LIBRARY SURVEY REPORT

2025

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

Quick Summary
Survey Period 27.3 - 24.4.2025

The annual library survey assesses user perceptions and satisfaction, offering valuable insights into how we can enhance our services to better meet their needs. This year, we received 1,635 responses from our target users.
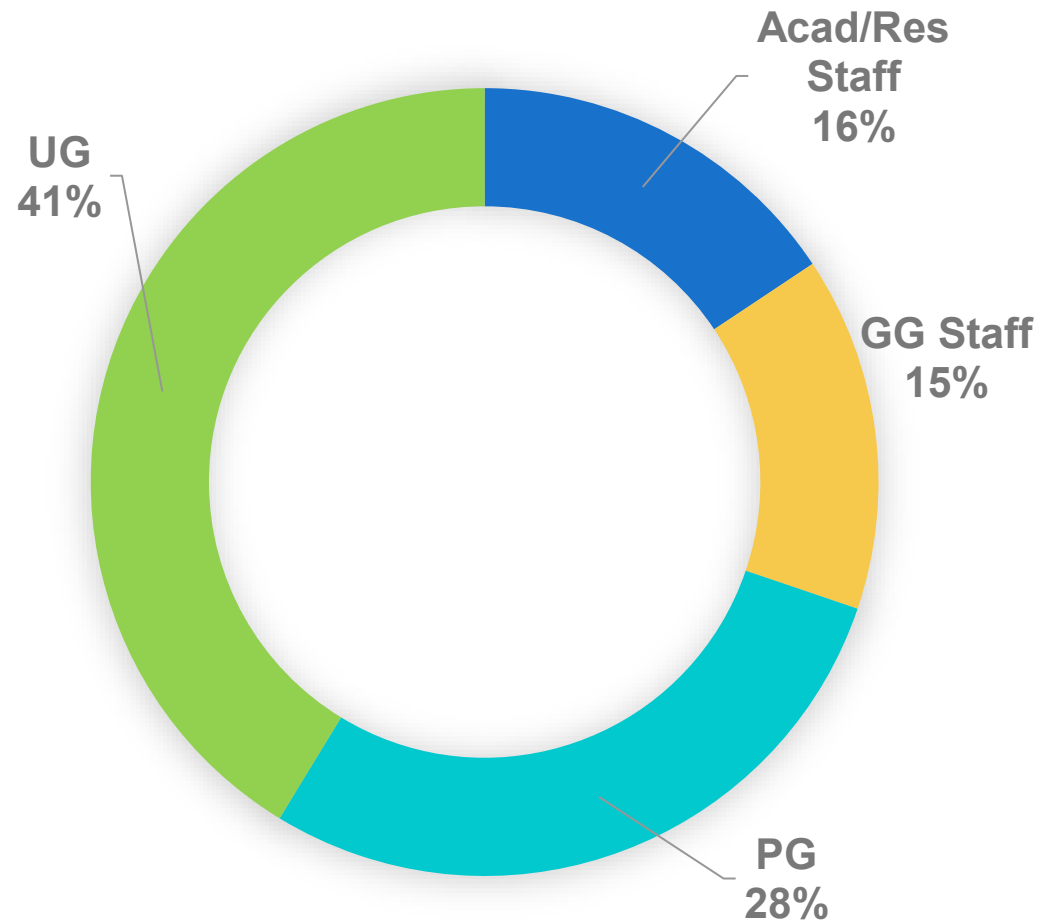
In 2025, the overall satisfaction remained at a high level of 4.29/5 (2024: 4.30/5). Notably, Postgraduates (4.48/5) reported a higher level of satisfaction when compared to Academic/Research staff (4.34/5) and Undergraduates (4.17/5).

Within the 18 key service areas, the highest scores were recorded for: A Comfortable and Inviting Environment (4.37/5), Assistance from Library Staff (4.35/5), and Politeness and Friendliness of Library Staff (4.34/5). In terms of the 5 broad categories, Access Tools and Service Effects both received the highest ratings of 4.29/5.

By analysing the written comments, we also pinpoint areas for improvement and continue to adapt our services to meet the needs of our community.

Frequency of Library Use
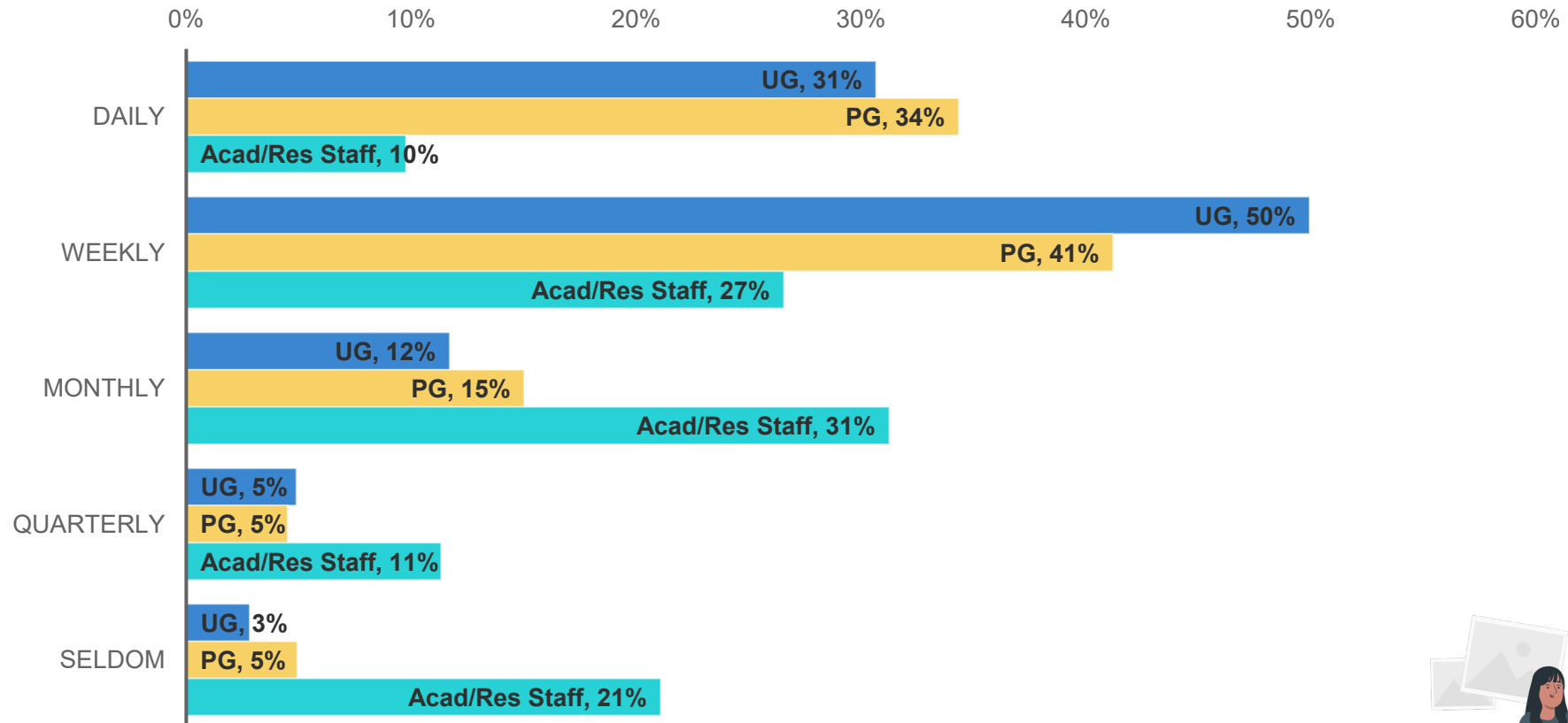
In-person Visit to the Library by User Type

Chart axis labels: 0%, 10%, 20%, 30%, 40%, 50%, 60%

DAILY
- UG, 31%
- PG, 34%
- Acad/Res Staff, 10%

WEEKLY
- UG, 50%
- PG, 41%
- Acad/Res Staff, 27%

MONTHLY
- UG, 12%
- PG, 15%
- Acad/Res Staff, 31%

QUARTERLY
- UG, 5%
- PG, 5%
- Acad/Res Staff, 11%

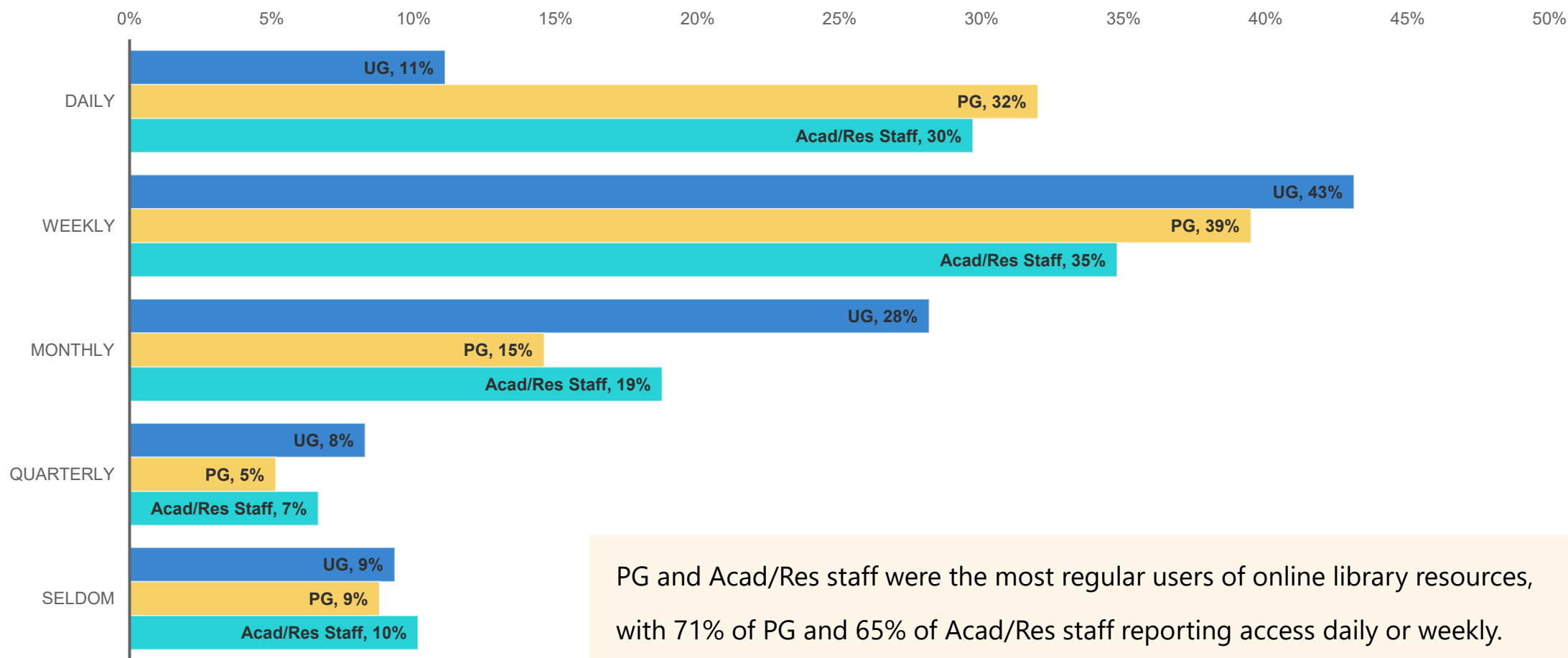**SELDOM**
- UG, 3%
- PG, 5%
- Acad/Res Staff, 21%

UG and PG students continued to visit the library more frequently than other user groups, with 81% of UG and 75% of PG indicating they come in on a daily or weekly basis.
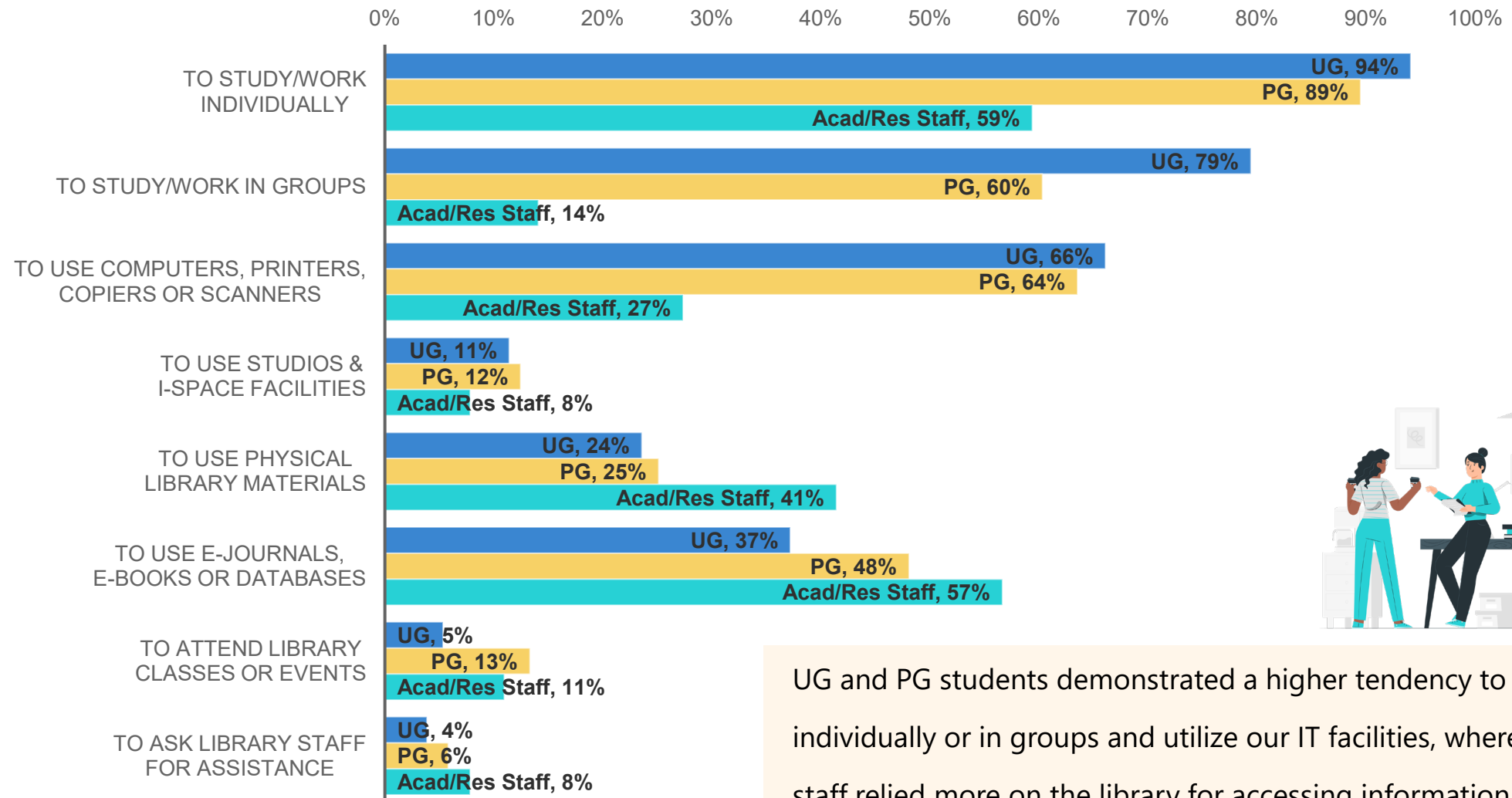
Frequency of Library Use

Online Access to Library Resources by User Type

PG and Acad/Res staff were the most regular users of online library resources, with 71% of PG and 65% of Acad/Res staff reporting access daily or weekly.

Activities in Library

Respondents were asked why they used the Library

Activity		
TO STUDY/WORK INDIVIDUALLY	UG, 94%	PG, 89%	Acad/Res Staff, 59%

Chart data (0% – 100% scale):

TO STUDY/WORK INDIVIDUALLY
- UG, 94%
- PG, 89%
- Acad/Res Staff, 59%

TO STUDY/WORK IN GROUPS
- UG, 79%
- PG, 60%
- Acad/Res Staff, 14%

TO USE COMPUTERS, PRINTERS, COPIERS OR SCANNERS
- UG, 66%
- PG, 64%
- Acad/Res Staff, 27%

TO USE STUDIOS & I-SPACE FACILITIES
- UG, 11%
- PG, 12%
- Acad/Res Staff, 8%

TO USE PHYSICAL LIBRARY MATERIALS
- UG, 24%
- PG, 25%
- Acad/Res Staff, 41%

TO USE E-JOURNALS, E-BOOKS OR DATABASES
- UG, 37%
- PG, 48%
- Acad/Res Staff, 57%

TO ATTEND LIBRARY CLASSES OR EVENTS
- UG, 5%
- PG, 13%
- Acad/Res Staff, 11%

TO ASK LIBRARY STAFF FOR ASSISTANCE
- UG, 4%
- PG, 6%
- Acad/Res Staff, 8%

UG and PG students demonstrated a higher tendency to work individually or in groups and utilize our IT facilities, whereas Acad/Res staff relied more on the library for accessing information resources.

Core Survey Questions

Respondents were requested to assess the perceived performance of **18 key service areas** across **5 broad categories** using a 5-point scale (with 5 being "Good" and 1 being "Poor"), or indicate N/A if a particular area was not applicable to them.

01 Information Resources

- Books (incl. eBooks)
- E-journals
- Databases
- PolyU Digital Collections

02 Library Spaces

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

03 IT Facilities

- Computers in the Library
- Loanable digital equipment
- Printers, scanners & copiers
- Studios & i-Space facilities

04 Access Tools

- Library website
- Online catalogue / OneSearch
- iBooking system

05 Services 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, followed by no. of respondents in ()

Broad Category	ALL		UG		PG		All Students		Acad/Res Staff	
	score	#	score	#	score	#	score	#	score	#
Information Resources (IR)	4.18	1515	4.02	640	4.43	452	4.19	1091	4.30	227
Library Spaces (LS)	4.27	1577	4.14	671	4.42	460	4.25	1131	4.39	230
IT Facilities (IT)	4.16	1352	3.98	574	4.40	424	4.16	998	4.28	176
🏆 Access Tools (AT)	4.29	1570	4.14	663	4.56	456	4.31	1118	4.39	236
🏆 Service Affect (SA)	4.29	1376	4.09	544	4.55	432	4.29	976	4.46	208

*** The scores are displayed on a colour scale that shifts towards solid green if the numbers are higher.

Perceived Performance (II)

Performance by Service Area and User Type

Average Score on a 5-Point Scale

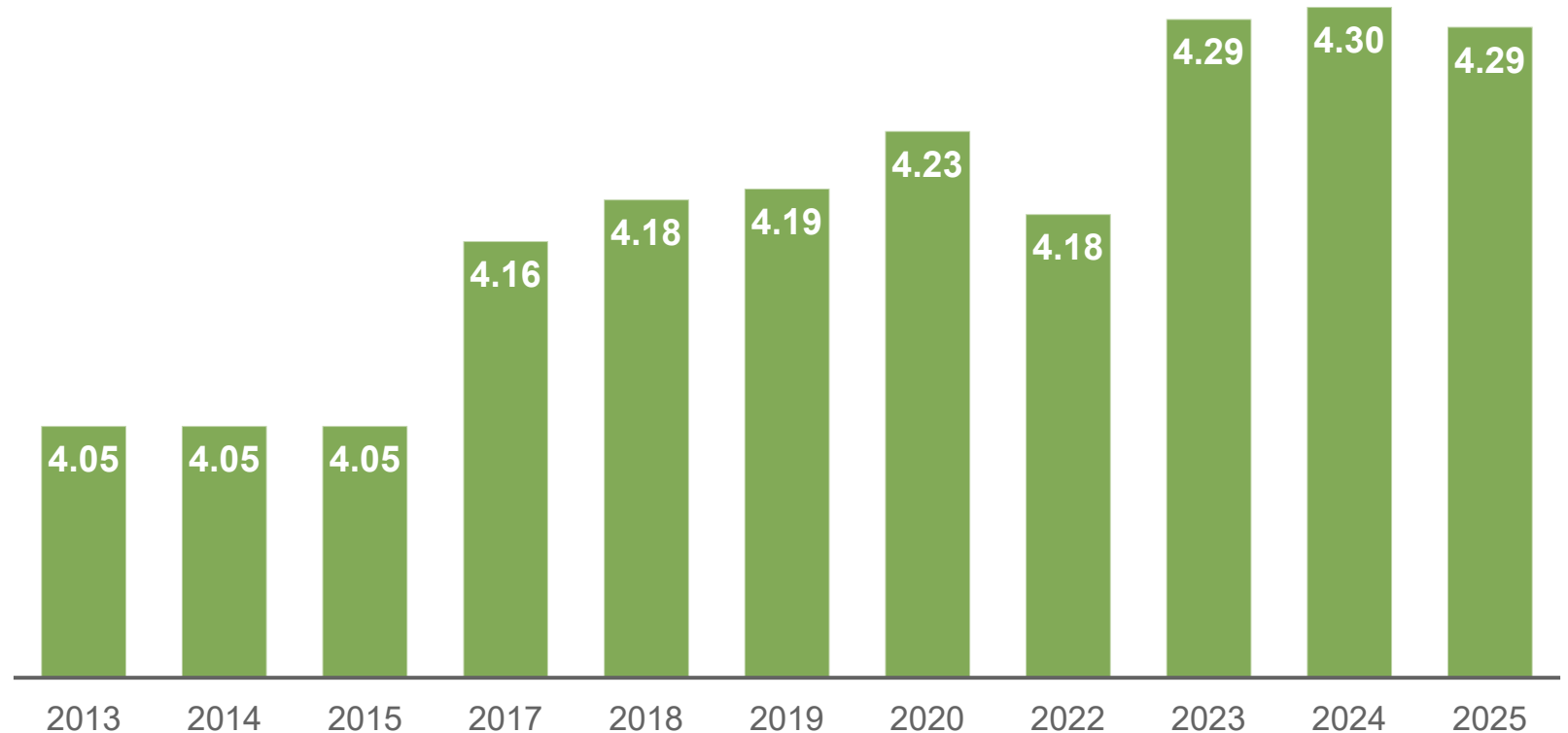|	Service Areas	ALL	UG	PG	Acad/Res Staff
1	Books	4.16	4.02	4.41	4.23
2	E-journals	4.20	4.01	4.45	4.39
3	Databases	4.24	4.11	4.47	4.33
4	PolyU Digital Collections	4.12	3.94	4.40	4.25
🏆 5	A comfortable and inviting environment	4.37	4.21	4.56	4.48
6	Quiet study space	4.24	4.15	4.32	4.38
7	Group study space	4.19	4.06	4.38	4.29
8	Computers in the Library	4.13	3.96	4.37	4.26
9	Loanable portable devices	4.19	4.01	4.48	4.27
10	Printers, photocopiers & scanners	4.12	3.97	4.32	4.27
11	i-Space facilities	4.19	4.01	4.46	4.33
12	Library website	4.29	4.12	4.58	4.39
13	Online catalogue / OneSearch	4.29	4.15	4.56	4.36
14	iBooking system	4.29	4.15	4.54	4.42
15	Library classes & orientation	4.20	4.00	4.47	4.32
16	Enquiry services & research consultation	4.26	4.04	4.56	4.40
🏆 17	Assistance from Library staff	4.35	4.15	4.58	4.54
🏆 18	Politeness and friendliness of Library staff	4.34	4.14	4.59	4.54

*** The scores are displayed on a colour scale that shifts towards solid green if the numbers are higher.

Overall Satisfaction (I)

Respondents were asked to rate their overall satisfaction on a 5-point scale

(5 = Very Satisfied, 1 = Very Dissatisfied).

Overall Satisfaction of All User by Year

Year	Score
2013	4.05
2014	4.05
2015	4.05
2017	4.16
2018	4.18
2019	4.19
2020	4.23
2022	4.18
2023	4.29
2024	4.30
2025	4.29

Overall Satisfaction (II)

Overall Satisfaction 2025 by User Type

Average Score on a 5-Point Scale, followed by no. of respondents in ()

	All		UG		PG		All Students		Aca/Res Staff	
	score	#	score	#	score	#	score	#	score	#
Overall Satisfaction	4.29	1635	4.17	675	4.48	466	4.30	1141	4.34	256

*** The scores are displayed on a colour scale that shifts towards solid green if the numbers are higher.

The overall satisfaction remains at a **high level at 4.29** (2024: 4.30), indicating stable performance of our service delivery over the years.

Written Comment

The last question in the survey asked respondents to provide their feedback on Library Services, allowing for open-ended responses.

We received a total of 475 entries, which were then categorized for analysis.

Based on this feedback, we formulated an action plan that specifies the Library's response and identifies areas for improvement and future initiatives.
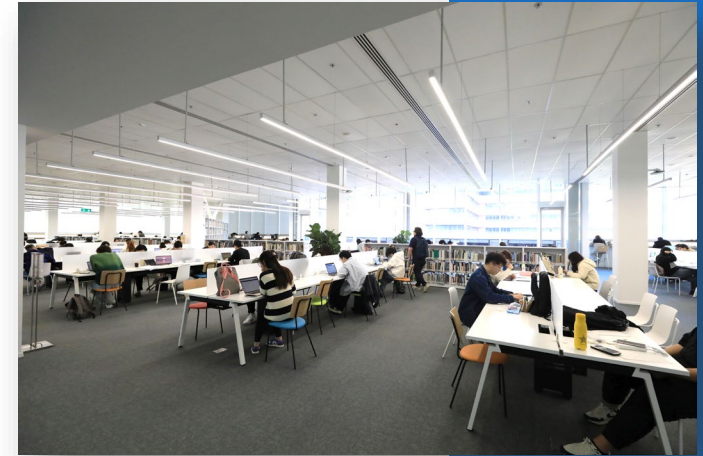
Written Comment (I)
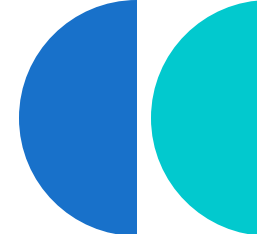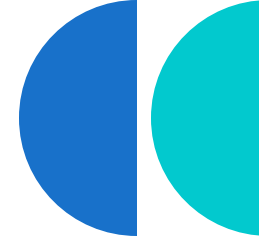
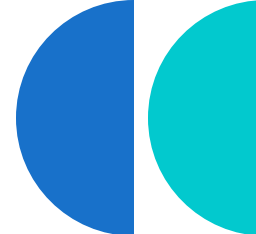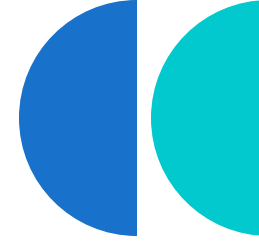| What Users Asked For	What the Library Has Done or Plans to Do
More payment options for printers and improved maintenance of printers	The Library will launch eight sets of multi-function Printers in June 2025, supporting AliPayHK payment method. Following routine equipment checks, we will replace 14 additional printers in 2025–26 to enhance reliability.
Easier printing procedure	We minimise the steps in the printing procedure as much as possible, while ensuring the secure transmission and release of print jobs. Printing guides are available on the Library website and via QR codes at printers. Users can approach the Technical Support Desk at 4/F, i-Space for immediate assistance.

Written Comment (II)

What Users Asked For	What the Library Has Done or Plans to Do
More latest laptop computers and MacBooks for loan	A total of ten new MacBook computers were added in 2024/25. The Library will continue reviewing and replacing computers and equipment to meet user needs.
Additional charging devices	Battery charging stations are located on different floors inside the Library. USB chargers and charging cables are available for loan at the Self-service kiosk (3/F, North Wing).
More power points and timely repair of malfunctioned sockets	Additional power sockets have been installed in the group study area of the 24-Hour Study Centre. The Library will work with the Campus Facilities & Sustainability Office (CFSO) to ensure prompt inspection and repair of malfunctioning sockets.

Written Comment (III)

What Users Asked For	What the Library Has Done or Plans to Do
Expanded academic and scholarly resources	In 2024/25, the Library expanded its print and electronic collections, adding over 305,000 books (e.g., IEEE Xplore Now Publishers Foundations and Trends – AI & Technology eBooks, MIT Press 2025 Trade Collection), 15,000 journals (e.g., Nature journals and JCO Digital Library by the American Society of Clinical Oncology), and 20,000 audio-visual items. Suggestions for purchases are always welcome.
Access to business and financial data for research	High demand for Bloomberg terminals has frequently exhausted its Excel's monthly data limits. To address this, the Library subscribed to LSEG Workspace in June 2025, offering extensive financial data for downloading with fewer limit restrictions.
More Chinese resources	The Library is committed to strengthening the collection for Chinese history and culture. The following resources were added in 2024-25, including 文泉學堂更新庫, 鼎秀古籍全文檢索平台, 中國方志庫 第4集, 民國近代史料.

Written Comment (IV)

| What Users Asked For	What the Library Has Done or Plans to Do
Improvement of flushing system and increased cleaning frequency of toilets	The toilets and amenities are maintained by the Campus Facilities & Sustainability Office (CFSO). The Library will keep close contact with them to address toilet hygiene concerns.
Better noise control in quiet study zones	Posters have been placed in quiet study zones to remind users to keep quiet. Library staff patrol regularly, and sound level meters have been installed to help students be mindful of noise levels. For immediate assistance, users can inform Library staff at the Service Counter.

Selected Appreciation Notes from Written Comments (I)

1. PolyU Library services are invaluable for education and community engagement. Thanks a lot!

2. The library staff is always friendly and helpful, making my visits enjoyable! I would like to see more workshops or events, e.g. the author talks. Overall, I appreciate all the services it provides.

3. I am proud of your efforts in the library. This is one of the best libraries that I have seen in my lifetime.

4. I am an exchange student. The group meeting space and self-study space are most valuable to me. The PolyU library has quality rooms for this purpose.
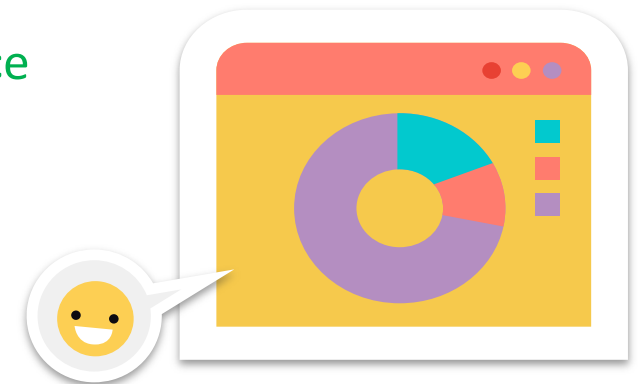
Selected Appreciation Notes from Written Comments (I)

5. The library staff are highly professional and friendly. When I encountered an issue with Open Access (for publishing a paper), they promptly helped me resolve it. I'm very grateful for their excellent assistance.

6. The library is good. I have spent most of my campus life in the library studying and working. I regard this place as my second dormitory. It is really cozy and clean for me to work. And it has beautiful views of the harbour.
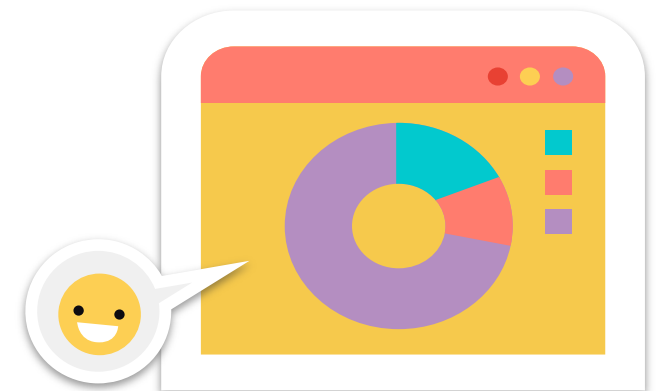
The End

We look forward to your participation in the next Library Survey.