THE HONG KONG POLYTECHNIC UNIVERSITY
香港理工大學

包玉剛圖書館 THE UNIVERSITY LEARNING HUB
PAO YUE-KONG LIBRARY

LIBRARY SURVEY REPORT
2022

Let us serve you better

We care about your views

INTRODUCTION

Every year, we survey our students and staff on their satisfaction with the library's spaces, resources and services.

The results provide rich insights for us to understand the genuine user needs and identify areas to prioritise in future.
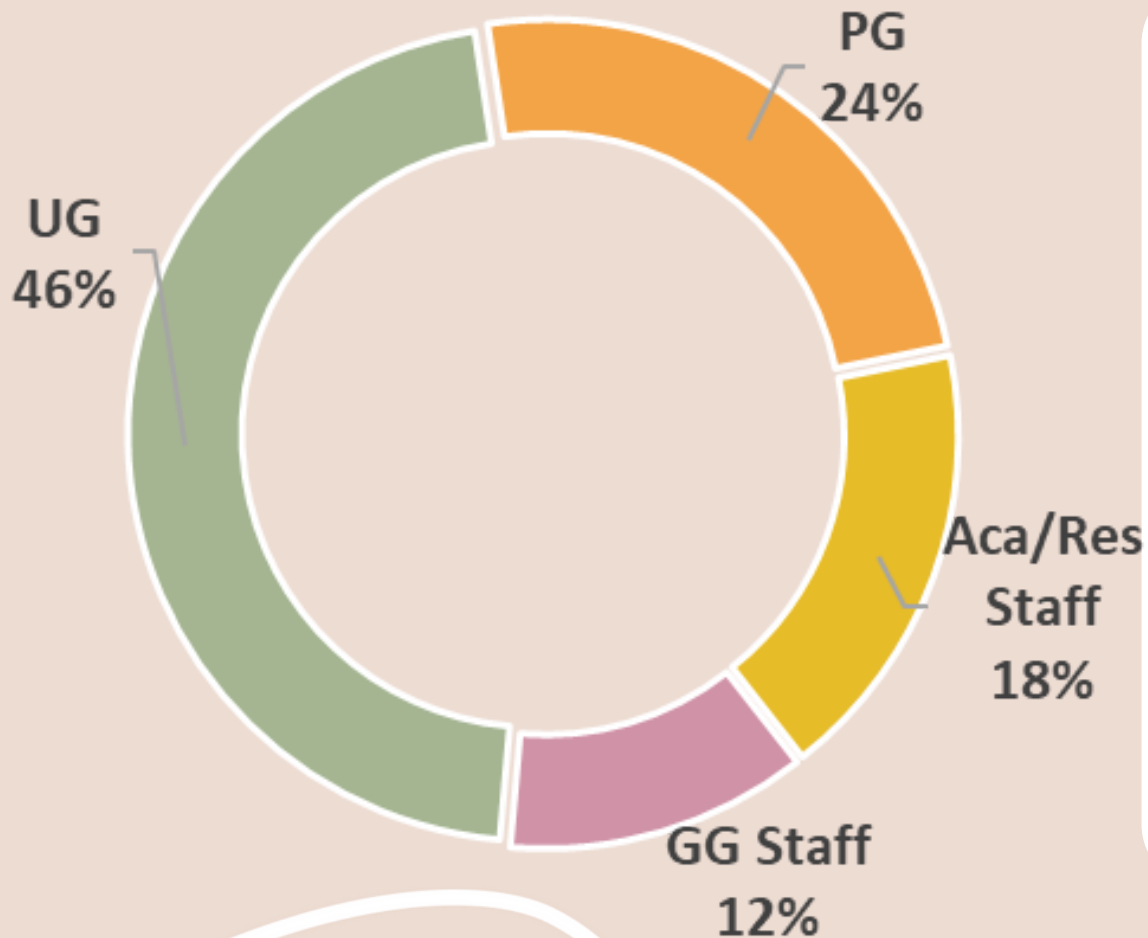
📅 **Survey Period**

11.4.2022 - 10.5.2022

RESPONDENT PROFILE

PG
24%

UG
46%

Aca/Res
Staff
18%

GG Staff
12%

In the 2022 survey, we received 1,687 responses from our target users, including 780 undergraduates (UG), 408 postgraduates (PG), 297 academic/research (Aca/Res) staff and 202 general grade (GG) staff.

CORE SURVEY QUESTIONS

Given the pandemic situation, we simplified the survey in Part A by asking users to rate the perceived performances in **19 major service areas** under **5 broad categories**. Respondents rated on a 5-point scale (5 = Good, 1 = Poor), or checked N/A if not applicable.

1 INFORMATION RESOURCES

- Books
- E-journals
- Databases
- AV Materials
- PolyU Digital Collections

2 LIBRARY SPACES

- A comfortable and inviting environment
- Quiet study space
- Group study space

3 IT FACILITIES

- Computers in the Library
- Loanable portable devices
- Printers, photocopiers & scanners
- i-Space facilities

4 ACCESS TOOLS

- Library website
- Online catalogue/One-Search
- iBooking system

5 SERVICE AFFECT

- Library classes & orientation
- Enquiry services & research consultation
- Assistance from Library staff
- Politeness and friendliness of Library staff

PERCEIVED PERFORMANCE (I)

Performance by Broad Category and User Type

Average Score on a 5-Point Scale 🏆 Most Highly Rated in User Type

	Broad Category	All	UG	PG	Aca/Res Staff
1	Information Resources (IR)	4.10	4.00	4.27	4.18
2	Library Spaces (LS)	4.07	4.00	4.18	4.11
3	IT Facilities (IT)	4.04	3.98	4.23	4.02
4	Access Tools (AT)	4.19	🏆 4.10	4.40	4.22
5	Service Affect (SA)	🏆 4.21	4.08	🏆 4.42	🏆 4.33

PERCEIVED PERFORMANCE (II)

Performance by Service Area and User Type

Average Score on a 5-Point Scale   🏆 Most Highly Rated in User Type

	Service Areas	All	UG	PG	Aca/Res Staff
1	Books	4.17	4.08	4.33	4.23
2	E-journals	4.19	4.11	4.33	4.29
3	Databases	4.16	4.09	4.29	4.24
4	AV Materials	3.92	3.82	4.12	3.93
5	PolyU Digital Collections	4.04	3.88	4.27	4.18
6	A comfortable and inviting environment	4.21	🏆 4.15	4.31	4.24
7	Quiet study space	4.00	3.93	4.03	4.07
8	Group study space	4.01	3.90	4.21	4.00
9	Computers in the Library	4.05	4.01	4.22	3.99
10	Loanable portable devices	4.04	3.94	4.26	4.03
11	Printers, photocopiers & scanners	4.04	3.99	4.19	3.97
12	i-Space facilities	4.04	3.94	4.23	4.10
13	Library website	4.22	4.13	4.41	4.25
14	Online catalogue / OneSearch	4.20	4.12	4.40	4.19
15	iBooking system	4.16	4.04	4.36	4.23
16	Library classes & orientation	4.09	3.93	4.34	4.16
17	Enquiry services & research consultation	4.15	4.02	4.38	4.23
18	Assistance from Library staff	🏆 4.27	4.14	🏆 4.46	🏆 4.42
19	Politeness and friendliness of Library staff	🏆 4.32	🏆 4.19	🏆 4.50	🏆 4.49

PERCEIVED PERFORMANCE (III)

Performance by Broad Category and User Type

% who rated 3 or above, followed by no. of respondents in ()

Broad Category	All		UG		PG		All Students		Aca/Res Staff	
1 Information Resources (IR)	97.72%	(1546)	96.65%	(723)	98.39%	(385)	97.26%	(1108)	98.94%	(264)
2 Library Spaces (LS)	94.02%	(1633)	93.09%	(772)	95.17%	(401)	93.80%	(1173)	93.66%	(273)
3 IT Facilities (IT)	96.57%	(1428)	96.40%	(673)	97.63%	(359)	96.83%	(1032)	95.85%	(235)
4 Access Tools (AT)	97.85%	(1626)	96.95%	(753)	99.00%	(400)	97.66%	(1153)	98.47%	(283)
5 Service Affect (SA) 🏆	98.43%	(1545)	98.19%	(704)	98.66%	(391)	98.36%	(1095)	98.89%	(271)

PERCEIVED PERFORMANCE (IV)

- Out of a 5-point scale, our users rated the perceived performance **above 4 across all five broad categories**. PG and Aca/Res Staff tended to give higher ratings than UG did.

- **Service Affect** (4.21/5) was the best performing category, followed by Access Tools (4.19/5) and Information Resources (4.10/5).

- The two aspects under Service Affect, namely **Politeness and friendliness of Library staff** & **Assistance from Library staff**, were **most highly rated** by respondents, recognizing our strong commitment to user-centricity.

- The perception of **Library Spaces (LS) dropped** to 4.07/5 (-3.45%) in 2022. Among three LS service areas, **Quiet study space** saw the **most significant decrease** (-6.47%). It reflected that our users were deeply disturbed by the noise arising from renovation.

- A high percentage (**>90%**) of Students (UG & PG) and Aca/Res Staff **rated 3 or above in all the broad categories**.

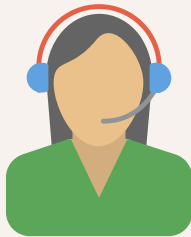# PERCEIVED PERFORMANCE (V)

Top 5 Performing Service Areas

1. Politeness and friendliness of Library staff

2. Assistance from Library staff

3. Library website

4. A comfortable and inviting environment

5. Online catalogue / OneSearch

Bottom 5 Service Areas

1. AV Materials

2. Quiet study space

3. Group study space

4. Loanable portable devices
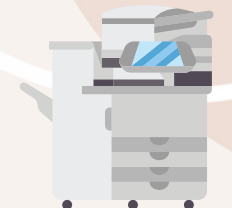
5. Printers, photocopiers & scanners

OVERALL SATISFACTION (I)

In Part B of the survey, we asked users to give the overall satisfaction score (5 = Very Satisfied, 1 = Very Dissatisfied).

Overall Satisfaction by User Type and Year
Average Score on a 5-Point Scale

	All			UG			PG			Aca/Res Staff		
	2019	2020	2022	2019	2020	2022	2019	2020	2022	2019	2020	2022
	4.19	4.23	4.18	4.12	4.11	4.07	4.34	4.33	4.32	4.35	4.37	4.27
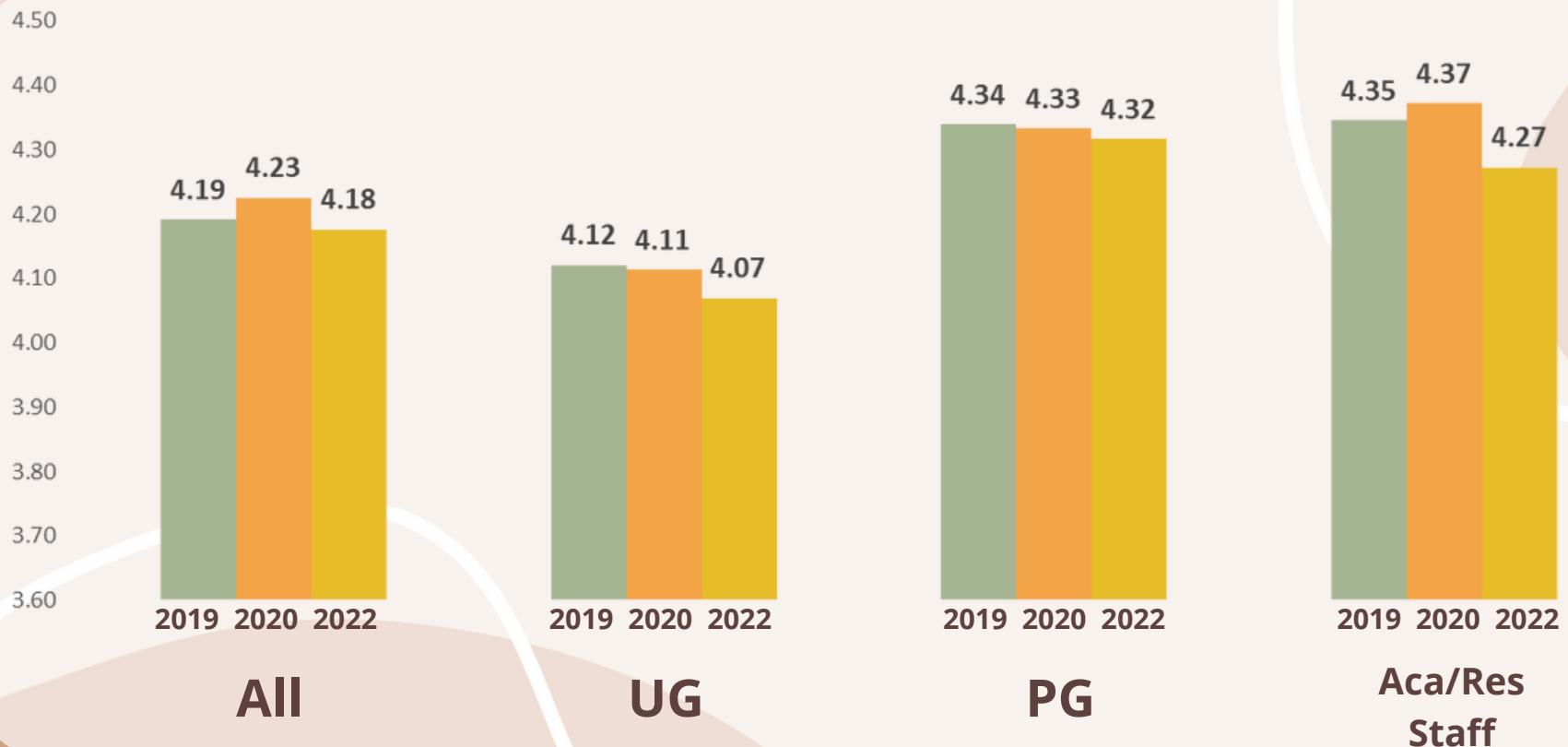
OVERALL SATISFACTION (II)

Overall Satisfaction by User Type

% who rated 3 or above, followed by no. of respondents in ()

	All		UG		PG		All Students		Aca/Res Staff	
Overall Satisfaction (OS)	99.05%	(1687)	99.10%	(780)	98.77%	(408)	98.99%	(1188)	98.99%	(297)

- **Compared with the 2020 survey, the overall satisfaction for all users saw a slight decline in 2022 but remained at a consistently high level of 4.18/5.**

- **Same as previous years, PG was the most satisfied group (4.32/5), followed by Aca/Res Staff (4.27/5).**

- **Nearly 99% of Students (UG & PG) and Aca/Res Staff gave the ratings of 3 or above.**

WRITTEN COMMENT (I)

In Part C, respondents wrote their comments in an open-end question.

A total of 549 comments were received. See the breakdown by topic in this chart.

Others 6%

Collection 15%

Overall Service 14%

Renovation Work 13%

Group Discussion & Private Study Area 10%

Computers / Notebook PCs / Mac 5%

Facilities and Furniture 5%

Staff 4%

User Education 4%

Photocopying / Printer / Scanner Services 3%

Air Conditioning / Ventilation 3%

OneSearch 3%

Access Service 3%

Drinking Facilities 2%

User Conduct 2%

iBooking 2%

i-Space Facilities 1%

Signage 1%

Toilets 1%

Cleanliness of Library Areas 1%

HKALL & Inter-Library Loan 1%

WRITTEN COMMENT (II)

What Users Asked For	What the Library Has Done or Plans to Do
More group study space	With the completion of Phase 1 of the Library Extension and Revitalisation (LER) Project, a new group study space and four group rooms are now available at the new 6/F South Wing, in addition to the existing i-Space (4/F North Wing) and the group study area in the 24-Hour Study Centre (1/F North Wing). More group rooms will be available after the renovation on G/F is finished in summer 2022.
More individual quiet study space	A new quiet study area is available at the new 6/F North Wing after Phase 1 of the LER Project. More quiet study space and individual study carrels will be provided after the renovation of South Wings of both G/F and 3/F is complete in summer 2022.
Improvement of facility cleanliness and availability of drinking water dispensers	The Library will keep in touch with the Campus Facilities and Sustainability Office (CFSO) to maintain the good hygiene of facilities in the Library. CFSO will resume service of more drinking water dispensers once the Health and Safety Office confirms the water test results.

WRITTEN COMMENT (III)

What Users Asked For	What the Library Has Done or Plans to Do
More seats with power sockets	The Library has included the requirement of adding sockets to individual study seats and all study space under the LER Project.
Improvement of Library environment during renovation period	The Library will continue to monitor closely and keep in contact with the Project Manager of Campus Development Office (CDO) to urge better site management by the contractor and segregation of user space from the construction area.
More studios for video recording	As planned in the LER Project, two self-service One Button Studios and Sound Recording Studios will be added for PolyU staff and students to produce video and sound recordings to support online teaching and learning needs. The new studios will be available in late 2022.
More computers	As part of the LER Project, more powerful PCs will be provided at the 3/F North Wing. In addition, 20 new computers will be installed on the new top 6/F.

WRITTEN COMMENT (IV)

What Users Asked For	What the Library Has Done or Plans to Do
Easier discovery of facilities and computers in Library building	A new interactive wayfinding kiosk will be installed on every floor in summer 2022. The kiosk will make it easier for users to navigate facilities in the Library with animated paths. Users can also instantly explore and search the locations of book collections, facilities and computers.
Quicker responses when searching in OneSearch	The Library has been continuously working with the vendor to enhance the performances and features of the OneSearch discovery platform. We have already scheduled a major system upgrade on 4 July 2022 to improve the search response time and implement new functions.
Provision of Citation Search Service	The Library currently provides Citation Search Service for faculty members who need to support applications for fellowships, grants or awards in their capacity as PolyU staff. While for other PolyU members, we offer individualized consultation to coach them how to compile citation metrics from Library databases themselves.

WRITTEN COMMENT (V)

What Users Asked For	What the Library Has Done or Plans to Do
Instructional support for EndNote	While PolyU students and staff can sign up for the <u>Library Online Course</u> on Using EndNote 20, they can also set up a one-on-one <u>research consultation</u> with Faculty Librarian to learn more about the advanced features of EndNote.
Information on effective use of Library resources	To equip our users to be information literate, the Library offers <u>workshops</u> and <u>online courses</u> to help students and staff get familiarized with our services and resources. <u>Online Guides and Tutorials</u> are provided to instil information and research skills into users. We also arrange <u>orientation sessions</u> for new students at the start of each academic year.
Support for managing research data	To keep our users abreast with new research data skills, the Library offered new workshops, *Library and Online Resources for Data Skills* and *Research Data Management 101*, in AY2021/22. All workshop materials and recordings are available <u>online</u>.

WRITTEN COMMENT (VI)

What Users Asked For	What the Library Has Done or Plans to Do
More e-resources in Library collection	Over 5,944,542 e-books and 178,396 e-journals are currently accessible via Library Homepage. We continue to acquire new resources to support the learning and research endeavours of the PolyU community. In AY2021/22, we continued to purchase multi-user or unlimited-user licenses for e-books and e-textbooks with high usage, and also enrich the foreign language learning books in our collection. Here are some of the recent notable additions: E-books: IEEE MIT eBook collection, Institution of Engineering and Technology (IET) eBooks, Institute of Physics (IOP) eBooks, and SAGE Business Cases Collection Interactive self-learning resources: O'Reilly and DataCamp International standards: ASTM Compass and Techstreet Enterprise

WRITTEN COMMENT (VII)

What Users Asked For	What the Library Has Done or Plans to Do
Recommendations for new books and new journals	PolyU staff and students are welcome to suggest learning resources via Suggest a Purchase.
Discovery of new resources acquired by the Library	Users can browse New Additions in our Library homepage, which lists recently acquired resources, including books, journals and audio-visual materials.
Discovery of research outputs authored by PolyU staff	Users can search via PolyU Institutional Research Archive (PIRA), an open-access repository of PolyU's research, teaching and learning digital materials, which include the full-text of Final Accepted Manuscripts.
Resources on PolyU history and development	Users can search the historical materials documenting the development of the University via PolyU Digital University Collection (Pre-release).