



Run Run Shaw Library

香港城市大學
City University of Hong Kong

Library Survey Report

2025



Library User Survey 2025

Overall Rating

Library Collections

Library Services & Facilities

Library User Training & Research Support

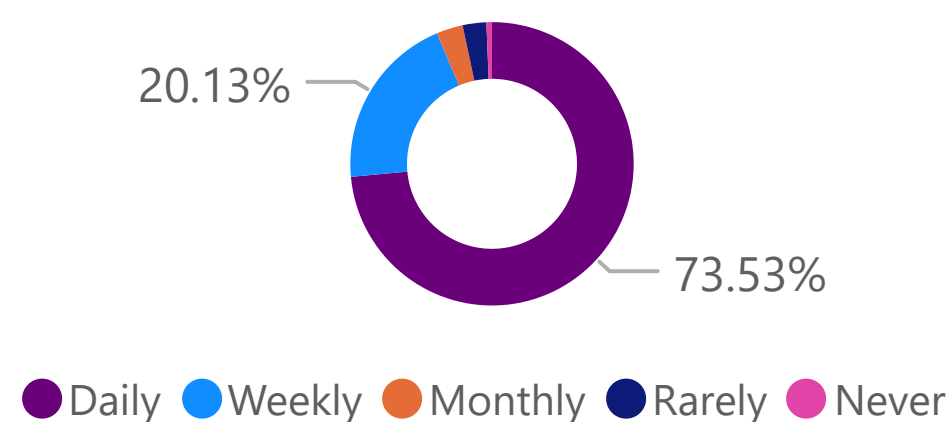
Library Environment

Satisfaction Rating:

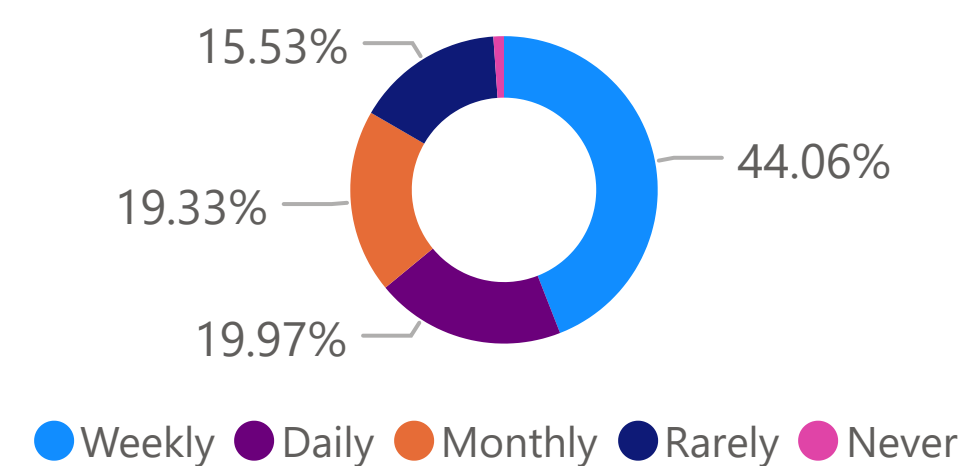
1 – Very Unsatisfied
5 – Very Satisfied



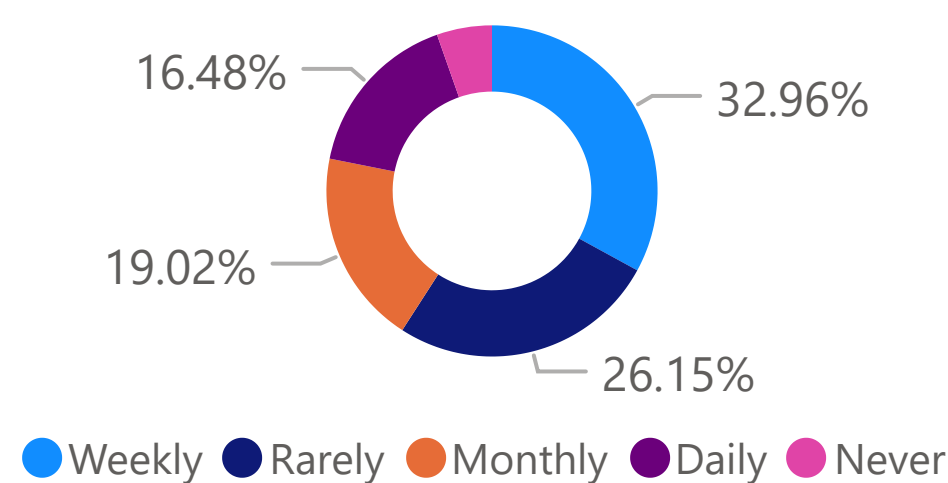
Frequency of in-person visits to campus



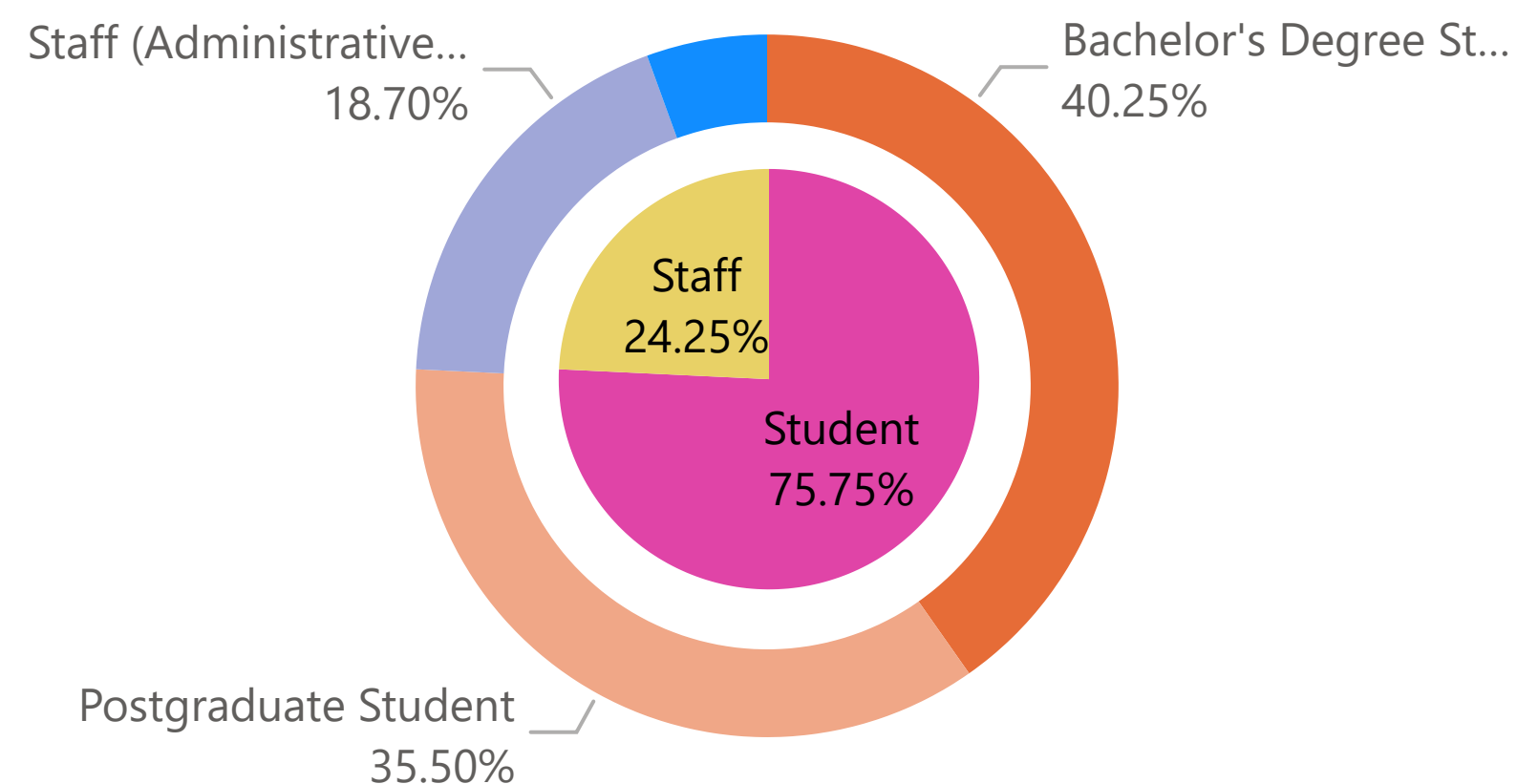
Frequency of in-person visits to library



Frequency of accessing the library online



Respondents Categorized by User Type

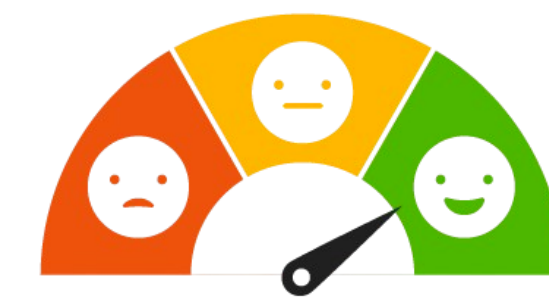


Main reason for using the Library

Reason	Percentage
Quiet study and work environment	61.97%
Access to a wide range of books and resources	26.94%
Library workshops and events	4.60%
Other	3.80%
Group work and collaboration	2.69%
Total	100.00%

Highlights:

Among the 631 respondents, the majority are students, with 40.25% being undergraduates and 35.50% being postgraduates, while staff members make up 24.25%. Most respondents visit the CityUHK campus daily (73.53%), and 44.06% visit the Run Run Shaw Library weekly, with 19.97% visiting daily. The main reason for using the library is the quiet study environment (61.97%), followed by access to books and resources (26.94%). Overall, users rated the library's impact on learning and research at 4.17 out of 5, the staff's service attitude at 4.21, and overall satisfaction at 4.02, indicating generally positive experiences.



Overall Satisfaction

4.02

Average Score

Overall service attitude of library staff

4.21

Average Score

Overall, Library has a positive impact on your learning journey, research activities and/or professional developments.

4.17

Average Score*

By User Type

All

By Affiliation

All

Library User Survey 2025

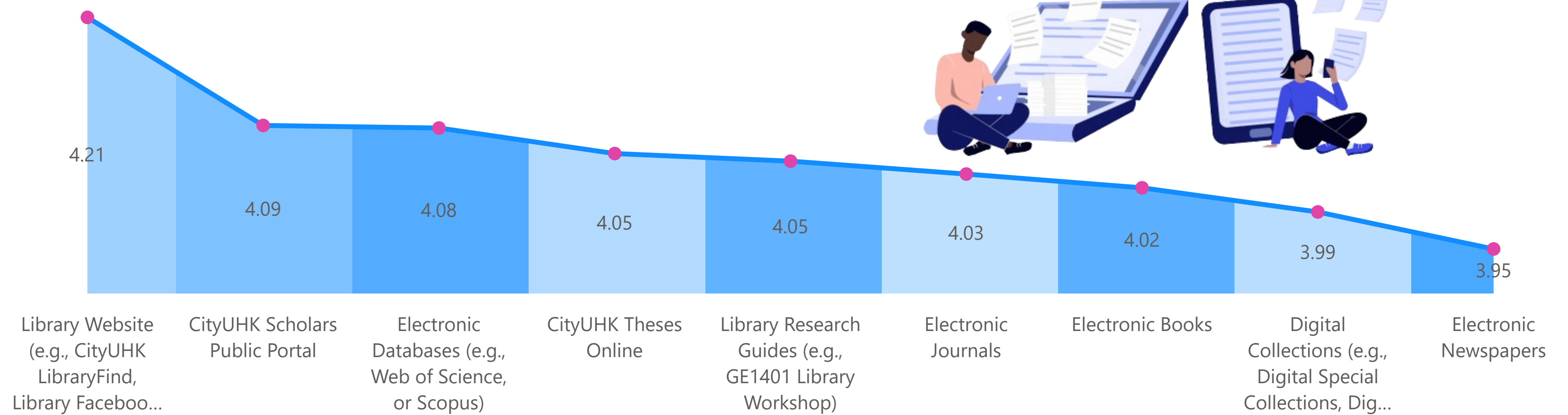
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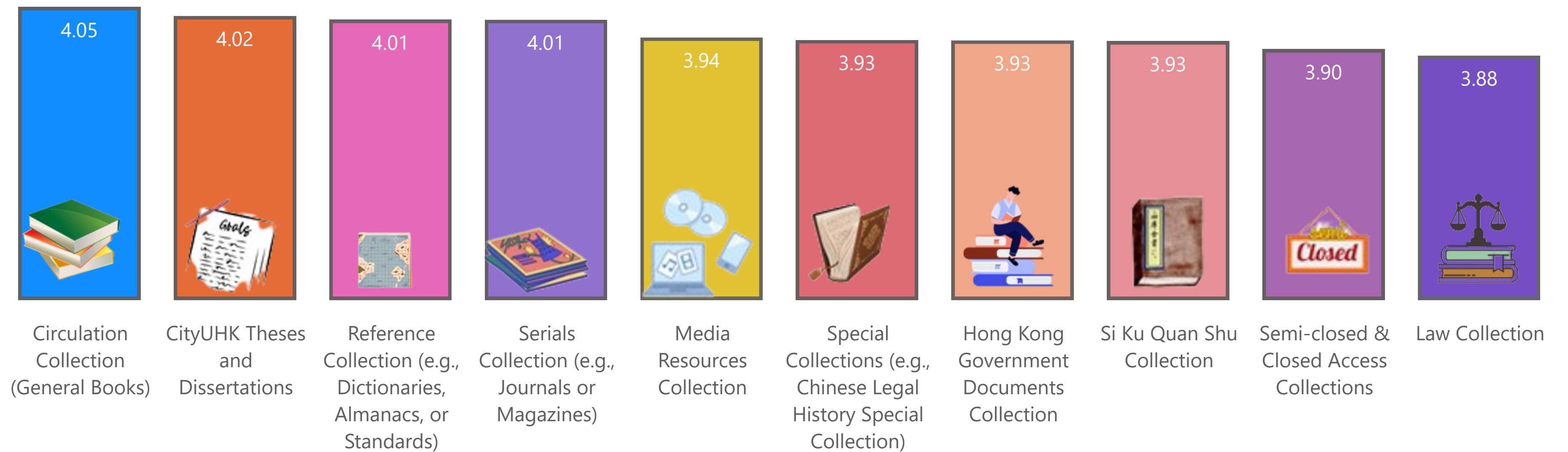
Library e-Resources

Average Score



Library Collections

Average Score



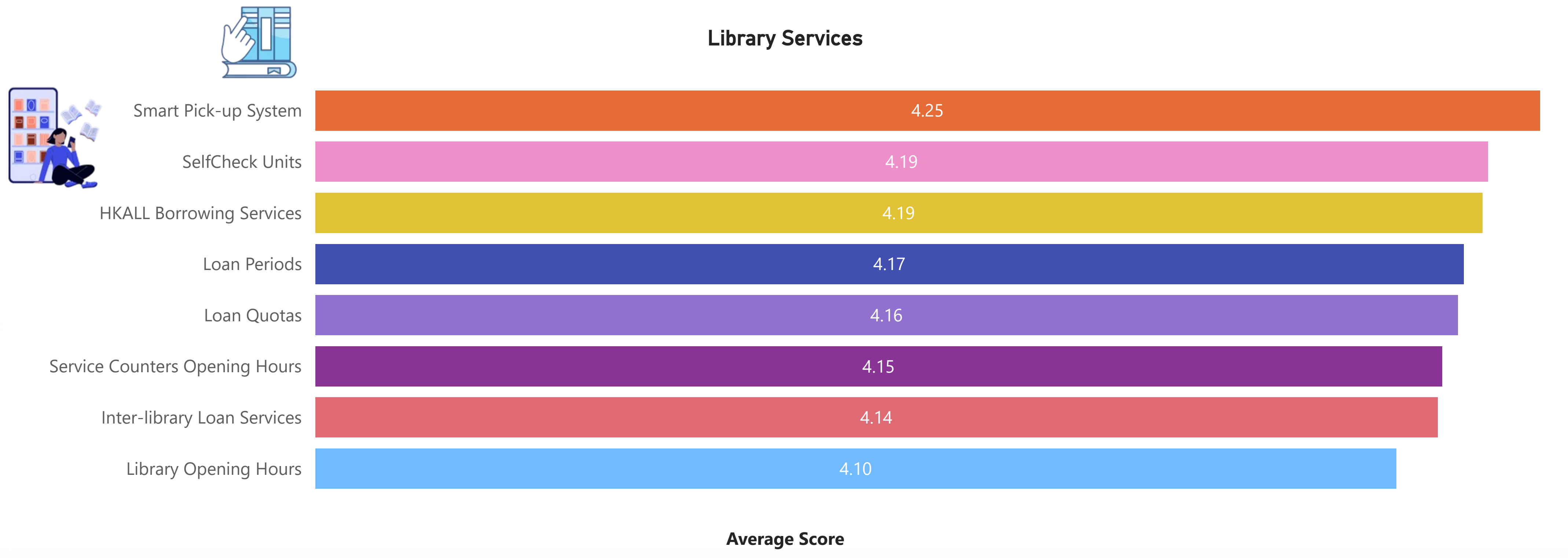
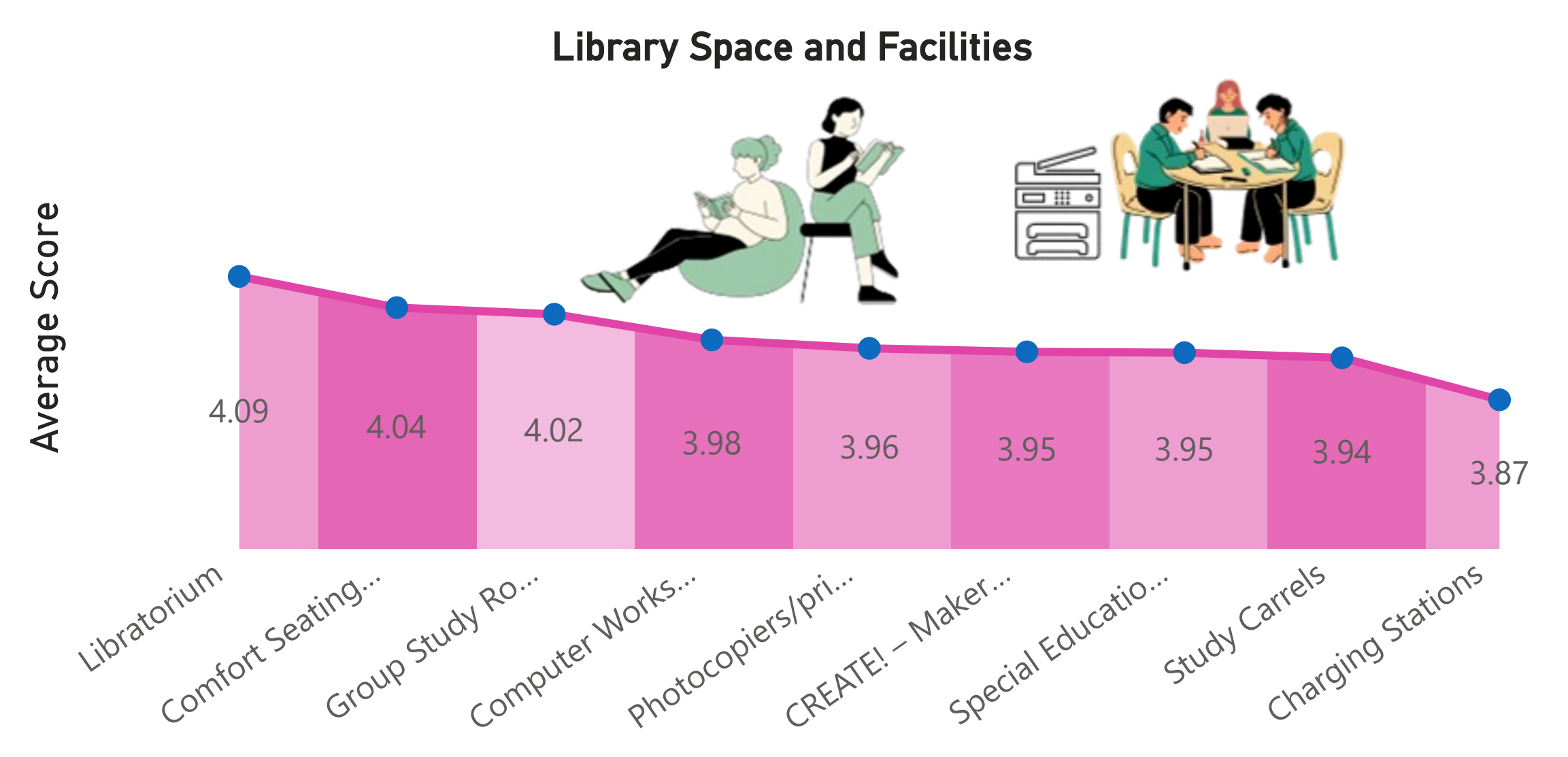
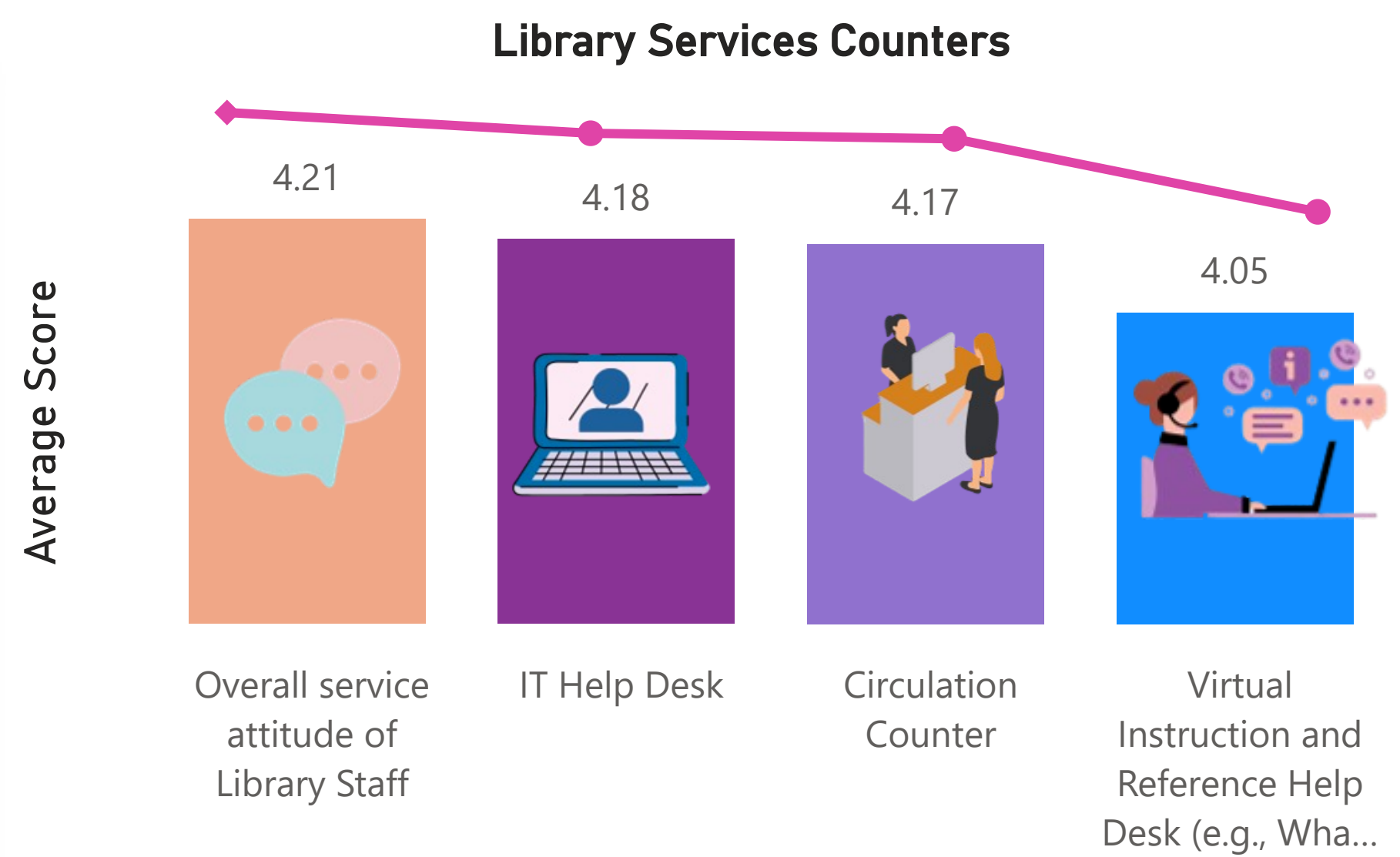
Highlights:

Library users highly rate digital resources, with the library website receiving the highest score (4.21), followed by CityUHK Scholars Public Portal (4.09) and electronic databases (4.08). Among physical collections, general books score the highest (4.05), while law collections receive the lowest rating (3.88). Special collections and government documents are rated similarly, averaging around 3.93–3.94. Overall, digital and print resources are well-regarded, with slight variations in user satisfaction across different collections.

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Highlights:

Library services and counters receive positive ratings, with Smart Pick-up System scoring the highest (4.25), followed closely by Library Staff Service Attitude (4.21) and SelfCheck Units (4.19). Loan-related services, including HKALL Borrowing, Loan Periods, and Loan Quotas, also receive strong ratings around 4.16–4.19.

In terms of facilities, the Libratorium scores well (4.09), while Comfort Seating Areas and Group Study Rooms are rated slightly lower (4.03 and 4.02, respectively). Computer Workstations, printers, and Makerspace facilities are rated between 3.95–3.98, with Charging Stations receiving the lowest rating at 3.87.

Overall, library services and counters perform well, while certain facilities could see improvements based on user feedback.

By User Type

All

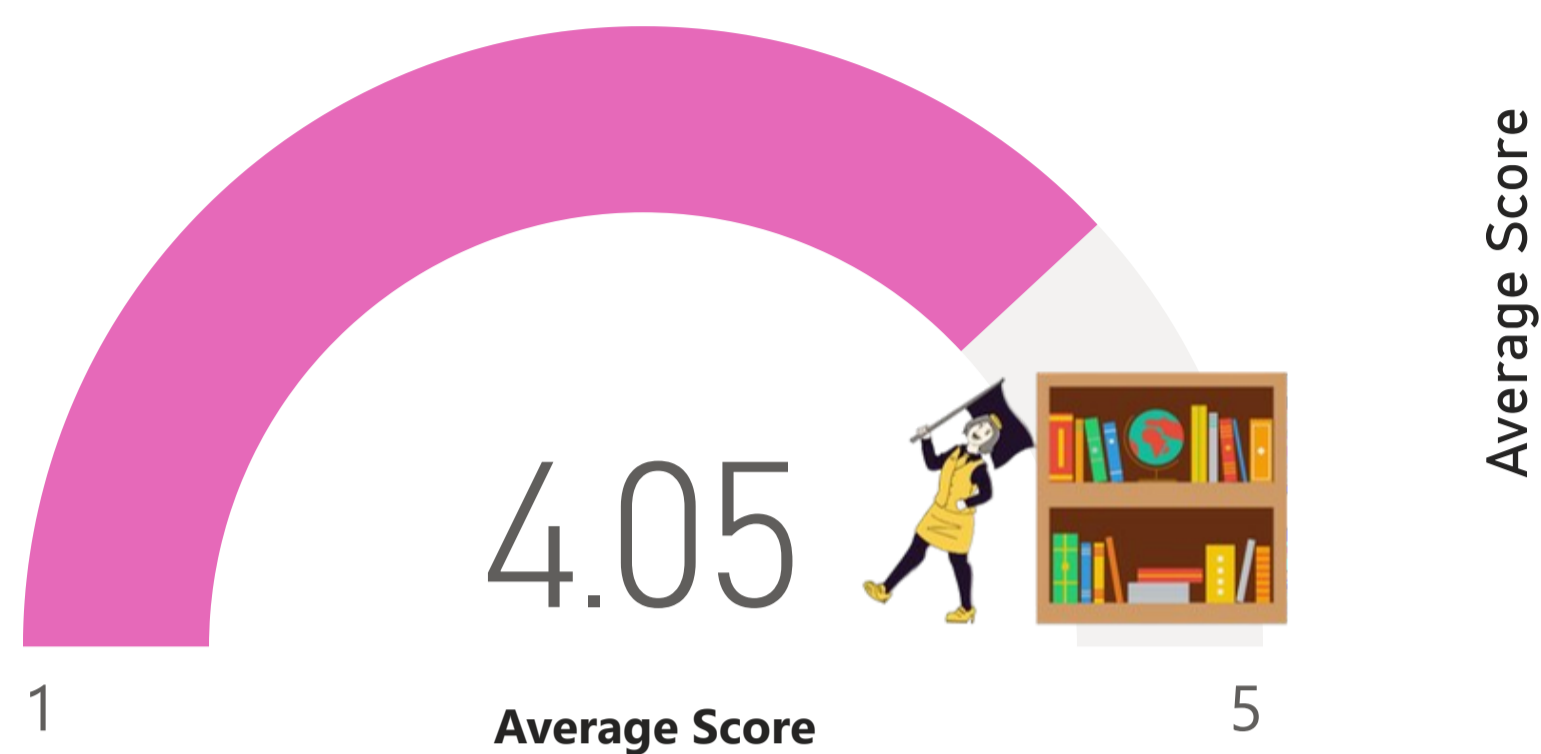
By Affiliation

All

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Library Orientations and Tours

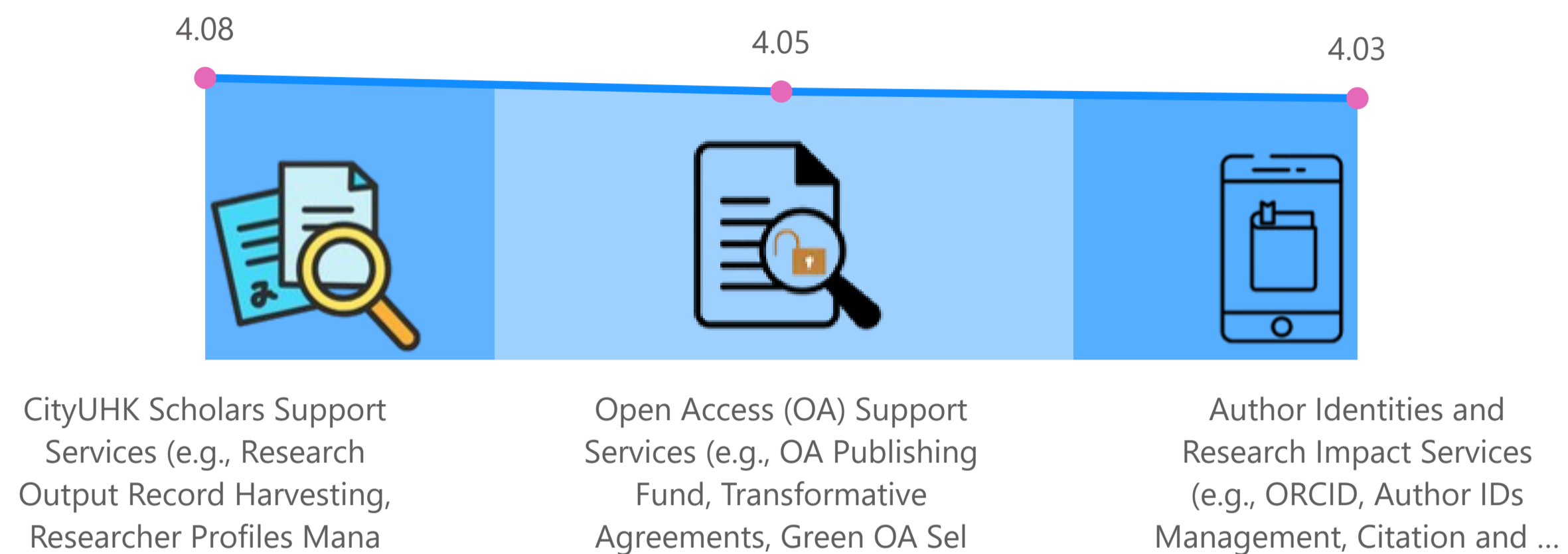


- Information & Research Skills Workshops (e...)
- CityUHK Scholars Online Training and Resear...
- The Learning Lounge (Recordings of online li...)
- Legal Research Workshops (e.g., Case Law Re...)
- CREATE! MakerSpace Workshops

Library Training Workshops



Research Support Services



Satisfaction Rating:

1 – Very Unsatisfied
5 – Very Satisfied

Highlights:

Library Orientations and Tours and Open Access Support Services are rated at 4.05, indicating solid user satisfaction.

Library training workshops and research support services receive generally positive ratings, with Information & Research Skills Workshops scoring the highest (4.08), followed by CityUHK Scholars Support Services (4.08). The Learning Lounge (3.99) and Legal Research Workshops (3.97) score slightly lower, while CREATE! MakerSpace Workshops receive the lowest rating (3.96).

Overall, users value research-related support and general training, with some opportunities to enhance specialized workshops.

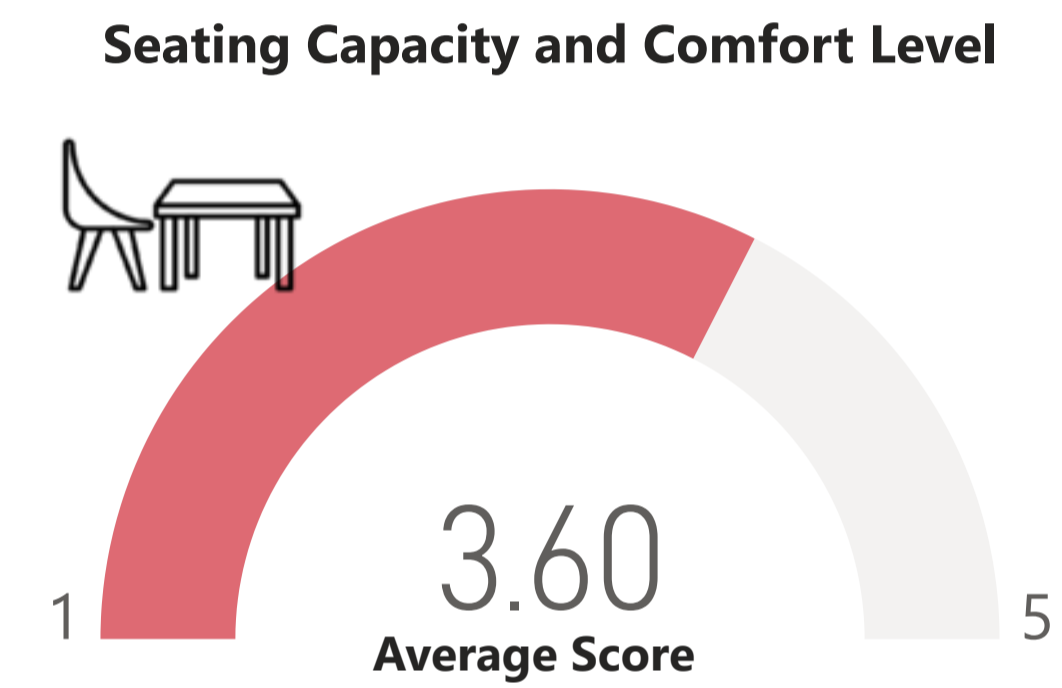
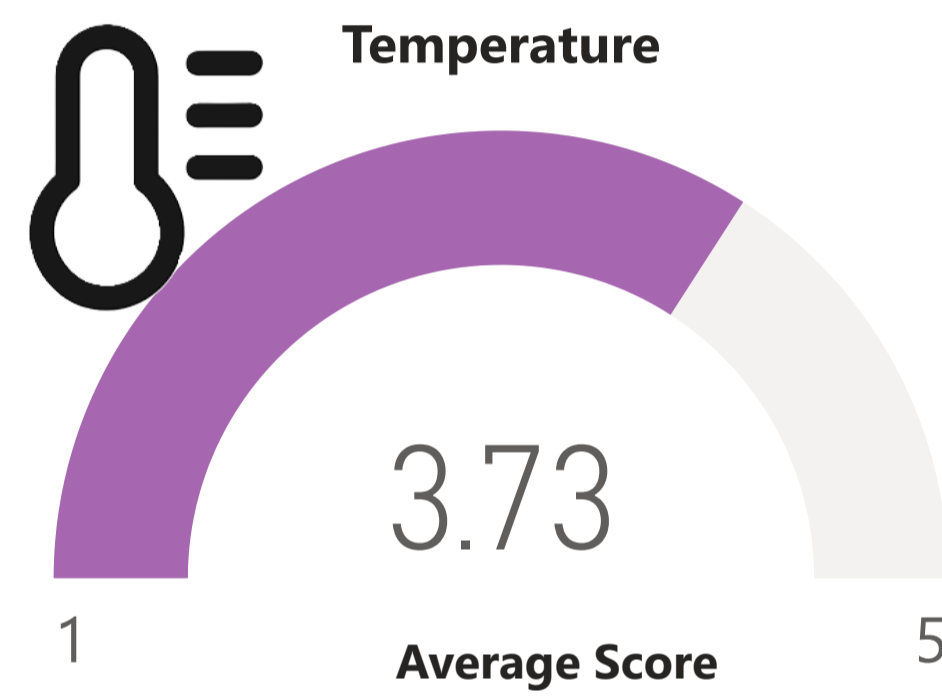
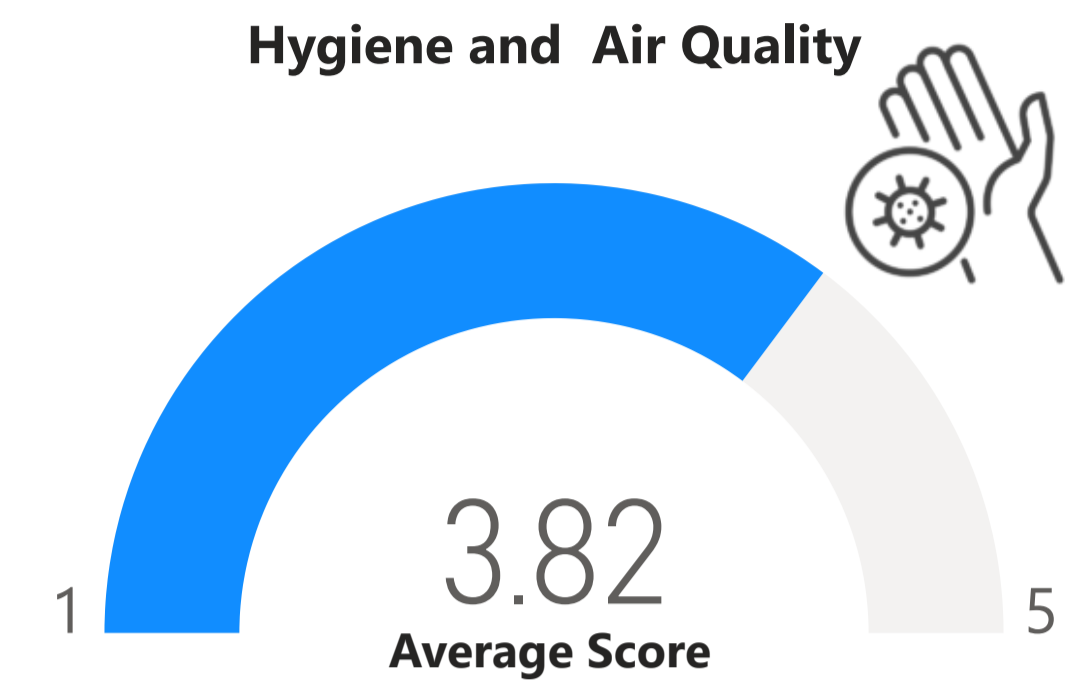
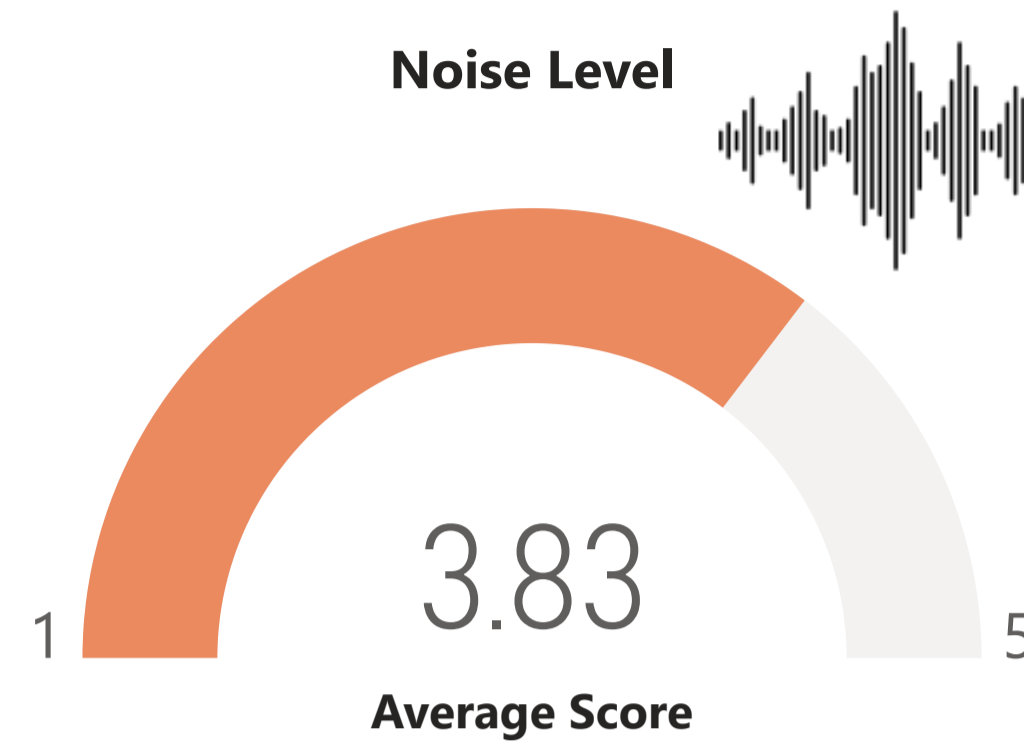
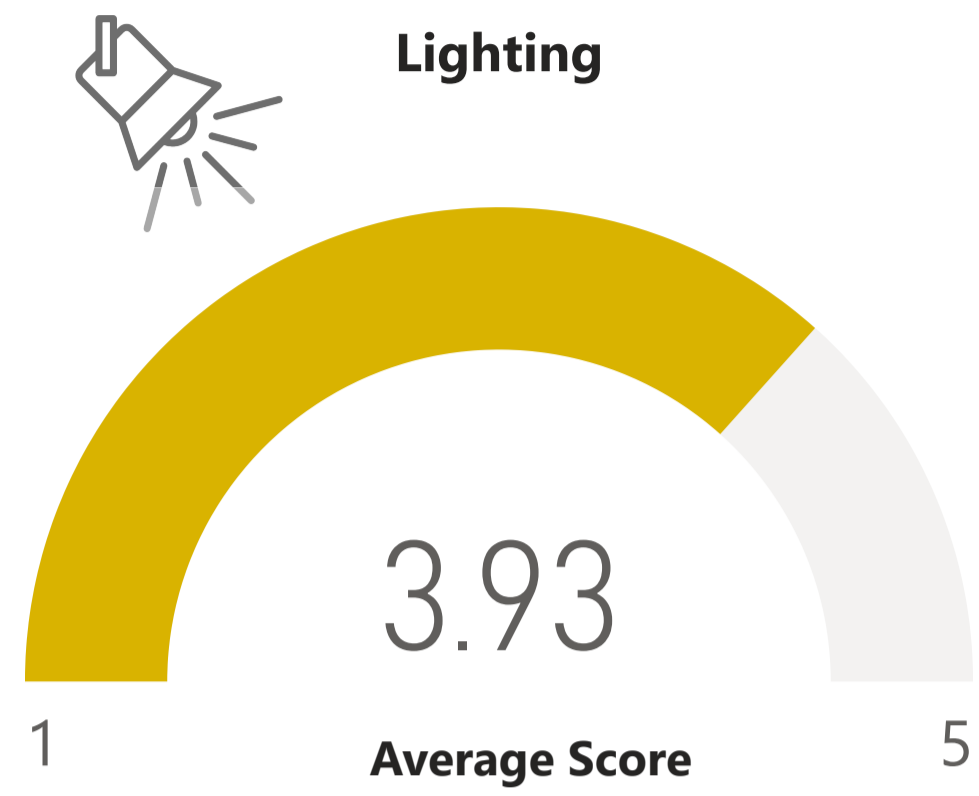
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Library Environment



Highlights:

Library environment ratings show lighting as the highest-rated factor (3.93), followed by noise level (3.83) and hygiene & air quality (3.82). Temperature receives a slightly lower score at 3.73, while seating capacity and comfort is rated the lowest at 3.60.

These results suggest that while lighting is satisfactory, seating and temperature could be improved to enhance user experience.



Library User Survey 2025

Library Responses and Actions Taken:

- **Greater variety of books and guidance on recommending purchases:** The library adopts an e-priority acquisition policy, and invites users to recommend resources through an [online recommendation form](#).
- **Longer loan periods for semi-closed collections, especially law books:** Short loans ensure fair access during peak periods but the Library will consider extending loan durations in future reviews.
- **Difficult to locate unavailable materials:** The library provides [Interlibrary Loan Services](#) for users to request items from other UGC-funded libraries in Hong Kong and institutions worldwide.
- **Monitors and computers were reported as outdated or having display issues:** New Windows 11 all-in-one computers with 24” monitors will be installed in the Information Space and Oval Area by October 2025.
- **Charging stations were insufficient or malfunctioning; more power outlets were requested:** In July 2025, over 190 new power outlets and upgraded furniture were added to the Library Purple Zone. Beginning in September 2025, 80 portable chargers became available for loan to users.
- **Uncomfortable temperatures, poor lighting, and stuffy study carrels:** The library is working with FMO to improve lighting and temperature control.
- **Noise from maintenance and misuse of quiet zones disrupted the study environment:** Contractors are reminded to minimize noise; staff supervision is being reinforced.
- **Restroom availability and cleanliness, especially for female users:** The library is coordinating with FMO and improving signage to nearby facilities.
- **The Library website was cluttered and difficult to navigate, especially for locating resources:** A full website revamp is planned, including a clearer layout and the addition of a chatbot.
- **More training on research, referencing, AI tools, and practical software like Canva, SPSS, and coding:** The library will continue to expand its training [workshops](#) to encompass a wider variety of topics.
- **Designated areas for relaxing:** The Mini Theatre will be repurposed into a designated quiet area for comfortable seating for users to take breaks.

Appreciation Notes:

- The library offers a wide range of resources, making it highly valuable for users with different study and research needs.
- Library staff respond quickly, demonstrating excellent customer service.
- The DVD collections are excellent resources for my students in the Department of English.



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The End

We look forward to your participation in the next Library Survey