

New Asia College Ch'ien Mu Library User Survey 2015

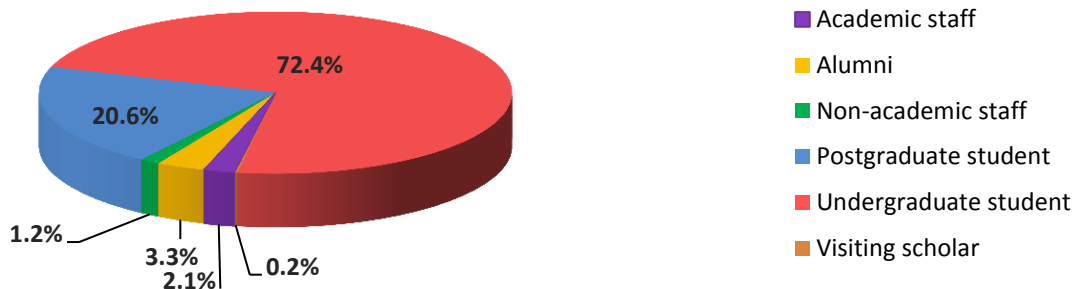
Thank you for your participation.

The New Asia College Ch'ien Mu Library has completed a major refurbishment exercise in the summer 2015. The Library conducted a survey from Oct 2-31, 2015 to collect user comments about the new services and facilities of the Library. The Library would like to thank all participants who take their time to complete the survey.

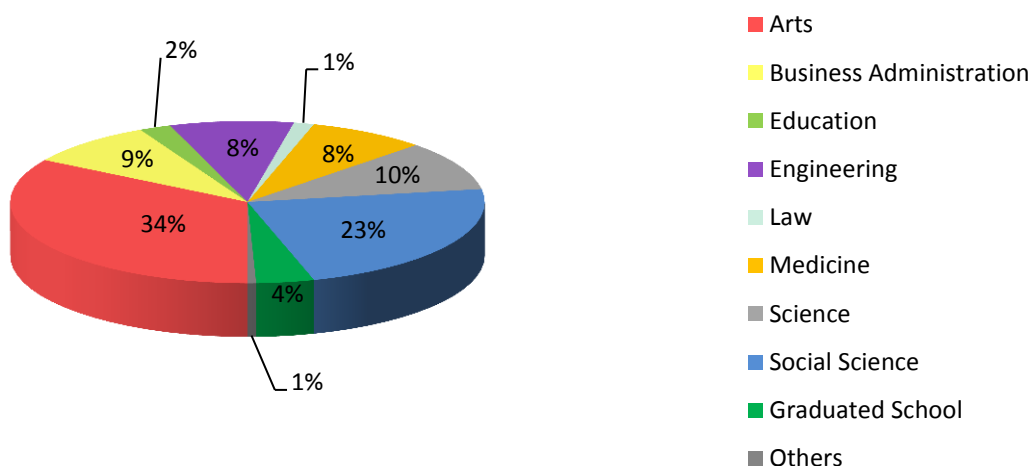


Total number of participants: 514 responses (print: 498; online: 16)

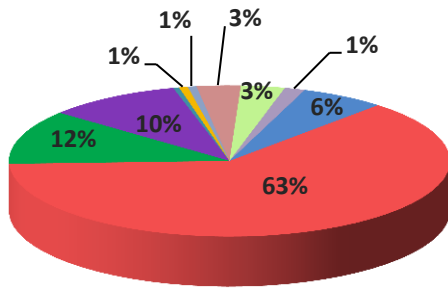
Q1. Which category can best describe you?



Q2. Which faculty do you belong to?

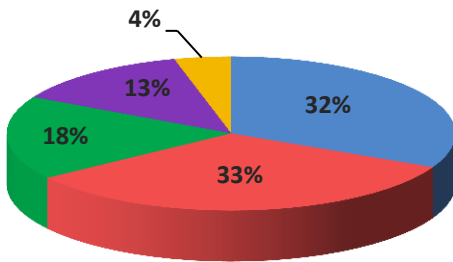


Q3. Which college do you belong to?



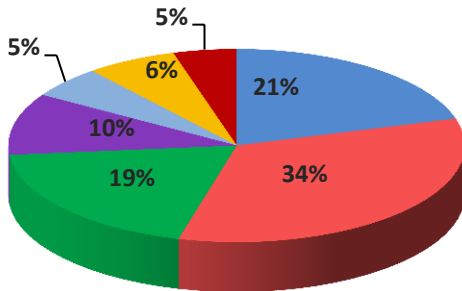
- Chung Chi College
- New Asia College
- United College
- Shaw College
- Morningside College
- S.H. Ho College
- C.W. Chu College
- Wu Yee Sun College
- Lee Woo Sing College
- Other

Q4. On average, how often do you use the Library?



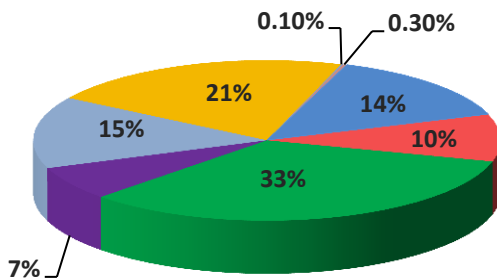
- One to two times a week [1-2]
- Several times per week [3-4]
- Almost Daily [5 or above]
- Several times a month
- Not more than once a month

Q5. On average, how long do you stay in the Library each time?



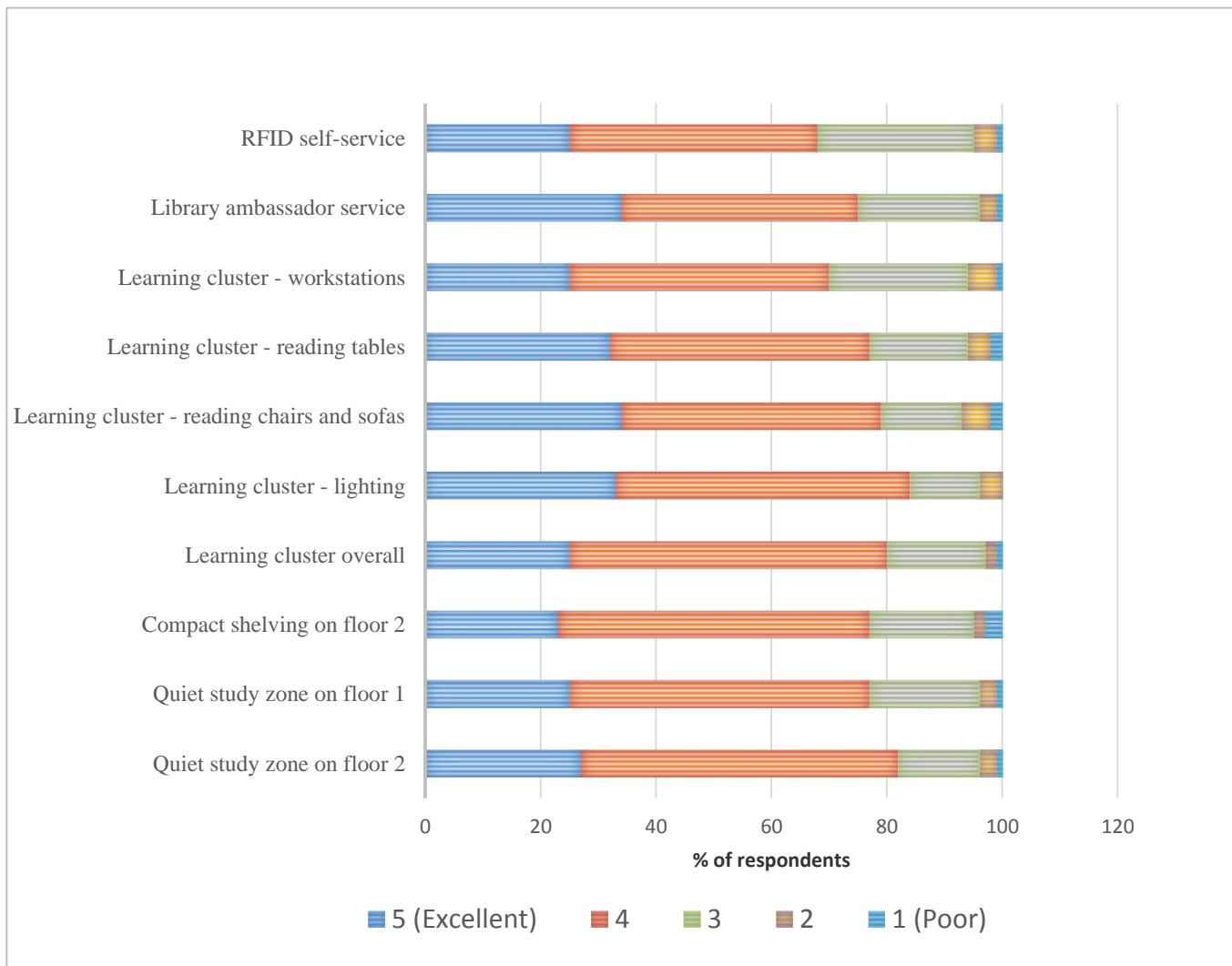
- Less than 1 hour
- 1-1.9 hrs
- 2-2.9 hrs
- 3-3.9 hrs
- 4-4.9 hrs
- 5 hrs or above
- Flexible

Q6. You visit the Library mostly for?



- Borrowing or returning items
- Finding information
- Individual Study
- Group Study or discussion
- Using computer facilities
- Printing & photocopying
- Seeking assistance from library staff
- Others

Q7 & Q8. How would you rate the following new library services, new facilities and study environment?



Q9 - Q11. 222 responses to the open end question. Some encouraging comments:

- The refurbishment makes a better NA library. It is more comfortable and relaxing now.
- Well done, huge improvement compared to previous one.
- The services and the facilities are both excellent. I like the environment in the library.
- Overall is very good. Great place for student to study

Major concern on library services and facilities:

- Computer, printing and photocopying services (38 comments)
- Air-conditioning (19 comments)
- Learning cluster (19 comments)
- Study seats (11 comments)
- Water fountain (9 comments)
- Philosophy collection (7 comments)

Thank you for your very encouraging feedback. Working with you as our partner, we will continue to strive for excellence in providing quality and professional library services to our users.