

City University of Hong Kong  
Run Run Shaw Library

Library User Survey 2018 Report

Survey Period: 15 Jan – 15 Feb 2018

February 2018

## 1 Introduction

The Library User Survey 2018 was conducted from 15 Jan to 15 Feb 2018 using self-administered online questionnaires through Qualtrics survey software. With permission given by the Association of Research Libraries, this Survey has adopted the 15 Core Questions, 5 Information Literacy Outcomes Questions, 2 General Satisfaction Questions and 2 Library Use Questions of LibQual+ Survey. Questions to evaluate the new Library services such as WhatsApp-a-Librarian, Library Newsletters, CityU LibraryFind and CityU Scholars have also been asked in this Survey.

## 2 Demographic Summary

### 2.1 Respondents by User Group

The Survey concluded on 15 Feb 2018 with 2,703 respondents. Majority (65%) of them is undergraduate students, followed by postgraduate students (21%), Administrative Staff & Other Staff Positions (7%), Academic & Research Staff (5%), and others (2%).

User Group	No. of Respondents	%
<b>Undergraduate</b>		
Associate Degree Student	63	2.33%
Undergraduate Student	1,706	63.11%
Sub-total	1,769	65.44%
<b>Postgraduate</b>		
Taught Masters Degree Student	360	13.32%
Research Masters / Doctoral Research Degree	214	7.92%
Sub-total	574	21.24%
<b>Other Student Status</b>	27	1.00%
<b>Academic &amp; Research Staff</b>		
Academic Staff	77	2.85%
Research Staff	56	2.07%
Sub-total	133	4.92%
<b>Administrative Staff &amp; Other Staff Positions</b>		
Administrative Staff	130	4.81%
Other staff positions	68	2.52%
Sub-total	198	7.33%
<b>Library Staff</b>	2	0.07%
<b>Total</b>	<b>2,703</b>	<b>100%</b>

### 2.2 Respondent Profile by Discipline

The top three disciplines of the respondents are Science & Engineering (33%), followed by Business (28%) and Humanities & Social Sciences (23%).

Discipline	No. of Respondents	%
Business	765	28.30%
Humanities and Social Sciences	613	22.68%
Science and Engineering	903	33.41%
Creative Media	63	2.33%
Energy and Environment	54	2.00%
Law	75	2.77%
Veterinary Medicine & Life Sciences	39	1.44%
Research Institute/Centres	2	0.07%
Administrative and Academic Support Units	99	3.66%
Others	90	3.33%
<b>Total</b>	<b>2,703</b>	<b>100%</b>

### 2.3 Respondent Profile by Age

Majority of the respondents is with age range from 18 to 22 (64%), followed by respondents with age range from 23 to 30 (23%).

Age	No. of Respondents	%
< 18	6	0.22%
18 - 22	1,723	63.74%
23 - 30	621	22.97%
31 - 45	238	8.81%
46 - 65	112	4.14%
> 65	3	0.11%
<b>Total</b>	<b>2,703</b>	<b>100%</b>

### 2.4 Respondent Profile by Sex

59% of the respondents is female while 41% is male.

Sex	No. of Respondents	%
Female	1,604	59.34%
Male	1,099	40.66%
<b>Total</b>	<b>2,703</b>	<b>100%</b>

### 2.5 Respondent Profile by Full or Part-time

Majority (84%) of the respondents is full-timer while 4% is part-timer.

Full or Part-time	No. of Respondents	%
Full-time	2,262	83.68%
Part-time	102	3.77%
Does not apply / NA	339	12.54%
<b>Total</b>	<b>2,703</b>	<b>100%</b>

### 3 Survey Item Summary

#### 3.1 Core Questions Summary

When the respondents were asked to rate the following statements, with 1 being the lowest and 9 is highest, they have rated “Willingness to help users” the highest (mean at 7.64) and “Space for group learning and group study” the lowest (mean at 6.46). The overall mean of these statements is 7.15.

Question Text	Perceived Mean	Perceived SD	n
<b>Affect of Service</b>			
Library staff who deal with users in a caring fashion	7.08	1.53	2,638
Library staff who have the knowledge to answer user questions	7.40	1.36	2,576
Library staff who understand the needs of their users	7.05	1.44	2,582
Willingness to help users	7.64	1.38	2,660
<b>Information Control</b>			
A library Web site enabling me to locate information on my own	7.41	1.52	2,694
Easy-to-use access tools that allow me to find things on my own	7.14	1.62	2,687
Making electronic resources accessible from my home or office	7.27	1.58	2,634
Modern equipment that lets me easily access needed information	7.45	1.43	2,683
The electronic information resources I need	7.26	1.47	2,653
The printed library materials I need for my work	6.85	1.67	2,571
<b>Library as Place</b>			
A comfortable and inviting location	7.12	1.68	2,693
A haven for study, learning, or research	7.20	1.72	2,676
Library space that inspires study and learning	6.85	1.75	2,679
Quiet space for individual work	7.04	1.77	2,680
Space for group learning and group study	6.46	1.91	2,575
<b>Overall</b>	<b>7.15</b>	<b>1.62</b>	<b>2,700</b>

#### 3.2 Core Question Dimensions Summary

The respondents have rated “Affect of Service” the highest (7.29) and “Library as Place” the lowest (6.94).

Dimension	Perceived Mean	Perceived SD	n
Affect of Service	7.29	1.45	2,675
Information Control	7.23	1.56	2,700
Library as Place	6.94	1.79	2,698
<b>Overall</b>	<b>7.15</b>	<b>1.62</b>	<b>2,700</b>

#### 3.3 General Satisfaction Questions Summary

When the respondents were asked to indicate the degree to which they agree with the following statements, their degrees of agreement are quite close to each other, with mean ranging from 7.14 to 7.34.

General Satisfaction	Perceived Mean	Perceived SD	n
In general, I am satisfied with library support for my learning, research, and/or teaching needs.	7.14	1.34	2,703
I plan to make more use of the Library for my academic pursuits in future	7.34	1.43	2,703
How would you rate the overall quality of the service provided by the Library?	7.20	1.20	2,703

### 3.4 Information Literacy Outcomes Questions Summary

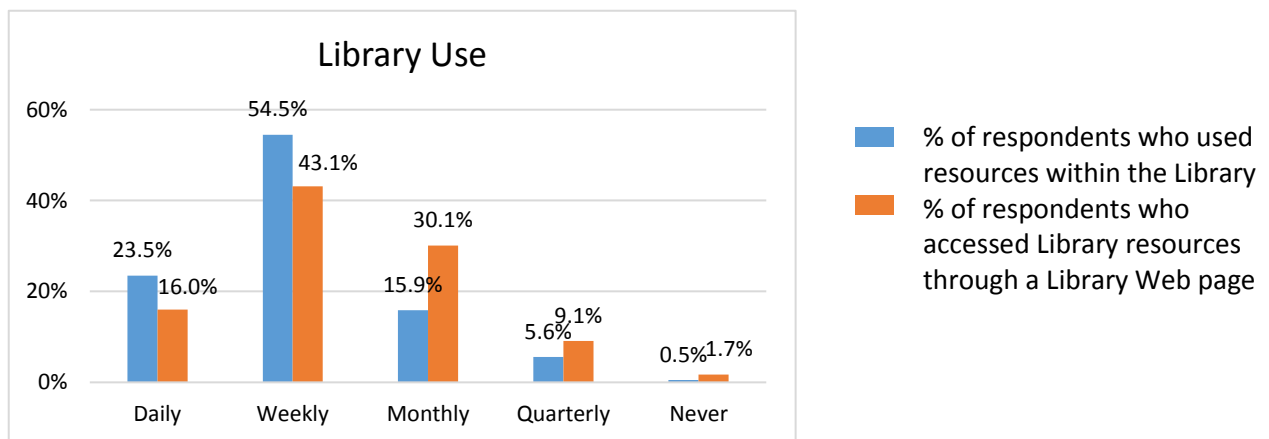
When the respondents were asked to indicate the degree to which they agree with the following statements, they have indicated “The Library enables me to be more efficient in my academic pursuits or work” as the highest (7.02) and “The Library helps me distinguish between trustworthy and untrustworthy information” as the lowest (6.51).

Information Literacy Outcomes	Perceived Mean	Perceived SD	n
The Library helps me stay abreast of developments in my field(s) of interest.	6.65	1.47	2,703
The Library aids my advancement in my academic discipline or work.	7.00	1.40	2,703
The Library enables me to be more efficient in my academic pursuits or work.	7.02	1.43	2,703
The Library helps me distinguish between trustworthy and untrustworthy information.	6.51	1.64	2,703
The Library provides me with the information skills I need in my work or study.	6.96	1.43	2,703

### 3.5 Library Use Summary

When the respondents were asked to indicate how often they used resources within the Library, more than half of the respondents (55%) indicated that they used resources within the Library on a weekly basis and about a quarter (24%) on a daily basis.

When the respondents were asked to indicate how often they accessed Library resources through a Library Web page, 43% indicated that they accessed Library resources through a Library Web page weekly and 30% daily.

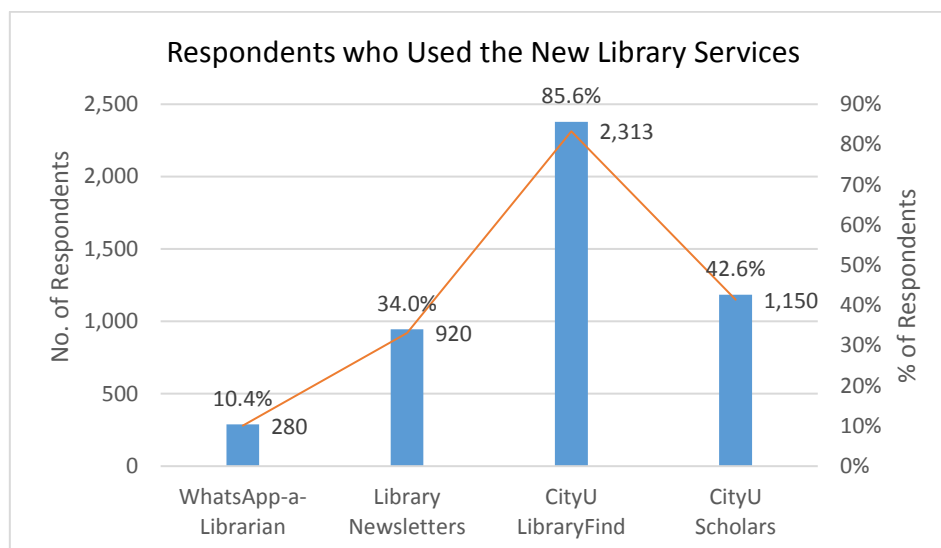


Library Use	Daily	Weekly	Monthly	Quarterly	Never	Total
How often do you use resources within the Library?	637 (23.5%)	1,473 (54.5%)	429 (15.9%)	150 (5.6%)	14 (0.5%)	2,703 (100%)
How often do you access Library resources through a Library Web page?	434 (16.0%)	1,165 (43.1%)	813 (30.1%)	246 (9.1%)	45 (1.7%)	2,703 (100%)

### 3.6 New Questions Summary

#### 3.6.1 Use of the New Library Services during the Past 6 Months

When the respondents were asked whether they used the new Library services, they have indicated that CityU LibraryFind is the most popular new service (86%), followed by CityU Scholars (43%), Library Newsletters (34%) and WhatsApp-a-Librarian (10%).



Whether Used the New Service during the Past 6 Months	WhatsApp-a-Librarian	Library Newsletters	CityU LibraryFind	CityU Scholars
Yes	280 (10.4%)	920 (34.0%)	2,313 (85.6%)	1,150 (42.6%)
No	2,423 (89.6%)	1,783 (66.0%)	390 (14.4%)	1,553 (57.5%)
Total	2,703 (100%)	2,703 (100%)	2,703 (100%)	2,703 (100%)

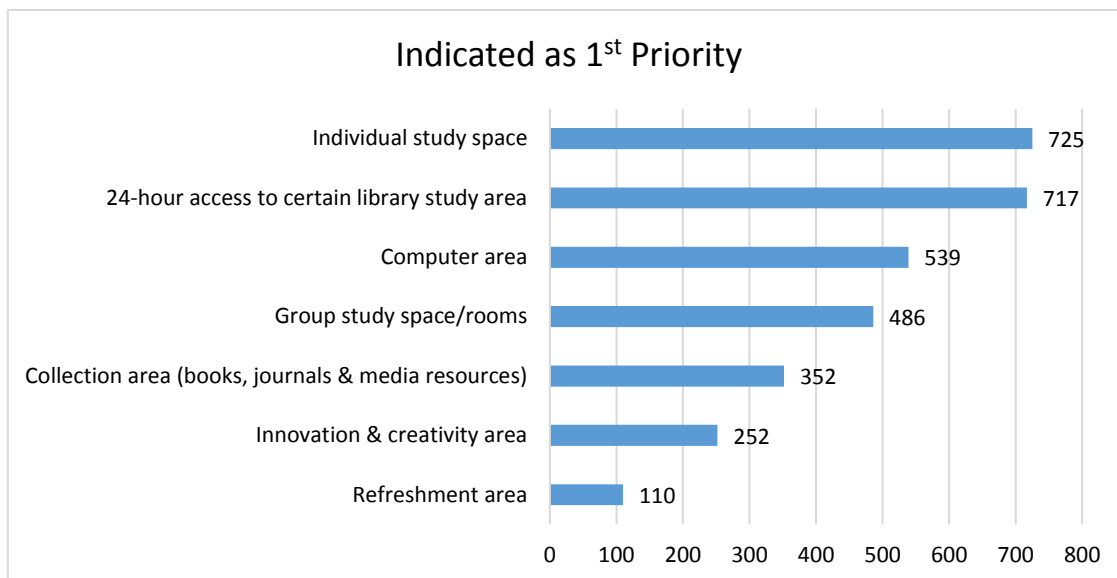
#### 3.6.2 New Service Satisfaction

For those respondents who have used the new Library services, they were asked to indicate the degree to which they agree with the following statements. They have indicated that CityU LibraryFind is the most satisfied new service (7.52), followed by CityU Scholar (7.35), Library Newsletters (7.06) and WhatsApp-a-Librarian (6.95).

New Service Satisfaction	Perceived Mean	Perceived SD	n
The WhatsApp-a-Librarian Service offers me quick help in using library services and resources.	6.95	1.71	253
The Library Newsletters keep me updated about Library services and development.	7.06	1.38	912
The Library Search Platform (CityU LibraryFind) is useful for searching library resources.	7.52	1.38	2,306
The CityU Scholars enhances the visibility of researchers and the research outputs of the University.	7.35	1.41	1,132

### 3.6.3 If the Library redesigns the existing spaces, which does it need more of?

When the respondents were asked which of the following 7 areas that the Library need more of, 725 respondents have indicated “individual study space” as their first priority, followed by “24-hour access to certain library study area” (717), “computer area” (539), “group study space/rooms” (486), “collection area” (352), “innovation & creativity area” (252), and “refreshment area” (110).



Use of Library Space	Indicated as 1 <sup>st</sup> Priority
Individual study space	725
24-hour access to certain library study area	717
Computer area	539
Group study space/rooms	486
Collection area (books, journals & media resources)	352
Innovation & creativity area	252
Refreshment area	110

## 4 Other Comments

Overall	No. of Comments	%
Satisfied with the Library services	468	25.7%
Somewhat satisfied with the Library services	3	0.2%
About		
- Learning environment in the Library	389	21.4%
- Computer and IT equipment/Services provided by the Library	291	16.0%
- Library collection	211	11.6%
- Library Facilities	136	7.5%
- Service Support	95	5.2%
- Library Space	57	3.1%
- CityU LibraryFind	43	2.3%
- Borrowing Services	42	2.3%
- Instruction & Reference Services	22	1.2%
- Others	63	3.5%
Total	1,820	100%

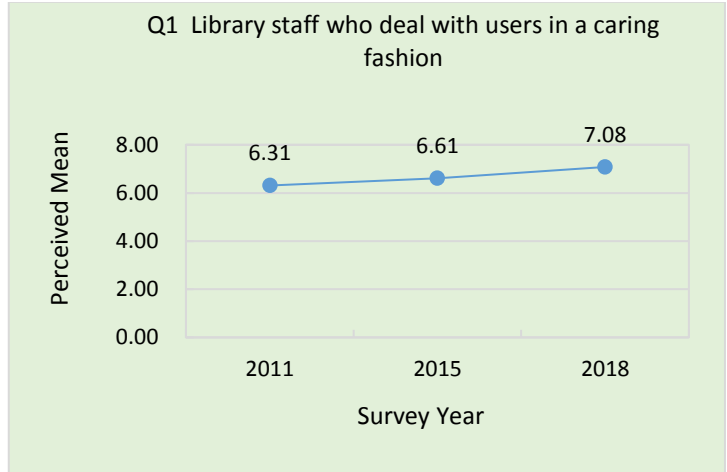
**5 Time Series Analysis (2011, 2015 & 2018)**

The Library has been conducting similar surveys in the past few years. The time series analysis reflects that user satisfaction rate has increased slightly but consistently since 2011.

**5.1 Core Questions – Affect of Service**

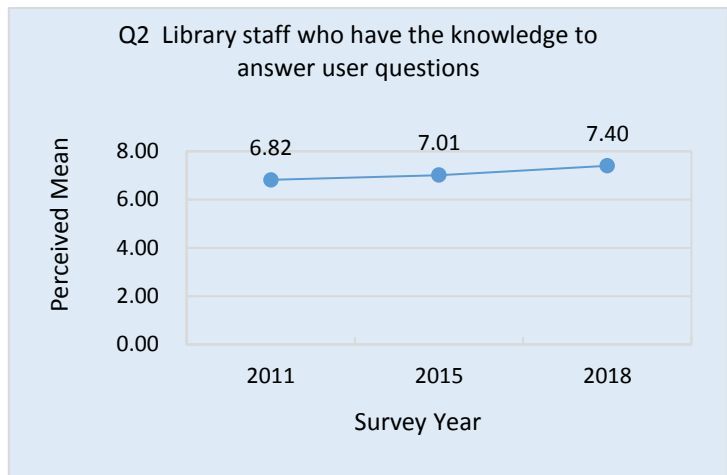
**Q1 Library staff who deal with users in a caring fashion**

Year	Mean	SD	n
2011	6.31	1.61	2,171
2015	6.61	1.56	3,302
2018	7.08	1.53	2,638



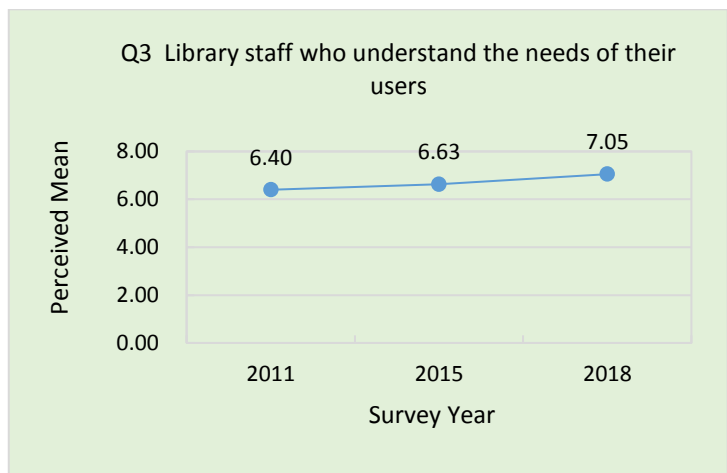
**Q2 Library staff who have the knowledge to answer user questions**

Year	Mean	SD	n
2011	6.82	1.37	2,161
2015	7.01	1.37	3,264
2018	7.40	1.36	2,576



**Q3 Library staff who understand the needs of their users**

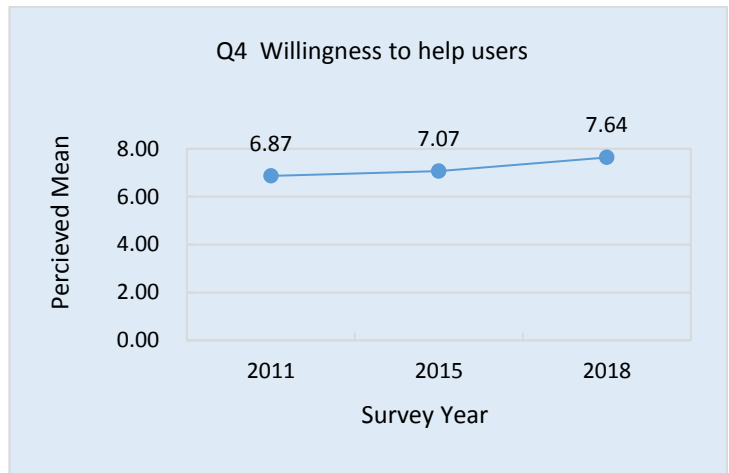
Year	Mean	SD	n
2011	6.40	1.51	2,169
2015	6.63	1.48	3,303
2018	7.05	1.44	2,582





**Q4 Willingness to help users**

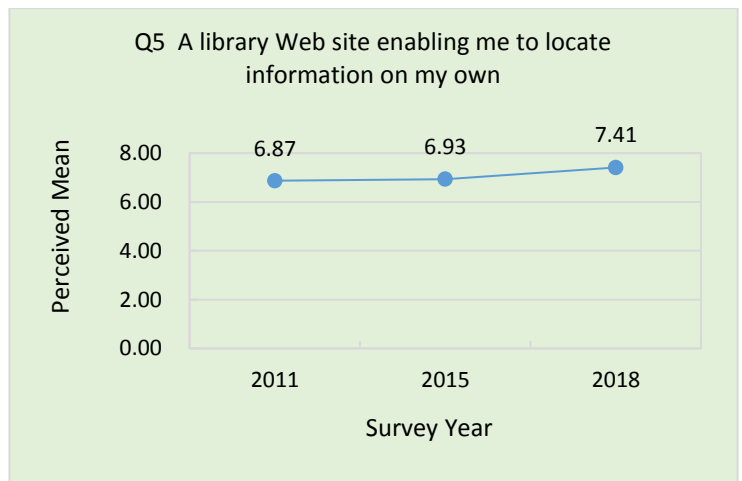
Year	Mean	SD	n
2011	6.87	1.41	2,216
2015	7.07	1.39	3,367
2018	7.64	1.38	2,660



**5.2 Core Questions – Information Control**

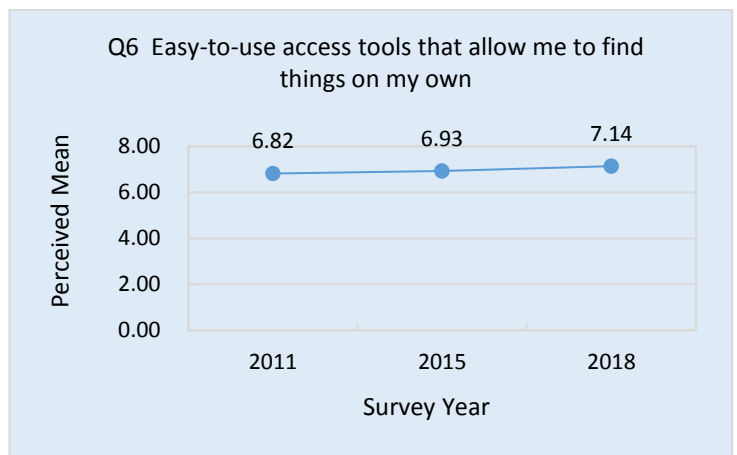
**Q5 A library Web site enabling me to locate information on my own**

Year	Mean	SD	n
2011	6.87	1.41	2,248
2015	6.93	1.48	3,476
2018	7.41	1.52	2,694



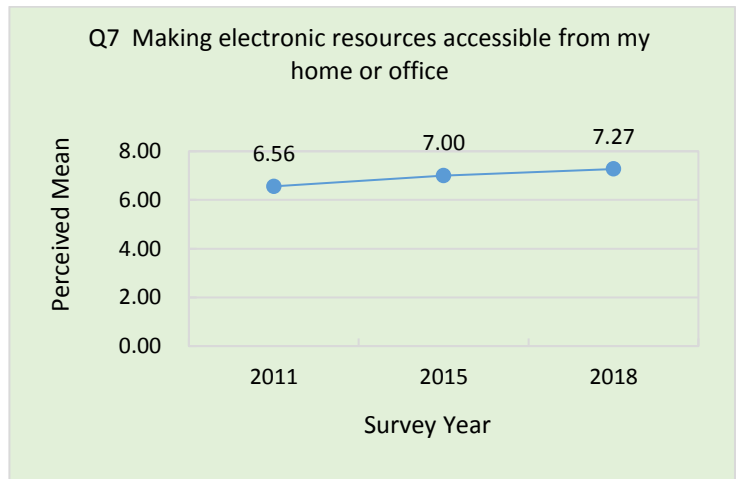
**Q6 Easy-to-use access tools that allow me to find things on my own**

Year	Mean	SD	n
2011	6.82	1.37	2,221
2015	6.93	1.41	3,458
2018	7.14	1.62	2,687



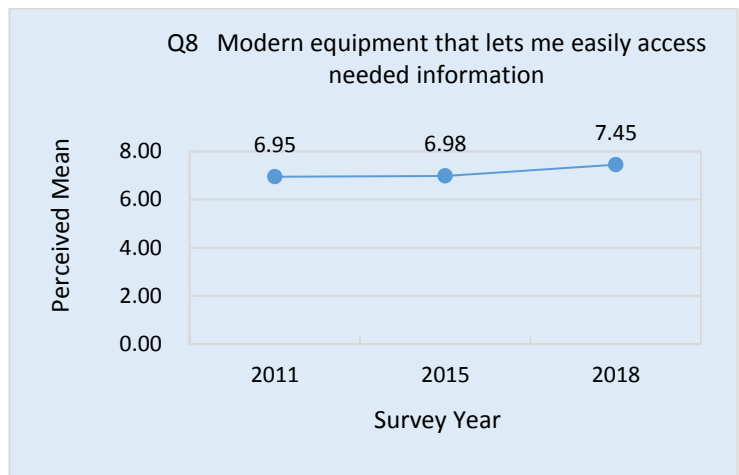
**Q7 Making electronic resources accessible from my home or office**

Year	Mean	SD	n
2011	6.56	1.53	2,188
2015	7.00	1.49	3,409
2018	7.27	1.58	2,634



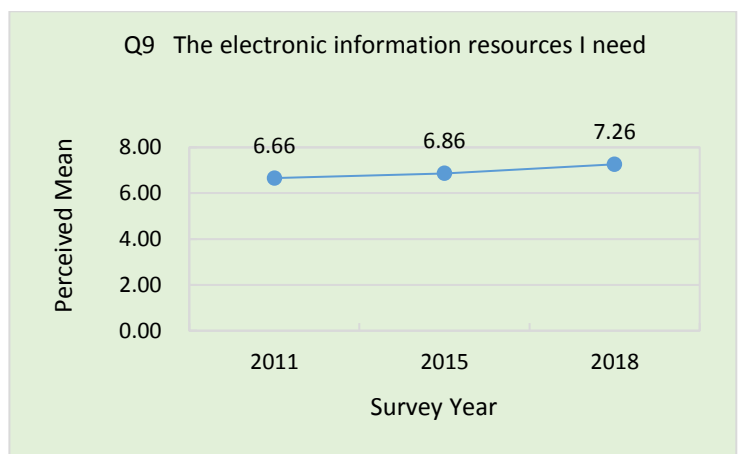
**Q8 Modern equipment that lets me easily access needed information**

Year	Mean	SD	n
2011	6.95	1.38	2,245
2015	6.98	1.40	3,467
2018	7.45	1.43	2,683



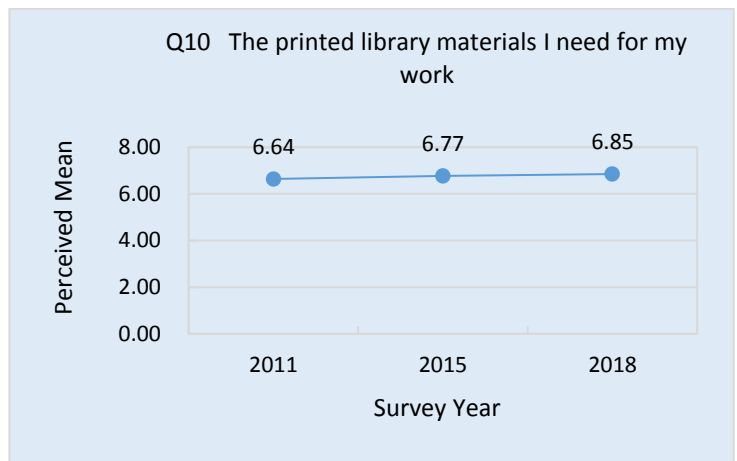
**Q9 The electronic information resources I need**

Year	Mean	SD	n
2011	6.66	1.38	2,172
2015	6.86	1.40	3,392
2018	7.26	1.47	2,653



**Q10 The printed library materials I need for my work**

Year	Mean	SD	n
2011	6.64	1.37	2,160
2015	6.77	1.41	3,350
2018	6.85	1.67	2,571



**5.3 Core Questions – Library as Place**

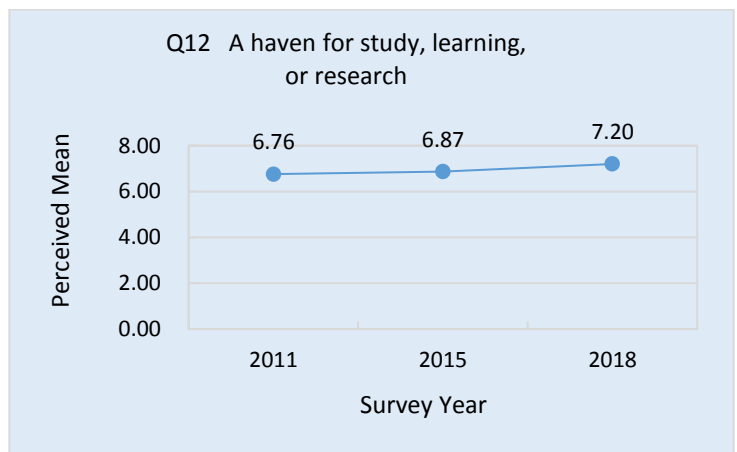
**Q11 A comfortable and inviting location**

Year	Mean	SD	n
2011	6.70	1.56	2,250
2015	6.81	1.56	3,476
2018	7.12	1.68	2,693



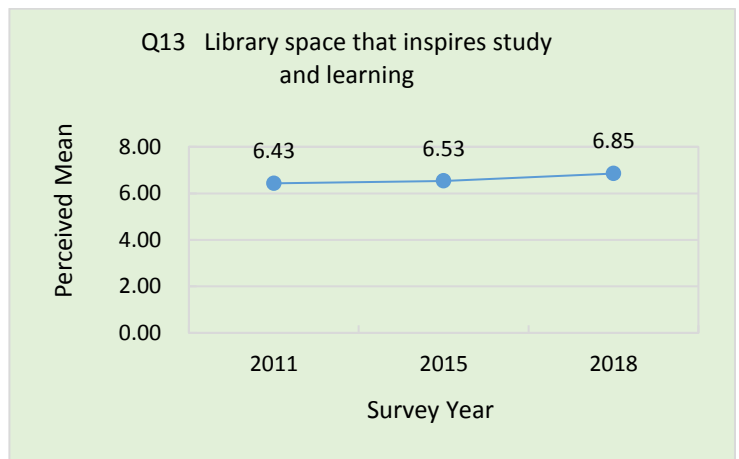
**Q12 A haven for study, learning, or research**

Year	Mean	SD	n
2011	6.76	1.58	2,256
2015	6.87	1.64	3,481
2018	7.20	1.72	2,676



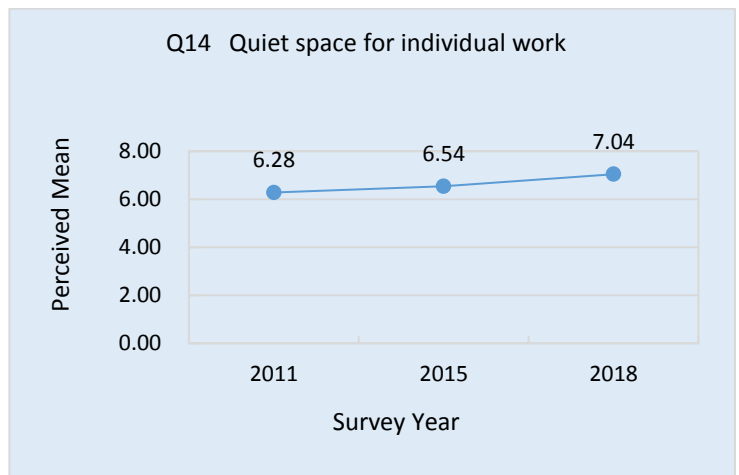
**Q13 Library space that inspires study and learning**

Year	Mean	SD	n
2011	6.43	1.6	2,254
2015	6.53	1.64	3,479
2018	6.85	1.75	2,679



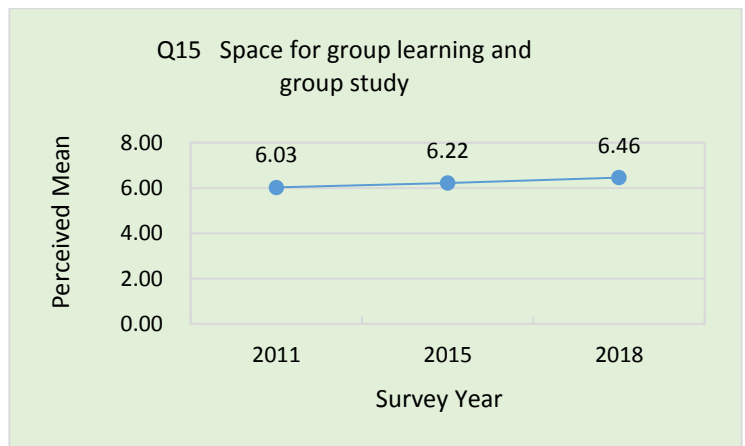
**Q14 Quiet space for individual work**

Year	Mean	SD	n
2011	6.28	1.72	2,253
2015	6.54	1.74	3,474
2018	7.04	1.77	2,680



**Q15 Space for group learning and group study**

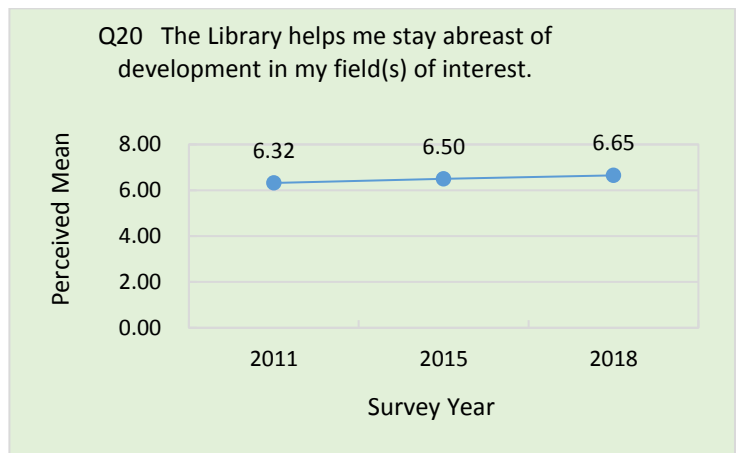
Year	Mean	SD	n
2011	6.03	1.76	2,165
2015	6.22	1.81	3,347
2018	6.46	1.91	2,575



## 5.4 Information Literacy Outcomes Questions

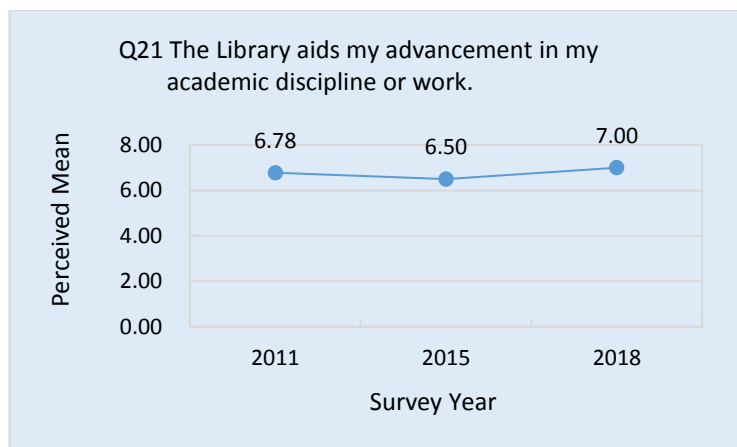
**Q20 The Library helps me stay abreast of developments in my field(s) of interest.**

Year	Mean	SD	n
2011	6.32	1.45	2,265
2015	6.50	1.49	3,502
2018	6.65	1.47	2,703



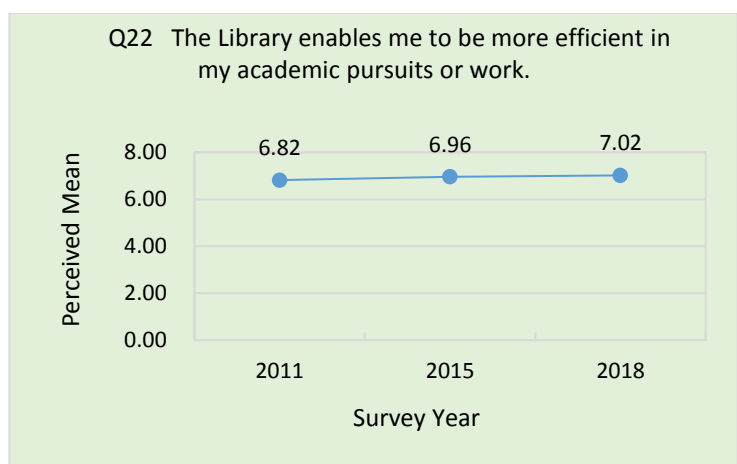
**Q21 The Library aids my advancement in my academic discipline or work.**

Year	Mean	SD	n
2011	6.78	1.35	2,265
2015	6.50	1.49	3,502
2018	7.00	1.40	2,703



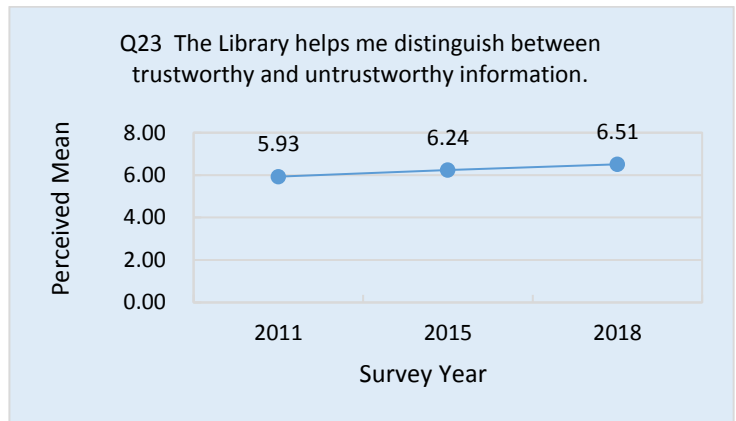
**Q22 The Library enables me to be more efficient in my academic pursuits or work.**

Year	Mean	SD	n
2011	6.82	1.37	2,264
2015	6.96	1.38	3,502
2018	7.02	1.43	2,703



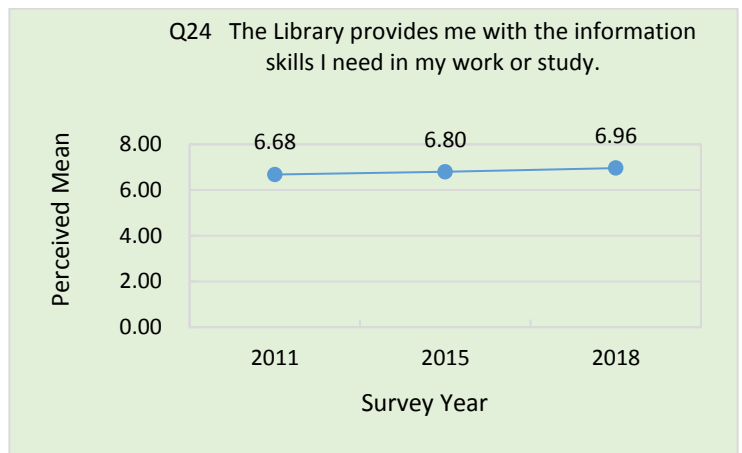
**Q23 The Library helps me distinguish between trustworthy and untrustworthy information.**

Year	Mean	SD	n
2011	5.93	1.66	2,265
2015	6.24	1.66	3,501
2018	6.51	1.64	2,703



**Q24 The Library provides me with the information skills I need in my work or study.**

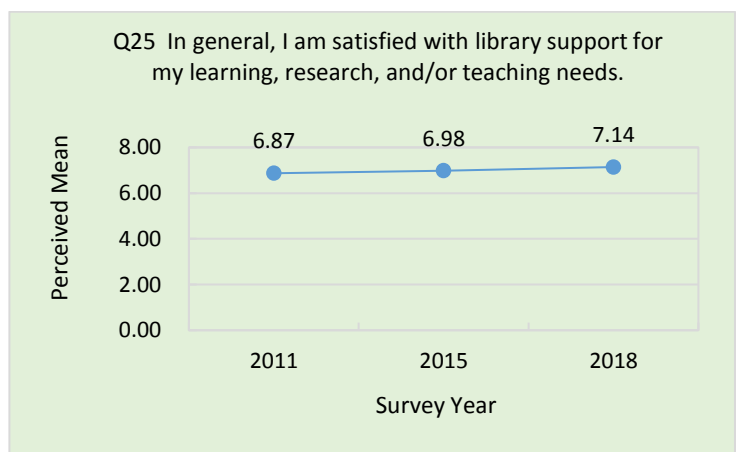
Year	Mean	SD	n
2011	6.68	1.38	2,265
2015	6.80	1.42	3,501
2018	6.96	1.43	2,703



**5.5 General Satisfaction Questions**

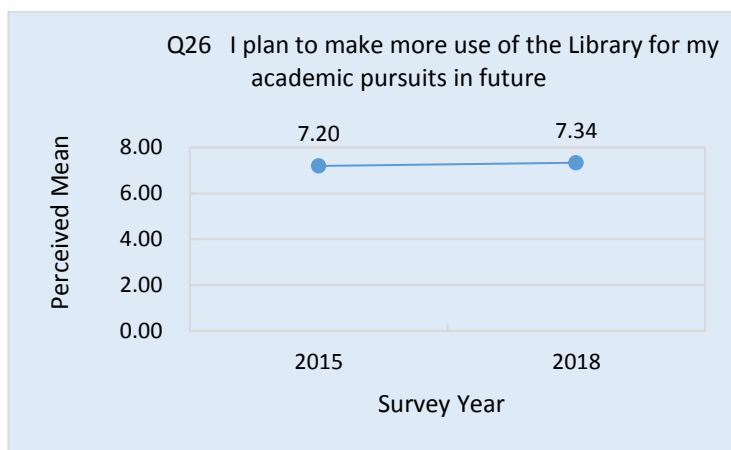
**Q25 In general, I am satisfied with library support for my learning, research, and/or teaching needs.**

Year	Mean	SD	n
2011	6.87	1.35	2,264
2015	6.98	1.36	3,502
2018	7.14	1.34	2,703



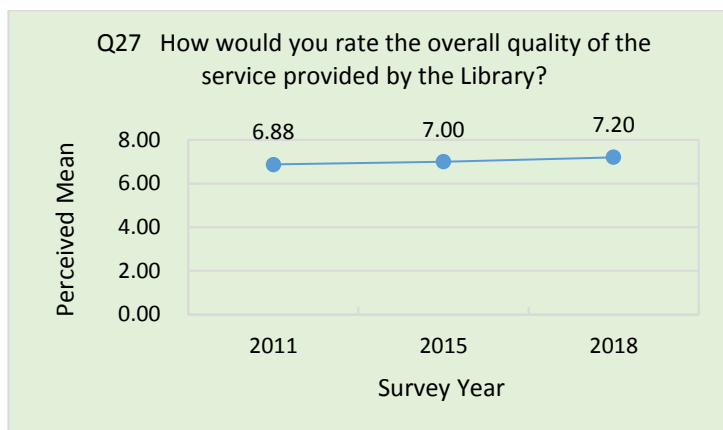
**Q26 I plan to make more use of the Library for my academic pursuits in future**

Year	Mean	SD	n
2011	NA	NA	NA
2015	7.20	1.41	3,502
2018	7.34	1.43	2,703



**Q27 How would you rate the overall quality of the service provided by the Library?**

Year	Mean	SD	n
2011	6.88	1.18	2,265
2015	7.00	1.21	3,502
2018	7.20	1.20	2,703



**6 Conclusion**

This is the first time that the Library conducted a library user survey combining LibQual+ questions and new questions specific to the CityU Library. By comparing the 2018 survey result with those of the previous surveys, Library colleagues would be able to learn about the improvements that have been made over the years and to identify and address the service needs of our users. The Library would like to thank all survey participants for their contribution to the Survey. As a continued commitment to service improvement and for alignment with the University’s Strategy Plan and the 5-year Review of Excellence (RoE5), the Library will continue to administer library user surveys to gauge service needs of the University community.



邵逸夫圖書館  
Run Run Shaw Library

Library User Survey 2018 (15 Jan - 15 Feb 2018)

Welcome! We are committed to improving your library services. Better understanding your expectations will help us tailor our services to your needs. We are conducting this survey to measure library service quality and identify best practices. This survey will take about 10 minutes to complete. Please answer all items. Thank you for your participation!

圖書館服務滿意度問卷調查 2018 (2018年1月15日 - 2月15日)

歡迎！我們承諾改善圖書館的服務。更好的瞭解你的期望能幫助我們改善服務配合你的需要。我們進行這次調查是為量度圖書館服務的質量並找出最佳做法。這個調查大概需要十分鐘完成，請回答所有問題，多謝你的參與！

Please rate the following statements (1 is lowest, 9 is highest). Select NA if it is not applicable. 請評估以下題目（1 代表最低，9 代表最高）。請在不適用處選擇「不適用」。

When it comes to ...當提到 ...

Q1 Library staff who deal with users in a caring fashion 圖書館職員以關愛的方式接待讀者

1 is lowest, 9 is highest. Select NA if it is not applicable.

1 代表最低，9 代表最高。請在不適用處選擇「不適用」。

1 2 3 4 5 6 7 8 9 NA  
○ ○ ○ ○ ○ ○ ○ ○ ○ ○

Q2 Library staff who have the knowledge to answer user questions

圖書館職員具有回答讀者問題的知識 1 is lowest, 9 is highest. Select NA if it is not applicable.

1 代表最低，9 代表最高。請在不適用處選擇「不適用」。

1 2 3 4 5 6 7 8 9 NA  
○ ○ ○ ○ ○ ○ ○ ○ ○ ○

Q3 Library staff who understand the needs of their users 圖書館職員瞭解讀者的需要 1 is lowest, 9 is highest. Select NA if it is not applicable.

1 代表最低，9 代表最高。請在不適用處選擇「不適用」。

1 2 3 4 5 6 7 8 9 NA  
○ ○ ○ ○ ○ ○ ○ ○ ○ ○

Q4 Willingness to help users 願意幫助讀者 1 is lowest, 9 is highest. Select NA if it is not applicable.

1 代表最低，9 代表最高。請在不適用處選擇「不適用」。

1 2 3 4 5 6 7 8 9 NA  
○ ○ ○ ○ ○ ○ ○ ○ ○ ○

Q5 A library Web site enabling me to locate information on my own 圖書館的網站讓我能自行查找資訊 1 is lowest, 9 is highest. Select NA if it is not applicable.

1 代表最低，9 代表最高。請在不適用處選擇「不適用」。

1 2 3 4 5 6 7 8 9 NA  
○ ○ ○ ○ ○ ○ ○ ○ ○ ○

Q6 Easy-to-use access tools that allow me to find things on my own 易用的檢索工具讓我能自行查找資料 1 is lowest, 9 is highest. Select NA if it is not applicable.

1 代表最低，9 代表最高。請在不適用處選擇「不適用」。

1 2 3 4 5 6 7 8 9 NA  
○ ○ ○ ○ ○ ○ ○ ○ ○ ○

Q7 Making electronic resources accessible from my home or office 從家中或辦公室連接電子信息資源 1 is lowest, 9 is highest. Select NA if it is not applicable.

1 代表最低，9 代表最高。請在不適用處選擇「不適用」。

1 2 3 4 5 6 7 8 9 NA  
○ ○ ○ ○ ○ ○ ○ ○ ○ ○



Q8 Modern equipment that lets me easily access needed information 現代化的設備讓我很容易便可獲取所需要的資訊 1 is lowest, 9 is highest. Select NA if it is not applicable.

1 代表最低， 9 代表最高。請在不適用處選擇「不適用」。

1	2	3	4	5	6	7	8	9	NA
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q9 The electronic information resources I need 我需要的電子信息資源 1 is lowest, 9 is highest. Select NA if it is not applicable.

1 代表最低， 9 代表最高。請在不適用處選擇「不適用」。

1	2	3	4	5	6	7	8	9	NA
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q10 The printed library materials I need for my work 我工作所需要用的紙本式圖書館資料 1 is lowest, 9 is highest. Select NA if it is not applicable.

1 代表最低， 9 代表最高。請在不適用處選擇「不適用」。

1	2	3	4	5	6	7	8	9	NA
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q11 A comfortable and inviting location 舒適而吸引人的地方 1 is lowest, 9 is highest. Select NA if it is not applicable.

1 代表最低， 9 代表最高。請在不適用處選擇「不適用」。

1	2	3	4	5	6	7	8	9	NA
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q12 A haven for study, learning, or research 是一個自修、學習或研究的好地方 1 is lowest, 9 is highest. Select NA if it is not applicable.

1 代表最低， 9 代表最高。請在不適用處選擇「不適用」。

1	2	3	4	5	6	7	8	9	NA
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q13 Library space that inspires study and learning 圖書館環境激勵學習和求知 1 is lowest, 9 is highest. Select NA if it is not applicable.

1 代表最低， 9 代表最高。請在不適用處選擇「不適用」。

1	2	3	4	5	6	7	8	9	NA
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q14 Quiet space for individual work 個人活動的安靜空間 1 is lowest, 9 is highest. Select NA if it is not applicable.

1 代表最低， 9 代表最高。請在不適用處選擇「不適用」。

1	2	3	4	5	6	7	8	9	NA
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q15 Space for group learning and group study 小組討論及小組學習的空間 1 is lowest, 9 is highest. Select NA if it is not applicable.

1 代表最低， 9 代表最高。請在不適用處選擇「不適用」。

1	2	3	4	5	6	7	8	9	NA
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q16a Have you used the WhatsApp-a-Librarian Service during the past 6 months? 在過去六個月，你有沒有用過圖書館的即時通訊諮詢服務「WhatsApp-a-Librarian Service」?

Yes  
 No

Q16b The WhatsApp-a-Librarian Service offers me quick help in using library services and resources. 圖書館的即時通訊諮詢服務「WhatsApp-a-Librarian Service」扼要闡明，助我使用圖書館服務及資源。 1 is lowest, 9 is highest. Select NA if it is not applicable.

1 代表最低， 9 代表最高。請在不適用處選擇「不適用」。

1	2	3	4	5	6	7	8	9	NA
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q17a Have you read the Library Newsletters during the past 6 months?

在過去六個月，你有沒有瀏覽過「圖書館通訊」

- Yes  
 No

Q17b The Library Newsletters keep me updated about Library services and development. 「圖書館通訊」讓我掌握圖書館服務及發展的最新資訊。 1 is lowest, 9 is highest. Select NA if it is not applicable.

1 代表最低，9 代表最高。請在不適用處選擇「不適用」。

- |                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 1                     | 2                     | 3                     | 4                     | 5                     | 6                     | 7                     | 8                     | 9                     | NA                    |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Q18a Have you used the Library Search Platform (CityU LibraryFind) during the past 6 months?

在過去六個月，你有沒有用過圖書館的資訊檢索平台「CityU LibraryFind」

- Yes  
 No

Q18b The Library Search Platform (CityU LibraryFind) is useful for searching library resources. 圖書館的資訊檢索平台「CityU LibraryFind」有助於探索圖書館資源。 1 is lowest, 9 is highest. Select NA if it is not applicable.

1 代表最低，9 代表最高。請在不適用處選擇「不適用」。

- |                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 1                     | 2                     | 3                     | 4                     | 5                     | 6                     | 7                     | 8                     | 9                     | NA                    |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Q19a Have you used the CityU Scholars during the past 6 months? 在過去六個月，你有沒有用過「CityU Scholars」資訊系統?

- Yes  
 No

Q19b The CityU Scholars enhances the visibility of researchers and the research outputs of the University. 「CityU Scholars」資訊系統有助提高城大研究人員及其研究成果之可見度。 1 is lowest, 9 is highest. Select NA if it is not applicable.

1 代表最低，9 代表最高。請在不適用處選擇「不適用」。

- |                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 1                     | 2                     | 3                     | 4                     | 5                     | 6                     | 7                     | 8                     | 9                     | NA                    |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Please indicate the degree to which you agree with the following statements (1 is strongly disagree, 9 is strongly agree) :請選擇你同意以下的題目的程度 (1 代表非常不同意, 9 代表非常同意) :

Q20 The Library helps me stay abreast of developments in my field(s) of interest. 圖書館幫助我認識我有興趣的學科領域的新發展。

1 is strongly disagree, 9 is strongly agree.

1 代表非常不同意, 9 代表非常同意。

- |                       |                       |                       |                       |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 1                     | 2                     | 3                     | 4                     | 5                     | 6                     | 7                     | 8                     | 9                     |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Q21 The Library aids my advancement in my academic discipline or work. 圖書館協助我學術領域上的進展。 1 is strongly disagree, 9 is strongly agree.

1 代表非常不同意, 9 代表非常同意。

- |                       |                       |                       |                       |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 1                     | 2                     | 3                     | 4                     | 5                     | 6                     | 7                     | 8                     | 9                     |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Q22 The Library enables me to be more efficient in my academic pursuits or work. 圖書館讓我學術發展上更具效率。 1 is strongly disagree, 9 is strongly agree.

1 代表非常不同意, 9 代表非常同意。

- |                       |                       |                       |                       |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 1                     | 2                     | 3                     | 4                     | 5                     | 6                     | 7                     | 8                     | 9                     |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Q23 The Library helps me distinguish between trustworthy and untrustworthy information. 圖書館幫助我分辨可信賴和不可信賴的資訊。 1 is strongly disagree, 9 is strongly agree.

1 代表非常不同意, 9 代表非常同意。

1	2	3	4	5	6	7	8	9
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q24 The Library provides me with the information skills I need in my work or study. 圖書館給予我工作或學習上所需要用的資訊技能。

1 is strongly disagree, 9 is strongly agree.

1 代表非常不同意, 9 代表非常同意。

1	2	3	4	5	6	7	8	9
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q25 In general, I am satisfied with library support for my learning, research, and/or teaching needs. 總的來說, 我對圖書館支援我個人的學習、研究與/或教學需要感到滿意。 1 is strongly disagree, 9 is strongly agree.

1 代表非常不同意, 9 代表非常同意。

1	2	3	4	5	6	7	8	9
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q26 I plan to make more use of the Library for my academic pursuits in future 未來我會更多使用圖書館進行學術研習。 1 is strongly disagree, 9 is strongly agree.

1 代表非常不同意, 9 代表非常同意。

1	2	3	4	5	6	7	8	9
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q27 How would you rate the overall quality of the service provided by the Library? 你會如何評價圖書館的整體服務質量? 1 is extremely poor, 9 is extremely good. 1 代表極之差, 9 代表極之好

1	2	3	4	5	6	7	8	9
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q28 If the Library redesigns the existing spaces, which does it need more of? 如果重新設計圖書館空間, 你認為以下哪項較為重要? Please rank the following in order of importance from 1 to 7 where 1 is the most important and 7 is the least important. 請根據它們的重要性定出次序, 1 代表最重要, 7 代表最不重要。

	1	2	3	4	5	6	7
24-hour access to certain library study area 圖書館 24 小時開放區	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Collection area (books, journals & media resources) 館藏區(圖書、期刊及媒體資源)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Computer area 電腦使用區	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Group study space/rooms 小組研習區/房間	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individual study space 自修區	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Innovation & creativity area 創新/始創空間	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Refreshment area 茶聚休息區	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please indicate your library usage patterns: 請選擇你使用圖書館的模式:

Q29 How often do you use resources within the Library? 你多久會在圖書館內使用它的資源?

- Daily 每天
- Weekly 每週
- Monthly 每月
- Quarterly 每季
- Never 從不

Q30 How often do you access Library resources through a Library Web page?你多久會透過圖書館的網頁使用它的資源?

- Daily 每天
- Weekly 每週
- Monthly 每月
- Quarterly 每季
- Never 從不

Please answer a few questions about yourself:請回答一些有關你個人的問題:

Q31 Age 年齡

- < 18
- 18 - 22
- 23 - 30
- 31 - 45
- 46 - 65
- > 65

Q32 Sex 性別

- Female 女
- Male 男

Q33 Full or part-time student?修課形式:

- Full-time 全日制
- Part-time 兼讀制
- Does not apply / NA 不適用

Q34 Discipline 學科類別

- 1 Business 商學
- 2 Humanities and Social Sciences 人文及社會科學
- 3 Science and Engineering 科學及工程學
- 4 Creative Media 創意媒體學
- 5 Energy and Environment 能源及環境學
- 6 Law 法律學
- 7 Veterinary Medicine & Life Sciences 動物醫學及生命科學
- 8 Research Institute/Centres 研究中心
- 9 Administrative and Academic Support Units 行政及學術支援部門
- 10 Others 其它

Q35 Position: (Select the ONE option that best describes you.)個人資料 (選擇最能夠代表你的答案。)

- Associate Degree Student 副學士學位課程學生
- Undergraduate Student 學士學位課程學生
- Postgraduate Taught Masters Degree Student 碩士修課課程學生
- Postgraduate Research Masters / Doctoral Research Degree 碩士/博士研究課程學生
- Other Student Status 其他學生身份
- Academic Staff 教學人員
- Research Staff 研究人員
- Administrative Staff 行政人員
- Library Staff 圖書館人員
- Other staff positions 其他職位

Q36 Please enter any comments about library services in the box below: 請在以下空格內填寫你對圖書館服務的意見：

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[Optional] Enter your CityU e-mail address in the box below if you would like to enter an optional drawing for a prize. Your e-mail address will be kept confidential and will not be linked to your survey responses. [可選擇填寫或不填寫] 如果你希望參加額外的抽獎，在以下空格填寫你的城大電郵地址。你的電郵地址會被保密，而且不會被連接到你對調查的回應。

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We are pleased to acknowledge the permission given by Association of Research Libraries to adopt the questions of LibQual+ Survey. 是次調查承蒙 Association of Research Libraries 允許引用其版權所有之 LibQual+ 問卷問題，謹此致謝。

Thank you for participating in this library user survey!  
多謝參與是次圖書館服務滿意度問卷調查！