

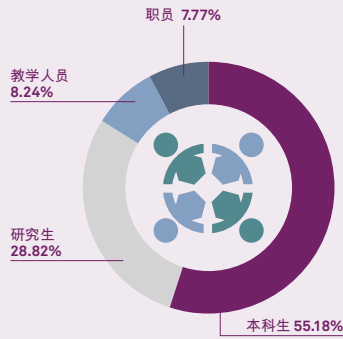
2019 年图书馆问卷调查结果

调查日期：2019 年 3 月 11 至 29 日

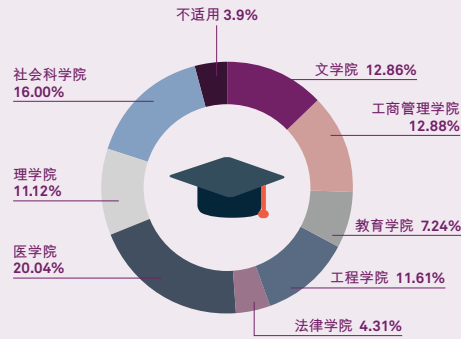
回应者概要

5,024

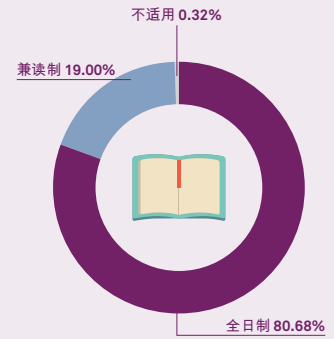
位图书馆读者
参与了问卷调查



回应者的读者组别



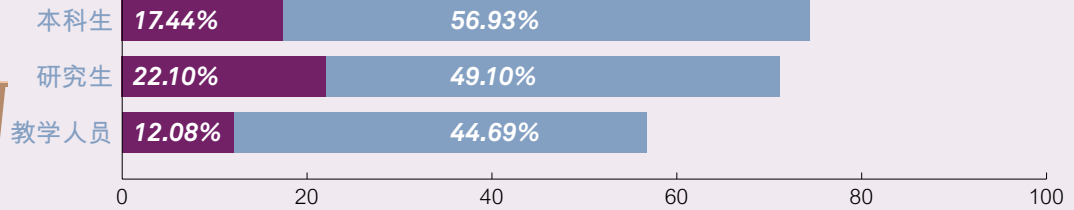
回应者的学院



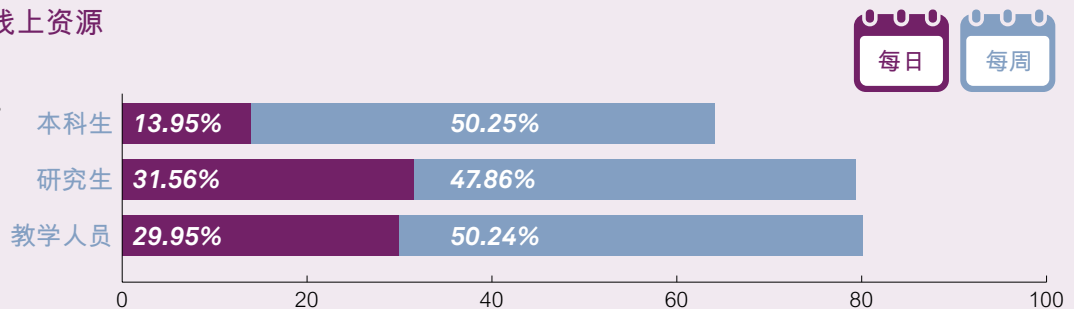
回应者的修读模式

使用图书馆频率

在馆内使用图书馆资源



使用图书馆线上资源



首五位

读者认为
图书馆做得最好的
五个领域 (10分制)

读者认为
最重要的五个领域
(10分制)





图书馆
满足读者期望的
首五个领域

读者认为
图书馆可以改进的
首五个领域

1

<p>舒适而吸引人的地方</p>  <p>8.21/10</p>	<p>个人活动的安静空间</p>  <p>8.87/10</p>	<p>图书馆职员一贯地有礼貌</p>  <p>1.17</p>	<p>个人活动的安静空间</p>  <p>0.53</p>
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2

<p>是一个自修、学习或研究的好地方</p>  <p>8.17/10</p>	<p>是一个自修、学习或研究的好地方</p>  <p>8.82/10</p>	<p>舒适而吸引人的地方</p>  <p>1.14</p>	<p>易用的检索工具让我能自行查找资料</p>  <p>0.68</p>
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3

<p>图书馆职员一贯地有礼貌</p>  <p>8.06/10</p>	<p>图书馆的网站让我能自行查找资讯</p>  <p>8.70/10</p>	<p>图书馆环境激励学习和求知及图书馆职员以关爱的方式接待读者</p>  <p>1.09</p>	<p>从家中或办公室连接电子信息资源</p>  <p>0.73</p>
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4

<p>现代化的设备让我很容易便可获取所需要的资讯</p>  <p>7.91/10</p>	<p>易用的检索工具让我能自行查找资讯</p>  <p>8.62/10</p>	<p>迅速回应读者的查询</p>  <p>1.03</p>	<p>图书馆的网站让我能自行查找资讯</p>  <p>0.76</p>
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5

<p>图书馆的网站让我能自行查找资讯</p>  <p>7.90/10</p>	<p>舒适而吸引人的地方</p>  <p>8.59/10</p>	<p>图书馆职员令读者有信心·给予读者个别的关注·及小组讨论及小组学习的空间</p>  <p>1.02</p>	<p>我工作所需要用的馆藏纸本期刊与/或电子期刊</p>  <p>0.82</p>
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整体满意度

10分制

总的来说，我对在图书馆内受到的待遇感到满意。

总的来说，我对图书馆支援我个人的学习、研究与 / 或教学需要感到满意。

你会如何评价图书馆的整体服务质量？

本科生	研究生	教学人员
8.04	8.49	8.23
7.99	8.29	8.26
7.98	8.33	8.21



奖励获奖者

奖品	获奖者	部门	奖品	获奖者	部门
Microsoft Surface Go (with Type Cover)	YUEN So Hang	BAF	港币 200 元书券	CHUE Wai Chi Howard	CDO
Apple iPad	YU Yue	BAF	港币 200 元书券	KONG Lai Ping Ada	SLS
港币 200 元书券	CHAN Chung Shing	GEO	港币 200 元书券	CHEN Xiaodan	BAF
港币 200 元书券	LAM Sin Yu Chantel	PEU	港币 200 元书券	CHUNG Yuk	CSD
港币 200 元书券	CHEUNG Chun Sing Johnson	SWK	港币 200 元书券	OUYANG Jiahui	CSD
港币 200 元书券	PUK Wan Cheung	EDU	港币 200 元书券	LI Sze Wai	MED

回应读者评语



读者评语	图书馆回应
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.

可于[图书馆网页](#)浏览其他的评语及回应。