



## FEATURE STORY

### • Library Survey 2014

The survey, available both online and in print, was conducted from 11 Feb to 21 Mar 2014. A total of 4,438 valid responses were received. Among them, 1,889 responses were from undergraduates (UG), 903 from postgraduates (PG), 276 from academic/research (Acad/Res) staff, 262 from general grade (GG) staff, and 1108 from other users (including HKCC, Alumni and JULAC cardholders).

Overall Satisfaction	2013 Survey	2014 Survey	Changes
UG	3.99	3.98	-0.25%
PG	4.17	4.27	2.40%
Acad/Res Staff	4.13	4.13	0.00%
GG Staff	4.03	4.05	0.50%
Others	4.11	3.98	-3.16%
Grand Total	4.05	4.05	0.00%

Compared with a similar Library Survey conducted from Jan to Feb 2013, the overall satisfaction rate in 2014 remains at the same high level 4.05 (out of a 5-point scale). Postgraduates were most satisfied (average score at 4.27), followed by academic/research staff at 4.13.

Nearly 99% of the respondents from our core user groups (UG, PG, Acad/Res staff and GG staff) ranked overall Library services at 3 or above.

Level of Satisfaction	UG		PG		GG Staff		Acad/Res Staff		Grade Total	
5	303	16.04%	316	34.99%	46	17.56%	73	26.45%	738	22.16%
4	1284	67.97%	522	57.81%	185	70.61%	171	61.96%	2162	64.92%
3	276	14.61%	58	6.42%	30	11.45%	27	9.78%	391	11.74%
Subtotal	1863	98.62%	896	99.22%	261	99.62%	271	98.19%	3291	98.83%
2	20	1.06%	5	0.55%	1	0.38%	5	1.81%	31	0.93%
1	6	0.32%	2	0.22%	0	0%	0	0%	8	0.24%
Grand Total	1889	100%	903	100%	262	100%	276	100%	3330	100%

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Overall speaking, users were most satisfied with services provided by Library staff. They were, however, least satisfied with space provision, in particular collaborative and individual study areas. Photocopiers, printers and computers were also rated as top areas for improvement.

Ranking	Most Important		Most Satisfied		Services Needing Improvements	
1	Quiet space for individual study	4.57	Library staff who are polite and friendly	4.24	Space for group study or projects	-0.72
2	A comfortable and inviting environment	4.47	Library staff who are knowledgeable and helpful	4.19	Quiet space for individual study	-0.68
3	E-journals	4.39	Enquiry services	4.08	Photocopiers / printers	-0.67
4	Photocopiers / printers	4.37	Printed books	4.02	A comfortable and inviting environment	-0.57
5	Library staff who are polite and friendly	4.36	HKALL	4.02	Computers in the Library	-0.55

All survey participants were entered into the lucky draw for prizes including iPad Air and Apple Store Gift Cards.

Eight prize winners were drawn by Dr Shirley Wong (University Librarian) on 9 May 2014 and the prize presentation ceremony was held on 14 May 2014. Congratulations!



From left to right: Mr Leung Chiu Man, Martin (BRE), Mr Tam Ka Lun, Alan (AF), Ms Pang Shuk Ping (BRE), Dr Shirley Wong (University Librarian), Ms Chung Lai Lai (SHTM) and Ms Chan Helen (SD).

Details of the survey results is available at <http://www.lib.polyu.edu.hk/about-us/library/qa>.

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#### • **READ@PolyU: The Prize Presentation Ceremony of the Essay Contest**

The finale of the READ@PolyU programme 2013/14, the Prize Presentation Ceremony of Essay Contest took place on 18 Feb 2014. The ceremony, officiated by Prof. Timothy Tong (President of PolyU) and Mr David Mong (Vice Chairman of the Shun Hing Group and Chairman of the Shun Hing Education and Charity Fund), was well attended by the winners, students, facilitators and members of the READ@PolyU Committee.

The Essay Contest hit a record high of 81 entries this year and [ten winners](#) were selected by English Language Centre based on the criteria such as creativity, originality and language competency, etc. On behalf of the READ@PolyU Committee, the Library would like to thank all participants for their submissions and to congratulate the winners for their thought-provoking essays.

At the end of the ceremony, Mr Mong shared his reading and writing experiences with the students and staff, inspiring all of them to become better readers and writers.

Our deep gratitude goes to Mr David Mong for his presence and for the generous sponsorship from the Shun Hing Education and Charity Fund for the Read@PolyU Programme. The sponsorship has helped PolyU to enrich the Programme and promote reading culture within and beyond the classroom.



**Left:** Welcoming address by Prof. Timothy Tong, the President of PolyU

**Right:** On behalf of the Library, Dr Shirley Wong received a signed copy of the Common Book 2013/14, *The Hunger Game* donated from Mr David Mong.



**Left:** Group photo of the Guests of Honour and winners of the Essay Contest

**Top-right:** Prize winners received encouragement from Mr Mong.

**Bottom-right:** Presentation of Prize to the Champion. (From left to right) Prof. Angelina Yuen, Mr David Mong, and Mr Michael Fong.

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