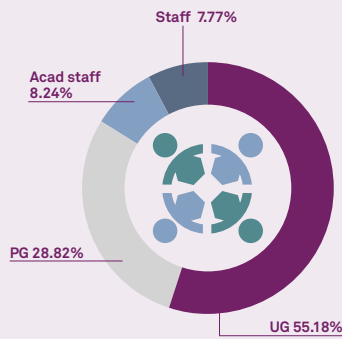


2019 LIBRARY SURVEY RESULTS

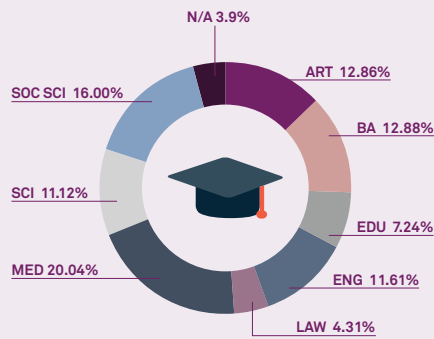
Conducted 11 to 29 March 2019

RESPONDENT PROFILE

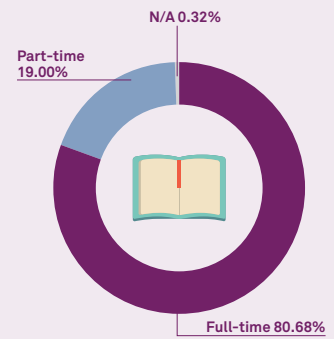
5,024 LIBRARY USERS TOOK PART IN THE SURVEY



Respondents by User Group



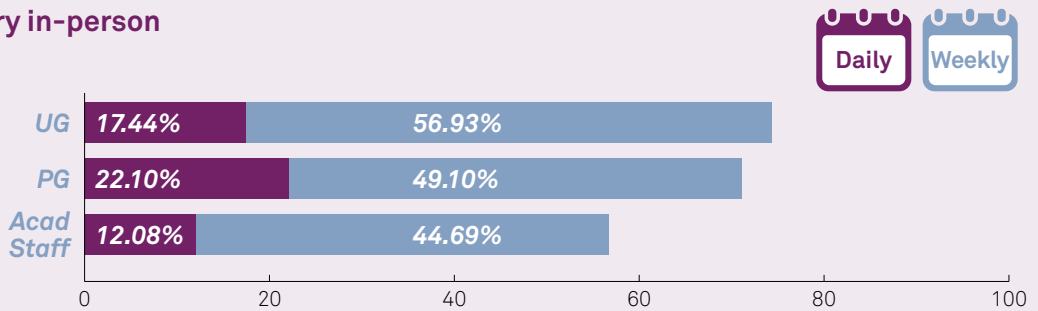
Respondents by Faculty



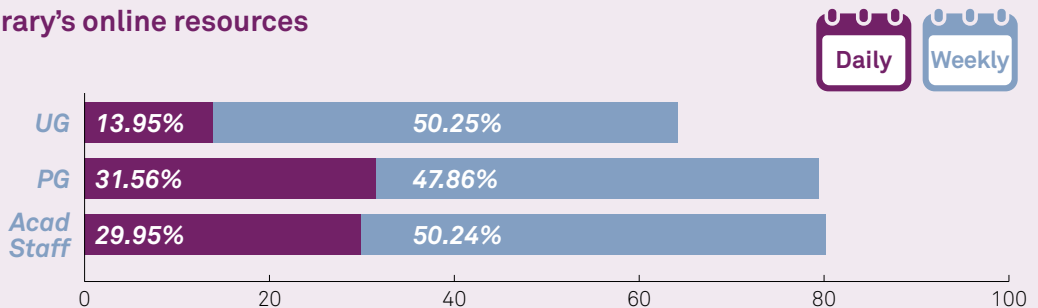
Respondents by Study Mode

FREQUENCY OF USING THE LIBRARY

Visit the Library in-person



Access the Library's online resources



TOP 5

Top 5 areas you think we are best at (out of a 10-point scale)

Top 5 areas you think are most important to you (out of a 10-point scale)

Top 5 areas where we meet your expectation

Top 5 areas you think we can improve

1

A comfortable and inviting location



8.21/10

Quiet space for individual work



8.87/10

Library staff who are consistently courteous



1.17

Quiet space for individual work



0.53

2

A haven for study, learning, or research



8.17/10

A haven for study, learning, or research



8.82/10

A comfortable and inviting location



1.14

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



0.68

3

Library staff who are consistently courteous



8.06/10

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



8.70/10

Library space that inspires study and learning & Library staff who deal with users in a caring fashion



1.09

Making electronic resources accessible from my home or office



0.73

4

Modern equipment that lets me easily access needed information



7.91/10

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



8.62/10

Readiness to respond to users' enquiries



1.03

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



0.76

5

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



7.90/10

A comfortable and inviting location



8.59/10

Library staff who instill confidence in users & Giving users individual attention & Space for group learning and group study



1.02

Print and/or electronic journal collections I require for my work



0.82

GENERAL SATISFACTION

Out of a 10-point scale

In general, I am satisfied with the way in which I am treated at the library.

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

How would you rate the overall quality of the service provided by the library?

UG	PG	Aca Staff
8.04	8.49	8.23
7.99	8.29	8.26
7.98	8.33	8.21



INCENTIVE PRIZE WINNERS

Prize	Winner	Dept
Microsoft Surface Go (with Type Cover)	YUEN So Hang	BAF
Apple iPad	YU Yue	BAF
HK\$200 book coupon	CHAN Chung Shing	GEO
HK\$200 book coupon	LAM Sin Yu Chantel	PEU
HK\$200 book coupon	CHEUNG Chun Sing Johnson	SWK
HK\$200 book coupon	PUK Wan Cheung	EDU

Prize	Winner	Dept
HK\$200 book coupon	CHUE Wai Chi Howard	CDO
HK\$200 book coupon	KONG Lai Ping Ada	SLS
HK\$200 book coupon	CHEN Xiaodan	BAF
HK\$200 book coupon	CHUNG Yuk	CSD
HK\$200 book coupon	OUYANG Jiahui	CSD
HK\$200 book coupon	LI Sze Wai	MED

RESPONSES TO USER COMMENTS



User comments	Library responses
The library is keeping on improving the facilities and service. It would be better if its opening hours are longer in weekends and Sundays.	The Library will review the feasibility of extending opening hours.
Will the library consider a facility that people can return books near the University station, so we do not have to go to main library to return HKALL books	HKALL books can now be returned to any CUHK Library
Instead of organize library course, would Library consider to make some YouTube / video that teach user how to use / introduce library services. User can access the video anytime from internet.	Introduction video to CUHK Library and "How-to" Videos are available on the Library website.
Please increase no. of sessions of Digital Scholarship and Research Data Workshops. It is always full for registration.	We are delighted to learn that many of the workshops are on high demand and welcomed by postgraduate students. We will try to increase the number of workshops whenever resources are allowed.
The library service is generally good, but I think the problem of the library is in express-printing because when Wi-Fi-printing is available in other libraries, CUHK is still using printers that only support USB-printing which is really a shame.	Wi-Fi Printing Service is now available to all CUHK students, staff and alumni. Details can be found at the Library website for details.
The room booking system can be more user-friendly.	We will explore enhancing the system to better meet users' needs.

View other Library responses to user comments at the [Library website](#).