

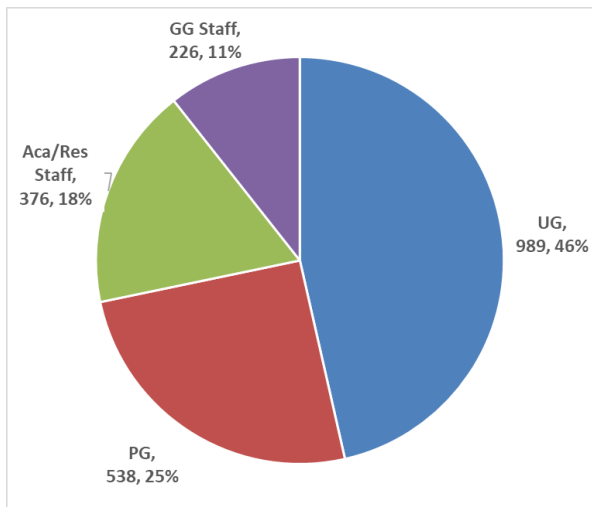
User Survey

16 Dec 2020 to 13 Jan 2021

Pao Yue-kong Library

The Hong Kong Polytechnic University

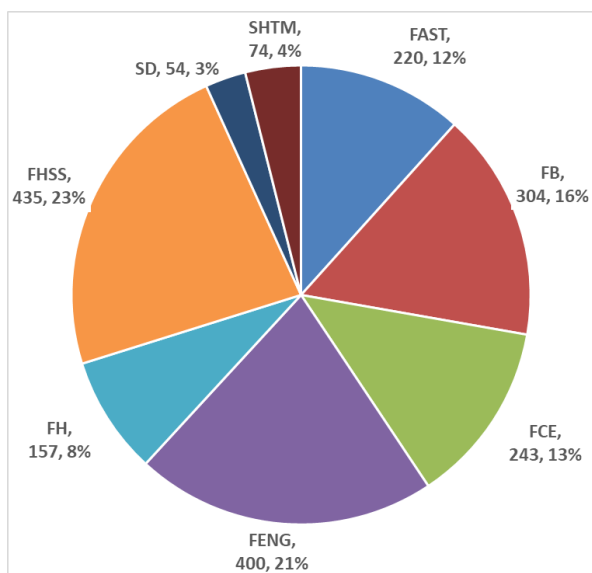
1. Profile of Respondents



The Library conducted an online survey to gather feedback from PolyU students and staff on our facilities, collections and services from 16 December 2020 to 13 January 2021. During the 1-month survey period, we sent out three emails to our target users to encourage their participation. All survey respondents had to authenticate with their NetID to ensure they only took part in the survey once.

Altogether 2,129 valid responses from our Library users were collected. Among them, 989 or 46% were from undergraduates (UG), 538 or 25% from postgraduates (PG). Of all the PolyU student respondents, 87% studied in full-time mode, while 13%, part-time. The survey also drew the responses from 376 (or 18%) academic/research (Aca/Res) staff as well as 226 (or 11%) general grade (GG) staff.

In terms of the number of respondents, the top three faculties were FHSS (23%), FENG (21%) and FB (16%). Meanwhile, a minority of 7.1% of respondents were from non-academic departments.

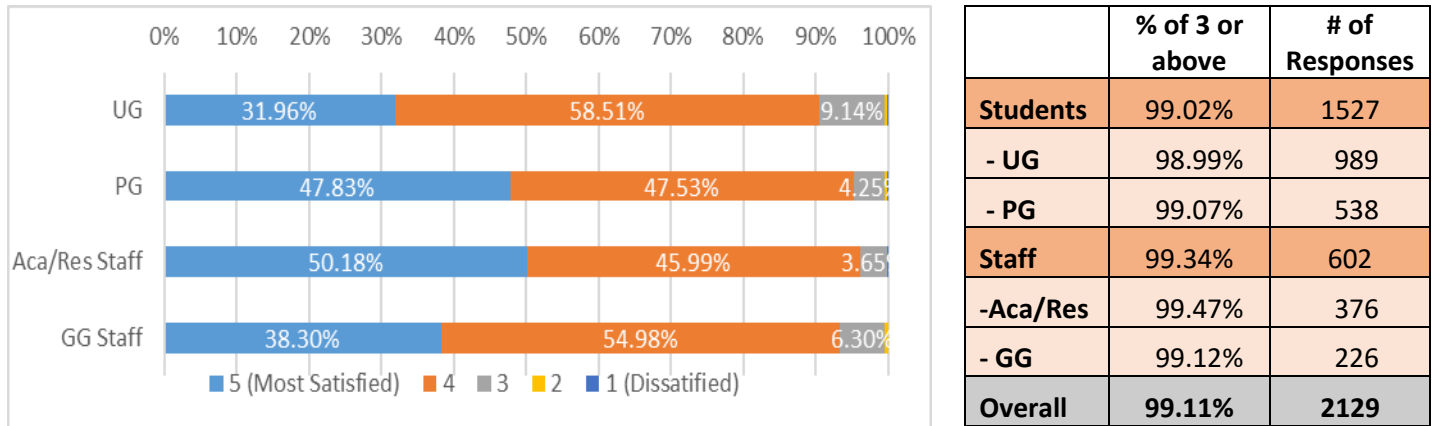


2. Overall Satisfaction

Overall satisfaction indicates how well the Library meets the expectations and needs of our users.

The survey respondents gave the overall satisfaction score on a 5-point scale, with 5 being “Very Satisfied” and 1 being “Very Dissatisfied”. An overwhelming 99.02% of our students and 99.34% of our staff rated the satisfaction with 3 or above.

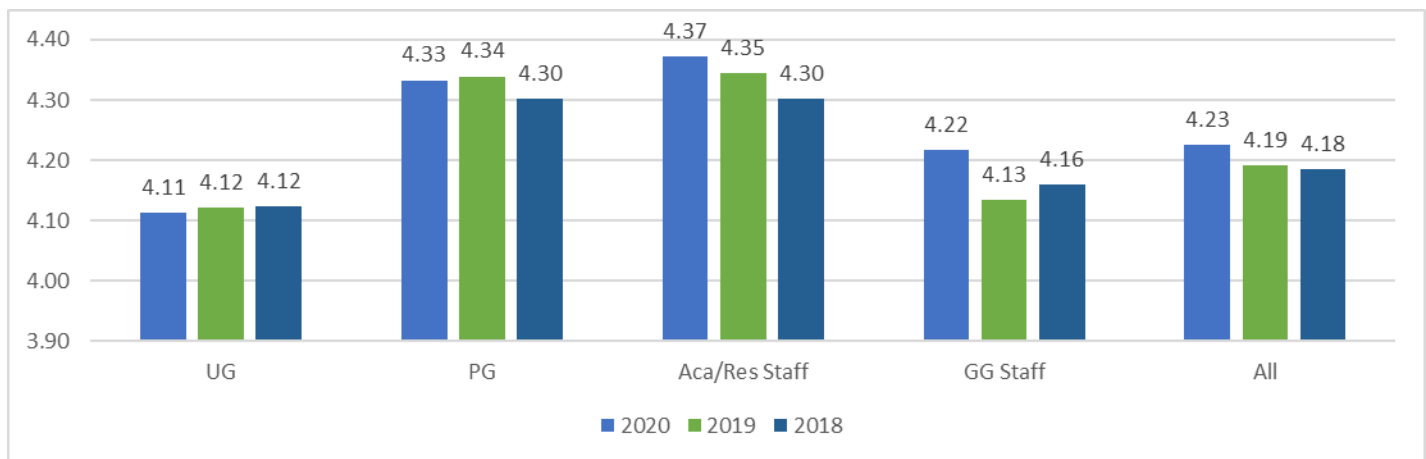
Figure 2.1. Overall Satisfaction by User Type in 2020



Out of a 5-point scale, the average satisfaction rating rose to a record high of 4.23 in 2020 (Last year: 4.19), mostly attributed to a higher score perceived by GG staff (2019: 4.13, 2020: 4.22) and a larger portion of Aca/Res staff respondents taking part in the survey (2019: 9%, 2020: 18%).

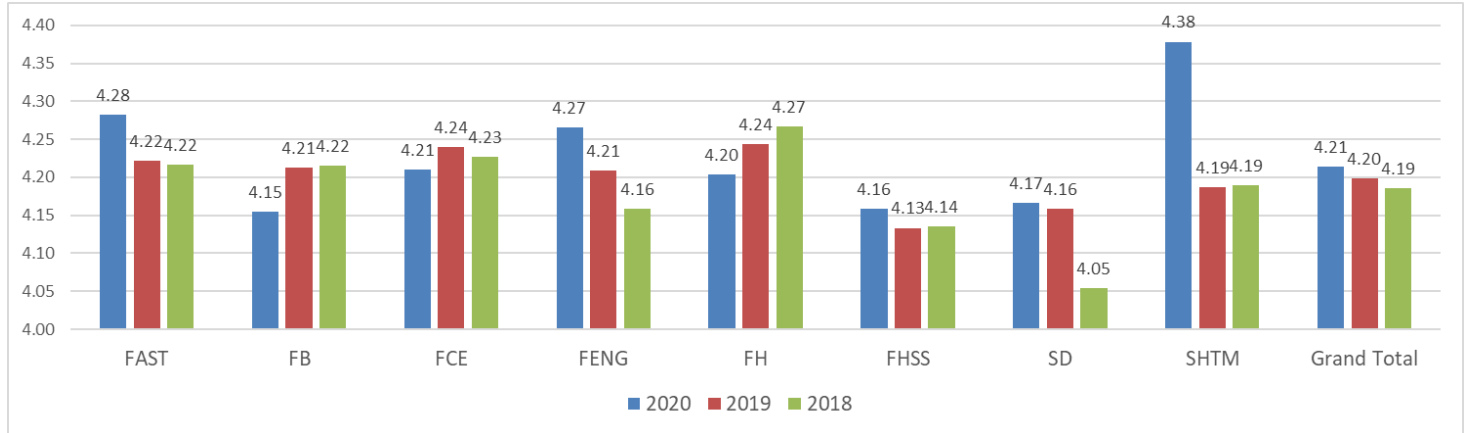
Similar to previous years, Aca/Res staff was the most satisfied group, with an average score at 4.37, followed by PGs at 4.33, GG staff at 4.22 and UGs at 4.11. The scores from Aca/Res staff and GG staff increased by 0.45% and 2.09% respectively from 2019 to 2020.

Figure 2.2. Overall Satisfaction of User Type by Year



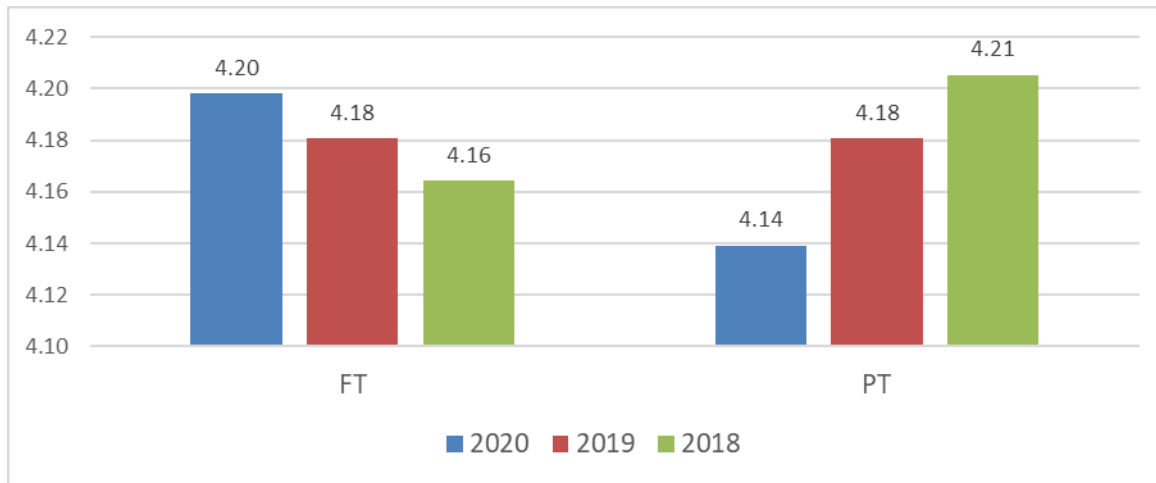
The top five faculties who rated the highest average overall satisfaction scores in 2020 were: SHTM (4.38), FAST (4.28), FENG (4.27), FCE (4.21), FH (4.20). Compared with 2019 data, we observed a big jump among SHTM respondents with an improvement of 4.57%, followed by 1.42% in FAST and 1.33% in FENG.

Figure 2.3. Overall Satisfaction of Faculty by Year



Of all the student respondents, a higher average satisfaction score was received by full-time students (4.20) than part-time students (4.14) in 2020.

Figure 2.4. Overall Satisfaction of Mode of Study by Year



3. Activities in Library

In the first part of the survey, the respondents were asked why they would use the Library, from which we identify the most common activities performed by our users.

The most popular Library activity across all user groups was to *work/study individually* (82%). Beyond this top category, UGs reported to use the Library to *study collaboratively* (74%) and *access computing & printing facilities* (74%), while Acad/Res staff tended to perform research related activities by retrieving *e-journals, e-books or databases* (59%) and *physical Library materials* (53%).

PG students took a more balanced approach in accessing the Library spaces, facilities and collections; 55% of them reported using the Library to *access e-journals, e-books or databases*, 45% to *use physical Library materials*, 44% to *use group study area*, and 42% to *use computers, printers and scanners*.

Figure 3.1. Library Activities by User Type (in Percentage)

Category	Students		Staff		All
	UG	PG	Aca/Res	GG	
To work/study individually	91%	84%	68%	60%	82%
To work/study in groups	74%	44%	14%	7%	49%
To use computers, printers, copiers or scanners	74%	42%	28%	30%	53%
To use i-Space facilities	14%	14%	10%	9%	13%
To use physical Library materials	37%	45%	53%	60%	44%
To use e-journals, e-books or databases	45%	55%	59%	38%	49%
To use PolyU digital collection	33%	33%	33%	18%	31%
To attend online classes or events	23%	28%	16%	12%	22%
To ask Library staff for assistance	10%	17%	19%	11%	13%
Other	1%	1%	2%	2%	1%

4. Core Questions on Library Services

In the second part of the survey, respondents were asked to give their ratings in twenty core survey questions that were classified in one of the five broad categories: *Information resources (IR)*, *Library spaces (LS)*, *IT facilities (IT)*, *Access tools (AT)*, and *Service affect (SA)*. For each question, the respondents provided two scores: Importance and Performance, on a 5-point scale, or checked “N/A” if they found the service areas not applicable to them.

Figure 4.1. Broad Category and Service Area in the 20 Core Questions

Broad Category		Service Area
Information Resources	IR1	E-books
	IR2	E-journals
	IR3	Databases
	IR4	AV Materials
	IR5	Printed books
	IR6	PolyU Digital Collections
Library Spaces	LS7	A comfortable and inviting environment
	LS8	Quiet study space
	LS9	Group study space
IT Facilities	IT10	Computers in the Library
	IT11	Loanable portable devices
	IT12	Printers, photocopiers & scanners
	IT13	i-Space facilities
Access Tools	AT14	Library website
	AT15	Online catalogue / OneSearch
	AT16	iBooking system
Service Affect	SA17	Library online classes & orientation
	SA18	Enquiry services & research consultation
	SA19	Assistance from Library staff
	SA20	Politeness and friendliness of Library staff

Importance

Importance indicates the significance of service provided to the users. Our users ranked the top 5 service areas as follows: *Quiet study space* (4.60), *A comfortable & inviting environment* (4.55), *Online catalogue / OneSearch* (4.55), *E-journals* (4.45), and *Library website* (4.44).

In terms of broad category, our users gathered *Library spaces* (4.49) as the uttermost important, followed by *Access tools* (4.42) and *Information resources* (4.19).

While students are frequent users of the physical Library, it is not surprising to see they put great emphasis on the importance on *Library spaces* (UG:4.54 and PG:4.53). UGs were also more concerned about *Group study space* (4.44) than PGs did.

Of all the Information Resources, the service area *E-books, E-journals and Databases* (4.41) was regarded as more important than *AV, Printed books, and PolyU Digital Collections* (3.95) from users' perspective. Both Aca/Res Staff and PG students rated *E-books, E-journals & Databases* and *Access tools* among the most important categories.

For the broad category in IT Facilities, *Printers, photocopiers and scanners* (4.35) was rated as the most important service area. Among different areas under Service affect, our users regarded *Politeness and friendliness of Library staff* (4.32) as the most important.

Figure 4.2. Top 5 Important Service Areas by User Type

	All Users	UG	PG	Aca/Res Staff
1	<i>Quiet study space</i> (4.60)	<i>Quiet study space</i> (4.60)	<i>Quiet study space</i> (4.69)	<i>Online catalogue / OneSearch</i> (4.73)
2	<i>A comfortable & inviting environment</i> (4.55)	<i>A comfortable and inviting environment</i> (4.56)	<i>Online catalogue / OneSearch</i> (4.61)	<i>E-journals</i> (4.71)
3	<i>Online catalogue / OneSearch</i> (4.55)	<i>Online catalogue / OneSearch</i> (4.46)	<i>E-journals</i> (4.60)	<i>Quiet study space</i> (4.59)
4	<i>E-journals</i> (4.45)	<i>Group study space</i> (4.44)	<i>A comfortable and inviting environment</i>	<i>Library website</i> (4.58)
5	<i>Library website</i> (4.44)	<i>Printers, photocopiers & scanners</i> (4.42)	<i>Library website</i> (4.58)	<i>A comfortable and inviting environment</i> (4.57)

Figure 4.3. Importance by Broad Category and User Type - Average Score on a 5-Point Scale

	Broad Category	All	UG	PG	Aca/Res Staff
1	Information Resources (IR)	4.19	4.07	4.33	4.37
	- on E-books, E-journals & Databases	4.41	4.30	4.57	4.60
	- on AV, Printed books, PolyU Digital Collections	3.95	3.82	4.07	4.11
2	Library Spaces (LS)	4.49	4.54	4.53	4.43
3	IT Facilities (IT)	4.05	4.04	4.11	4.06
4	Access Tools (AT)	4.42	4.29	4.54	4.59
5	Service Affect (SA)	4.11	3.93	4.28	4.29
6	ALL	4.23	4.15	4.34	4.34

Figure 4.4. Importance by Service Area and User Type - Average Score on a 5-Point Scale

	Service Areas	All	UG	PG	Aca/Res Staff
IR1	E-books	4.39	4.28	4.54	4.54
IR2	E-journals	4.45	4.33	4.60	4.71
IR3	Databases	4.40	4.29	4.57	4.56
IR4	AV Materials	3.48	3.27	3.54	3.69
IR5	Printed books	4.03	3.82	4.22	4.27
IR6	PolyU Digital Collections	4.26	4.26	4.34	4.28
LS7	A comfortable and inviting environment	4.55	4.56	4.58	4.57
LS8	Quiet study space	4.60	4.60	4.69	4.59
LS9	Group study space	4.29	4.44	4.30	4.06
IT10	Computers in the Library	4.12	4.12	4.14	4.10
IT11	Loanable portable devices	3.84	3.79	3.93	3.84
IT12	Printers, photocopiers & scanners	4.35	4.42	4.38	4.25
IT13	i-Space facilities	3.83	3.69	3.97	3.98
AT14	Library website	4.44	4.32	4.58	4.58
AT15	Online catalogue / OneSearch	4.55	4.46	4.61	4.73
AT16	iBooking system	4.25	4.08	4.41	4.43
SA17	Library online classes & orientation	3.87	3.65	4.13	4.02
SA18	Enquiry services & research consultation	4.07	3.88	4.25	4.28
SA19	Assistance from Library staff	4.14	3.97	4.28	4.32
SA20	Politeness and friendliness of Library staff	4.32	4.18	4.46	4.48
All		4.23	4.15	4.34	4.34

Performance

Performance measures the users’ perception of the actual services provided by the Library, indicating how satisfied they are with our current service provision and delivery. Similar to the *Importance* level, survey respondents provided a score on a 5-point scale, or checked “N/A” if they found the service areas not applicable to them.

In terms of the service areas, our users gave the highest rating to *Politeness and friendliness of Library staff* (4.37), *A comfortable and inviting environment* (4.30), *Quiet study space* (4.28), *Assistance from Library staff* (4.27) and *E-journals* (4.20).

When it came to the broad categories, a vast majority of users, with 95-97% of students and 97-98% of Aca/Res staff, rated the performance level at 3 or above across all the broad categories. Overall, the best performing aspects were on *Service Affect* (average score at 4.23/5 & 97.81% with 3 or above), followed by *Library spaces* (4.22 & 96.94%), *Access tools* (4.15 & 96.81%) and *Information resources* (4.12 & 97.29%).

Overall, the perceived performance scores were rated higher in Aca/Res Staff (4.29) and PG students (4.27) than UG students (4.05).

Despite the fact that the service provision and study environment were affected by the COVID-19 pandemic and the Library Extension and Revitalization (LER) Project, our performance scores still maintained at a high level. It indicated the Library users were understanding and appreciated our efforts in adjusting the services amid the ever-changing situation.

Figure 4.5. Top 5 Performing Service Areas by User Type

	All Users	UG	PG	Aca/Res Staff
1	<i>Politeness and friendliness of Library staff</i> (4.37)	<i>Politeness and friendliness of Library staff</i> (4.25)	<i>Politeness and friendliness of Library staff</i> (4.48)	<i>Politeness and friendliness of Library staff</i> (4.54)
2	<i>A comfortable and inviting environment</i> (4.30)	<i>A comfortable and inviting environment</i> (4.22)	<i>Assistance from Library staff</i> (4.40)	<i>Assistance from Library staff</i> (4.46)
3	<i>Quiet study space</i> (4.28)	<i>Quiet study space</i> (4.19)	<i>A comfortable and inviting environment</i> (4.39)	<i>A comfortable and inviting environment</i> (4.41)
4	<i>Assistance from Library staff</i> (4.27)	<i>Assistance from Library staff</i> (4.13)	<i>Quiet study space</i> (4.38)	<i>E-journals</i> (4.40)
5	<i>E-journals</i> (4.20)	<i>Library website</i> (4.11)	<i>Library website</i> (4.33)	<i>Quiet study space</i> (4.39)

Figure 4.6. Performance of selected Broad Categories - Percentage of Users who Rated 3 or Above

	Broad Category	% with 3 of above, followed by No. of Respondents in the bracket				
		All	UG	PG	All Students	Aca/Res Staff
1	Information Resources	97.29% (1916)	96.38% (888)	97.54% (495)	96.80% (1383)	98.73% (341)
2	Library Spaces (LS)	96.94% (2014)	95.66% (967)	98.04% (509)	96.48% (1476)	98.32% (337)
3	IT Facilities (IT)	96.53% (1784)	95.89% (853)	97.11% (459)	96.32% (1311)	97.45% (294)
4	Access Tools (AT)	96.81% (2028)	96.26% (945)	97.00% (522)	96.52% (1466)	97.64% (353)
5	Service Affect (SA)	97.81% (1860)	97.02% (831)	98.25% (500)	97.48% (1330)	98.79% (332)

Figure 4.7. Performance by Broad Category and User Type - Average Score on a 5-Point Scale

	Broad Category	All	UG	PG	Aca/Res Staff
1	Information Resources (IR)	4.12	4.00	4.22	4.26
	- on E-books, E-journals & Databases	4.17	4.06	4.27	4.34
	- on AV, Printed books, PolyU Digital Collections	4.06	3.94	4.16	4.18
2	Library Spaces (LS)	4.22	4.12	4.34	4.34
3	IT Facilities (IT)	4.08	4.00	4.20	4.18
4	Access Tools (AT)	4.15	4.06	4.27	4.26
5	Service Affect (SA)	4.23	4.10	4.35	4.40
6	ALL	4.15	4.05	4.27	4.29

Figure 4.8. Performance by Service Area and User Type - Average Score on a 5-Point Scale

	Service Areas	All	UG	PG	Aca/Res Staff
IR1	E-books	4.15	4.03	4.26	4.31
IR2	E-journals	4.20	4.08	4.31	4.40
IR3	Databases	4.17	4.07	4.26	4.30
IR4	AV Materials	3.90	3.76	4.00	4.01
IR5	Printed books	4.13	4.02	4.23	4.26
IR6	PolyU Digital Collections	4.12	4.01	4.24	4.25
LS7	A comfortable and inviting environment	4.30	4.22	4.39	4.41
LS8	Quiet study space	4.28	4.19	4.38	4.39
LS9	Group study space	4.07	3.96	4.24	4.18
IT10	Computers in the Library	4.12	4.04	4.22	4.24
IT11	Loanable portable devices	4.02	3.95	4.16	4.07
IT12	Printers, photocopiers & scanners	4.11	4.04	4.23	4.21
IT13	i-Space facilities	4.05	3.95	4.16	4.16
AT14	Library website	4.20	4.11	4.33	4.32
AT15	Online catalogue / OneSearch	4.14	4.07	4.23	4.23
AT16	iBooking system	4.12	4.01	4.24	4.23
SA17	Library online classes & orientation	4.12	3.99	4.27	4.24
SA18	Enquiry services & research consultation	4.14	4.00	4.24	4.33
SA19	Assistance from Library staff	4.27	4.13	4.40	4.46
SA20	Politeness and friendliness of Library staff	4.37	4.25	4.48	4.54
All		4.15	4.05	4.27	4.29

Service Gap

Service gap is derived by subtracting the average importance rating from the average Library performance rating. A negative score indicates those service areas which fall below the expectations of our users, while a positive score shows the extent to which our service provision exceeds the desired expectation of our users.

According to our users, the five areas with the largest negative service gap were: *Online catalogue/OneSearch* (-0.41), *Quiet study space* (-0.33), *A comfortable & inviting environment* (-0.25), *E-journals* (-0.25) and *Library website* (-0.24).

As for broad category, UG students found *Library spaces* (-0.41) have the largest gaps, whereas Aca/Res staff and PG students found *Access tools* (AA:-0.32 and PG:-0.27) and *Information resources on E-books, E-journals, and Databases* (AA:-0.27 and PG:-0.29) most needing improvement.

Our users considered the broad category *Service affect* has met their expectations the most, as shown by a positive score of +0.12 in the service gap. It reflected our user-centric support in instruction and enquiry services was recognized.

Figure 4.9. Top 5 Service Gaps by User Type

	All Users	UG	PG	Aca/Res Staff
1	Online catalogue / OneSearch (-0.41)	Group study space (-0.49)	Online catalogue / OneSearch (-0.38)	Online catalogue / OneSearch (-0.50)
2	Quiet study space (-0.33)	Quiet study space (-0.42)	Quiet study space (-0.31)	E-journals (-0.30)
3	A comfortable and inviting environment (-0.25)	Printers, photocopiers & scanners (-0.39)	Databases (-0.31)	Databases (-0.27)
4	E-journals (-0.25)	Online catalogue / OneSearch (-0.39)	E-journals (-0.29)	Library website (-0.26)
5	Library website (-0.24)	A comfortable and inviting environment (-0.34)	E-books (-0.28)	E-books (-0.24)

Figure 4.10. Gap by Broad Category and User Type

	Broad Category	All	UG	PG	Aca/Res Staff
1	Information Resources (All)	-0.07	-0.07	-0.11	-0.10
	- on E-books, E-journals & Databases	-0.24	-0.24	-0.29	-0.27
	- on AV, Printed books, PolyU Digital Collections	0.11	0.12	0.10	0.08
2	Library Spaces	-0.27	-0.41	-0.19	-0.09
3	IT Facilities	0.03	-0.04	0.08	0.12
4	Access Tools	-0.26	-0.22	-0.27	-0.32
5	Service Affect	0.12	0.16	0.07	0.11
6	ALL	-0.08	-0.10	-0.07	-0.05

Figure 4.11. Gap by Service Area and User Type

	Service Areas	All	UG	PG	Aca/Res Staff
IR1	E-books	-0.24	-0.26	-0.28	-0.24
IR2	E-journals	-0.25	-0.25	-0.29	-0.30
IR3	Databases	-0.24	-0.22	-0.31	-0.27
IR4	AV Materials	0.42	0.49	0.46	0.32
IR5	Printed books	0.09	0.20	0.01	-0.02
IR6	PolyU Digital Collections	-0.15	-0.25	-0.11	-0.04
LS7	A comfortable and inviting environment	-0.25	-0.34	-0.19	-0.15
LS8	Quiet study space	-0.33	-0.42	-0.31	-0.20
LS9	Group study space	-0.22	-0.49	-0.05	0.12
IT10	Computers in the Library	0.00	-0.07	0.08	0.14
IT11	Loanable portable devices	0.18	0.16	0.23	0.23
IT12	Printers, photocopiers & scanners	-0.24	-0.39	-0.15	-0.05
IT13	i-Space facilities	0.22	0.26	0.19	0.19
AT14	Library website	-0.24	-0.21	-0.25	-0.26
AT15	Online catalogue / OneSearch	-0.41	-0.39	-0.38	-0.50
AT16	iBooking system	-0.13	-0.06	-0.17	-0.20
SA17	Library online classes & orientation	0.25	0.34	0.14	0.21
SA18	Enquiry services & research consultation	0.07	0.12	0.00	0.04
SA19	Assistance from Library staff	0.13	0.15	0.12	0.14
SA20	Politeness and friendliness of Library staff	0.05	0.07	0.02	0.06
All		-0.08	-0.10	-0.07	-0.05

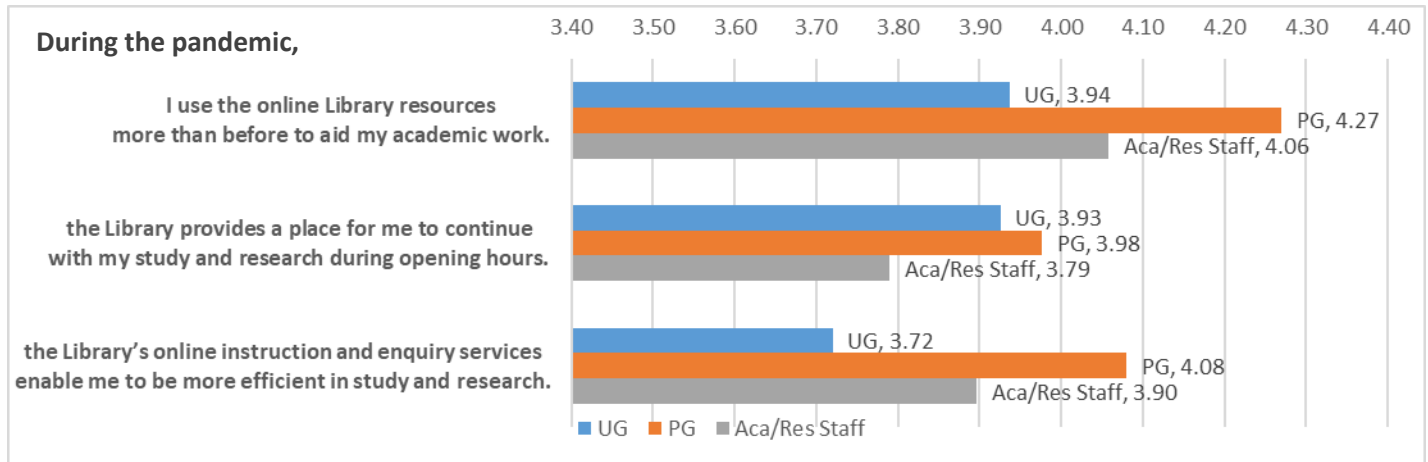
5. Library Services during the Pandemic

To better understand whether the Library met the user needs during the pandemic, the survey respondents were asked to indicate the degree to which they agree with the following three statements on a five-point scale (5 = strongly agree, 1 = strongly disagree):

- (a) During the pandemic, I use the online Library resources more than before to aid my academic work.
- (b) During the pandemic, the Library provides a place for me to continue with my study and research during opening hours.
- (c) During the pandemic, the Library's online instruction (e.g. webinars) and enquiry services enable me to be more efficient in study and research.

Overall, our users found the Library support during the pandemic conducive to their study and research, with the scores ranked near or above 4 in all questions. Of all three questions, all users gave the highest score to the frequent use of Library resources. Among the user groups, PGs rated more positively than Aca/Res staff and UGs across all questions related to Library support during the pandemic.

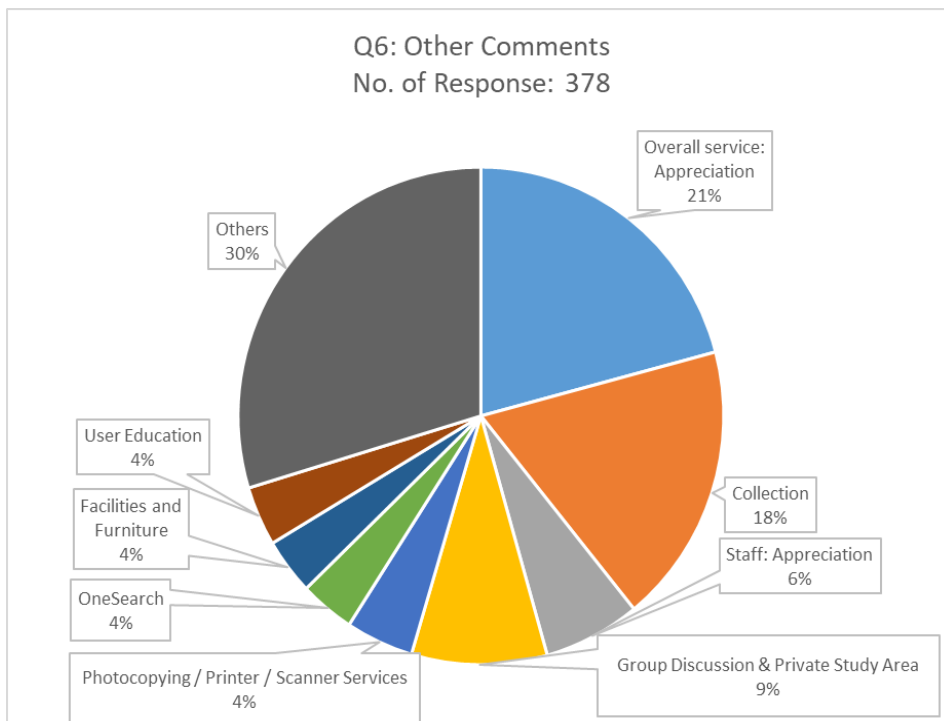
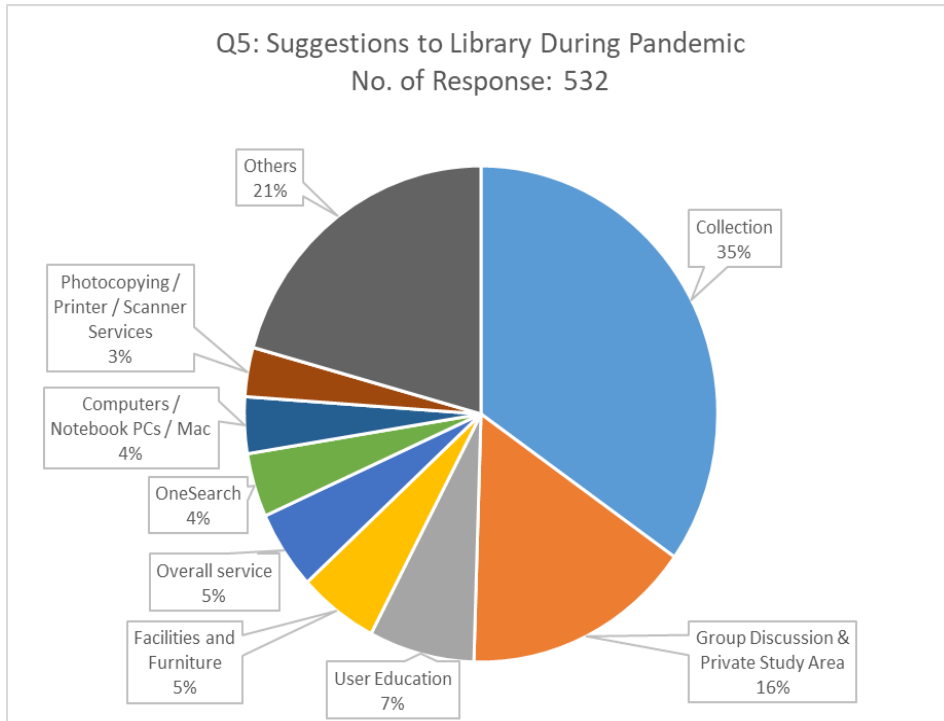
Figure 5.1. Library Services during the Pandemic by User Type: Average Score on a 5-Point Scale



6. Responses to Written Comment

In the last two questions, survey respondents were asked to answer open-end questions to give (1) their suggestions on how the Library can better support their learning and research during the pandemic, and to input (2) any further comments on Library services.

Altogether 532 and 378 comments were received in the two questions. Below please find the category breakdown.



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 changing needs of our users.

Overall, our users ask for	What the Library has done in the past and plans to do in the future
Less construction noise in the Library	<p>The current construction works are part of the Library Extension and Revitalisation (LER) Project to improve existing spaces and create new spaces to cope with the needs of the modern learning environment. Our apologies for the noise and distraction in the Library during the construction period. To minimize the disturbance to users, hoarding has been erected in areas under construction, and major noisy works are restricted to 8:30 AM - 11:30 AM during term time. Users may also consider moving to other areas in the Library that are less impacted. Alternative quiet study spaces are also provided on campus. Please rest assured that all noisy works will be suspended during the examination periods.</p>
Better noise control	<p>Noise has been a long-standing concern, as the Library strives to meet user needs for quiet study and collaborative space with limited space resources. To accommodate different learning styles, the Library has designated different areas in the Library Building as either quiet or collaborative zones for users to choose the space that best suits their needs. Posters have been put up in quiet study zones to remind users to keep quiet. Library staff also patrol in study areas regularly to monitor the noise level in different zones. In response to comments from survey respondents, Library staff have been alerted to pay particular attention to quiet study zones. When noise become an issue, users can also help by informing Library staff at service desk the exact location of the disturbance or call 2766-6864. Library staff can then address the issue in the moment.</p>
Improvement to environment and furniture	<p>The Library Extension and Revitalisation (LER) Project aims to extend and refurbish the Library in order to give the PolyU community additional and revitalised library space to cope with the needs of the modern learning environment. Upon the completion of the project, the Library will be transformed into a modern learning hub that enables new technologies and modes of learning to occur flexibly and collaboratively in support of learning, teaching and research of the University.</p> <p>Some suggestions from survey respondents, such as provision of open space on the top floor, more natural light etc. have been incorporated in the Project.</p>
Re-opening of 24-Hour Study Centre	<p>The 24-Hour Study Centre located on G/F of the Library will be relocated to 1/F North Wing in the summer of 2021. Temporary overnight study space is now provided for PolyU students at CD301, 302, 303, 304 from 1 Dec 2020 to 30 Sep 2021. To further publicize the availability of the temporary overnight space, the location of the facility has been displayed with Library's opening</p>

	hours at Library entrance since Feb 2021.
More frequent cleaning on tables, chairs, keyboards and mouse	To safeguard the health of Library users, cleaning in high traffic areas and high-touch surfaces has been already been strengthened. The Library will continue to remain in close contact with the Facilities Management Office to further enhance library hygiene.
More group discussion rooms and space	There will be new group study space and facilities after the completion of phase 1 of the Library Extension and Revitalization Project by mid-2022 when the new extension of 6/F is completed and an extra 2,080 m ² library space is provided. In addition, more group rooms will be available on G/F in the summer of 2022.
Better ventilation and temperature control	<p>Temperature in the Library is set in the range of 23 – 24°C. However, it might fluctuate when the season changes, or become inconsistent in different areas of the Library building. Individual's comfort level might also vary. Users finding an area exceptional cold or hot can inform Library staff at service counters. Library staff will then alert the Facilities Management Office to follow up.</p> <p>It is also expected that fresh air supply and temperature consistency will be improved after the central air-conditioning system is upgraded in the Library Extension and Revitalization Project.</p>
More e-books/e-journals/e-databases/e-magazines	<p>New titles suggested by survey respondents were considered in the Collection Development Working Group meeting held in Feb 2021. Some of the suggested resources that meet the teaching and research needs of the University will be acquired.</p> <p>Currently, over 3,670,000 e-books and 172,000 e-journals are accessible online. Multiple or unlimited user licenses or multiple copies are acquired for e-textbooks and course readings. It is planned to further strengthen online learning and teaching by acquiring additional e-resources, including streaming educational videos, e-books, and language learning resources. For newly added resources, users can browse New Additions from the Library Homepage. They are also welcome to Suggest a Purchase via the Library Homepage.</p>
More new movies (digital or DVD) for loan	The primary mission of the audio-visual collection of the Library is to support the instructional and research needs of students, and the research endeavors of faculty. The Library may also acquire selectively movies that have won or been nominated in international or local awards, including Academy Award, Golden Globes, Hong Kong Film Awards, Taipei Golden Horse Film Festival and Awards, Cannes Film Festival, the British Film Institute, Berlin and Venice film Festival, Blue Dragon Awards, Blue Ribbon Awards, and International Indian Film Academy Awards.

Easier discovery of Library's resource by subject code or course	Resource List is an easy-to-use platform provided by the Library to support discovery of course materials. Students can access course resources prescribed by their instructors directly from their course page on Learn@PolyU or via the Library Homepage
A centralized collection of journal papers published by PolyU staff	Users can browse PolyU Institutional Research Archive (PIRA) which is an open access repository for PolyU research, teaching and learning digital materials.
More computers and loanable notebook computers	The Library is committed to providing up-to-date computers and loanable notebooks. We will continue our computer upgrade exercise to replace hard disks with Solid State Drives (SSDs). Furthermore, we will provide more loanable notebook computers to facilitate users to attend online classes and learning. Additional 5 notebooks, 10 MacBook computers, and 4 iPad Pro will be available for loan by 2021.
Easier discovery of computer and facilities in different areas	The Library will set up interactive information kiosks on various floor for users to navigate facilities easily and to expedite on-spot facility booking. This new service will be available by 2021.
More workshops to introduce the use of i-Space facilities	Due to COVID-19 pandemic situation, the Library has been delivering i-Space workshop online such as Internet-of-Things (IoT), 3D Modelling and Virtual Reality game engine. The Library will offer more face-to-face workshops to introduce i-Space facilities including 3D printing, vinyl cutting, laser cutting and engraving when the pandemic has subsided and condition allows.
More new facilities for students to explore new technologies	In support of online learning and teaching, two new Sound Recording Studio and Multimedia Production Studio located in Multimedia Commons commenced services in September 2020. We have delivered new emerging technologies in the Multimedia Production studio for students to create animated video production and 360 VR tour.
Provision of more hand sanitizers	The safety of Library users and staff remains our first priority. Hand sanitizers have been provided at Library Entrance and service counters, and near self-checkout stations ever since the Library re-opened. In response to survey comments received, the Library has requested the Facilities Management Office of the University to install additional automatic hand sanitizer dispensers in the front and back stairwells on all floors of the Library. We are pleased that a total of 12 automatic hand sanitizer dispenser were installed on 1 March 2021.
Mandatory mask wearing for all users	All users are required to wear a face mask that covers their nose and mouth properly at all times in the Library. Prominent signage has been put up at Library's entrance and in all study areas. In view of the fact that an increased number of users have been entering the Library since the new semester started in Feb 2021, Library staff patrolling has been further strengthened to remind users to comply with the mandatory requirement. A new poster was

	also put up to remind users to put their mask back on as soon as possible after drinking, and not to consume any drink when walking around in the Library.
Longer opening hours	The Library has been closely monitoring the epidemic situation and adjusting its level of services from time to time. Library hours have now largely resumed to the normal level before COVID-19. Based on data collected on the delivery of library services, the Library will continue to review its opening hours to ensure that we continue to support the academic endeavour of members of the University community, while safeguarding the health of users as well as Library staff. Due to the Library Extension and Revitalisation (LER) Project, the 24-Hour Study Centre located on G/F of the Library is closed and will be relocated to 1/F North Wing in the summer of 2021. Temporary overnight study spaces is now available at CD301, 302, 303, 304 for the PolyU community during the transitional period.
More activities to promote reading	Every year, READ@PolyU rallies all our students to read a common book. In addition to a book giveaway to 1,000 students, READ@PolyU also hosts a number of related events, such as a reading group series, book exhibitions, talks by guest speakers, and a writing contest. The Library will continue to organize more engaging activities to promote a love of reading on campus.
Feasibility to check the loan status of interlibrary loan items, so as to better manage the loans and avoid any overdue penalties.	Users can refer to the online guide of InterLibrary Loan and Document Delivery Services , with detailed procedures on how they can renew their loan items. We will rearrange the contents and educate how the users can manage their Interlibrary loan items in the user guide.
More workshops, online courses, training videos introducing library services and resources; regularly remind users about these services.	The Library will continue to run workshops and online courses and regularly promote them through various channels. We will also develop more video tutorials to meet specific needs.
More workshops on specific topics, e.g. searching skills, looking for journals, trendy research methods, academic writing, publication ethics.	The Library has covered the mentioned topics in various workshops , online courses and subject guides . We will keep promoting them to the target user groups with information needs, and make sure they are aware of the available resources to support their learning and research.
Release of handouts and recordings of the workshops	The Library has made available handouts and recordings of workshops of previous workshops here . We will continue to enrich the page and regularly promote it to students and staff.
Mass mails to promote the registration of library workshops / webinars, and the delivery of	The Library will keep promoting the workshops/webinars of the month via mass mails. Whenever needed, an additional promotional e-mail of individual session will be sent to target audience one week before the scheduled

<p>reminder e-mails to users before the scheduled class.</p>	<p>webinars for their interests.</p> <p>Information about workshops/webinars is also made available on the Library Website, social media channels and LED TVs in the Library.</p> <p>Confirmation of registration will be sent to successful registrants immediately after registration. To let users easily add the workshops to their calendar, we are working to embed an ICS calendar file in the confirmation e-mail. Users will also get a reminder e-mail one day before the scheduled workshop.</p>
<p>Online inquiry system/real time chat to get instant help from librarians</p>	<p>Users are welcome to contact their Faculty Librarian by call or email to arrange an online or face-to-face research consultation if needed.</p>
<p>Workshops on using common software, e.g. MatLab, Origin, Latex, Photoshop, Premiere, Excel.</p>	<p>Many of these workshops are already being arranged by other departments and/or faculties. However, the Library will explore good resources (e.g. training videos, books, OERs) and introduce them to users through workshops and online guides.</p>