



LIBRARY USER SURVEY 2019

Survey Report

Xi'an Jiaotong-Liverpool University Library

5/1/19

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1 EXECUTIVE SUMMARY

To access library service quality, Xi'an Jiaotong-Liverpool University (XJTLU) Library conducted the Library User Survey 2019 in late March and early April.

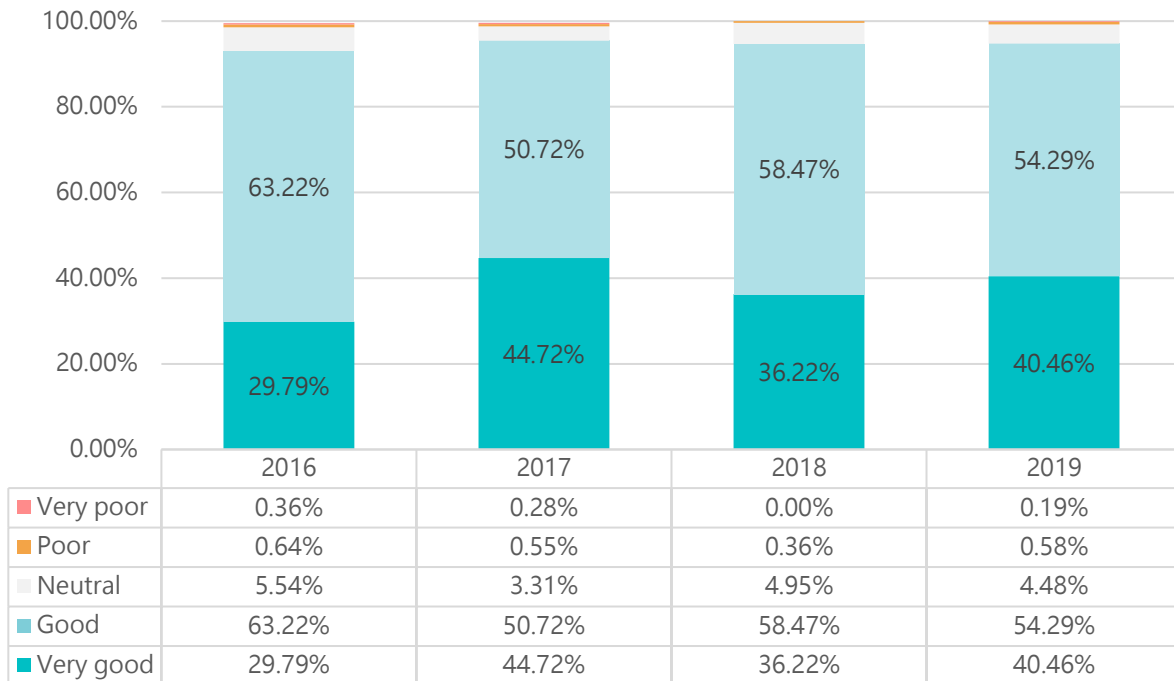
In total, 1562 valid responses were received and almost half of the respondents provided written comments.

Core questions of the survey covered three service dimensions of service quality: Library as Place (physical environment); Library Collections and Resource Access (access to and provision of print and electronic resources); and Library Academic Support Services (helpfulness and competency of library staff). For each dimension, respondents were asked to indicate their using habit, their desired service level and their perceived service level provided by the Library.

1.1 Overall Satisfaction

The survey results show that 94.75% of the respondents are generally satisfied with Library services, maintaining the overall satisfaction rate at the same level as last year (94.69% in 2018). Since 2016, the rating of the Library's overall performance has kept stable above 93.00%.

Figure 1: Overall Satisfaction 2016-2019



1.2 Library as Place

Respondents placed most emphasis on the field Library as Place. They visited the Library mainly to study or use library facilities, just as what they indicated in the 2018 survey. Results also mentioned that respondents' perception of the quality of the Library as Place was generally good.

- Generally, the Library performed good in the field of physical facilities and environment, with all mean scores of the performance on Library as Place are higher than 3.40 and more than half are higher than 4.00
- Moreover, *Water dispensers* moved forward for 3 places and ranked 1st on performance; the update of all water dispensers in the Library in the past year could be the attribution
- The majority of comments received were related to his area, with a considerable number of negative comments and suggestions on air conditioning, seat provision and seat occupying

1.3 Library Collections and Resource Access

Respondents had high expectations in both print collections and e-resources, and around half of them utilized library resources on or over a weekly basis.

Over the past few years, the Library has continued to strengthen its collections, and as a result, the current library prints and electronic collections can basically meet users' needs for learning and research. However, the dimension Library Collections and Resource Access saw a continually high gap score in *Off-campus access* and *Access speed*.

Respondents suggested the Library to provide more bestsellers, increase the copy of supplementary books, optimize user speed to access library website and e-resources, and simplify the searching of digital resources.

1.4 Library Academic Support Services

In respondents' perceptions, being able to find their subject resources, and get help from professional librarians are important. The importance score of each variable in this dimension is higher than that in the year 2018, suggesting that respondents perceive the whole library academic support service much more crucial. However, based on the survey and the Library's practical experience, many users were still not familiar with or even aware of academic services provided by the Library. As a response to this finding, more communication channels should be developed to further promote and introduce Library academic support services to users.

Several additional questions in this part were designed for academic staff to investigate their using habit, their desired service level and their perceived service level provided by the Library. In general,

feedbacks were positive. But the Library needs to pay more attention to reference service in the near future to satisfy academic staff.

Figure 2: Gap - Where the Library Can Improve



2 FULL REPORT

2.1 Introduction

From 25th March to 21st April, Xi'an Jiaotong-Liverpool University (XJTLU) Library hosted Library User Survey 2019. It was the fifth survey of its kind to be undertaken by the Library Assessment Committee (the first one was administered in September 2015). The format of the survey was similar to that in 2018 user survey with minor modifications.

On 25th March, an email notice sent out by University Communications implied the beginning of the survey. At the same time, the notice was also published on Library Newsletter and Library WeChat platform. The survey was available online only, for a period of four weeks. All XJTLU students and staff were invited to take part in anonymously. This confidentiality helps to ensure that the true concerns of patrons are identified.

In total, the survey contained 5 question groups, 27 questions in total including 21 choice questions, 4 core rating questions, and 2 open-ended questions. It started with requiring all participants to provide some demographic information. The survey then displayed 3 question groups, which are designed 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 helpfulness of library staff

Finally, the survey investigated overall satisfaction with the library as well as left an open-ended comment box where users could submit their feedback on library service.

The primary objective of the survey is to provide the Library with a way to identify key patron concerns. More specifically, the survey aims to:

- Allow the Library's performance to be measured and monitored over time
- Identify, prioritize and manage the key issues affecting patrons
- Provide patrons with the opportunity to communicate openly and honestly with the management team of the Library

2.2 Response Statistics

The survey generated 2144 responses, with 1562 complete and valid ones altogether. The number of responses received is higher than those in previous surveys, in which 1449 (in the year 2017) was the highest number received.

Figure 3, Figure 4, Figure 5 and Table 1 display the distribution of respondents and that of their positions:

- The percentage of female respondents (69.91%) is higher than the male ones (30.09%)
- The majority of respondents are students (91.1%), of which 92.27% are local
- Most respondents are undergraduates (83.0%), with 35% being first-year students, 25% being second-year students and 20% being third-year and fourth-year students
- The best-represented Cluster is International Business School Suzhou, with 530 responses (33.93%), followed by Mathematical Sciences, with 265 responses (16.97%).

Figure 3: A1. Your Gender

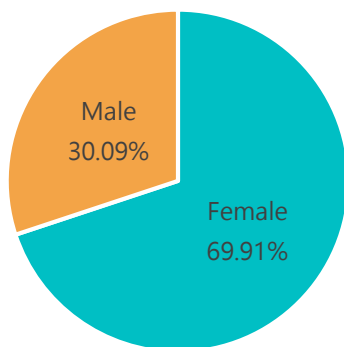


Figure 5: A3. You Are A

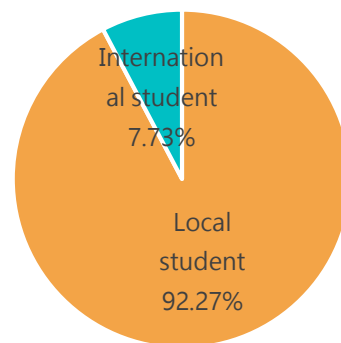


Figure 4: A2. Your Position

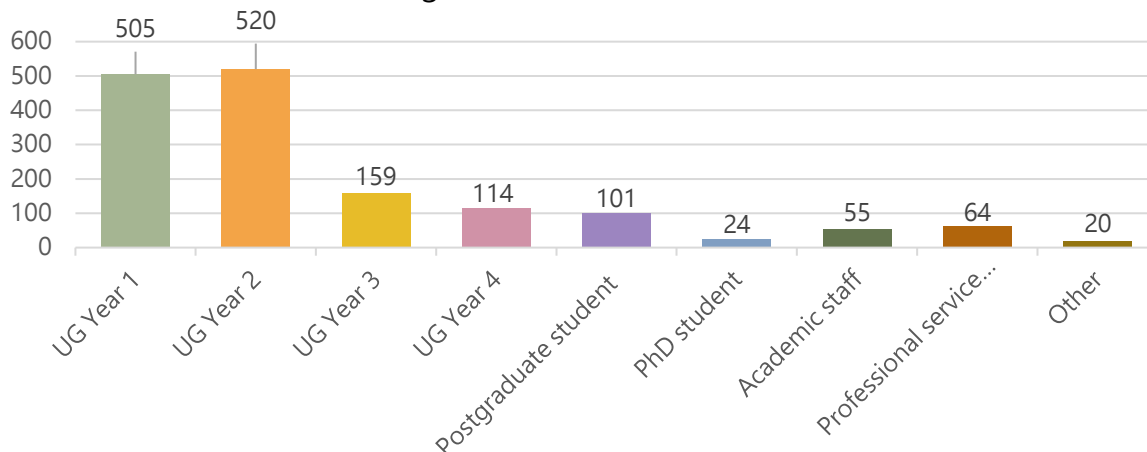


Table 1: B1. Your Department/School/Centre

DEPARTMENT	COUNT	PERCENTAGE
International Business School Suzhou	530	33.93%
Mathematical Sciences	265	16.97%
Computer Science and Software Engineering	129	8.26%
Electrical and Electronic Engineering	104	6.66%
English	82	5.25%
Biological Sciences	71	4.55%
Architecture	66	4.23%
Urban Planning and Design	49	3.14%
School of Film and TV Arts	46	2.94%
Industrial Design	32	2.05%
Language Centre	22	1.41%
China Studies	20	1.28%
Civil Engineering	20	1.28%
Chemistry	16	1.02%
Health and Environmental Sciences	15	0.96%
International Relations	10	0.64%
Institute of Leadership and Education Advanced Development	1	0.06%
Chinese Cultural Teaching Centre	0	0.00%
Physical Education Centre	0	0.00%

2.3 Core Survey Question Summary

2.3.1 Scoring

There were 4 core rating questions in the survey. Respondents were asked for their judgement on 2 scales for each rating question: 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:

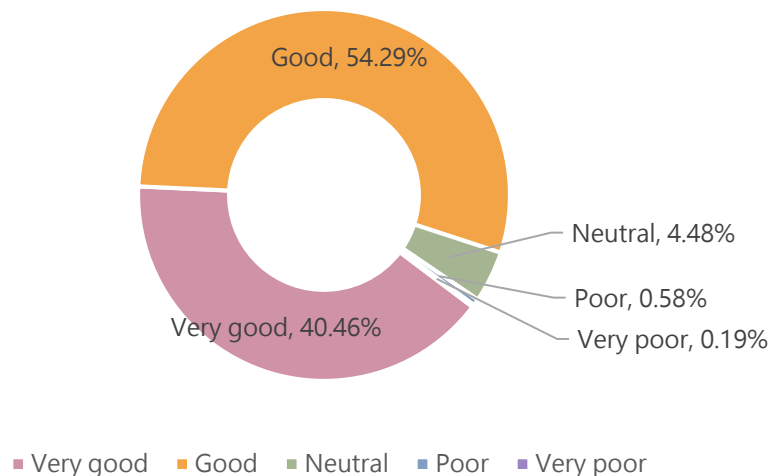
$$\text{Gap Score} = \text{Importance Score} - \text{Performance Score}$$

A gap score indicates whether the Library is meeting the expectations of respondents. A positive score means that users' perceived level of service is below their desired level of service, and in turn, implies a need for improvement. The higher the score is, the more improvement should be made. On the contrary, a negative value indicates that the Library is exceeding the desired expectations of users.

2.3.2 Overall Satisfaction Score

Figure 6 below shows the overall performance score rated by respondents. 94.75% of the respondents considered the overall quality of library service very good (40.46%) or good (54.29%). Since 2016, the overall satisfaction score has kept stable between 93.01% and 95.44% with slightly change.

Figure 6: E1. Overall Performance for Library Place, Resources and Services:



2.3.3 Library as Place

1. Use of Library Space

Figure 7, 8 and 9 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 (73.24%) visited the Library on a daily or weekly basis
- 7 respondents (0.45%) replied that they never visited the Library; main reasons include difficulties to find a seat in the Library and preference on studying elsewhere
- Almost half of the respondents usually stayed in the Library between 3 to 5 hours each time, and 28.23% would stay in the Library over 5 hours
- Level 3 (48.98%), Level 5 (36.11%) and Level 4 (36.04%) were the three most used floors by respondents.

Figure 7: B1. How Often Do You Come into the Library?

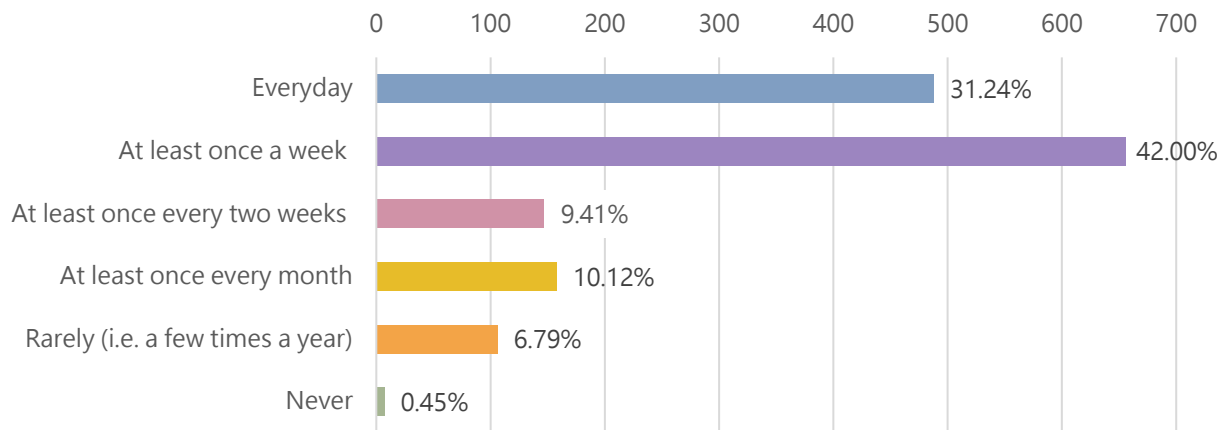


Figure 8: B2. How Long Do You Usually Stay in the Library Each Time?

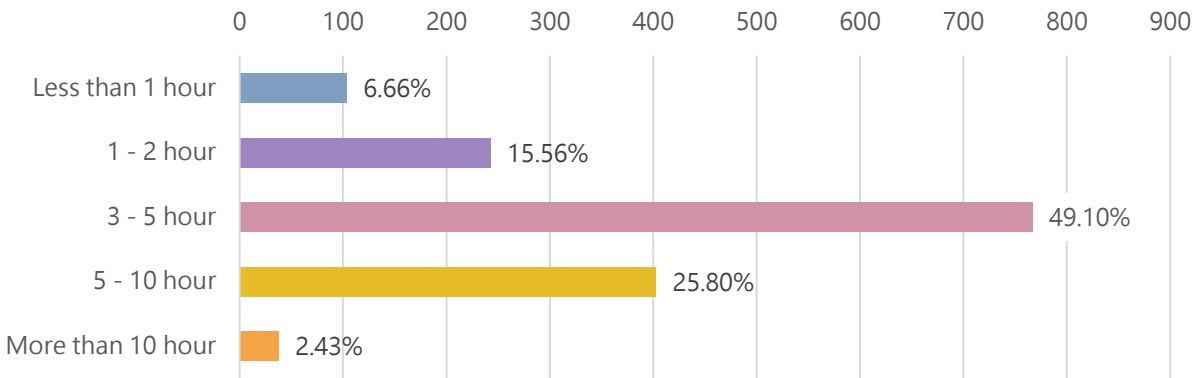
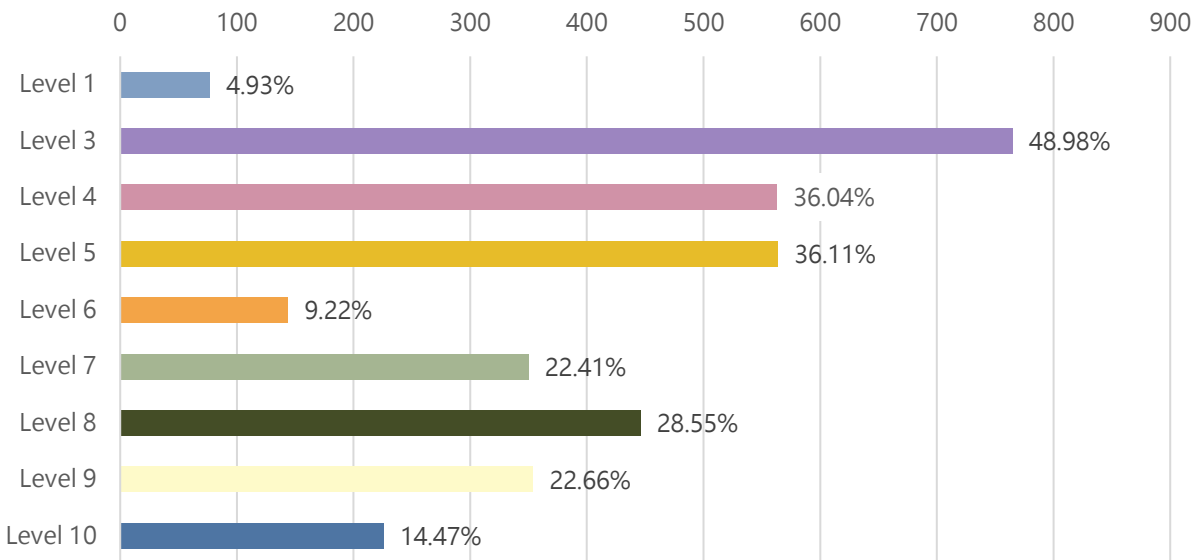


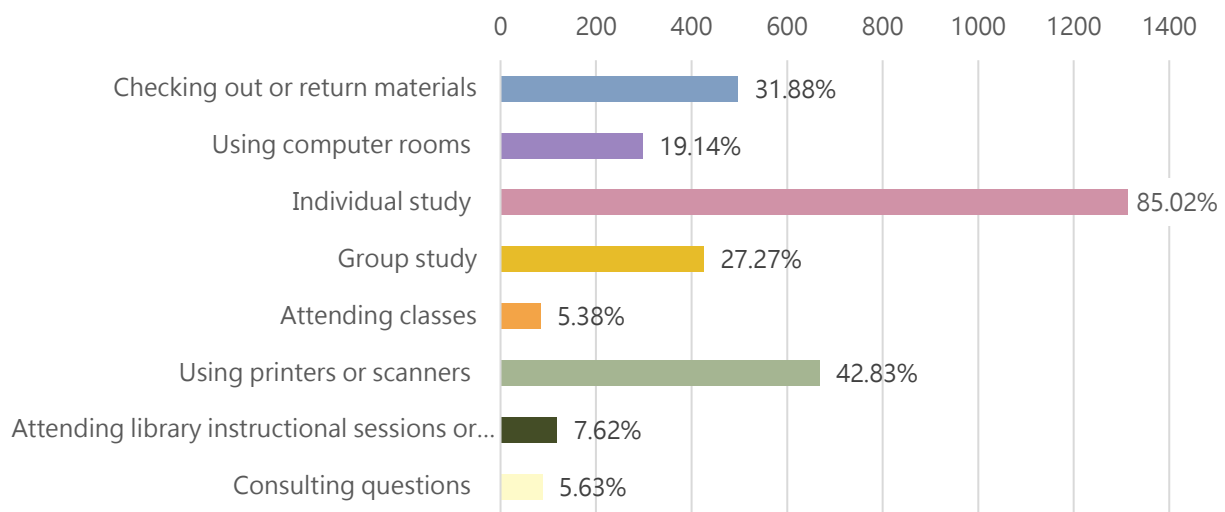
Figure 9: B3. Where in the Library Do You Usually Visit or Stay?



2. Purpose of Visiting the Library

Figure 10 shows that the majority of respondents (85.02%) came to the Library for individual study, followed by to use printers or scanners (42.83%), to check out or return of materials (31.88%) and for group study (27.27%).

Figure 10: B5. What are Your Main Purposes for Visiting the Library?



3. What Respondents Believe is Important

In terms of library space and facilities, among the 13 categories in the survey, 12 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:

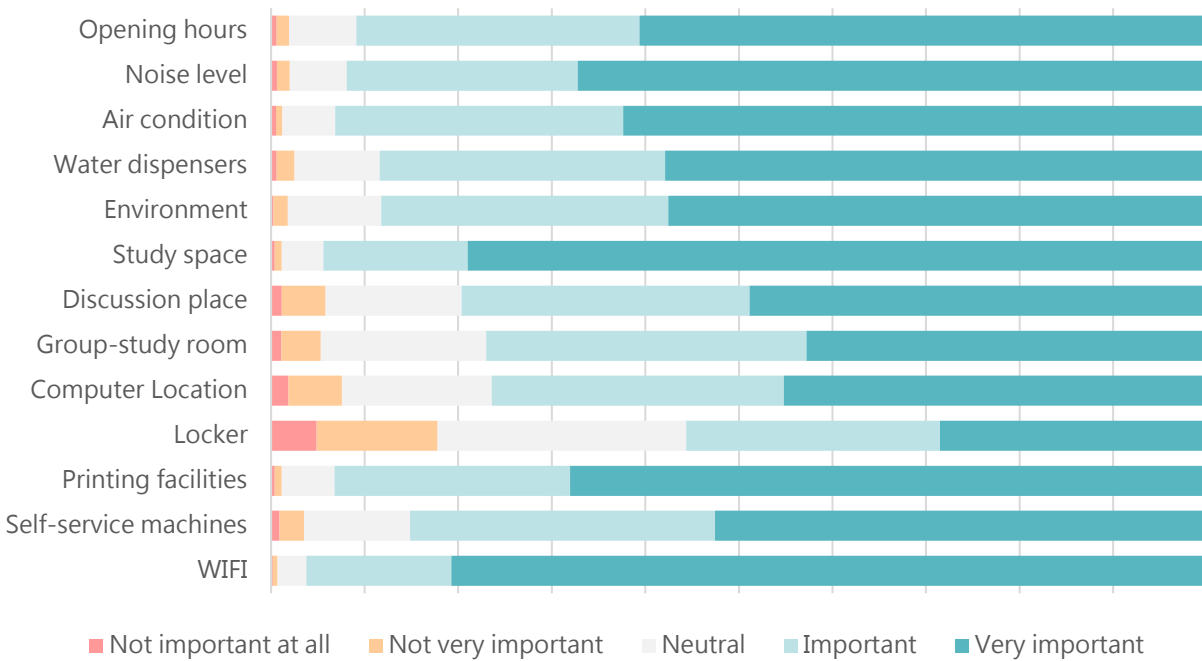
- Wireless access (WIFI)
- Study space
- Printing, scanning and photocopying facilities
- Noise level
- Air conditioning

Rankings of the above 5 variables, as well as the rest, are almost the same with those in the previous survey. One notable thing is that the mean value of each variable in the 2019 survey exceeds that in the 2018 survey.

Table 2: H3. What Respondents Believe is Important
(in the Area of Library as Place)

IMPORTANCE					
No.	Variable	Mean		Rank	
		2018	2019	2018	2019
P13	I can get wireless access (WIFI) in the Library when I need to	4.68	4.76	1	1
P6	I can always find a study space in the Library when I need to	4.63	4.72	2	2
P11	Printing, scanning and photocopying facilities in the Library meet my needs	4.55	4.60	3	3
P2	Noise level in the Library is acceptable	4.51	4.57	4	4
P3	Air conditioning in the Library meet my needs (temperature)	4.46	4.54	5	5
P1	The current opening hours are reasonable	4.32	4.49	6	6
P5	The decoration and the environment of the Library makes me feel comfortable	4.27	4.44	8	7
P4	Water dispensers in the Library meet my needs (location, quantity)	4.42	4.43	7	8
P12	Library self-service machines meet my needs (e.g. self-borrowing and returning machine)	4.22	4.33	9	9
P7	I can find a place for discussion, eating and drinking in the Library when I need to	4.06	4.22	11	10
P8	I can find a group study room in the Library when I need to	3.92	4.13	12	11
P9	I can find a computer in the Library when I need to	4.10	4.12	10	12
P10	I can find a locker in the Library when I need to	3.45	3.61	13	13

Figure 11: Library as Place: Importance



4. How Respondents Believe the Library is Performing

Table 3 shows the performance of each factor related to library space and the corresponding ranking.

The most satisfactory areas include:

- Water dispensers
- Decoration and environment
- Self-service machines

The least satisfactory areas include:

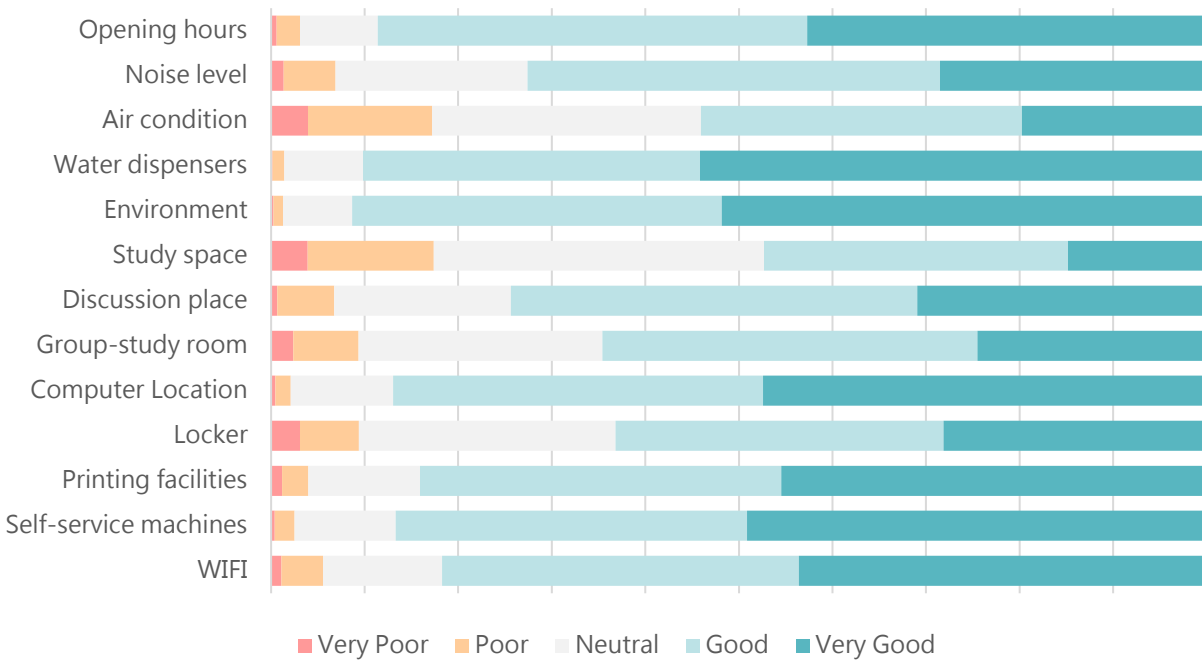
- Study space
- Air conditioning
- Group study rooms

The mean score of each factor in 2019 is higher than that in 2018, suggesting a better performance of the Library on physical facilities and environment. *Study place*, *Air conditioning*, and *Group study rooms* remained to be the least tolerable areas, calling for urgent improvements to ease respondents' dissatisfaction. Rankings of satisfactory factors have changed a little bit in the past two years. One biggest change is that the variable *Water dispensers* moved forward for 3 places and ranked 1st in 2019.

Table 3: H3. How Respondents Believe the Library is Performing
(in the Area of Library as Place)

PERFORMANCE					
No.	Variable	Mean		Rank	
		2018	2019	2018	2019
P4	Water dispensers in the Library meet my needs (location, quantity)	4.11	4.43	4	1
P5	The decoration and the environment of the Library makes me feel comfortable	4.30	4.42	1	2
P12	Library self-service machines meet my needs (e.g. self-borrowing and returning machine)	4.26	4.33	2	3
P9	I can find a computer in the Library when I need to	4.20	4.32	3	4
P1	The current opening hours are reasonable	3.93	4.28	6	5
P11	Printing, scanning and photocopying facilities in the Library meet my needs	4.03	4.24	5	6
P13	I can get wireless access (WIFI) in the Library when I need to	3.82	4.19	9	7
P7	I can find a place for discussion, eating and drinking in the Library when I need to	3.90	3.98	7	8
P2	Noise level in the Library is acceptable	3.84	3.93	8	9
P10	I can find a locker in the Library when I need to	3.74	3.79	10	10
P8	I can find a group study room in the Library when I need to	3.60	3.77	12	11
P3	Air conditioning in the Library meet my needs (temperature)	3.62	3.53	11	12
P6	I can always find a study space in the Library when I need to	3.43	3.41	13	13

Figure 12: Library as Place: Performance



5. Where the Library Can Improve

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

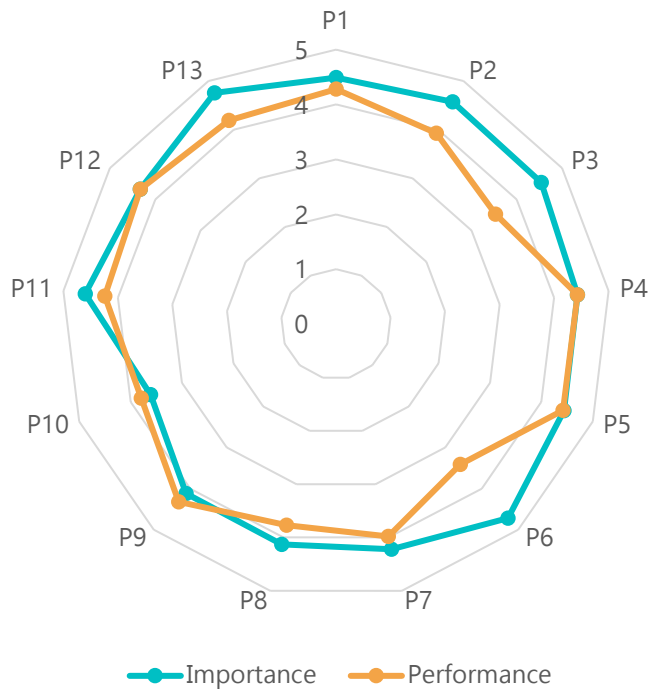
- Study space
- Air conditioning
- Noise level
- Wireless access (WIFI)
- Group study rooms

As in 2018, *Study place* still demands the most improvement. Meanwhile, mean scores of most other variables are higher than those in the previous survey. One major exception is *Wireless access*, the mean score of which decreased from 0.85 to 0.57, suggesting that the Library has enhanced in this filed.

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

GAP					
No.	Variable	Mean		Rank	
		2018	2019	2018	2019
P6	I can always find a study space in the Library when I need to	1.21	1.31	1	1
P3	Air conditioning in the Library meet my needs (temperature)	0.84	1.01	3	2
P2	Noise level in the Library is acceptable	0.67	0.64	4	3
P13	I can get wireless access (WIFI) in the Library when I need to	0.85	0.57	2	4
P8	I can find a group study room in the Library when I need to	0.32	0.36	7	5
P11	Printing, scanning and photocopying facilities in the Library meet my needs	0.52	0.36	5	5
P7	I can find a place for discussion, eating and drinking in the Library when I need to	0.15	0.24	9	7
P1	The current opening hours are reasonable	0.38	0.21	6	8
P5	The decoration and the environment of the Library makes me feel comfortable	-0.03	0.02	10	9
P4	Water dispensers in the Library meet my needs (location, quantity)	0.21	0	8	10
P12	Library self-service machines meet my needs (e.g. self-borrowing and returning machine)	-0.04	0	11	10
P10	I can find a locker in the Library when I need to	-0.29	-0.18	13	12
P9	I can find a computer in the Library when I need to	-0.10	-0.2	12	13

Figure 13: Gap - Where the Library Can Improve
(in the Area of Library as Place)



2.3.4 Library Resources

1. Frequency of Library Resource Usage

I. Print Resources

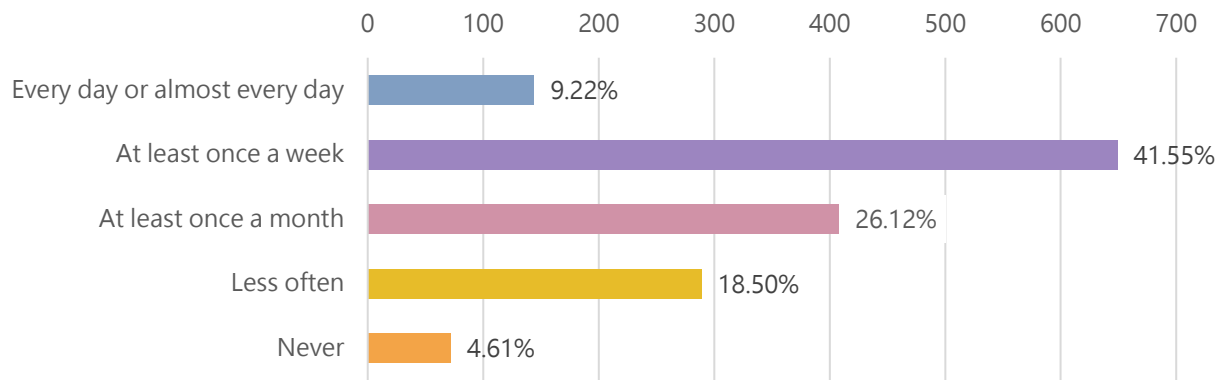
Figure 14 shows the frequency of library print resource usage.

Over half of the respondents (50.77%) used the library print resources once or more than once a week, with 9.22% of them making usage of library print resources every day.

Meanwhile, 72 respondents (4.61%) never used library print resources. As indicated by them, top 3 reasons for not using print resources are:

- Have other sources to access needed print materials
- Prefer electronic resources
- Do not need print resources

Figure 14: C1. How Often Do You Use Library Print Resources (e.g., Print Books, Print Journals)?



II. *Electronic Resources*

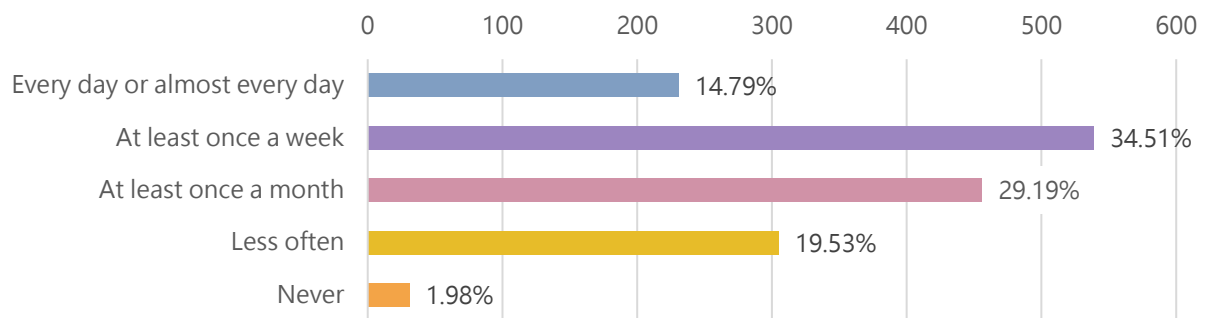
Figure 15 shows the frequency of library electronic resource usage.

14.79% of the respondents accessed the Library resources through the library website on a daily or almost daily basis. 34.51% and 29.19% of the respondents used library electronic resources at least once a week and at least once a month respectively.

A small percentage (1.98%) of the respondents never used the Library’s electronic resources. Main reasons include:

- Do not know where to find needed electronic materials
- Do not need electronic resources
- Prefer Google and/or Baidu to access needed materials

Figure 15: C3. How Often Do You Use Library Electronic Resources (e.g., DISCOVER, Databases, Ebooks) through Library Website?

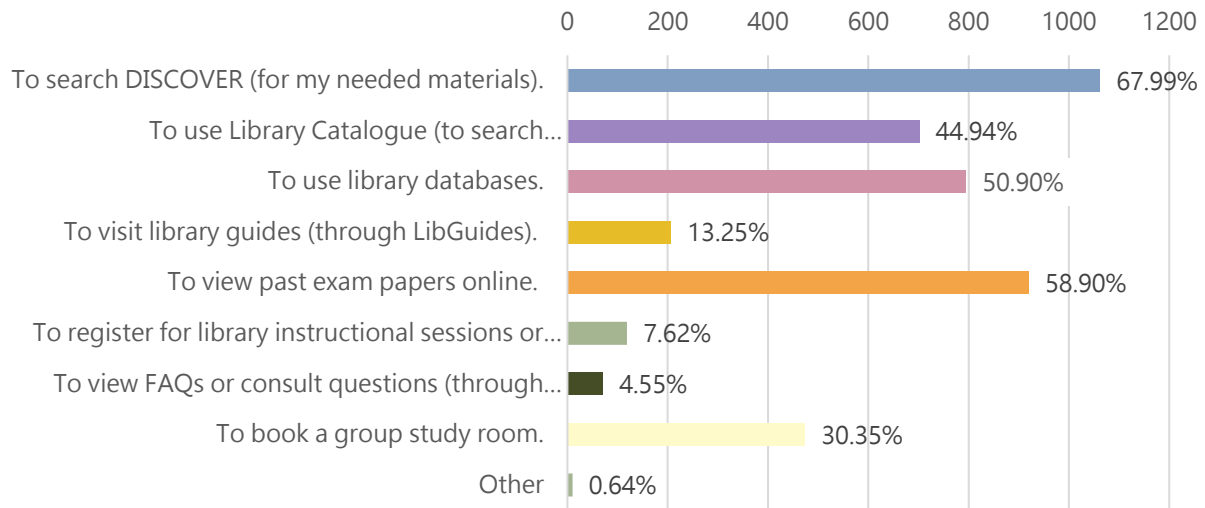


2. Purpose of Visiting Library Website

A multiple choice question was designed to indicate the purpose of visiting the library website. In total, 4360 responses were gathered. Over half of the respondents accessed library website to *Search DISCOVER*, to *View past exam papers online*, and to *Use library databases*. On the contrary, the following two purposes were hardly appeared:

- View FAQs or consult questions
- Register for library instructional sessions or tours

Figure 16: C5. What are Your Main Purposes to Use the Library Website?



3. What Respondents Believe is Important

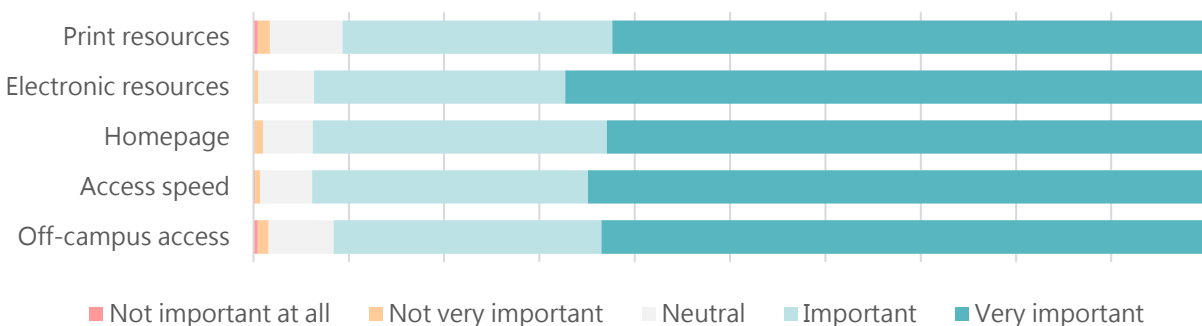
All library resources, including *Electronic resources*, *Access speed*, *Homepage*, *Off-campus access*, and *Print resources*, are almost of equal importance by getting mean scores between 4.51 and 4.60. The minimum score (4.51 for *Print resources*) of 2019 exceeds the top score (4.49 for *Library electronic resources*) of 2018, indicating that respondents perceived all library resources more important than those did in last year.

As of 2018, respondents still rated *Electronic resources* and *Access speed* as the most important two parts. *Print resources* were also rated as the least important variable in the past two surveys. It is noticeable that *Homepage* earned more attention this year, while *Off-campus access* was one place down.

Table 5: H1. What Respondents Believe is Important
(in the Area of Library Collections and Resource Access)

IMPORTANCE					
No.	Variable	Mean		Rank	
		2018	2019	2018	2019
R2	Electronic resources	4.49	4.60	1	1
R4	Access speed	4.46	4.58	2	2
R3	Homepage	4.41	4.56	4	3
R5	Off-campus Access	4.43	4.53	3	4
R1	Print resources	4.40	4.51	5	5

Figure 17: Library Resources: Importance



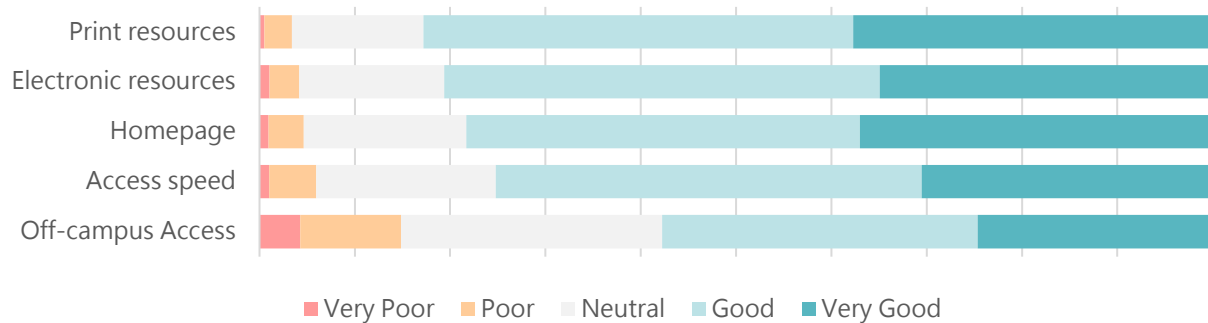
4. How Respondents Believe the Library is Performing

In terms of performance, respondents rated *Print resources*, *Electronic resources*, and *Homepage* as the top three satisfied variables by receiving mean scores over 4.10. *Off-campus access* and *Access speed* were relatively less satisfactory by scoring below 4.00.

Table 6: H1. How Respondents Believe the Library is Performing
(in the Area of Library Collections and Resource Access)

PERFORMANCE					
No.	Variable	Mean		Rank	
		2018	2019	2018	2019
R1	Print resources	4.01	4.17	1	1
R2	Electronic resources	3.93	4.10	3	2
R3	Homepage	3.97	4.10	2	2
R4	Access speed	3.73	3.99	4	4
R5	Off-campus Access	3.44	3.63	5	5

Figure 18: Library Resources: Performance



5. Where the Library Can Improve

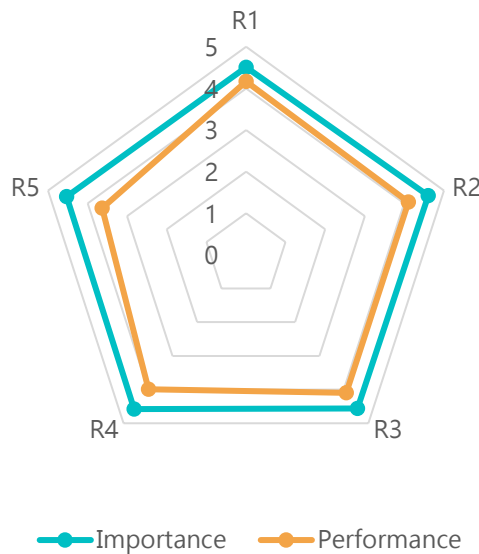
Table 7 shows that *Off-campus access* needed most improvements, followed by *Access speed*, *Electronic resources*, *Homepage*, and *Print resources*. Comparing with the survey in 2018, the ranking of each variable remains unchanged.

What calls for special attention is that the mean score of *Homepage* in 2019 is higher than that in 2018, which implies that the Library needs to take immediate actions to make library homepage more user-friendly. The rest variables were all scored a lower mean in 2019 than in 2018, indicating the Library did improve in these fields.

Table 7: H1. Gap – Where the Library Can Improve
(in the Area of Library Collections and Resource Access)

GAP		Mean		Rank	
No.	Variable	2018	2019	2018	2019
R5	Off-campus Access	1.00	0.90	1	1
R4	Access speed	0.73	0.59	2	2
R2	Electronic resources	0.56	0.50	3	3
R3	Homepage	0.44	0.46	4	4
R1	Print resources	0.39	0.34	5	5

Figure 19: Gap - Where the Library Can Improve
(in the Area of Library Resources)



2.3.5 Library Academic Support Service

1. What Respondents Believe is Important

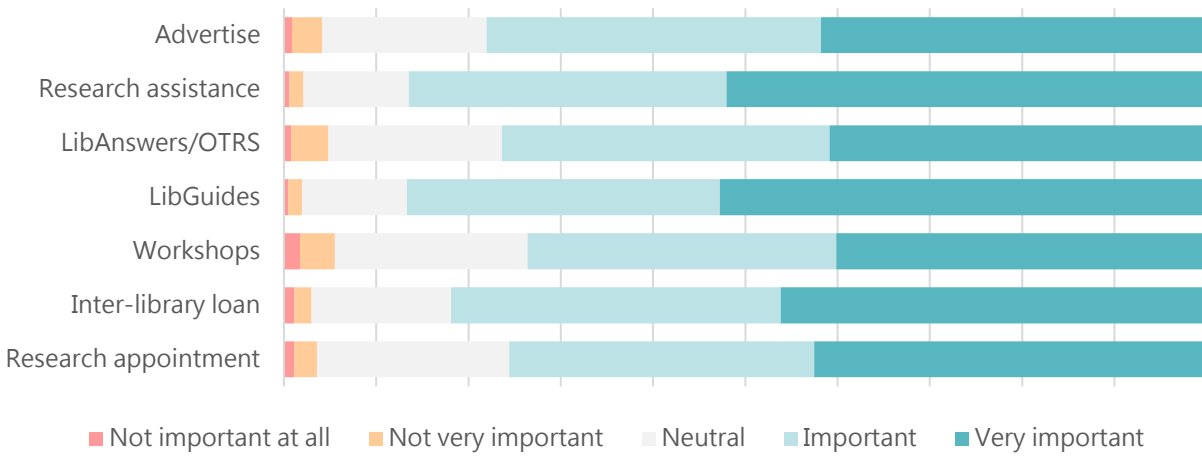
Table 8 shows the mean value and ranking of each variable on importance. After comparing data in 2019 and 2018, it is easy to notice that the ranking of each variable remains unchanged, with *LibGuides* being the most important aspect and *Workshops* being the least important field.

In 2019, all of the mean scores are high than 4.00, while in 2018, 3 of them are rated below 4.00. Furthermore, each mean score of 2019 is higher than that of 2018. These improvements suggest that respondents perceive the whole library academic support service much more crucial.

Table 8: S01. What Respondents Believe is Important
(in the Area of Library Academic Support Service)

IMPORTANCE					
No.	Variable	Mean		Rank	
		2018	2019	2018	2019
S4	LibGuides	4.23	4.37	1	1
S2	Research assistance	4.22	4.36	2	2
S6	Inter-library loan	4.05	4.24	3	3
S1	Advertise	4.01	4.15	4	4
S7	Research appointment	3.96	4.13	5	5
S3	LibAnswers/OTRS	3.91	4.12	6	6
S5	Workshops	3.91	4.07	6	7

Figure 20: Library Academic Support Service: Importance



2. How Respondents Believe the Library is Performing

Table 9 shows how respondents believe the library is performing in 2019 and 2018 respectively. The ranking of each variable almost kept the same except for two obvious changes:

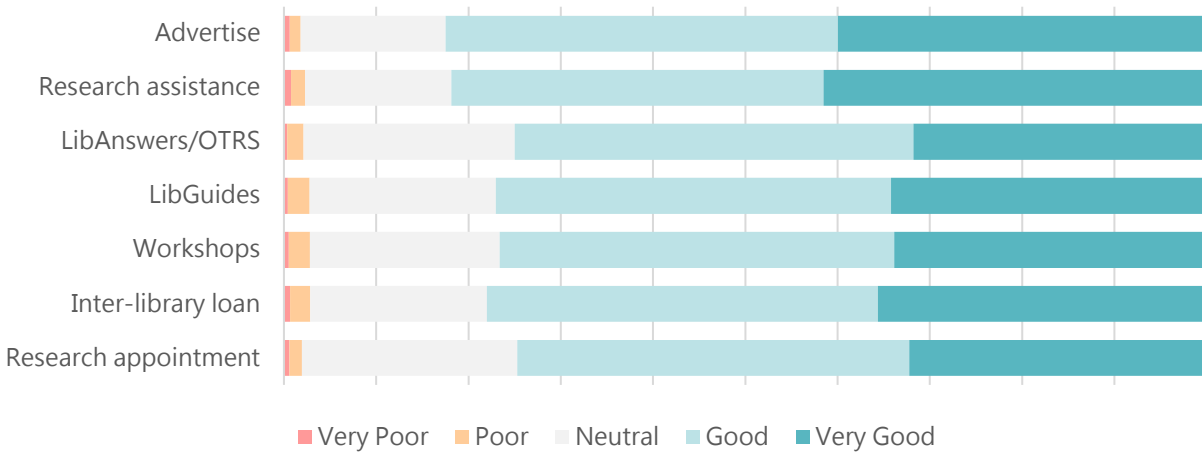
- *Advertise* moved forward for one place and tied for the first place with *Research assistance*
- *LibAnswers/OTRS* moved forward for one place and tied for the sixth place with *Research appointment*

Again, just like mean scores of performance on Library as Place and Library Resources, each mean score of 2019 exceeds that of 2018, indicating a comprehensive improvement of library academic support service in the past year.

Table 9: S01. How Respondents Believe the Library is Performing (in the Area of Library Academic Support Service)

PERFORMANCE					
No.	Variable	Mean		Rank	
		2018	2019	2018	2019
S2	Research assistance	4.05	4.20	1	1
S1	Advertise	4.01	4.20	2	1
S6	Inter-library loan	3.95	4.10	3	3
S4	LibGuides	3.94	4.08	4	4
S5	Workshops	3.93	4.07	5	5
S7	Research appointment	3.90	4.04	6	6
S3	LibAnswers/OTRS	3.86	4.04	7	6

Figure 21: Library Academic Support Service: Performance



3. Where the Library Can Improve

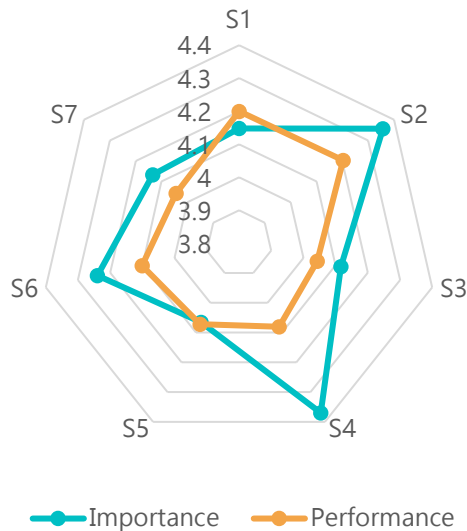
This year, the gap score of *Advertise* as well as that of *Workshops* is negative, implying that the Library did quite a good job in these two fields and therefore, no further improvement is needed. However, what cannot be ignored is that the mean gap score of *Workshops* in 2019 is higher than that in 2018, and thus reminds the Library to pay more attention to *Workshops*.

Gap scores of the rest variables are positive. Comparing with data in 2018, each mean score is almost the same in 2019, as well as the ranking. *LibGuides* is the least satisfied filed, followed by *Research assistance*, *Inter-library loan*, *Research appointment*, and *LibAnswers/OTRS*.

Table 10: Gap – Where the Library Can Improve
(in the Area of Library Academic Support Service)

GAP		Mean		Rank	
No.	Variable	2018	2019	2018	2019
S4	LibGuides	0.29	0.29	1	1
S2	Research assistance	0.17	0.15	2	2
S6	Inter-library loan	0.10	0.14	3	3
S7	Research appointment	0.06	0.09	4	4
S3	LibAnswers/OTRS	0.05	0.07	5	5
S5	Workshops	-0.02	-0.01	7	6
S1	Advertise	0.00	-0.05	6	7

Figure 22: Gap - Where the Library Can Improve
(in the Area of Academic Support Services)



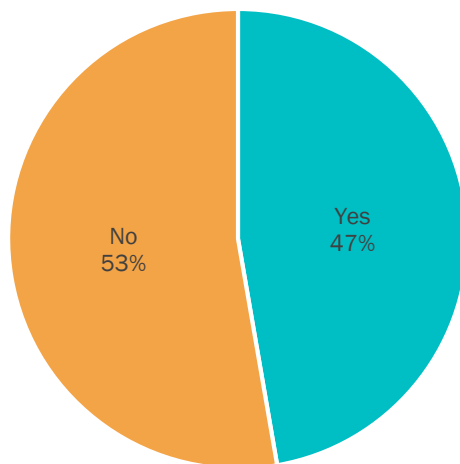
4. Responses from Academic Staff

Academic staff participated in the survey were asked a few more questions on academic support service than other respondents. This year, 55 academic staff participated in the survey.

I. Usage of Library Academic Support Service

In terms of Library Academic Support Service Usage, 53% of the participated academic staff claimed that they never interacted with his/her liaison librarian. The proportion requires the Library to promote more about academic support service and thus ensures a higher coverage of this service.

Figure 23: D3. Have You Interacted with Your Liaison Librarian (in Person or by Emails/Phone/any other Means) before?



II. Purposes of Library Academic Support Service Usage

Contact one's Liaison Librarian

For academic staff who displayed their purposes of contacting his/her liaison librarian, *Book acquisition* was the most significant one, followed by *Access of library resources*, *Teaching support*, *General reference queries*, *Finding research literature* and *Inter-library loan service*.

Respondents also indicated that the top three possibilities that they would like to interact with his/her liaison librarian in the future are:

- Book acquisition
- Teaching support
- Advice on the use of library resources

Figure 24: D4. What are Your Main Purposes Contacting Your Liaison Librarian?

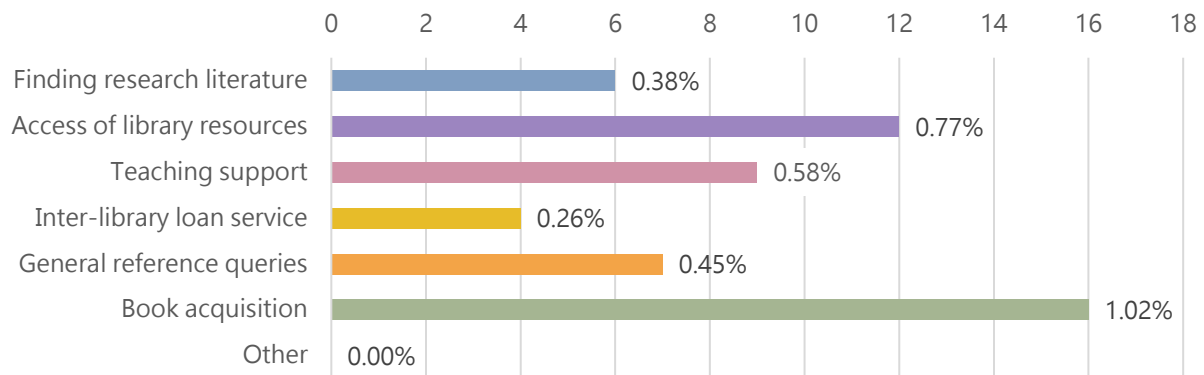
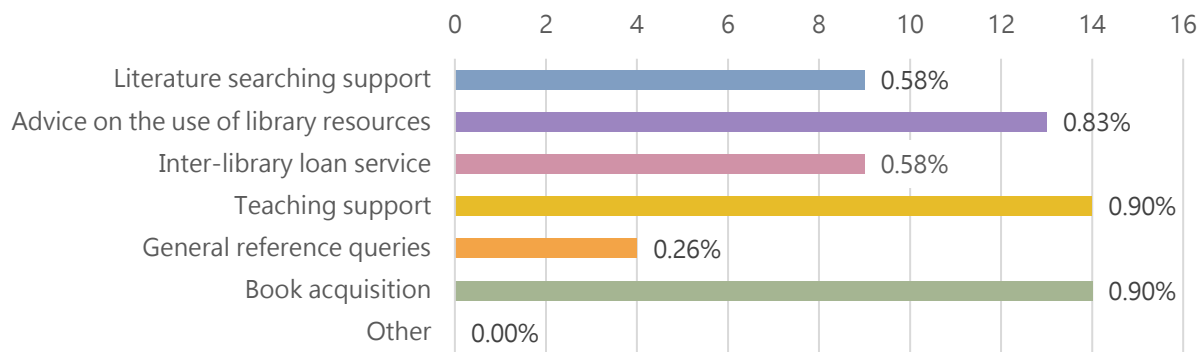


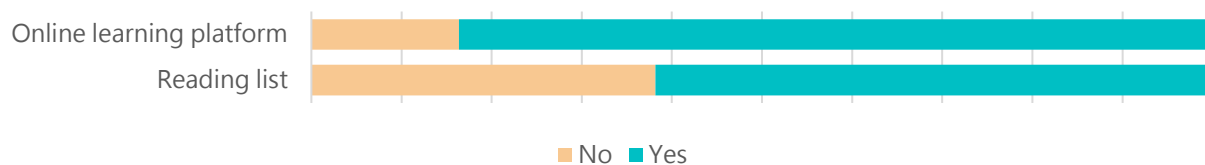
Figure 25: D5. What Would You Contact Your Liaison Librarian for if You Would Like to Interact with Them in Future?



Use Library Tools

Figure 26 shows that over half of the respondents would like to use library tools (i.e., *Online learning platform & Reading list*) for their module. In addition, *Online learning platform* appeared to be more popular than *Reading list*.

Figure 26: D6&7. Would You Like to Use Library Tools for Your Module?



III. Importance, Performance, and Gap

Table 11, 12, and 13 display the importance score, performance score, and gap score respectively. From the academic staff’s side, the most important three parts are *Reference service*, *Professional degrees* (i.e., the level of expertise of librarians), and *Advertise*. When evaluating the current performance of the Library on academic support service, they rated *Professional degrees*, *Workshops*, and *Advertise* higher scores.

It’s not hard to conclude that the least satisfying field for academic staff is *Reference service*, with the highest gap score (0.65). *Advertise*, *Teaching support*, *Inter-library loan*, and *Professional degrees* also called for enhancement. Only the service of *Workshops* was considered accepted.

Table 11: What Academic Staff Believe is Important (in the Area of Library Academic Support Service)

IMPORTANCE				
No.	Variable	Mean	2019Rank	
SS2	Reference service	4.33	1	
SS6	Professional degrees	4.25	2	
SS1	Advertise	4.20	3	
SS4	Teaching support	4.13	4	
SS5	Inter-library loan	4.05	5	
SS3	Workshops	3.65	6	

Figure 27: Library Academic Support for Academic Staff: Importance

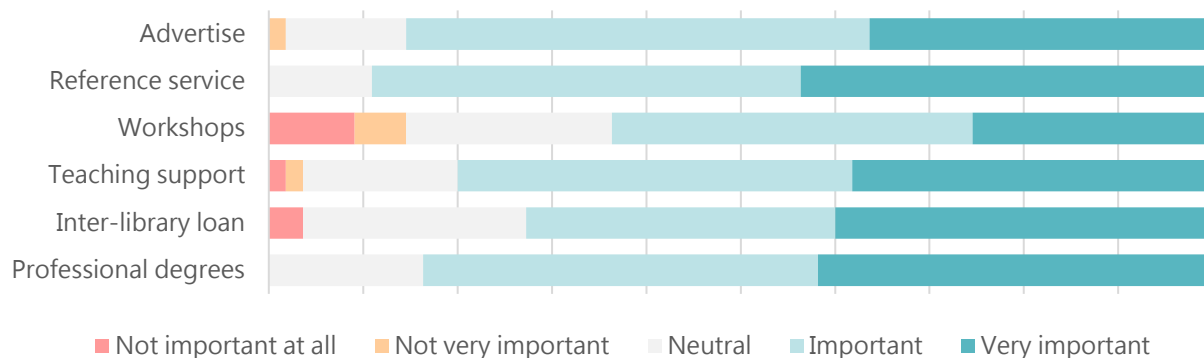


Table 12: How Academic Staff Believe the Library is Performing
(in the Area of Library Academic Support Service)

PERFORMANCE				
No.	Variable		Mean	2019 Rank
SS6	Professional degrees		3.92	1
SS3	Workshops		3.84	2
SS1	Advertise		3.83	3
SS4	Teaching support		3.77	4
SS5	Inter-library loan		3.70	5
SS2	Reference service		3.68	6

Figure 28: Library Academic Support for Academic Staff:
Performance

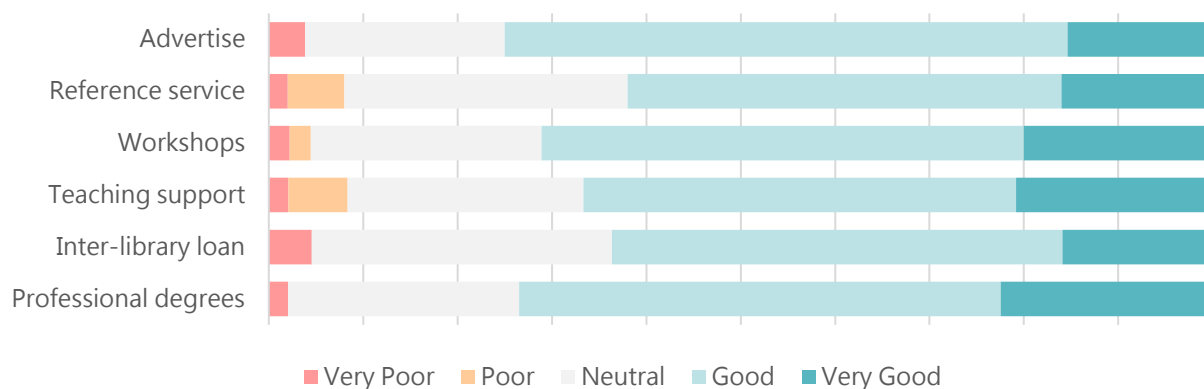
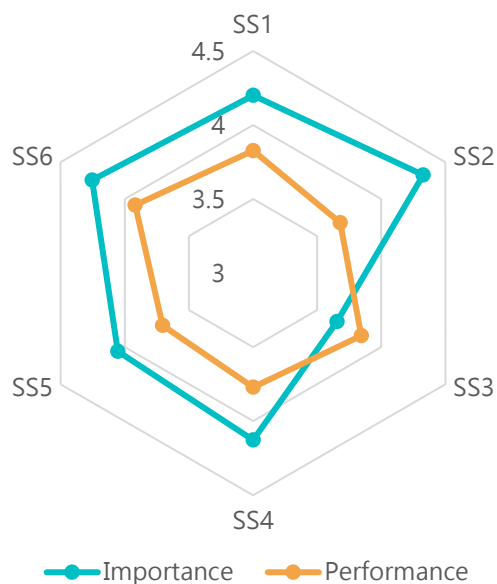


Table 13: Gap – Where the Library Can Improve
(in the Area of Library Academic Support Service for Academic Staff)

GAP			
No.	Variable	Mean	2019 Rank
SS2	Reference service	0.65	1
SS1	Advertise	0.37	2
SS4	Teaching support	0.36	3
SS5	Inter-library loan	0.35	4
SS6	Professional degrees	0.34	5
SS3	Workshops	-0.19	6

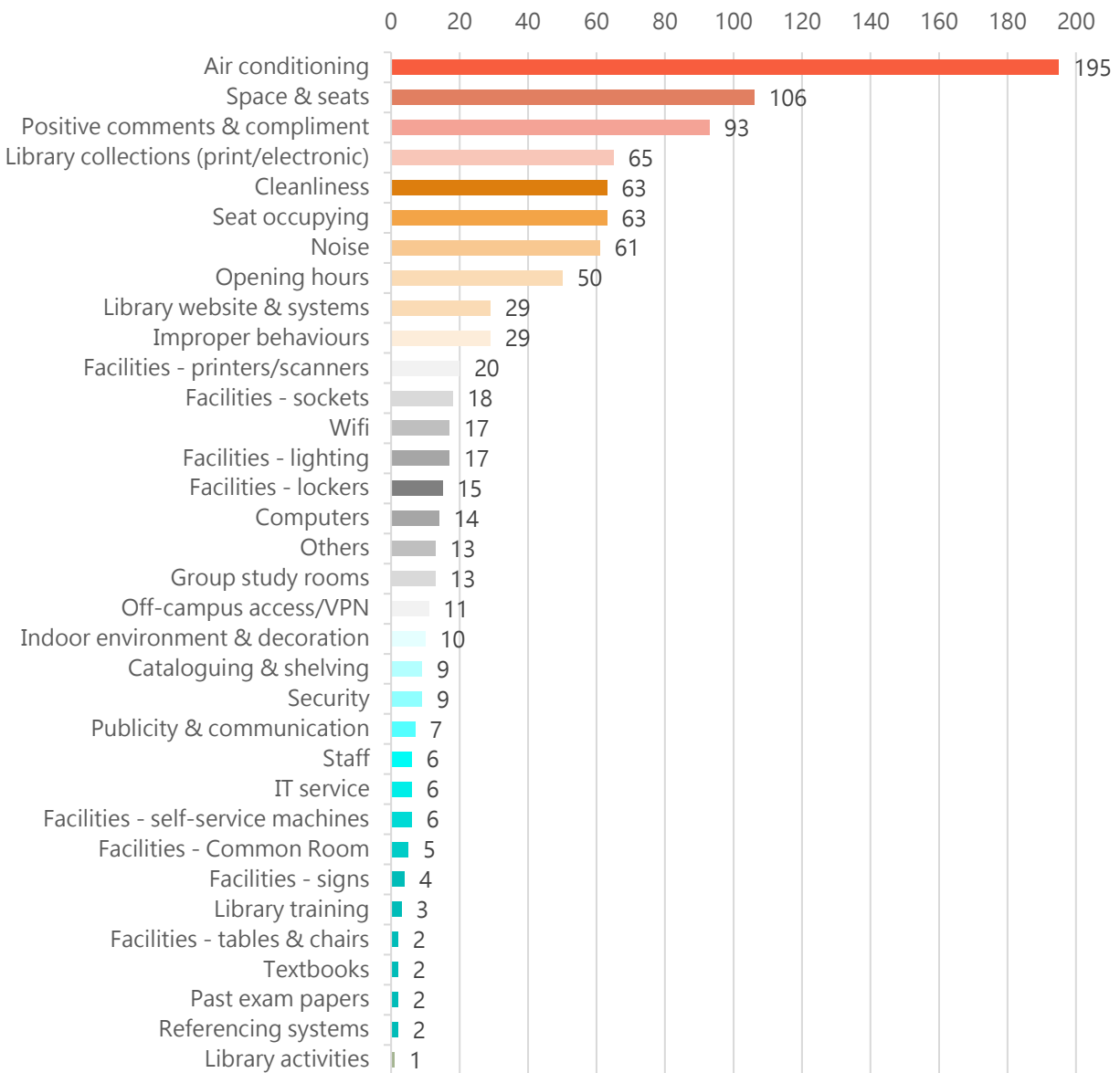
Figure 29: Gap - Where the Library Can Improve
(in the Area of Academic Support Services for Academic Staff)



2.4 Comments

There were 730 respondents (46.73%) providing 966 valuable feedback through the comment box. Among all comments, *Air conditioning* appeared to be the most controversial part with 195 times' mentioning. The next two hot topics are *Space & seats*, and *Positive comments & compliment*, with 106 pieces' comments and 93 pieces' comments respectively. *Library collections*, *Seat occupying*, *Cleanliness*, *Noise*, and *Opening hours* are also the focuses of the respondents' attention. Last but not least, it can be seen that comments related to *Facilities* (e.g., *Sockets*, *Lighting*, etc.) also take a considerable percentage.

Figure 30: Topics of Comments



APPENDIX I: XJTLU LIBRARY USER SURVEY 2019



Section A: Distribution of Users

A1. Your gender:

Female

Male

A2. 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

A3. 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
- Health and Environmental Sciences
- Industrial Design
- Institute of Leadership and Education Advanced Development
- International Business School Suzhou
- International Relations
- Language Centre
- Mathematical Sciences
- Physical Education Centre
- Urban Planning and Design
- XJTLU-JC School of Film and TV Arts

Section B: Library as Place

B1. 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



B2. 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

B3. Where in the Library do you usually visit or stay? (Multiple choices)

- Level 1
- Level 3
- Level 4
- Level 5
- Level 6
- Level 7
- Level 8
- Level 9
- Level 10

B4. 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

B5. 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

B6.

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).**

Importance

	Very important	Important	Neutral	Not very important	Not important at all
The current opening hours are reasonable (Library space is still open on public holidays and vacations)	<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"/>



	Very good	Good	Neutral	Poor	Very poor	Not applicable
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"/>	<input type="checkbox"/>
I can find a locker 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"/>
Printing, scanning and photocopying facilities in the Library meet my needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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

C1. 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

C2. 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



C3. 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

C4. 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

C5. 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

C6.

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 use library website or any type of resources mentioned in the following, select "Not applicable" correspondingly in the right scales (the below scale on mobile phone).**

Importance

	Very important	Important	Neutral	Not very important	Not important at all
Library print resources (e.g., print books, print journals) meet my learning (teaching) and research needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library electronic resources (e.g., databases, eBooks) meet my learning (teaching) and research needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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"/>
The access speed of library electronic resources is acceptable.	<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"/>



Section D: Library Academic Support Services

D1.

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).

Importance

	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"/>



D2.

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).

Performance

	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"/>

D3. Have you interacted with your liaison librarian (in person or by emails/phone/any other means) before?

Yes

No

D4. 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

D5. 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

D6. 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



D7. 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

D8.

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)**

Importance

	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"/>



D9.

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)**

Performance

	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

E1. Overall performance for Library place, resources and services:

Very good

Good

Neutral

Poor

Very poor

E2. Please leave any comments about XJTLU Library and its space and facilities, resources, or services:



E3. 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

E4. 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.