

LIBRARY SURVEY REPORT 2023

**YOUR VIEWS
MATTER!**



QUICK SUMMARY

The Library Survey is conducted annually to **assess our user perception of and satisfaction** with various aspects of Library services.

We garnered **2,146 responses** from our target users. The **overall satisfaction** reached an all-time high at **4.29/5**, with **Library spaces (4.27/5)** rated as the **top-performing category**.

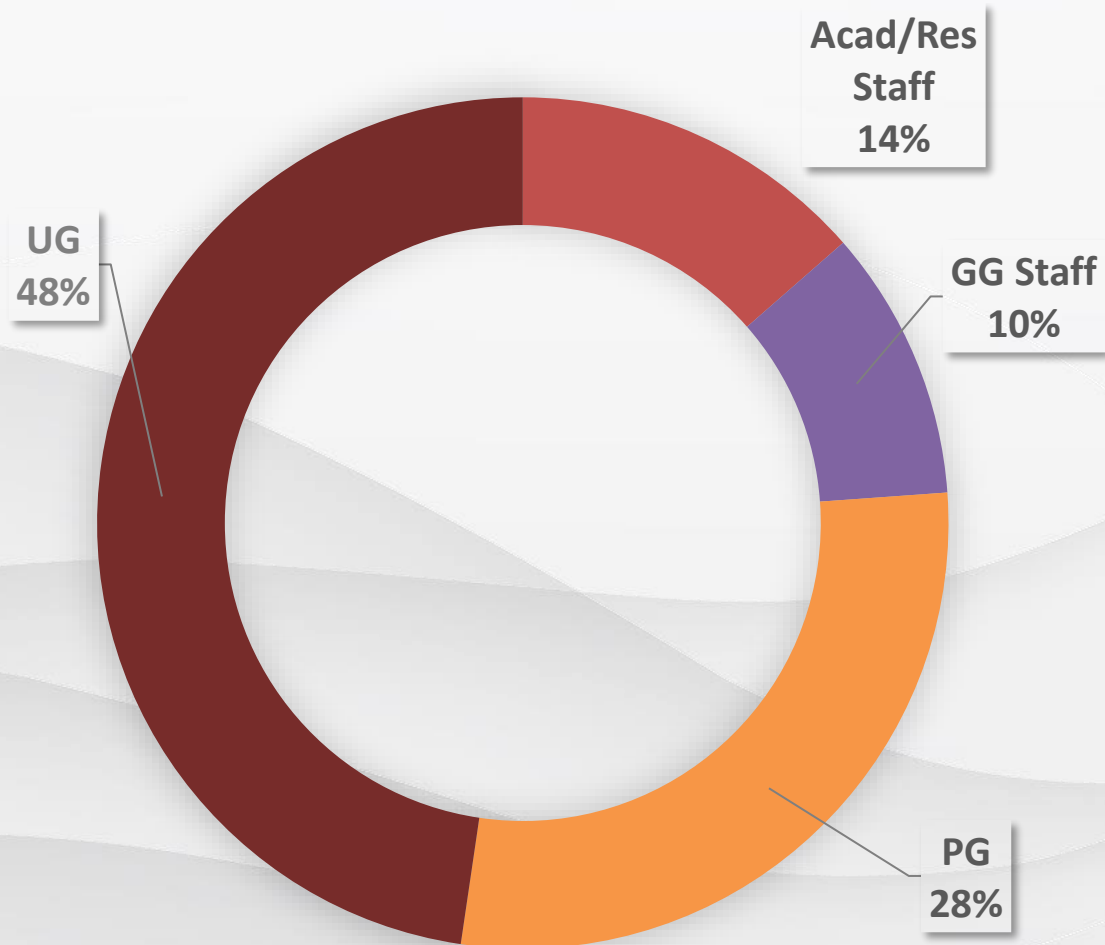
The results provide valuable insights for the Library to **enhance user experiences** further.

Survey Period
21.3 - 21.4.2023



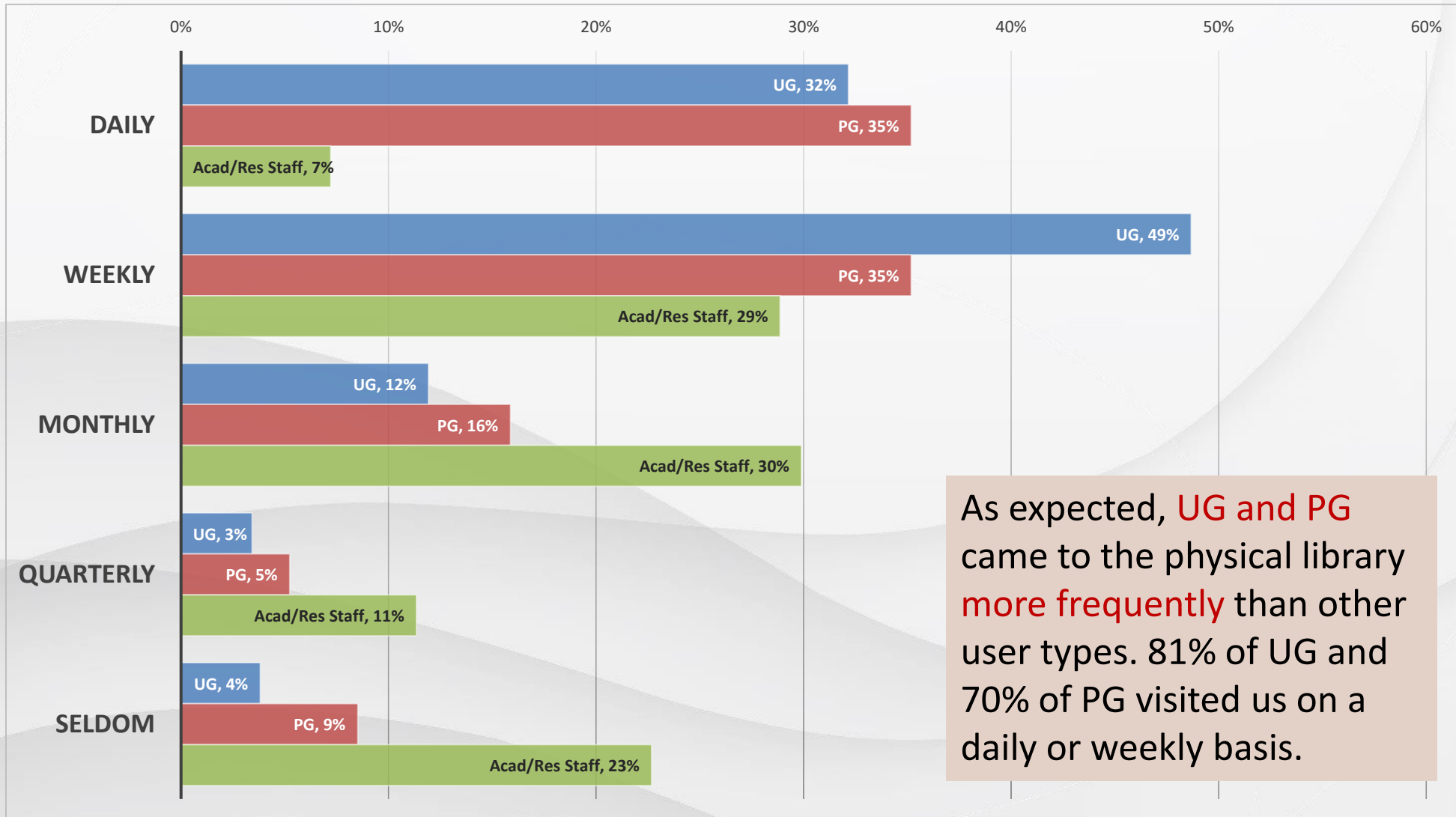
PROFILE OF RESPONDENTS

A total of **2,146 responses** were received, including 1,023 undergraduates (UG), 611 postgraduates (PG), 291 academic/research (Aca/Res) staff, and 221 general grade (GG) staff.



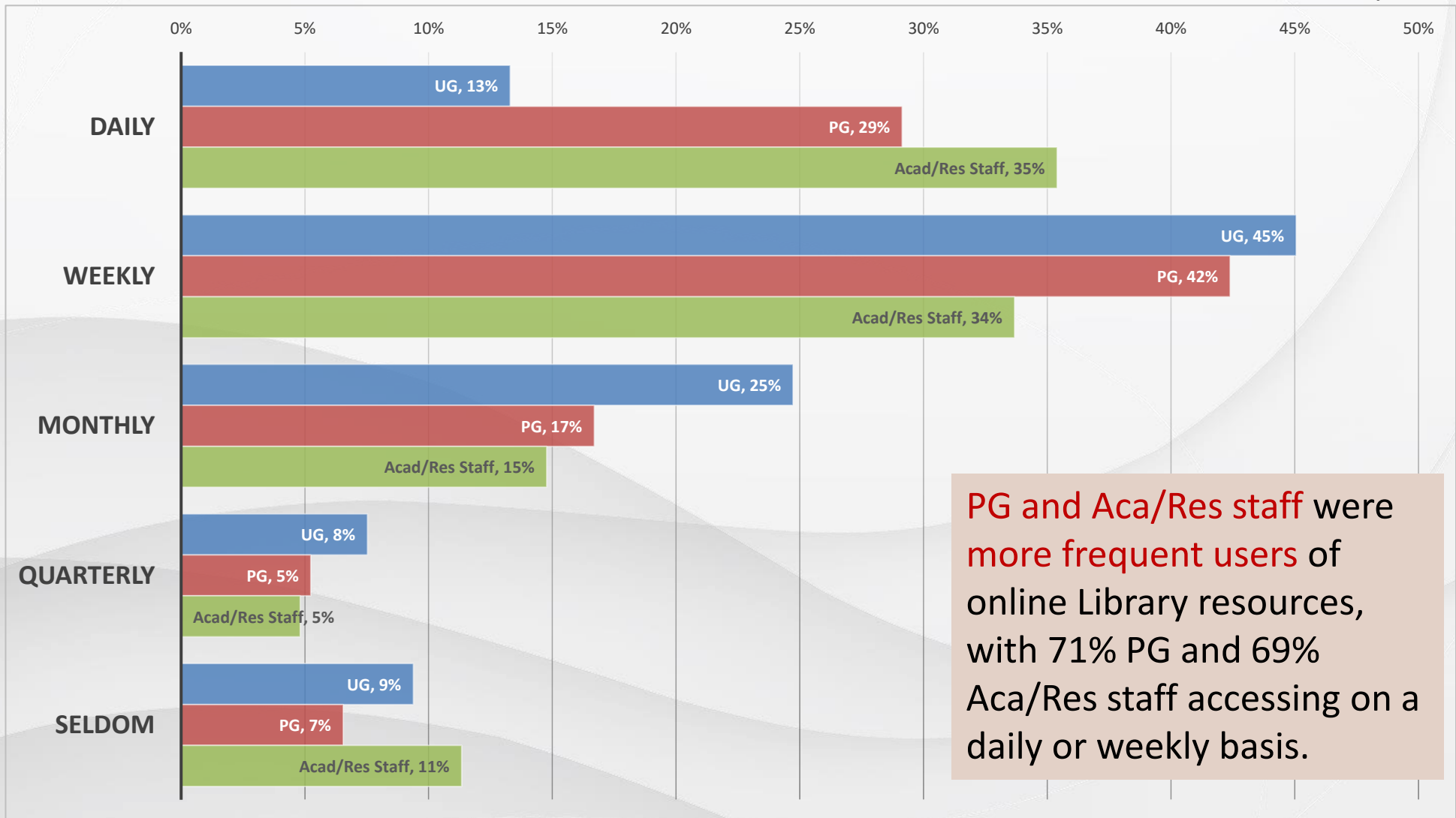
FREQUENCY OF LIBRARY USE

In-person Visit to the Library by User Type



FREQUENCY OF LIBRARY USE

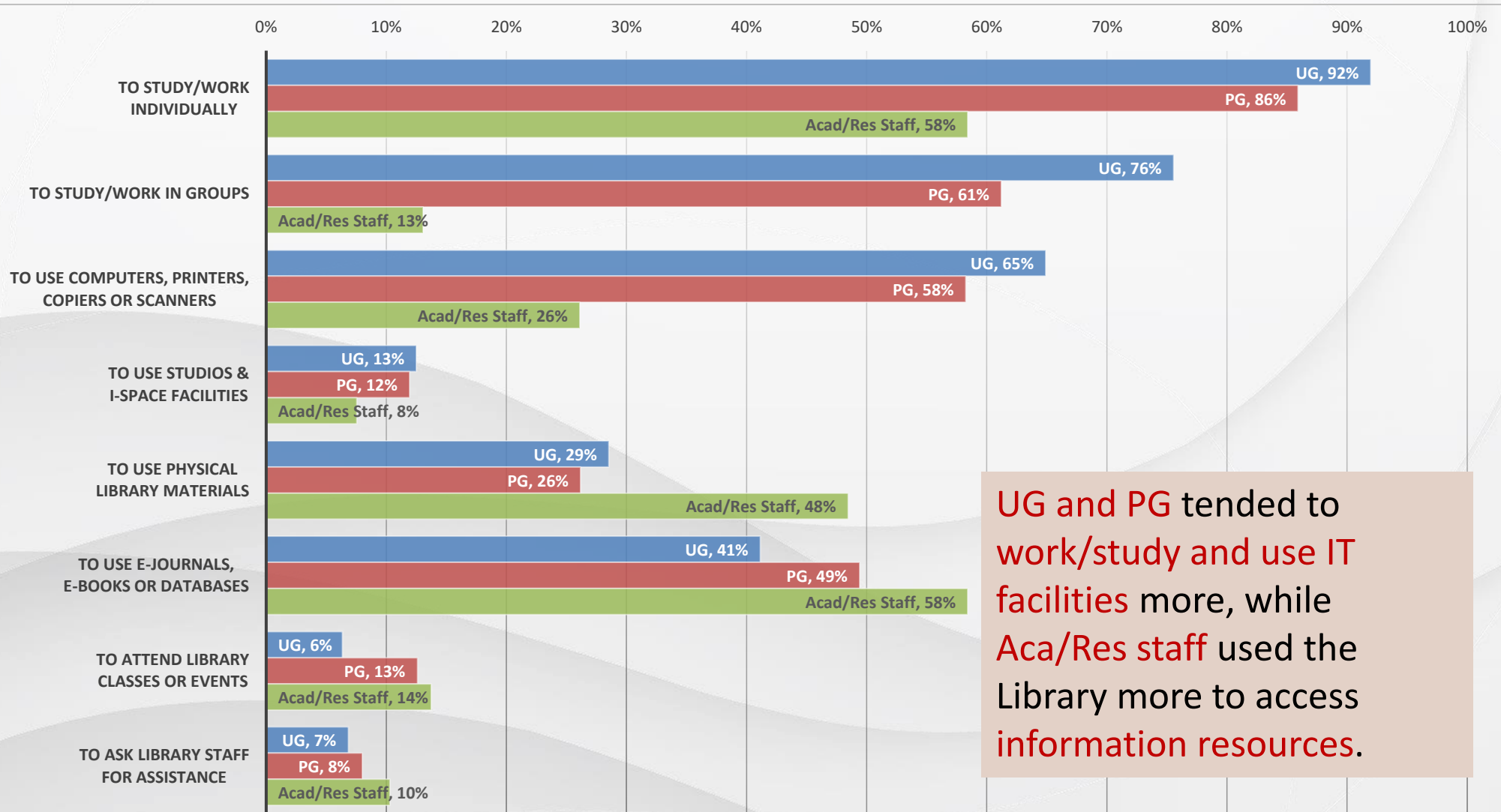
Online Access to Library Resources by User Type



ACTIVITIES IN LIBRARY



Respondents were asked why they used the Library



UG and PG tended to work/study and use IT facilities more, while Aca/Res staff used the Library more to access information resources.

CORE SURVEY QUESTIONS

Respondents were asked to rate the perceived performance of **18 major service areas** across **5 broad categories** using a 5-point scale (5 = Good, 1 = Poor), or N/A if the area was not applicable to them.



Information Resources

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



Library Spaces

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



IT Facilities

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



Access Tools

- Library website
- Online catalogue / OneSearch
- iBooking system



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, followed by no. of respondents in ()



	Broad Category	ALL		UG		PG		All Students		Aca/Res Staff	
		score	#	score	No.	score	#	score	#	score	#
1	Information Resources (IR)	4.13	(1995)	3.99	(973)	4.32	(589)	4.12	(1561)	4.27	(259)
2	Library Spaces (LS)	4.27	(2068)	4.18	(1016)	4.43	(600)	4.27	(1616)	4.33	(257)
3	IT Facilities (IT)	4.10	(1767)	4.00	(866)	4.29	(551)	4.11	(1417)	4.13	(198)
4	Access Tools (AT)	4.20	(2052)	4.10	(988)	4.40	(593)	4.21	(1582)	4.26	(270)
5	Service Affect (SA)	4.20	(1857)	4.03	(868)	4.42	(566)	4.19	(1434)	4.37	(243)

*** 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	Aca/Res Staff
1	Books	4.14	4.02	4.34	4.23
2	E-journals	4.17	4.01	4.38	4.37
3	Databases	4.14	4.02	4.32	4.27
4	PolyU Digital Collections	4.05	3.92	4.24	4.20
5	A comfortable and inviting environment	4.36	4.26	4.52	4.44
6	Quiet study space	4.25	4.20	4.38	4.27
7	Group study space	4.19	4.08	4.38	4.28
8	Computers in the Library	4.11	4.03	4.27	4.12
9	Loanable portable devices	4.10	3.97	4.33	4.09
10	Printers, photocopiers & scanners	4.10	4.03	4.24	4.14
11	i-Space facilities	4.11	3.97	4.32	4.18
12	Library website	4.24	4.16	4.42	4.29
13	Online catalogue / OneSearch	4.19	4.10	4.39	4.26
14	iBooking system	4.15	4.03	4.39	4.22
15	Library classes & orientation	4.08	3.91	4.32	4.21
16	Enquiry services & research consultation	4.16	3.98	4.39	4.34
17	Assistance from Library staff	4.25	4.10	4.46	4.41
18	Politeness and friendliness of Library staff	4.29	4.13	4.49	4.50

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

PERCEIVED PERFORMANCE (III)

Among the broad categories, the perceived performance of **Library Spaces** received the highest score, with a significant improvement from 4.07 in 2022 to **4.27 in 2023**. In terms of service areas, **a comfortable and inviting environment** was rated as the best-performing service area (4.36) for the first time.

Both of which reflected the **positive impact of our renovation works**, including the new launch of 6/F.

Similar to previous years, **PG and Aca/Res Staff** gave **higher scores** in the perceived performances, especially in **Information Resources, Access Tools, and Service Affect**.

The perceived performances of all 5 broad categories and all 18 service areas were rated **above 4.00 by all users**, indicating our Library services were **well-regarded from the user perspective**.

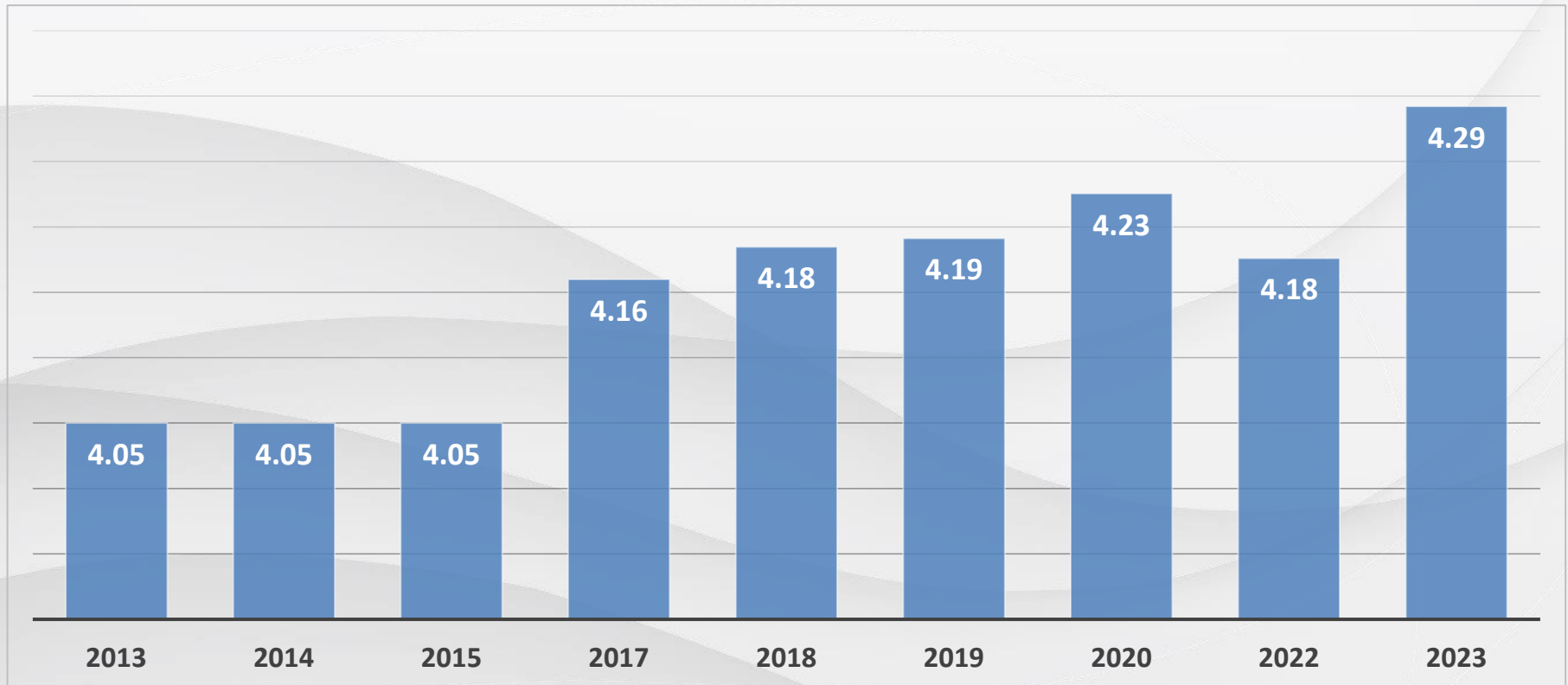


OVERALL SATISFACTION (I)

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 Average Score on a 5-Point Scale



OVERALL SATISFACTION (II)



Overall Satisfaction 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	(2146)	4.22	(1023)	4.43	(611)	4.30	(1634)	4.34	(291)

The overall satisfaction reached an **all-time high at 4.29** this year, demonstrating the library's ability to meet the high expectations and evolving needs of our users.

Among the different user groups, **PG expressed the highest level of satisfaction (4.43/5)**, followed by Aca/Res staff with a rating of 4.34/5, and UG with a rating of 4.22/5.

WRITTEN COMMENT (I)

The last question of the survey was an open-end question for respondents to provide **comments** on the Library Services.

A total of **606 entries** were received and classified into various categories.

We compile **an action plan** on how the Library has done or plans to do in response to the comments.



WRITTEN COMMENT (II)



What Users Asked For	What the Library Has Done or Plans to Do
Improvement in air quality	<p>The Library has continued to liaise with Campus Development Office (CDO) and the Campus Facilities and Sustainability Office (CFSO) to check and resolve the stuffy and smelly air issue in the Library.</p> <p>39 air purifiers are now placed in various study areas to minimise infection risk. With the completion of the Library Extension and Revitalization Project by the end of 2023, the fresh air supply is expected to improve on all floors. Repair works of a faulty actuator controlling the fresh air intake on 3/F were completed in April 2023. The field measurement results for air quality conducted by the CDO afterwards were satisfactory.</p> <p>Users are also encouraged to report any air quality issue to library staff for timely follow-up action.</p>
Cleaner toilets	<p>Toilets and facilities inside are maintained by CFSO. The Library will forward all relevant user comments to their office for attention and continuous improvement.</p>

WRITTEN COMMENT (III)



What Users Asked For	What the Library Has Done or Plans to Do
Fixing the malfunctioned sockets	Another round of inspection and repair of malfunctioned sockets was carried out on 6/F in May 2023. The Library will continue to follow up with CFSO and CDO on the socket problem and arrange regular checking of the sockets on all floors to provide users with a reliable and convenient power supply for their devices.
Reducing repair time of drinking water dispensers	The Library has followed up closely with CFSO on the maintenance of drinking water dispensers and the feasibility of reducing the waiting time for repair service by the vendor. CFSO investigated the frequent breakdown problem and found it was caused by the clogging of drains. The Library will urge CFSO to arrange frequent and regular clearing of the drains to improve the performance of the drinking water dispensers.
Replacing noisy auto doors	The noisy auto doors were identified on 4/F and 5/F, and their services have been temporarily suspended. The Library will liaise with CFSO to complete the replacement as soon as possible.

WRITTEN COMMENT (IV)



What Users Asked For	What the Library Has Done or Plans to Do
Greater variety of seating options	The Library has been upgrading its space and furniture to support research, learning and student success. More pod-style furniture has been provided on various floors in the past few years to enhance the individual study experience. Group-friendly study spaces with whiteboards are also created on 6/F, 4/F, 3/F and G/F. To cater for the needs of different users, adjustable height desks are introduced on 6/F. After the renovation in September 2023, the P/F will also be equipped with a wide variety of comfortable seating conducive to learning.
More self-services facilities	To enhance self-reliant services, a new self-pickup locker will be launched in June 2023 for users to collect books requested via HKALL from other libraries without staff assistance. Additional self-checking stations will also be installed in the near future on P/F, 3/F and 24-Hour Study Centre for the convenience of users. To meet the high demand, more headphones and USB chargers will be provided for loan in the self-checking station on 3/F.

WRITTEN COMMENT (V)



What Users Asked For	What the Library Has Done or Plans to Do
Better due date reminders	In addition to sending due date reminders and overdue notices via email, the Library has been working with the Information Technology Services Office (ITS) to include library notices in the PolyULife mobile APP. Students may now download the App to receive Library notifications on their mobile devices.
Longer opening hours	The Library has been closely monitoring the seat occupancy rate, especially during the Revision and Examination period. In response to user needs and based on resources available, extending Library opening hours is being planned for implementation during the Revision and Examination Period in November/December 2023. Details will be announced in due course.
Quiet environment in individual study areas	Recognising the importance of maintaining quiet study areas, the Library has placed eye-catching posters in all quiet study areas to remind users about the need for silence. Our staff also conducts regular patrols to promptly address inappropriate behaviours and redirect users to the group study areas for discussion.

WRITTEN COMMENT (VI)



What Users Asked For	What the Library Has Done or Plans to Do
Acquiring more print books/e-books/e-journals/audio-visual materials/databases	<p>The Library is committed to acquiring a comprehensive range of information resources. In AY2022/23, we acquired a substantial number of new resources, including over 168,000 print and e-books, 17,000 e-journals, and 20,000 audio-visual items. Notable new resources include De Gruyter, Springer Protocols, ProQuest Dissertations & Theses Global: The Sciences and Engineering Collection, and PressReader.</p> <p>Our collection now comprises over 5.9 million e-books and 178,000 e-journals, 200,000 online audio-visual materials, and 420 databases, all accessible via the Library homepage. We will continue our efforts to enrich our collection that caters to the curricula and research needs.</p>
Strengthening the resources in Chinese	<p>In response to the demand for Chinese resources, we have recently acquired and will continue to add various Chinese e-resources to our collection. Some of the recent and upcoming additions include 中華文史學術論著庫, 漢籍電子文獻資料庫, Airiti Library 華藝線上圖書館-CEPS期刊論文&會議論文集, 中國歷史文獻總庫-近代報紙資料庫, 人民日報圖文數據庫, and China and the Modern World (a series of digital archive collections providing primary source materials on various aspects of China from the 1800s to the 1980s).</p>

WRITTEN COMMENT (VII)



What Users Asked For	What the Library Has Done or Plans to Do
More promotion related to library collections and services	The Library employs established and new promotional channels to facilitate easy discovery and access to our resources, such as orientation programmes for freshmen, thematic exhibitions, virtual collections in OneSearch, social media platforms, newsletters, e-bulletin, and mass emails. Through these channels, we provide information on accessing and locating resources, ensuring that users are well-informed about the available services and collections.
Easier and quicker ways to initiate interlibrary loan requests for resources beyond Library collection	The Library will implement a new system which enables eligible users to initiate interlibrary loan requests directly via Library's OneSearch. Users will also track the status of their submissions by logging into their MyRecord accounts. It will give users more convenient access to a broader range of resources for learning and research.
More stable and high-speed Wi-Fi connection	The Library has been working with ITS to improve the Wi-Fi experience within Library premises. In AY2022/23, we installed additional Wi-Fi Access Points (APs) at the 24-Hour Study Centre (1/F) and 6/F to enhance coverage and stability. We will expand the Wi-Fi infrastructure in the upcoming year by installing more APs on 6/F, specifically targeting improved coverage in the group study rooms.

WRITTEN COMMENT (VIII)



What Users Asked For	What the Library Has Done or Plans to Do
More flexibility in booking sessions for group rooms	To meet the diverse scheduling needs of our users, the Library will launch a new facility booking system in July 2023. It will enable each booking session for Group Room and Online Meeting Room to span from 30 minutes to 2 hours. In the meantime, users can also book Online Meeting Room and Studio up to 7 days in advance.
Faster computers with more software applications	The Library regularly reviews and updates the computing equipment. In AY2022/23, we added 165 new PCs to 6/F, 3/F, and G/F. Additionally, we provide a variety of software applications for both Windows PCs and iMac / MacBook computers. Users can easily search for available software through the Library website. Moving forward, we plan to provide more software applications on our PCs, particularly in the areas of statistics, data analytics, and multimedia production tools.



The End

We look forward to your participation in the next Library Survey