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1 Introduction

The report analyses the results of the Xi’an Jiaotong-Liverpool University (XJTLU) Library User Survey 2016. The survey was conducted online between 6th May – 30th May 2016. During these 25 days, it collected 1,101 number of valid responses. This is the second survey of its kind undertaken by the XJTLU Library Assessment Committee (LAC).

1.1 Survey Objectives

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:

- assess how well the Library currently meets patrons’ study needs;
- identify, prioritise and manage the key issues affecting patrons and the areas for improvement;
- provide patrons with the opportunity to communicate openly and honestly with the management team of the Library.

1.2 Survey Process

The survey contains 6 question groups, 26 questions in total, includes 22 choice questions and 4 open-ended questions. It required all patrons to provide some demographic information. All students and staff were invited via University Communication, WeChat platforms and ICE Forum.

2 Executive Summary

This year, the survey generated 1,101 responses. This number provides an excellent degree of confidence in the results obtained at the overall level. The number of responses received is higher than the 2015 survey.

2.1 Overall Satisfaction

Overall, 93% of the respondents were generally satisfied with the library service quality. Nearly 30% of those answering the question responded with “Very Good” when asked about their overall satisfaction with the library performance for service quality.
2.2 Library Service Quality

In terms of “how important the following are to you” of 22 categories for the XJTLU library services/space/facilities/resources, the most importance categories were rated by respondents on a five-point scale. They are: Wi-Fi connection, study space, noise level in the library, printing, scanning and photocopying facilities. (see table 1 on page 14).

When asked about “how well do we perform” of 22 categories for the XJTLU library services/space/facilities/resources, the following best performance categories were rated by respondents on a five-point scale. They are: garbage bins meet my needs, a good place for self-study, library self-machine meet my needs, water dispensers in the library meet my needs, library staff are approachable and helpful. (see table 2 on page 16).

The “gap” (where respondents believe the Library can improve) between importance and performance are also identified. The difference of Wi-Fi between perceived score (performance) and desired score (importance) is the highest gap among all the 22 categories, followed by VPN and study space. (see table 3 on page 19).

2.3 Virtual Library and Textbook Services

29.52% of respondents access the library website by entering URL and they expressed that they would like to receive “resource related to your subject” when the library launching recommendation service on the website.

60% of the respondents were generally satisfied with the library’s textbook services. 47% of them expressed a preference for renting textbooks from Library and 82% of them responded that they would accept the recycle price for the second-hand textbooks.
3 Full Report

3.1 Response Statistics

The following pie charts show the distribution of respondents. The percentage of female respondents (67%) are higher than male ones (33%) and most of the respondents are local students (94%).

Figure 1: Q1. Your gender

Figure 2: Q2. Local or international students?
The following pie chart shows the distribution of position (student grades).

![Pie chart showing distribution of positions](image)

**Figure 3: Q3/4. Your position**

Representative Comments from “Other”:
- IBSS trainer;
- I am from CRRC and have a training programme in IBSS;
- Engineer.
The following bar chart shows the discipline comparison between 2015 and 2016 survey. In this survey, the number of undergraduate respondents majored in Business has increased. The number of undergraduate respondents majored in Industrial Technology has decreased.

![Figure 4: Q5. Your discipline](chart)

<table>
<thead>
<tr>
<th>Discipline</th>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Other</td>
<td>2.48%</td>
<td>0%</td>
</tr>
<tr>
<td>Humanities and Social Sciences</td>
<td>8.70%</td>
<td>9.01%</td>
</tr>
<tr>
<td>Mathematical Sciences</td>
<td>18.74%</td>
<td>10.13%</td>
</tr>
<tr>
<td>Built Environment</td>
<td>9.63%</td>
<td>18.68%</td>
</tr>
<tr>
<td>Business</td>
<td>38.92%</td>
<td>19.14%</td>
</tr>
<tr>
<td>Industrial Technology</td>
<td>14.39%</td>
<td>33.09%</td>
</tr>
<tr>
<td>Science</td>
<td>7.14%</td>
<td>9.94%</td>
</tr>
</tbody>
</table>
Q6: Your program
The distribution of undergraduate student from different academic departments is listed in the table below (Top 3 programs are highlighted below).

<table>
<thead>
<tr>
<th>Program</th>
<th>Response Count</th>
<th>Response Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Biological Sciences</td>
<td>41</td>
<td>3.72%</td>
</tr>
<tr>
<td>Bioinformatics</td>
<td>5</td>
<td>0.45%</td>
</tr>
<tr>
<td>Applied Chemistry</td>
<td>14</td>
<td>1.27%</td>
</tr>
<tr>
<td>Environmental Sciences</td>
<td>9</td>
<td>0.82%</td>
</tr>
<tr>
<td>Computer Science &amp; Technology</td>
<td>16</td>
<td>1.45%</td>
</tr>
<tr>
<td>Information and Computing Science</td>
<td>32</td>
<td>2.91%</td>
</tr>
<tr>
<td>Electrical Engineering</td>
<td>41</td>
<td>3.72%</td>
</tr>
<tr>
<td>Electronic Science and Technology</td>
<td>9</td>
<td>0.82%</td>
</tr>
<tr>
<td>Telecommunications Engineering</td>
<td>26</td>
<td>2.36%</td>
</tr>
<tr>
<td>Digital Media Technology</td>
<td>5</td>
<td>0.45%</td>
</tr>
<tr>
<td>Industrial Design</td>
<td>10</td>
<td>0.91%</td>
</tr>
<tr>
<td>Information Management and Information Systems</td>
<td>36</td>
<td>3.27%</td>
</tr>
<tr>
<td>Economics</td>
<td>39</td>
<td>3.54%</td>
</tr>
<tr>
<td><strong>Economics and Finance</strong></td>
<td><strong>99</strong></td>
<td><strong>8.99%</strong></td>
</tr>
<tr>
<td>Accounting</td>
<td>149</td>
<td>13.53%</td>
</tr>
<tr>
<td>Marketing</td>
<td>9</td>
<td>0.82%</td>
</tr>
<tr>
<td>Business Administration</td>
<td>13</td>
<td>1.18%</td>
</tr>
<tr>
<td>Human Resources Management</td>
<td>16</td>
<td>1.45%</td>
</tr>
<tr>
<td>International Business with a language</td>
<td>15</td>
<td>1.36%</td>
</tr>
<tr>
<td>Architecture</td>
<td>45</td>
<td>4.09%</td>
</tr>
<tr>
<td>Urban Planning and Design</td>
<td>29</td>
<td>2.63%</td>
</tr>
<tr>
<td>Civil Engineering</td>
<td>13</td>
<td>1.18%</td>
</tr>
<tr>
<td>Architectural Engineering</td>
<td>6</td>
<td>0.54%</td>
</tr>
<tr>
<td>English and International Business</td>
<td>4</td>
<td>0.36%</td>
</tr>
<tr>
<td>English and Finance</td>
<td>10</td>
<td>0.91%</td>
</tr>
<tr>
<td>Applied English</td>
<td>15</td>
<td>1.36%</td>
</tr>
<tr>
<td>English and Communication Studies</td>
<td>15</td>
<td>1.36%</td>
</tr>
<tr>
<td>Communication Studies</td>
<td>32</td>
<td>2.91%</td>
</tr>
<tr>
<td>Public Health</td>
<td>1</td>
<td>0.09%</td>
</tr>
<tr>
<td>China Studies</td>
<td>7</td>
<td>0.64%</td>
</tr>
</tbody>
</table>
3.2 Frequency of Use Library

For many respondents, the library is an important place to study. The majority of them visited the library at least once a week (47.14%) and used it mainly for individual study (82.65%). Almost half of the respondents usually stayed in the library between 3 to 5 hours each time. Level 3 (38.78%) and level 5 (35.40%) are two most used floor by respondents.

![Figure 5: Q7. How often do you come into the Library?](image)

Representative Comments from “Never”:

- still not need a resource that can not read online;
- study in other place;
- too many people;
- I just use the website from the library.
Figure 6: Q8. How long do you usually stay in the library each time?

Figure 7: Q9. Which floor do you use the most in the library?
3.3 Purpose of visit

Figure 8: Q11. In general, what is your main purposes for visiting the library?

Representative Comments from “Other”:
- to attend meetings with Library colleagues;
- working;
- looking for new books.
3.4 Library Service Quality

Figure 9: Q13. Overall performance for Library service quality

Figure 10: Q14. What do you think about the table partitions on the 7th floor?

Representative Comments from “Other”:
- the table partitions is a good idea and I’d like to study in that part. But it is a little short when i’m using my laptop and notebook an the same time;
- I think the table partitions are useless, and even cause the inconvenience;
- It’s not necessary to have 6 partitions,maybe 2 or 4 are better, because students don’t usually like sitting with strangers;
- have some reservations about the table partitions;
- I prefer the previous table for we can put more things on it.
3.4.1 Detailed Results Interpretation

Q12. What respondents believe is important for the Library

<table>
<thead>
<tr>
<th>No</th>
<th>Variable</th>
<th>Importance</th>
<th>Mean</th>
<th>Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>L5</td>
<td>I can get wireless access in the library when I need to (WIFI)</td>
<td>4.64</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>L10</td>
<td>I always can find a study space in the Library</td>
<td>4.60</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>L3</td>
<td>The Library is a good place for self-study</td>
<td>4.60</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>L17</td>
<td>Noise level in the Library is acceptable</td>
<td>4.57</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>L8</td>
<td>Printing, scanning and photocopying facilities in the Library meet my needs</td>
<td>4.53</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>L2</td>
<td>Online resources (e.g.: eJournals, database, eBooks) meet my learning and research needs</td>
<td>4.53</td>
<td>6</td>
<td></td>
</tr>
<tr>
<td>L16</td>
<td>Air conditioning in the Library meet my needs (temperature)</td>
<td>4.52</td>
<td>7</td>
<td></td>
</tr>
<tr>
<td>L12</td>
<td>When I am away from campus I can access the Library resources I need (VPN)</td>
<td>4.42</td>
<td>8</td>
<td></td>
</tr>
<tr>
<td>L13</td>
<td>The items I am looking for on the Library shelves are usually there</td>
<td>4.41</td>
<td>9</td>
<td></td>
</tr>
<tr>
<td>L19</td>
<td>I can find a computer in the Library when I need to</td>
<td>4.40</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>L14</td>
<td>Water dispensers in the Library meet my needs (location, quantity)</td>
<td>4.34</td>
<td>11</td>
<td></td>
</tr>
<tr>
<td>L4</td>
<td>Library staff are approachable and helpful</td>
<td>4.30</td>
<td>12</td>
<td></td>
</tr>
<tr>
<td>L9</td>
<td>Library self-machine meet my needs (e.g. self-borrowing and returning machine)</td>
<td>4.29</td>
<td>13</td>
<td></td>
</tr>
<tr>
<td>L15</td>
<td>Garbage bins in the Library meet my needs (location, quantity)</td>
<td>4.24</td>
<td>14</td>
<td></td>
</tr>
<tr>
<td>L1</td>
<td>I am informed about Library services</td>
<td>4.21</td>
<td>15</td>
<td></td>
</tr>
<tr>
<td>L6</td>
<td>I can find a place for discussion in the Library when I need to (eating, drinking)</td>
<td>4.18</td>
<td>16</td>
<td></td>
</tr>
<tr>
<td>L7</td>
<td>I can find a place in the Library to take a phone call when I need to</td>
<td>4.17</td>
<td>17</td>
<td></td>
</tr>
<tr>
<td>L18</td>
<td>I can find a group study room for discussion in the Library when I need to</td>
<td>4.14</td>
<td>18</td>
<td></td>
</tr>
<tr>
<td>L11</td>
<td>Library workshops, classes help me with my learning</td>
<td>3.83</td>
<td>19</td>
<td></td>
</tr>
<tr>
<td>L22</td>
<td>I can find a locker in the Library when I need to</td>
<td>3.83</td>
<td>20</td>
<td></td>
</tr>
<tr>
<td>L21</td>
<td>The plants in the Library meet my needs</td>
<td>3.76</td>
<td>21</td>
<td></td>
</tr>
<tr>
<td>L20</td>
<td>The white board facility in the Library for discussion meet my needs</td>
<td>3.71</td>
<td>22</td>
<td></td>
</tr>
</tbody>
</table>
Table 1: Top 5 highest ranked importance factors for 2016 survey and 2015 survey

<table>
<thead>
<tr>
<th>Sept. 2015 Top 5 Importance</th>
<th>May 2016 Top 5 Importance</th>
</tr>
</thead>
<tbody>
<tr>
<td>A comfortable and inviting location</td>
<td>I can get wireless access in the library when I need to (WIFI)</td>
</tr>
<tr>
<td>A haven for study, learning, or research</td>
<td>When I am away from campus I can access the Library resources I need (VPN)</td>
</tr>
<tr>
<td>Quiet space for individual work</td>
<td>I always can find a study space in the Library</td>
</tr>
<tr>
<td>Easy-to-use access tools that allow me to find things on my own</td>
<td>Printing, scanning and photocopying facilities in the Library meet my needs</td>
</tr>
<tr>
<td>Print and/or electronic journal collections I require for my work</td>
<td>Air conditioning in the Library meet my needs (temperature)</td>
</tr>
</tbody>
</table>

The Top 5 highest ranked importance factors for respondents are listed in descending priority order in the table above.
## How respondents believe the Library is performing

<table>
<thead>
<tr>
<th>No</th>
<th>Variable</th>
<th>Mean</th>
<th>Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>L15</td>
<td>Garbage bins in the Library meet my needs (location, quantity)</td>
<td>4.23</td>
<td>1</td>
</tr>
<tr>
<td>L3</td>
<td>The Library is a good place for self-study</td>
<td>4.20</td>
<td>2</td>
</tr>
<tr>
<td>L9</td>
<td>Library self-machine meet my needs (e.g. self-borrowing and returning machine)</td>
<td>4.20</td>
<td>3</td>
</tr>
<tr>
<td>L14</td>
<td>Water dispensers in the Library meet my needs (location, quantity)</td>
<td>4.18</td>
<td>4</td>
</tr>
<tr>
<td>L4</td>
<td>Library staff are approachable and helpful</td>
<td>4.17</td>
<td>5</td>
</tr>
<tr>
<td>L7</td>
<td>I can find a place in the Library to take a phone call when I need to</td>
<td>4.14</td>
<td>6</td>
</tr>
<tr>
<td>L1</td>
<td>I am informed about Library services</td>
<td>4.06</td>
<td>7</td>
</tr>
<tr>
<td>L2</td>
<td>Online resources (e.g.: eJournals, database, eBooks) meet my learning and research needs</td>
<td>3.98</td>
<td>8</td>
</tr>
<tr>
<td>L19</td>
<td>I can find a computer in the Library when I need to</td>
<td>3.98</td>
<td>9</td>
</tr>
<tr>
<td>L6</td>
<td>I can find a place for discussion in the Library when I need to (eating, drinking)</td>
<td>3.93</td>
<td>10</td>
</tr>
<tr>
<td>L17</td>
<td>Noise level in the Library is acceptable</td>
<td>3.90</td>
<td>11</td>
</tr>
<tr>
<td>L20</td>
<td>The white board facility in the Library for discussion meet my needs</td>
<td>3.88</td>
<td>12</td>
</tr>
<tr>
<td>L21</td>
<td>The plants in the Library meet my needs</td>
<td>3.82</td>
<td>13</td>
</tr>
<tr>
<td>L11</td>
<td>Library workshops, classes help me with my learning</td>
<td>3.82</td>
<td>14</td>
</tr>
<tr>
<td>L13</td>
<td>The items I am looking for on the Library shelves are usually there</td>
<td>3.80</td>
<td>15</td>
</tr>
<tr>
<td>L16</td>
<td>Air conditioning in the Library meet my needs (temperature)</td>
<td>3.80</td>
<td>16</td>
</tr>
<tr>
<td>L8</td>
<td>Printing, scanning and photocopying facilities in the Library meet my needs</td>
<td>3.76</td>
<td>17</td>
</tr>
<tr>
<td>L18</td>
<td>I can find a group study room for discussion in the Library when I need to</td>
<td>3.74</td>
<td>18</td>
</tr>
<tr>
<td>L22</td>
<td>I can find a locker in the Library when I need to</td>
<td>3.72</td>
<td>19</td>
</tr>
<tr>
<td>L10</td>
<td>I always can find a study space in the Library</td>
<td>3.71</td>
<td>20</td>
</tr>
<tr>
<td>L5</td>
<td>I can get wireless access in the library when I need to (WIFI)</td>
<td>3.34</td>
<td>21</td>
</tr>
<tr>
<td>L12</td>
<td>When I am away from campus I can access the Library resources I need (VPN)</td>
<td>3.28</td>
<td>22</td>
</tr>
</tbody>
</table>
Table 2: Top 5 factors ranked highest in performance for 2016 survey and 2015 survey

<table>
<thead>
<tr>
<th>Sept. 2015 Top 5 performance</th>
<th>May 2016 Top 5 performance</th>
</tr>
</thead>
<tbody>
<tr>
<td>A comfortable and inviting location</td>
<td>Garbage bins in the Library meet my needs (location, quantity)</td>
</tr>
<tr>
<td>A haven for study, learning, or research</td>
<td>The Library is a good place for self-study</td>
</tr>
<tr>
<td>Quiet space for individual work</td>
<td>Library self-machine meet my needs (e.g. self-borrowing and returning machine)</td>
</tr>
<tr>
<td>Space for group learning and group study</td>
<td>Water dispensers in the Library meet my needs (location, quantity)</td>
</tr>
<tr>
<td>Library space that inspires study and learning</td>
<td>Library staff are approachable and helpful</td>
</tr>
</tbody>
</table>

The table above reports, in descending order, the 5 factors ranked highest in performance by respondents.
Where respondents believe the Library can improve
In identifying factors for improvement, this report analyses the perceived difference ("gap") between the importance and performance scores for each variable. Based on other survey, gaps between 1.0 and 1.99 are considered meaningful and should be investigated further. Gaps of or above 2.0 are serious and should be acted upon.

Calculation of “Gap”: the mean value of the important minus the mean value of the performance.

Figure 11: The gap between importance and performance
This table below reports the gap values for each category.

<table>
<thead>
<tr>
<th>No</th>
<th>Variable</th>
<th>Gap</th>
</tr>
</thead>
<tbody>
<tr>
<td>L5</td>
<td>I can get wireless access in the library when I need to (WIFI)</td>
<td>1.30</td>
</tr>
<tr>
<td>L12</td>
<td>When I am away from campus I can access the Library resources I need (VPN)</td>
<td>1.14</td>
</tr>
<tr>
<td>L10</td>
<td>I always can find a study space in the Library</td>
<td>0.89</td>
</tr>
<tr>
<td>L8</td>
<td>Printing, scanning and photocopying facilities in the Library meet my needs</td>
<td>0.77</td>
</tr>
<tr>
<td>L16</td>
<td>Air conditioning in the Library meet my needs (temperature)</td>
<td>0.72</td>
</tr>
<tr>
<td>L17</td>
<td>Noise level in the Library is acceptable</td>
<td>0.67</td>
</tr>
<tr>
<td>L13</td>
<td>The items I am looking for on the Library shelves are usually there</td>
<td>0.61</td>
</tr>
<tr>
<td>L2</td>
<td>Online resources (e.g.: eJournals, database, eBooks) meet my learning and research needs</td>
<td>0.55</td>
</tr>
<tr>
<td>L19</td>
<td>I can find a computer in the Library when I need to</td>
<td>0.43</td>
</tr>
<tr>
<td>L18</td>
<td>I can find a group study room for discussion in the Library when I need to</td>
<td>0.40</td>
</tr>
<tr>
<td>L3</td>
<td>The Library is a good place for self-study</td>
<td>0.39</td>
</tr>
<tr>
<td>L6</td>
<td>I can find a place for discussion in the Library when I need to (eating, drinking)</td>
<td>0.26</td>
</tr>
<tr>
<td>L14</td>
<td>Water dispensers in the Library meet my needs (location, quantity)</td>
<td>0.15</td>
</tr>
<tr>
<td>L1</td>
<td>I am informed about Library services</td>
<td>0.15</td>
</tr>
<tr>
<td>L4</td>
<td>Library staff are approachable and helpful</td>
<td>0.13</td>
</tr>
<tr>
<td>L22</td>
<td>I can find a locker in the Library when I need to</td>
<td>0.11</td>
</tr>
<tr>
<td>L9</td>
<td>Library self-machine meet my needs (e.g. self-borrowing and returning machine)</td>
<td>0.09</td>
</tr>
<tr>
<td>L7</td>
<td>I can find a place in the Library to take a phone call when I need to</td>
<td>0.03</td>
</tr>
<tr>
<td>L11</td>
<td>Library workshops, classes help me with my learning</td>
<td>0.01</td>
</tr>
<tr>
<td>L15</td>
<td>Garbage bins in the Library meet my needs (location, quantity)</td>
<td>0.00</td>
</tr>
<tr>
<td>L21</td>
<td>The plants in the Library meet my needs</td>
<td>-0.06</td>
</tr>
<tr>
<td>L20</td>
<td>The white board facility in the Library for discussion meet my needs</td>
<td>-0.17</td>
</tr>
</tbody>
</table>
Table 3: Top 5 variables with the highest gaps for 2016 survey and 2015 survey

<table>
<thead>
<tr>
<th>Sept. 2015 Top 5 gap</th>
<th>May 2016 Top 5 gap</th>
</tr>
</thead>
<tbody>
<tr>
<td>The electronic information resources I need</td>
<td>I can get wireless access in the library when I need to (WIFI)</td>
</tr>
<tr>
<td>Making electronic resources accessible from my home or office</td>
<td>When I am away from campus I can access the Library resources I need (VPN)</td>
</tr>
<tr>
<td>The printed library materials I need for my work</td>
<td>I always can find a study space in the Library</td>
</tr>
<tr>
<td>A library Web site enabling me to locate information on my own</td>
<td>Printing, scanning and photocopying facilities in the Library meet my needs</td>
</tr>
<tr>
<td>Readiness to respond to users’ enquiries</td>
<td>Air conditioning in the Library meet my needs (temperature)</td>
</tr>
</tbody>
</table>

This table above reports the 5 variables with the highest gaps for 2016 survey and 2015 survey.

Prioritising potential improvement opportunities

A review of the library-wide gap grid has identified the following improvement opportunities: Wi-Fi connection and VPN service followed by study space and printing, scanning and photocopying facilities.
3.5 Textbook Services Quality

![Pie chart showing textbook usage]

**Figure 12**: Q15. How often do you use textbooks?

![Pie chart showing textbook satisfaction]

**Figure 13**: Q16. Are you satisfied with current textbook policy?

60% of the respondents were satisfied with the textbook policy, while 40% were dissatisfied. Reasons were listed below.
Figure 14: Q17. Why don’t you satisfied with the textbook policy?

Representative Comments from “Other”:
- Too expensive, too heavy, not convenient to take;
- We have ppt.

Figure 15: Q18. If the Library plans to rent textbooks for students, will you accept charging 50% of the book price as rental price?

Representative Comments from “Other”:
- Maybe 30%-40%;
- I prefer having textbooks owned by myself;
Figure 16: Q19. If the library plans to recycle second-hand textbooks, will you accept 50% off for pricing the second-hand textbooks? (with no remarks and damage)

Representative Comments from “Other”:

- maybe the 30%–40% pricing is better;
- Most people would tend to remark something during reading, it is impossible to have a book totally without remarks. If so, there is absolutely no needs to buy the books at the first time.
3.6 Library Website

Figure 17: Q20. How do you usually access the Library website (single choice)?

Representative Comments from “Other”:
- Guidemap;
- bookmark;
- I generally do not access the library website because I cannot make it work at all when away from campus.
Figure 18: Q21. If the library is considering to launch recommendation service on the website, what kind of resources would you like to see (single choice)?

Figure 19: Q22. Is the library search engine easy to use (single choice)?
4 Clusters of Survey Comments

- Positive comments;
- Requests for extended library hours;
- Requests for more facilities (printers, water dispenser etc.);
- Requests for guidance for library resources;
- Requests for more study space/furnitures;
- Complaints about air-conditioner;
- Complaints about noise;
- Complaints about IT service;
- Complaints about Wi-Fi;
- Complaints about VPN;
- Complaints about seats-occupying behaviour.

5 Appendix:
Distribution of Users

Please answer a few questions about yourself.

* ( ) 1. Your gender:

Please choose only one of the following:
- [ ] Female
- [ ] Male

* ( ) 3. Your position:

Please choose only one of the following:
- [ ] Undergraduate student
- [ ] Master student
- [ ] PhD student
- [ ] Non-academic staff
- [ ] Academic staff
- [ ] Other

* ( ) 2. Are you a

Only answer this question if the following conditions are met:
Answer was "Undergraduate student" or "Master student" or "PhD student" at question 2 [A3] 3. Your position.)

Please choose only one of the following:
- [ ] Local student
- [ ] International student

* ( ) 4. Your grade:

Only answer this question if the following conditions are met:
Answer was "Undergraduate student" at question 2 [A3] 3. Your position.)

Please choose only one of the following:
- [ ] Year 1
- [ ] Year 2
- [ ] Year 3
- [ ] Year 4

Subject Areas

* ( ) 5. Your discipline:

Only answer this question if the following conditions are met:
Answer was "Undergraduate student" at question 2 [A3] 3. Your position.)

Please choose only one of the following:
- [ ] Sciences (Biological Sciences\Applied Chemistry\Environmental Sciences etc.)
- [ ] Industrial Technology (CSSEEEVIND etc.)
- [ ] Business ()
- [ ] Built Environment (UPD\Architecture\CE etc.)
- [ ] Mathematical Sciences (Financial Mathematics\Applied Mathematics)
- [ ] Humanities and Social Sciences (English\Communication studies\Public Health\China studies etc.)
- [ ] Other

* ( ) 6. Your program:

Only answer this question if the following conditions are met:
Answer was "Science (Biological Sciences\Applied Chemistry\Environmental Sciences etc.)" at question 5 [B1] 5. Your discipline.)

Please choose only one of the following:
- [ ] Biological Sciences
- [ ] Bioinformatics
- [ ] Applied Chemistry
- [ ] Environmental Sciences

* ( ) 6. Your program:

Only answer this question if the following conditions are met:
Answer was "Industrial Technology (CSSEEEVIND etc.)" at question 5 [B1] 5. Your discipline.)

Please choose only one of the following:
- [ ] Computer Science & Technology
- [ ] Information and Computing Science
- [ ] Electrical Engineering
- [ ] Electronic Science and Technology
- [ ] Telecommunications Engineering
- [ ] Digital Media Technology
- [ ] Industrial Design
6. Your program:

Only answer this question if the following conditions are met:
Answer was "Humanities and Social Sciences (English)Communication studies/Public Health/China studies etc." at question 5 [B1] (5. Your discipline.)

Please choose only one of the following:
- [ ] English and International Business
- [ ] English and Finance
- [ ] Applied English
- [ ] English and Communication Studies
- [ ] Communication Studies
- [ ] Public Health
- [ ] China Studies

6. Your program:

Only answer this question if the following conditions are met:
Answer was "Master student' or 'PhD student' at question 2 [A3]" (3. Your position.)

Please write your answer here:
Frequency of Use Library

* () 7. How often do you come into the Library?

Please choose only one of the following:

- [ ] 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

* () 8. How long do you usually stay in the library each time?

Only answer this question if the following conditions are met:
Answer was 'Rarely (i.e. a few times a year)' or 'At least once every month' or 'At least once every two weeks' or 'At least once a week' or 'Everyday' at question '13 [C1]' (7. How often do you come into the Library?)

Please choose only one of the following:

- [ ] Less than 1 hour
- [ ] 1 - 2 hour
- [ ] 3 - 6 hour
- [ ] 5 - 10 hour
- [ ] More than 10 hour

* () 9. Which floor do you use the most in the library?

Only answer this question if the following conditions are met:
Answer was 'Rarely (i.e. a few times a year)' or 'At least once every month' or 'At least once every two weeks' or 'At least once a week' or 'Everyday' at question '13 [C1]' (7. How often do you come into the Library?)

Please choose all that apply:

- [ ] Level 3
- [ ] Level 4
- [ ] Level 5
- [ ] Level 6
- [ ] Level 7
- [ ] Level 8
- [ ] Level 9
- [ ] Level 10
**Purpose of Visit**

* () 11. In general, what is your main purposes for visiting the library? (Multiple choice)

Only answer this question if the following conditions are met:

Answer was 'Rarely (i.e. a few times a year)' or 'At least once every month' or 'At least once every two weeks' or 'At least once a week' or 'Everyday' at question 13 [C1] (7. How often do you come into the Library?)

Please choose all that apply:
- [ ] Check out or return materials
- [ ] Use computer room
- [ ] Individual study
- [ ] Group study
- [ ] Attend classes
- [ ] Use printers or scanners
- [ ] Attend library instruction session or workshop or tour
- [ ] Consulting questions
- [ ] Other: __________

* ()

12. Please tell us how important the following are to you and how well do we perform:

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

* The right scale means how well do XJTLU Library perform (the below scale on mobile phone)

Only answer this question if the following conditions are met:

Answer was 'Rarely (i.e. a few times a year)' or 'At least once every month' or 'At least once every two weeks' or 'At least once a week' or 'Everyday' at question 13 [C1] (7. How often do you come into the Library?)

Please choose the appropriate response for each item:

<table>
<thead>
<tr>
<th>Very important</th>
<th>Important</th>
<th>Neutral</th>
<th>Not very important</th>
<th>Not very important at all</th>
<th>Very good</th>
<th>Good</th>
<th>Neutral</th>
<th>Poor</th>
<th>Very poor</th>
</tr>
</thead>
<tbody>
<tr>
<td>I am informed about Library services</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Online resources (e.g.: eJournals, database, eBooks) meet my learning and research needs</td>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>The Library is a good place for self-study</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Library staff are approachable and helpful</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I can get wireless access in the library when I need to (WIFI)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I can find a place for discussion in the Library</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Library Self-service Machine</td>
<td>Library Study Carrels</td>
<td>Library Power Outlets</td>
<td>Library Study Beads</td>
<td>Library Reading Area</td>
<td>Library Study Space</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>-----------------------------</td>
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<td>----------------------</td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

When I need to:  
- find a quiet place to study  
- have access to printing and scanning facilities  
- take a phone call  
- study in a group  
- have access to restroom facilities

Garbage bins located in the Library:
- In the Library [ ]
- In [ ] (location, quantity)
13. Overall performance for Library service quality

Only answer this question if the following conditions are met:
Answer was ‘Rarely (i.e. a few times a year)’ or ‘At least once every two weeks’ or ‘At least once a week’ or ‘Everyday’ at question 13 [C1] (7. How often do you come into the Library?)

Please choose the appropriate response for each item:

<table>
<thead>
<tr>
<th>Overall performance for service quality</th>
<th>Very good</th>
<th>Good</th>
<th>Neutral</th>
<th>Poor</th>
<th>Very poor</th>
</tr>
</thead>
</table>

* (*) 14. What do you think about the table partitions on the 7th floor?

Only answer this question if the following conditions are met:
Answer was ‘Rarely (i.e. a few times a year)’ or ‘At least once every two weeks’ or ‘At least once a week’ or ‘Everyday’ at question 13 [C1] (7. How often do you come into the Library?)

Please choose **only one** of the following:
- Add more table partitions in the whole Library
- Add more table partitions in part of the Library
- The existing already meets the demand
- Other: [ ]
15. How often do you use textbooks?

Only answer this question if the following conditions are met:
Answer was ‘Undergraduate student’ or ‘Master student’ or ‘PhD student’ or ‘Academic staff’ at question ‘2 [A3]’ (3. Your position.)

Please choose only one of the following:
- I always use it and even after class
- I only use it in the class for exams
- I seldom use it

16. Are you satisfied with current textbook policy?

Only answer this question if the following conditions are met:
Answer was ‘Undergraduate student’ or ‘Master student’ or ‘PhD student’ or ‘Academic staff’ at question ‘2 [A3]’ (3. Your position.)

Please choose only one of the following:
- Yes
- No
- Other

17. Why don’t you satisfied with the textbook policy?

Only answer this question if the following conditions are met:
Answer was ‘No’ at question ‘22 [G2]’ (16. Are you satisfied with current textbook policy?)

Please choose only one of the following:
- It is seldom used in my class
- It is too expensive
- I have already had it from other channels
- Other

18. If the Library plans to rent textbooks for students, will you accept charging 50% of the book price as rental price?

Only answer this question if the following conditions are met:
Answer was ‘Undergraduate student’ or ‘Master student’ or ‘PhD student’ at question ‘2 [A3]’ (3. Your position.)

Please choose only one of the following:
- Yes
- No
- Other

19. If the library plans to recycle second-hand textbooks, will you accept 50% off for pricing the second-hand textbooks? (with no remarks and damage)

Only answer this question if the following conditions are met:
Answer was ‘Undergraduate student’ or ‘Master student’ or ‘PhD student’ at question ‘2 [A3]’ (3. Your position.)

Please choose only one of the following:
- Yes
- No
- Other

20. How do you usually access the Library website (single choice)?

Please choose only one of the following:
- Search engines (Baidu, Google, Bing)
- Enter URL directly
- XJTLU Homepage
- XJTLU Portal
- XJTLU ICE
- XJTLU e-Bridge
- Other
* () 21. If the library is considering to launch recommendation service on the website, what kind of resources would you like to see (single choice)?

Please choose only one of the following:

- ☐ New arrival books
- ☐ Top lending books
- ☐ New arrival magazines
- ☐ Books recommended by specialists
- ☐ The resource related to your subject
- ☐ I don’t need recommended resources
- ☐ Other

* () 22. Is the library search engine easy to use (single choice)?

Please choose only one of the following:

- ☐ Yes
- ☐ It takes time
- ☐ It takes huge time
- ☐ I can not find resources
- ☐ I do not use search engine
- ☐ Other

* () 23. Please leave any comments about XJTLU Library:

Please write your answer here:

* () 24. Would you consider participating in testing our beta website?

Please choose only one of the following:

- ☐ Yes (please leave your email address below)
- ☐ No

Make a comment on your choice here:
* ( ) 25. Would you consider joining the XJTLU Library advisory group to provide suggestions for us?

Please choose only one of the following:

- [ ] Yes (please leave your email address below)
- [ ] No

Make a comment on your choice here:

() 26. Please leave your email address to take part in the lucky draw!

Please write your answer here:

Thank you for your participation. If you have any questions or comments about the survey, please contact: askalibrarian@xjtlu.edu.cn
05-28-2016 – 15:44

Submit your survey.
Thank you for completing this survey.