

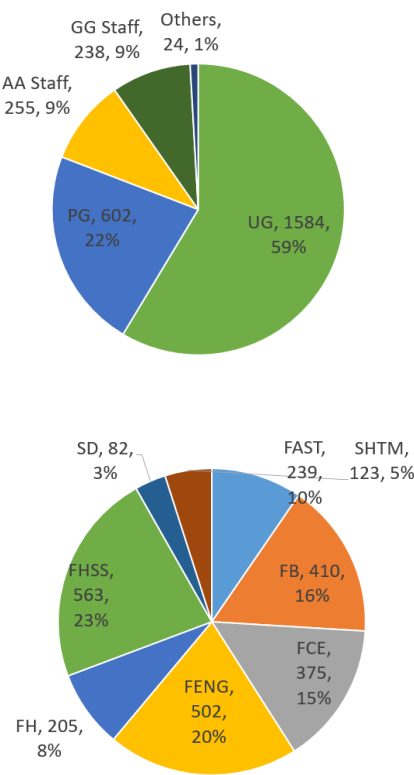
User Survey

22 Jan to 22 Feb 2019

Pao Yue-kong Library

The Hong Kong Polytechnic University

Profile of Respondents



The annual Library User Survey is designed to solicit user feedback on Library facilities, collections, and services. The online survey was conducted between 22 January and 22 February 2019 this year. During this period, four emails were sent to PolyU students and staff to invite participation in the survey. Respondents were required to authenticate with their NetID and NetPassword in order to ensure their eligibility to complete the survey.

The survey gathered 2,703 valid responses. Over half the respondents (58% or 1,584) were undergraduate (UG) students, and just under a quarter (22% or 602) were postgraduates (PG). Of the student respondents, 90% were studying in full-time mode, with the remaining studying part-time. Other than students, academic/research (Acad/Res) staff (9.4% or 255 of the respondents) and general grade (GG) staff (8.8% or 238 respondents) also participated in the survey. Less than 1% (or 24) of respondents were other users, such as Alumni and JULAC cardholders.

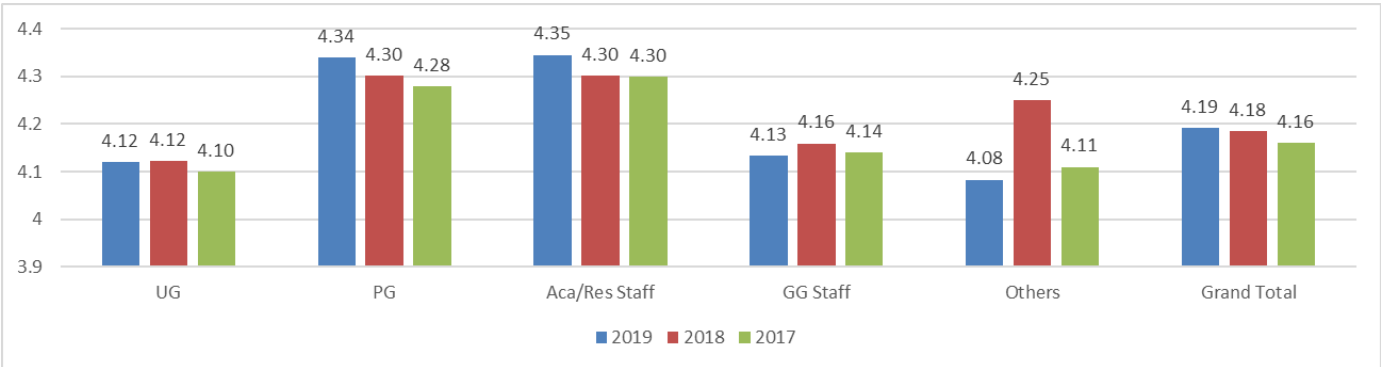
The top three faculties represented by survey respondents were FHSS (23%), FENG (20%) and FB (16%). A minority of respondents (180 respondents or 6.7%) were from administrative and supporting offices.

Overall Satisfaction

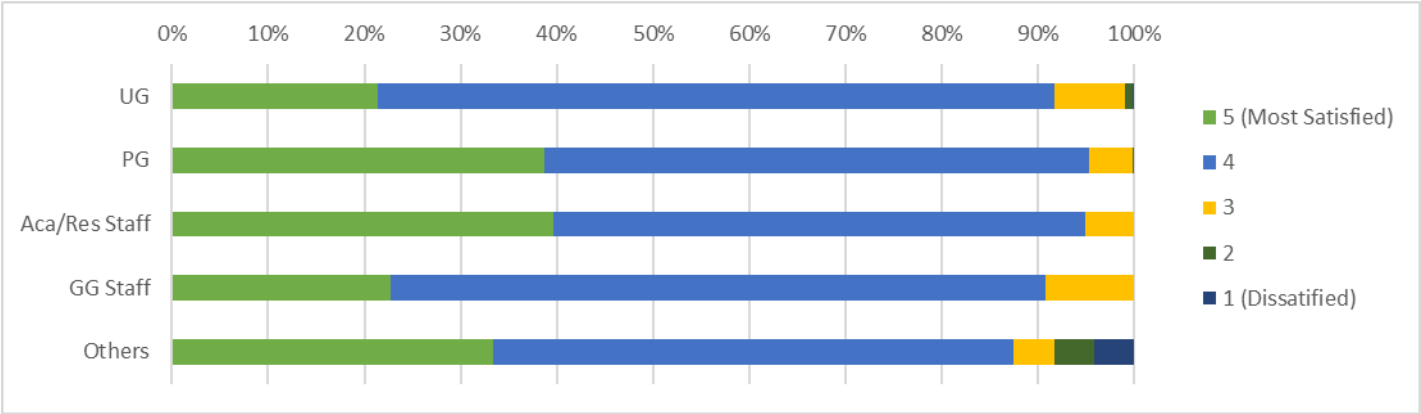
Overall satisfaction measures how well the Library services meet the user expectations and needs. Out of a 5-point scale, the overall satisfaction rating maintained at a high level of 4.19 in 2019 (Last year: 4.18). 99.33% of the respondents gave an overall satisfaction at 3 or above.

Based on the average overall satisfaction, Acad/Res staff were the most satisfied groups (average score at 4.35), followed by PG (4.34), GG staff (4.13) and UG (4.12). The top five faculties giving the highest ratings were: FH (4.24), FCE (4.24), FAST (4.22), FB (4.21), and FENG (4.21). Both part-time students and full-time students reported the same overall satisfaction score (4.18).

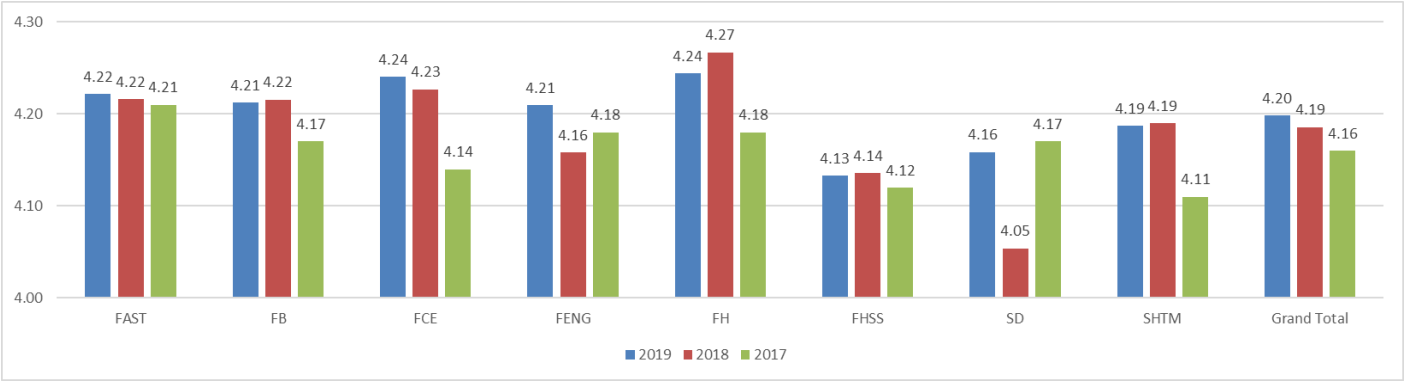
Overall Satisfaction



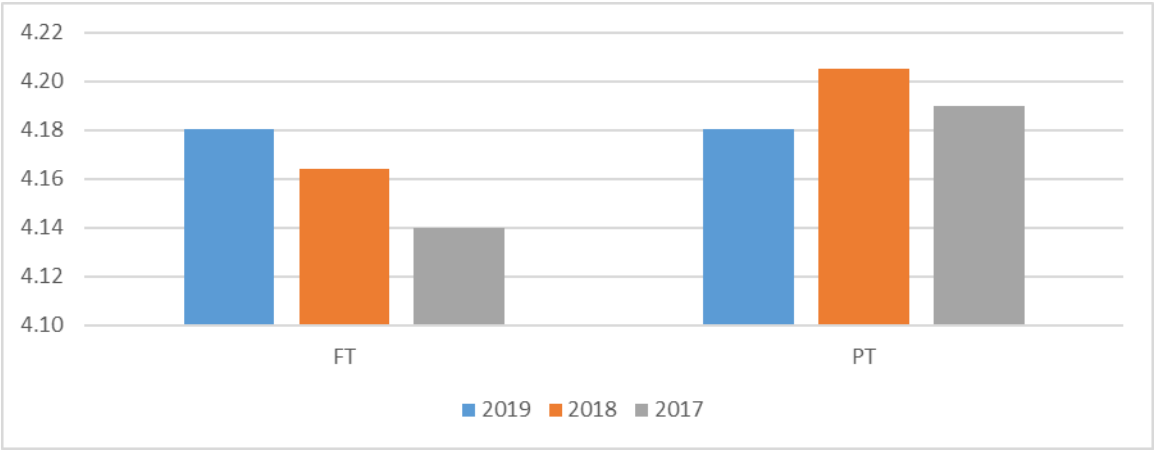
Overall Satisfaction by User Type



Overall Satisfaction by Faculty



Overall Satisfaction by Mode of Study



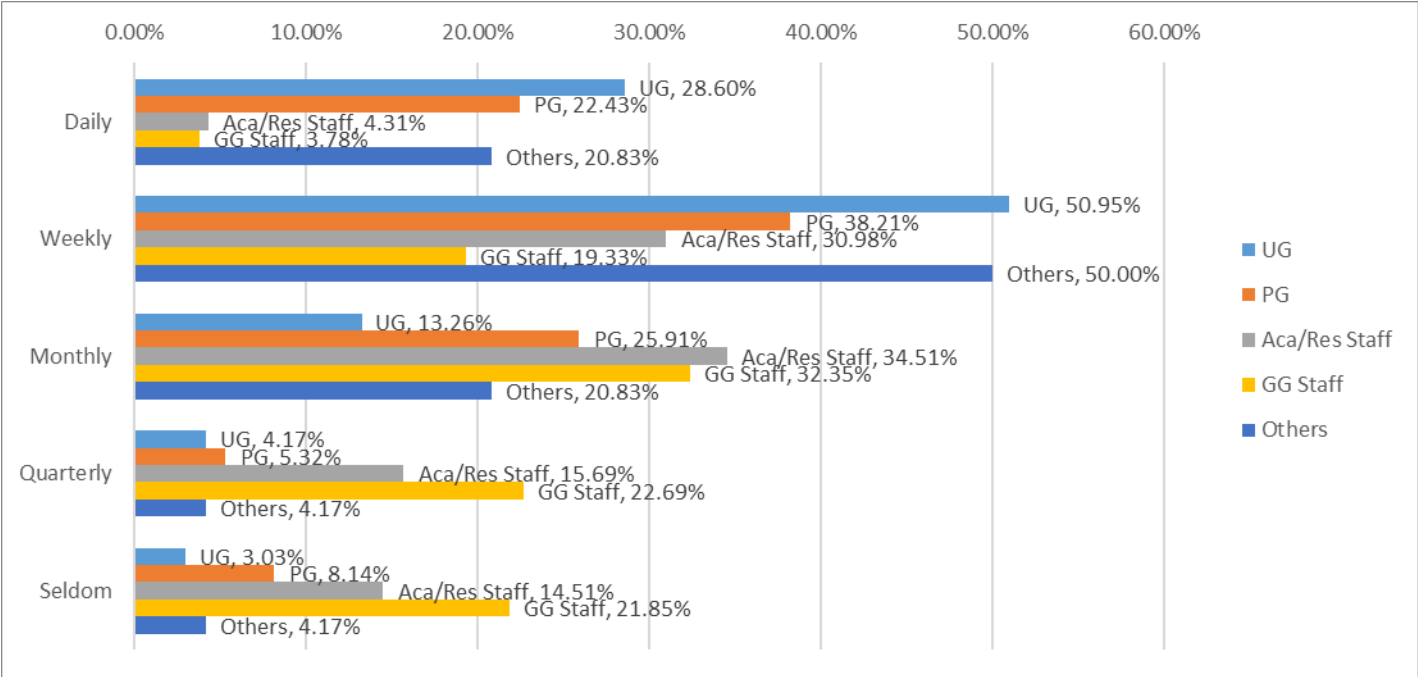
Frequency of Library Use

Our UG students visited the Library in person more frequently than other user types. Use of the physical library on a daily, and at most weekly, basis were reported by 80% of UG and 61% of PG, compared with 35% of Aca/Res staff and 23% of GG staff. Respondents from FB and FHSS represented the top two most frequent users of the physical library, with a respective 81% and 71% of them coming to the physical Library on a daily or weekly basis.

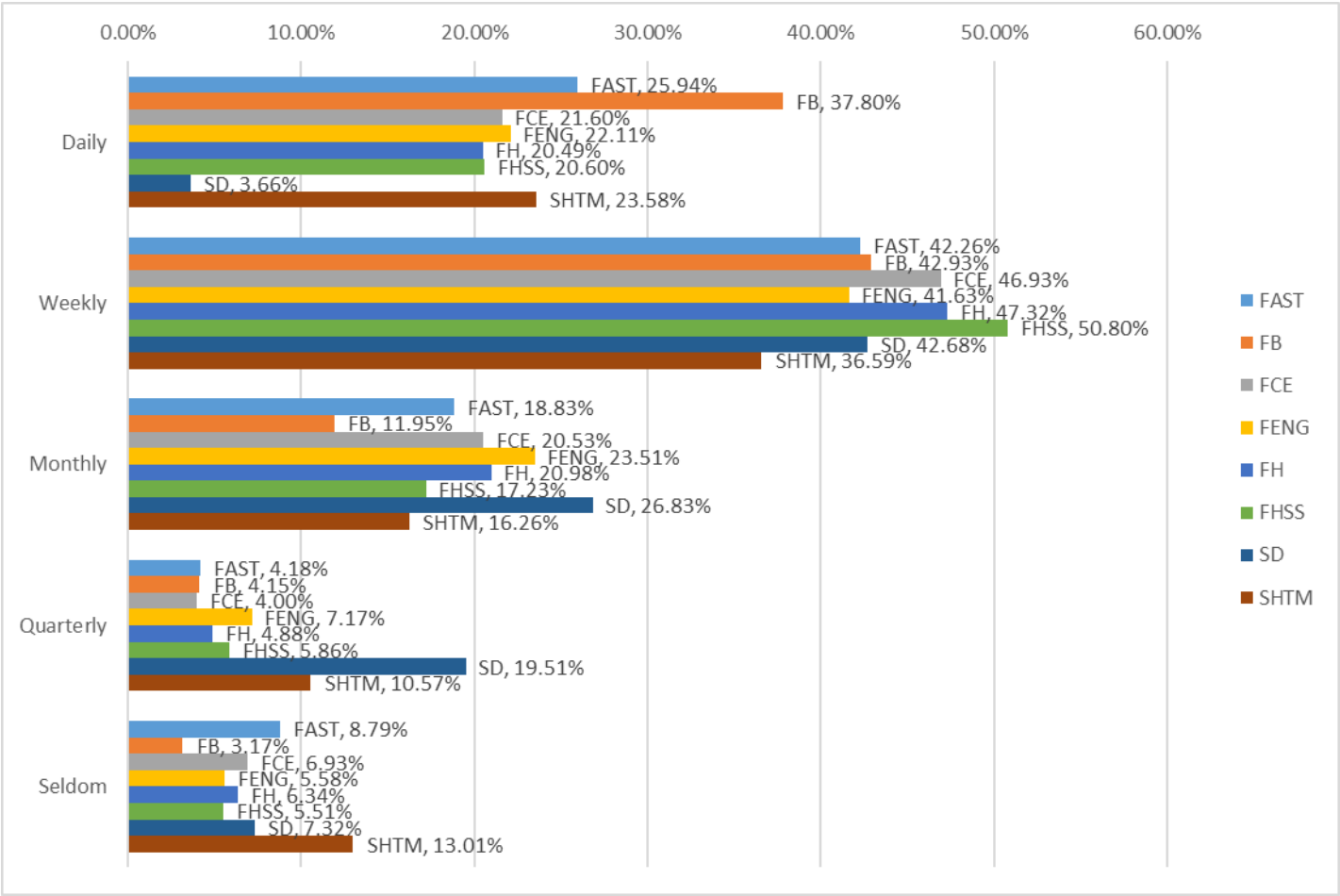
Most frequent access to online Library resources were reported by PG students and Aca/Res staff. Use of the online library resources on a daily, and at most weekly, were reported by 74% of PGs and 67% of Aca/Res staff, followed by 59% of UG students and 25% of GG staff. Ranked by faculty, respondents from FH and FHSS were the two most frequent online users, with 70% and 66% of them accessing the online Library resources on a daily or weekly basis.

Of student users, it appears that full-time students visited the Library in person, and accessed Library resources online, more frequently than did their part-time counterparts.

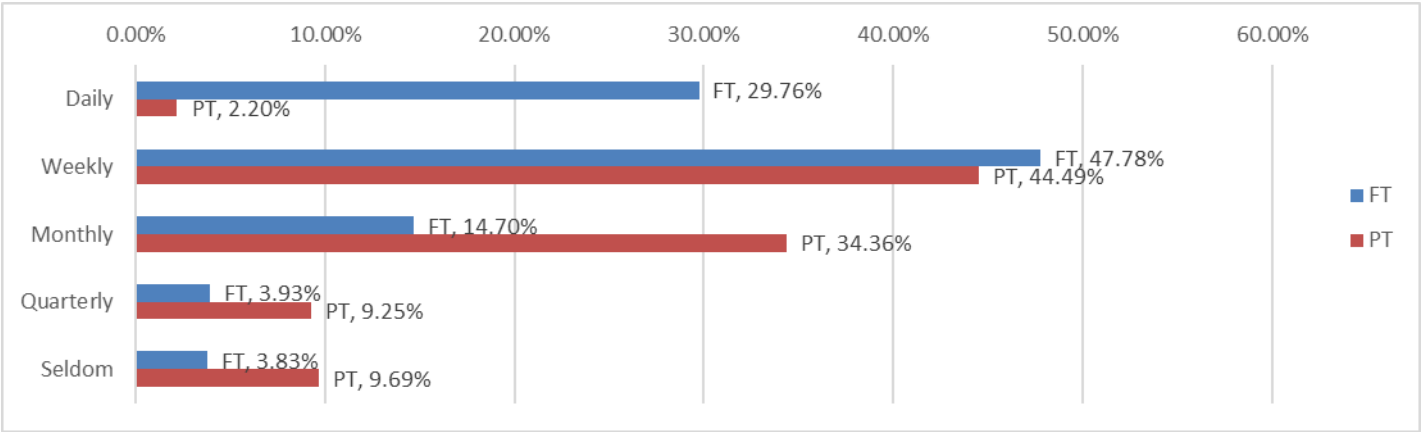
In-person Visit to the Library by User Type



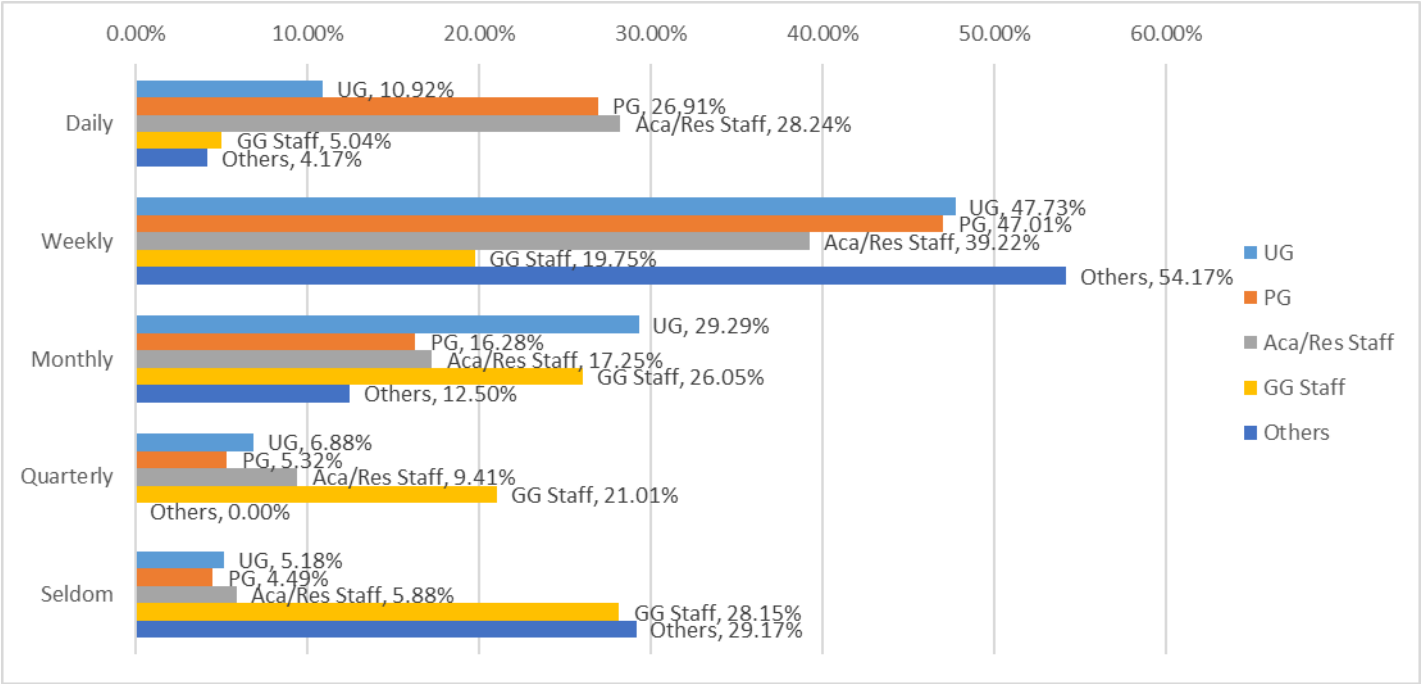
In-person Visit to the Library by Faculty



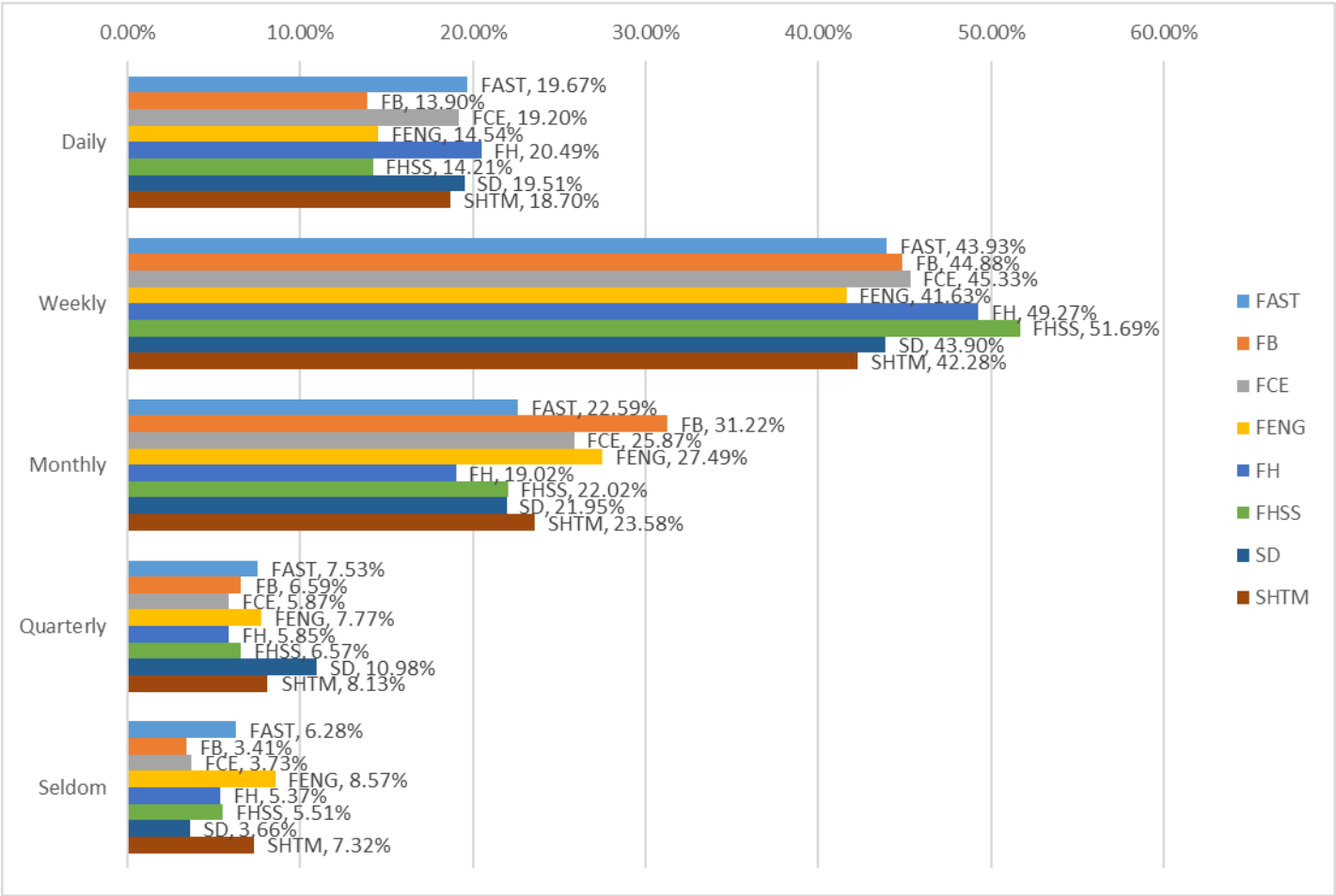
In-person Visit by Mode of Study



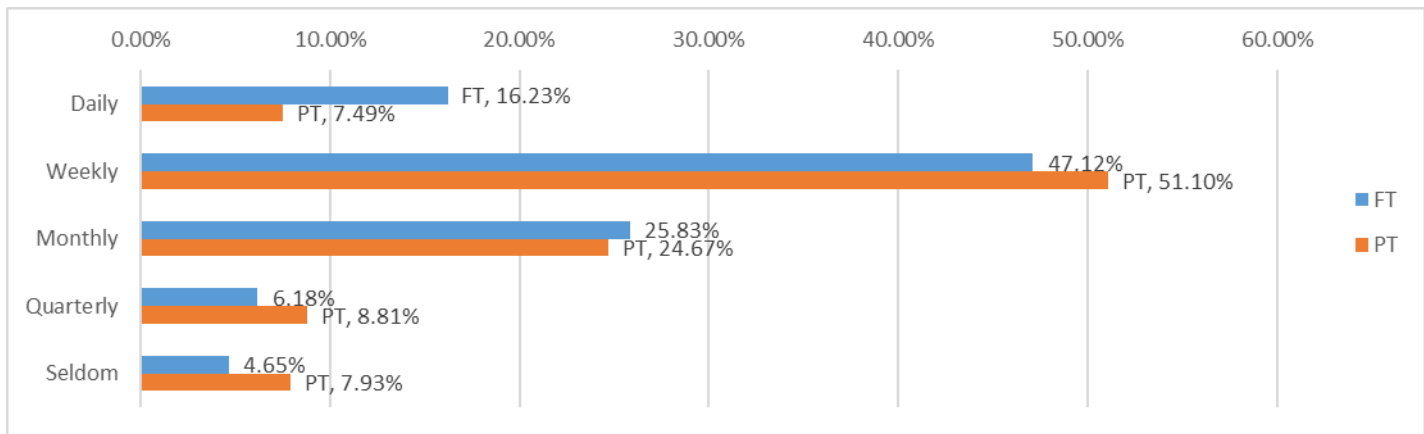
Online Access to Library Resources by User Type



Online Access to Library Resources by Faculty



Online Access to Library Resources by Mode of Study



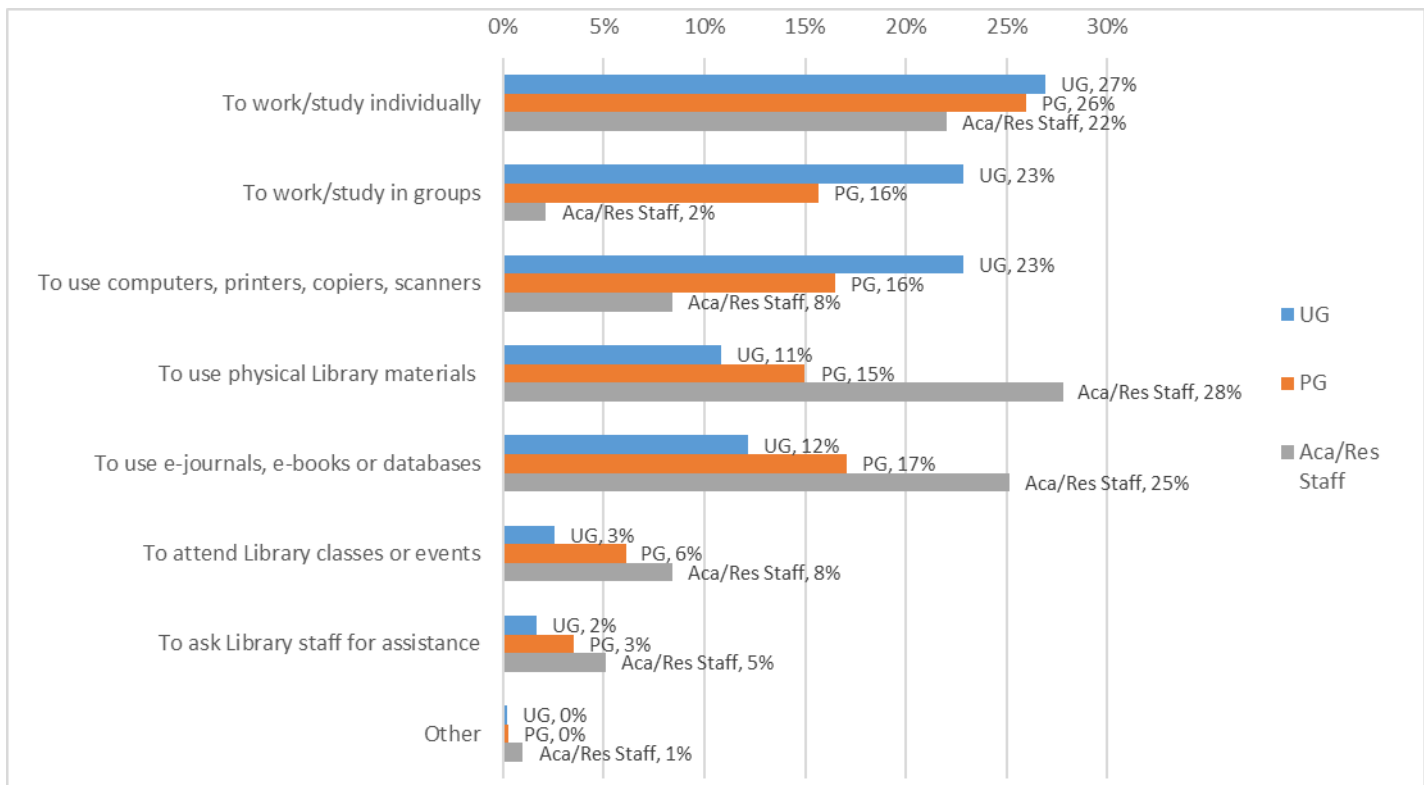
Activities in Library

This section aims to identify the most popular activities performed in the Library.

As expected, key differences were found in the activities performed by students and staff. Where the most popular Library activity for UG students was to work or individual study (27%), staff tended to use the Library primarily to retrieve physical materials (28%) or otherwise access Library resources online (25%).

PGs activities overlapped with both UG activities and Staff activities; like UGs, about a quarter (26%) of PGs reported using the Library for work or individual study, but 17% also reported using the Library to access e-journals, e-books or databases.

Library Activities by User Type (in Percentage)



Library Services:

Importance

Importance indicates the significance of a service from the point of the view of the user. Ranked on a 5-point scale, the five service areas ranked as most significant to our core users (UG, PG, Acad/Res Staff, GG Staff) were:

Service Areas by Importance (Core Users):

- *Quiet study space* (4.59),
- *A comfortable & inviting environment* (4.56),
- *Online catalogue/OneSearch* (4.50),
- *E-journals* (4.37), and
- *Databases* (4.35)

UG and PG students shared the view that the physical library facilities were among the most important service provided by the Library:

Service Areas by Importance (Students):

- *Quiet study space* (UG: 4.60; PG 4.67),
- *A comfortable & inviting environment* (UG: 4.55; PG: 4.65), and
- *Online catalogue / OneSearch* (UG: 4.43; PG: 4.60)

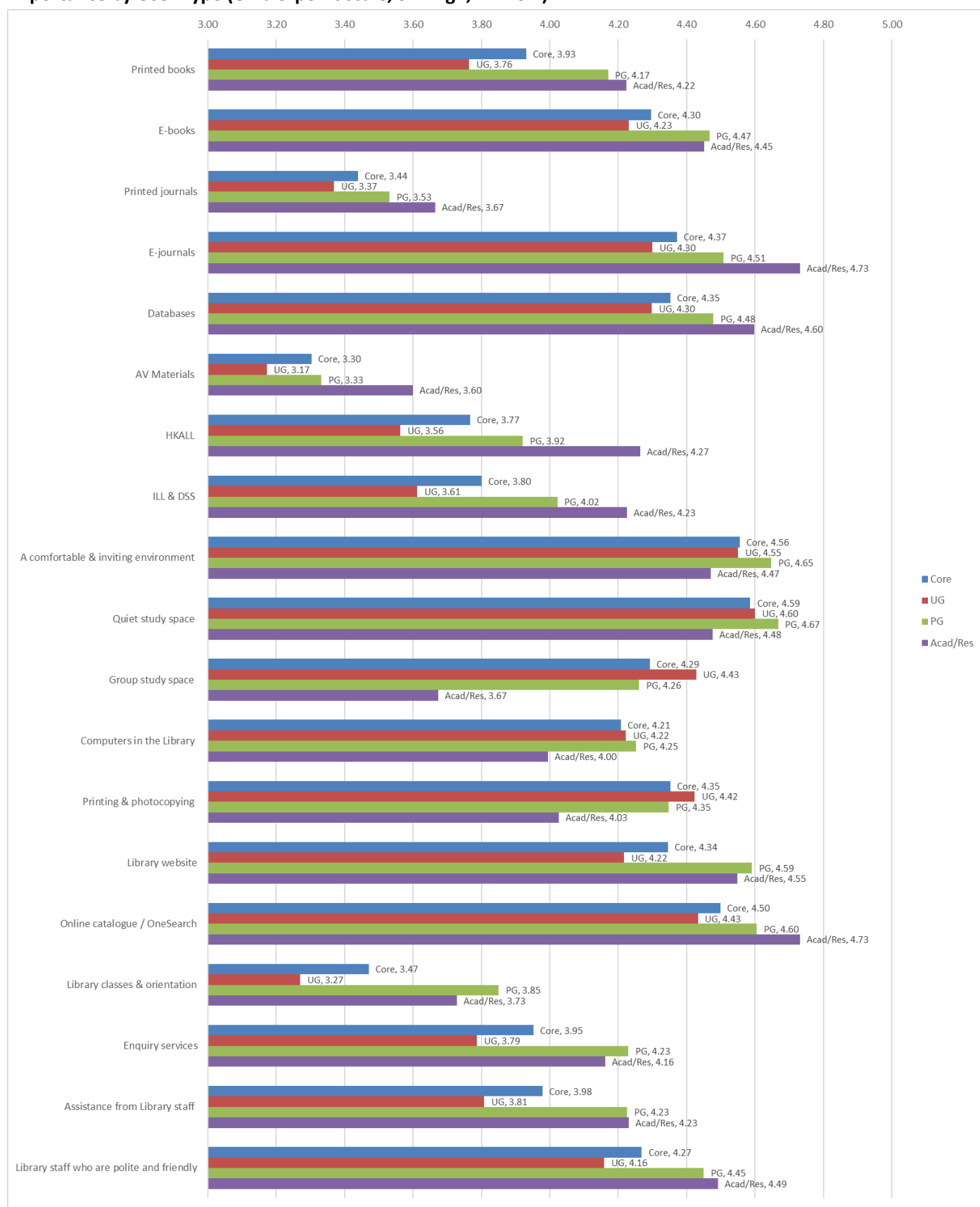
Beyond top three services areas, UGs and PGs differed in their views of the next most important services to them. UGs were more concerned with *Group study space* (4.43) and *Printing & photocopying* (4.42), while PGs placed greater emphasis on the importance of *Library website* (4.59) and *e-journals* (4.51).

Unlike students, Aca/Res staff ranked online access to Library resources among the most important services for them:

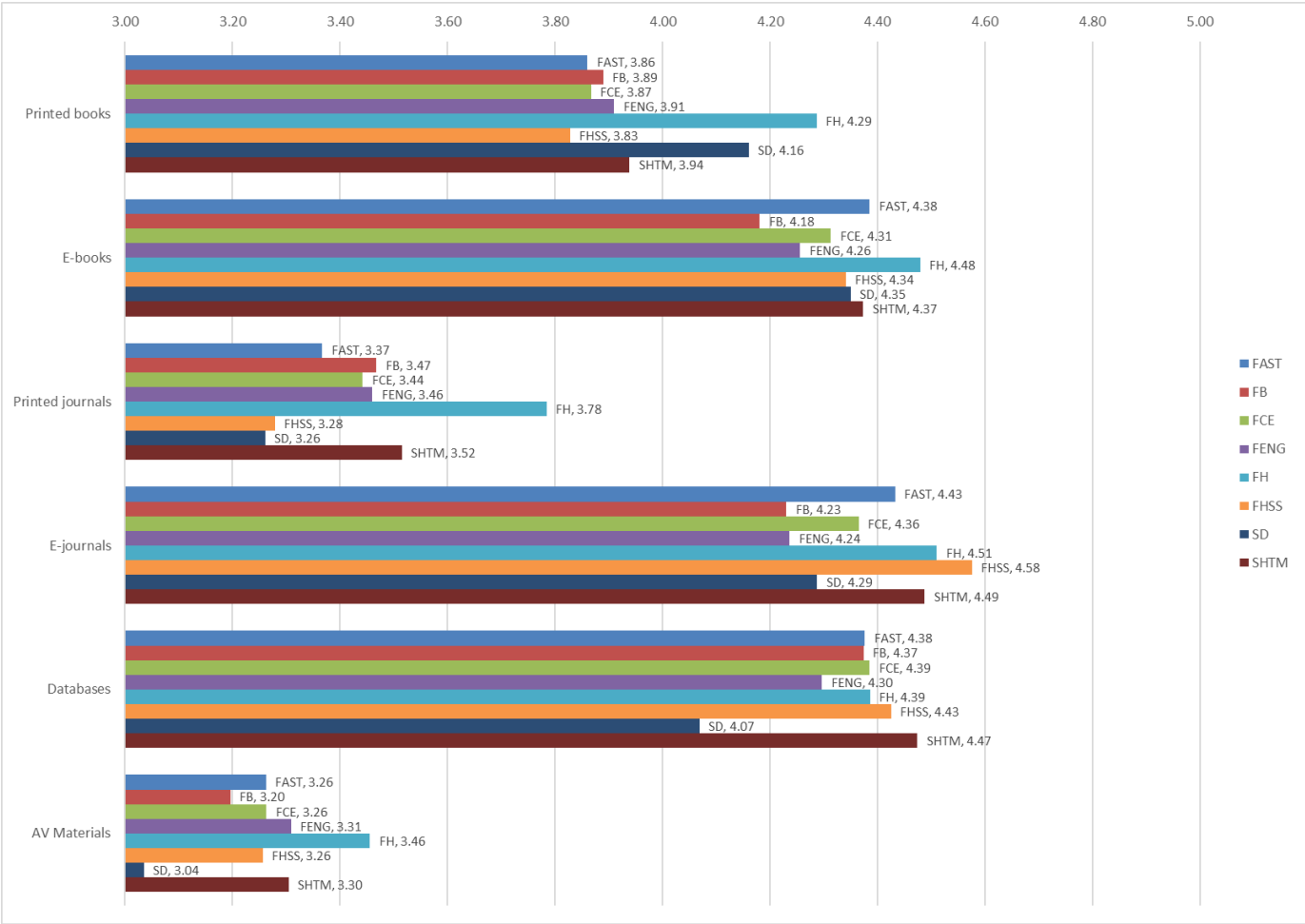
Service Areas by Importance (Acad/Res Staff):

- *Online catalogue/OneSearch* (4.73),
- *E-journals* (4.73),
- *Databases* (4.60),
- *Library website* (4.55), and
- *Library Staff who are Polite and Friendly* (4.49)

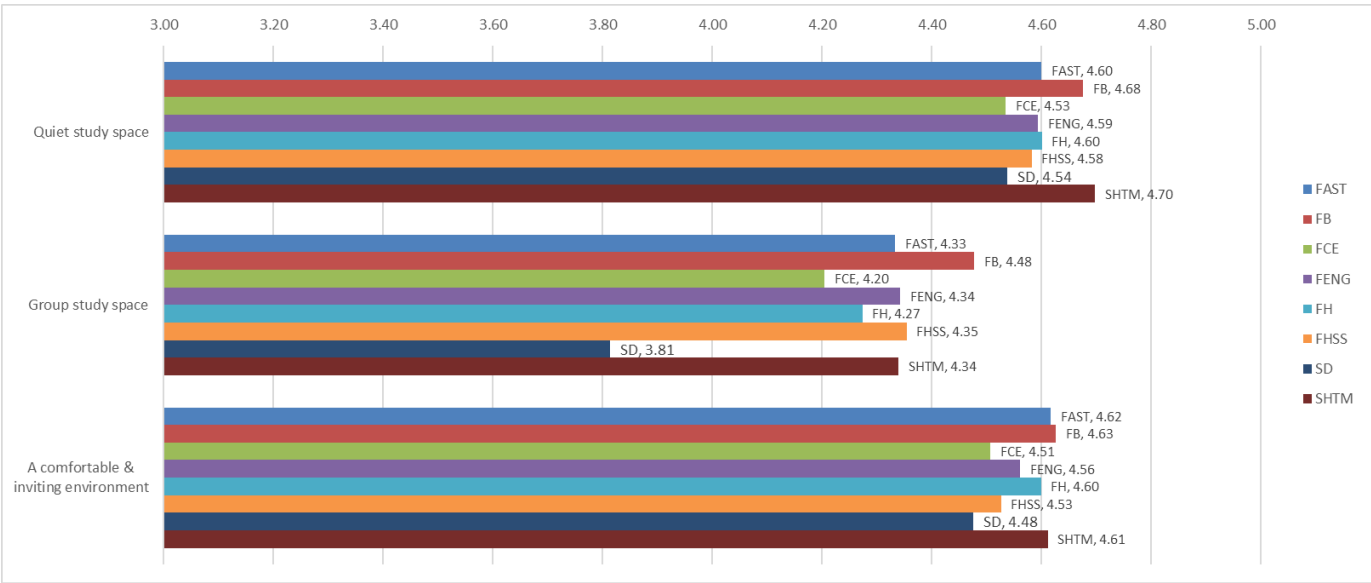
Importance by User Type (On a 5-point scale, 5 – High, 1 – Low)



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



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



Level of Service

The Level of Service measures users' perception of the actual service provided by the Library. Our core users (UG, PG, Acad/Res Staff, GG Staff) rated the following five service areas as being highest performing:

Top Levels of Service (Core Users):

- *Library Staff who are Polite and Friendly* (4.23)
- *A comfortable & inviting environment* (4.15)
- *Assistance from Library staff* (4.13)
- *Library website* (4.07)
- *Quiet study space* (4.07)

Our UG students, PG students, and Acad/Res staff reported greatest satisfaction with *Library Staff who are Polite and Friendly* (4.12, 4.41, and 4.47 respectively).

Top Levels of Service (UGs):

- *Library Staff who are Polite and Friendly* (4.12),
- *A comfortable & inviting environment* (4.06),
- *Quiet study space* (4.02),
- *Assistance from Library staff* (3.99), and
- *Database, Library website, Print books* (all tied as 3.97)

Top Levels of Services (PGs):

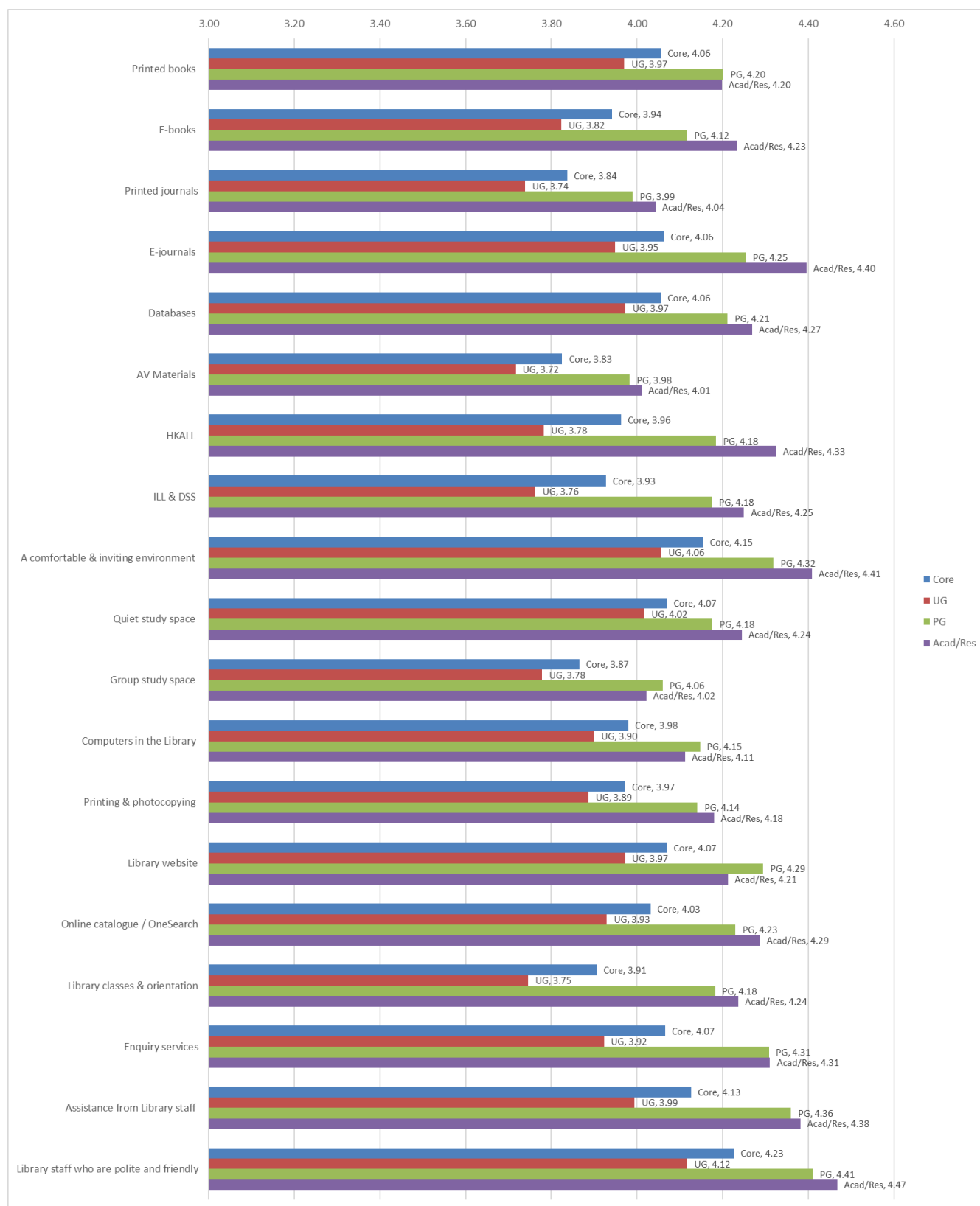
- *Library Staff who are Polite and Friendly* (4.41),
- *Assistance from Library staff* (4.36),
- *A comfortable & inviting environment* (4.32),
- *Enquiry services* (4.31), and
- *Library website* (4.29)

Aca/Res staff ranked the following five service areas most highly in terms of satisfaction:

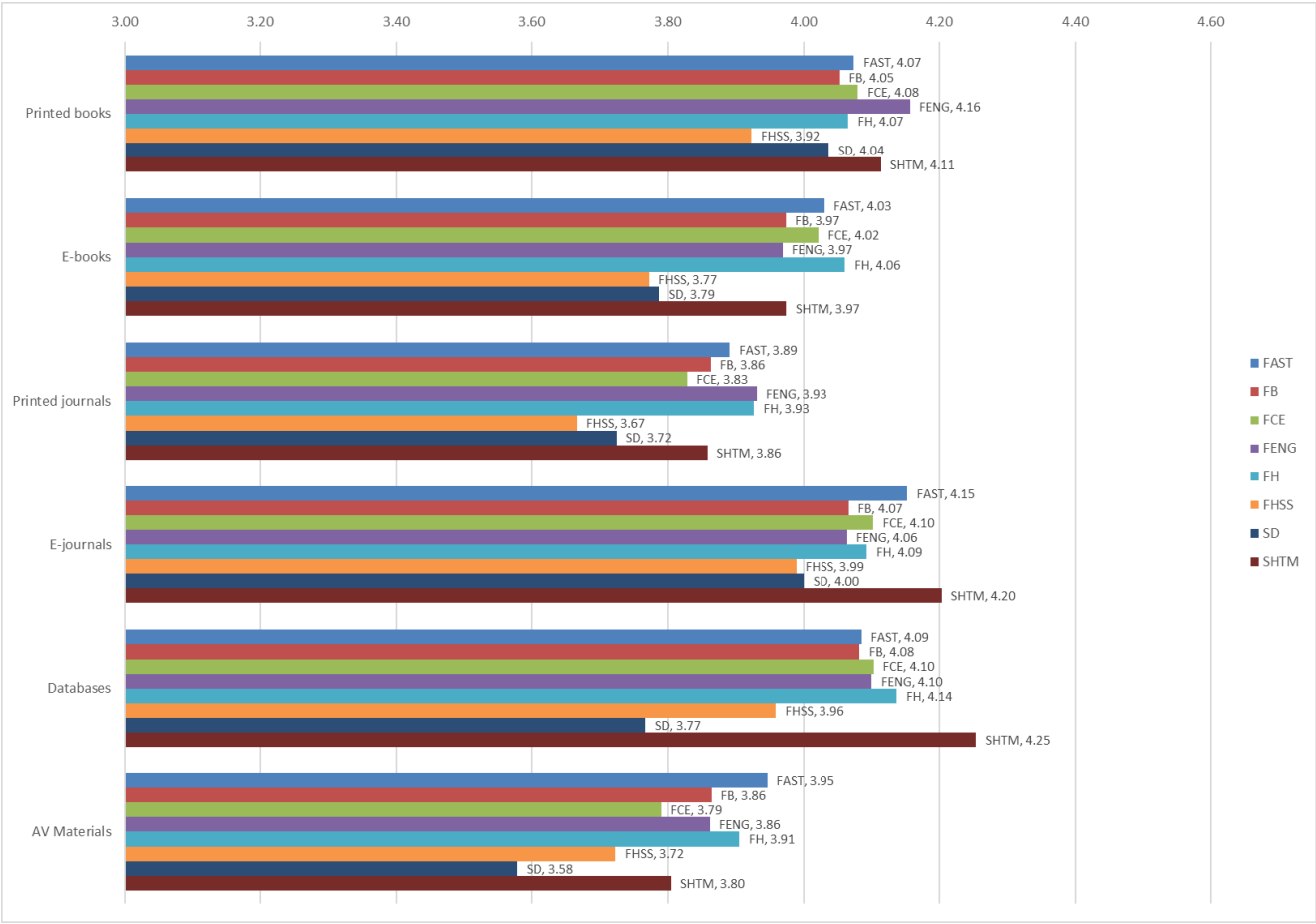
Top Levels of Service (Acad/Res Staff):

- *Library Staff who are Polite and Friendly* (4.47),
- *A comfortable & inviting environment* (4.41),
- *E-journals* (4.40),
- *Assistance from Library staff* (4.38), and
- *HKALL* (4.33)

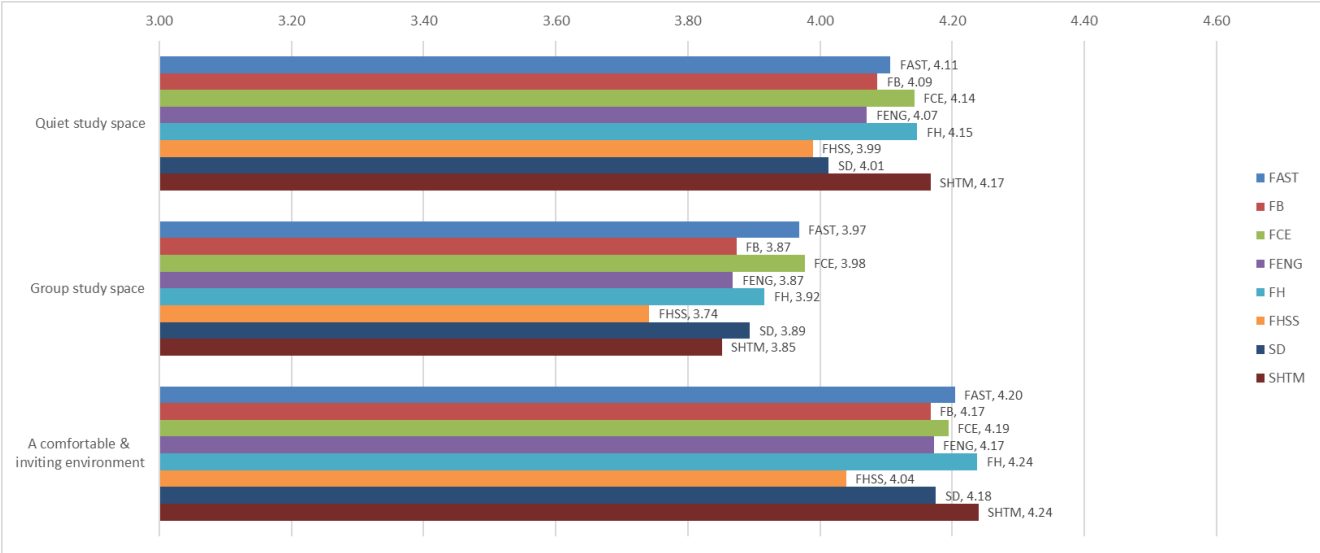
Level of Service by User Type (On a 5-point scale, 5 – High, 1 – Low)



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



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



Service Gap

The Service Gap indicates those areas in which Library services are falling below the expectations of our users. The Service Gap score is derived by subtracting the Importance from the Level of Service in each service area. Areas with negative scores indicate those services which fall below the expectations of that particular group of users.

According to our core users (UG, PG, Acad/Res Staff, GG Staff), the five service areas with the largest service gaps were:

Largest Service Gap (Core Users):

- *Quiet study space* (-0.52),
- *Online catalogue / OneSearch* (-0.47),
- *Group study space* (-0.43),
- *A comfortable & inviting environment* (-0.40), and
- *Printing & photocopying* (-0.38)

Service gaps differ for each user type, indicating the need to improve different service areas in order to meet the expectations of different users. Both UG and PG students shared a concern for physical library facilities, with *Quiet study space* receiving a high negative score from both groups (-0.58 and -0.49 respectively). For Aca/Res Staff, online access to Library resources were rated as among those service areas with the highest negative score, including *Online catalogue/OneSearch* (-0.44), *E-journals* (-0.34), and *Library website* (-0.34).

Largest Service Gap (UGs):

- *Group study space* (-0.65),
- *Quiet study space* (-0.58),
- *Printing & photocopying* (-0.54),
- *Online catalogue/OneSearch* (-0.50), and
- *A comfortable & inviting environment* (-0.49)

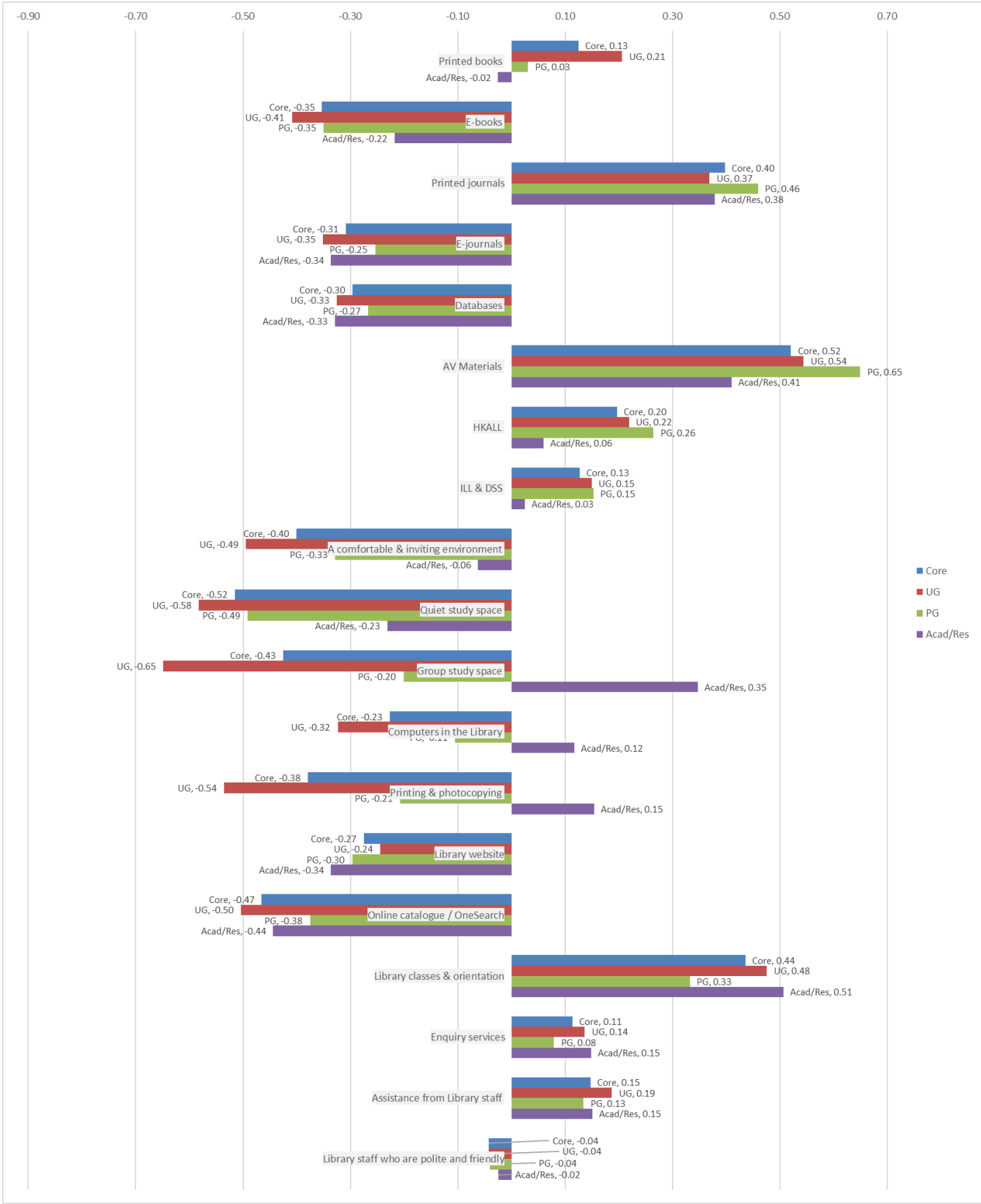
Largest Service Gap (PGs):

- *Quiet study space* (-0.49),
- *Online catalogue/OneSearch* (-0.38),
- *E-books* (-0.35),
- *A comfortable & inviting environment* (-0.33), and
- *Library website* (-0.30)

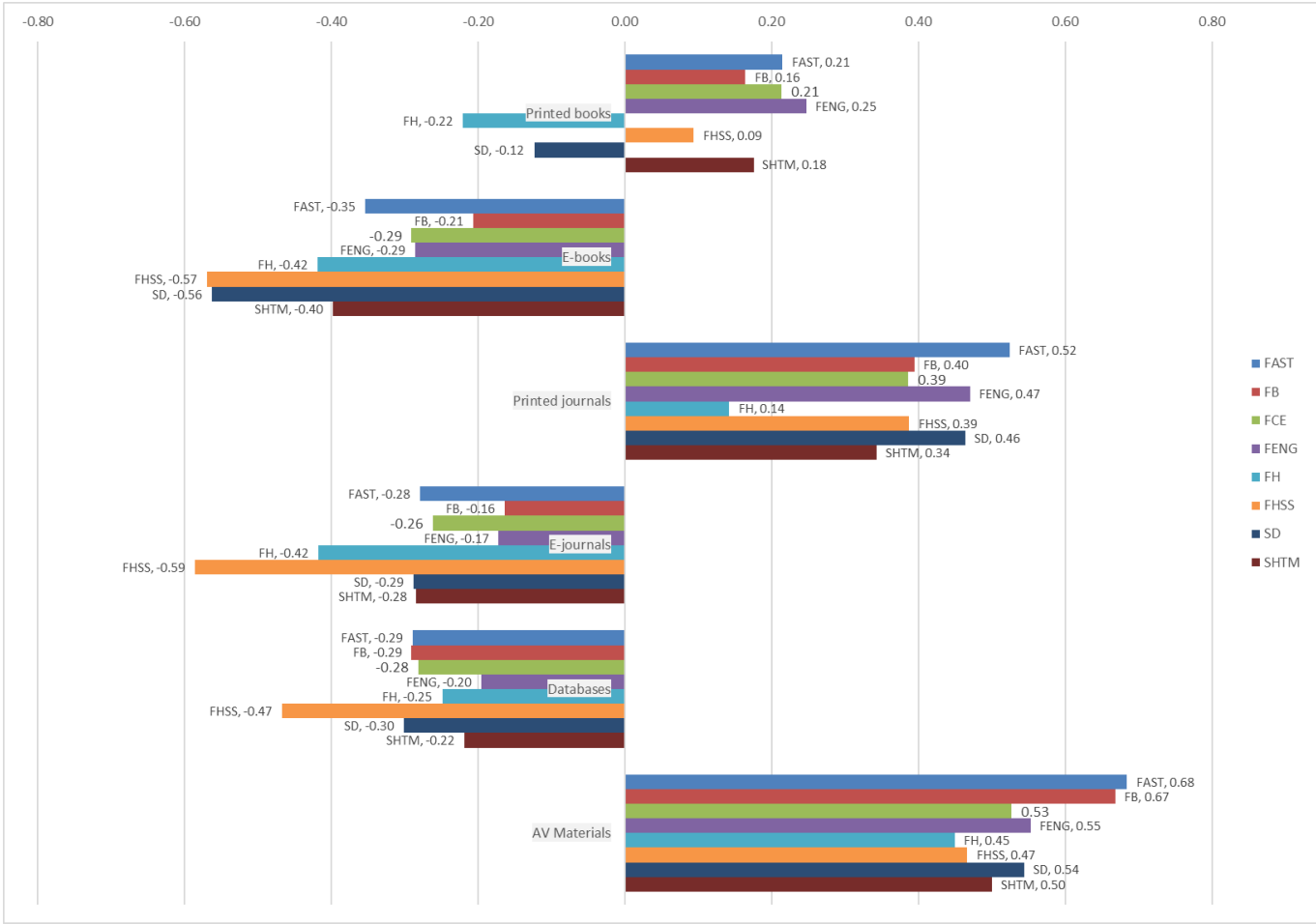
Largest Service Gap (Acad/Res Staff):

- *Online catalogue/OneSearch* (-0.44),
- *E-journals* (-0.34),
- *Library website* (-0.34),
- *Databases* (-0.33), and
- *Quiet study space* (-0.23)

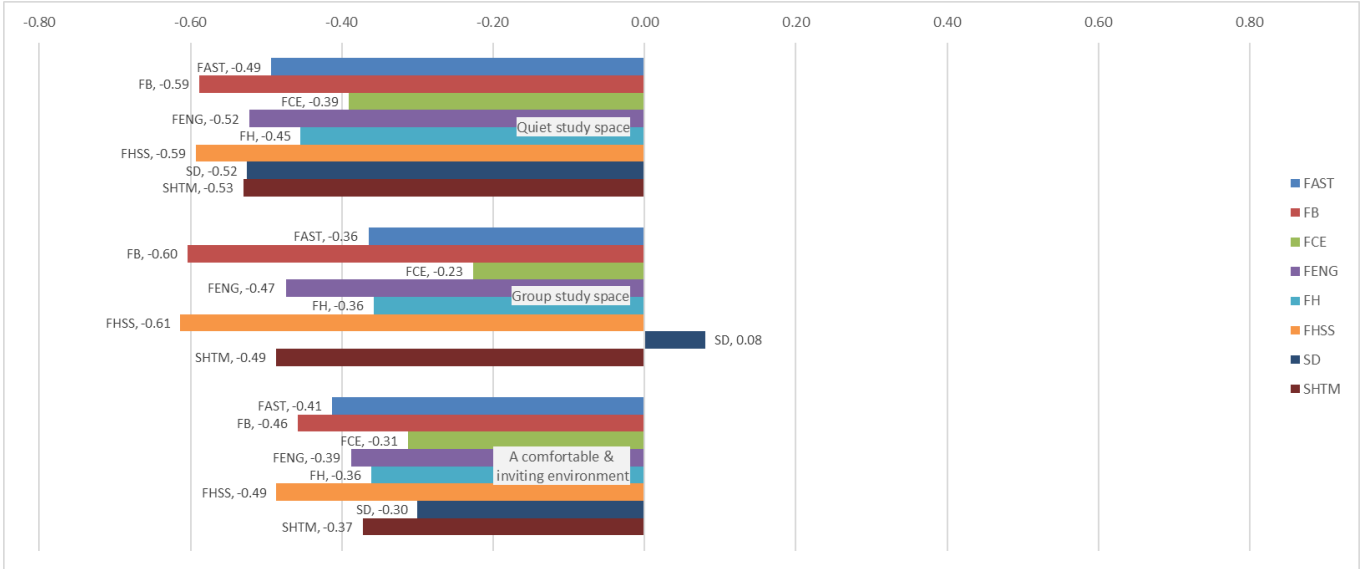
Service Gap between Importance of Services and Level of Services by User Type



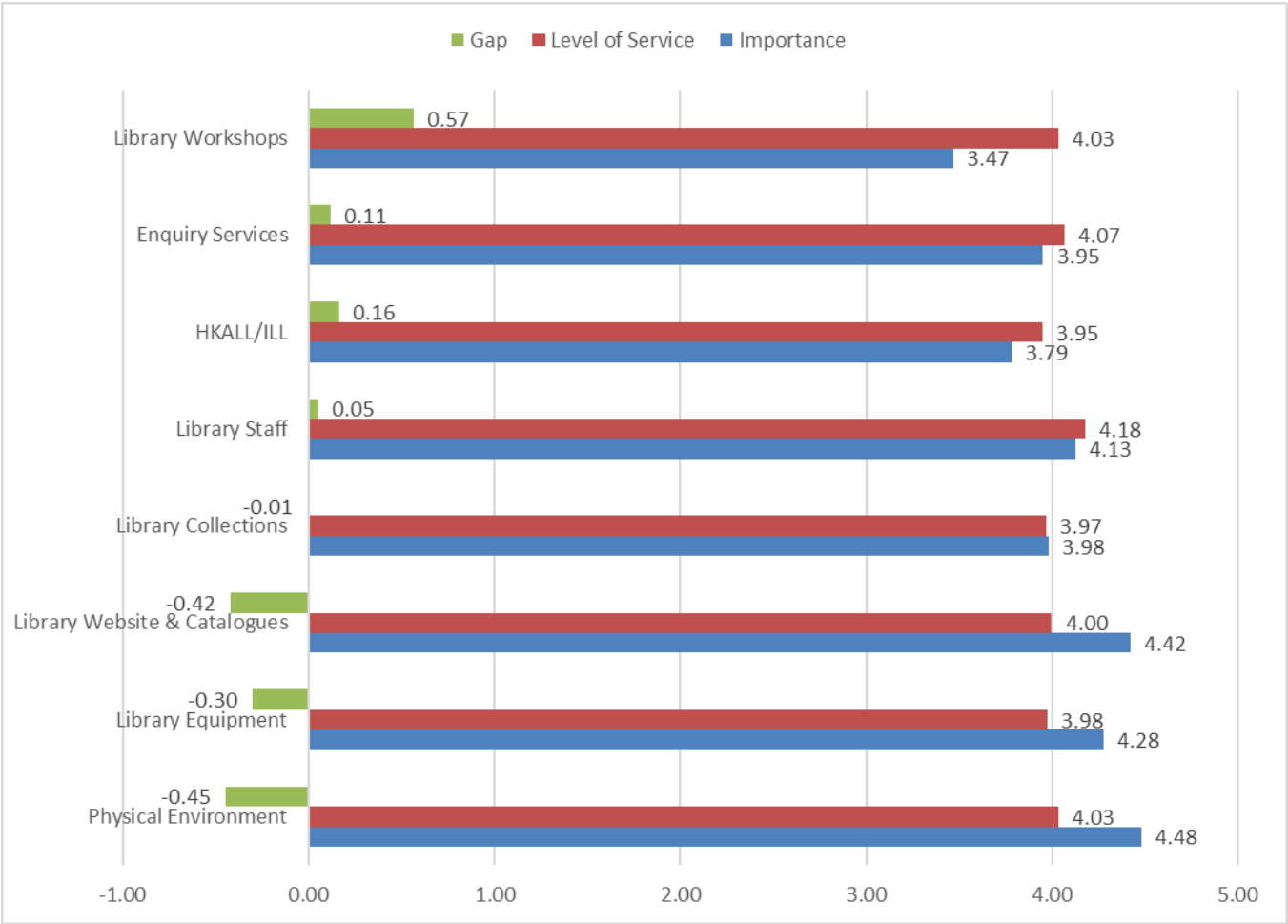
Service Gap of Collection by Faculty



Gap of Physical Location by Faculty



Importance, Level of Service, and Service Gap by Broad Category



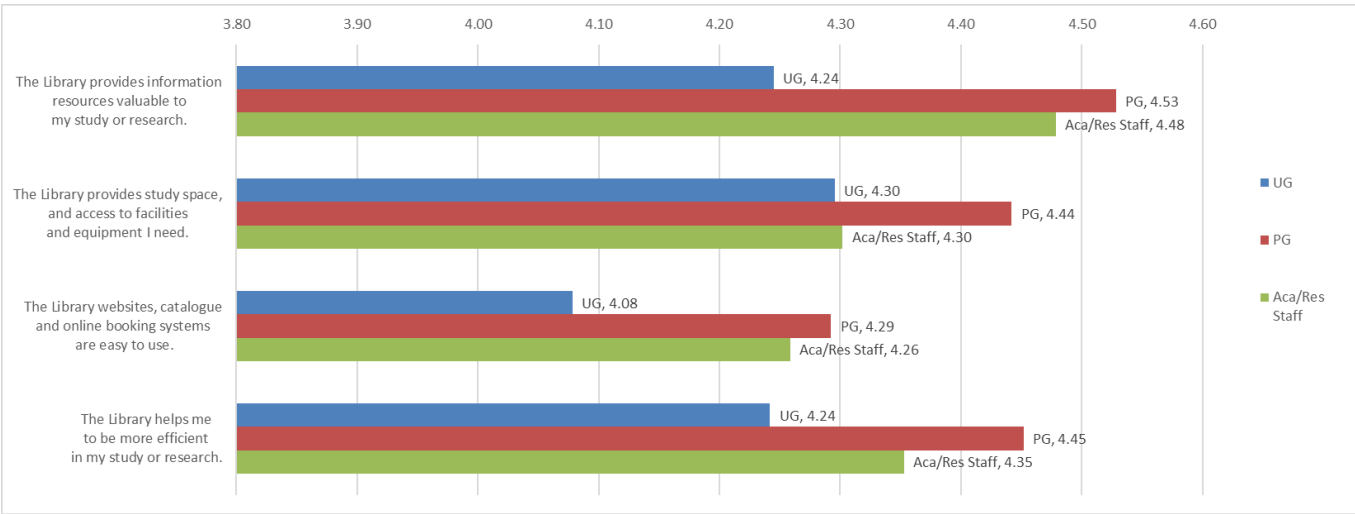
Helpfulness of the Library in Academic Pursuits

Helpfulness of the Library in Academic Pursuits measures the users’ perception on how well the Library supports their learning and research endeavors. Survey participants were asked to indicate, on a five-point scale (5 = strongly agree, 1 = strongly disagree), the extent to which they agreed with the following four statements:

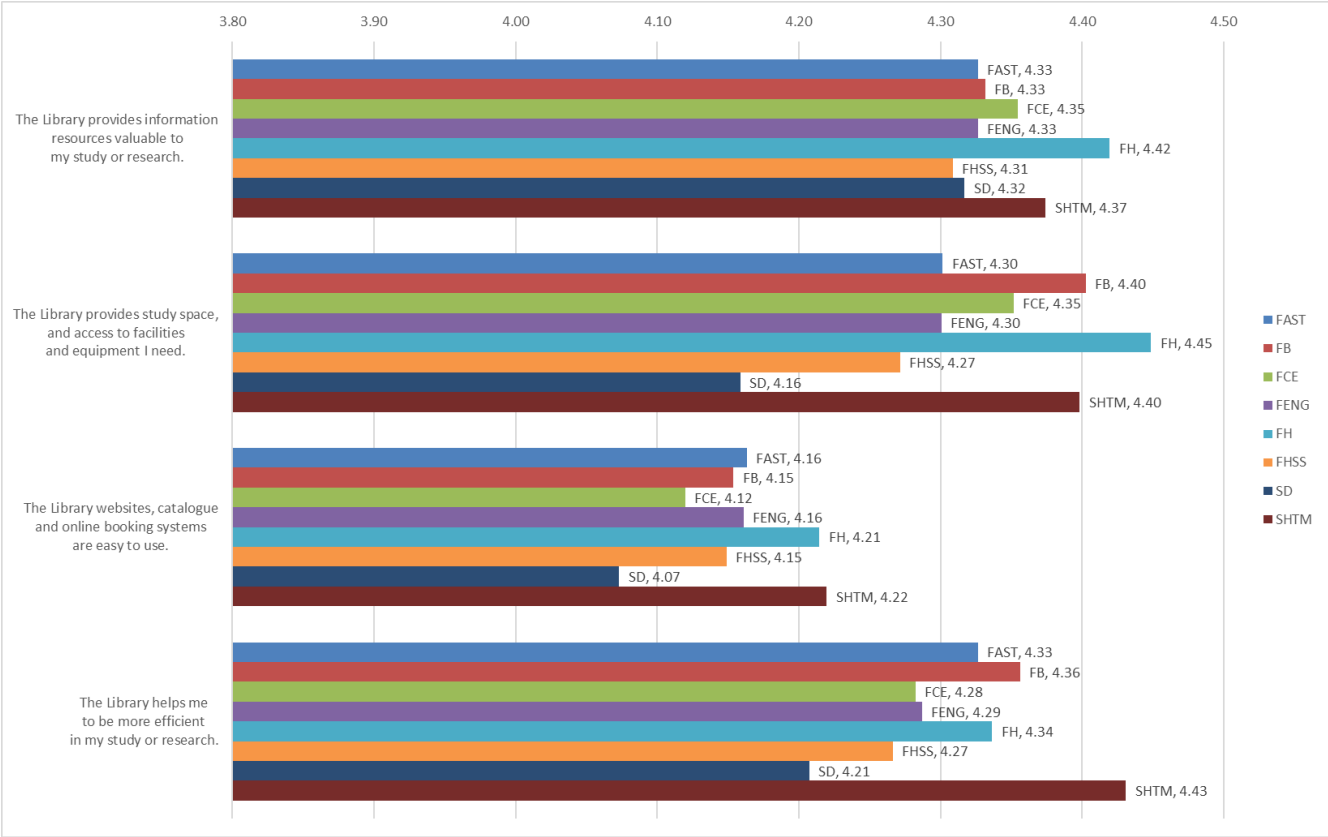
- (a) The Library provides information resources valuable to my study or research.
- (b) The Library provides study space, and access to facilities and equipment I need.
- (c) The Library websites, catalogue and online booking systems are easy to use.
- (d) The Library helps me to be more efficient in my study or research.

Generally, all user types found the Library helpful in their academic pursuits, with the scores for all statements ranked four or above across user groups. Across the board, PGs reported the highest level of agreement with Library helpfulness in their academic pursuits, assigning the highest score for this area compared with scores of other user types.

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



Helpfulness of Library in Academic Pursuits by Faculty (On a 5-point scale, 5 – strongly agree, 1 – strongly disagree):



Written Comments

All survey respondents were invited to provide written comments on Library services before the end of the survey. Altogether 493 comments were received and classified. The table below summarizes the key comments submitted by users, and the Library's response in terms of actions, taken or planned, to address the evolving needs of our users.

What Users Asked For	What the Library Has Done or Plans to Do
Provide more group rooms and individual study spaces	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.
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	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.
Provide a better ventilation system, better air quality, and greater temperature control	To preserve the Library materials, the temperature inside the Library building is set within a range of 22-25°C to prevent the growth of mold and the proliferation of pests. If you find a particular spot unusually cold, hot, or stuffy, please seek help from our service counters. We will contact the Facilities & Management Office (FMO) to conduct spot checks and thermostat adjustment as necessary.
Provide more toilets and cleaner toilets	To tackle the long-standing reported issue of toilet hygiene, Facilities Management Office (FMO) installed toilet seat sanitizer dispensers in all toilet cubicles last year. Users may wipe down the toilet seats with sanitizer before and after use, protecting themselves against germs and bacteria. To raise the users' awareness about toilet cleanliness and hygiene,

	<p>FMO has placed new notices in the washrooms, with additional signage in each toilet cubicle, reminding users to do their part to keep the washrooms clean. The LER Capital Works Project will add additional toilets in the Library building to meet the needs of Library users especially during peak months.</p>
<p>Provide more loanable notebook computers and up-to-date computer workstations</p>	<p>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.</p>
<p>Provide more colour printers and greater stability in printing services</p>	<p>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.</p>
<p>Increase concurrent access for e-books</p>	<p>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.</p>
<p>Provide more copies for textbooks and print books</p>	<p>The Library has adopted an e-textbook platform, Vital Source, and more e-textbooks will be available if required. For heavily used titles, the Library will consider to buy extra copies and/or move the copies to Reserve Books Collection to meet the high demand.</p>
<p>Provide more leisure reading materials</p>	<p>This past year, the Library has enhanced the leisure reading collection by adding hundreds of graphic novels suggested by academic staff.</p>

Provide more books in different subject disciplines	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.
Provide more nitty-gritty details on use of the Library, such as how to access databases off-site and how to use the printers, during Orientations	This year, we will continue to enhance our Library Orientation Tours by increasing available timeslots and adding new and useful content to help students quickly adopt all that the Library has to offer.
Provide more workshops that introduce disciplinary databases relevant to different programmes of study	Every semester, we offer a range of existing and new Topical Workshops to help you learn about 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.