

**Pao Yue-kong Library
Hong Kong Polytechnic University**

**Mini-survey on Library Collection
(25 January – 26 February 2010)**

Introduction

The second mini-survey on Library collection was successfully conducted from 25 January to 26 February 2010. The purpose of this mini-survey is to assess to what extent the titles demanded by our users are currently owned by the Library.

The titles required by the respondents, and the related titles own by the Library, and comments from users on the library collection were recorded in the mini-survey. In total, 706 users were interviewed, and 636 valid responses were collected. The response rate was over 90%. On an average, about 90.2% of required titles were available in the Library. The match rate increased 2.5% in comparison with the mini-survey in 2009. About 71 further comments about the library resources and services were received during the interview.

Methodology

The survey was conducted by AL (L) Office with the assistance from the staff at INF, MS, SC Sections. Users who were looking for library materials on each floor of the Library were selected and interviewed in the survey. About 8 users (6 users for AL(L)) were interviewed each day and each section.

Library staffs first introduced themselves, and welcome the users to join the survey. The users were asked if he/she wanted to find any specific titles in the library. If so, the staff would explain the purpose and procedure of the mini-survey.

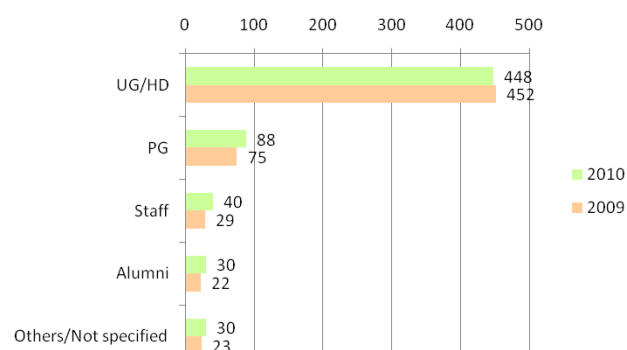
If the user was willing to join the survey, staff concern would proceed with the followings:

- (1) To explain the methodology of the survey and check the number of available titles required by users;
- (2) To highlight that all information collected will be used for statistical purpose, and no personal data will be disclosed to other parties;
- (3) To begin the titles checking;
- (4) To write down the title/author if the item was not available in the Library, and other comments about the library resources and services; and
- (5) In the end, a small gift (if any) was given to the interviewee for their participation.

General Findings

1. Summary of respondents:

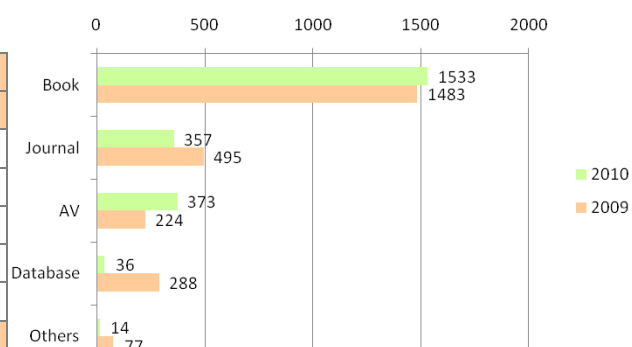
Type	2010		2009	
	Number	Percentage	Number	Percentage
UG/HD	448	70.4%	452	75.2%
PG	88	13.8%	75	12.5%
Staff	40	6.3%	29	4.8%
Alumni	30	4.7%	22	3.7%
Others/ Not specified	30	4.7%	23	3.8%
Total	636	100%	601	100%



The respondent distribution pattern was very similar to the survey in 2009. The largest percentage (70.4 %) respondents came from undergraduate/High Diploma students while the least percentage (4.7%) respondents were from alumni. The distribution pattern reflects the general user groups in our library.

2. Summary of required titles by material types:

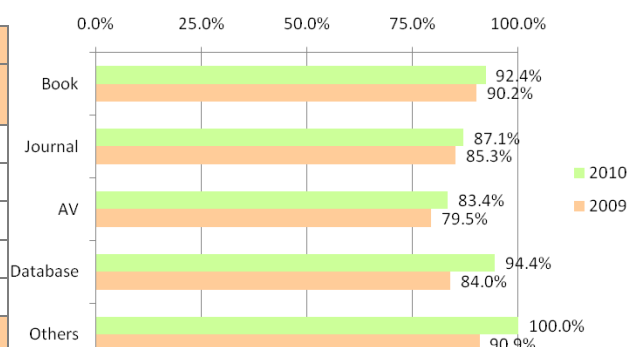
Type	2010		2009	
	Number	Percentage	Number	Percentage
Book	1533	66.3%	1483	57.8%
Journal	357	15.4%	495	19.3%
AV	373	16.1%	224	8.7%
Database	36	1.6%	288	11.2%
Others	14	0.6%	77	3.0%
Total	2313	100%	2567	100.0%



From the above table, there was a significant increase in the required AV titles (from 8.7 % to 16.1%) in comparison with the data in 2009. However, the required percentage of database titles was decreased from 11.2% to 1.6%. This may reflect more remote access via internet for database searching.

3. Summary of required titles available in Library collection:

Type	2010		2009	
	Available title	Percentage	Available title	Percentage
Book	1416	92.4%	1338	90.2%
Journal	311	87.1%	422	85.3%
AV	311	83.4%	178	79.5%
Database	34	94.4%	242	84.0%
Others	14	100.0%	70	90.9%
Total	2086	90.2%	2250	87.7%



In 2010, it was good to note that the availability percentage of the required titles increased by 2.5% to 90.2% compared with the data in 2009.

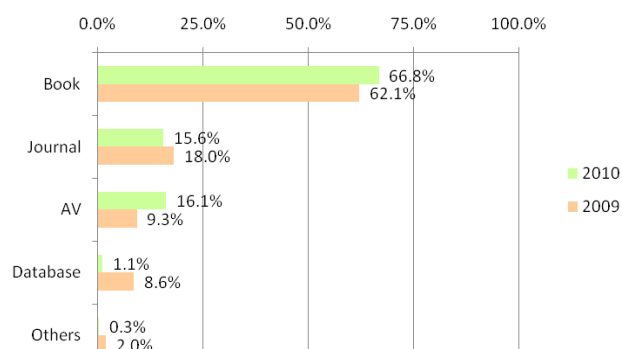
Results by Patron Types

More detailed information among different user groups are shown in the following tables and figures.

1. Undergraduates/ Higher Diploma students

1.1 Allocation of required resources

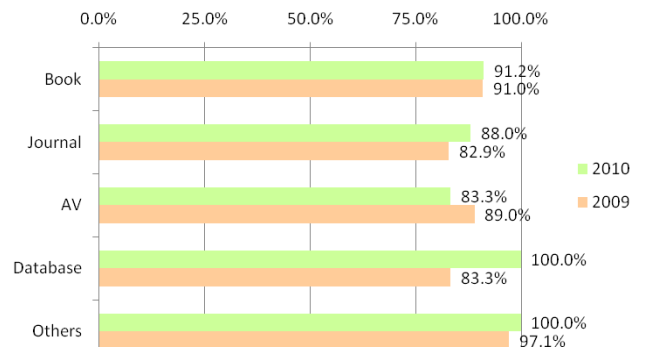
UG/HD	2010		2009	
	Required title	% of Required titles	Required title	% of Required titles
Book	1067	66.8%	1087	62.1%
Journal	250	15.6%	315	18.0%
AV	258	16.1%	163	9.3%
Database	18	1.1%	150	8.6%



Others	5	0.3%	35	2.0%
Total	1598	100%	1750	100%

1.2 Availability of required titles by resource type

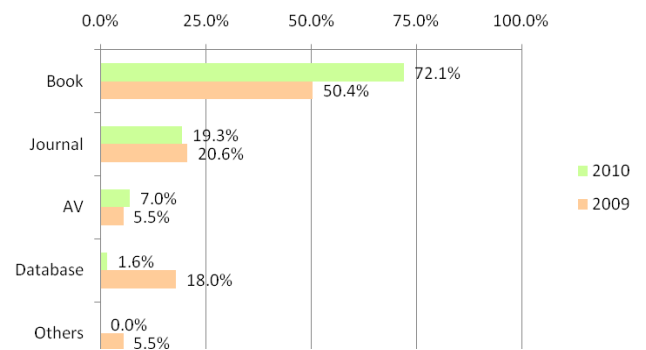
UG/HD	2010		2009	
	Available title	% of Available titles	Available title	% of Available titles
Book	973	91.2%	989	91.0%
Journal	220	88.0%	261	82.9%
AV	215	83.3%	145	89.0%
Database	18	100.0%	125	83.3%
Others	5	100.0%	34	97.1%
Total	1431	92.5%	1554	88.7%



2. Postgraduates

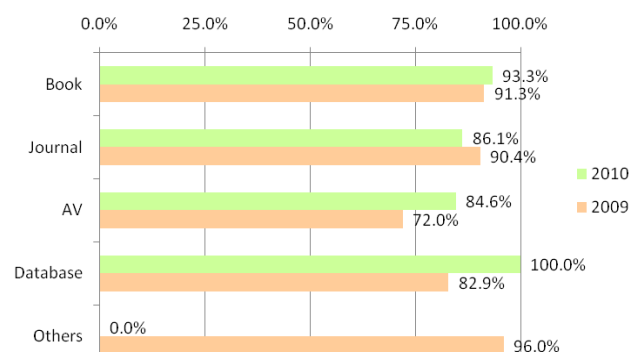
2.1 Allocation of required resources

PG	2010		2009	
	Required title	% of Required titles	Required title	% of Required titles
Book	269	72.1%	230	50.4%
Journal	72	19.3%	94	20.6%
AV	26	7.0%	25	5.5%
Database	6	1.6%	82	18.0%
Others	-	-	25	5.5%
Total	373	100%	456	100%



2.2 Availability of required titles by resource type

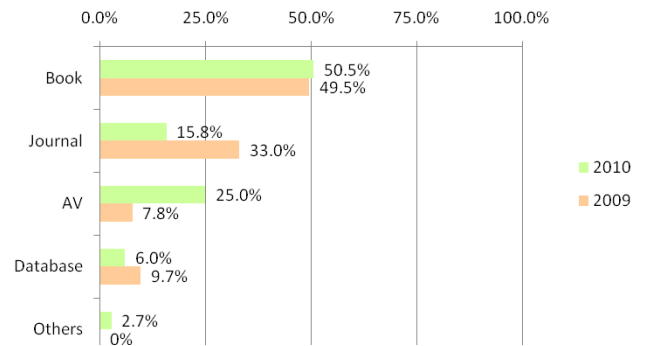
PG	2010		2009	
	Available title	% of Available titles	Available title	% of Available titles
Book	251	93.3%	210	91.3%
Journal	62	86.1%	85	90.4%
AV	22	84.6%	18	72.0%
Database	6	100.0%	68	82.9%
Others	-	-	24	96.0%
Total	341	91.0%	405	86.5%



3. Staff

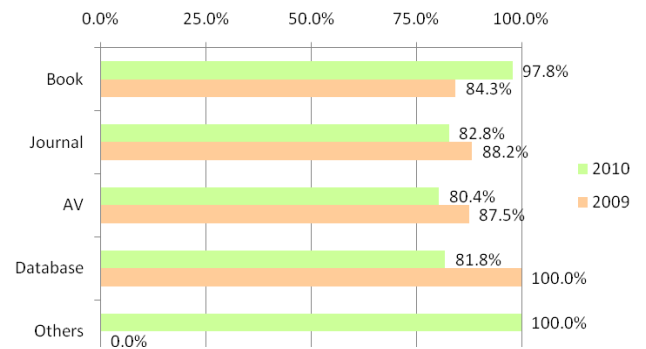
3.1 Allocation of required resources

Staff	2010		2009	
	Required title	% of Required titles	Required title	% of Required titles
Book	93	50.5%	51	49.5%
Journal	29	15.8%	34	33.0%
AV	46	25.0%	8	7.8%
Database	11	6.0%	10	9.7%
Others	5	2.7%	-	-
Total	184	100%	103	100%



3.2 Availability of required titles by resource type

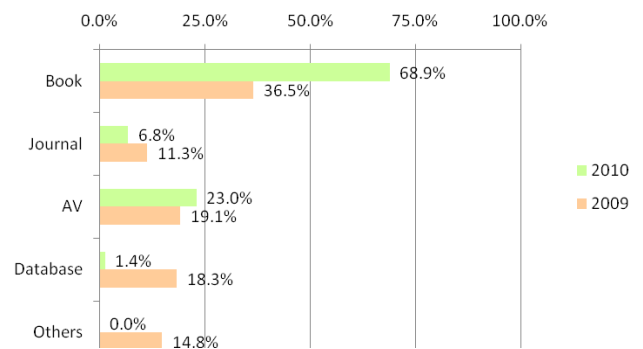
Staff	2010		2009	
	Available title	% of Available titles	Available title	% of Available titles
Book	91	97.8%	43	84.3%
Journal	24	82.8%	30	88.2%
AV	37	80.4%	7	87.5%
Database	9	81.8%	10	100.0%
Others	5	100.0%	-	-
Total	166	88.6%	90	90.0%



4. Alumni

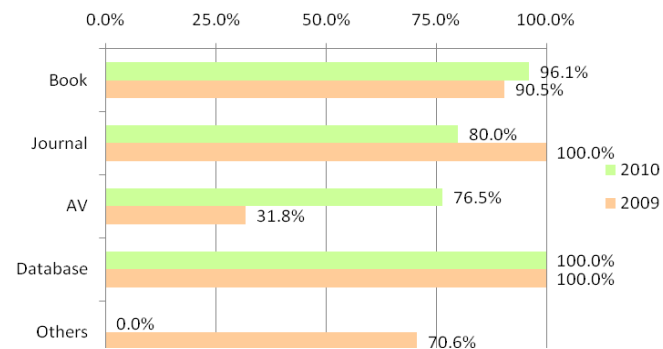
4.1 Allocation of required resources

Alumni	2010		2009	
	Required title	% of Required titles	Required title	% of Required titles
Book	51	68.9%	42	36.5%
Journal	5	6.8%	13	11.3%
AV	17	23.0%	22	19.1%
Database	1	1.4%	21	18.3%
Others	-	-	17	14.8%
Total	74	100%	115	100%



4.2 Availability of required titles by resource type (in descending order)

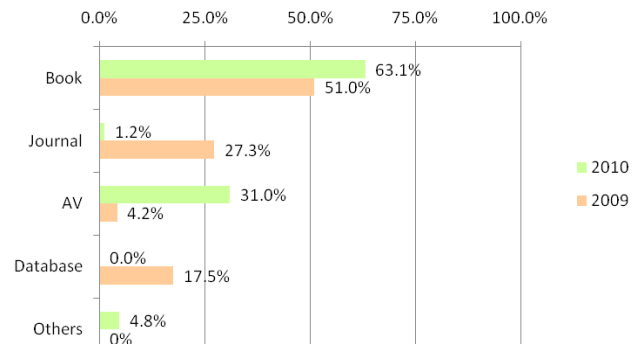
Alumni	2010		2009	
	Available title	% of Available titles	Available title	% of Available titles
Book	49	96.1%	38	90.5%
Journal	4	80.0%	13	100.0%
AV	13	76.5%	7	31.8%
Database	1	100.0%	21	100.0%
Others	-	-	12	70.6%
Total	67	88.1%	91	78.6%



5. Other Users / Not Specified

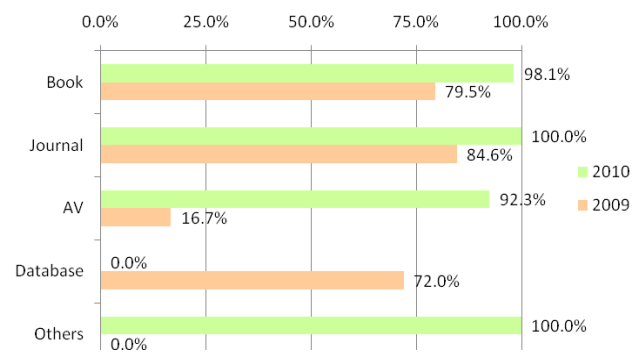
5.1 Allocation of required resources

Others/ Not Specified	2010		2009	
	Required title	% of Required titles	Required title	% of Required titles
Book	53	63.1%	73	51.0%
Journal	1	1.2%	39	27.3%
AV	26	31.0%	6	4.2%
Database	-	-	25	17.5%
Others	4	4.8%	-	-
Total	84	100%	143	100%



5.2 Availability of required titles by resource type

Others/ Not Specified	2010		2009	
	Available title	% of Available titles	Available title	% of Available titles
Book	52	98.1%	58	79.5%
Journal	1	100.0%	33	84.6%
AV	24	92.3%	1	16.7%
Database	-	-	18	72.0%
Others	4	100.0%	-	-
Total	81	97.6%	110	63.2%



Other comments on Library Collections

1. Unavailable titles

There were 38 books, 10 journals, 36 AVs and 2 reference titles that were not available in our library. The titles are listed as follow. The most frequent items were related to the curriculum teaching materials.

Books	
Operating System Principles	Engineering mechanics dynamics by Meriam, J.L. 6th edition
Marketing in Asia	B de gu shi / Daniel Quinn zhu; Zhou Hejun yi
Integrated retail management 2005, Houghton Mifflin	"The study of unsafe behavior of workers in building construction site in HK" Lam C.S. 1999
Building customer relationship & partnership	Political economy: the contest of economic ideas / Frank Stilwell.
Operations, strategy & information technology (6 ed)	If they give you lined paper, write sideways / Daniel Quinn
Managerial accounting	The Poet, Author: Conwell
Implementing FMEA in a Collaborative Supply Chain Environment	High-frequency trading: a practical guide to algorithmic.
China: Learning to belong to a nation	(printed format) : God father
"Introduction to psychology" by G. Robin South	(printed format) : Devil dictionary
Molecular biology, Weaver R.F.	(printed format) : Sex and the city
Modified Failure Mode and Effects Analysis	Australia/ Lonely Planet 2009, 澳洲/ JTB

Using Approximate Reasoning	
New Chinese books unavailable	我們的地方・我們的時間 - 香港社會新論
Fish for life series	價值再發現 (remark: the one at lib catalogue is not the one user want)
North Korea / Lonely Planet	天下無賊 (in book format)
business ethics - Crane A (2007)	歷史大爆炸
The world is flat, Field Runner, Kite Runner	全球政治經濟學：解讀國際經濟秩序 / 羅伯特·吉爾平著；楊宇光, 楊炯譯 (2003)
Essential of investment	紅高粱 (in book format)
How to start a home-based event planning business 2009, Jill Moran	四兩撥千金:黃國英文
Psychology of leadership: Some new Approaches, Magee	河童旅行素描本

Journals	
some scientific journal unavailable	
Asian perspectives	
computer-aided design	
Journal on medicine not found	
Cancer Nursing Practice	
Real Estate Finance Journal, 12(3), 47-52, Mueller, G.R. (1995);	
Envisage: A Journal Book of Chinese Media, Vol3, 84-103 (The title is not used in lib catalogue. Instead, Mei jie ni xiang JOOK is used instead. But user said it is not the journal he wants)	
Proceedings of the meeting, Tucson; Society of Photo-optical Instrumentation Engineering 1986	
"Measure to ..Industry", HK Occupational Safety & Health, Ass. Safety bulletin, Vol. 17 No. 3 May 1999 P.11-12	
Air waste water management	

AV items	
Hangover	Changing = 換命謊言
Underworld	新進日本動畫作家和電影導演 "新海誠" 的作品，如 "秒速 5 厘米"
Seven pounds	鐵甲奇俠
District 9	我要做 model
The proposal	神奇回俠 1 & 2
Public enemies	Time Traveller's Wife
K. J. 音樂人生	Eagle Eye 鷹眼追擊
Cube DVD	猛鬼街系列, 娃鬼回魂系列
Silent Hill DVD	Fantastic 4
美國往事 DVD	Final destination series
knowing [地球毀滅密碼]	Mummy 3
生化壽屍體	鏗鏘集 2010 年 2 月 7 日(an episode broadcast on 3 days ago)
連體孤魂	全城熱戀
Laughing Gor 之變節	十全又九美
Legend of 1900	呼叫轉移
Lover 情人(梁家輝)	下水道人魚

海雲臺	2012
十月圍城	風聲

Reference
Pocket atlas of radiographic anatomy
Ref. book not enough

2. Textbook

11 comments were recorded regarding textbooks. User indicated that there were not enough textbooks and preferred e-textbooks in the library.

User recommended Library to transfer 1-2 copies to RES coll. as all the copies & editions in CIR coll. are totally checked out. (Fundamentals of Applied Electromagnetic/ QC670 .U43 or QC760 .U49).
Textbook not enough usually loan out.
textbooks always on loan
Not enough copies for titles recommended by professor
not easy to borrow books for class
All course reference are checked out
not enough copy for textbook
textbooks are all checked out; Display of book cover/jacket on library catalogue is preferred
textbooks are all checked out
prefer e-copy for textbook
Text books are fully loan out.

3. Not enough copy

User complained not enough copies in the library for circulation.

6 out of 7 books are on loan already
All 5 required titles are not available for loan
books sometimes loan out
Hot item always on loan.
always check-out, single copy is not enough
林彪日記 / 舒雲 on loan - still not available
not enough copies in shelves
half user requested books are on loan
books sometimes on loan
not enough copies in library
2 out of 3 requested item are on loan
all 3 required items have been loaned out

4. Subject disciplines

User wanted more new edition books on education, psychology and textile.

Comment: wants more books talking about 杜琪峰
Some books on child education & music unavailable.
Sociology is most enough in PolyU Lib.
to subscribe more journals on education & psychology; have to request them from other institutions
Books on knit wear/knitting are not up-to-date; have to look for these books at PageOne
not enough book on subject like Education

5. Loan Policy

Extend the reserve books loan period to 2 weeks and reduce the loan period of requested books.

如果本書已有很多人 Hold, 還借一個月太長了

User comments that Library should keep some copies of study pack of ACCA in RES instead all copies are located in CIR as users need to wait for a long time.
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Reserve book - Loan period is suitable for 2 weeks.

6. Audio-visual Collection

AV materials can be operated on open shelf, and 3 people can use the group viewing room.

very little 小品電影 for studies

library 很少恐怖片, record 裏的 subject 沒有細分為愛情, 恐怖 等, 不能依這分類去找, 不方便

電影資料豐富, 大部份電影 library 都有

The minimum number of users for using the group viewing room in MS should be 3 instead of 4.
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Movies: Open shelf

Movie' loan period: 5- 7 days, 1 time renew

display more new DVDs on shelves.

7. Journals

Some journals are not enough

8. Library Catalogue

查書系統不太好用,花很多時間瀏覽,建議結果以分類顯示

the interface for searching catalogue is not user-friendly. Library's web page looks complicated.

The user prefers SuperCat as it provides a convenient way to find books

Display of more DVD movie cover on library catalogue is preferred

9. Request on e-copy

More e-copies of the library materials were requested by users.

e-copy not available

User wants e-copy but it is not available

Some journals do not have e-copy for the back issues, e.g. Environment & Planning A, 1991, vol23
--

more e-copy is preferred as most books needed are already checked out

10. Edition problem

Users requested the latest edition of books.

Human Resource Management update edition 比較少
--

Printing 的書較舊

some nursing titles not updated

Some editions are not updated in-time

not enough copy for the latest edition book

Some computer books are not up-to-date, e.g. books on Microsim
--

11. Equipment

User requested scanner and more PCs in the 24-Hour Study Centre.

G/F & 1/F photocopies always out of order
wants more computer for checking materials
more scanners & PCs in 24hr room is better
Some computer on L5, triangle wing could not display the content of the "Workplace English Training E-Magazine (Language Key)" of the e-learning programme; Active X installation is required.

12. e-Resources

user said "Osiris" only has 1 access right is not enough when other user forgot logout
--

13. Others

shelving OK - books in the right place
1/F, G/F 關於 DESIGN 的書架比較亂, 很難找書.
The user told that it's hard to find the books in CIR because some books are hide by other users on purpose & some books are filed in the wrong shelf. Suggested staff shelf-read more frequently & file back to its proper position when staff discovered it.
some books available but not on shelf
the book could not be found on shelves
Books cannot be found on shelf
not on shelves
most textbooks can be found at RES
The collection is good
Good!
Don't know how to search the materials effectively; was asked to join the monthly user education workshops.
More promotion (e.g. via email, online tutorials) of workshops (specially Master student)
The title is available but it is not the year required