Xi’an Jiaotong-Liverpool University Library

XJTLU Library User Survey 2017

July 3, 2017
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1 Executive Summary

This report analyses the results of Xi’an Jiaotong-Liverpool University (XJTLU) Library User Survey 2017. The survey was conducted online between 26\textsuperscript{th} May - 12\textsuperscript{th} June 2017. This is the third 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 2015 and 2016 user surveys with minor modifications.

1.1 Key Findings

1.1.1 Overall Satisfaction

The survey results show that 95.4\% of the respondents are generally satisfied with library services, slightly higher than 93\% in the last survey. Nearly 45\% of those answering the question responded with “Very Good” when asked about their overall satisfaction with the library performance for service quality.

1.1.2 Library Services

When asked about How important the following are to you of 22 categories for the XJTLU library services/space/facilities/resources,

- Wi-Fi, VPN, study space and library facilities are the top important categories. This trend remains the same compared with last survey.

When asked about how well do we perform of 22 categories for the XJTLU library services/space/facilities/resources,

- the library performed highest on library facilities with a score of 4.33 (out of 5), followed by environment and library staff;

- the printings, scanning and photocopying facilities in the library were rated from rank 17 (2016) to rank 5 (2017). The performance of Wi-Fi connection in the library was rated from rank 21 (2016) to rank 18 (2017), which shows an improvement;

- the lowest score was identified on VPN at 3.65. This has been a consistent trend over the past surveys.
2 Full Report

2.1 Introduction

This year, the survey generated 1,449 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 those in 2015 and 2016 surveys, in which 1,076 and 1,101 responses were received, respectively.

2.2 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 meet 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.

2.3 Survey Process

The survey contains 6 question groups, 18 questions in total including 15 choice questions and 3 open-ended questions. It required all participants to provide some demographic information. All students and staff of XJTLU were invited via University Communication and WeChat platforms.

2.4 Response Statistics

Figure 1, Figure 2 and Figure 3 on the next page show the distribution of respondents and the distribution of user position.

• The percentage of female respondents (59.49%) are higher than the male ones (40.51%);
• The majority of the respondents were students (93.93%) including 87.99% of local students. Staff formed a substantially smaller group of respondents at 5.73%;

• Most of the valid respondents were first year undergraduate students (35.89%), while 26.50% were second year students and 20.15% were third year and fourth year undergraduate students.

Figure 1: Distribution of respondents

Figure 2: Q2. Your position
Figure 3: Q4. Your grade

Figure 4 shows the discipline of 2017 survey.

- The greatest number of respondents came from the Business Cluster (37.47%) followed by Mathematical Science Cluster (17.18%) and Industrial Technology Cluster (15.25%).

Figure 4: Q5. Your discipline
The distribution of student/staff from different academic departments/teaching centres is listed below.

<table>
<thead>
<tr>
<th>Program</th>
<th>Response Count</th>
<th>Response Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial Mathematics</td>
<td>151</td>
<td>10.42%</td>
</tr>
<tr>
<td>Accounting</td>
<td>148</td>
<td>10.21%</td>
</tr>
<tr>
<td>Economics and Finance</td>
<td>141</td>
<td>9.73%</td>
</tr>
<tr>
<td>Architecture</td>
<td>72</td>
<td>4.97%</td>
</tr>
<tr>
<td>Applied Mathematics</td>
<td>70</td>
<td>4.83%</td>
</tr>
<tr>
<td>Economics</td>
<td>53</td>
<td>3.66%</td>
</tr>
<tr>
<td>Electrical Engineering</td>
<td>46</td>
<td>3.17%</td>
</tr>
<tr>
<td>Biological Sciences</td>
<td>46</td>
<td>3.17%</td>
</tr>
<tr>
<td>Information and Computing Science</td>
<td>45</td>
<td>3.11%</td>
</tr>
<tr>
<td>International Business with a language</td>
<td>40</td>
<td>2.76%</td>
</tr>
<tr>
<td>Information Management and Information Systems</td>
<td>39</td>
<td>2.69%</td>
</tr>
<tr>
<td>Urban Planning and Design</td>
<td>31</td>
<td>2.14%</td>
</tr>
<tr>
<td>Communication Studies</td>
<td>29</td>
<td>2.00%</td>
</tr>
<tr>
<td>Telecommunications Engineering</td>
<td>27</td>
<td>1.86%</td>
</tr>
<tr>
<td>Industrial Design</td>
<td>24</td>
<td>1.66%</td>
</tr>
<tr>
<td>Business Administration</td>
<td>21</td>
<td>1.45%</td>
</tr>
<tr>
<td>Computer Science and Technology</td>
<td>21</td>
<td>1.45%</td>
</tr>
<tr>
<td>Electronic Science and Technology</td>
<td>18</td>
<td>1.24%</td>
</tr>
<tr>
<td>Civil Engineering</td>
<td>17</td>
<td>1.17%</td>
</tr>
<tr>
<td>Actuarial Science</td>
<td>16</td>
<td>1.10%</td>
</tr>
<tr>
<td>Applied Chemistry</td>
<td>16</td>
<td>1.10%</td>
</tr>
<tr>
<td>Applied English</td>
<td>15</td>
<td>1.04%</td>
</tr>
<tr>
<td>Environmental Sciences</td>
<td>12</td>
<td>0.83%</td>
</tr>
<tr>
<td>Marketing</td>
<td>12</td>
<td>0.83%</td>
</tr>
<tr>
<td>English and Communication Studies</td>
<td>11</td>
<td>0.76%</td>
</tr>
<tr>
<td>English and Finance</td>
<td>9</td>
<td>0.62%</td>
</tr>
<tr>
<td>English and International Business</td>
<td>9</td>
<td>0.62%</td>
</tr>
<tr>
<td>China Studies</td>
<td>8</td>
<td>0.55%</td>
</tr>
</tbody>
</table>

Response Count and Response Percent broken down by Program. The view is filtered on Program, which excludes Other.

Figure 5: Q6. Your program
2.5 Frequency of Use Library

Figure 6, Figure 7 and Figure 8 show that:

- A large percentage (43.82%) used the Library at least once a week, while 25.95% used the Library daily, and 11.25% at least once every month;
- A small percentage (0.41%) reported not making use of the Library at all;
- Nearly 45% respondents usually stayed in the library between 3 to 5 hours each time and 29.40% between 5 to 10 hours;
- Level 3 (49.69%), Level 5 (34.71%) and Level 8 (22.91%) are three most used floor by respondents;
- Generally one can conclude that the frequency of use is as high as 69.77% of the respondents used the Library daily or at least once per week.

![Bar Chart](chart.png)

**Figure 6: Q7. How often do you come into the Library?**

Representative Comments from the respondents who selected “Never”:

- I study in studio;
- I can get all the articles online or through Interlibrary Loan (ILL).
Figure 7: Q8. How long do you usually stay in the library each time?

Figure 8: Q9. Which floor do you use the most in the library?

2.6 Purpose of Visit

Figure 9 shows that:

- The majority of respondents (81.23%) came to library for individual study, followed by to use printers or scanners (48.45%), to check out or return of materials (38.85%) and to use computer room (28.57%).

Representative Comments from the respondents who selected “Other”:

- Read newspapers;
- Borrow exam paper;
Figure 9: Q11. In general, what is your main purposes for visiting the library? (Multiple choice)

- Group discussions;
- Search for academic resources;
- Read magazine.

2.7 Library Service Quality

2.7.1 Overall Satisfaction Score

Figure 10 on page 10 shows the satisfaction score rated by respondents:
2.7.2 What Respondents Believe is Important for the Library

The 10 highest ranked importance factors for respondents are listed in descending priority order in Table 1 below. Of the 22 categories in the survey, 18 were identified with importance means of 4.00 or higher. These categories are all of relatively high importance to respondents.

<table>
<thead>
<tr>
<th>Importance</th>
<th>Mean</th>
<th>Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>L5 I can get wireless access in the library</td>
<td>4.60</td>
<td>1</td>
</tr>
<tr>
<td>L10 I always can find a study space in the Library</td>
<td>4.58</td>
<td>2</td>
</tr>
<tr>
<td>L3 The Library is a good place for self-study</td>
<td>4.58</td>
<td>3</td>
</tr>
<tr>
<td>L17 Noise level in the Library is acceptable</td>
<td>4.56</td>
<td>4</td>
</tr>
<tr>
<td>L8 Printing, scanning and photocopying facilities in the Library meet my needs</td>
<td>4.55</td>
<td>5</td>
</tr>
<tr>
<td>L2 Online resources (e.g.: eJournals, database, eBooks) meet my learning and research needs</td>
<td>4.52</td>
<td>6</td>
</tr>
<tr>
<td>L16 Air conditioning in the Library meet my needs (temperature)</td>
<td>4.49</td>
<td>7</td>
</tr>
<tr>
<td>L12 When I am away from campus I can access the Library resources I need (VPN)</td>
<td>4.42</td>
<td>8</td>
</tr>
<tr>
<td>L13 The items I am looking for on the Library shelves are usually there</td>
<td>4.41</td>
<td>9</td>
</tr>
<tr>
<td>L19 I can find a computer in the Library when I need to</td>
<td>4.38</td>
<td>10</td>
</tr>
</tbody>
</table>
2.7.3 How Respondents Believe the Library is Performing

The 10 highest ranked in performance by respondents are listed in descending priority order in Table 2 below.

<table>
<thead>
<tr>
<th>No</th>
<th>Variable</th>
<th>Mean</th>
<th>Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>L9</td>
<td>Library self-machine meet my needs (e.g., self-borrowing and returning machine)</td>
<td>4.37</td>
<td>1</td>
</tr>
<tr>
<td>L3</td>
<td>The Library is a good place for self-study</td>
<td>4.33</td>
<td>2</td>
</tr>
<tr>
<td>L4</td>
<td>Library staff are approachable and helpful</td>
<td>4.33</td>
<td>3</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>4.32</td>
<td>4</td>
</tr>
<tr>
<td>L8</td>
<td>Printing, scanning and photocopying facilities in the Library meet my needs</td>
<td>4.25</td>
<td>5</td>
</tr>
<tr>
<td>L15</td>
<td>Garbage bins in the Library meet my needs (location, quantity)</td>
<td>4.23</td>
<td>6</td>
</tr>
<tr>
<td>L14</td>
<td>Water dispensers in the Library meet my needs (location, quantity)</td>
<td>4.23</td>
<td>7</td>
</tr>
<tr>
<td>L1</td>
<td>I am informed about Library services</td>
<td>4.17</td>
<td>8</td>
</tr>
<tr>
<td>L19</td>
<td>I can find a computer in the Library when I need to</td>
<td>4.15</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>4.14</td>
<td>10</td>
</tr>
</tbody>
</table>

2.7.4 Where Respondents Believe the Library Can Improve

In identifying factors for improvement, this survey analyses the “gap” value 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: Q12. Please tell us how important the following are to you and how well do we perform

Table 3 on page 14 reports the 10 highest gap values for the categories.
Table 3: “Gap” value between the importance and performance scores

<table>
<thead>
<tr>
<th>No</th>
<th>Variable</th>
<th>Value</th>
<th>Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>L10</td>
<td>I always can find a study space in the Library</td>
<td>0.91</td>
<td>1</td>
</tr>
<tr>
<td>L12</td>
<td>When I am away from campus I can access the Library resources I need (VPN)</td>
<td>0.78</td>
<td>2</td>
</tr>
<tr>
<td>L5</td>
<td>I can get wireless access in the library when I need to (WiFi)</td>
<td>0.62</td>
<td>3</td>
</tr>
<tr>
<td>L16</td>
<td>Air conditioning in the Library meet my needs (temperature)</td>
<td>0.57</td>
<td>4</td>
</tr>
<tr>
<td>L17</td>
<td>Noise level in the Library is acceptable</td>
<td>0.53</td>
<td>5</td>
</tr>
<tr>
<td>L2</td>
<td>Online resources (e.g.: eJournals, database, eBooks) meet my learning and research needs</td>
<td>0.46</td>
<td>6</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>0.34</td>
<td>7</td>
</tr>
<tr>
<td>L8</td>
<td>Printing, scanning and photocopying facilities in the Library meet my needs</td>
<td>0.30</td>
<td>8</td>
</tr>
<tr>
<td>L3</td>
<td>The Library is a good place for self-study</td>
<td>0.25</td>
<td>9</td>
</tr>
<tr>
<td>L19</td>
<td>I can find a computer in the Library when I need to</td>
<td>0.23</td>
<td>10</td>
</tr>
</tbody>
</table>

2.8 Comparison with Previous Year Surveys

2.8.1 Comparison with Previous Year Surveys’ Satisfaction Scores

Respondents were asked to rate overall satisfaction based on a five-point scale (1 for very poor, 2 for poor, 3 for neutral, 4 for good and 5 for very good). This year, XJTLU Library’s overall satisfaction score of services was high with 95.4% giving ratings of 4 and above. This reflects an improvement of 2.4% since the previous survey in 2016. There was an increase in the total that gave score of “very good (5)” compared with the overall satisfaction score in 2016. Please note, the overall satisfaction question was not asked in 2015.
2.8.2 Comparison with Previous Year Library Service Quality

1. What Respondents Believe is Important for the Library

The 5 highest ranked importance factors for respondents are listed in descending priority order in Figure 13 on page 16. Two of the factors overlap with the 2016 result. There has been an decrease in importance scores for all of these variables since the last survey, meaning that respondents now see these factors as less important. The library should pay more attention to those new factors listed in this table.
Figure 13: Comparison of what respondents believe is important for the Library between 2016 and 2017
2. How Respondents Believe the Library is Performing

The 5 highest ranked library performance for respondents are listed in descending priority order in Figure 14. Three of the factors overlap with the result in 2016.

Figure 14: Comparison of how respondents believe the Library is performing between 2016 and 2017
3. Where Respondents Believe the Library can Improve

This table below reports the 5 variables with the highest gaps for 2017 survey and 2016 survey. Four factors that were of concern to respondents in 2016 appear on the list again in 2017. It can be seen that, all of the gap score in 2017 have decreased slightly. Espically the overlaped factors.

Table 4: Top 5 variables with the highest gaps for 2017 survey and 2016 survey

<table>
<thead>
<tr>
<th>May 2016</th>
<th>May 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>I can get wireless access in the library when I need to (WiFi) 1.30</td>
<td>I always can find a study space in the Library 0.91</td>
</tr>
<tr>
<td>When I am away from campus I can access the Library resources I need (VPN) 1.14</td>
<td>When I am away from campus I can access the Library resources I need (VPN) 0.78</td>
</tr>
<tr>
<td>I always can find a study space in the Library 0.89</td>
<td>I can get wireless access in the library when I need to (WiFi) 0.62</td>
</tr>
<tr>
<td>Printing, scanning and photocopying facilities in the Library meet my needs 0.77</td>
<td>Air conditioning in the Library meet my needs (temperature) 0.57</td>
</tr>
<tr>
<td>Air conditioning in the Library meet my needs (temperature) 0.72</td>
<td>Noise level in the Library is acceptable 0.53</td>
</tr>
</tbody>
</table>
3 Comments

The detailed comments received from respondents are shown in Figure 15 below.

Figure 15: Comments from respondents
4 Appendix

4.1 XJTLU Library User Survey 2017
2017 XJTLU Library User Survey

The annual XJTLU Library user survey is coming! It helps us to find out what we are doing well and what should we improve, which are very useful for us to improve our service. It is highly appreciated that if you could take about 5 minutes to finish the survey. The survey will be available until midnight on Sunday, 11th June, 2017.

Eligible participants (enter your e-mail address in last question) have the opportunity to receive one of the following gifts (Note that the winners will be selected at random following the close of the Survey):

1st Prize: 华为 (HUAWEI) Honor Smart watch 荣耀手表 (1 available)

2nd Prize: 华为 (HUAWEI) Honor xSport 荣耀无线立体声蓝牙耳机 (2 available)

3rd Prize: 云麦 (YUNMAi) Smart Scale 健康体脂称 (3 available)

Participating Prize: several

There are 35 questions in this survey

Distribution of Users

[] 1. Your gender: *
Choose one of the following answers

Please choose only one of the following:

☐ Female
☐ Male
2. Your position: *
Choose one of the following answers

- Undergraduate student
- Master student
- PhD student
- Academic staff
- Non-academic staff
- Other

3. You are 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]' (2. Your position:)

Choose one of the following answers

- 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]' (2. Your position:)

Choose one of the following answers

- Year 1
- Year 2
- Year 3
- Year 4

Are you a *
Only answer this question if the following conditions are met:
Answer was 'Academic staff' or 'Non-academic staff' at question '2 [A3]' (2. Your position:)

Choose one of the following answers

- Local Staff
- International Staff

Subject Areas
5. Your discipline: *
Only answer this question if the following conditions are met:
Answer was 'Undergraduate student' or 'PhD student' or 'Master student' or 'Academic staff' at question '2 [A3]' (2. Your position:)

Choose one of the following answers
Please choose only one of the following:

- Sciences (Biological Sciences\Chemistry\Environmental Sciences)
- Industrial Technology (CSSE\EEE\IND)
- Business (IBSS)
- Built Environment (UPD\Architecture\Civil Engineering)
- Mathematical Sciences
- Humanities and Social Sciences (English\Communication studies\Public Health\China studies\School of Film and TV Arts)
- Other

[] 6. Your program: *

Only answer this question if the following conditions are met:
Answer was "Undergraduate student" at question 2 [A3] (2. Your position: ) and Answer was "Sciences (Biological Sciences\Chemistry\Environmental Sciences)" at question 6 [B1] (5. Your discipline: )

Choose one of the following answers:

Please choose only one of the following:

- Biological Sciences
- Bioinformatics
- Applied Chemistry
- Environmental Sciences
- Other

[] 6. Your program: *

Only answer this question if the following conditions are met:
Answer was "Undergraduate student" at question 2 [A3] (2. Your position: ) and Answer was "Industrial Technology (CSSE\EEE\IND)" at question 6 [B1] (5. Your discipline: )

Choose one of the following answers:

Please choose only one of the following:

- Computer Science and Technology
- Information and Computing Science
- Electrical Engineering
- Electronic Science and Technology
- Telecommunications Engineering
- Digital Media Technology
- Mechatronics and Robotic Systems
- Industrial Design
- Other

[] 6. Your program: *

Only answer this question if the following conditions are met:
Answer was "Undergraduate student" at question 2 [A3] (2. Your position: ) and Answer was "Business (IBSS)" at question 6 [B1] (5. Your discipline: )

Choose one of the following answers:

Please choose only one of the following:
Information Management and Information Systems
Economics
Economics and Finance
Accounting
Marketing
Business Administration
Human Resources Management
International Business with a language
Other

[ ] 6. Your program: *

Only answer this question if the following conditions are met:
Answer was 'Undergraduate student' at question '2 [A3]' (2. Your position:) and Answer was 'Built Environment (UPD\Architecture\Civil Engineering)' at question '6 [B1]' (5. Your discipline:)

Choose one of the following answers:

Architecture
Urban Planning and Design
Civil Engineering
Architectural Engineering
Other

[ ] 6. Your program: *

Only answer this question if the following conditions are met:
Answer was 'Undergraduate student' at question '2 [A3]' (2. Your position:) and Answer was 'Mathematical Sciences' at question '6 [B1]' (5. Your discipline:)

Choose one of the following answers:

Financial Mathematics
Applied Mathematics
Actuarial Science
Other

[ ] 6. Your program: *

Only answer this question if the following conditions are met:
Answer was 'Undergraduate student' at question '2 [A3]' (2. Your position:) and Answer was 'Humanities and Social Sciences (English\Communication studies\Public Health\China studies\School of Film and TV Arts)' at question '6 [B1]' (5. Your discipline:)

Choose one of the following answers:

Applied English
Communication Studies
English and International Business
English and Finance
[]Your program: *

Only answer this question if the following conditions are met:
Answer was 'Master student' at question '2 [A3]' (2. Your position:) and Answer was 'Sciences (Biological Sciences|Chemistry|Environmental Sciences)' at question '6 [B1]' (5. Your discipline:)

Choose one of the following answers

Please choose only one of the following:

- Advanced chemical sciences
- Molecular bio-science
- Other [ ]

[]Your program: *

Only answer this question if the following conditions are met:
Answer was 'Master student' at question '2 [A3]' (2. Your position:) and Answer was 'Industrial Technology (CSEE|EEE|IND)' at question '6 [B1]' (5. Your discipline:)

Choose one of the following answers

Please choose only one of the following:

- Applied Informatics
- Computer science
- Financial Computing
- Industrial Design
- Social Computing
- Sustainable Energy Technology
- Multimedia Telecommunications
- Other [ ]

[]Your program: *

Only answer this question if the following conditions are met:
Answer was 'Master student' at question '2 [A3]' (2. Your position:) and Answer was 'Business (IBSS)' at question '6 [B1]' (5. Your discipline:)

Choose one of the following answers

Please choose only one of the following:

- Business Analytics
- Economics and Finance
- Finance
- International Financial Management
- International MBA
Investment Management
Management
Operations and Supply Chain Management – autumn
Professional Accounting
Project Management
Other

[]Your program: *
Only answer this question if the following conditions are met:
Answer was 'PhD student' at question '2 [A3]' (2. Your position:) and Answer was 'Business (IBSS)' at question '6 [B1]' (5. Your discipline:)
Choose one of the following answers
Please choose only one of the following:

- IBSS
- Other

[]Your program: *
Only answer this question if the following conditions are met:
Answer was 'PhD student' at question '2 [A3]' (2. Your position:) and Answer was 'Industrial Technology (CSSE/EEE/IND)' at question '6 [B1]' (5. Your discipline:)
Choose one of the following answers
Please choose only one of the following:

- Computer science and software engineering
- Electrical and electronic engineering
- Industrial design
- Other

[]Your program: *
Only answer this question if the following conditions are met:
Answer was 'PhD student' at question '2 [A3]' (2. Your position:) and Answer was 'Sciences (Biological Sciences/Chemistry/Environmental Sciences)' at question '6 [B1]' (5. Your discipline:)
Choose one of the following answers
Please choose only one of the following:

- Chemistry
- Biological Science
- Environmental Science
- Other

[]Your program: *
Only answer this question if the following conditions are met:
Answer was 'Master student' at question '2 [A3]' (2. Your position:) and Answer was 'Built Environment (UPD\Architecture\Civil Engineering)' at question '6 [B1]' (5. Your discipline:)
Choose one of the following answers
Please choose only one of the following:
[ ] Your program: *

Only answer this question if the following conditions are met:
Answer was ‘PhD student’ at question ‘2 [A3]’ (2. Your position:) and Answer was ‘Built Environment (UPDArchitectureCivil Engineering)’ at question ‘6 [B1]’ (5. Your discipline:)

Choose one of the following answers:

- Architecture
- Civil Engineering
- Urban Planning and Design
- Other

[ ] Your program: *

Only answer this question if the following conditions are met:
Answer was ‘Master student’ at question ‘2 [A3]’ (2. Your position:) and Answer was ‘Mathematical Sciences’ at question ‘6 [B1]’ (5. Your discipline:)

Choose one of the following answers:

- Financial Mathematics
- Other

[ ] Your program: *

Only answer this question if the following conditions are met:
Answer was ‘PhD student’ at question ‘2 [A3]’ (2. Your position:) and Answer was ‘Mathematical Sciences’ at question ‘6 [B1]’ (5. Your discipline:)

Choose one of the following answers:

- Mathematical Science
- Other

[ ] Your program: *

Only answer this question if the following conditions are met:
Answer was ‘Master student’ at question ‘2 [A3]’ (2. Your position:) and Answer was ‘Humanities and Social Sciences (EnglishCommunication studiesPublic HealthChina studiesSchool of Film and TV Arts)’ at question ‘6 [B1]’ (5. Your discipline:)

Choose one of the following answers:

- Mass Media Translation
- Media and Communication
- TESOL
[] Your program: *

Only answer this question if the following conditions are met:
Answer was 'PhD student' at question '2 [A3]' (2. Your position.) and Answer was 'Humanities and Social Sciences (English|Communication studies|Public Health|China studies|School of Film and TV Arts)' at question '6 [B1]' (5. Your discipline.)

Choose one of the following answers

Please choose only one of the following:

- Public Health
- School of Film and TV Arts
- English
- Other

Frequency of Use Library

[] 7. How often do you come into the Library? *

Choose one of the following answers

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 '25 [C1]' (7. How often do you come into the Library?)

Choose one of the following answers

Please choose only one of the following:

- Less than 1 hour
- 1 - 2 hour
- 3 - 5 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 '25 [C1]' (7. How often do you come into the Library?)
Check all that apply

Please choose all that apply:

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

[10. Why don't you come into the library? *

Only answer this question if the following conditions are met:
Answer was 'Never' at question '25 [C1]' (7. How often do you come into the Library?)

Please write your answer here:


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 a week' or 'Everyday' at question '25 [C1]' (7. How often do you come into the Library?)

Check all that apply

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: ___________________________

Library Service Quality

[ ]
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 '25 [C1]' (7. How often do you come into the Library?)

Please choose the appropriate response for each item:

<table>
<thead>
<tr>
<th>I am informed about Library services</th>
<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>Online resources (e.g.: database, eBooks) meet my learning and research needs</td>
<td></td>
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<tr>
<td>The Library is a good place for self-study</td>
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<td>Library staff are approachable and helpful</td>
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<tr>
<td>I can get wireless access in the library when I need to (WIFI)</td>
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<tr>
<td>I can find a place for discussion in the Library when I need to (eating, drinking)</td>
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<tr>
<td>I can find a place in the Library to take a phone call when I need to</td>
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<tr>
<td>Printing, scanning and photocopying facilities in the Library meet my needs</td>
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<tr>
<td>Library self-machine meet my needs (e.g. self-borrowing and returning machine)</td>
<td>Very important</td>
<td>Important</td>
<td>Neutral</td>
<td>Not very important</td>
<td>Very good</td>
<td>Good</td>
<td>Neutral</td>
<td>Poor</td>
<td>Very poor</td>
<td></td>
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</tr>
<tr>
<td>I always can find a study space in the Library</td>
<td>Very important</td>
<td>Important</td>
<td>Neutral</td>
<td>Not very important</td>
<td>Very good</td>
<td>Good</td>
<td>Neutral</td>
<td>Poor</td>
<td>Very poor</td>
<td></td>
</tr>
<tr>
<td>Library workshops, classes help me with my learning</td>
<td>Very important</td>
<td>Important</td>
<td>Neutral</td>
<td>Not very important</td>
<td>Very good</td>
<td>Good</td>
<td>Neutral</td>
<td>Poor</td>
<td>Very poor</td>
<td></td>
</tr>
<tr>
<td>When I am away from campus I can access the Library resources I need (VPN)</td>
<td>Very important</td>
<td>Important</td>
<td>Neutral</td>
<td>Not very important</td>
<td>Very good</td>
<td>Good</td>
<td>Neutral</td>
<td>Poor</td>
<td>Very poor</td>
<td></td>
</tr>
</tbody>
</table>

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:

\[
(C1.NAOK /index.php/admin/questions/sa/view/surveyid/812221/gid/390/qid/2782) \text{== "1" or } \text{C1.NAOK} /index.php/admin/questions/sa/view/surveyid/812221/gid/390/qid/2782) \text{== "3" or } \text{C1.NAOK} /index.php/admin/questions/sa/view/surveyid/812221/gid/390/qid/2782) \text{== "4" or } \text{C1.NAOK} /index.php/admin/questions/sa/view/surveyid/812221/gid/390/qid/2782) \text{== "5" or } \text{C1.NAOK} /index.php/admin/questions/sa/view/surveyid/812221/gid/390/qid/2782) \text{== "6"})
\]

Please choose the appropriate response for each item:

<table>
<thead>
<tr>
<th>The items I am looking for on the Library shelves are usually there</th>
<th>Very important</th>
<th>Important</th>
<th>Neutral</th>
<th>Not very important</th>
<th>Very good</th>
<th>Good</th>
<th>Neutral</th>
<th>Poor</th>
<th>Very poor</th>
</tr>
</thead>
</table>

https://survey.xjtu.edu.cn/index.php/admin/printablesurvey/sa/index/surveyid/812221
<table>
<thead>
<tr>
<th>Service</th>
<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>Water dispensers in the Library meet my needs (location, quantity)</td>
<td></td>
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<tr>
<td>Garbage bins in the Library meet my needs (location, quantity)</td>
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<tr>
<td>Air conditioning in the Library meet my needs (temperature)</td>
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<tr>
<td>Noise level in the Library is acceptable</td>
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<tr>
<td>I can find a group study room for discussion in the Library when I need to</td>
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<tr>
<td>I can find a computer in the Library when I need to</td>
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<tr>
<td>The white board facility in the Library for discussion meet my needs</td>
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<tr>
<td>The plants in the Library meet my needs</td>
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<tr>
<td>I can find a locker in the Library when I need to</td>
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</tbody>
</table>

13. Overall performance for Library service quality

*
Only answer this question if the following conditions are met:
(C1.NAOK (/index.php/admin/questions/sa/view/surveyid/812221/gid/390/qid/2782) == "1" or C1.NAOK (/index.php/admin/questions/sa/view/surveyid/812221/gid/390/qid/2782) == "3" or C1.NAOK (/index.php/admin/questions/sa/view/surveyid/812221/gid/390/qid/2782) == "4" or C1.NAOK (/index.php/admin/questions/sa/view/surveyid/812221/gid/390/qid/2782) == "5" or C1.NAOK (/index.php/admin/questions/sa/view/surveyid/812221/gid/390/qid/2782) == "6")

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>
<tbody>
<tr>
<td></td>
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</tbody>
</table>

Open Questions

[14. Please leave any comments about XJTLU Library:
Please write your answer here:

[15. Would you consider joining the XJTLU Library advisory group to provide suggestions for us?
Choose one of the following answers

Please choose only one of the following:

- Yes (please enter your email)
- No

Make a comment on your choice here:

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

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 '25 [C1]' (7. How often do you come into the Library?)

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

Submit your survey.
Thank you for completing this survey.