# LIBRARY SURVEY REPORT

# 2024

# Quick Summary

## Survey Period 18.3 - 26.4.2024

The Library Survey is conducted with the purpose of gaining insights into **user preferences** and providing input for **strategic planning**.

We received **1,660 responses** from our target users. The overall satisfaction reached an all-time high this year, with a rating of **4.30/5**.

Among the five broad categories assessed, **Library spaces** received the highest score of 4.29/5, marking it as the top-performing category for the consecutive year.
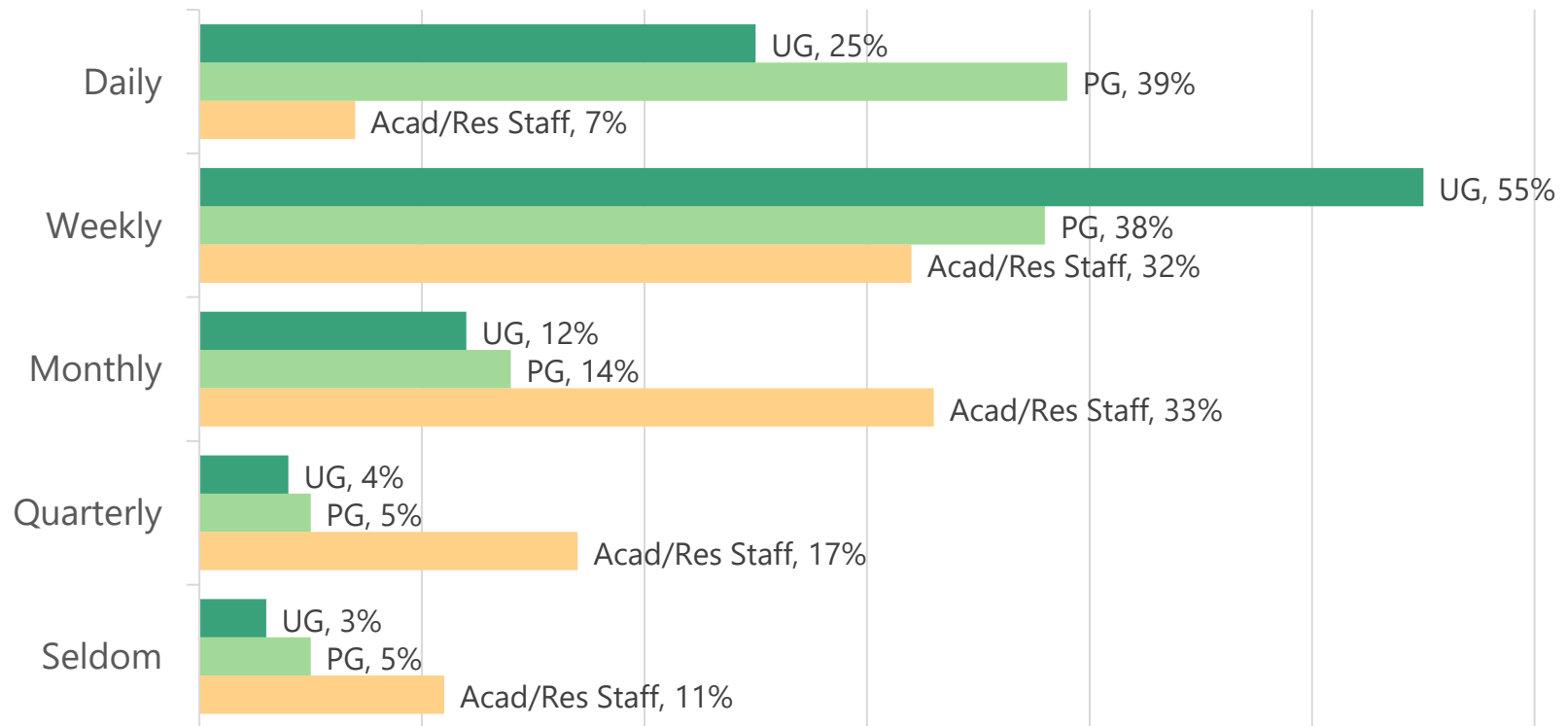
# Profile of Respondents



GG Staff, 13%

Acad/Res Staff, 14%

PG, 28%

UG, 45%
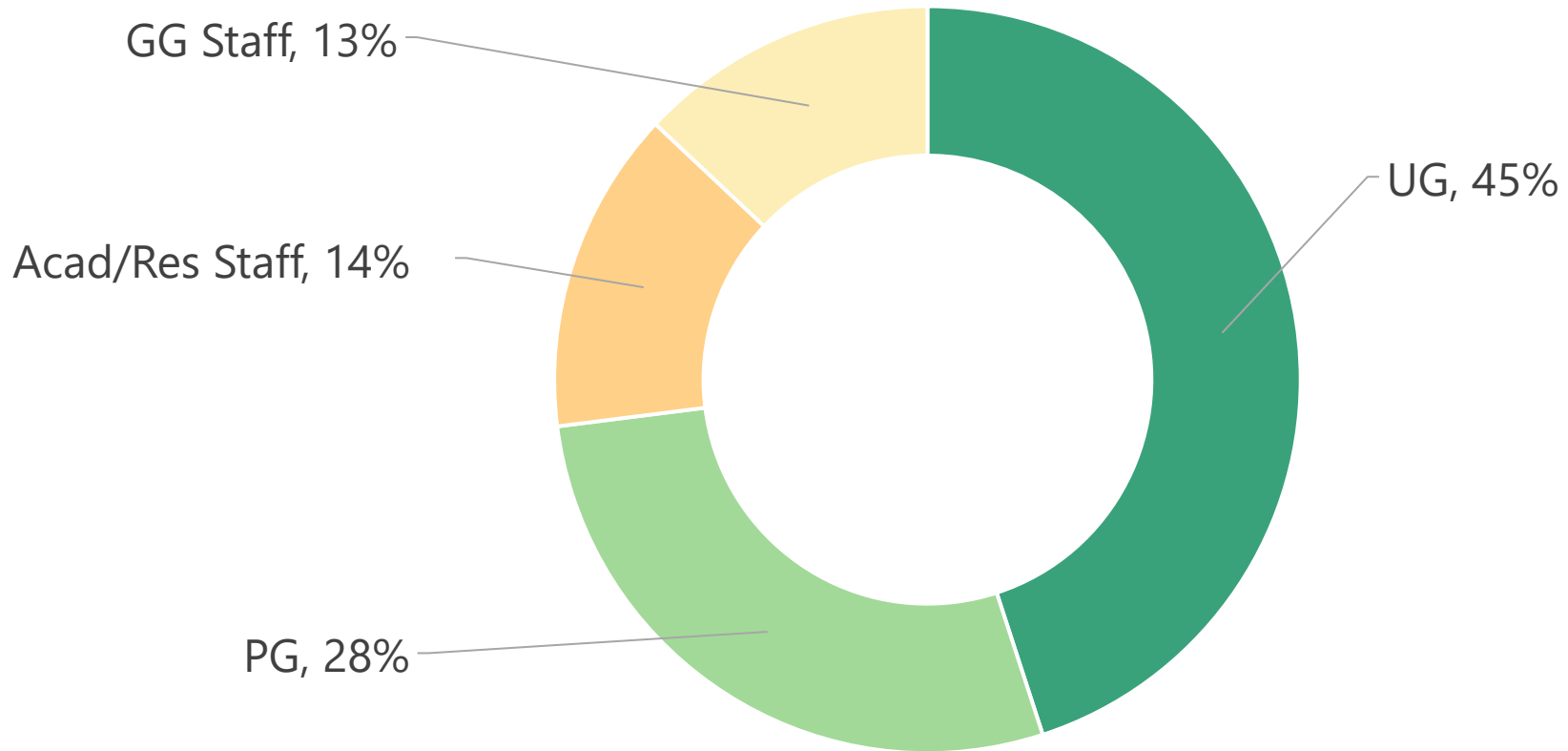
This year we collected **1,660** responses, including 754 undergraduate students (UG), 463 postgraduate students (PG), 230 academic/research (Acad/Res) staff, and 213 general grade staff (GG).

# Frequency of Library Use

## In-person Visit to the Library by User Type



**Daily**
- UG, 25%
- PG, 39%
- Acad/Res Staff, 7%

**Weekly**
- UG, 55%
- PG, 38%
- Acad/Res Staff, 32%

**Monthly**
- UG, 12%
- PG, 14%
- Acad/Res Staff, 33%

**Quarterly**
- UG, 4%
- PG, 5%
- Acad/Res Staff, 17%

**Seldom**
- UG, 3%
- PG, 5%
- Acad/Res Staff, 11%

UG and PG students continued to show higher visitation rates than other user types, with 77% of UG and PG reported coming to the Library on a daily or weekly basis.
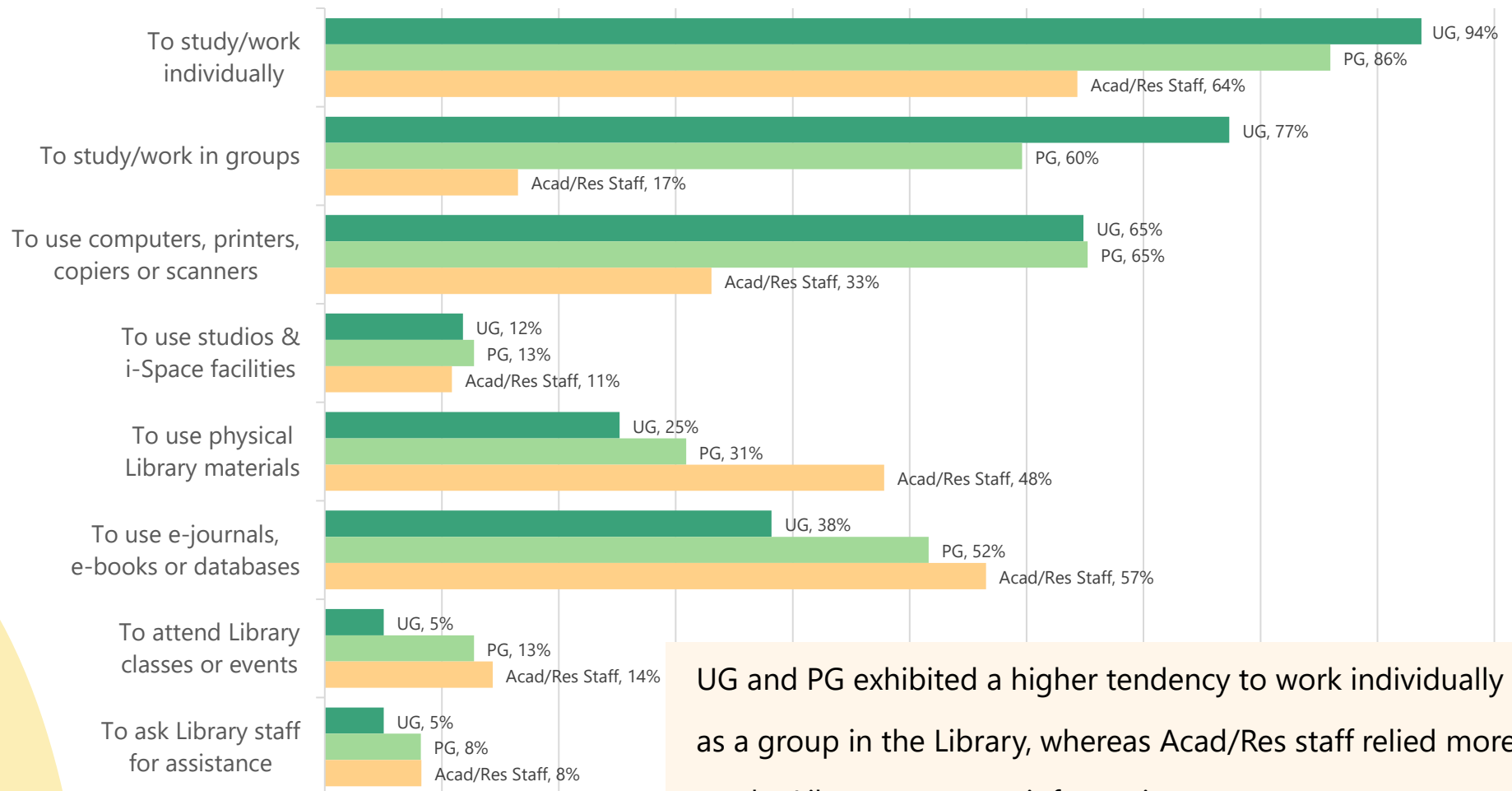
# Frequency of Library Use

## Online Access to Library Resources by User Type
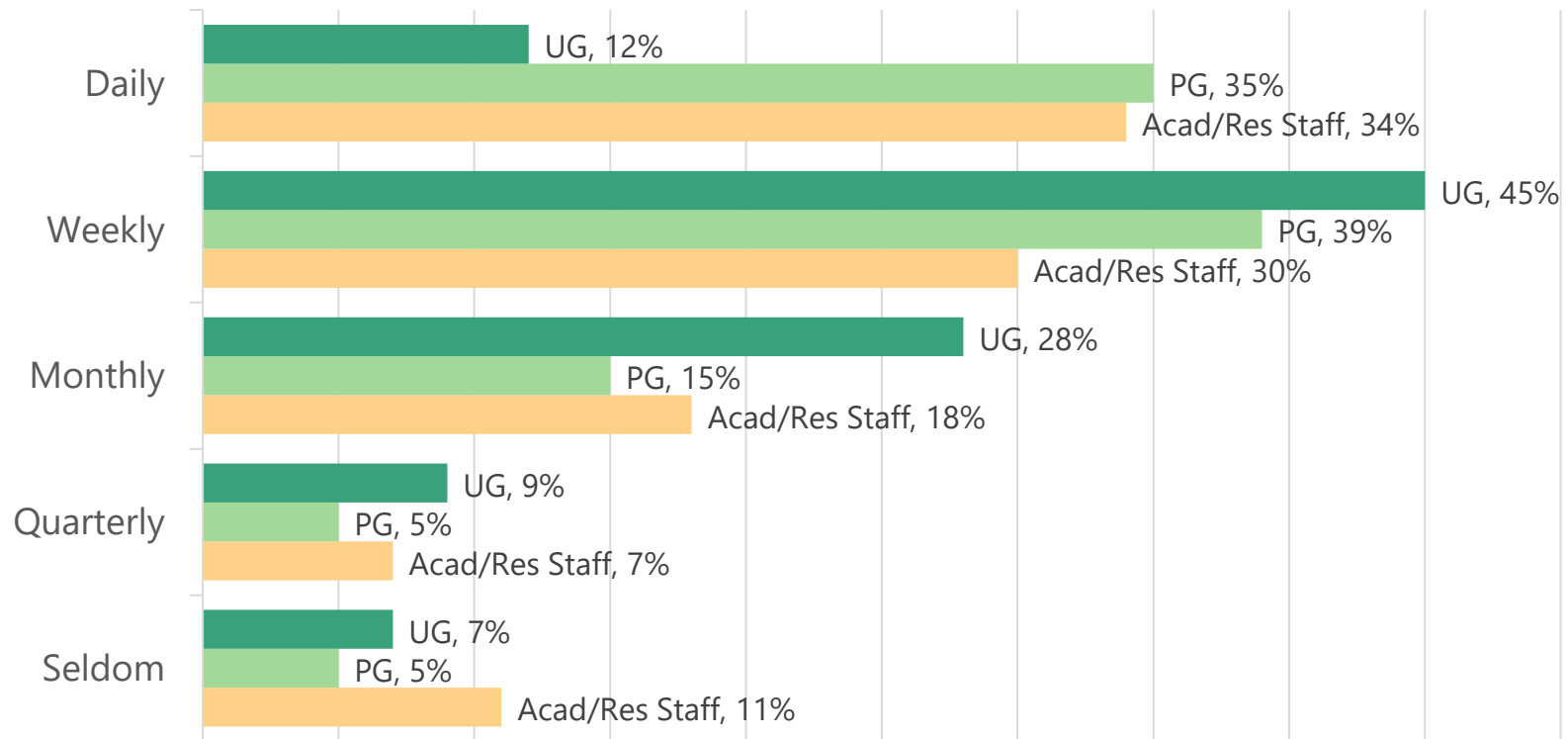


PG and Acad/Res staff were the most frequent users of online Library resources. 74% PG and 64% Acad/Res staff reported daily or weekly access.

# Activities In Library

Respondents were asked why they used the Library



| Activity | UG | PG | Acad/Res Staff |
|---|---|---|---|
| To study/work individually | 94% | 86% | 64% |
| To study/work in groups | 77% | 60% | 17% |
| To use computers, printers, copiers or scanners | 65% | 65% | 33% |
| To use studios & i-Space facilities | 12% | 13% | 11% |
| To use physical Library materials | 25% | 31% | 48% |
| To use e-journals, e-books or databases | 38% | 52% | 57% |
| To attend Library classes or events | 5% | 13% | 14% |
| To ask Library staff for assistance | 5% | 8% | 8% |

UG and PG exhibited a higher tendency to work individually or as a group in the Library, whereas Acad/Res staff relied more on the Library to access information resources.

# Comparison with 2023 Data

## In-person Visit to the Library

We saw a **rise in PG** who reported **visiting daily** (2023: 35%, 2024: 39%) **and weekly** (2023: 35%, 2024: 38%). In contrast, UG shifted from visiting daily (2023: 32%, 2024: 25%) to coming on a weekly basis (2023: 49%, 2024: 55%).

## Online Access to Library Resources

The proportion of **PG accessing online resources** on a daily or weekly basis experienced **a slight increase** from 71% in 2023 to 74% in 2024. Conversely, the percentage of Acad/Res staff who reported daily or weekly access saw a small decline from 69% in 2023 to 64% in 2024.

## Activities in Library

While the overall pattern remained similar to 2023, there was an increase in using computers, printers, copiers and scanners by PG (2023: 58%, 2024: 65%) as well as Acad/Res staff (2023: 26%, 2024: 35%).

# 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.

## Information Resources

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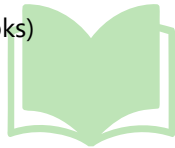
## Access Tools

- Library website
- Online catalogue / OneSearch
- iBooking system

## Library Spaces

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

## Service Affect

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

## IT Facilities

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

# 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 | # |
| 1 | Information Resources (IR) | 4.16 | (1535) | 4.02 | (715) | 4.40 | (447) | 4.17 | (1163) | 4.30 | (205) |
| 2 | Library Spaces (LS) | 4.29 | (1602) | 4.17 | (751) | 4.42 | (455) | 4.27 | (1206) | 4.42 | (206) |
| 3 | IT Facilities (IT) | 4.13 | (1368) | 4.01 | (645) | 4.37 | (418) | 4.15 | (1062) | 4.22 | (161) |
| 4 | Access Tools (AT) | 4.26 | (1595) | 4.13 | (742) | 4.52 | (457) | 4.28 | (1199) | 4.37 | (210) |
| 5 | Service Affect (SA) | 4.25 | (1418) | 4.06 | (632) | 4.51 | (429) | 4.24 | (1061) | 4.47 | (190) |

*** 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 | 4.25 |
| 2 | E-journals | 4.18 | 4.02 | 4.41 | 4.39 |
| 3 | Databases | 4.22 | 4.11 | 4.44 | 4.30 |
| 4 | PolyU Digital Collections | 4.09 | 3.94 | 4.33 | 4.26 |
| 5 | A comfortable and inviting environment | 4.39 | 4.24 | 4.54 | 4.56 |
| 6 | Quiet study space | 4.27 | 4.20 | 4.36 | 4.34 |
| 7 | Group study space | 4.20 | 4.07 | 4.37 | 4.35 |
| 8 | Computers in the Library | 4.12 | 4.01 | 4.34 | 4.17 |
| 9 | Loanable portable devices | 4.15 | 4.00 | 4.43 | 4.25 |
| 10 | Printers, photocopiers & scanners | 4.11 | 4.01 | 4.31 | 4.18 |
| 11 | i-Space facilities | 4.16 | 4.01 | 4.40 | 4.31 |
| 12 | Library website | 4.27 | 4.13 | 4.54 | 4.41 |
| 13 | Online catalogue / OneSearch | 4.25 | 4.12 | 4.49 | 4.35 |
| 14 | iBooking system | 4.26 | 4.16 | 4.52 | 4.34 |
| 15 | Library classes & orientation | 4.15 | 3.98 | 4.43 | 4.27 |
| 16 | Enquiry services & research consultation | 4.22 | 4.03 | 4.49 | 4.39 |
| 17 | Assistance from Library staff | 4.29 | 4.10 | 4.54 | 4.56 |
| 18 | Politeness and friendliness of Library staff | 4.32 | 4.12 | 4.57 | 4.59 |

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

# Comparison with 2023 Data
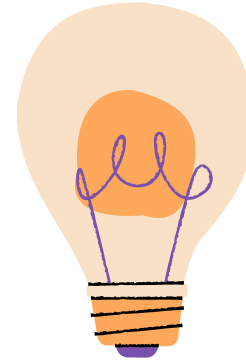
In consecutive years, all survey respondents recognized the broad category of **Library Spaces (2024: 4.29/5)** and the key service area of providing **a comfortable and inviting environment (2024: 4.39/5)** as top performers.

In 2024, **all 5 broad categories** and all **18 service areas** received ratings above 4.09 from all users. These perceived performance ratings experienced slight increases ranging from **0.45% to 1.46%** compared to 2023.

Similar to last year, **PG students and Acad/Res staff** once again exhibited **higher perceived performance scores** compared to other user types in 2024. Notably, we saw the scores increase between **1.75% and 2.67%,** in the areas of **Service Affect, Information Resources, and Access Tools**.

# 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
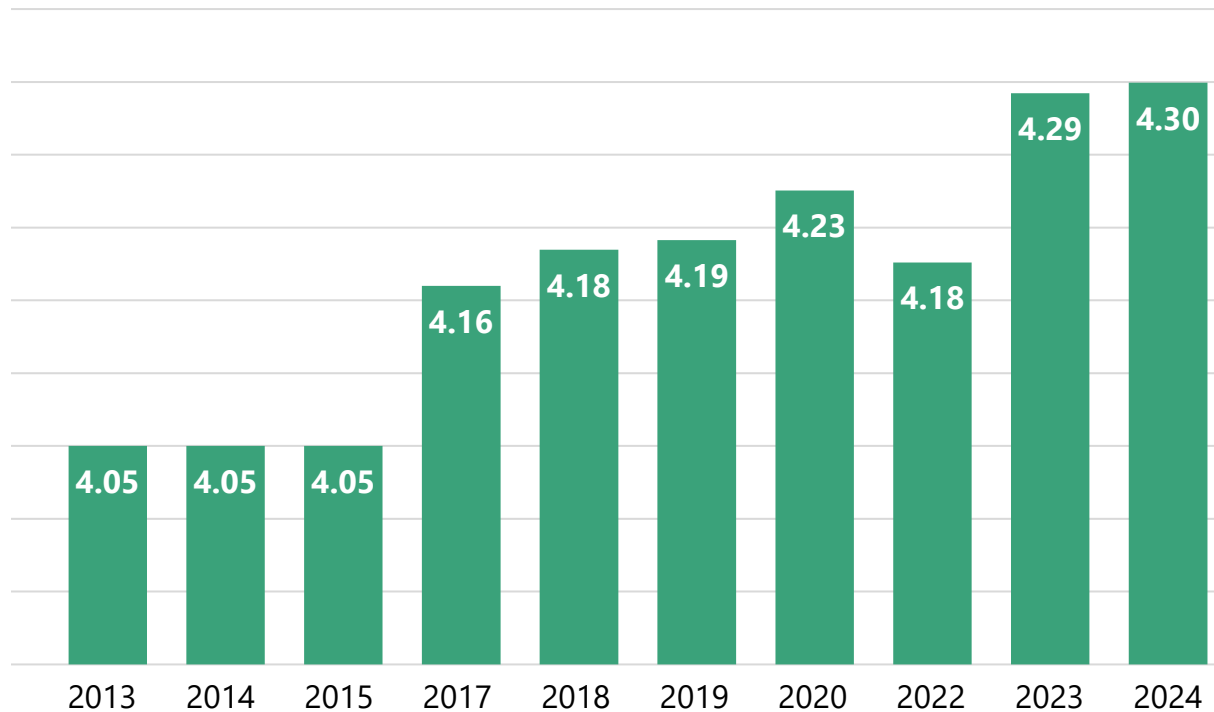
# Overall Satisfaction (II)

## 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** | 4.30 | (1660) | 4.19 | (754) | 4.49 | (463) | 4.30 | (1217) | 4.42 | (230) |

The overall satisfaction achieved a **record high at 4.30** this year, with **PG reporting the highest level score (4.49/5)**, followed by Aca/Res staff (4.42/5) and UG with a rating of 4.19/5.

These findings highlight the Library's commitment to delivering a fulfilling experience across different user demographics, ensuring that their needs are effectively addressed.

# Written Comment (I)

The final question in the survey invited respondents to share their **comments** on the Library Services, allowing for open-ended responses.

A total of **486 entries** were submitted and subsequently categorized for analysis.

Based on these comments, we have developed an **action plan** that outlines the Library's response to the feedback received and addresses any necessary improvements or future initiatives.

# Written Comment (II)

| What Users Asked For | What the Library Has Done or Plans to Do |
|---|---|
| **More electronic payment options for printing and copying** | In addition to Octopus card payment, the Library will soon deploy multi-functional copiers that support other electronic payment methods (e.g. AlipayHK and WeChat Pay). |
| **Availability of computers with dual monitors** | The Library has recently installed additional 14 monitors for laptop connections since Jun 2024. Furthermore, PCs equipped with dual monitors can be reserved at the 4/F i-Space. |
| **Expanded software applications for learning and research** | To support scholarly research, the Library offers a wide range of software applications for data analytics, data mining and programming (e.g. Python) at 4/F i-Space. We regularly review the software provision to suit users' needs in learning and research. |

# Written Comment (III)

| What Users Asked For | What the Library Has Done or Plans to Do |
|---|---|
| **Faster computer start-up times** | In addition to deploying PC workstations with faster operating speeds, the Library is exploring an alternative approach to Windows start-up. We expect these efforts to improve the start-up time of PC workstations. |
| **More computer accessories for loan** | To meet the needs of BYOD (Bring your own device) users, the USB chargers and laptop stands are available for loan at the self-checking kiosk on 3/F.  In 2024/25, additional self-checking kiosks will be expanded to provide more and different types of accessories for loan. |
| **More power outlets** | New study tables with built-in power sockets and USB ports will be installed on 3/F and G/F in Jun 2024 and on P/F by the end of 2024. In case of faulty power sockets, please notify Library staff of the seat number nearby so that we can arrange for repair as soon as possible. |

# Written Comment (IV)

| What Users Asked For | What the Library Has Done or Plans to Do |
|---|---|
| **Additional study spaces and rooms** | Additional high-density compact shelving will be installed in Sep 2024 on G/F of the Library, so that more shelving space can be repurposed into study space. The Library will also explore the feasibility of installing stand-alone study pods to increase the provision of group/individual study rooms. |
| **More semi-enclosed spaces for quiet study** | The Library currently offers 300 individual study carrels across quiet study areas on the G/F, 1/F, 3/F, and 5/F. An additional 45 study carrels with acoustic panels will be installed at the 3/F South Wing by summer 2024. |

# Written Comment (V)

| What Users Asked For | What the Library Has Done or Plans to Do |
|---|---|
| **Repair of malfunctioning sockets** | We have been in close contact with the Campus Development Office (CDO) and the Campus Facilities and Sustainability Office (CFSO), monitoring the repair progress. The extensive repair work for the socket outage on the 6/F was completed by these offices in May 2024. |
| **More Chinese resources** | The Library is committed to expanding its collection of Chinese resources. Recent and forthcoming acquisitions include 中國生物醫學文獻服務系统, 中國歷史文獻總庫, 民國圖書數據庫, 尚儀近代華文書籍暨圖像資料庫, 晚清期刊全文數據庫, 民國近代史料資料庫, 內閣大庫檔案, 皮書資料庫, China and the Modern World: Hong Kong, Britain, and China Part II: 1965-1993, and China and the Modern World: Records of Shanghai and the International Settlement, 1836–1955. |

# Written Comment (VI)

| What Users Asked For | What the Library Has Done or Plans to Do |
|---|---|
| **Enhancement of electronic resources** | Our collection includes over 6.9 million e-books and e-journals, 220,000 online audio-visual materials, and access to 430 databases through our homepage. We are dedicated to continuously acquiring current materials that support both academic curricula and research needs. |
| **Extended Library opening hours** | To help students prepare for exams, the Library has extended its opening hours to 24:00 during the Revision and Examination Period in Nov/Dec 2023 and Apr/May 2024. In addition, effective 27 Nov 2023, the clearance procedure for after-hour access to the 24-Hour Study Centre was simplified and postponed to 15 minutes before Library closes. The Library will keep monitoring the occupancy rate and review its opening hours accordingly. |

# The End

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