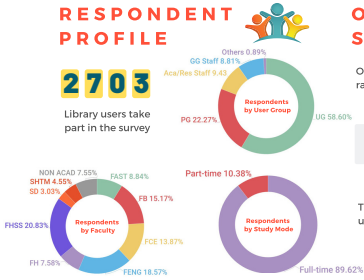


LIBRARY SURVEY RESULTS

22 January to 22 February 2019

RESPONDENT PROFILE



OVERALL SATISFACTION

Out of 5-point scale, our users rate our satisfaction level at

4.19/5

93%

of us give the rating of (4) Satisfied or (5) Very Satisfied

The most satisfied user groups are



FREQUENCY OF USING LIBRARY

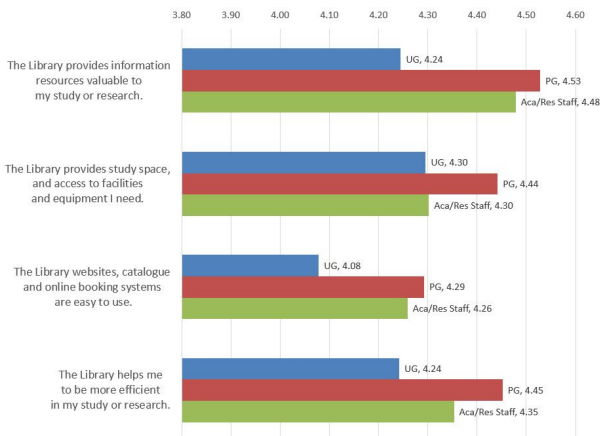


TOP THINGS YOU DO IN LIBRARY



HELPFULNESS OF LIBRARY IN ACADEMIC PURSUIT

Users indicate whether they agree with the following statements on a 5-point scale (5 = strongly agree, 1 = strongly disagree)



LUCKY DRAW WINNERS

The grand prizes for the Library Survey Lucky Draw were presented to the winners on 17 April 2019. Congratulations!

Prize	Winners	Dept	Prize	Winners	Dept
iPad	WANG Qiao	CBS	Esilite 100 Gift Card	LAM Kit Lei, Kitty	APSS
iPad Mini 4	TONG Sin Ying	SD	Esilite 100 Gift Card	LEUNG Ching Yee, Trivir	FB
Bose Bluetooth Speaker	LEE Long Hei	A&E	Esilite 100 Gift Card	SIU Wing Yan	RS
AirPods	CHAN Kwai Huen	RS	Esilite 100 Gift Card	FUNG Wai Ching, Jenny	ABCT
Apple Pencil	TAM Wing Hang, Henry	SHTM	Esilite 100 Gift Card	CHOW Pui Kwong	BSE
Esilite 100 Gift Card	NG Sun Wai Vincent	SHTM	Esilite 100 Gift Card	LAW Sai Chung	FENG
Esilite 100 Gift Card	LAM Wai Kin, Chris	ITC	Esilite 100 Gift Card	DONG Yixin	CC
Esilite 100 Gift Card	CHUNG Yee Ting, Cherie	IAU			

IMPORTANCE, PERCEIVED PERFORMANCE, SERVICE GAP

On a 5-point scale, users review a range of Library services and indicate (1) Importance - the significance of service provided to users, and (2) Library Performance - the users' perception of actual service provided by the Library. Service Gap is then derived by subtracting the Importance from the Library Performance.



RESPONSES TO USER COMMENTS

What Users Asked For

Provide more group rooms and individual study spaces

Provide improvements to general facilities: a greater variety of furniture, more drinking water dispensers, better lighting, improved speed of lifts, and better sound insulation in group rooms

Provide more loanable notebook computers and up-to-date computer workstations

Provide more colour printers and greater stability in printing services

Increase concurrent access for e-books

Provide more books in different subject disciplines

More workshops that introduce disciplinary databases relevant to different programmes of study.

What the Library Has Done or Plans to Do

To construct an additional floor atop the Library, and to revitalise the existing floors of the Library building, the University has proposed a Library Extension and Revitalization (LER) Capital Works Project to the Government. Once the project funding is approved, the renovation work, tentatively to be completed in 2022, will provide additional group rooms, open discussion areas, quiet study spaces, and individual study carrels by phases. Quiet study seats and discussion areas with views to the outside will be available on the new top floor.

During the LER Capital Works Project, a variety of furniture and setting will be provided for both quiet and collaborative study spaces to fulfill the changing needs of students. The Library plans to set up a drinking water dispenser inside the new 24-hour Study Centre. Sound-proofing of rooms, lighting, and indoor air quality will be improved. The Project will also replace the 2 passenger lifts to enhance safety and efficiency.

We are committed to providing up-to-date computer workstations and notebooks. Over the past year, we have upgraded 50+ computers located in the 24-Hour Study Centre, as well as 25 of our loanable notebook computers. We will continue our computer upgrade exercise in other high-use areas, including study areas on the 1/F, P/F, and 4/F, and plan to replace our entire collection of loanable Macbooks.

To support your studies, we have installed five new colour printer-copiers in the study areas of 5/F, 4/F, P/F, as well as the 24-Hour Study Centre. In the 2019/2020 academic year, colour printing service will be available on all floors in the Library. In late 2018, we introduced new monitoring measures to ensure the stability of the Library's printing service.

The Library acquires multiple user access and unlimited user access for e-books suggested by academic staff. Let us know when an e-book is being used as a textbook or course reading. We will ensure higher levels of access for e-books such as these.

The Library continues to provide a current, well-used collection by acquiring books, journals and database subscriptions to support teaching, learning, and research at PolyU. In 2018, the Library added over 13,600 print books and 180,500 e-books to the collection, and subscribed to over 131,700 e-journals, 960 print serials titles, and 460 e-databases.

Every semester, we offer a range of existing and new Topical Workshops to help you learn subject-related databases, from Hospitality and Tourism databases to those relevant to the Health Sciences. We complement our Topical Workshops with course-integrated instruction sessions provided by Faculty Librarians.

View other Library's responses to address user comments in the full version of Library Survey Report at: <https://www.lib.polyu.edu.hk/sites/default/files/attachment/library-survey-2019-report.pdf>

