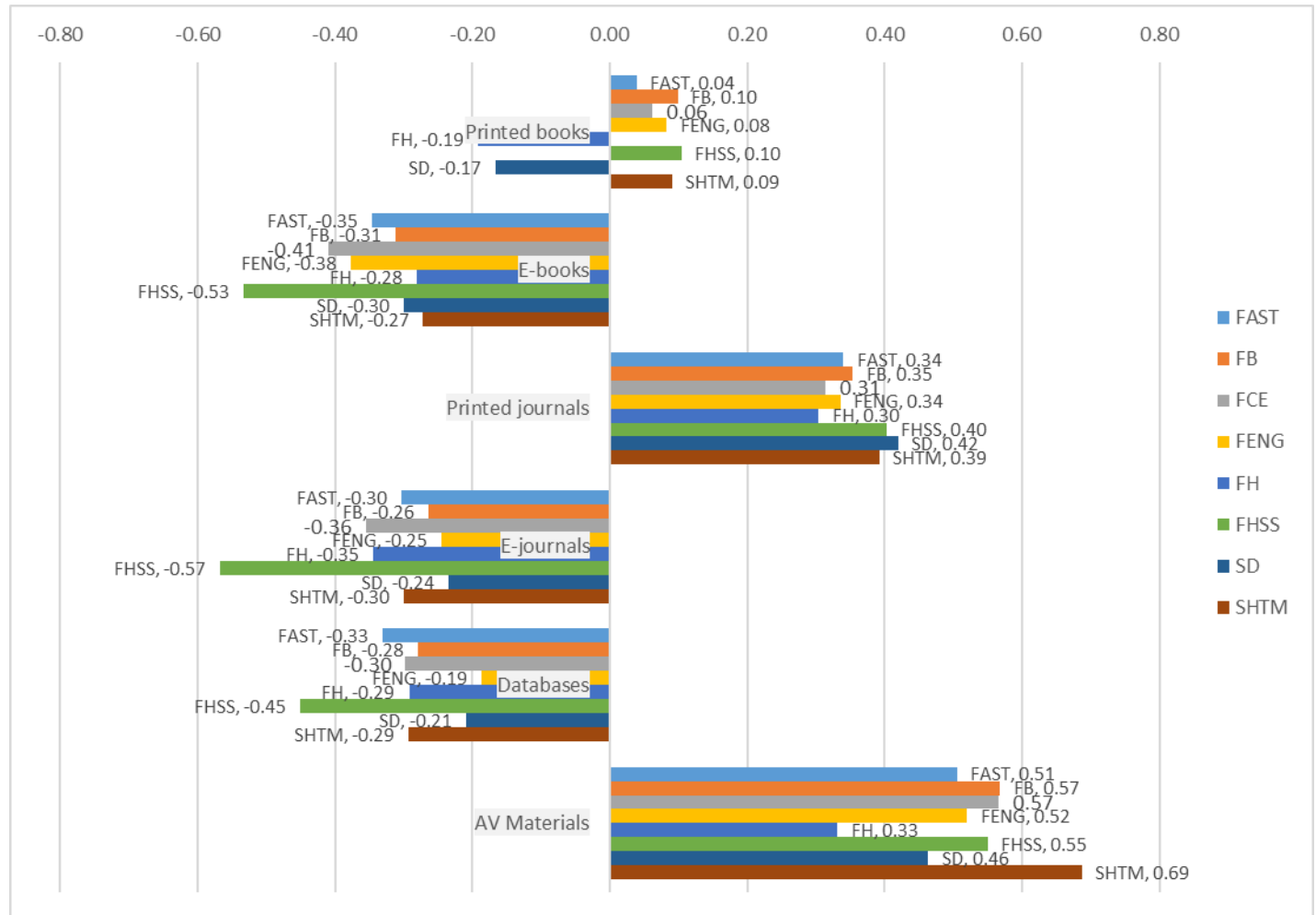
Gap of Physical Location by Faculty
(Source: Survey 2018 Result – Set 2 → Gap - by Faculty)
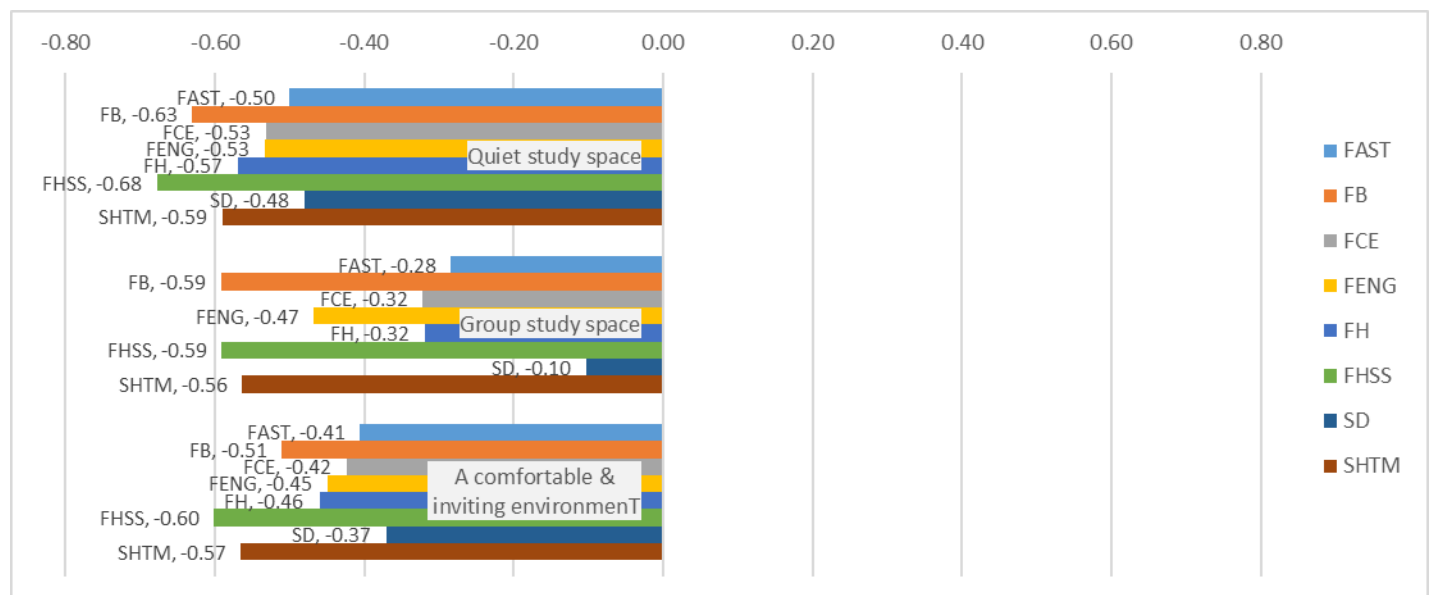
Importance, Level of Service, and Service Gap by Broad Category

Legend: Gap | Level of Service | Importance

Category	Gap	Level of Service	Importance
Library Workshops	0.56	4.03	3.46
Enquiry Services	0.10	4.08	3.98
HKALL/ILL	0.10	3.96	3.86
Library Staff	-0.03	4.19	4.21
Library Collections	-0.05	3.98	4.02
Library Website & Catalogues	-0.49	4.00	4.49
Library Equipment	-0.42	3.84	4.26
Physical Environment	-0.48	4.03	4.52
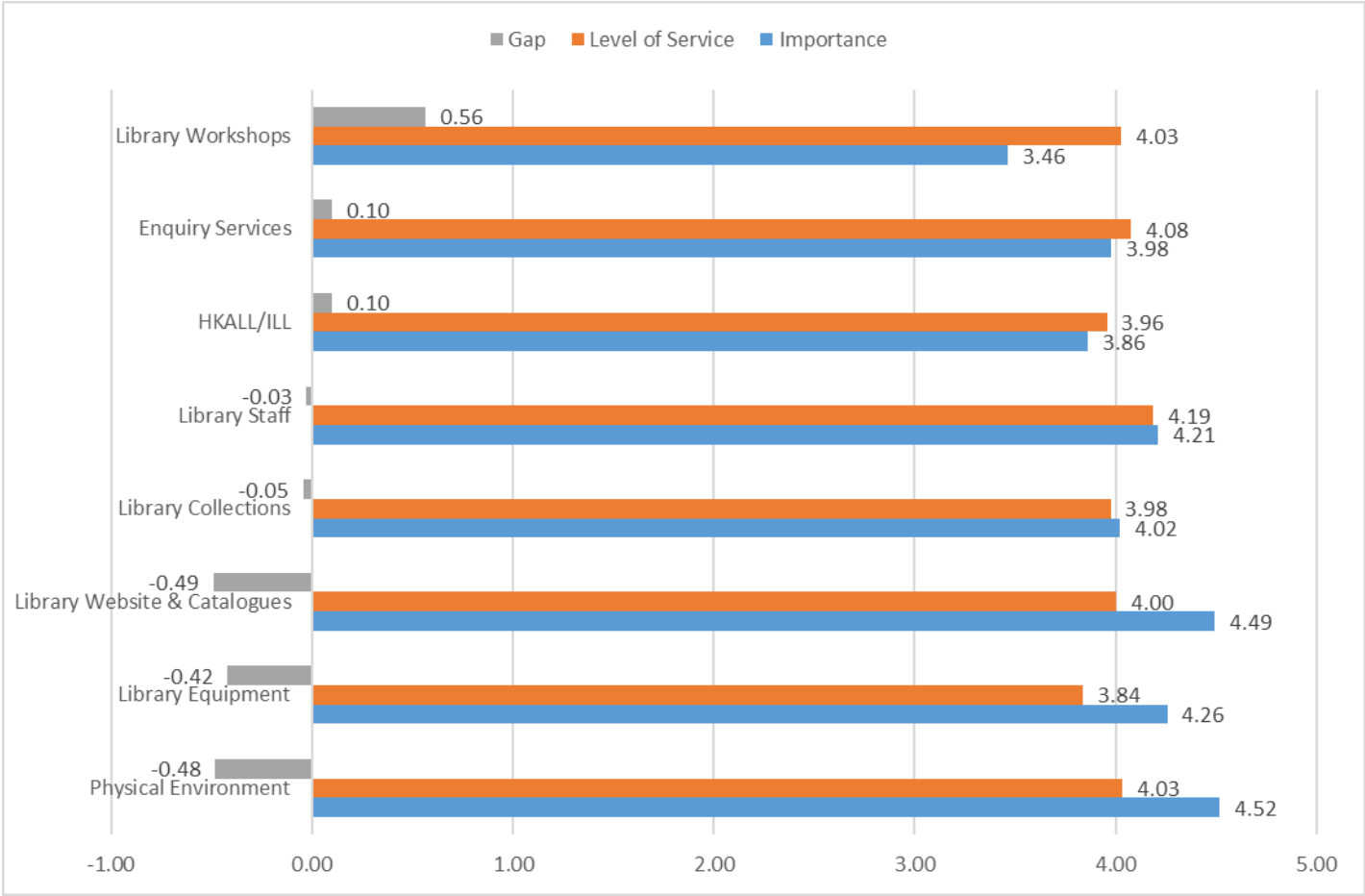
Helpfulness of Library in academic pursuit

Survey participants were asked to indicate the degree to which they agree with the following four statements on a five-point scale (5 = strongly agree, 1 = strongly disagree):

(a) The Library provides information resources valuable to my study or research.

(b) The Library provides study space, and access to facilities and equipment I need.

(c) The Library websites, catalogue and online booking systems are easy to use.

(d) The Library helps me to be more efficient in my study or research.

Generally, all user types found the Library helpful in their academic pursuits – with all scores for all statements ranked above four on a five-point scale. Across the board, PGs shared that the Library most helpful in their academic activities, as all four statements by them received the highest scores among the core users.

Helpfulness of Library in academic pursuit by User Type (On a 5-point scale, 5 – strongly agree, 1 – strongly disagree):
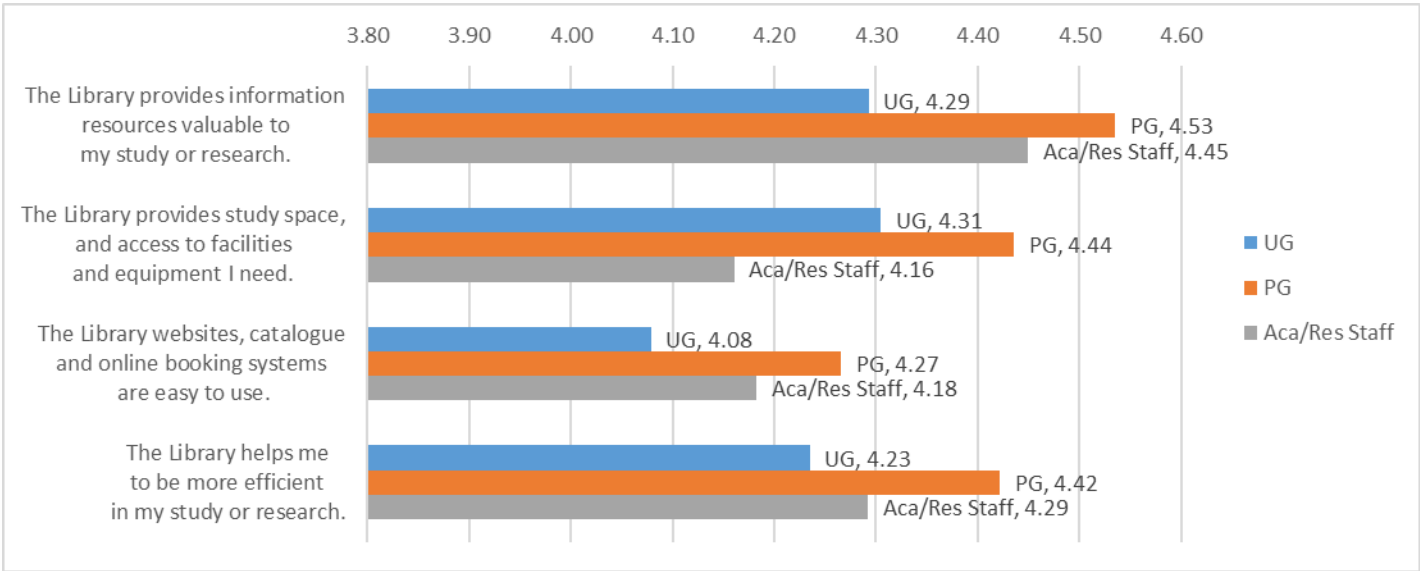
Helpfulness of Library in academic pursuit by Faculty (On a 5-point scale, 5 – strongly agree, 1 – strongly disagree):

The Library provides information resources valuable to my study or research.
- FAST, 4.45
- FB, 4.33
- FCE, 4.33
- FENG, 4.36
- FH, 4.40
- FHSS, 4.32
- SD, 4.32
- SHTM, 4.44

The Library provides study space, and access to facilities and equipment I need.
- FAST, 4.34
- FB, 4.40
- FCE, 4.27
- FENG, 4.36
- FH, 4.27
- FHSS, 4.25
- SD, 4.11
- SHTM, 4.34

The Library websites, catalogue and online booking systems are easy to use.
- FAST, 4.13
- FB, 4.14
- FCE, 4.18
- FENG, 4.06
- FH, 4.19
- FHSS, 4.11
- SD, 3.89
- SHTM, 4.26

The Library helps me to be more efficient in my study or research.
- FAST, 4.34
- FB, 4.30
- FCE, 4.28
- FENG, 4.23
- FH, 4.31
- FHSS, 4.25
- SD, 4.14
- SHTM, 4.42

Legend: FAST, FB, FCE, FENG, FH, FHSS, SD, SHTM

Written Responses

Group Discussion & Private Study Areas

Of the 107 comments received about Group Discussion & Private Study Areas, 50 comments concerned group discussion spaces, 33 concerned the sufficiency of study space in general, and 24 concerned individual study space. Most comments involved suggestions for improving Library space, with 11 comments reflecting satisfaction with Library spaces.

A few examples:

- Ample comfortable study space
- i-Space is a good place for students to do group assessment. The Library should provide more area like i-Space for students.
- Too crowded when exam period, very hard to get a seat for revision
- During every exam period, there's no space to study
- To have study room/area for two people
- Not enough space for discussion
- I think Library could increase the number of group study room
- I hope there are more self-study spaces and group working rooms
- I wish there were more blue cubicles. I extremely like the IT lounge. More space would be nice especially for finals and midterms.
- It will be better if more temporary group discussion area could be provided starting from the middle of the semester.
- More private study area like 5/f (the yellow and blue one)
- Too many people in the library! It is too crowded and seats are insufficiently provided! Better for the library to expand!

Overall, users asked for	The Library's responses
More individual study spaces and more group discussion areas	To meet the demand for more student study spaces, the Library renovated the 4/F North Wing and 5/F North Wing (now known as the i-Space) during the Summer of 2017.
	The renovated spaces provide more than **300 seats for group work** and another **320 quiet study spaces** on the 4/F and 5/F. These include the new group discussion booths and open discussion zones in the i-Space, and 32 new individual study carrels on the 5/F.
	We will continue to refresh our facilities and have scheduled renovations for the 4/F South Wing and 5/F South Wing. Over the Summer of 2018, the book collection in these wings will be relocated to other locations to free up space for group work and

	quiet study facilities. We expect the renovation work to be completed in the 2018-2019 Academic Year.
	On a smaller scale, the Research Carrels on the 3/F will be lightly refitted by September 2018 to allow two users to a desk.
	We continue to pursue funding for Library Extension and Revitalization Capital Works Projects to make full use of the spaces within our existing footprint and possibly expand our usable space in future.

Research Carrels

There were 7 comments on the provision of research carrels, 7 comments on the period of use, 3 comments on the facilities provided in the carrels, 1 comment on noise control, and 1 comment on security.

A few examples:

- I hope the library could extend the period of use of the Research Carrels because usually I would like to use a private space for at least 3 hours to concentrate on my work.
- A fully furnished floor can be created for research post-graduate students to study with an unlimited timeframe (24/7 opening).
- Can increase more Research Carrel available to the undergraduate students.
- More research carrel should be set up for more students to use.
- Overall an amazing job, but need more private study places (study carrels)
- Increase time of self study room

Overall, users asked for	The Library's responses
More research carrels	We have added 32 new individual study carrels are in the 5/F North Wing. Each carrel is designed to support focused study, and features high partitions and a power outlet. More individual study carrels will be provided in the newly renovated 5/F South Wing after the summer of 2018.
Flexibility to book research carrels for longer hours	In response to your feedback, we have assigned longer bookable sessions to a set of research carrels for use by academic staff and research postgraduate students, effective October 2017.

Toilets

There were 30 comments on the hygiene of the Library's toilets.

A few examples:

- Please pay more attention on the hygiene of the washroom.
- It's better to have more frequent cleaning. The hygiene of the toilets in the library should be improved such as cleaning more frequent to reduce the odour.
- With so many students accessing Library in very large numbers, the cleaning schedule of Restrooms needs to be increased.

Overall, users asked for	The Library's responses
Cleaner toilets	To improve washroom air quality and to reduce odors, we installed ozone air cleaners in all Library washrooms. They have been in operation since March 2017. The Library routinely forwards user feedback to the Facilities Management Office (FMO) and liaise closely with them on improving washroom hygiene (e.g., by increasing the frequency of cleaning and inspection). We will continue to do so on an ongoing basis.

LibCafe

There were 6 comments on the provision of the cafe, 5 comments on the quality of the food and drink, 1 comment on price, and 1 comment on the facilities.

A few examples:

- I love the Lib Cafe. It's definitely a good place to take a coffee break.
- The price at lib cafe is too high while the qualities of its products are unsatisfying.
- I hope the Lib Cafe can be changed to another company because the current company only sell drinks that are not tasty.
- The cafe area could be enlarge a bit; sometimes it is too crowded and hard to find a seat.
- Drinks from library cafe are nice.

Overall, users asked for	The Library's responses
Better quality of food and drinks served at LibCafe	The LibCafe is a unique amenity within the Library and we are pleased to be one of the few Hong Kong academic libraries to provide internal access to a café.

	The LibCafe is managed by the Catering Committee of the University's Finance Office (FO). We regularly convey to them our users' comments on the quality of food and drink offered, as well as on its services, for consideration and follow up.

Cleanliness of Library Areas

There were 14 comments on the cleanliness of Library areas.

A few examples:

- I hope that the cleaning (eg. cleaning the table, keyboards, buttons in lift) and the ventilation could be even better especially in high use period (eg. exam period), to prevent disease spreading across different users.
- Improve the cleanliness in 24 hours study center, the pc and tables are very dirty!!!!
- Clean the public computers regularly, thanks!
- Those self study table should be cleaned more often
- 24hr zone not very clean

Overall, users asked for	The Library's responses
Cleaner study areas and computer equipment	The Library relies on the regular cleaning services provided by the vendor appointed by the University's Facilities and Management Office (FMO).
	Cleaning of the Library's facilities, including the computer workstations, bookshelves, and carpets, are managed by the appointed vendor.
	Your feedback on Library cleanliness is forwarded to the FMO for timely follow up. Based on users' feedback, the Library will recommend a review of the cleaning schedule and staff deployment, especially during peak times when the Library is heavily used.
	We also rely on your help in keeping the Library clean! Please place rubbish in the bins, and refrain from eating in the study areas, especially the 24-hour Study Centre where there are no overnight cleaning services.

Air Conditioning / Ventilation

There were 27 comments on air quality, and 25 comments on temperature level.

A few examples:

- Better ventilation, sometimes feel pretty cramped
- Fresh air circulation within Research carrels is bad (feel lack of oxygen).
- I entered 5/F quiet study room to revise, but I could feel that the air is smelly and the space was poorly-ventilated. This is very unpleasant for users to work or revise and this also worsens hygiene.
- I hope that the cleaning (eg. cleaning the table, keyboards, buttons in lift) and the ventilation could be even better especially in high use period (eg. exam period), to prevent disease spreading across different users.
- Air-cond too COLD, especially on the higher floors.
- The air is not so fresh in the library. Sometimes I feel airless on the P floor.
- Smell of new decorated spaces is pungent, maybe a machine to accelerate air exchange can be applied.
- The air is no so good in the 24-hours quiet studying area in G/F.
- 常覺底層及角落處空氣局促,另人不適, 冬天為甚!

Overall, users asked for	The Library's responses
Better ventilation system with fresh air intake	We are pleased to announce that a new **Indoor Air Quality Improvement Project** will be carried out in the Library during Summer 2018. We will install additional fresh air intake ducts and increase the capacity of the existing air-conditioning system and temperature control mechanisms. The result will be increased fresh air circulation and better local temperature control on the 4/F and 5/F of the Library. These improvements are expected to be in place by the end of 2018.
Better temperature control	The temperature in the Library is set to **help preserve Library materials** by preventing the growth of mold and the proliferation of pests. The temperature is set within the range of 22-25°C inside the Library building. Within this range, Library users may experience fluctuations in air temperature. Factors that affect the temperature experienced by a patron include the number of users in a given area and the distance from windows or air outlets. We invite users to try different areas of the Library to find a spot where the temperature is most comfortable for them. If you find a particular spot unusually cold, hot or stuffy, you are

welcome to seek assistance from any of our service desks. Our Library staff will contact the Facilities & Management Office (FMO) for follow up via spot checks and thermostat adjustment as necessary.

Noise and Seat Reservation

There were 32 comments on noise levels in the Library and 8 comments on seat reservation behaviour.

A few examples:

- Maybe the staff can improve the environment in quiet learning area, since some students may discuss in this area and affect others.
- I am often disturbed by the people inside in Group Viewing Rooms due to their laugh, discussion and the sound from the TV inside the rooms.
- Provide more seats especially exam period.
- It will be better if the library can separate those users who use computer and those who do not use computer and want a extremely quiet space for revision. This is because I am always disturbed by the keyboard sound near me when I am preparing my tests and exams in the library.
- Sometimes, it is very noisy in 4F and 5F due to the chatting between users. Please have staffs to patrol those quiet space to secure a good studying environment. Thanks.

Overall, users asked for	The Library's responses
Better control of seat reservation	Our Library Regulations prohibit seat reservation with the placement of books or other materials, but we also must rely on our users to act courteously to make the Library a pleasant place for everyone. To remind users of their role, we will launch a new courtesy campaign, which will also address seat hogging behaviour, in April 2018. Currently, we use posters and notices in the reading areas and on the study tables to remind users of the rules against seat reservation. Library staff will regularly patrol high problem areas, especially during busy periods (e.g. revision and examination period), to remove unattended belongings from seats and workstations.

	You can also approach us for assistance at any of the service counters if you have difficulty finding a seat.
	We will provide more individual study seats on the 4/F and the 5/F after Summer 2018.
	We also continue to convert shelving space to study space with the acquisition of e-books, and by making use of off-site storage to house less-used books and bound journals.
Better noise control	The Library has designated spaces for both quiet study and group work on each of its floors.
	To maintain appropriate noise levels, staff patrolling the Library will remind users to lower their voices as needed. Users who do not comply after receiving **verbal warnings** may be asked to leave the Library for the rest of the day.
	We have also arranged **staff to patrol more frequently** in the evenings, and during the revision and examination periods.
	We also plan to **improve signage** indicating the designated activities of each Library zone—whether it is for quiet study or group discussion. These large-scale signs will be located in prominent areas by phrases, with completion aimed at the end of 2018.
	If you are disturbed by noises in the Library, please **report it to us** at one of the service desks. We will deal with any reported noise issues as soon as possible.

Facilities and Furniture

There were 40 comments on facilities and furniture, with 16 comments relating to general facilities, 12 comments on the need for more comfortable furniture, 5 comments about sufficiency of furniture, 3 comments relating to recent renovations, 2 comments about an Octopus add-value service, and 2 comments expressing appreciation.

A few examples:

- It would be great to have more art decoration at library which makes it not too boring
- I feel some plastic chairs in the library are not good for the back, and sofas for rest is not enough.
- I like the comfortable chairs and the tables with the turquoise separating boards [on 1/F].
- Really appreciated the renovation of 4/F group study area for group study and discussion with movable whiteboards and monitor displays …

- More seats will be better! Some pieces of furniture are a little bit worn-out…
- More comfortable sofas will be better.
- There were sofas on 4th and 5th floor but they disappeared recently. Want them back.
- I feel some plastic chairs in the library are not good for the back, and sofas for rest is not enough.
- The doors opening and closing sound in the research carrels in 3/F is too noisy! please install a damping system in each door! it is VERY ANNOYING.
- Really like that library renew facility and resources often to keep updated!
- The lock of group interview room in 24hrs study zone always out of order.

Overall, users asked for	The Library's responses
More comfortable furniture More stimulating interior design	We are committed to revitalizing the facilities to support the comfort and needs of our users. To maintain the continuity of our services, we take a phased approach to Library renovations. The Library replaced the old reading tables and chairs in the 4/F North Wing and 5/F North Wing with more **modern, comfortable, and flexible furniture** in the summer of 2017. The renovation works were supported by the University's Campus Development Unit (CDO) and guided by a design consultancy firm. In future space enhancement works, the Library will continue to adopt the most modern and comfortable furniture permissible within our budget to meet the needs of our users.
Quieter door closers for Research Carrels on 3/F	Modification works to the door latches of some ten Research Carrel doors were completed in the summer of 2017.
Locks that work in group study room	The Library is aware of the issue, and has been in contact with the Campus Development Office (CDO) and the appointed contractor to repair the locks and handles in question. The repair works were completed in February 2018.

Self-service facilities

There were 5 comments on the provision of self-check machines.

A few examples:

- I would like to add that I am very impressed with the self-checkout equipment in the AV Collection Section. It is very convenient and efficient, which strongly increases my interest to borrow DVDs on Friday so I can watch them during weekend.
- It seems there is no self-checkout counter.

- Introduce automatic loan machine on all levels.

Overall, users asked for	The Library's responses
More self-check machines	The Library plans to roll out **additional self-check service machines** near the Circulation Counter very soon; testing is currently in progress. Stay tuned!

Computers / Notebook PCs / Mac

There were 106 comments on computers, notebook PCs and Macs. Of these, 51 comments were about the need for ongoing maintenance and periodic upgrade of the computers, 30 were comments on the sufficiency of the number of workstations, 17 were comments on the provision of laptops and tablets for loan, and 7 comments concerned the condition of computer hardware. There was 1 comment of praise.

A few examples:

- Some of the computers are quite slow, especially those on 1/F.
- Computer with faster processing speed should be used in the whole library to make work more efficient.
- Some computers or softwares inside the library are very outdated and slow.
- It takes much longer time to login library computers after utilizing the new system.
- Can have more computer and laptop for [lending].
- More Mac book, less heavy HP.
- More double-screen computer should be added
- Borrow notebook outside library
- More notebook for rental is also important for group discussion in discussion zone.
- To provide notebook charger lending
- The software Xcode does not work on mac. It needs admin permission for debugging when running. Since Xcode is only available on Mac, it can be very valuable to library users without a Mac.
- If not, perhaps more terminals should be loaded with SPSS and other statistical analytical software such as Mplus, SYSTAT.
- Some TVs inside the study rooms on the ground floor cannot be connected to our notebooks when we are doing group projects.

Overall, users asked for	The Library's responses
More PCs/Mac/Notebook	The Library provides **around 400 PC workstations** in the Library to support student learning. To ensure that the equipment continues to meet students' needs, the Library replaced existing workstations with newer notebooks and PCs in high-use facilities, including the Library Learning Labs, the newly renovated 4/F i-Space and the 5/F North Wing, earlier this year.

Shorter time of logging in Library PCs and PC Upgrade	To maintain processing speed, we **upgraded over 70 PCs and notebook computers** in the 4/F i-Space, P/F Current Awareness Centre (CAC), and 3/F Learning Lab 2 (LL2) in the early months of 2018. The Library will continue our computer upgrading exercise by **replacing 53 PCs in other high-usage areas**, including the 24-hour Study Centre, by June 2018.
Specific software in Library PCs (e.g. Xcode, MPlus, SYSTAT)	We are pleased to inform that XCode is available in the Macbooks at the 3/F IT Lounge (Multimedia Commons). Software available in Library computer workstations can be searched here. The Library welcomes further recommendations for application software.
More laptops for loan and be allowed to use outside of Library	As part of our support for learning, we maintain **a collection of 30 loanable computers** at the Circulation Counter, including 25 notebook computers and 5 Macbook computers. We are planning to add **more loanable Macbook computers** to our collection next year. At the moment, all loanable computer notebooks are restricted for use in the Library as they are intended to support Library users in their studies and research projects.
Provision of notebook chargers	Since April 2018, users can **charge their notebook computers** (and other devices) at the Battery Charging Station located on the 4/F i-Space. A list of adapter formats can be found here.
Adaptors to connect laptop to LCD in group rooms	All project rooms come equipped with an HDMI cable and mini-display convertor for MacBook computers. We will enhance our signage in the group rooms to let users know of the availability of this equipment.

Photocopying / Printer / Scanner Services

There were 60 comments on printer provision, 20 comments on maintenance and repair services, 8 comments on scanner provision, 5 comments on printing quality, and 2 comments on binding services provision.

A few examples:

- Wish scanning service is more friendly.
- Color printing is super expensive.
- More computers and printers are needed.
- Colour printers should be allowed to be connected to library users' notebook computers; only black and white printer are connected for now.

- More printers should be available for printing as there is really in huge demand by students.
- The printer service in library is not user-friendly.
- Printer out-of-service should be shown on computer, so that I do not need to waste my time sending the job to the broken printer.

Overall, users asked for	The Library's responses
More printers, scanners and copiers	We are in the process of replacing our printers with **new all-in-one (black & white/colour) printer-copiers**. As of March 2018, users will have access to 8 new colour printer-copiers on the 4/F i-Space, 3/F Research Enhancement Centre (REC) and 3/F Multimedia Commons (MC). Additional new (black & white/colour) printer-copiers will be in operation before the new 2018/2019 semester begins. Library users can install a notebook driver to connect to colour printers located on the 3/F and 4/F. Downloads are available here.
Better maintenance service	This year, the Library has stepped up preventive maintenance on the machines. Printer-copiers are now serviced on a weekly basis.
Better instructions on use of printers	Our new all-in-one printer-copiers have improved usability, and a user guide is located on or near every printer. Users can also access an online user guide by scanning the QR code located on each printer.
Better alert to users on out-of-order machines	The supplier provides an online monitoring system to locate faulty printers automatically, enabling the Library to repair machines when needed and minimize printer down time.

Power Points

There were 11 comments requesting more battery charging stations and booths for phones and computers, and 3 comments requesting more power sockets in the study areas.

A few examples:

- Need more electric socket for notebook charge at library, including 24-hour studying room and need more group discussion area.
- If there is a handset USB charging jacks for each individual study desk, it would be perfect!
- More place for the plug to charge the computer, it's not enough.
- Further improvement for phone charging stand, setting up a secured phone box requiring PIN to open to deposit and unlock to take the phone back from the phone box

Overall, users asked for	The Library's responses
More power sockets / chargers for notebook computers and other devices	At present, over 1,200 power outlets are available for use in the Library. The newest installments are the 5/F tabletop power outlets located in the new study carrels and open tables, and these support charging by USB cables. In designing the renovated 4/F and 5/F of the Library, we took care to provide one power outlet per study seat. Similarly, we will ensure that there are sufficient outlets for individual devices in future renovations.
Enhanced battery charging stand	Like notebook charging, we understand that users enjoy the convenience of phone battery charging. Our pilot P/F battery charging station quickly filled to capacity, and another charging station has since been installed in the new 4/F i-Space, and in operation from December 2017. The Library will also explore, with the Facilities Management Office (FMO), the feasibility of installing other charging stations in the Library.

Drinking Facilities

There were 21 comments on drinking facilities.

A few examples:

- Water dispensers for hot and cold water could be extended to each floor in the Library.
- Very satisfied with the increase of hot water dispensers!
- I would recommend allow students to have access to hot/warm/cool water machine when staying in library after opening hours at 24hours centre, especially during winter and cool seasons.

Overall, users asked for	The Library's responses
Supply of hot water on all floors	To provide more access points to warm and hot water, the Library installed **additional drinking water dispensers** in the main stairwell lobbies of the G/F, 1/F, 4/F, and 5/F. In operation since late January 2018, these new facilities provide

	users with cold, warm, and hot water.
Provision of water dispensers in the 24-hour Study Centre	Together with the Facilities Management Office (FMO), the Library will explore the feasibility of installing water dispensers in the 24-Hour Study Centre. In most cases, an existing water source is required before a drinking water dispenser can be installed.

iBooking

There were 5 comments on the length of booking session, 5 comments inquired on releasing idled facilities for booking, 2 comments on the ibooking policy, 1 comment on encouraging user to properly log out after use, and 1 comment on system management.

A few examples:

- It will be better if the reservation time for these rooms are more flexible, (i.e. hourly reservation instead of 2 hours each session).
- I think the booking session for computer should expire in 15 minutes if the person that booked the resource does not use it. This is because sometimes computers are actually available but still in 'booked' state.
- iBooking system should be enhanced to ensure idle computers to be released to other users, in case if the previous user didn't checkout and simply shutdown the computer.
- I want computer with longer using time without booking.

Overall, users asked for	The Library's responses
More flexible iBooking system and longer booking session	Our popular iBooking service allows users to reserve highly used facilities such as computer workstations and research carrels online. To balance the demand for the 3/F Research Carrels, the Library adjusted the sessions down to **2-hour sessions** so that more users can access the carrels on a given day. We have created **additional study carrels** in the newly renovated quiet study area in the 5/F North Wing. Students can expect to see the addition of more study carrels by the end of summer 2018, after renovations are completed in the 4/F and 5/F South Wings.
Idle computers can be released to others, e.g. after certain minutes or after shut	We have built in mechanisms to ensure that idle computers can be released to other users. Most computers in the Library are useable on first-come-first-served

down	basis, and users are prompted to log out if they have finished before their session has ended.
	We enable auto-log-out for computers that remain idle for over 15 minutes; alert messages on all bookable computer screens remind users to log out after use.
	If you need help with booking a computer, you can approach us on the 3/F or 4/F service counters and we will be happy to help you.

Collection

There were 126 comments collection, of which 8 comments were on the Library's AV materials.

A few examples:

- Access to e-materials e.g. database, journal, e-book could be improved.
- More e-books, and increase the quota of copy on e-books
- I hope that more e-books (that match with the reference books adopted by every teacher) will be offered to students.
- May try to buy in more textbooks for subjects as it is, I believe, the most demanding materials in the library…
- Other than e-books, the library should purchase more actual books.
- Please keep increasing physical books, as they are still much better than ebooks, particularly for design/art books.
- Can we have some online movie/video streaming service? so that we can check out the movie/video resources online and no need to physically visit the library to watch the movie/video. the concept is like iTunes movie or Netflix.
- Wish that there will be some online access version of av material.
- pretty good.....but I find it difficult to look for books like novels and travel guide.
- increase the number of international magazines
- More Chinese books?
- 書籍太舊、太少新書!
- To enrich students' reading experience, maybe there can be more types of books and more novels about different themes.
- It seems to me that the process and time taken for recommended book being available in the library is long.
- And the movies are quite up to date too. Since I am a horror movie person, I would love to see that the library purchases more horror films because there really isn't much at the moment, as compared to other categories.
- I hope library can provide more popular and updated IT-related book. (eg. MCSE 2016, CCNA, CISSP etc....)
- Need more blu-rays.
- Please add more updated nursing textbooks or reference books as well as some case scenario books to facilitate nursing students' study.
- Some outstanding Chinese books from Mainland China is out of date and incomplete.

- Lack of resources for doing marketing research project

Overall, users asked for	The Library's responses
More print books, e-books, e-journals, newspapers, and databases	The Library strives to provide an up-to-date, relevant and well-used collection that meets the teaching, learning, and research needs of PolyU.

Since 2009, the Library has adopted an e-preferred policy to enhance access to resources through the provision of more e-books and e-journals.

Currently, the Library contains over 960,000 English and Chinese print and e-books, of which 13,800 and 76,000 were acquired in 2017. In the same year, we maintained our subscriptions to over 83,000 e-journals and over 500 databases.

To ensure that the collection is up to date, we acquire new resources on a regular basis. New titles can be browsed in the Current Awareness Centre on the Podium Level or online here.

To ensure that the collection is well used and relevant, the Library monitors the usage of resources, as well as the fit between the collection and the curriculum, on an ongoing basis.

In order to grow the collection with a limited budget, we undertake to cancel subscription to resources that are underutilized or no longer relevant or needed in order to acquire new and needed resources. |
| More print and e-resources in Chinese | The Library enhanced our Chinese resources in the last two years with the purchase of **over 720,000 Chinese books**, both electronic and print. We will continue to monitor the resource needs of the PolyU community and welcome suggestions for purchase. |
| More copies of textbooks | Good news! A new e-textbook platform, Vital Source, has recently been launched. More e-textbooks will be available in the coming year. We will continue to liaise with publishers on adopting viable business models to make more e-textbooks available to our users. |
| More AV materials in blu-ray or streaming format | The Library boasts a formidable AV collection, which includes a wide range of DVDs, blu-rays, and streaming videos for our users.

A total of 22,621 (as of May 2018) streaming videos are subscribed through Kanopy, Academic Video Online (AVON), and other major video providers delivered through the online streaming services on the Library website. |

	Materials in blu-ray format are added into the collection upon request. Library users are invited to browse our AV titles located in the 3/F Multimedia Commons.
Shorter processing time of new purchase	The Library pledges to make books ready for borrowing within 8 weeks. For AV materials approved for purchase, the turnaround time is 11 weeks, while online resources (e-books, e-journals or databases) will be made accessible within 4 and 6 weeks. Processing can be delayed for a number of reasons, including the material being out of stock or out of print. In some cases, orders for pre-announced titles are sometimes cancelled or delayed for reasons out of our control, affecting our ability to make them available to you. You are always welcome to contact our Acquisitions Department at 2766-6976 for urgent inquiries. For more information, please refer to the Library's Service Standards.
More latest edition of book titles	We endeavour to acquire the most up-to-date version of materials for the Library collection. In 2017, the Library purchased and subscribed to almost 90,000 electronic and print books based on the latest Departmental Program Documents as well as staff and student recommendations.

Shelving / Locating Library Materials

There were 11 comments on shelving and the difficulty of locating Library materials.

A few examples:

- When I go to look for the printed one, it turns out to be one of the phantom books: its status is on the shelf, but simply not THE shelf that it is supposed to be on.
- Please update the catalogues of books available in the library according to the One Search system. Currently, some of the books that are present in the system, are not available in physical form.
- Books are often relocated without adequate sign to show where they have been moved to
- Pretty good.....but I find it difficult to look for books like novels and travel guide.

Overall, users asked for	The Library's responses
Item with status "Available" to be on the bookshelf	The "available" status indicates that an item is technically available for borrowing—whether it has been sitting on the shelf for a month or has just been returned by a borrower. In most cases, an item marked "available" can be found in its

	designated shelf location.
	Sometimes, an "available" item has been removed from the shelf and is being used inside the Library by someone else. An "available" item could also have just been returned, in which case it will be returned to its designated shelf location within 1 working day.
	You are always welcome to seek assistance from the Circulation counter with locating "available" library materials that you cannot find on the bookshelf.
Items on the library shelves to be easier to find	We want to help you find your way, and we are working on a project to enhance navigation inside the Library.
	Phase 1 of the project involves re-designing the floor directories, which are located in the lift lobbies, inside the lifts, on the staircase landings, and above doors of reading rooms.
	The signs on the lower floors (G/F to 3/F) were completed in May 2017, and those on the 4/F and 5/F will be finalized and installed after the completion of renovation works in Summer 2018.
	In phase 2 of the project, we will redesign signage to help users locate facilities and locate books. Signs will provide clearer direction to users after entering the reading room to facilitate their searching and locating books on shelves.
	You can always consult our online call number location guide, or seek assistance from Library staff at any of the service counters.
	Don't forget to click the "Location" link when you are in the OneSearch item record. You will see a floor plan showing the location of the item.

Library Homepage

There were 7 comments on user friendliness, 7 comments on the website layout or navigation, and 7 comments on the website contents.

A few examples:

- Website in terms of searching for materials could be more user friendly.
- Library website is good but not user friendly. Sometimes it takes me long time to search the information

Overall, users asked for	The Library's responses
More organized and user-friendly Library homepage	The Library's current homepage has been in use for **the last four years**, during which we have updated the structure and contents as our services and collections have evolved. In the coming year, we will begin a new cycle of gathering user input to inform **our website design**. All Library users will are welcome to join. Please stay tuned!

OneSearch

There were 19 comments on the user-friendliness of the interface, 14 comments on connectivity to e-resources, 5 comments on search result relevancy, 3 comments on searching by Chinese input, 4 comments on the speed of returning results, 2 comments on reporting broken links, and 1 comment on system maintenance.

A few examples:

- The new OneSearch is not user-friendly on mobile. It is slow, unresponsive, unpredictable, and too complicated.
- Sometimes the resources available in the library could be a bit difficult to access….
- It's difficult to know whether the book is available and on which floor…
- The library's OneSearch became difficult to use on mobile devices.
- OneSearch system is sometimes slowly-loaded or lag.
- After OneSearch Upgrade, sometimes the search result appears to have a link called "full text available", but "no full text available" is showing after clicking the link. The function to "report broken link" cannot be found in the new system, ...
- The OneSearch function is quite slow and always show a lot of irrelevant results.
- It's quite difficult to use for the new one search, hope it can be better.
- Some of the e-books are in dead links, …

Overall, users asked for	The Library's responses
A mobile-friendly OneSearch interface	Since July 2017, the OneSearch system has adopted **a responsive design**, so that OneSearch will automatically adjust its display to fit various mobile interfaces. We will monitor and provide ongoing improvements to the OneSearch interface so that you can find and obtain Library resources with ease.
Maintenance of external links to e-resources	OneSearch provides **links to the full-text** of e-resources under Library subscription. Sometimes, when one of the many component

	processes breaks down, the result is a broken link.

Because each case is different, the Library appreciates your help in reporting broken links. In the near future, we will be providing **a "report broken link" button** to allow you to alert us to, and allow us to fix, a linking problem.

If you need help obtaining a resource, you can call us anytime at our hotline (2766-6863) or WhatsApp us (6423-0820). |
| Shorter response time in searching for results | The vendors have tried to optimize OneSearch performance by keeping default number of results to 10. (Users can then "load more results" as needed.)

We routinely monitor the performance of OneSearch, and have already requested that response time of the system be improved. We will continue to follow up on the issue. |
| More relevant search results | The results in OneSearch are determined by an internal algorithm that takes into account the query match, the academic significance of an item, and the item's publication date.

If you find your searches are not turning up relevant results, please **give us a call** at our Hotline at 2766-6863 or WhatsApp us for on-the-spot assistance.

Users may be interested to know that the 8 UGC-funded libraries have formed a **steering committee** to work with the vendor to improve the usability of OneSearch. |

User Education

There were 14 comments on the provision of Library workshops and/or suggestions on workshop topics, 4 comments on the helpfulness of Library workshops, 2 comments on the preference of online tutorials, 2 comments on workshop schedule, including the provision of workshop on evening/weekend.

A few examples:

- The orientations are very useful. I am glad to attend more tutorials of library services.
- Assistance and individual course for research issue can be more in-depth.
- I think the workshop for Endnote is a little too simple and higher-level training required.
- May be set up some courses to help studying, e.g. memory improvement methods.
- I have attended library orientations, library tours and other library workshops conducted by the library. The information provided by the library staff is very much useful in my studies. Also, the staff is very friendly with the students, we can ask any question during the workshops and they

kindly provide us with the reliable answers. ... please arrange more publishing and research related seminars since they are vital and beneficial.

- Can allocate less resources in producing orientation classes, and turn them into e-tutorials for students who only need the information occasionally.
- Library workshop should be organized after 6:00 pm. Thanks.

Overall, users asked for	The Library's responses
More workshops on particular topics (academic study; research-related issues)	We are very appreciative to our users for the positive comments. To meet the learning and research needs or our users, we have added **new workshops** under different themes this academic year: "Library Research for Freshmen", "Exploring the Features of Mendeley", and a two-part series on Internet Searching. A new **E-discovery series** has been launched recently covering resources like IHS Standards, Passport, Embase, and WiseNews. We also regularly invite **publishers** to speak on new developments and trends in research and scholarly communication. We continue to develop new workshop topics and create workshop contents that suit the needs of our diverse users. For specific research help, you can contact your <u>Faculty Librarian</u> to arrange a one-to-one consultation, or <u>request a Library workshop</u> for a small group or a class.
More workshops to be conducted in the evenings and weekends	In response to user requests, we have increased the number of **evening and Saturday workshops** over the past two years. Last year (2016/17), in spite of an increase in the evening/weekend workshops compared with the previous year, attendance remained relatively low when compared with daytime workshops of the same period. We plan to review the current year's enrollment data and select popular potential topics for evening or Saturday workshops.
Online tutorials of using Library services	There is an array of succinct **video tutorials** available on the Library website and through the PolyU Library YouTube channel for users to access online, any time. New students can view the **Virtual Orientation** that serves as a bite-sized online training resource. Useful information regarding various library services and the use of information resources are found in our **online library guides** at

	http://libguides.lb.polyu.edu.hk/.
	Popular tutorials include "Effective Search Strategies for Library Resources" and "Citation Chaining: How to Search Relevant Information From One Useful Source."
	These online resources enables our users to learn independently at their own pace, on topics or subjects of individual interest, e.g. use of financial resources, showcasing research output, etc.
	In February 2018, we launched the MOOC, **InfoLit for U**, to help students acquire essential university-level information skills in a self-paced, online course. Co-developed by the eight UGC university libraries in Hong Kong and spearheaded by the PolyU Library, this MOOC is open to everyone who wants to sharpen their information literacy skills. Enrollment is now open here.

Loan Policy and Services

There were 7 comments on loan period, 6 comments on other borrowing rules, 3 comments on drop box provision, 2 comments on email reminder, 1 comment on the exit gate alarm, 5 comments on the reserve collection.

A few examples:

- The due date reminder system will send out email automatically to me so I never need to worry about late return (and the penalty that follows).
- AV materials load period should be extended for popular items; 3 days' loan is too short.
- Increasing the amount of time for loaning books from the reserve collection would be preferred :)
- I hope there are some drop boxes to return books around campus …
- Provide more books for normal loan, which were restricted as reserved-loan / hourly-loan.
- Allow notebook computers to bring outside library!

Overall, users asked for	The Library's responses
Longer loan period of Library materials (reserve books, HKALL, AV)	The Library maintains shorter loan periods for popular library materials to ensure that all users can access these popular items—whether they are reserve books, popular books or the latest movies—within a reasonable amount of time. The Library will continue to monitor the usage of popular library materials and review the loan policy as necessary.
More book drop to return books	The Book drop service will be subjected to further review.

HKALL & Inter-library Loan (ILL)

There were 8 comments on HKALL & Interlibrary Loan.

A few examples:

- Inter library loan service is very efficient and handy.
- Would be better if the inter-library loan could be faster
- I highly appreciated the library's service in handling HKALL loan books. It's so efficient that I mostly get the books 2 to 3 days after placing requests. Thank you so much.
- HKALL should return to the old way to request book. It is super inconvenient in the new system.

Overall, users asked for	The Library's responses
Faster ILL turnaround time	The Library has partnered with libraries and document suppliers around the globe to provide **reliable interlibrary loan (ILL) and document delivery services.** We carefully vet our suppliers to provide the best service, using for example, the consortium supplier *RapidILL* for a 24-hour turnaround time, as well as the *Reprints Desk*, which provides efficient delivery of hard to obtain documents, e.g. full text of embargoed journal articles from publishers. Our recent joining of an academic and research libraries pod (ARL) will also provide a higher chance of obtaining relevant scholarly articles to fulfill our researchers' requests.
Enable UG students to use ILL	In view of the growing research needs of undergraduate students, we have **extended the ILL service** (originally intended for academic staff, PGs and final year UGs) to all UG students. We had also **simplified the ILL request** for undergraduates, by moving the request and endorsement process online. We will continue to collect faculty's and students' feedback for further service enhancement.
Easier steps to make HKALL requests	We hear you. We know that making HKALL requests are not as intuitive as they should be in the new library system shared by all 8 JULAC libraries. Improving the HKALL system will require the joint effort of all the libraries involved. To this end, we have been investigating the options for, and advocating for, improvements to the HKALL service with the system vendor.

	We pledge to share the updates as they become available.

Opening Hours

There were 9 comments on extending opening hours, 1 comment acknowledged the current opening hours.

A few examples:

- Longer opening hours.
- Can opening hours be extended to some public holidays (e.g. 19 Feb, which is the 4th day of the Lunar New Year)?
- Opening hours of the library should not be different in the summer.
- Good service and long enough service hour.
- Library can run 24/7.

Overall, users asked for	The Library's responses
Longer hours	We understand that the Library is a crucial learning resource for the PolyU community! To meet students' study needs after normal operating hours, we have expanded the 24-hour Study Center, providing more space, seating, and additional computing and printing facilities. At the same time, we continue to emphasise the purchase of e-books and e-journals to enable round-the-clock access to Library's information resources. At the moment, usage of the 24-hour Study Center does not justify further extension of Library opening hours, which would involve a significant increase in manpower and other resources. We will continue to monitor the usage of our facilities, and align Library resources to needs.

Library Events

There were 5 comments urging for more library events, 4 comments on library event type/theme suggestions including intellectual exchange across disciplines.

A few examples:

- Hold more activities and competition related to Library/books.
- It would be great if the library can hold some famous local writer talk or seminar.

- I think the library services should have more exciting and fun events such as diary writing journal. For example, pick 5 to 15 books that students should read in this year and at the end of the semester, we should have a quiz competition or dress-up like character in order to fully enjoy the books!
- Good to provide more information corner to introduce or promote some knowledge from different departments or faculties. It can help students to understand and learn some ideas from other subjects.

Overall, users asked for	The Library's responses
More events for users to participate in at the Library	Through **READ@PolyU**, the Library organises workshops and cultural talks to appeal to the reader, writer, and citizen on campus. READ@PolyU includes a series of facilitated discussion sessions where freshmen can meet to discuss the Common Book. Learn more via the READ@PolyU website. In Spring 2018, the Library launched a new **Virtual Reality programme**, based in the new i-Space facilities. The programme combines a series of Virtual Reality (VR) workshops with a campus-wide VR competition. Learn more about it here. Other programmes, such as the **Wall of Wishes**, welcomes participation from all Library users.
Intellectual exchange across different subject disciplines	Did you know that one of our major programmes for cross-disciplinary intellectual exchange has been the **Book Chat Sessions** of READ@PolyU? Since 2011, READ@PolyU has been engaging freshmen from every discipline to read a Common Book and engage in intimate "book club" type discussions in the first two months of semester. Senior year students can also benefit from the intellectual exchange by volunteering as Student Facilitators. In the coming year, we will launch a **new exhibition space** located on P/F featuring outstanding works by students. Stay tuned! If you have specific ideas to contribute to our programmes, please let us know.

Library Staff

There were 29 comments acknowledged the service in general, 29 comments on politeness and friendliness, 21 comments on helpfulness, 5 comments on the control of noise, 2 comments on the provision of student rovers, and 2 comments on the efficiency in resolving problem.

A few examples:

- The staff are really nice and helpful.
- Staff are efficient but could be more outgoing and friendly.
- The library staff were very helpful! Without you, I will be constantly lost in the library and I will never be able to locate the materials I wanted.
- Some of the staff [is] not aware the need of individual and ignore the request of individual.
- The librarians there should lower their voice when talking because it might disturb others.
- The technical support need to wait quite a long time if there's many people asking for help.
- Library answers your queries on WhatsApp. Liked very much this particular service.

Overall, users asked for	The Library's responses
More friendly Library Staff	Providing user-oriented services is one of the key goals of the Library. Comments from survey participants on staff services will be shared with all Library staff; and therefore, will serve as a mirror to help reminding our staff to be even more courteous, proactive, and responsive to your needs. The Library will also strengthen customer services training and formulate clear guidelines and procedures on handling user complaints.
Library staff to have adequate knowledge to assist users	In-house training is routinely organized for front-line staff to assist them in managing new equipment and digital tools. Library staff are encouraged to expand their skills to address faculty and student needs through professional development.
Less noise generated by Library staff	Library staff are always reminded not to have personal chat at service counters, to keep noise as low as possible in the public areas, and always be mindful of the noise generated when working in or near the quiet study areas.

Overall services

There were 79 comments on the overall performance of the Library, of which 71 comments are positive and appreciative of the service, space, collections and facilities we provide. There were 9 comments on suggested areas for improvement, in the service counters, library space, and library environment.

- Overall the service and importance of the library is of high standard.
- Overall… your esteemed service is very good. Thank you very much.
- I am very much satisfied with the service, which is facilitated by the library and the library staff.

- I am quite satisfied with the Library Services and feel really comfort of studying in this environment. But there is some space to be improved, which is to build an innovative environment which inspired and motivated student to visit more or feel more inspired and motivated.
- Excellent customer service. Continuous upgrade of services and facilities is observed and experienced.
- PolyU Library is well equipped and organised.
- I am very satisfied with all library services, classes, workshops, and assistance.
- One of the best library and research services I experienced.
- Thank you for your continuous progress in making library system much more convenient and effective.
- Overall, the library is fantastic! Thank you.
- Awesome people, awesome services :-)
- PolyU Library is one of the best in Hong Kong.