



Xi'an Jiaotong-Liverpool University
西交利物浦大学
LIBRARY
图·书·馆

XJTLU LIBRARY USER SURVEY 2018

Survey Report

June 1, 2018

EXECUTIVE SUMMARY

To access library service quality, Xi'an Jiaotong-Liverpool University (XJTLU) Library conducted the XJTLU Library User Survey 2018 from 27th April to 20th May 2018.

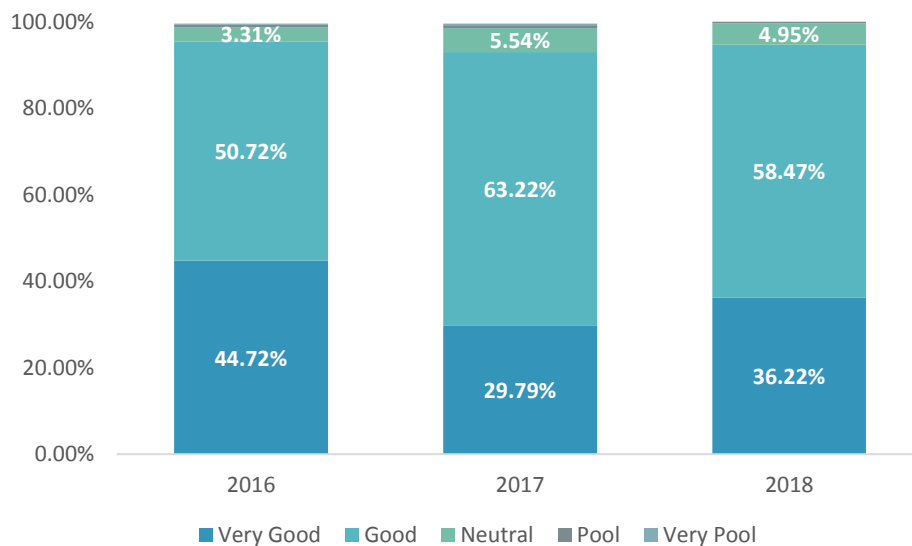
The Library received 1,375 valid responses and over half of the respondents (52%) provided written comments.

The survey consisted of 4 personal information questions, 4 overall performance questions, and 19 core questions to measure library service quality in three dimensions: Library as Place (physical environment), Library Collections and Resource Access, and Library Academic Support Services.

Overall Satisfaction

The results in 2018 showed that 94.7% of the respondents are generally satisfied with Library place, resources and services, maintaining the overall satisfaction rate at the same level as last year. Compared with the results in 2016, it has shown marked increases in the rating of the Library's overall performance in 2017 and 2018.

Figure: Overall Satisfaction 2016—2018



Library as Place

Respondents have placed most emphasis on the Library as Place. They visited the Library mainly to study or use library facilities. Results indicated that respondents' perception of the quality of the Library as Place was generally good.

- 83% of the respondents considered the Library to be a good place for individual study, with good decoration, environment and facilities.
- Meanwhile, this dimension saw a continually high gap score in study space provision, WIFI connection, air conditioning and noise levels over the past surveys.

- The majority of comments received were related to this area, with a considerable number of negative comments on air conditioning, cleanliness within library space, and some users' improper behaviours.
- In addition, respondents provided a lot of suggestions on library opening hours, space extension and facility upgrade.

Library Collections and Resource Access

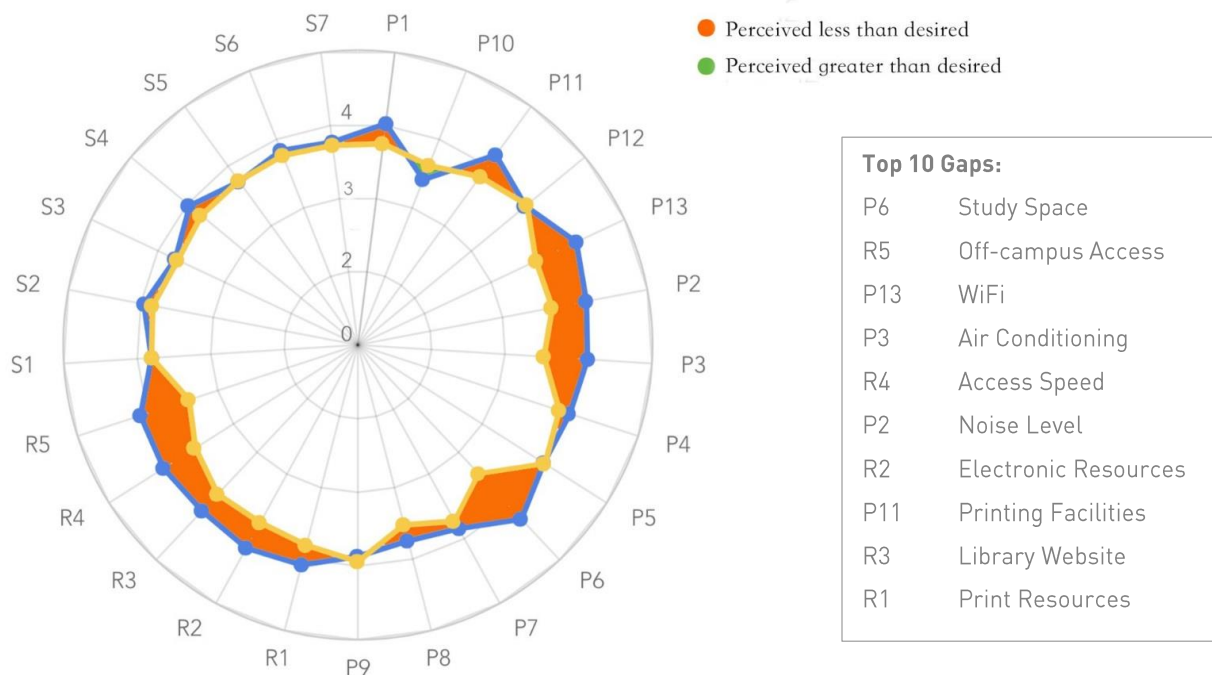
Respondents had high expectations in both print collections and e-resources, and many of them utilised library resources frequently. Over the past few years the Library has continued to strengthen its collections, and as a result, the current library print and electronic collections can basically meet users' needs for learning and research.

Comments received in this area mainly focused on the increase of popular books and Chinese books in collections, the increase of available copies, the access speed of library website and e-resources, as well as difficulties in finding the needed resources through the digital library.

Library Academic Support Service

In respondents' perceptions, being able to find their subject resources, and get help from professional librarians and other library academic support services could be important, and most comments received in this area were positive in nature. However, based on the survey and the Library's practical experience, many users were still not aware of the various academic support services available in the Library, especially some new services launched only one or two years ago. As a response to this finding, more communication channels should be developed to further promote the services and introduce the services to users.

Figure: Gap – Where the Library Can Improve



FULL REPORT

INTRODUCTION

It was the fourth annual survey conducted by Xi'an Jiaotong-Liverpool University (XJTLU) Library. This year, the XJTLU Library User Survey 2018 was sent out to the whole XJTLU community to assess library users' expectations, perceptions and preferences of library services.

The survey consisted of 27 questions in 5 question groups, including 5 core rating questions to measure the quality of library services in three dimensions:

- **Library as Place** – physical environment and facilities
- **Library Collections and Resource Access** – provision of and access to print and electronic resources through the physical library and library website
- **Library Academic Support Service** – provision of library academic support services and their helpfulness

In addition, the survey asked the participants to answer 4 questions on demographic information, 16 possible questions on library use, 1 question on overall satisfaction with the Library, and 2 open-ended questions to submit their comments and e-mail information. All students and staff of XJTLU were invited via University Communication and WeChat platform to participate in the survey.

RESPONSE STATISTICS

In total, 1813 responses were collected, with 1375 complete and valid responses. The number of responses received is almost equal to that in the 2017 survey, in which 1449 valid responses were received.

The following figures and table display the user groups of respondents and their disciplines:

- 62% of the respondents were female and 38% being male;
- The majority of the respondents were students (96.65%), including 91% local students. Academic staff and professional service staff formed a substantially smaller group of respondents at 2.91%;
- The majority of the respondents were undergraduates (88.73%), with 35.35% being first year students;
- Over 50% of the respondents were from International Business School Suzhou (34.11%) and Department of Mathematical Science (23.85%).

Figure 1: Q1. Your gender

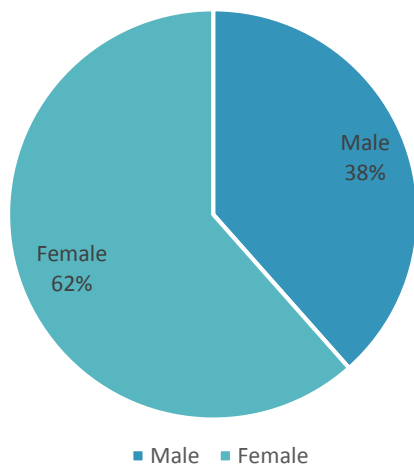


Figure 3: Q3. You are a

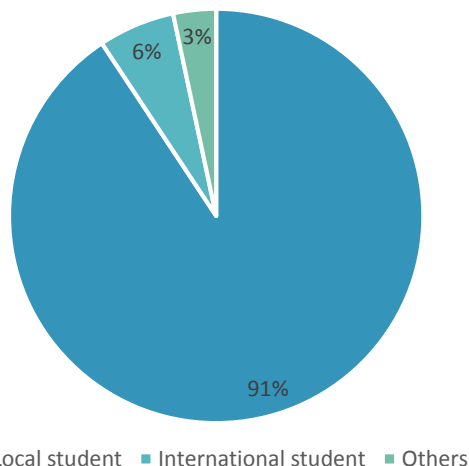


Table 1: Q2. Your position

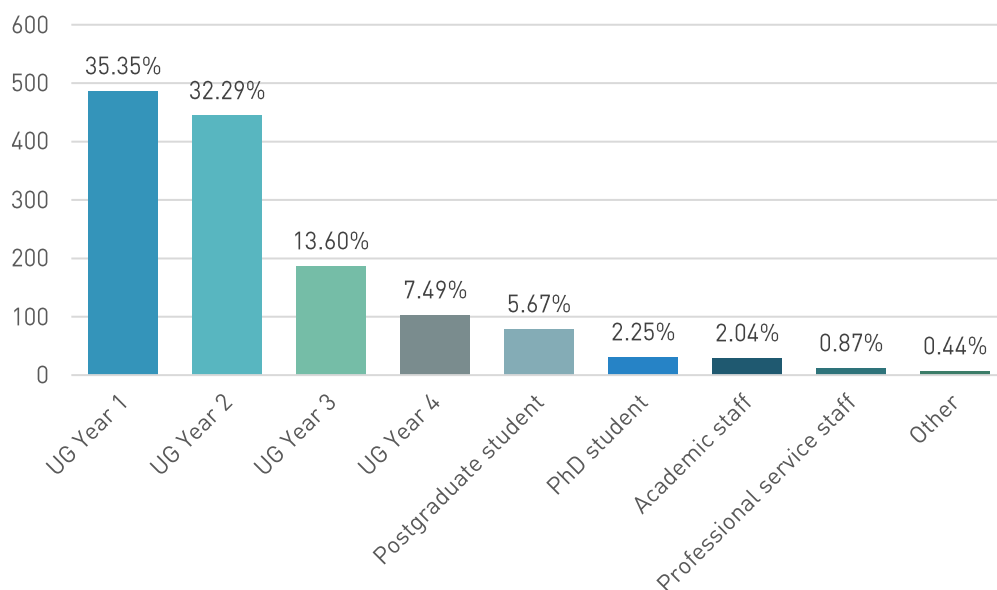


Table 1: Q4. Your department/school/centre

Department	Count	Percentage
International Business School Suzhou	469	34.11%
Mathematical Sciences	328	23.85%
Computer Science and Software Engineering	107	7.78%
Electrical and Electronic Engineering	92	6.69%
Architecture	84	6.11%
English	63	4.58%
Biological Sciences	54	3.93%
Industrial Design	32	2.33%
Urban Planning and Design	31	2.25%
XJTLU-JC School of Film and TV Arts	23	1.67%
Civil Engineering	20	1.45%
Chemistry	19	1.38%
Others	18	1.31%
Environmental Sciences	11	0.80%
Language Centre	11	0.80%
China Studies	6	0.44%
Public Health	3	0.22%
Institute of Leadership and Education Advanced Development	2	0.15%
Chinese Cultural Teaching Centre	1	0.07%
International Relations	1	0.07%
Physical Education Centre	0	0.00%

CORE SURVEY QUESTIONS SUMMARY

Scoring

The core rating questions in the survey asked respondents for their judgement on 2 scales: the desired level of the service they would like to receive (**Importance**), and the actual level of service they perceive to have been provided (**Performance**). The scoring was on a 5-point Likert scale.

To identify factors for improvement, the survey analyses the “**Gap**” value between the importance and performance scores for each variable. Gap score was calculated:

$$\text{Gap Score} = \text{Importance Score} - \text{Performance Score}$$

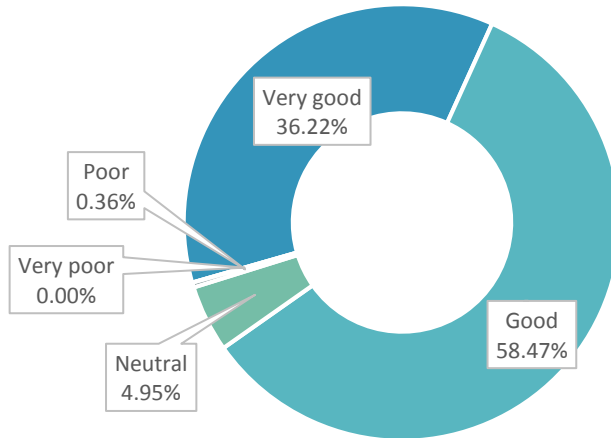
A positive value of the gap score implies a need for improvement. The higher the value is, the more improvement should be made. A negative value indicates that the Library is exceeding the desired expectations of users.

Overall Satisfaction Score

Figure 4 below shows the overall performance score rated by respondents. 94.69% of the respondents considered the overall quality of library service very good (36.22%) or good (58.47%).

“Our library has good facilities and fantastic environment, and the resources are also sufficient.”

Figure 4: Q 24. Overall performance for library place, resources and services



Library as Place

Use of Library Space

Figure 5, 6 and 7 show respectively the frequency of the respondents coming into the Library, how long they stayed in the Library, and on which floors they stayed.

- A large percentage of the respondents (71.05%) visited the Library on a daily or weekly basis;
- 8 respondents (0.51%) replied that they never visited the Library, and main reasons include difficulties to find a seat in the Library and preference on studying elsewhere;
- Over half of the respondents (52.29%) usually stayed in the Library for 3 to 5 hours each time, and 19.40% would stay in the Library for 5 to 10 hours;
- Level 3 (46.98%), Level 5 (36.22%) and Level 4 (33.89%) were three most used floors by the respondents.

Figure 5: Q5. How often do you come into the Library?

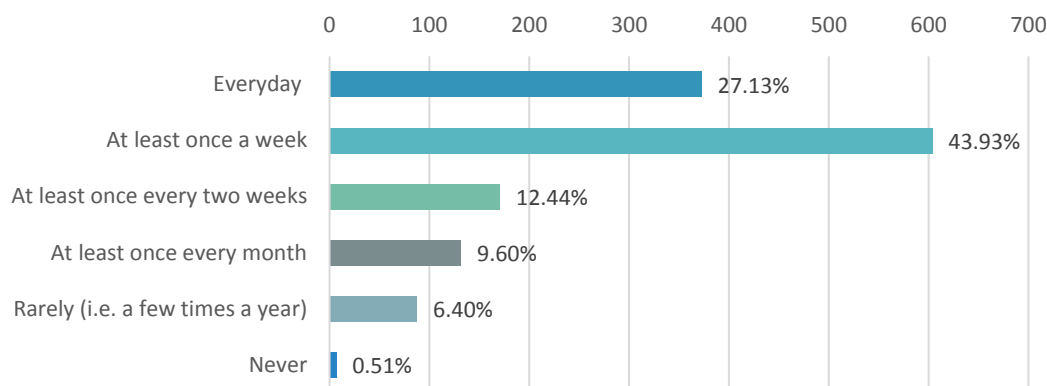


Figure 6: Q6. How long do you usually stay in the Library each time?

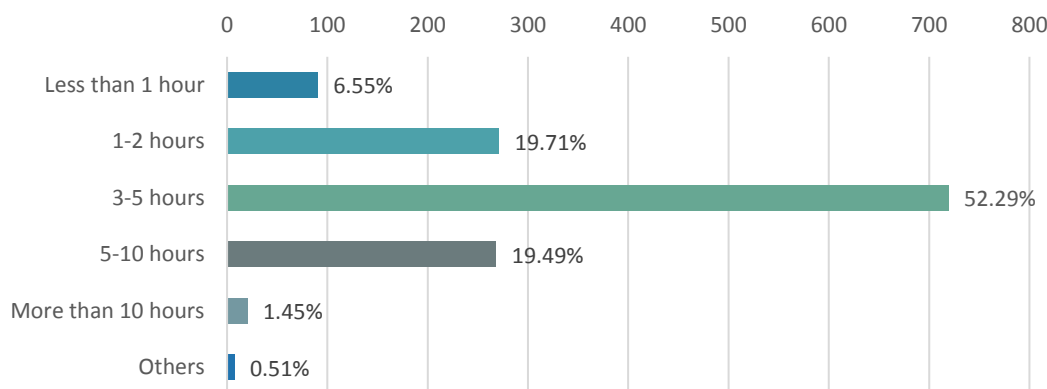
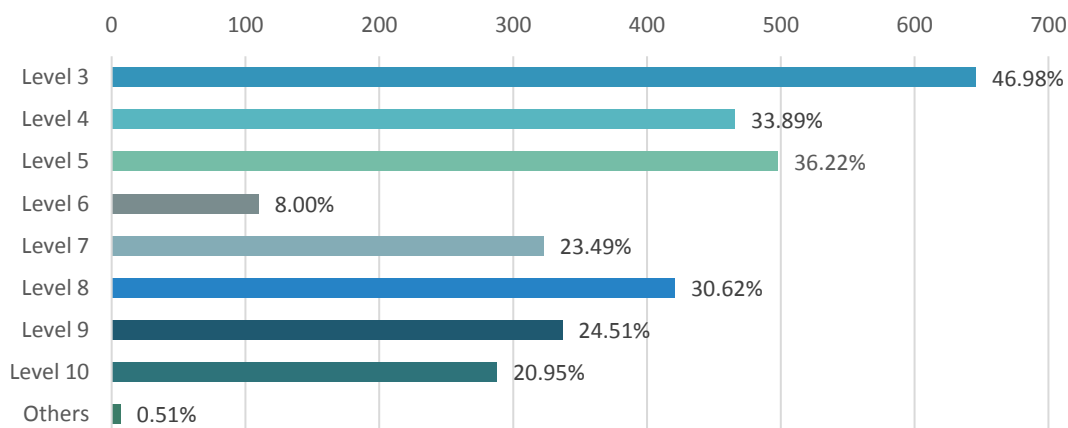


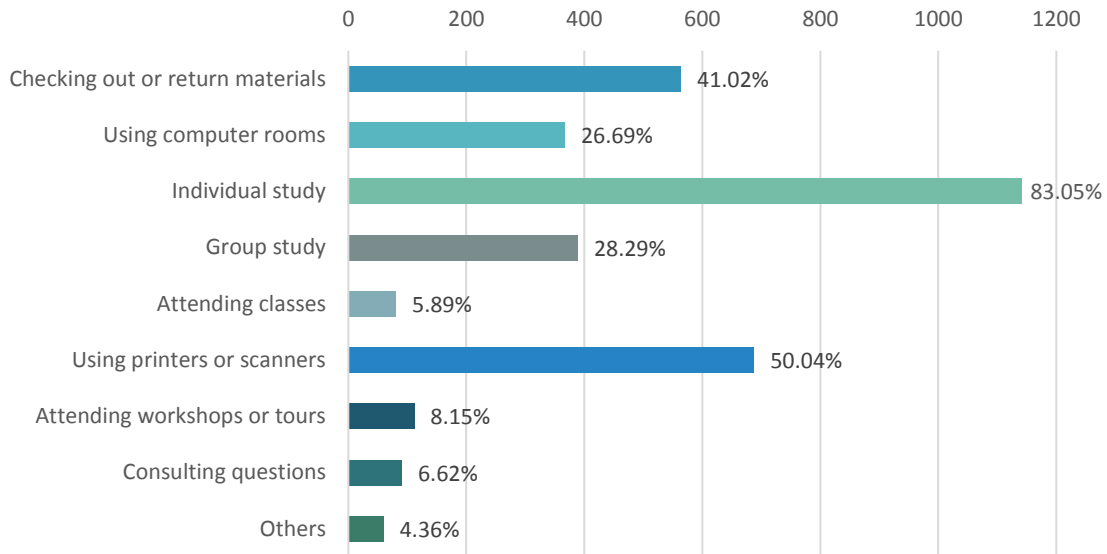
Figure 7: Q7. Where in the Library do you usually visit or stay?



Purpose of Visiting the Library

Respondents usually came to the Library for individual study (83.05%), use printers or scanners (50.04%), to check out or return of materials (41.02%), or to do group study (28.29%).

Figure 8: Q9. What are your main purposes for visiting the Library?



What Respondents Believe is Important

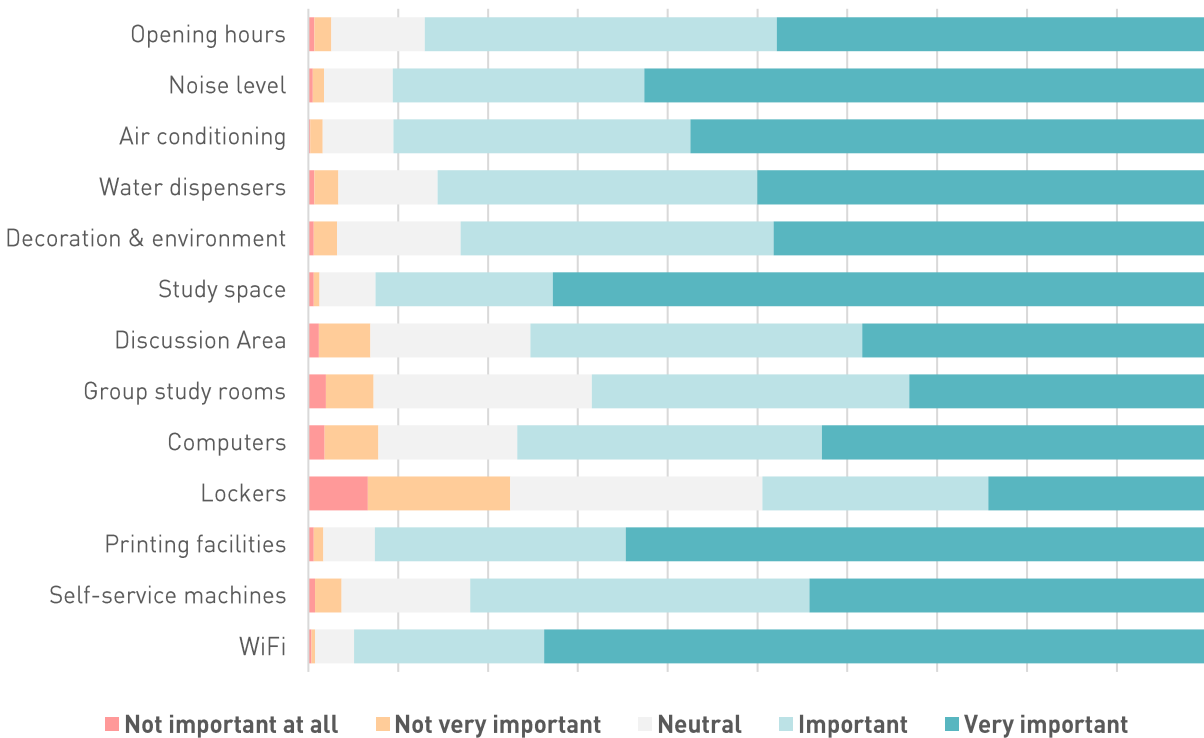
In terms of library space and facilities, among the 13 categories in the survey, 11 were identified with an importance score of 4.00 or higher. In the respondents' perceptions, the most important factors in the area of Library as Place include:

- Wireless access (WIFI)
- Study space
- Printing, scanning and photocopying facilities
- Noise level
- Air conditioning

Table 2: Q10. What Respondents Believe is Important (in the Area of Library as Place)

Importance			
No.	Variable	Mean	Rank
P13	I can get wireless access (WIFI) in the Library when I need to	4.68	1
P6	I can always find a study space in the Library when I need to	4.63	2
P11	Printing, scanning and photocopying facilities in the Library meet my needs	4.55	3
P2	Noise level in the Library is acceptable	4.51	4
P3	Air conditioning in the Library meet my needs (temperature)	4.46	5
P1	The current opening hours are reasonable	4.32	6
P4	Water dispensers in the Library meet my needs (location, quantity)	4.32	7
P5	The decoration and the environment of the Library makes me feel comfortable	4.27	8
P12	Library self-service machines meet my needs (e.g. self-borrowing and returning machine)	4.22	9
P9	I can find a computer in the Library when I need to	4.10	10
P7	I can find a place for discussion, eating and drinking in the Library when I need to	4.06	11
P8	I can find a group study room in the Library when I need to	3.92	12
P10	I can find a locker in the Library when I need to	3.45	13

Figure 9: Q10. What Respondents Believe is Important in the Library as Place



How Respondents Believe the Library is Performing

Table 3 shows the performance of each factor related to library space and space rated by the respondents.

“Good environment and convenient self-service devices!”

“It's good overall, except sometimes it's hard to find a place and the 3rd floor is usually cold in winter. Thanks for providing a good environment for us!”

The most satisfactory areas include:

- Library decoration and environment
- Library self-service machines
- Computers in the Library

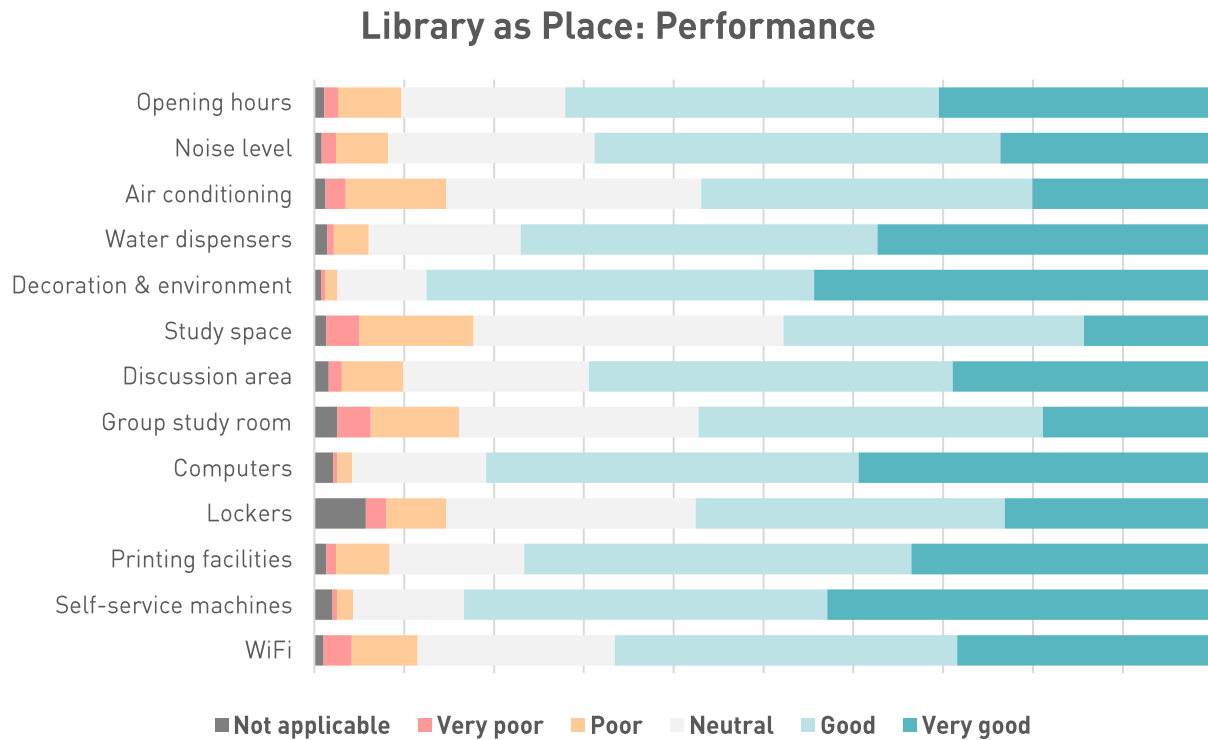
The least satisfactory areas include:

- Study space
- Group study rooms
- Air conditioning

Table 3: Q10. How Respondents Believe the Library is Performing (in the Area of Library as Place)

Performance			
No.	Variable	Mean	Rank
P5	The decoration and the environment of the Library makes me feel comfortable	4.30	1
P12	Library self-service machines meet my needs (e.g. self-borrowing and returning machine)	4.26	2
P9	I can find a computer in the Library when I need to	4.20	3
P4	Water dispensers in the Library meet my needs (location, quantity)	4.11	4
P11	Printing, scanning and photocopying facilities in the Library meet my needs	4.03	5
P1	The current opening hours are reasonable	3.93	6
P7	I can find a place for discussion, eating and drinking in the Library when I need to	3.90	7
P2	Noise level in the Library is acceptable	3.84	8
P13	I can get wireless access (WIFI) in the Library when I need to	3.82	9
P10	I can find a locker in the Library when I need to	3.74	10
P3	Air conditioning in the Library meet my needs (temperature)	3.62	11
P8	I can find a group study room in the Library when I need to	3.60	12
P6	I can always find a study space in the Library when I need to	3.43	13

Figure 10: Q10. How Respondents Believe the Library is Performing (in the Area of Library as Place)



Where the Library Can Improve

“Overall, wind noise, heating and cooling system, seat occupying and room booking problems should be solved. I believe that you have the capability of doing it. Thank you for your hard work and I want to see the improvement of the Library in the future.”

Table 4 displays the gap score in the area of Library as Place. The top 5 areas requiring improvement are:

- Study space
- Wireless access (WiFi)
- Air conditioning
- Noise level
- Printing, scanning and photocopying facilities

Figure 11: Gap – Where the Library Can Improve (in the Area of Library as Place)

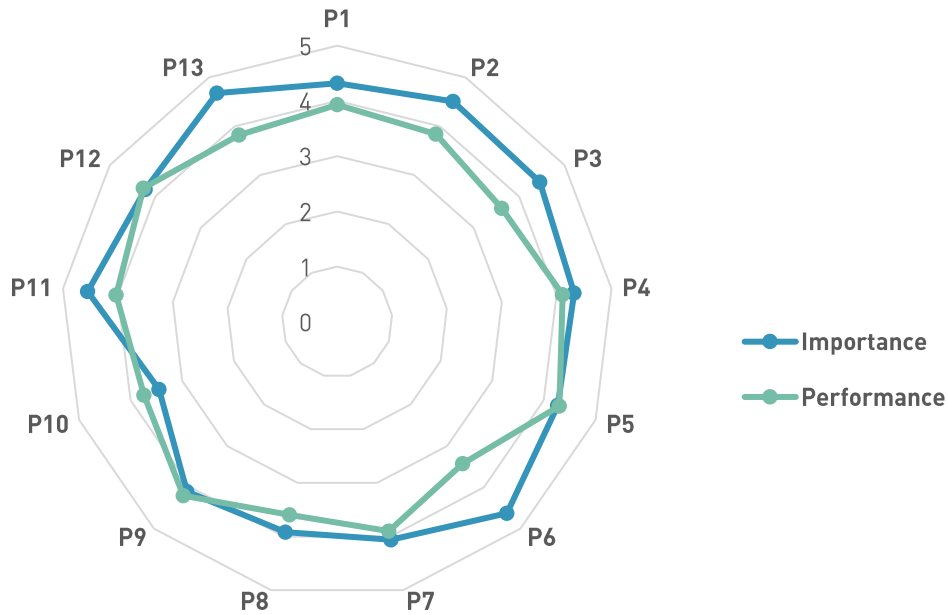


Table 4: Gap – Where the Library Can Improve (in the Area of Library as Place)

Gap			
No.	Variable	Mean	Rank
P6	I can always find a study space in the Library when I need to	1.21	1
P13	I can get wireless access (WIFI) in the Library when I need to	0.85	2
P3	Air conditioning in the Library meet my needs (temperature)	0.84	3
P2	Noise level in the Library is acceptable	0.67	4
P11	Printing, scanning and photocopying facilities in the Library meet my needs	0.52	5
P1	The current opening hours are reasonable	0.38	6
P8	I can find a group study room in the Library when I need to	0.32	7
P4	Water dispensers in the Library meet my needs (location, quantity)	0.21	9
P7	I can find a place for discussion, eating and drinking in the Library when I need to	0.15	9
P5	The decoration and the environment of the Library makes me feel comfortable	-0.03	10
P12	Library self-service machines meet my needs (e.g. self-borrowing and returning machine)	-0.04	11
P9	I can find a computer in the Library when I need to	-0.10	12
P10	I can find a locker in the Library when I need to	-0.29	13

Library Resources

Frequency of Library Resource Usage

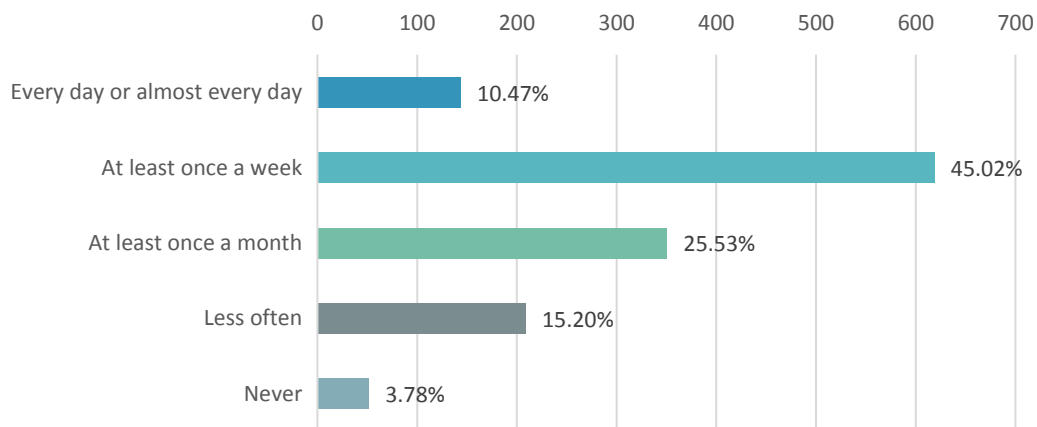
- *Print Resources*

Figure 12 shows the frequency of library print resource usage.

Over half of the respondents used library print resources once or more than once a week, with 10.47% of them making usage of library print resources every day.

52 respondents (3.78%) never used library print resources. Half of them either prefer using electronic resources or do not need using print resources. 22 of them claimed that they can access their needed print materials from other sources.

Figure 12: Q11. How often do use library print resources?



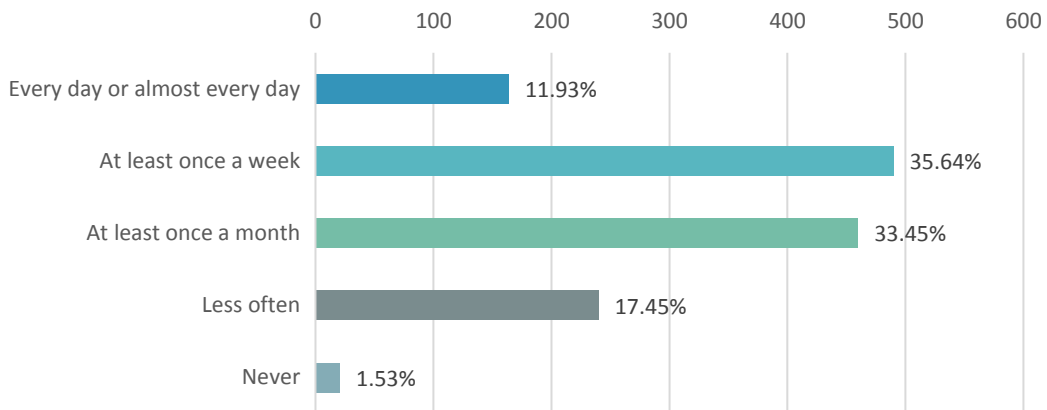
- *Electronic Resources*

Figure 13 shows the frequency of library electronic resource usage.

11.92% of the respondents used library electronic resources through library website every day or almost every day. 35.64% and 33.45% of the respondents used library electronic resources at least once a week and at least once a month respectively.

A small percentage (1.53%) of the respondents never used the Library's electronic resources. Main reasons include preference on print resources (9 respondents) and preference on using Google and Baidu to find needed materials (8 respondents). There are also 5 respondents who did not know where to find their needed materials through the Library's electronic collection.

Figure 13: Q13. How often do use library electronic resources?

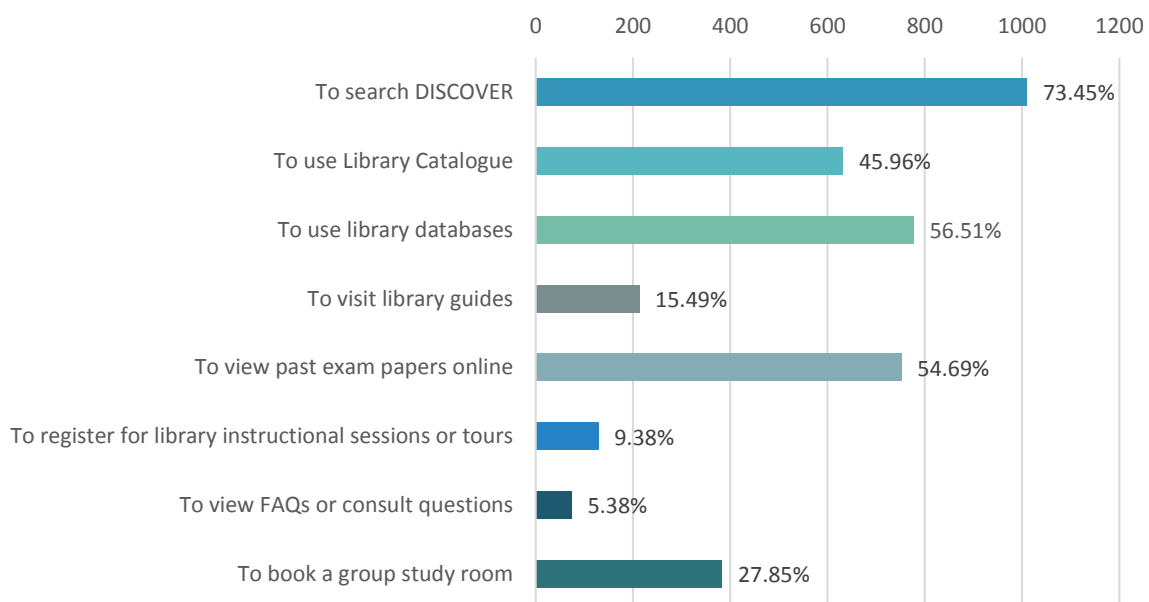


Purpose of Visiting Library Website

The majority of the respondents (73.75%) visited library website to search DISCOVER for their needed materials. Over half of the respondents would use library databases (56.61%) or view past exam papers (54.69%). Respondents would also search library catalogue (46.04%), book group study rooms (27.85%), or visit LibGuides (15.49%).

Less respondents would use LibCal to register for library workshops (9.38%) or use the online reference service through LibAnswers (5.38%) when visiting library website. It may indicate that the library training calendar and the LibAnswers platform are not very visible on library website and may lack public promotion and awareness.

Figure 14: Q15. What are your main purposes to use the library website?



What Respondents Believe is Important

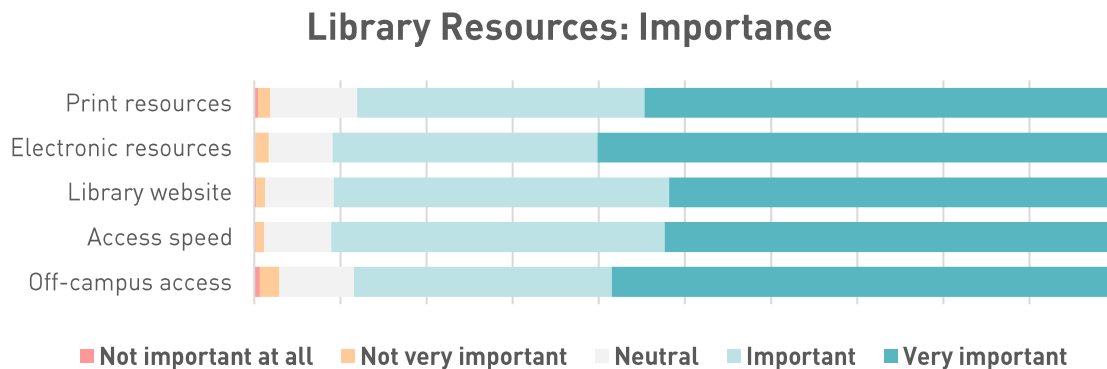
In terms of library resources, respondents believed that good library collections which support learning, teaching and research, seamless and speedy access to resources, as well as a user-friendly library website are almost of equal importance. It can also be concluded that access to electronic resources have becoming increasingly important for library users.

The importance of each factor is listed in Table 5 below.

Table 5: Q16. What Respondents Believe is Important (in the Area of Library Collections and Resource Access)

Importance			
No.	Variable	Mean	Rank
R2	Library electronic resources (e.g., databases, eBooks) meet my learning (teaching) and research needs	4.49	1
R4	The access speed of library electronic resources is acceptable	4.46	2
R5	When I am away from campus I can easily access the Library resources I need (through VPN or ezproxy).	4.43	3
R3	The library website is user-friendly (e.g., interface, functionalities)	4.41	4
R1	Library print resources (e.g., print books, print journals) meet my learning (teaching) and research needs	4.40	5

Figure 15: Q16. What Respondents Believe is Important (in the Area of Library Collections and Resource Access)



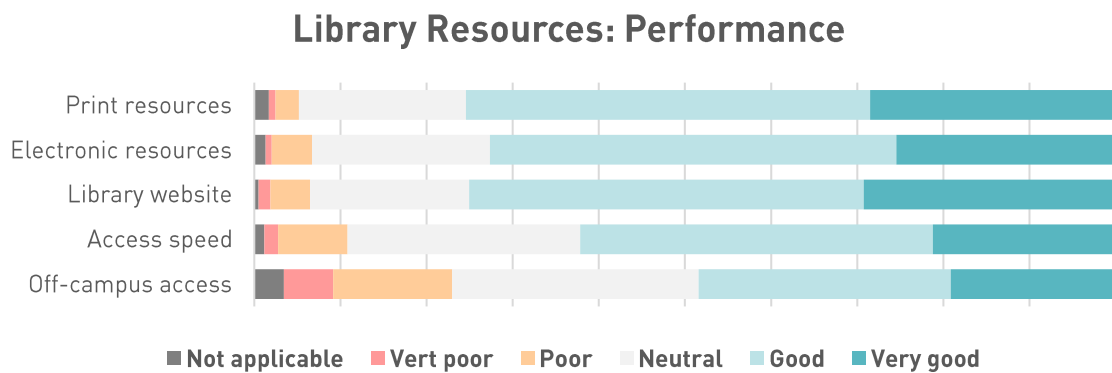
How Respondents Believe the Library is Performing

Table shows the performance of each factor related to library resources rated by respondents. The access speed of library e-resources and off-campus access are relatively less satisfactory.

Table 6: Q16. How Respondents Believe the Library is Performing (in the Area of Library Collections and Resource Access)

Performance			
No.	Variable	Mean	Rank
R1	Library print resources (e.g., print books, print journals) meet my learning (teaching) and research needs	4.01	1
R3	The library website is user-friendly (e.g., interface, functionalities)	3.97	2
R2	Library electronic resources (e.g., databases, eBooks) meet my learning (teaching) and research needs	3.93	3
R4	The access speed of library electronic resources is acceptable	3.73	4
R5	When I am away from campus I can easily access the Library resources I need (through VPN or ezproxy)	3.44	5

Figure 16: Q16. How Respondents Believe the Library is Performing (in the Area of Library Collections and Resource Access)



Where the Library Can Improve

When calculating the gap value between the importance and performance scores for each variable related to library resources, it is identified that the access speed and off-campus access of library e-resources are two aspects which need most improvement. The Library could also consider to optimise its collections.

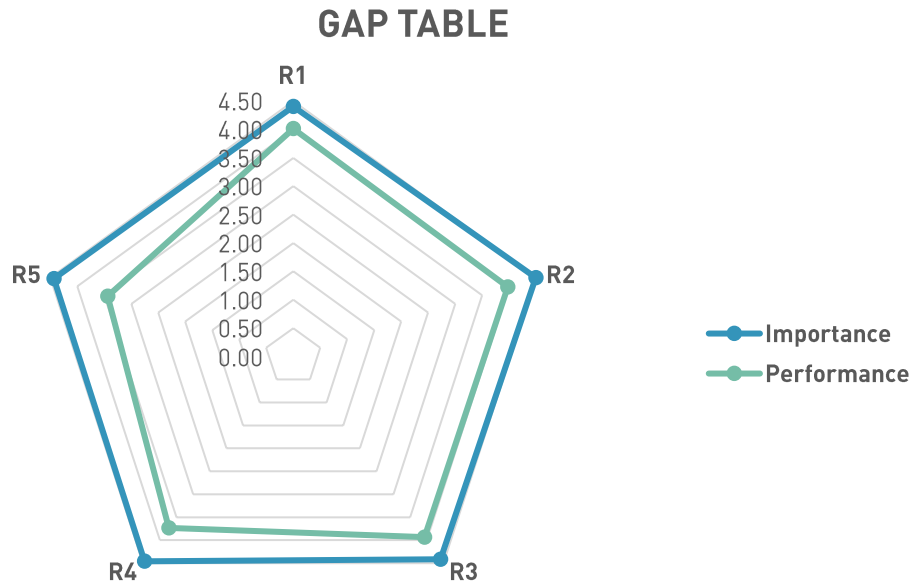
In addition, many respondents mentioned about their difficulties in finding the needed resources from the digital library, which, as far as the Library is concerned, could actually be solved by better promotion on certain e-resources and more instructions and guidance on skills of smart searching using library searching systems or databases.

“We strongly urge the extension of more extra-curricular resources.”

“There are many good library examples for e-resources, including ILL. It’s better to make the XJTLU library webpage easy for users to find the solutions in the first places.”

“It is difficult for us to use the sources in lib when we are not in lib. The access speed is too slow.”

**Figure 17: Gap – Where the Library Can Improve
(in the Area of Library Collections and Resource Access)**



**Table 7: Gap – Where the Library Can Improve
(in the Area of Library Collections and Resource Access)**

Gap			
No.	Variable	Mean	Rank
R5	When I am away from campus I can easily access the Library resources I need (through VPN or ezproxy)	1.00	1
R4	The access speed of library electronic resources is acceptable	0.73	2
R2	Library electronic resources (e.g., databases, eBooks) meet my learning (teaching) and research needs	0.56	3
R3	The library website is user-friendly (e.g., interface, functionalities)	0.44	4
R1	Library print resources (e.g., print books, print journals) meet my learning (teaching) and research needs	0.39	5

Library Academic Support Service

What Respondents Believe is Important

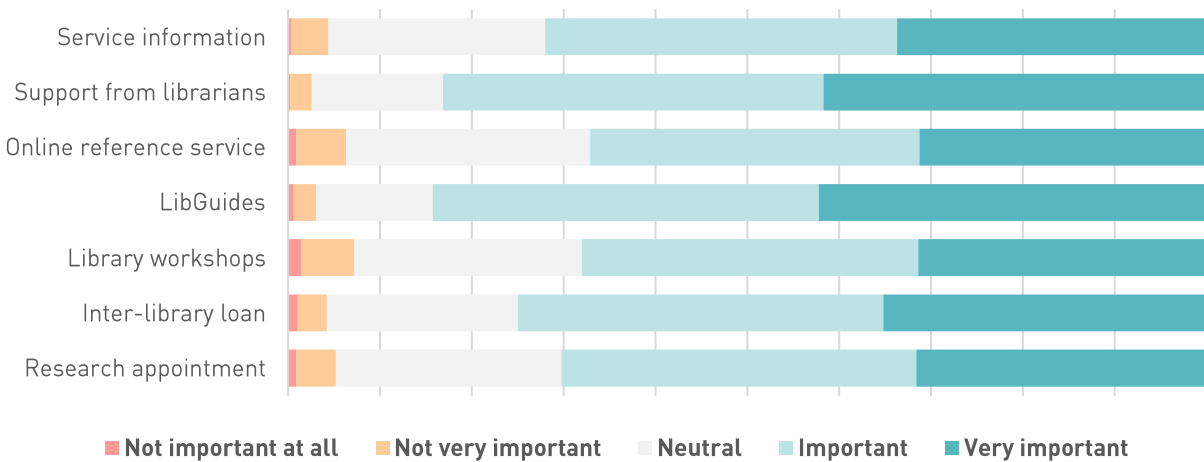
In terms of library academic support service, students had higher expectations on being able to get research guidance online and getting help and support for their learning or research from librarians (Table 8).

Table 8: Q17. What Respondents Believe is Important (in the Area of Library Academic Support Service)

Importance			
No.	Variable	Mean	Rank
S4	I can find subject resources or research guidance through library guides (LibGuides)	4.23	1
S2	I can get help from librarians when I need support for my learning or research	4.22	2
S6	Inter-library loan service meets my research needs	4.05	3
S1	I am informed about library academic support services (e.g., library workshops, research appointment) through different channels	4.01	4
S7	(Booking a) Research appointment service solves my queries in research	3.96	5
S3	I can get my needed answers through library FAQs or sending tickets (LibAnswers/OTRS)	3.91	6
S5	Library workshops and courses help me with my learning or research	3.91	7

Figure 18: Q17. What Respondents Believe is Important (in the Area of Library Academic Support Service)

Library Academic Support Service: Importance



How Respondents Believe the Library is Performing

“I personally do not seem to be familiar with several points from the library academic support services, perhaps introduce them more often to library users such as myself.”

“And the service that Library provided is not so clear to Year1 students, such as the research appointment I have met in above questions. We may miss the chance to do better in academic performance.”

Respondents were generally satisfied with the Library’s academic support services. However, those who choose “Not Applicable” indicated that large number of respondents never used such kind of services before. Additionally, based on the Library’s practical experience, many users were still not aware of the various academic support services available in the Library, especially some new services launched only one or two years ago.

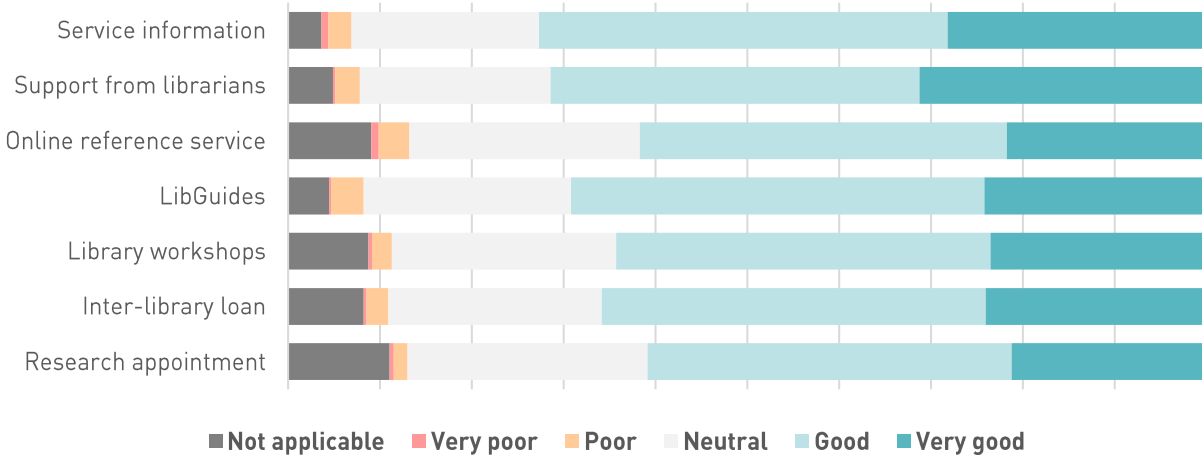
Thus, the Library might expend communication and promotion channels to increase users’ awareness of library academic support services.

Table 9: Q17. How Respondents Believe the Library is Performing (in the Area of Library Academic Support Service)

Performance			
No.	Variable	Mean	Rank
S2	I can get help from librarians when I need support for my learning or research	4.05	1
S1	I am informed about library academic support services (e.g., library workshops, research appointment) through different channels	4.01	2
S6	Inter-library loan service meets my research needs	3.95	3
S4	I can find subject resources or research guidance through library guides (LibGuides)	3.94	4
S5	Library workshops and courses help me with my learning or research	3.93	5
S7	(Booking a) Research appointment service solves my queries in research	3.90	6
S3	I can get my needed answers through library FAQs or sending tickets (LibAnswers/OTRS)	3.86	7

Figure 19: Q17. How Respondents Believe the Library is Performing (in the Area of Library Academic Support Service)

Library Academic Support Service: Performance



Where the Library Can Improve

Almost all categories reveal small gaps, and the respondents who did use the services generally considered it important and satisfactory. Table 10 reports the gap values for the categories.

Figure 20: Gap – Where the Library Can Improve (in the Area of Library Academic Support Service)

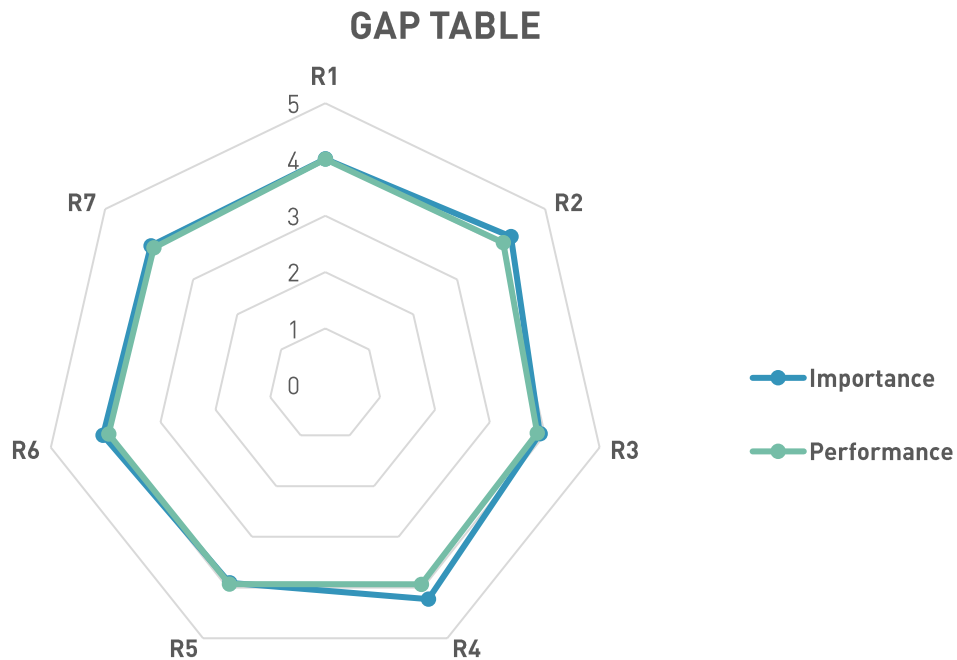
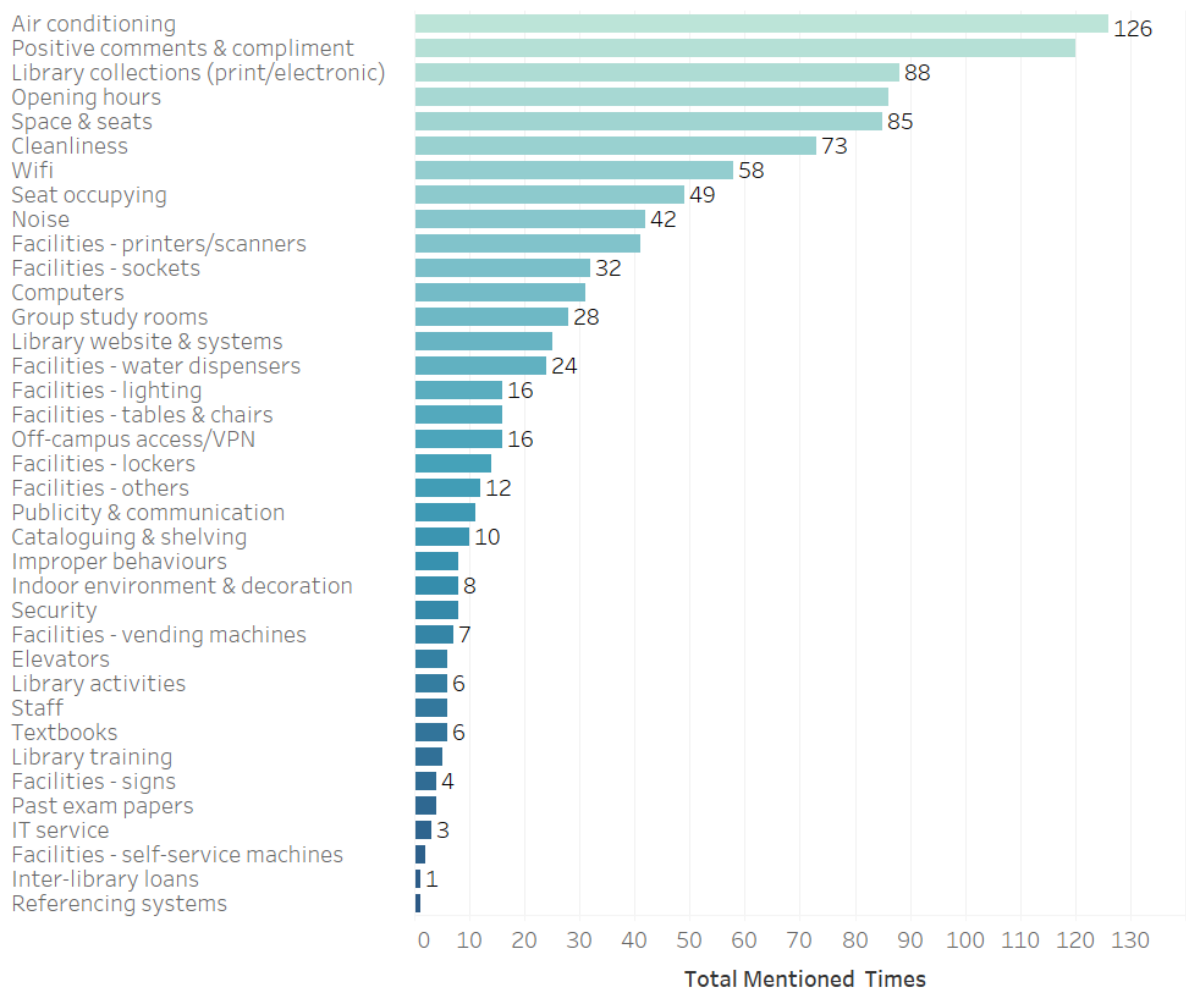


Figure 22: Topics of Comments



Appendix I: XJTLU Library User Survey 2018



Section A: Distribution of Users

Q1. Your gender:

Female

Male

Q2. Your position:

UG Year 1

UG Year 2

UG Year 3

UG Year 4

Postgraduate student

PhD student

Academic staff

Professional service staff

Other

Other

Q3. You are a

Local student

International student



A4. Your department/school/centre:

- Architecture
- Biological Sciences
- Chemistry
- China Studies
- Chinese Cultural Teaching Centre
- Civil Engineering
- Computer Science and Software Engineering
- Electrical and Electronic Engineering
- English
- Environmental Sciences
- Industrial Design
- Institute of Leadership and Education Advanced Development
- International Business School Suzhou
- International Relations
- Language Centre
- Mathematical Sciences
- Physical Education Centre
- Public Health
- Urban Planning and Design
- XJTLU-JC School of Film and TV Arts

Section B: Library as Place

Q4. How often do you come into the Library?

- Everyday
- At least once a week
- At least once every two weeks
- At least once every month
- Rarely (i.e. a few times a year)
- Never



Q5. How long do you usually stay in the library each time?

- Less than 1 hour
- 1 - 2 hour
- 3 - 5 hour
- 5 - 10 hour
- More than 10 hour

Q6. Where in the Library do you usually visit or stay? (Multiple choices)

- Level 3
- Level 4
- Level 5
- Level 6
- Level 7
- Level 8
- Level 9
- Level 10

Q7. Why don't you come into the Library?

- I prefer studying in lecture rooms or my dorm.
- It is hard to find a seat in the Library.
- The environment of the Library makes me feel uncomfortable.
- It is too noisy in the Library.
- Other

Other

Q8. What are your main purposes for visiting the library? (Multiple choices)

- Checking out or return materials
- Using computer rooms
- Individual study
- Group study



Attending classes

Using printers or scanners

Attending library instructional sessions or workshops or tours

Consulting questions

Other

Other

Q9.

Please tell us how important the following are to you and how well we have performed:

*** The left scale indicates how important the following are to you (the above scale on mobile phone)**

*** The right scale indicates how well XJTLU Library has performed (the below scale on mobile phone)**

*** If you never visit the Library, select "Not applicable" in the right scales (the below scale on mobile phone).**

	Very important	Important	Neutral	Not very important	Not important at all
The current opening hours are reasonable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Noise level in the Library is acceptable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Air conditioning in the Library meet my needs (temperature)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Water dispensers in the Library meet my needs (location, quantity)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The decoration and the environment of the Library makes me feel comfortable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can always find a study space in the Library when I need to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can find a place for discussion, eating and drinking in the Library when I need to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can find a group study room in the Library when I need to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can find a computer in the Library when I need to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



	Very good	Good	Neutral	Poor	Very poor	Not applicable
Library self-service machines meet my needs (e.g. self-borrowing and returning machine)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can get wireless access (WIFI) in the Library when I need to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section C: Library Resources

Q11. How often do you use Library print resources (e.g., print books, print journals)?

Every day or almost every day

At least once a week

At least once a month

Less often

Never

Q12. Why don't you use Library print resources? (Multiple choices)

I prefer using electronic resources.

I don't need print resources for my learning (teaching) and research.

I don't know how/where to find my needed print materials in the Library.

I have other sources to get my needed print materials.

My needed print materials cannot be found in library collections.

Other

Other

Q13. How often do you use Library electronic resources (e.g., DISCOVER, databases, ebooks) through library website?

Every day or almost every day

At least once a week

At least once a month

Less often

Never



Q14. Why don't you use XJTLU Library electronic resources? (Multiple choices)

- I prefer using print resources.
- I don't need electronic resources for my learning (teaching) and research.
- I don't know how/where to find my needed electronic materials in the Library.
- I prefer using Google or Baidu to find my needed electronic materials.
- I have access to electronic resources of other libraries.
- My needed electronic materials cannot be found in library collections.
- The access speed of Library electronic resources are too low.
- Other

Other

Q15. What are your main purposes to use the library website? (Multiple Choices)

- To search DISCOVER (for my needed materials).
- To use Library Catalogue (to search for/reserve/renew books, or recommend new books).
- To use library databases.
- To visit library guides (through LibGuides).
- To view past exam papers online.
- To register for library instructional sessions or workshops or tours (through LibCal).
- To view FAQs or consult questions (through LibAnswers).
- To book a group study room.
- Other

Other



	Very good	Good	Neutral	Poor	Very poor	Not applicable
The library website is user-friendly (e.g., interface, functionalities).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The access speed of library electronic resources is acceptable.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
When I am away from campus I can easily access the Library resources I need (through VPN or ezproxy).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section D: Library Academic Support Services

Q18.

Please tell us how important the following are to you and how well we have performed:

*** The left scale indicates how important the following are to you (the above scale on mobile phone)**

*** The right scale indicates how well XJTLU Library has performed (the below scale on mobile phone)**

*** If you haven't used/heard of any of the following services, select "Not applicable" in the right scales (the below scale on mobile phone).**

	Very important	Important	Neutral	Not very important	Not important at all
I am informed about library academic support services (e.g., library workshops, research appointment) through different channels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can get help from librarians when I need support for my learning or research	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can get my needed answers through library FAQs or sending tickets (LibAnswers/OTRS)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can find subject resources or research guidance through library guides (LibGuides)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library workshops and courses help me with my learning or research	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Inter-library loan service meets my research needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(Booking a) Research appointment service solves my queries in research	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Q19.

Please tell us how important the following are to you and how well we have performed:

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*** The right scale indicates how well XJTLU Library has performed (the below scale on mobile phone)**

*** If you haven't used/heard of any of the following services, select "Not applicable" in the right scales (the below scale on mobile phone).**

	Very good	Good	Neutral	Poor	Very poor	Not applicable
I am informed about library academic support services (e.g., library workshops, research appointment) through different channels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can get help from librarians when I need support for my learning or research	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can get my needed answers through library FAQs or sending tickets (LibAnswers/OTRS)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can find subject resources or research guidance through library guides (LibGuides)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library workshops and courses help me with my learning or research	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Inter-library loan service meets my research needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(Booking a) Research appointment service solves my queries in research	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q20. Have you interacted with your liaison librarian (in person or by emails/phone/any other means) before?

Yes

No

Q21. What are your main purposes contacting your liaison librarian? (Multiple choices)

Finding research literature

Access of library resources

Teaching support

Inter-library loan service

General reference queries

Book acquisition



Other

Other

Q22. What would you contact your liaison librarian for if you would like to interact with them in future? (Multiple choices)

Literature searching support

Advice on the use of library resources

Inter-library loan service

Teaching support

General reference queries

Book acquisition

Other

Other

Q23. Would you recommend your students to learn more about information skills for research through the Library' s virtual (online) learning platform?

** Enter your comments or suggestions (if any) in the text box below.*

Yes

No



Q24. Would you use Reading List tool in ICE to help you build reading lists for your module?

** Enter your comments or suggestions (if any) in the text box below.*

Yes

No

Q25.

Please tell us how important the following are to you and how well we have performed:

*** The left scale indicates how important the following are to you (the above scale on mobile phone)**

*** The right scale indicates how well XJTLU Library has performed (the below scale on mobile phone)**

	Very important	Important	Neutral	Not very important	Not important at all
I am informed about library academic support services through different channels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can get prompt reference service when I need to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library workshops and courses help me with my learning or research	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can get support for my teaching from the Library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Inter-library loan service meets my research needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The academic liaison and reference librarians are professional and helpful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Q23.

Please tell us how important the following are to you and how well we have performed:

* The left scale indicates how important the following are to you (the above scale on mobile phone)

* The right scale indicates how well XJTLU Library has performed (the below scale on mobile phone)

	Very good	Good	Neutral	Poor	Very poor	Not applicable
I am informed about library academic support services through different channels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can get prompt reference service when I need to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library workshops and courses help me with my learning or research	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can get support for my teaching from the Library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Inter-library loan service meets my research needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The academic liaison and reference librarians are professional and helpful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section E: Overall Satisfaction & Comments

Q24. Overall performance for Library place, resources and services:

Very good

Good

Neutral

Poor

Very poor

Q25. Please leave any comments about XJTLU Library and its space and facilities, resources, or services:



Q26. Would you consider joining the XJTLU Library advisory group to provide suggestions for us?

Yes Enter your e-mail in the next question, we will reach you for more opinions

No

Q27. Please enter your email to take part in the lucky draw!

Thank you for your participation. If you have any questions or comments about the survey, please contact askalibrarian@xjtlu.edu.cn.