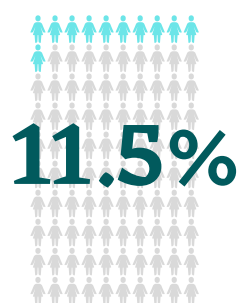


Library User Survey Result

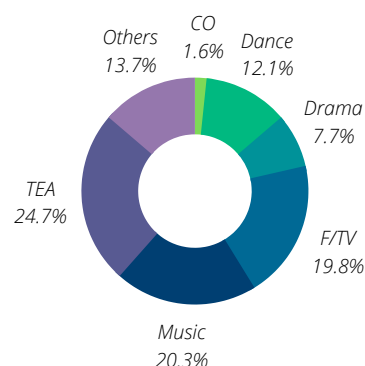
Result at a Glance

Respondent Profile

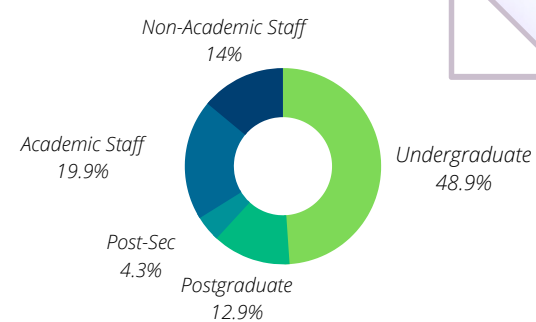
186 TOTAL
NUMBER OF
VALID
RESPONSES



PARTICIPATION
RATE



PARTICIPATION RATE
BY SCHOOLS



PARTICIPATION RATE
BY USER TYPE

Overall Satisfaction

7.47 /9

(EQUIVALENT TO 8.32/10)

53.2%



OF RESPONDENTS
RATE THE LIBRARY
AT 8 AND ABOVE

Academic Staff



7.59 / 9

THE MOST SATISFIED
USER GROUP

School of Dance



7.95 / 9

GIVES HIGHEST
AVERAGE RATING
AMONG 6 SCHOOLS

4 items most satisfied by users

1

Library staff are approachable and helpful

8.22 / 9

3

The loan service at the Circulation Counter

7.52 / 9

2

Library staff are able to show you how to find the information resources

8.20 / 9

4

The Library website in helping you to find the services and information of the Library

7.30 / 9



4 top areas that needs improvement

1

New Wi-Fi printing service that allows printing from your laptop or mobile device to designated Library printers

6.69 / 9

3

Computers equipped with different application software

6.57 / 9

2

AV equipment in both Libraries

6.59 / 9

4

Study space in the F/TV Library

6.51 / 9



Frequency in using Library

51%
Weekly



51% of respondents visit the Library at least once a week

75%
Weekly

Postgraduate

75% of PG students visit the Library at least once a week, the highest % among all user groups

50%
Weekly

Undergraduate

Over 50% of UG students visit the library at least once a week.

50%
Weekly

Academic Staff

About 50% of Academic Staff visit the Library at least once a week.



Frequency in accessing Library Digital and E-Resources

36%
Weekly



36% of respondents access the Library digital or e-resources at least once a week



63% of respondents use non-Library platforms daily

Highlights of User Comments

User Comment	Library's feedback and follow-up actions
Online resources are very full and suitable! Thanks.	The Library will continue upgrading the online resources and also the collection of printed materials.
More music scores	By June 2020, the Library has more than 30,000 print scores and nearly 57,000 e-scores. Users are welcome to suggest a purchase when needed. All recommendations of scores will be forwarded to School of Music for endorsement before purchase.
More space for user study	The Library has tried to maximize the space for user study in the major renovation of the Academy Library in 2015 and has moved out over 30,000 books to remote storage. Part of the user areas in both libraries are open till 11pm or 11:30pm for individual study after library closing. The Library might explore with School of FTV to see if more space can be added to the Library for user study.
Upgrade the public computers and hardware	17 public PCs, 9 laptops PCs and Macbooks for loan have been replaced with new models in the past two years. Some PCs have the hard disk upgraded. 2 blu-ray players and monitors were also upgraded. The Library will continue to renew the library computers and equipment when necessary and where funding allows.
Using other University Libraries	Interlibrary loan service is available to all staff and students. Institutional reader cards of 8 local academic libraries are also available for loan to allow staff and students. More information can be found in the Library website. The Library will continue to expand the collaboration network to include more academic libraries.