

LIBRARY SURVEY REPORT

2026



QUICK SUMMARY

SURVEY PERIOD: 19 MARCH – 18 APRIL 2026

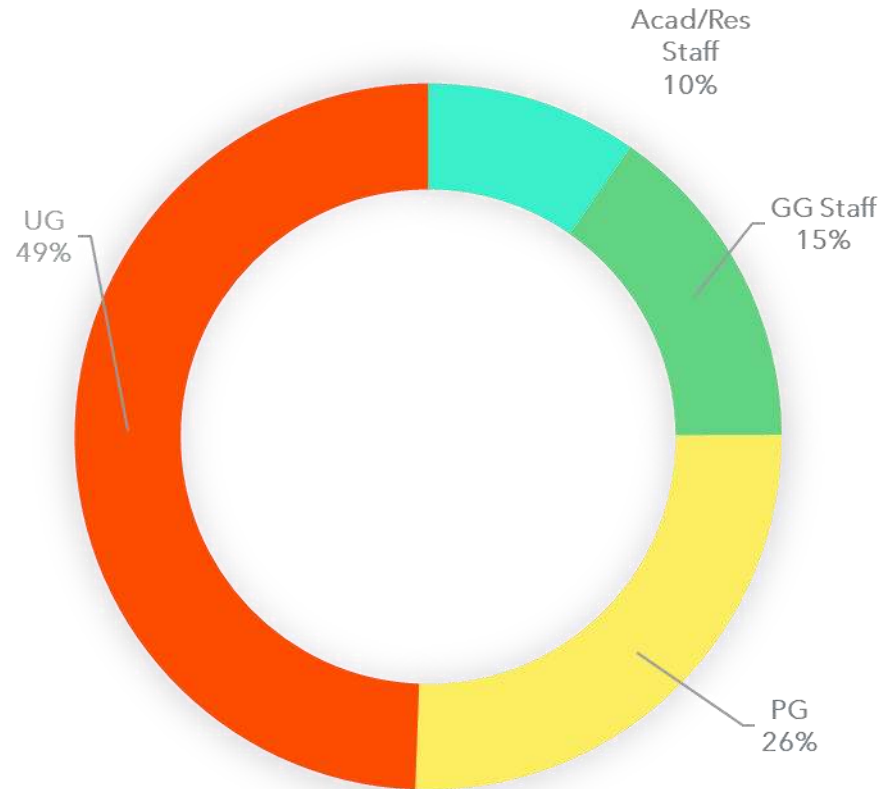
The annual library survey provides valuable insights into user perceptions and satisfaction, helping us further enhance our collections, services and facilities. The survey attracted a strong response with 1,465 participants from our target user groups.

User satisfaction reached an **all-time high**, with an overall rating of **4.33 out of 5**, comparing to last year's result (4.29 in 2025). Among the different user groups, Postgraduate students recorded the highest satisfaction score (4.57), followed by Academic/Research staff (4.35) and Undergraduate students (4.25).

Across the five broad categories assessed, **Library Spaces (LS)** and **Service Affect (SA)** achieved outstanding ratings, reflecting the Library's ongoing commitment to service excellence and user-centred support.



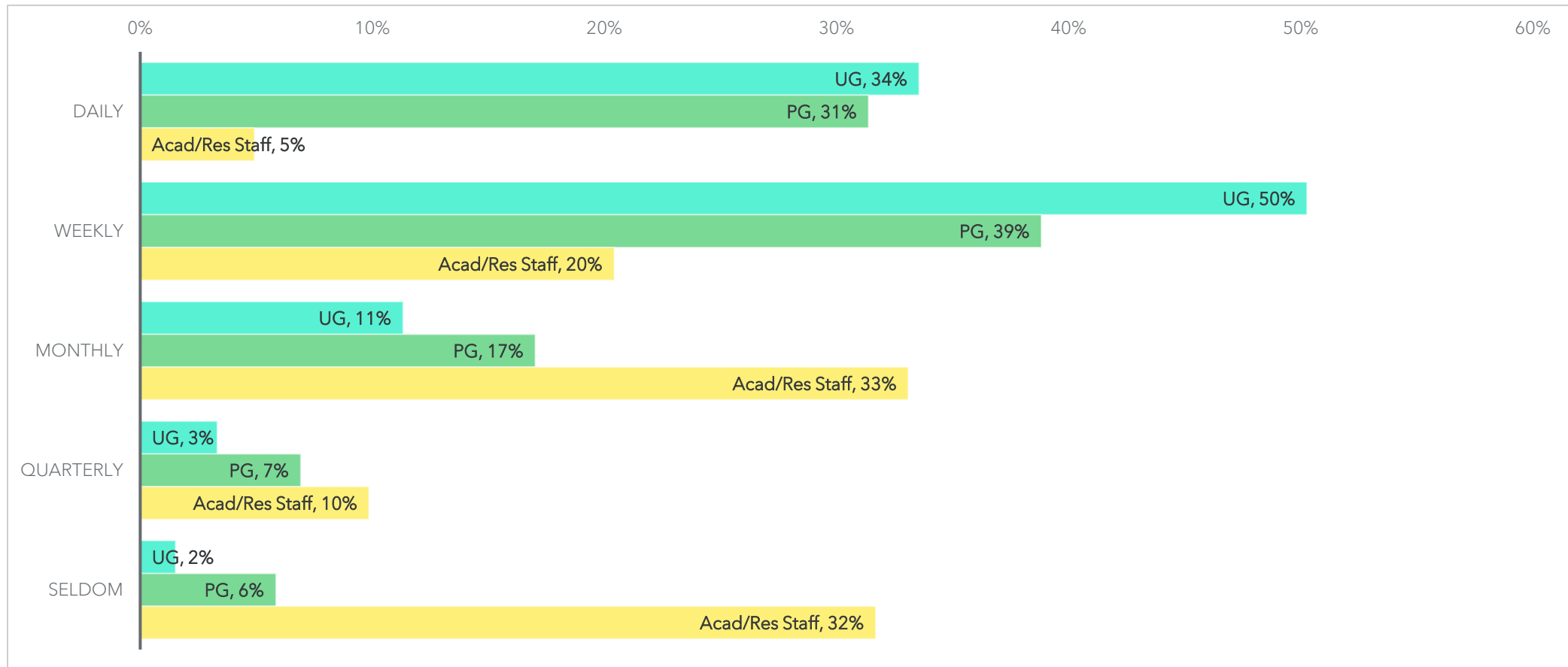
PROFILE OF RESPONDENTS 2026



- This year we collected **1,465** responses
 - 724 undergraduate students (UG)
 - 376 postgraduate students (PG)
 - 142 academic/research (Acad/Res) staff
 - 223 general grade staff (GG)

FREQUENCY OF LIBRARY USE (I)

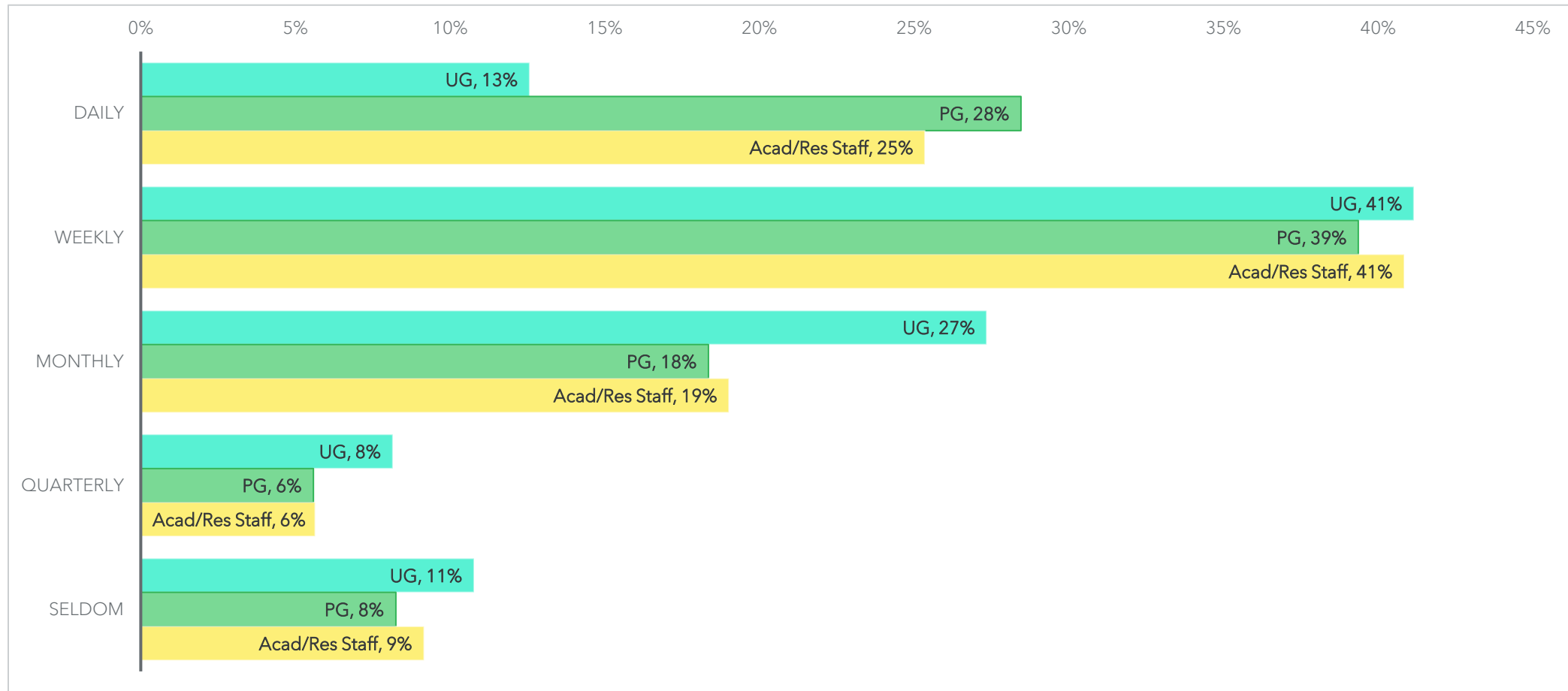
In-person Visit to the Library by User Type



Library usage continued to be highest among students, as 84% of UG and 70% of PG respondents reported visiting the Library daily or weekly, exceeding the frequency observed in other user groups.

FREQUENCY OF LIBRARY USE (II)

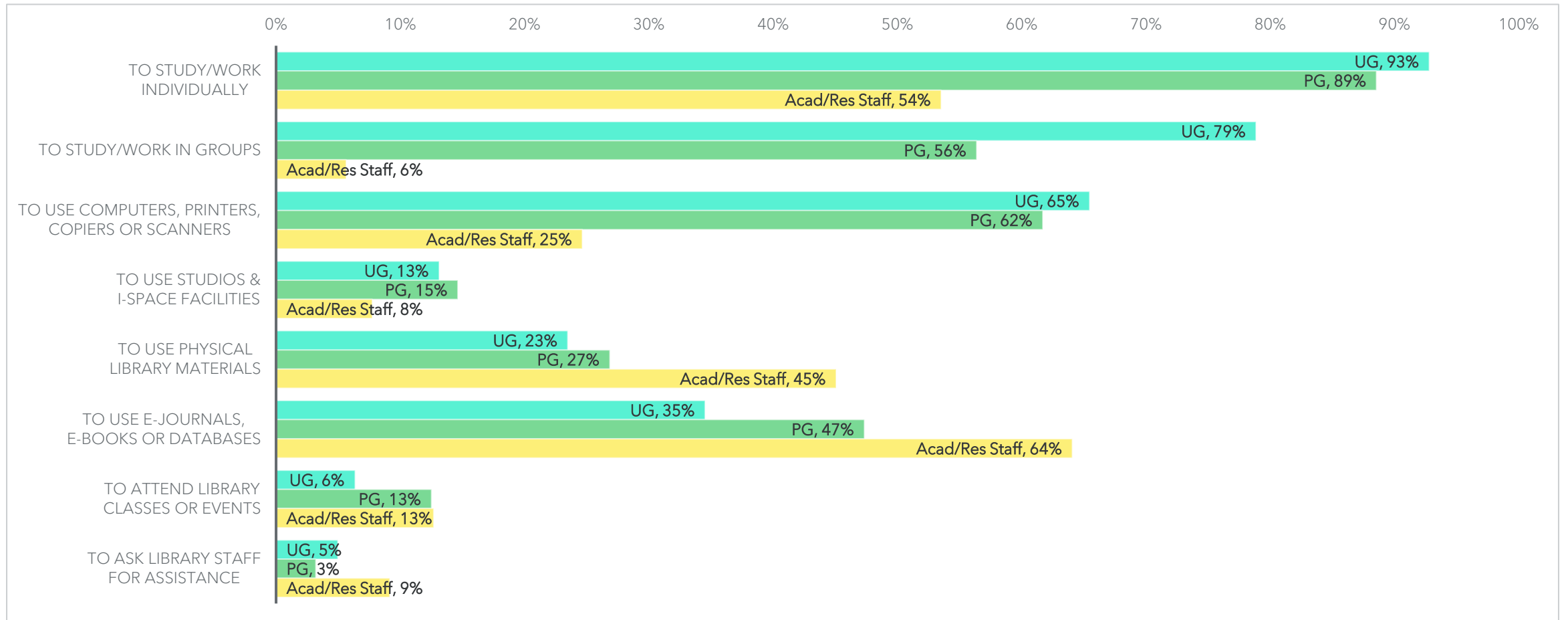
Online Access to Library Resources by User Type



Regular access to online library resources was most evident among PG and Academic/Research staff, with two-thirds of them engaging daily or weekly.

FREQUENCY OF LIBRARY USE (III)

Purpose(s) of the use of Library



Use patterns differed across user groups, with UG and PG students more actively using study spaces and IT facilities for both individual and group work, while Academic/Research staff mainly turned to the Library for 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




Broad Category	ALL		UG		PG		All Students		Acad/Res Staff	
	score	#	score	#	score	#	score	#	score	#
Information Resources (IR)	4.18	1355	4.06	683	4.45	360	4.19	1043	4.38	122
 Library Spaces (LS)	4.33	1406	4.23	720	4.54	371	4.33	1091	4.49	115
IT Facilities (IT)	4.16	1211	4.02	624	4.43	336	4.16	960	4.34	88
Access Tools (AT)	4.25	1403	4.17	706	4.48	365	4.28	1072	4.35	128
 Service Affect (SA)	4.27	1252	4.12	613	4.55	351	4.27	963	4.47	107

*** 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

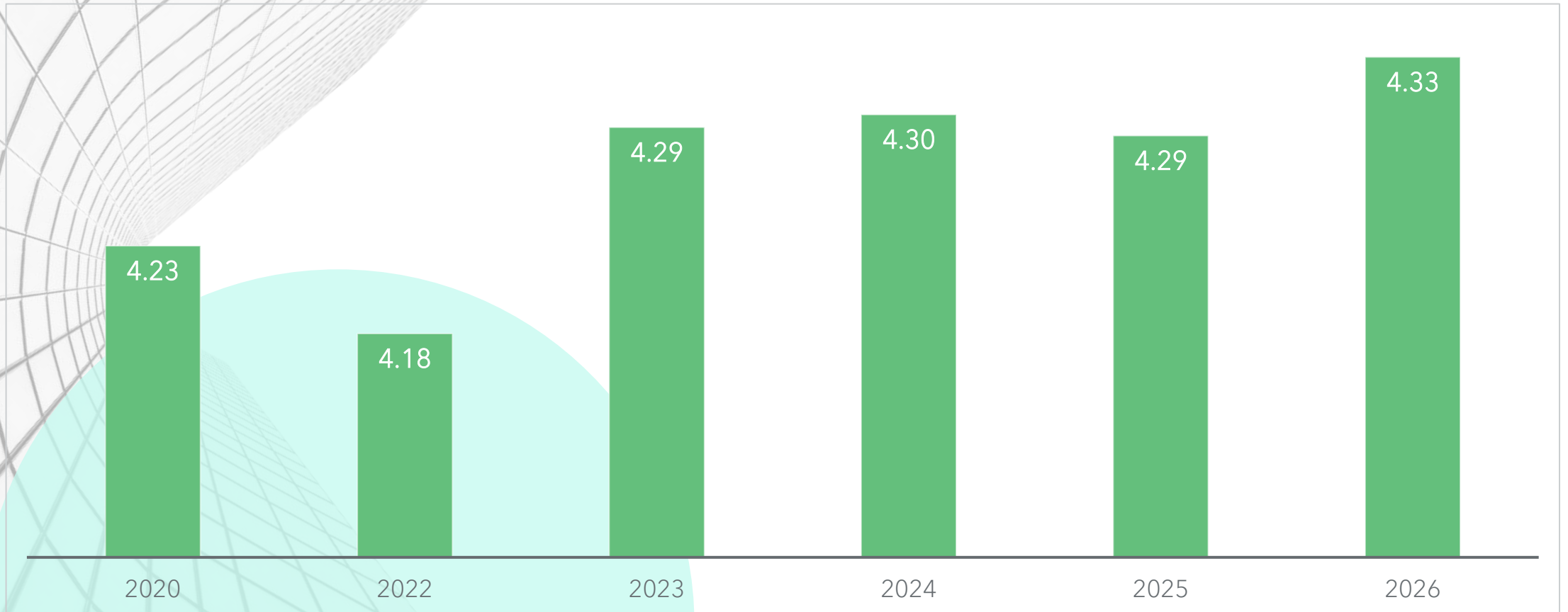
Service Areas		ALL	UG	PG	Acad/Res Staff
1	Books	4.17	4.05	4.43	4.35
2	E-journals	4.20	4.05	4.48	4.43
3	Databases	4.23	4.13	4.45	4.41
4	PolyU Digital Collections	4.14	4.03	4.42	4.34
 5	A comfortable and inviting environment	4.40	4.31	4.61	4.52
 6	Quiet study space	4.33	4.24	4.51	4.53
7	Group study space	4.26	4.15	4.48	4.42
8	Computers in the Library	4.12	4.01	4.36	4.27
9	Loanable portable devices	4.18	4.03	4.48	4.39
10	Printers, photocopiers & scanners	4.15	4.03	4.39	4.36
11	i-Space facilities	4.18	4.01	4.52	4.35
12	Library website	4.25	4.14	4.51	4.40
13	Online catalogue / OneSearch	4.24	4.18	4.45	4.33
14	iBooking system	4.26	4.20	4.48	4.32
15	Library classes & orientation	4.17	3.98	4.51	4.36
16	Enquiry services & research consultation	4.25	4.08	4.55	4.41
17	Assistance from Library staff	4.31	4.18	4.56	4.51
 18	Politeness and friendliness of Library staff	4.34	4.20	4.57	4.56

*** 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



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	4.33	1465	4.25	724	4.57	376	4.36	1100	4.35	142

The overall satisfaction reached an **all-time high at 4.33** this year, with **PG reporting the highest level (4.57/5)**, followed by Academic/Research staff (4.35/5) and UG with a rating of 4.33/5.



APPRECIATION AND COMMENTS

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

APPRECIATION

1. Library services might be **one of the best things in PolyU**. At this point, I live in the library since I use their services everyday for studying either alone or with friends. **It's an excellent place to study at or even chill**. I loan some devices there too such as **MacBooks and iPads, which is never broken**. Even as a freshman, library is one of the most used and most visited places for me.
2. The online library gives me **easy access to academic papers**, which supports my learning well. Booking group discussion rooms is **straightforward**, and availability is generally good. The time limits also help keep things **fair**. When I study alone, I appreciate **being able to choose between silent areas, discussion zones, or computer sections** depending on what I need that day. This helps me focus better. Having **both window seats and quiet study areas offers good variety**. I've also noticed **staff checking for seat-saving** when it gets busy. This is helpful for making sure spaces are available for everyone who needs them. Thank you for creating such a **wonderful learning space**.
3. I have always been **deeply impressed** by the exceptional services at the Pao Yue-Kong Library. The **staff are consistently helpful, patient, and knowledgeable, making every visit smooth and stress-free**. The **study spaces are well-maintained, quiet, and perfectly suited for focused work**, while the **extensive collection** of both physical and digital resources has been **invaluable** for my research. The **extended opening hours and convenient booking systems** further enhance the experience. I truly **appreciate** the library's ongoing **efforts to support students and foster a productive learning environment**. Thank you for your hard work!

COMMENTS (I)

What Users Asked For	What the Library Has Done or Plans to Do
Better computing resources for AI works and development	To support learning, teaching and research needs, the Library has recently launched High-performance AI computing facilities. With pre-installed LLMs, API endpoint and IDEs, the computers are ideal for developing AI applications.
Stabler Wi-Fi connection	The Library has been working closely with ITS for Wi-Fi access issues. In 2025, 64 sets of Wi-Fi Access Points have been upgraded. The upgrade aimed to provide better Wi-Fi connection inside the Library.
Better access to 3D printers	The Library will allow users to reserve 3D printer sessions in advance via the iBooking System in June 2026. Hourly and weekly quotas were also implemented to ensure fair access and support users in booking 3D printers for prototyping.
Additional payment options for photocopying or printing beyond the physical Octopus card	The Library has recently upgraded four Multi-function Printers (MFPs) bundled with e-payment options, including: Contactless Octopus which supported both physical card and Octopus card on mobile, AliPay HK and WeChat Pay.

COMMENTS (II)

What Users Asked For	What the Library Has Done or Plans to Do
Enrichment of electronic resources	<p>The Library has continued to enhance its multidisciplinary collections, adding resources such as LeapSpace, Web of Science Research Assistant, CNKI AI, ASEAN Premium Database, Bloomsbury Fashion Business Cases, Building Types Online, DETAIL Inspiration, EBSCO Art & Architecture Source, Gale Literature, Gale Primary Sources and Archives Unbound (all collections), JCO Digital Library, and ProQuest ONE databases across multiple subject areas.</p> <p>As of March 2026, our collection includes over 8.36 million e-books, 238,000 e-journals, and 480 databases. The Library remains committed to supporting research, teaching, and learning, and welcomes users' recommendations for new resources.</p>
More Chinese resources to support research	<p>The Library has further expanded its Chinese historical and cultural holdings with new resources such as 中國學術期刊數據庫, 新方志, 中華博物通考, 中外標準數據庫, 典籍整理文獻數據庫, 國文天地雜誌資料庫, 中國近代報紙庫, and 當代中文報紙數據庫.</p>

COMMENTS (III)

What Users Asked For	What the Library Has Done or Plans to Do
Enhancement of ebooks	In review of the increasing ebooks usage, the Library has upgraded highly demanded titles with additional concurrent users, accessibility and download feature are being facilitated.
Specialized workshops and practical tips on navigating Library databases	<p>The Library delivers workshops and training throughout the year, tailored to the needs of users from undergraduates to research postgraduates. To extend access beyond live sessions, recordings and materials are archived for ongoing reference.</p> <p>Moving forward, we are also expanding outreach and promote these tips through digital channels and in-library touchpoints to ensure users can access support anytime, anywhere.</p>
GenAI tools to discover and retrieve content from the Library's subscribed journals and databases	The Library is actively exploring ways to integrate our subscribed resources directly into your research and learning workflows. As new technologies emerge, we are committed to expanding our repertoire of AI-powered tools to ensure a more seamless and intelligent discovery experience.

COMMENTS (IV)

What Users Asked For	What the Library Has Done or Plans to Do
Financial support for publishing in open access (OA) journals	<p>The Library has established transformative agreements with multiple publishers to offer full or partial APC waivers for publishing in open access journals (see the list here).</p> <p>PolyU researchers are also encouraged to deposit their Final Accepted Manuscripts (FAMs) in the PolyU Institutional Research Repository (PIRA) to enhance the visibility of their research. If APC waivers or open access publishing options are not available, depositing FAMs in PIRA remains a viable alternative.</p>
More monitors for extending the screen of user's laptops	<p>The Library has added dedicated monitors to 24 study seats on 1/F, 3/F, 4/F, and 5/F in late March 2026. Users can connect their laptop computers to the monitor and use the monitor as a second monitor or simply mirror and enlarge the laptop's display.</p>
More study space and seats	<p>The Library added more quiet study seats including individual carrels at 5/F South Wing after removal of some book shelves. We will install more compact shelves and release the book shelves space to become study space for users.</p>

COMMENTS (V)

What Users Asked For	What the Library Has Done or Plans to Do
More rooms for small group (2 people) or online meeting	The Library has provided 10 Online Meeting Rooms at 3/F North Wing. Eligible users can reserve the room via the iBooking System seven days in advance. Up to two users can bring their own laptop computers to practise presentation or have online meeting in the room.
Better maintenance of the electric sockets on the 6/F	The Library is closely monitoring repair progress with the Campus Facilities & Sustainability Office (CFSO) to ensure timely inspection and rectification of faulty sockets. In late April 2026, Library staff conducted a comprehensive check of sockets at fixed tables and reported issues to CFSO. The Library will continue to follow up and implement regular inspections.
Cleaner spaces and facilities	The Library will keep close contact with the Campus Facilities & Sustainability Office (CFSO), who provided and managed the cleaning services, to improve the service quality. To provide cleaner seating, the Library has worked continuously on replacing or reupholstering the fabric seat pads of chairs with wipeable vinyl materials.
Improvement of air quality	To improve the air quality, the Library has requested the Campus Facilities & Sustainability Office (CFSO) to add ceiling-type air purifiers at the areas with smell issues.

THE END

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