

The University of Hong Kong

Library User Survey  
Data Report

April 2017



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# Contents

Response Statistics .....	1
Weighted Performance Index .....	3
Overall Satisfaction .....	5
Best practice categories graph .....	6
Format Preferences .....	12
Your Normal Activities .....	15
Data Report .....	40

The University of Hong Kong Library User Survey, April 2017

Response statistics

Total	4421	
<b>Which Library do you use most?</b>	n	%
Main Library	3281	74.2%
Dental Library	111	2.5%
Education Library	178	4.0%
Fung Ping Shan Library	74	1.7%
Law Library	273	6.2%
Medical Library	314	7.1%
Music Library	187	4.2%
Unspecified	3	0.1%
<b>Which category describes you?</b>		
HKU current staff or student - Architecture	52	1.2%
HKU current staff or student - Arts	237	5.4%
HKU current staff or student - Business and Economics	147	3.3%
HKU current staff or student - Dentistry	50	1.1%
HKU current staff or student - Education	100	2.3%
HKU current staff or student - Engineering	153	3.5%
HKU current staff or student - Law	102	2.3%
HKU current staff or student - Medicine	218	4.9%
HKU current staff or student - Science	178	4.0%
HKU current staff or student - Social Sciences	118	2.7%
HKU current staff or student - Other	50	1.1%
SPACE - Student	788	17.8%
SPACE - Staff	121	2.7%
CENTENNIAL COLLEGE - Student	339	7.7%
CENTENNIAL COLLEGE - Staff	29	0.7%
OTHERS - Alumni	1416	32.0%
OTHERS - Circle of Friends member	205	4.6%
OTHERS - Other	115	2.6%
Unspecified	3	0.1%
<b>Which of the following best describes you if you are a current HKU staff or student?</b>		
Undergraduate student	1752	39.6%
Postgraduate student	630	14.3%
Academic staff	193	4.4%
Non-academic staff	187	4.2%
Not Applicable	1655	37.4%
Unspecified	4	0.1%
<b>How often do you come into the Library?</b>		
Daily	273	6.2%
2-4 days a week	871	19.7%
Weekly	776	17.6%
Fortnightly	322	7.3%
Monthly	883	20.0%
Rarely (i.e. a few times a year)	1215	27.5%
Never	78	1.8%
Unspecified	3	0.1%

The University of Hong Kong Library User Survey, April 2017

Response statistics

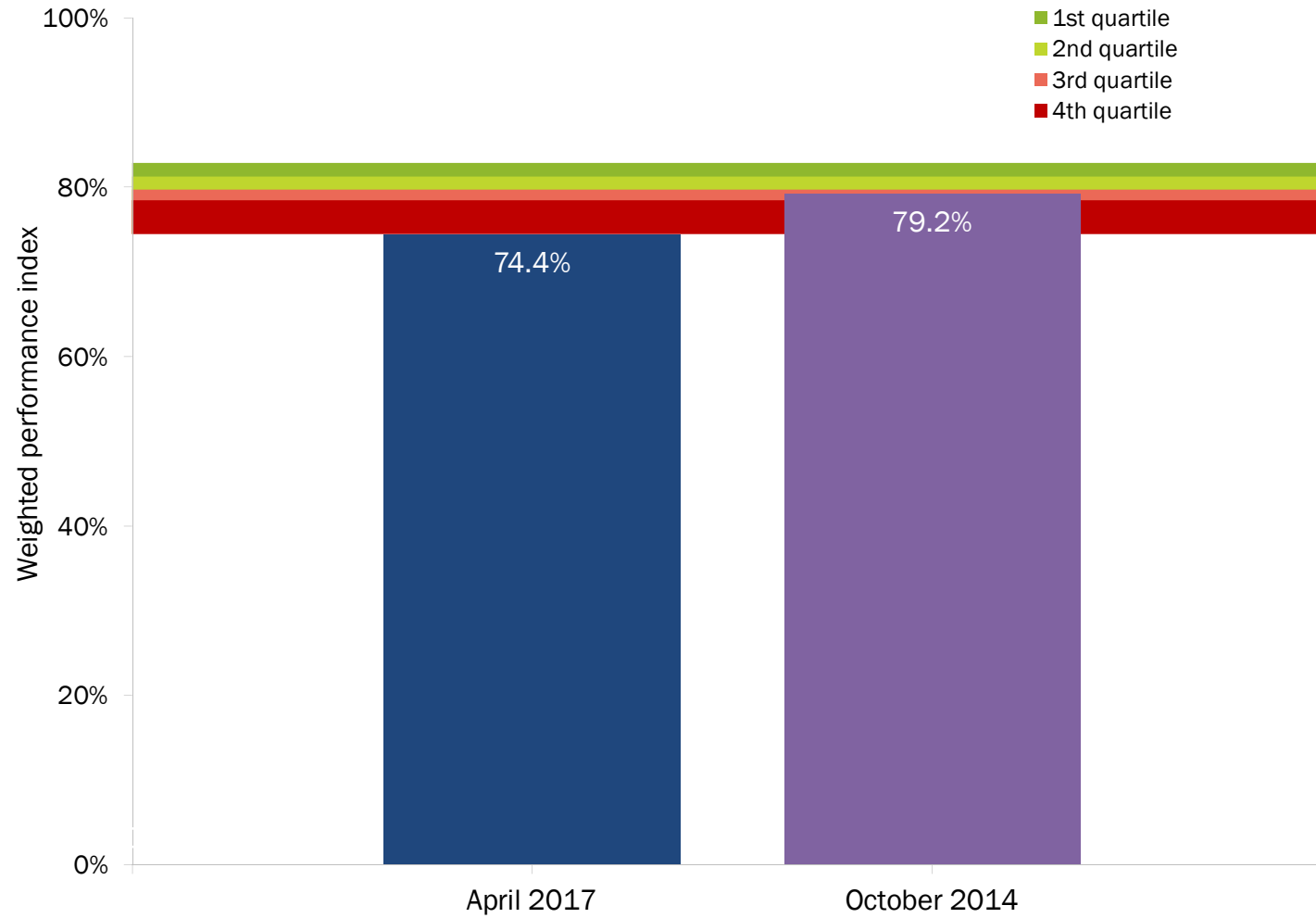
How often do you access the Library online?	n	%
Daily	308	7.0%
2-4 days a week	677	15.3%
Weekly	889	20.1%
Fortnightly	395	8.9%
Monthly	757	17.1%
Rarely (i.e. a few times a year)	1182	26.7%
Never	210	4.8%
Unspecified	3	0.1%
How often are you required to be on campus?		
Daily	955	21.6%
2-4 days a week	1007	22.8%
Weekly	357	8.1%
Fortnightly	140	3.2%
Monthly	368	8.3%
Rarely (i.e. a few times a year)	1072	24.2%
Never	519	11.7%
Unspecified	3	0.1%

The University of Hong Kong Library User Survey, April 2017

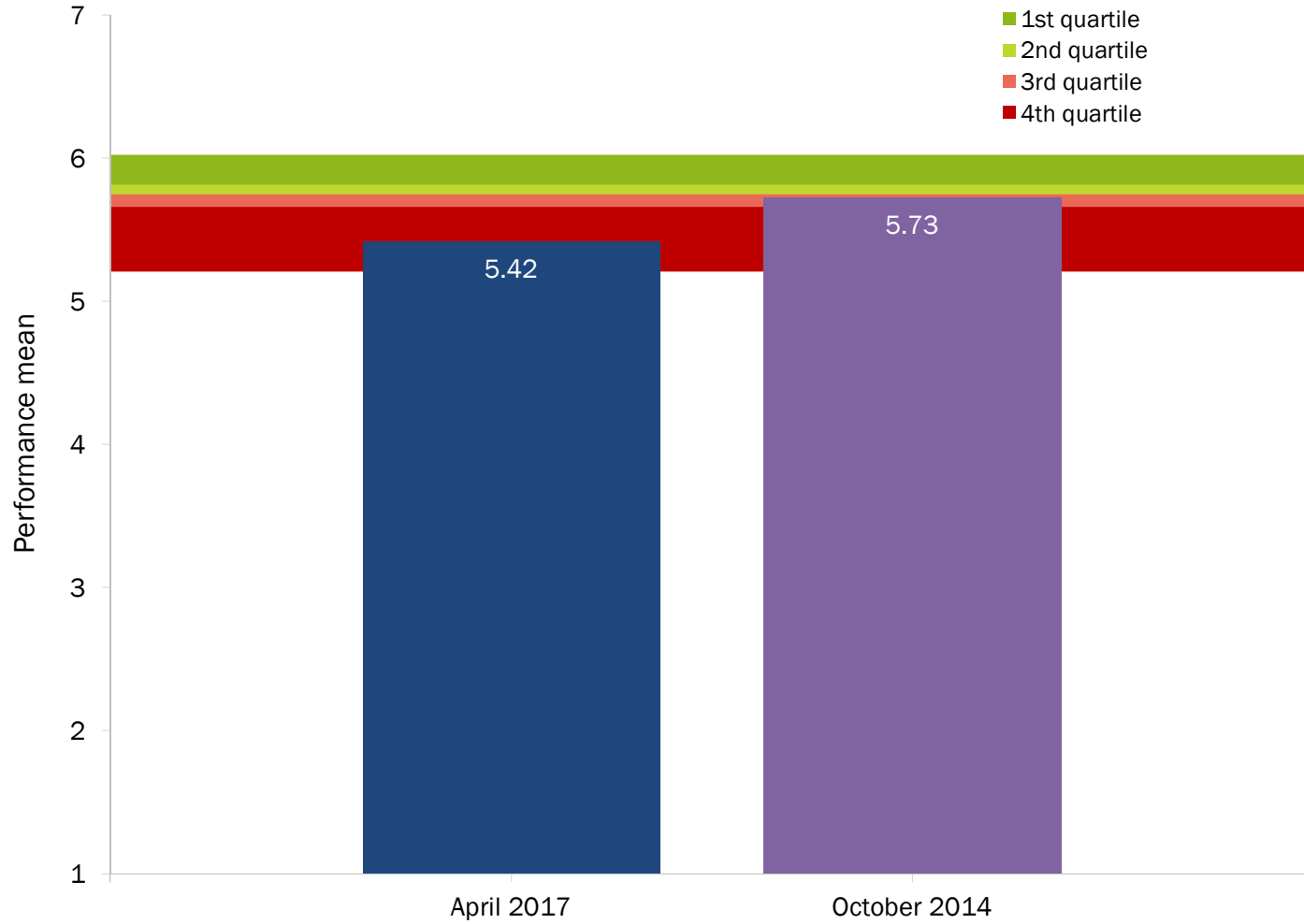
Weighted performance index

	Communication	Service Delivery	Facilities & Equipment	Information Resources	Weighted Total
<b>Weighting</b>	<b>18%</b>	<b>28%</b>	<b>24%</b>	<b>30%</b>	<b>100%</b>
April 2017	72.6%	75.2%	74.5%	74.5%	74.4%
October 2014	77.9%	79.4%	79.1%	79.9%	79.2%
Highest performer in database	80.4%	83.6%	83.2%	85.8%	82.9%
Median	77.5%	80.6%	77.1%	82.7%	79.7%
Lowest performer in database	70.7%	77.1%	66.5%	78.1%	74.2%

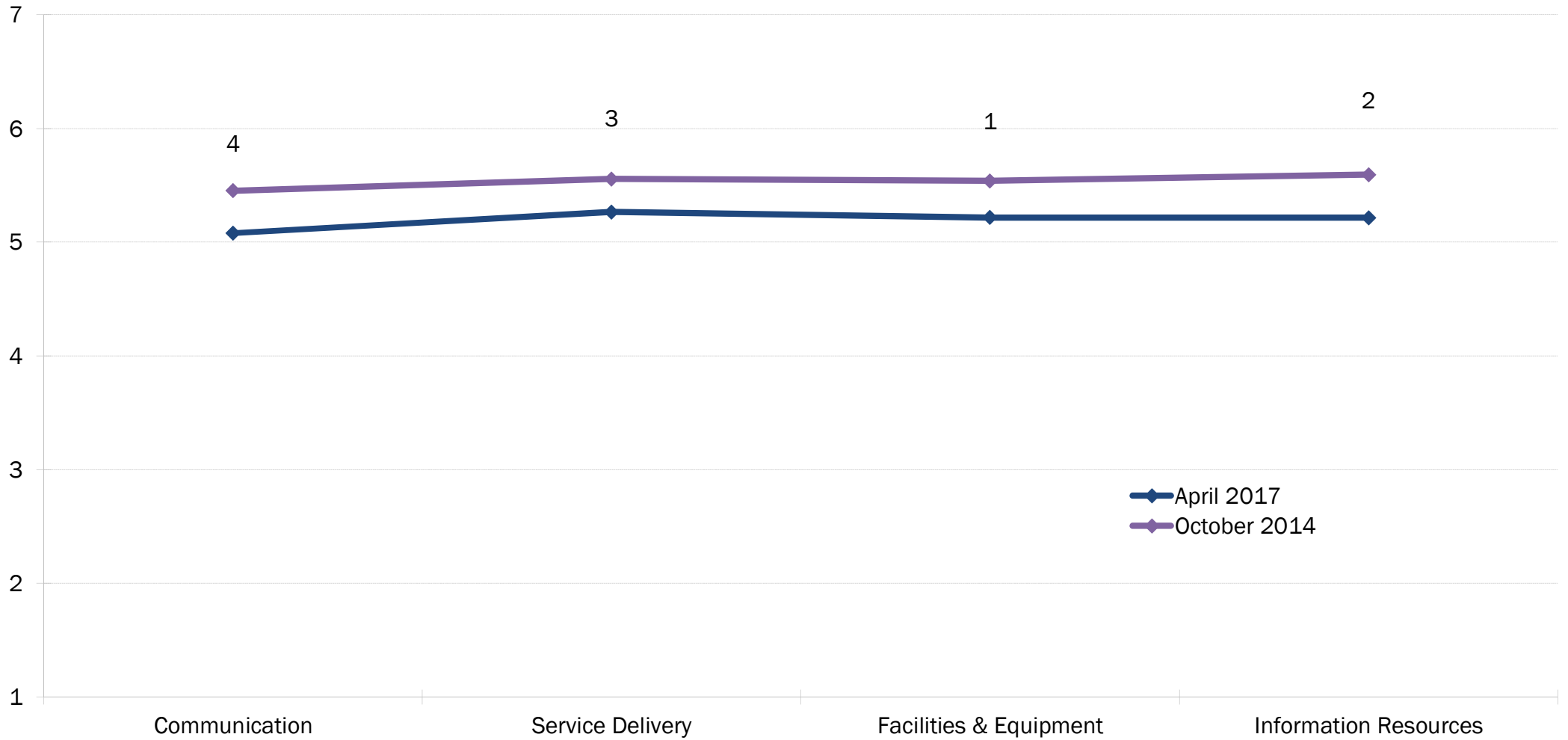
The University of Hong Kong Library User Survey, April 2017  
Weighted performance index



The University of Hong Kong Library User Survey, April 2017  
Overall how satisfied are you with the Library?



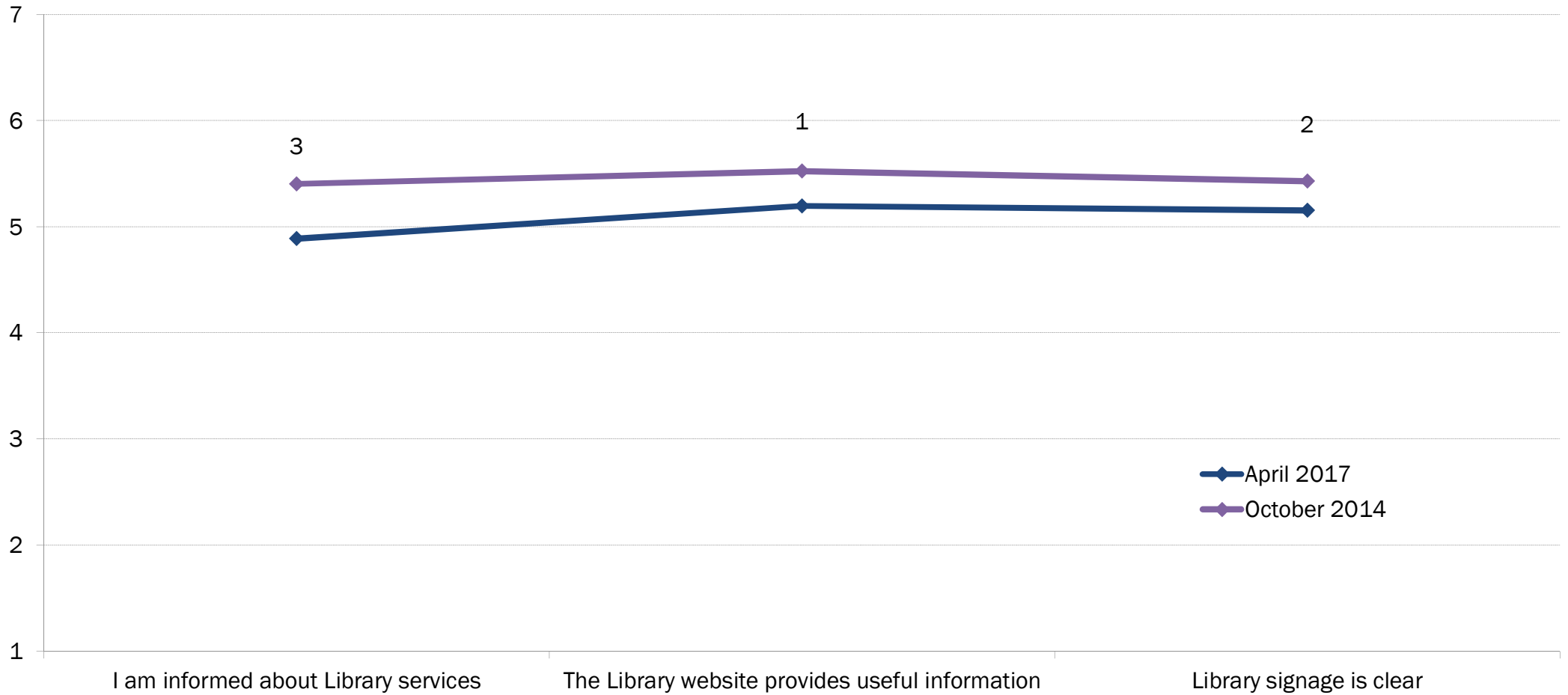
The University of Hong Kong Library User Survey, April 2017  
Best practice categories graph



Best practice categories

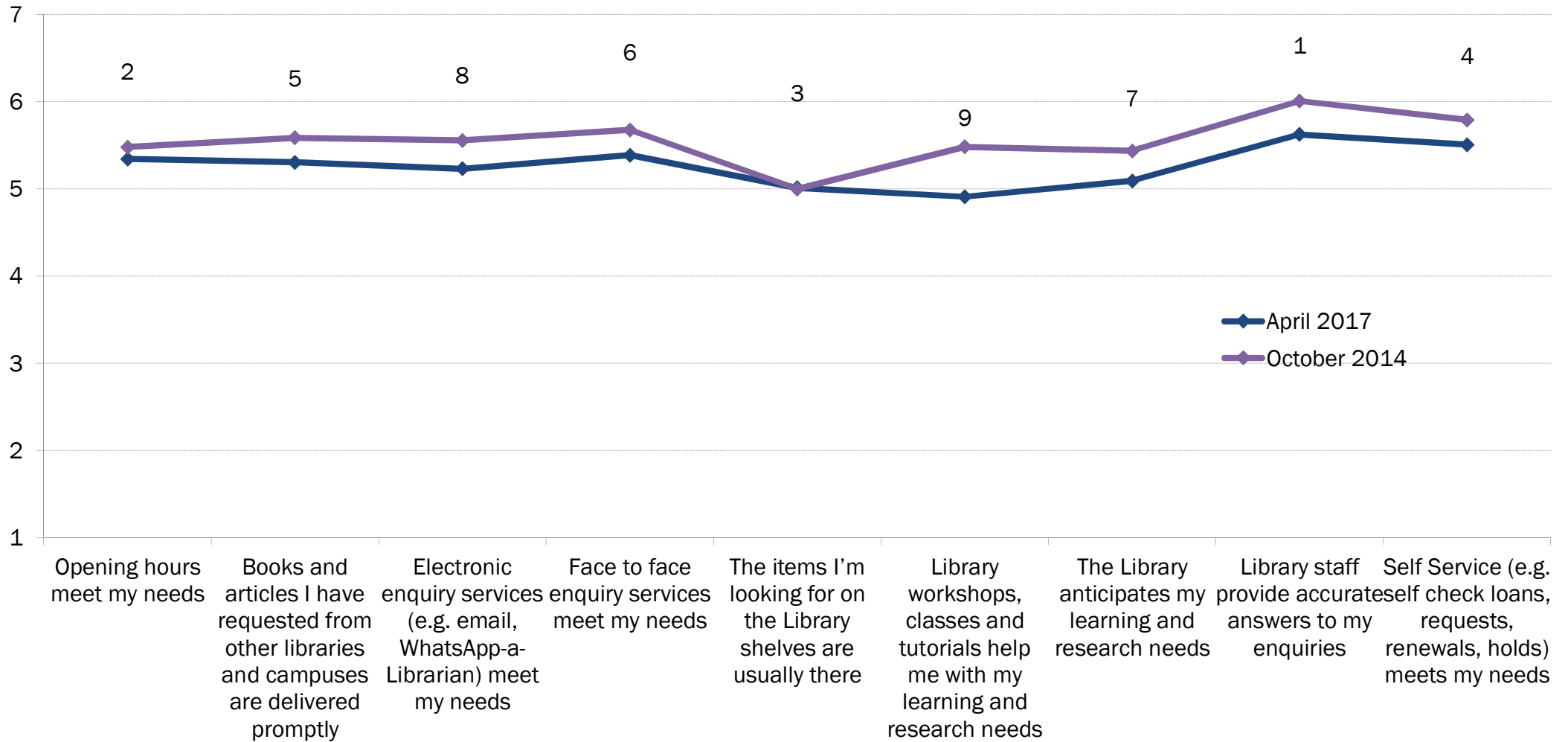


**The University of Hong Kong Library User Survey, April 2017**  
**Best practice categories graph**



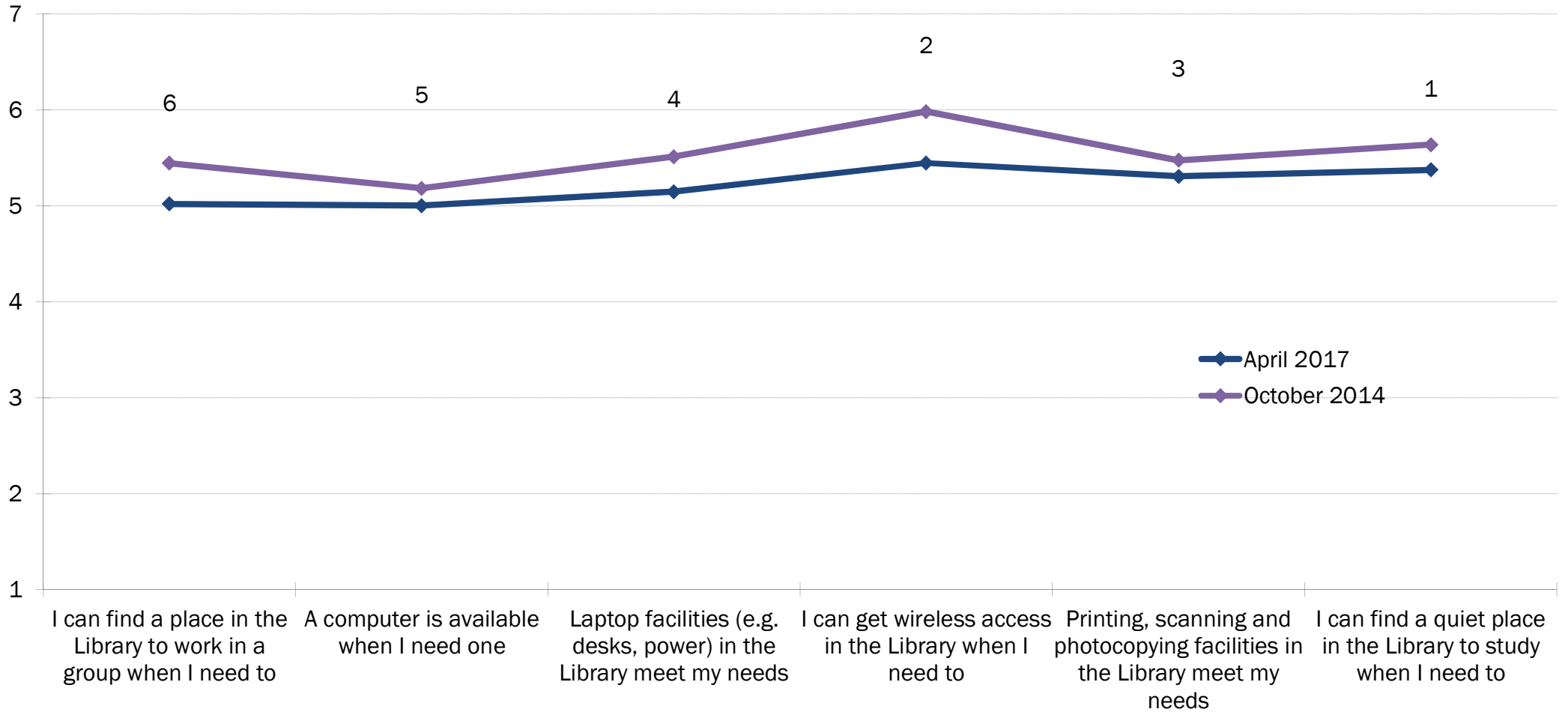
**Communication**

**The University of Hong Kong Library User Survey, April 2017**  
**Best practice categories graph**



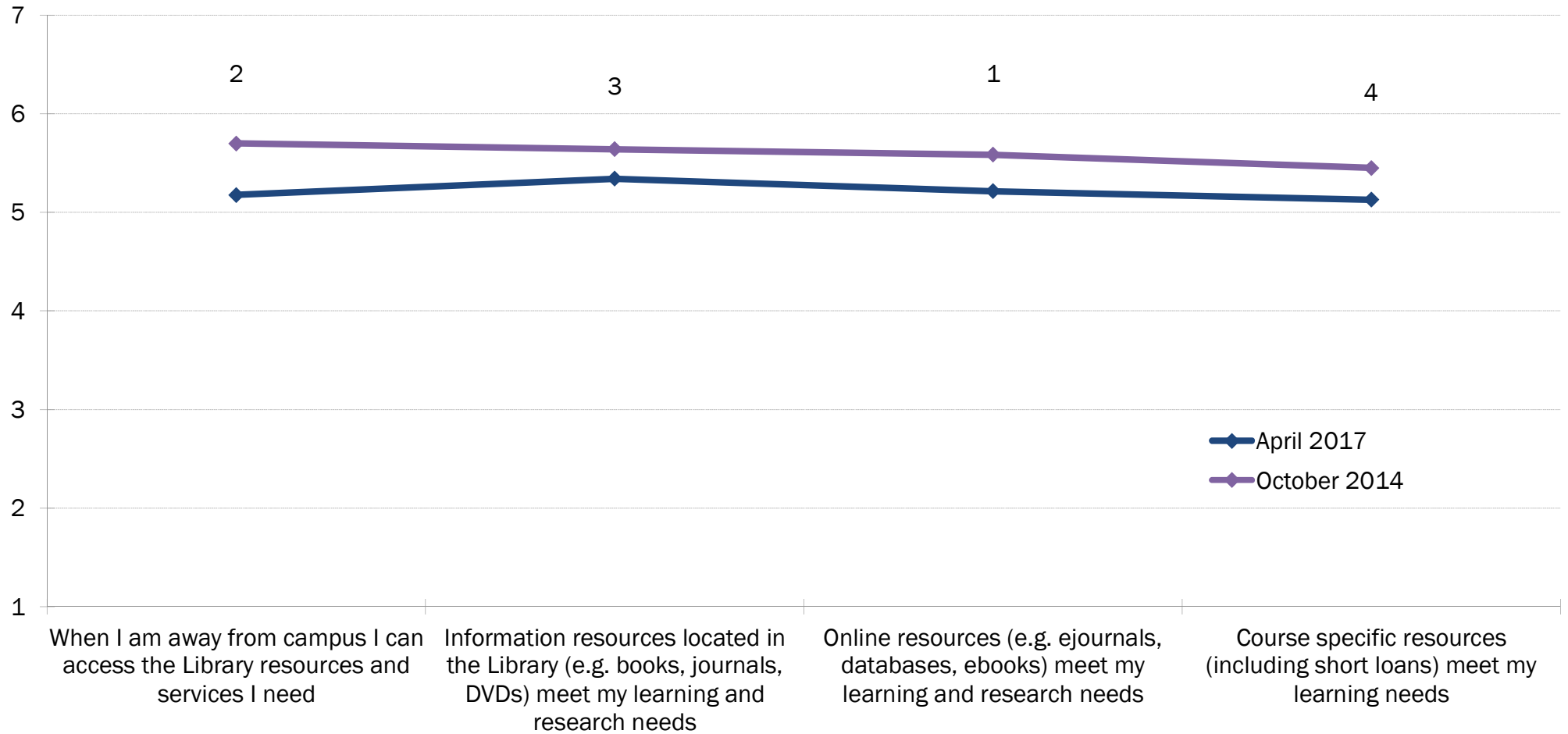
**Service Delivery**

**The University of Hong Kong Library User Survey, April 2017**  
**Best practice categories graph**



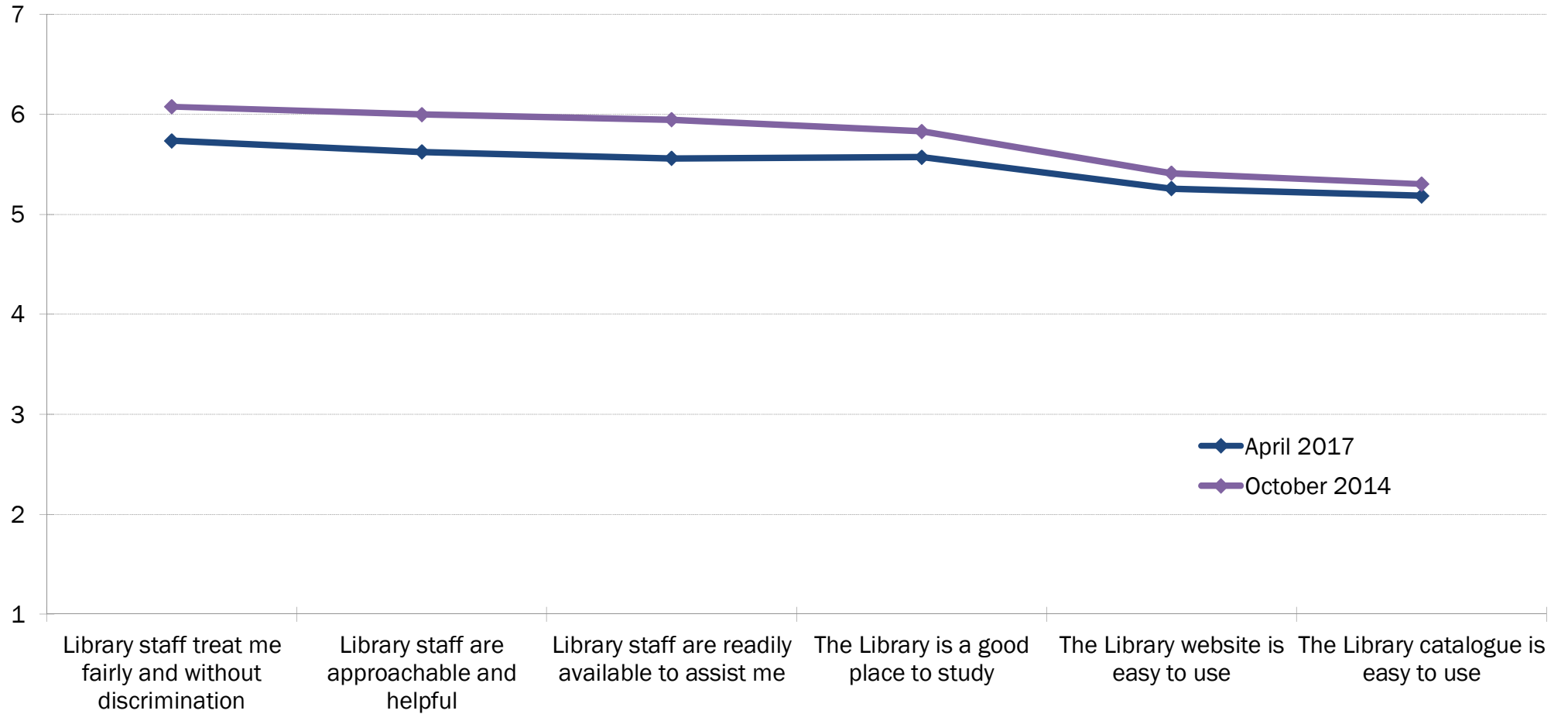
**Facilities & Equipment**

**The University of Hong Kong Library User Survey, April 2017**  
**Best practice categories graph**



**Information Resources**

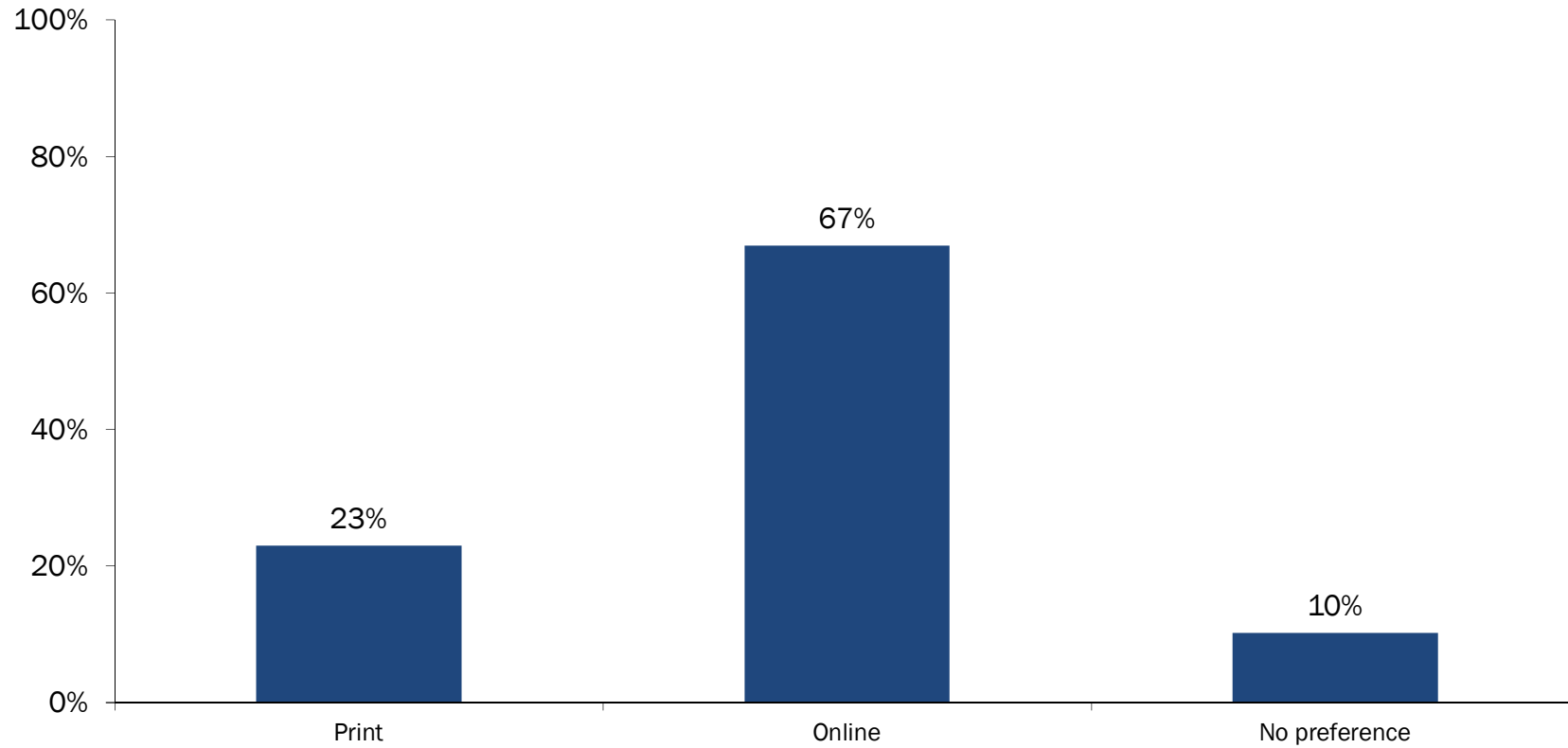
**The University of Hong Kong Library User Survey, April 2017**  
**Best practice categories graph**



**Specific criteria (I)**

The University of Hong Kong Library User Survey, April 2017

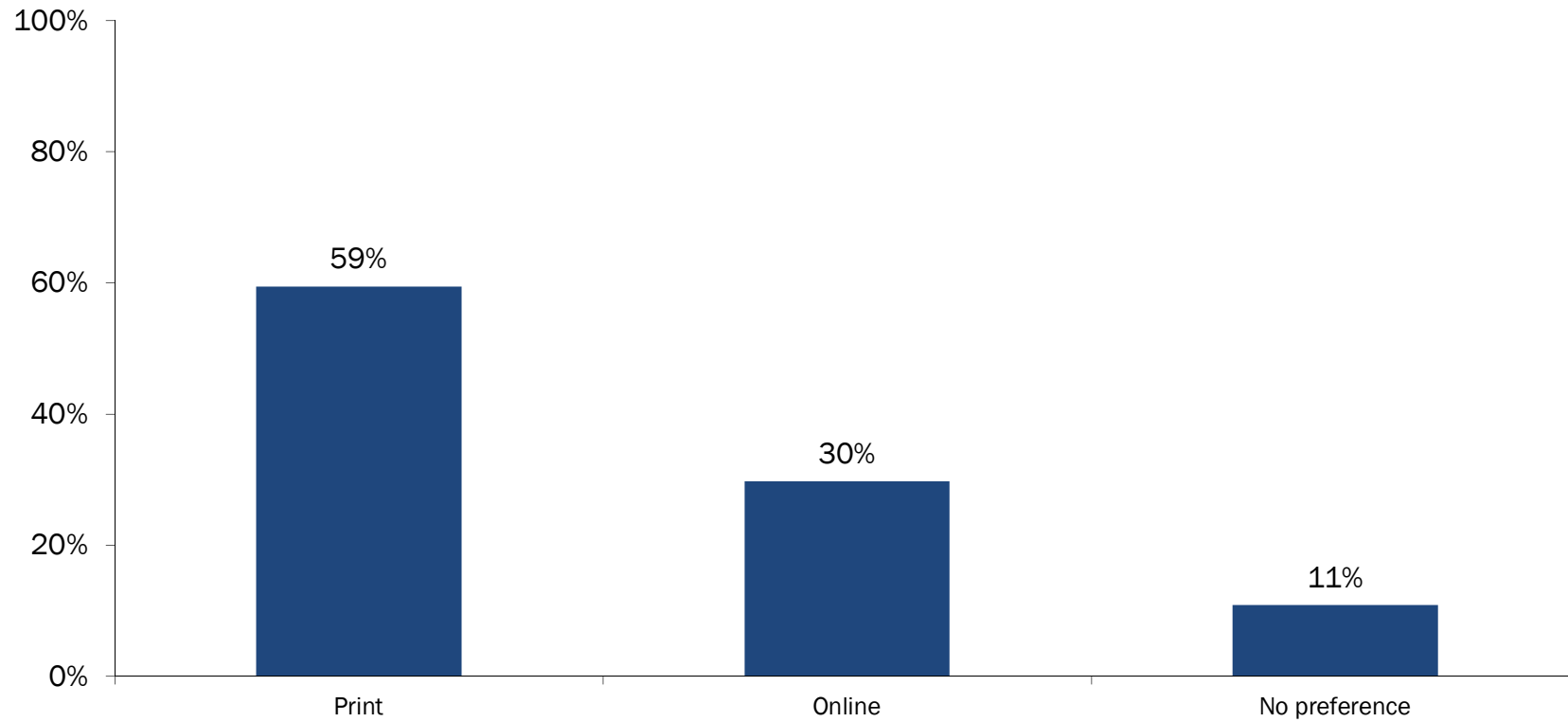
If both printed and electronic versions of resources are available, which format do you prefer to use for 'Journals'?



Total responses: 4090 respondents

The University of Hong Kong Library User Survey, April 2017

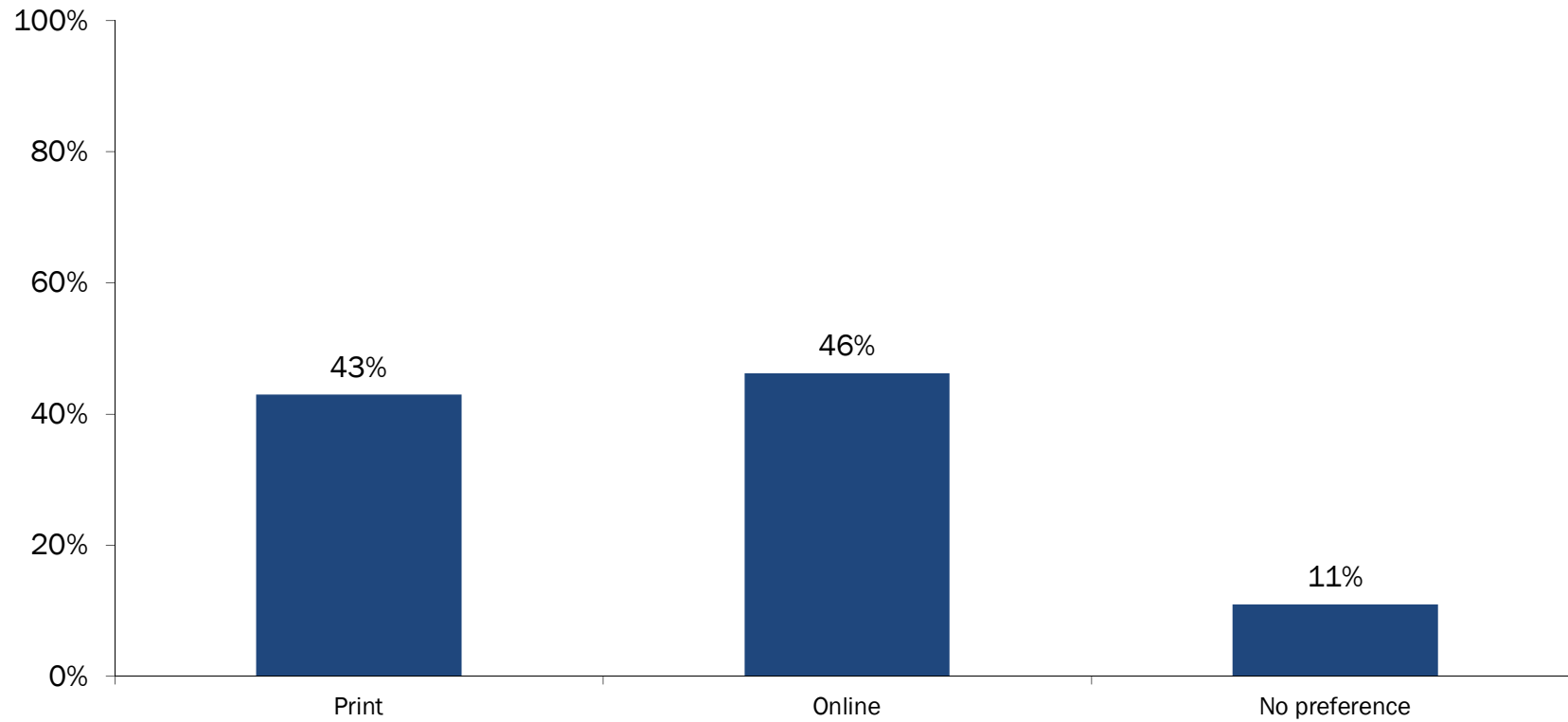
If both printed and electronic versions of resources are available, which format do you prefer to use for 'Books for leisure'?



Total responses: 4090 respondents

The University of Hong Kong Library User Survey, April 2017

If both printed and electronic versions of resources are available, which format do you prefer to use for Books for study/research'?

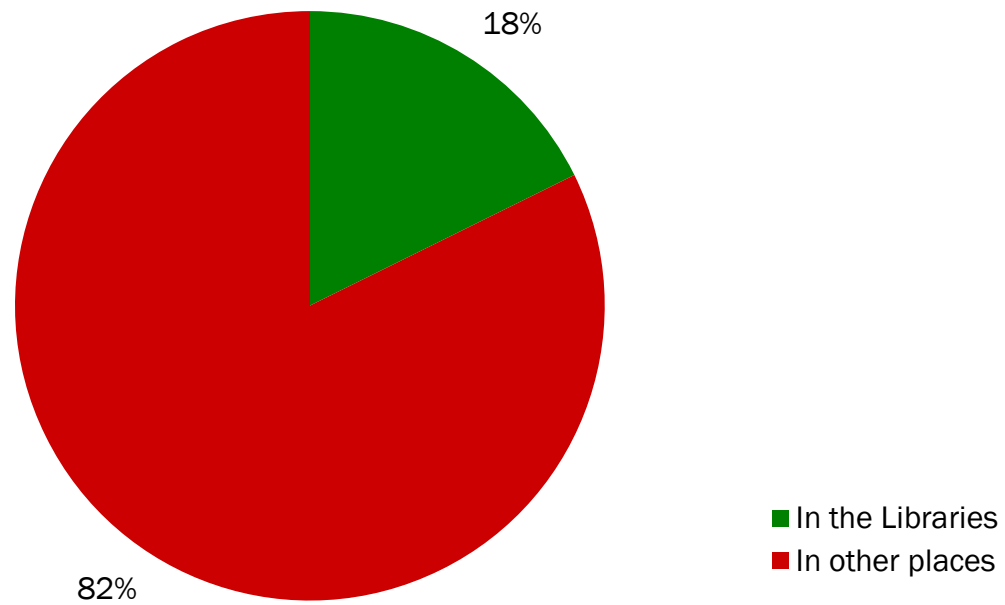


Total responses: 4090 respondents



The University of Hong Kong Library User Survey, April 2017

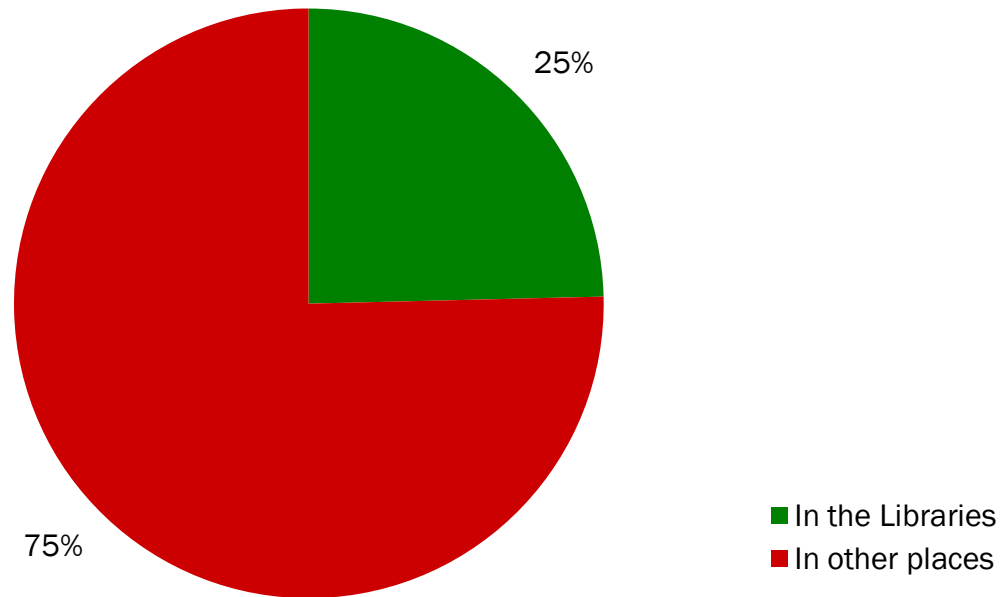
I frequently undertake the following activities: Creating graphics or manipulating images



Total responses: 3480 respondents

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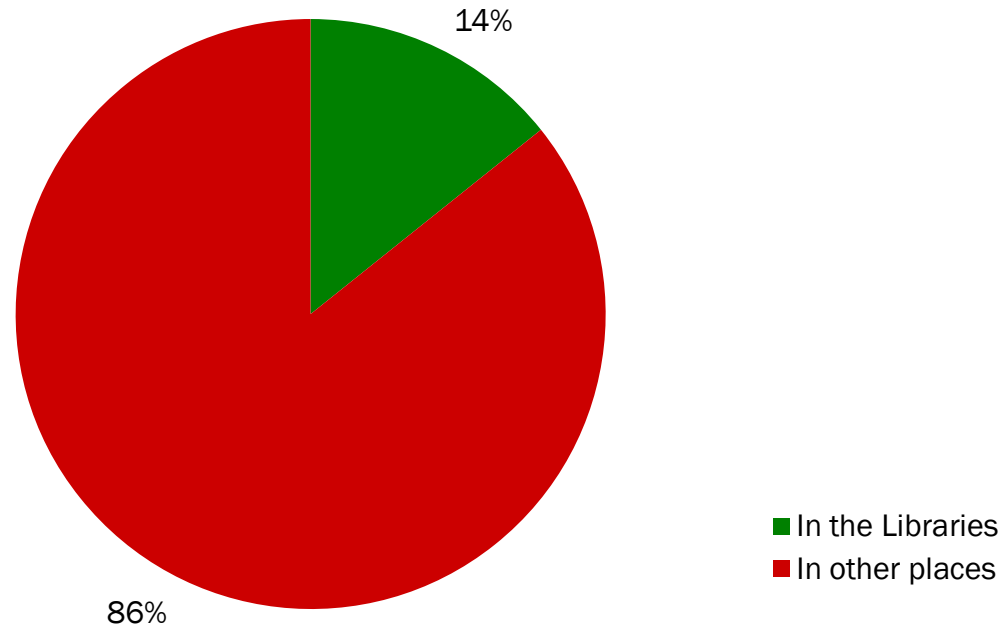
I frequently undertake the following activities: Creating multimedia presentations (e.g. PowerPoint)



Total responses: 3599 respondents

The University of Hong Kong Library User Survey, April 2017

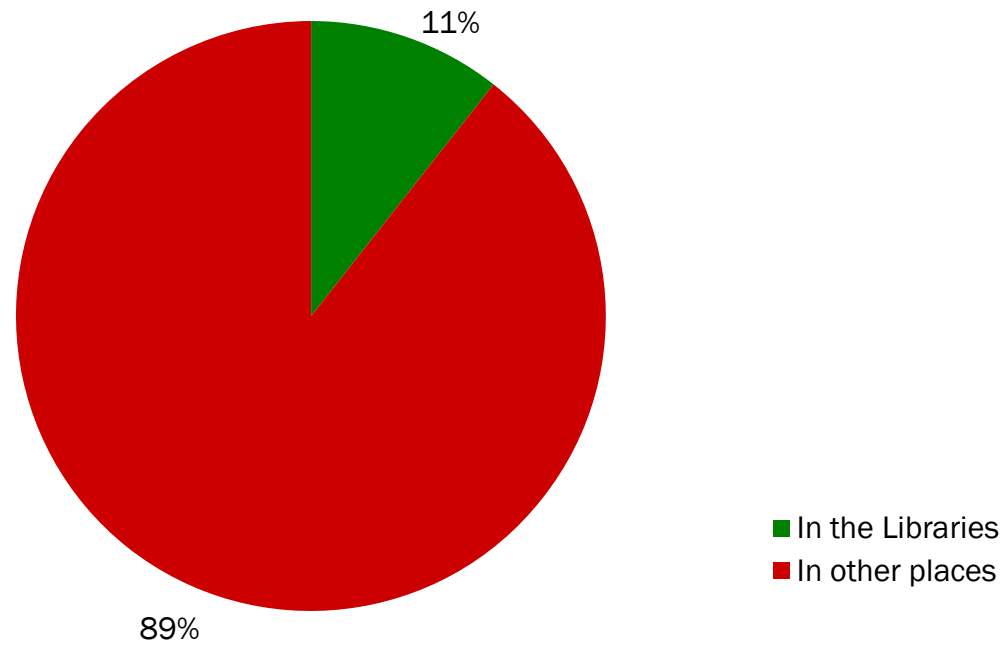
I frequently undertake the following activities: Editing audio and video



Total responses: 3426 respondents

The University of Hong Kong Library User Survey, April 2017

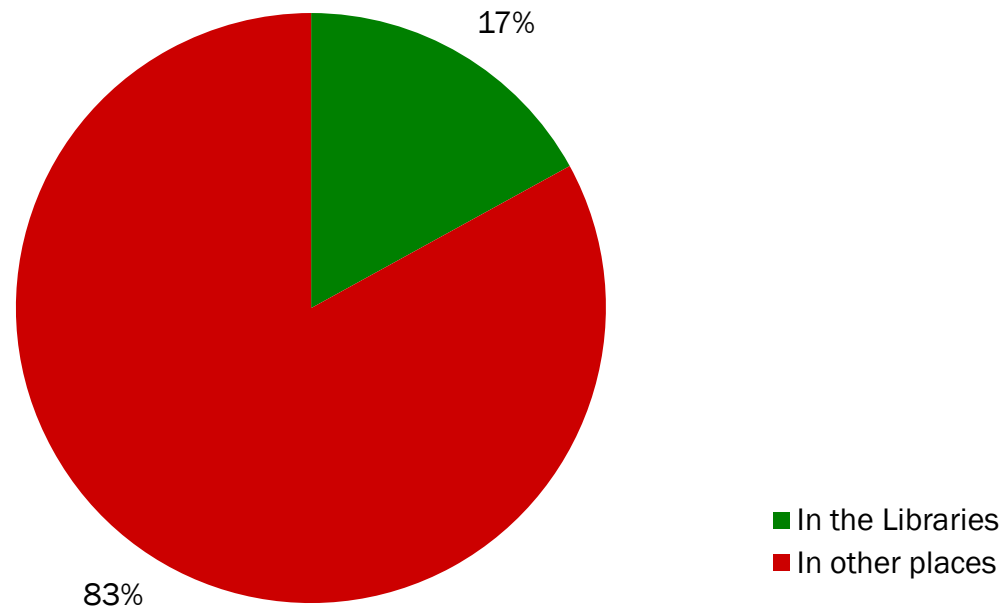
I frequently undertake the following activities: Playing video, computer, or mobile games



Total responses: 3498 respondents

The University of Hong Kong Library User Survey, April 2017

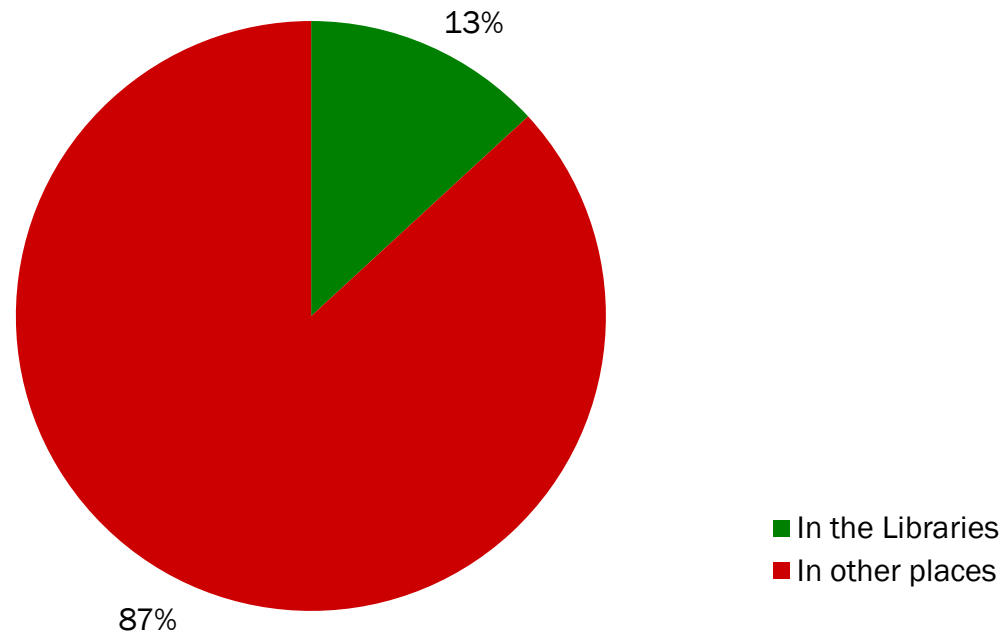
I frequently undertake the following activities: Playing music on a computer or mobile device



Total responses: 3585 respondents

The University of Hong Kong Library User Survey, April 2017

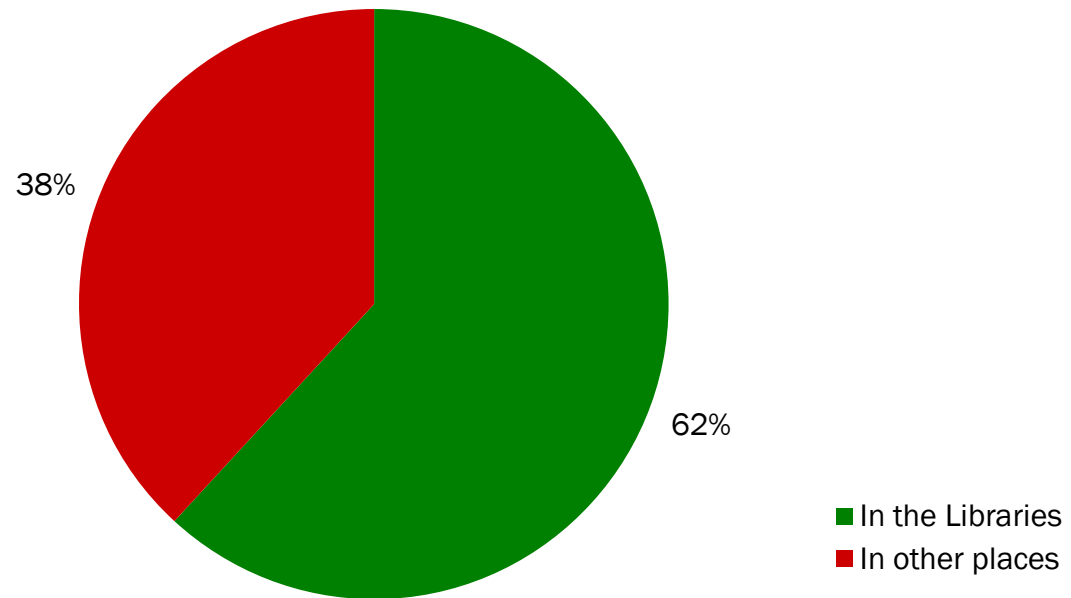
I frequently undertake the following activities: Watching movies or TV on a computer or mobile device



Total responses: 3573 respondents

The University of Hong Kong Library User Survey, April 2017

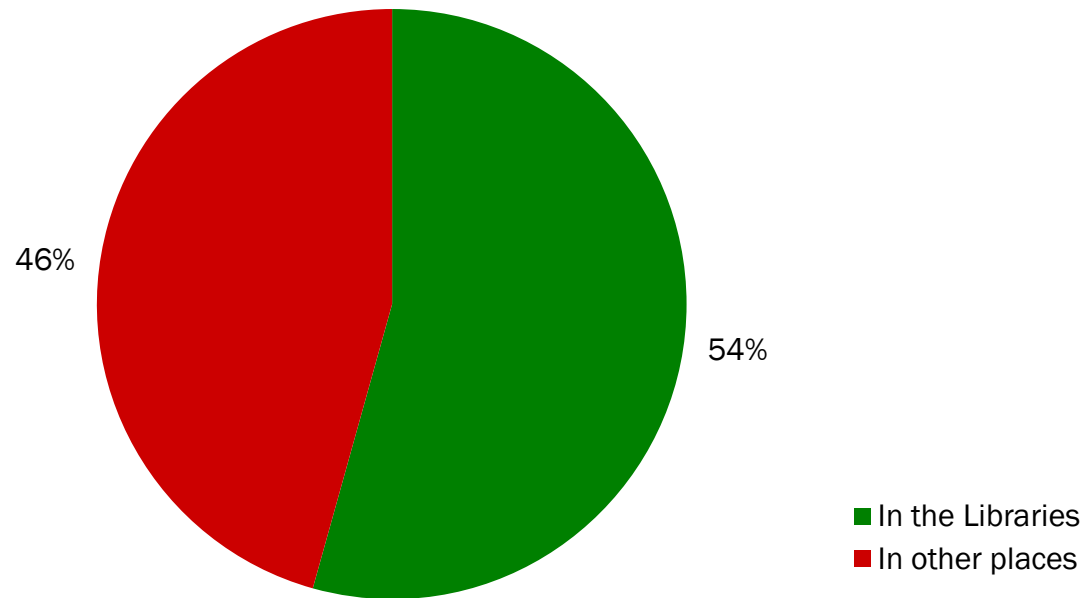
I frequently undertake the following activities: General study or research without accessing the web



Total responses: 3694 respondents

The University of Hong Kong Library User Survey, April 2017

I frequently undertake the following activities: General study or research using internet sources

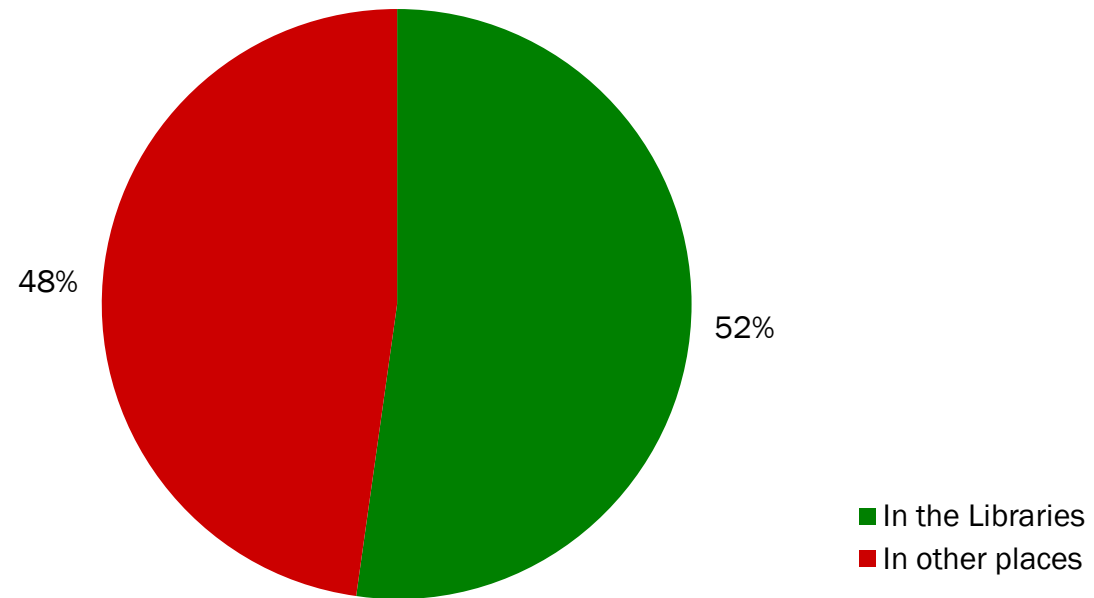


Total responses: 3789 respondents



The University of Hong Kong Library User Survey, April 2017

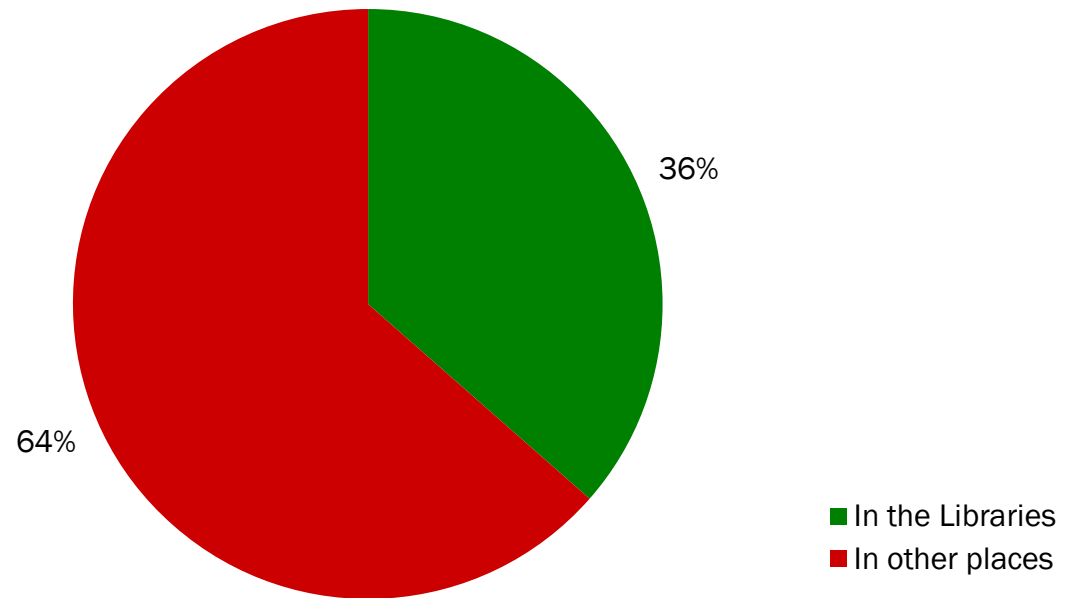
I frequently undertake the following activities: Search for materials and services on the Library website



Total responses: 3723 respondents

The University of Hong Kong Library User Survey, April 2017

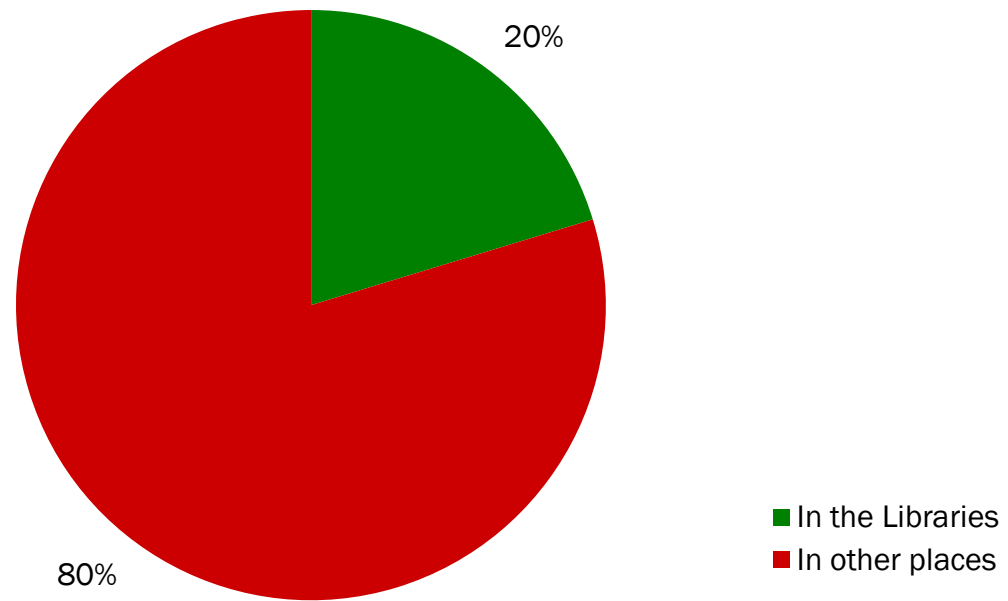
I frequently undertake the following activities: HKU Portal



Total responses: 3684 respondents

The University of Hong Kong Library User Survey, April 2017

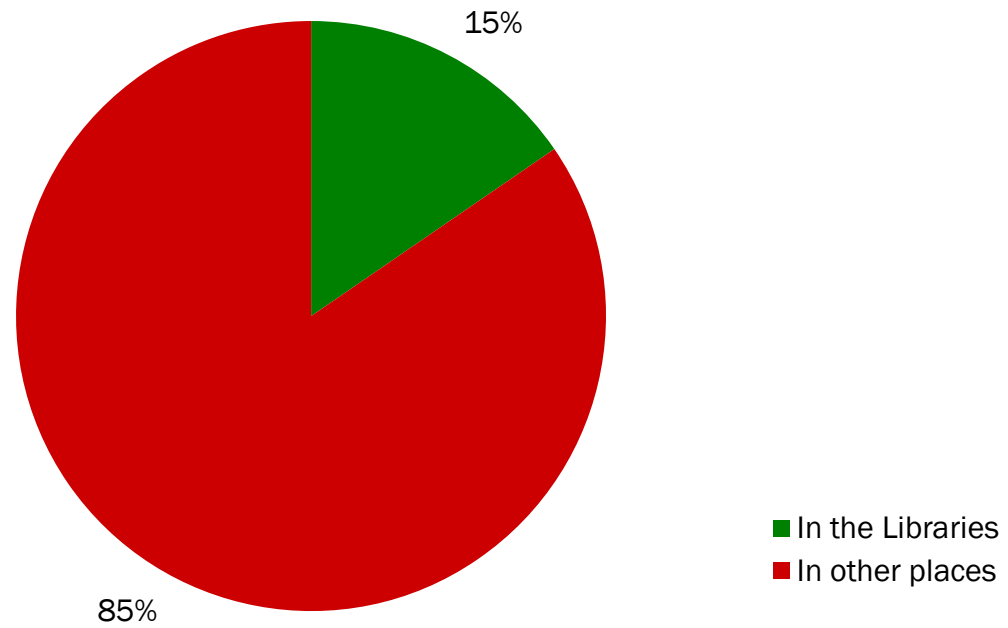
I frequently undertake the following activities: Personal organization (e.g. calendar, online notebook)



Total responses: 3597 respondents

The University of Hong Kong Library User Survey, April 2017

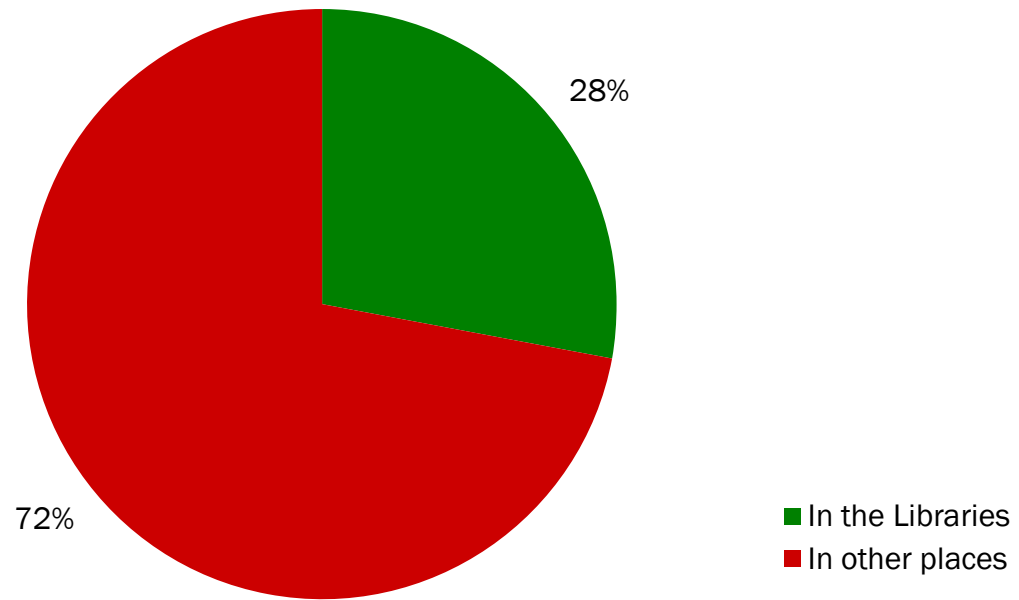
I frequently undertake the following activities: Social media (e.g. Facebook, Twitter, Instagram)



Total responses: 3630 respondents

The University of Hong Kong Library User Survey, April 2017

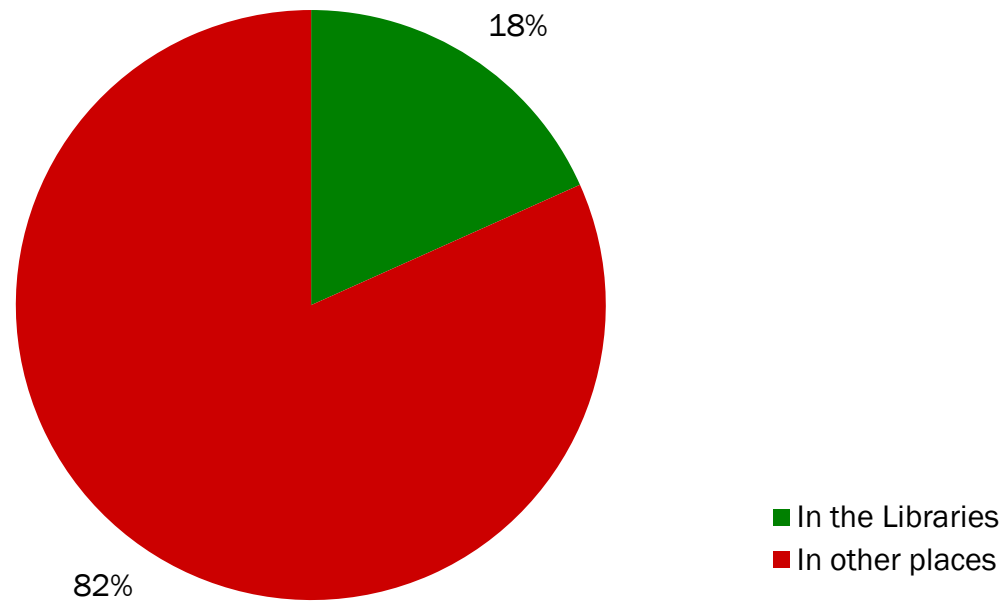
I frequently undertake the following activities: Email



Total responses: 3808 respondents

The University of Hong Kong Library User Survey, April 2017

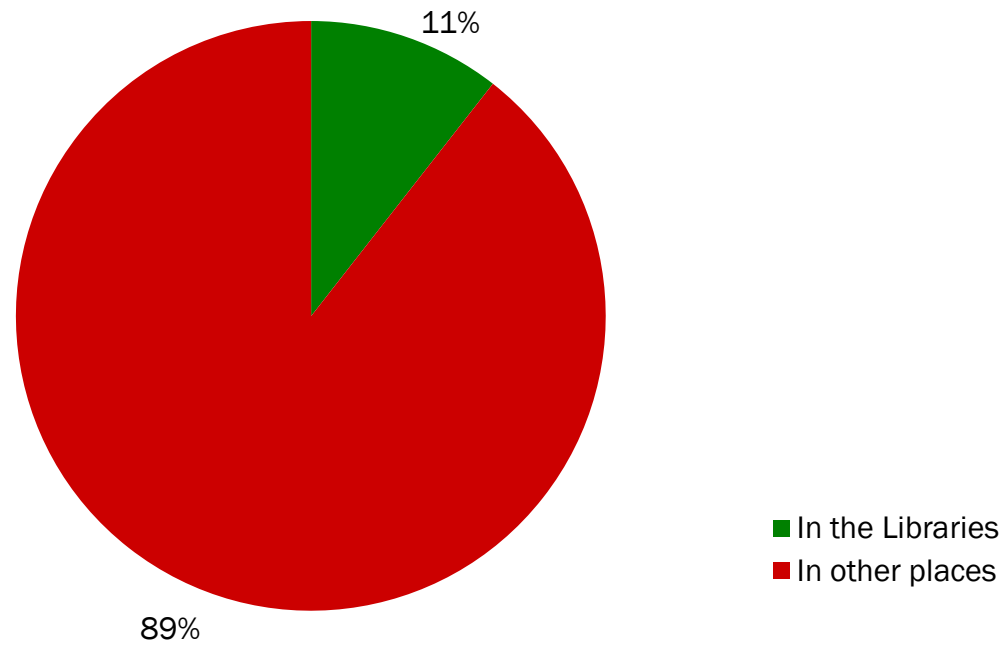
I frequently undertake the following activities: Mobile communication apps (e.g. WeChat, WhatsApp)



Total responses: 3664 respondents

The University of Hong Kong Library User Survey, April 2017

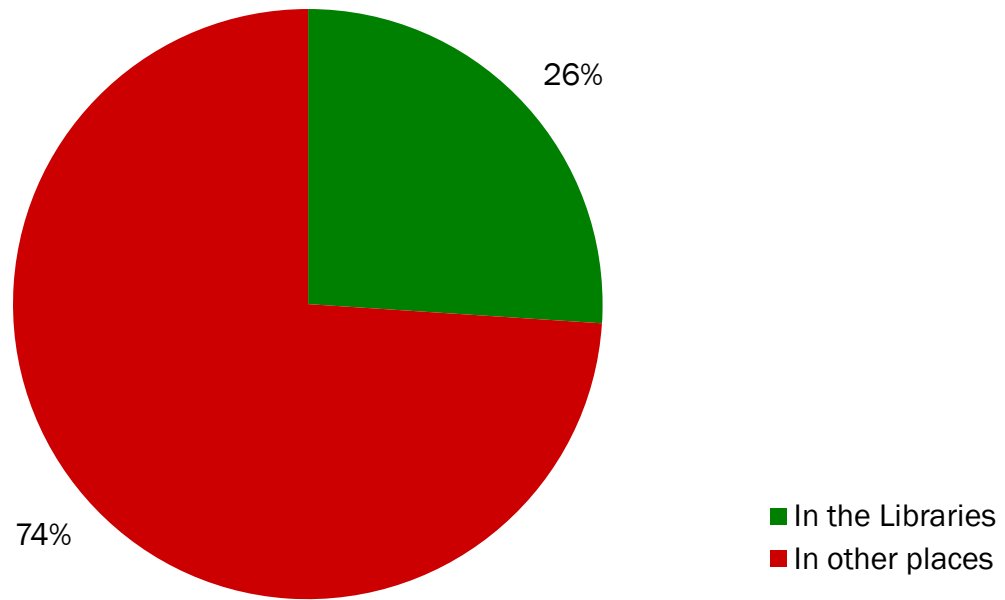
I frequently undertake the following activities: Video conferencing (e.g. Skype, FaceTime)



Total responses: 3459 respondents

The University of Hong Kong Library User Survey, April 2017

I frequently undertake the following activities: Reading online news

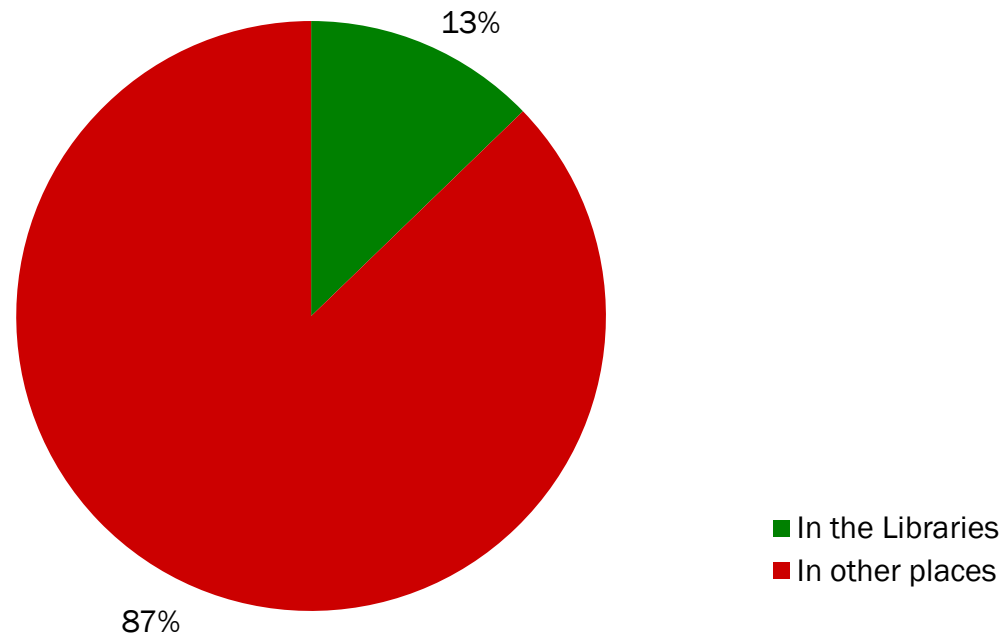


Total responses: 3654 respondents



The University of Hong Kong Library User Survey, April 2017

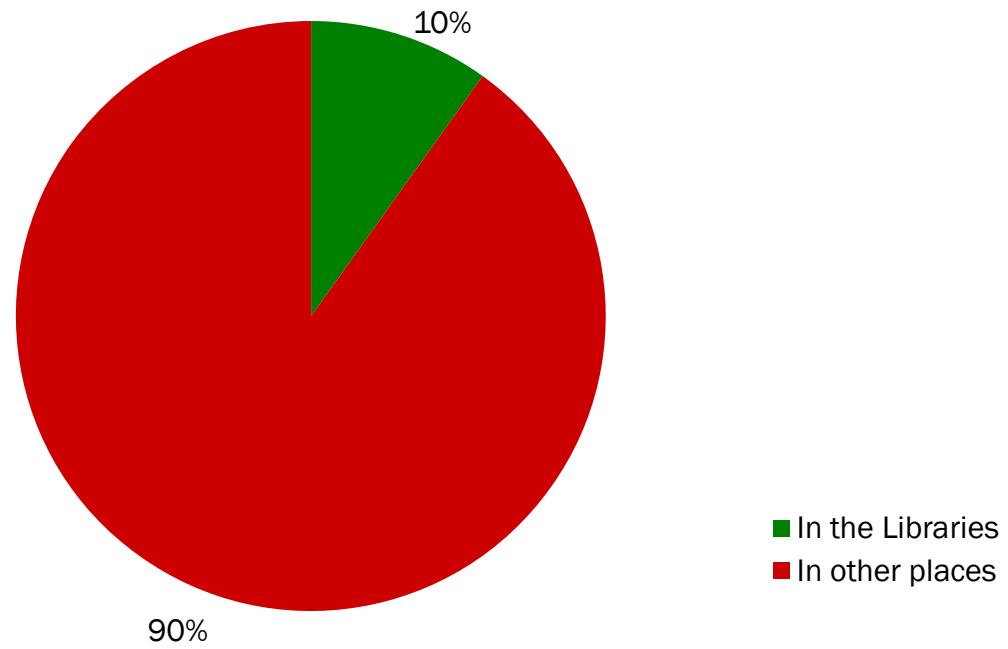
I frequently undertake the following activities: GPS, searching maps and directions online



Total responses: 3500 respondents

The University of Hong Kong Library User Survey, April 2017

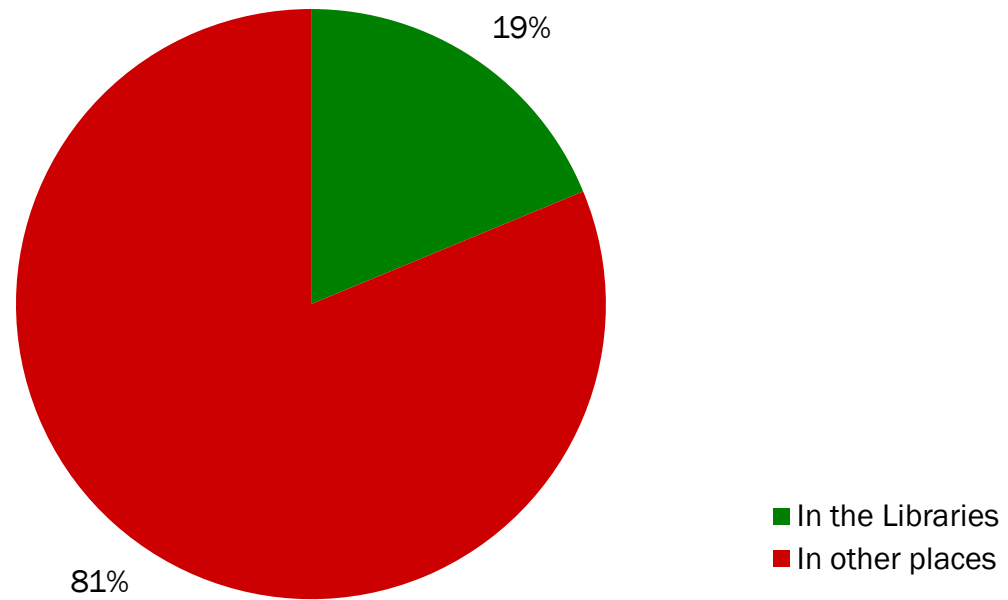
I frequently undertake the following activities: Blogging



Total responses: 3343 respondents

The University of Hong Kong Library User Survey, April 2017

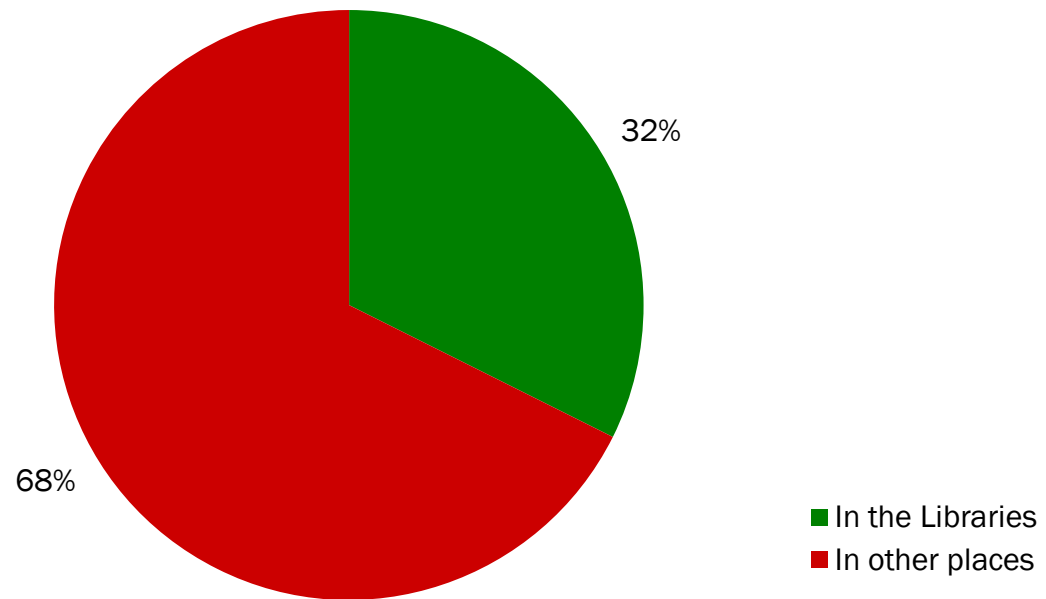
I frequently undertake the following activities: File sharing (e.g. Dropbox)



Total responses: 3482 respondents

The University of Hong Kong Library User Survey, April 2017

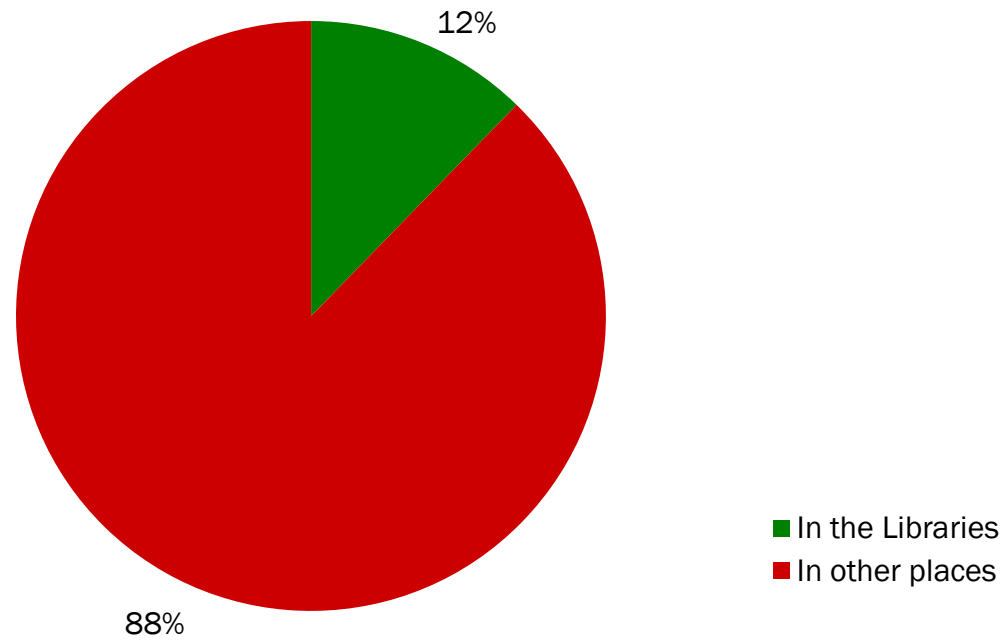
I frequently undertake the following activities: Submitting coursework on course management software (e.g. Moodle)



Total responses: 3456 respondents

The University of Hong Kong Library User Survey, April 2017

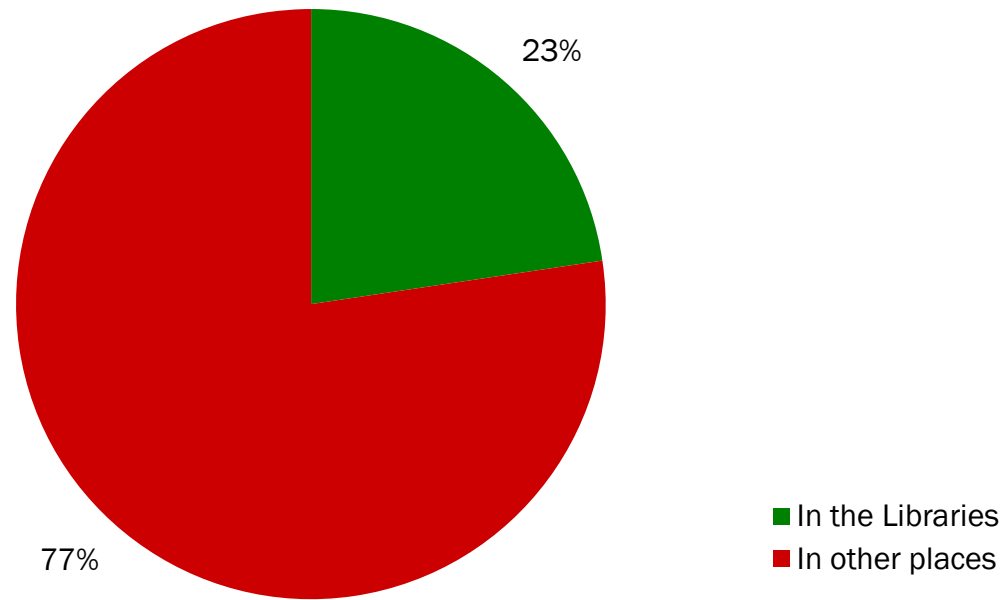
I frequently undertake the following activities: Requesting services through apps (e.g. Uber, Deliveroo)



Total responses: 3350 respondents

The University of Hong Kong Library User Survey, April 2017

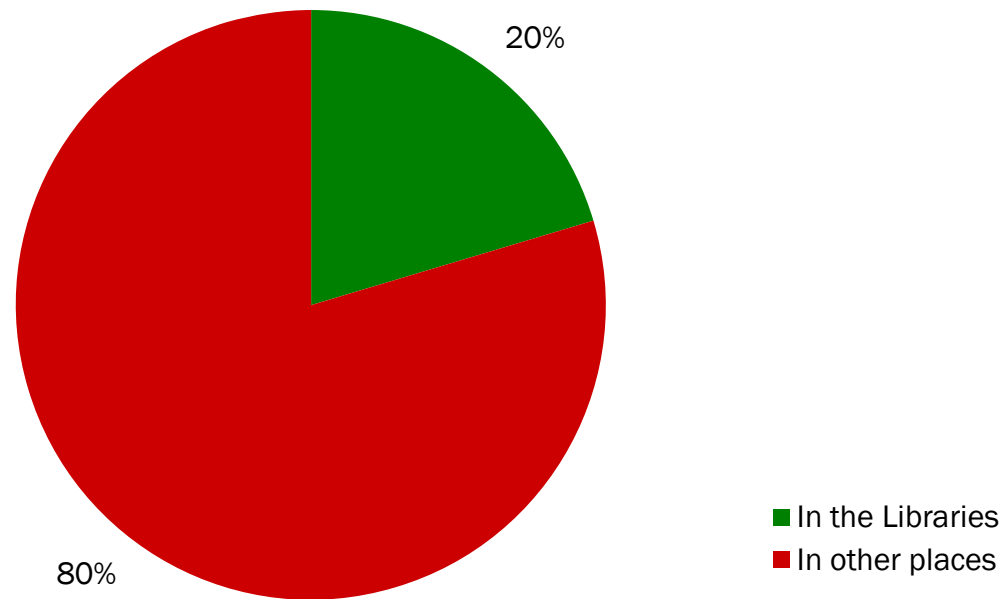
I frequently undertake the following activities: Online open-source courses (e.g. Coursera or other MOOCs)



Total responses: 3355 respondents

The University of Hong Kong Library User Survey, April 2017

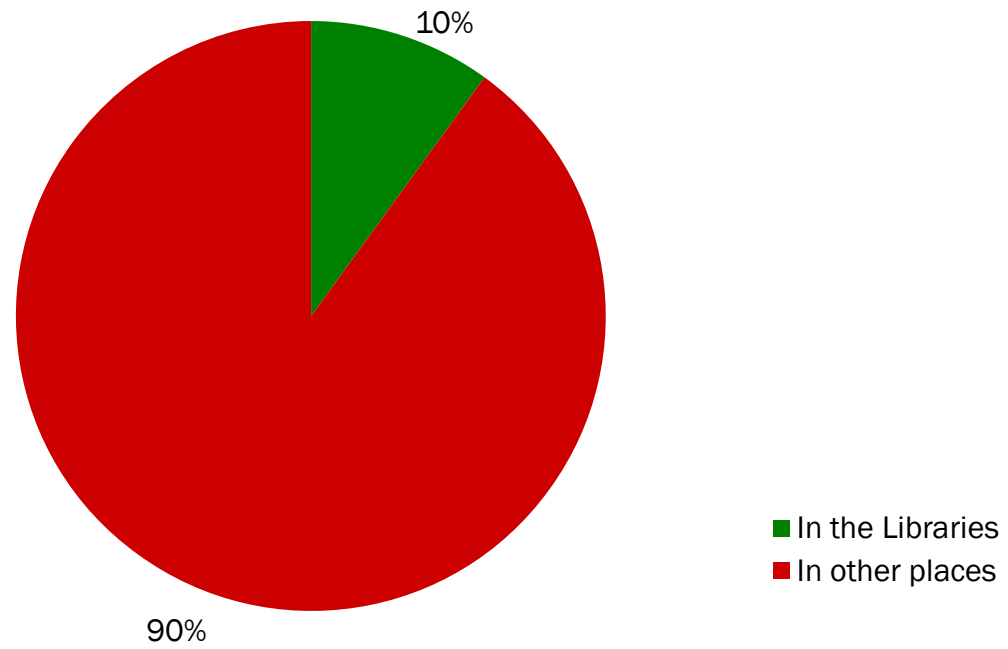
I frequently undertake the following activities: Professional networking (e.g. LinkedIn, Academia.edu)



Total responses: 3408 respondents

The University of Hong Kong Library User Survey, April 2017

I frequently undertake the following activities: Health or fitness tracking

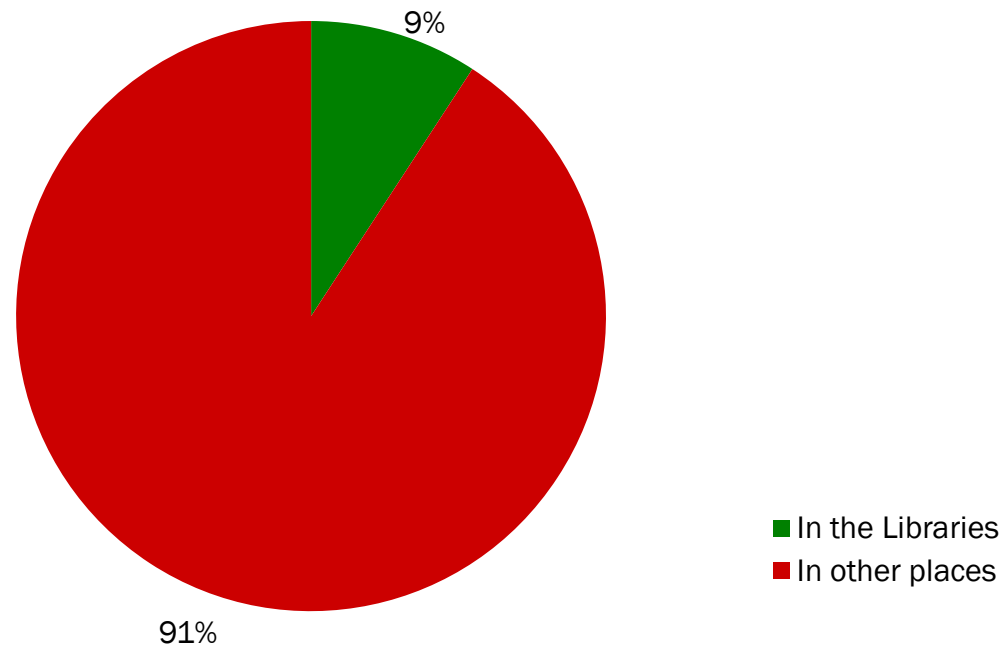


Total responses: 3378 respondents



The University of Hong Kong Library User Survey, April 2017

I frequently undertake the following activities: Online shopping (e.g. Amazon, eBay, Taobao)



Total responses: 3508 respondents

## The University of Hong Kong Library User Survey, April 2017

### Response statistics: importance (performance N/A)

Respondents who had not used a service, and were therefore not able to rate its performance, were nevertheless able to rate how important each service attribute is to them. These importance rankings are tabled below. Note that this data is excluded from, and has no bearing on, the individual and aggregate benchmark scores contained in this report.

Variable	Total 4421			
	Importance			
	Mean	Rank	#	%
Library staff provide accurate answers to my enquiries	5.26	1	284	6.42%
Library staff treat me fairly and without discrimination	5.14	2	284	6.42%
Library staff are readily available to assist me	5.09	3	266	6.02%
Books and articles I have requested from other libraries and campuses are delivered promptly	5.06	4	790	17.87%
Printing, scanning and photocopying facilities in the Library meet my needs	5.06	5	310	7.01%
Library staff are approachable and helpful	5.05	6	238	5.38%
I can get wireless access in the Library when I need to	5.04	7	300	6.79%
When I am away from campus I can access the Library resources and services I need	5.04	8	356	8.05%
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.03	9	403	9.12%
The Library catalogue is easy to use	4.98	10	213	4.82%
The items I'm looking for on the Library shelves are usually there	4.94	11	299	6.76%
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	4.89	12	306	6.92%
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	4.89	13	394	8.91%
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	4.86	14	690	15.61%
Face to face enquiry services meet my needs	4.83	15	439	9.93%
Opening hours meet my needs	4.82	16	164	3.71%
I can find a quiet place in the Library to study when I need to	4.76	17	180	4.07%
The Library website provides useful information	4.73	18	145	3.28%
The Library website is easy to use	4.71	19	147	3.33%
A computer is available when I need one	4.69	20	313	7.08%
The Library is a good place to study	4.69	21	173	3.91%
Laptop facilities (e.g. desks, power) in the Library meet my needs	4.65	22	391	8.84%
Course specific resources (including short loans) meet my learning needs	4.65	23	754	17.05%
I am informed about Library services	4.59	24	164	3.71%
Library signage is clear	4.57	25	155	3.51%
I can find a place in the Library to work in a group when I need to	4.41	26	474	10.72%
The Library anticipates my learning and research needs	4.28	27	428	9.68%
Library workshops, classes and tutorials help me with my learning and research needs	4.21	28	837	18.93%

## The University of Hong Kong Library User Survey, April 2017

Top 10 factors – All respondents

4421 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can find a quiet place in the Library to study when I need to	6.06	Library staff treat me fairly and without discrimination	5.74	I am informed about Library services	4.89	The items I'm looking for on the Library shelves are usually there	0.78
The Library is a good place to study	6.06	Library staff are approachable and helpful	5.62	Library workshops, classes and tutorials help me with my learning and research needs	4.91	A computer is available when I need one	0.74
I can get wireless access in the Library when I need to	6.05	Library staff provide accurate answers to my enquiries	5.62	A computer is available when I need one	5.00	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.73
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.94	The Library is a good place to study	5.57	The items I'm looking for on the Library shelves are usually there	5.01	I can find a quiet place in the Library to study when I need to	0.69
Printing, scanning and photocopying facilities in the Library meet my needs	5.90	Library staff are readily available to assist me	5.56	I can find a place in the Library to work in a group when I need to	5.02	When I am away from campus I can access the Library resources and services I need	0.69
Library staff provide accurate answers to my enquiries	5.90	Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.51	The Library anticipates my learning and research needs	5.09	The Library catalogue is easy to use	0.67
Library staff are approachable and helpful	5.88	I can get wireless access in the Library when I need to	5.45	Course specific resources (including short loans) meet my learning needs	5.13	I can get wireless access in the Library when I need to	0.60
When I am away from campus I can access the Library resources and services I need	5.86	Face to face enquiry services meet my needs	5.39	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.15	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.60
Opening hours meet my needs	5.86	I can find a quiet place in the Library to study when I need to	5.37	Library signage is clear	5.15	The Library website is easy to use	0.60
The Library catalogue is easy to use	5.85	Opening hours meet my needs	5.34	When I am away from campus I can access the Library resources and services I need	5.18	Printing, scanning and photocopying facilities in the Library meet my needs	0.59

# The University of Hong Kong Library User Survey, April 2017

## Mean importance scores – All respondents

4421 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Library to study when I need to	6.06	1	5.37	9
The Library is a good place to study	6.06	2	5.57	4
I can get wireless access in the Library when I need to	6.05	3	5.45	7
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.94	4	5.22	16
Printing, scanning and photocopying facilities in the Library meet my needs	5.90	5	5.31	12
Library staff provide accurate answers to my enquiries	5.90	6	5.62	3
Library staff are approachable and helpful	5.88	7	5.62	2
When I am away from campus I can access the Library resources and services I need	5.86	8	5.18	19
Opening hours meet my needs	5.86	9	5.34	10
The Library catalogue is easy to use	5.85	10	5.18	18
The Library website is easy to use	5.85	11	5.26	14
Library staff treat me fairly and without discrimination	5.84	12	5.74	1
Library staff are readily available to assist me	5.84	13	5.56	5
The items I'm looking for on the Library shelves are usually there	5.80	14	5.01	25
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.76	15	5.34	11
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.75	16	5.15	21
A computer is available when I need one	5.75	17	5.00	26
The Library website provides useful information	5.73	18	5.19	17
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.65	19	5.51	6
I can find a place in the Library to work in a group when I need to	5.61	20	5.02	24
Library signage is clear	5.58	21	5.15	20
Books and articles I have requested from other libraries and campuses are delivered promptly	5.57	22	5.30	13
Face to face enquiry services meet my needs	5.56	23	5.39	8
Course specific resources (including short loans) meet my learning needs	5.54	24	5.13	22
The Library anticipates my learning and research needs	5.46	25	5.09	23
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.45	26	5.23	15
I am informed about Library services	5.31	27	4.89	28
Library workshops, classes and tutorials help me with my learning and research needs	4.97	28	4.91	27

## The University of Hong Kong Library User Survey, April 2017

Mean performance score – All respondents

4421 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Library staff treat me fairly and without discrimination	5.74	1	5.84	12
Library staff are approachable and helpful	5.62	2	5.88	7
Library staff provide accurate answers to my enquiries	5.62	3	5.90	6
The Library is a good place to study	5.57	4	6.06	2
Library staff are readily available to assist me	5.56	5	5.84	13
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.51	6	5.65	19
I can get wireless access in the Library when I need to	5.45	7	6.05	3
Face to face enquiry services meet my needs	5.39	8	5.56	23
I can find a quiet place in the Library to study when I need to	5.37	9	6.06	1
Opening hours meet my needs	5.34	10	5.86	9
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.34	11	5.76	15
Printing, scanning and photocopying facilities in the Library meet my needs	5.31	12	5.90	5
Books and articles I have requested from other libraries and campuses are delivered promptly	5.30	13	5.57	22
The Library website is easy to use	5.26	14	5.85	11
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.23	15	5.45	26
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.22	16	5.94	4
The Library website provides useful information	5.19	17	5.73	18
The Library catalogue is easy to use	5.18	18	5.85	10
When I am away from campus I can access the Library resources and services I need	5.18	19	5.86	8
Library signage is clear	5.15	20	5.58	21
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.15	21	5.75	16
Course specific resources (including short loans) meet my learning needs	5.13	22	5.54	24
The Library anticipates my learning and research needs	5.09	23	5.46	25
I can find a place in the Library to work in a group when I need to	5.02	24	5.61	20
The items I'm looking for on the Library shelves are usually there	5.01	25	5.80	14
A computer is available when I need one	5.00	26	5.75	17
Library workshops, classes and tutorials help me with my learning and research needs	4.91	27	4.97	28
I am informed about Library services	4.89	28	5.31	27

# The University of Hong Kong Library User Survey, April 2017

## Mean gap scores – All respondents

4421 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
The items I'm looking for on the Library shelves are usually there	0.78	1	5.80	14
A computer is available when I need one	0.74	2	5.75	17
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.73	3	5.94	4
I can find a quiet place in the Library to study when I need to	0.69	4	6.06	1
When I am away from campus I can access the Library resources and services I need	0.69	5	5.86	8
The Library catalogue is easy to use	0.67	6	5.85	10
I can get wireless access in the Library when I need to	0.60	7	6.05	3
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.60	8	5.75	16
The Library website is easy to use	0.60	9	5.85	11
Printing, scanning and photocopying facilities in the Library meet my needs	0.59	10	5.90	5
I can find a place in the Library to work in a group when I need to	0.59	11	5.61	20
The Library website provides useful information	0.54	12	5.73	18
Opening hours meet my needs	0.52	13	5.86	9
The Library is a good place to study	0.49	14	6.06	2
Library signage is clear	0.43	15	5.58	21
I am informed about Library services	0.43	16	5.31	27
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.42	17	5.76	15
Course specific resources (including short loans) meet my learning needs	0.41	18	5.54	24
The Library anticipates my learning and research needs	0.37	19	5.46	25
Library staff are readily available to assist me	0.28	20	5.84	13
Library staff provide accurate answers to my enquiries	0.27	21	5.90	6
Books and articles I have requested from other libraries and campuses are delivered promptly	0.27	22	5.57	22
Library staff are approachable and helpful	0.25	23	5.88	7
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	0.22	24	5.45	26
Face to face enquiry services meet my needs	0.17	25	5.56	23
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	0.15	26	5.65	19
Library staff treat me fairly and without discrimination	0.11	27	5.84	12
Library workshops, classes and tutorials help me with my learning and research needs	0.06	28	4.97	28



## The University of Hong Kong Library User Survey, April 2017

Top 5 importance scores by demographic

Which Library do you use most?

Unique factor

<b>Main Library (3281 responses)</b>	<b>Importance mean</b>
The Library is a good place to study	6.07
I can find a quiet place in the Library to study when I need to	6.07
I can get wireless access in the Library when I need to	6.06
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.94
Library staff provide accurate answers to my enquiries	5.90
<b>Dental Library (111 responses)</b>	<b>Importance mean</b>
I can get wireless access in the Library when I need to	6.30
I can find a quiet place in the Library to study when I need to	6.22
Printing, scanning and photocopying facilities in the Library meet my needs	6.20
The Library is a good place to study	6.19
Opening hours meet my needs	6.12
<b>Education Library (178 responses)</b>	<b>Importance mean</b>
I can get wireless access in the Library when I need to	5.78
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.69
The Library is a good place to study	5.68
Library staff are approachable and helpful	5.65
Library staff provide accurate answers to my enquiries	5.65
<b>Fung Ping Shan Library (74 responses)</b>	<b>Importance mean</b>
I can find a quiet place in the Library to study when I need to	6.12
Library staff provide accurate answers to my enquiries	6.03
When I am away from campus I can access the Library resources and services I need	6.00
Library staff are approachable and helpful	6.00
The Library is a good place to study	5.98
<b>Law Library (273 responses)</b>	<b>Importance mean</b>
I can find a quiet place in the Library to study when I need to	6.18
I can get wireless access in the Library when I need to	6.13
The Library is a good place to study	6.13
Library staff provide accurate answers to my enquiries	6.07
Library staff treat me fairly and without discrimination	6.06
<b>Medical Library (314 responses)</b>	<b>Importance mean</b>
I can find a quiet place in the Library to study when I need to	6.14
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	6.12
I can get wireless access in the Library when I need to	6.12
The Library is a good place to study	6.07
Printing, scanning and photocopying facilities in the Library meet my needs	6.06
<b>Music Library (187 responses)</b>	<b>Importance mean</b>
I can find a quiet place in the Library to study when I need to	5.97
I can get wireless access in the Library when I need to	5.97
The Library is a good place to study	5.96
Printing, scanning and photocopying facilities in the Library meet my needs	5.93
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.89



The University of Hong Kong Library User Survey, April 2017

Top 5 performance scores by demographic

Which Library do you use most?

Unique factor

<b>Main Library (3281 responses)</b>	<b>Performance mean</b>
Library staff treat me fairly and without discrimination	5.66
Library staff are approachable and helpful	5.55
Library staff provide accurate answers to my enquiries	5.55
The Library is a good place to study	5.51
Library staff are readily available to assist me	5.48
<b>Dental Library (111 responses)</b>	<b>Performance mean</b>
Library staff provide accurate answers to my enquiries	5.96
Library staff treat me fairly and without discrimination	5.93
Library staff are approachable and helpful	5.93
The Library is a good place to study	5.84
Library staff are readily available to assist me	5.81
<b>Education Library (178 responses)</b>	<b>Performance mean</b>
Library staff treat me fairly and without discrimination	5.53
Library staff provide accurate answers to my enquiries	5.46
Library staff are approachable and helpful	5.42
Library staff are readily available to assist me	5.41
The Library is a good place to study	5.36
<b>Fung Ping Shan Library (74 responses)</b>	<b>Performance mean</b>
Library staff treat me fairly and without discrimination	5.82
Library staff provide accurate answers to my enquiries	5.72
Library staff are approachable and helpful	5.55
Library staff are readily available to assist me	5.48
The Library is a good place to study	5.45
<b>Law Library (273 responses)</b>	<b>Performance mean</b>
Library staff treat me fairly and without discrimination	5.98
Library staff provide accurate answers to my enquiries	5.81
Library staff are readily available to assist me	5.80
Library staff are approachable and helpful	5.78
I can get wireless access in the Library when I need to	5.68
<b>Medical Library (314 responses)</b>	<b>Performance mean</b>
Library staff treat me fairly and without discrimination	5.84
Library staff are approachable and helpful	5.76
Library staff provide accurate answers to my enquiries	5.70
I can get wireless access in the Library when I need to	5.65
Library staff are readily available to assist me	5.64
<b>Music Library (187 responses)</b>	<b>Performance mean</b>
I can get wireless access in the Library when I need to	6.74
The Library is a good place to study	6.61
A computer is available when I need one	6.59
I can find a quiet place in the Library to study when I need to	6.58
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.57

## The University of Hong Kong Library User Survey, April 2017

Top 5 gap scores by demographic

Which Library do you use most?

Unique factor

<b>Main Library (3281 responses)</b>	<b>Gap score</b>
The items I'm looking for on the Library shelves are usually there	0.89
A computer is available when I need one	0.89
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.81
When I am away from campus I can access the Library resources and services I need	0.76
I can find a quiet place in the Library to study when I need to	0.76
<b>Dental Library (111 responses)</b>	<b>Gap score</b>
When I am away from campus I can access the Library resources and services I need	0.87
Opening hours meet my needs	0.75
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.75
The Library catalogue is easy to use	0.73
The Library website is easy to use	0.66
<b>Education Library (178 responses)</b>	<b>Gap score</b>
The items I'm looking for on the Library shelves are usually there	0.72
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.57
I can get wireless access in the Library when I need to	0.56
The Library website provides useful information	0.54
I am informed about Library services	0.51
<b>Fung Ping Shan Library (74 responses)</b>	<b>Gap score</b>
When I am away from campus I can access the Library resources and services I need	1.18
Printing, scanning and photocopying facilities in the Library meet my needs	1.08
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	1.05
A computer is available when I need one	1.03
I can find a quiet place in the Library to study when I need to	1.01
<b>Law Library (273 responses)</b>	<b>Gap score</b>
Opening hours meet my needs	1.01
I can find a quiet place in the Library to study when I need to	0.87
The Library catalogue is easy to use	0.79
The items I'm looking for on the Library shelves are usually there	0.78
When I am away from campus I can access the Library resources and services I need	0.68
<b>Medical Library (314 responses)</b>	<b>Gap score</b>
When I am away from campus I can access the Library resources and services I need	0.78
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.77
I can find a quiet place in the Library to study when I need to	0.76
The Library website is easy to use	0.75
The Library catalogue is easy to use	0.71
<b>Music Library (187 responses)</b>	<b>Gap score</b>
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	-0.53
The Library website is easy to use	-0.54
The Library catalogue is easy to use	-0.58
I can find a quiet place in the Library to study when I need to	-0.60
Printing, scanning and photocopying facilities in the Library meet my needs	-0.62

## The University of Hong Kong Library User Survey, April 2017

### Top 10 factors – Which Library do you use most? - Main Library

3281 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
The Library is a good place to study	6.07	Library staff treat me fairly and without discrimination	5.66	I am informed about Library services	4.80	The items I'm looking for on the Library shelves are usually there	0.89
I can find a quiet place in the Library to study when I need to	6.07	Library staff are approachable and helpful	5.55	Library workshops, classes and tutorials help me with my learning and research needs	4.82	A computer is available when I need one	0.89
I can get wireless access in the Library when I need to	6.06	Library staff provide accurate answers to my enquiries	5.55	A computer is available when I need one	4.84	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.81
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.94	The Library is a good place to study	5.51	The items I'm looking for on the Library shelves are usually there	4.91	When I am away from campus I can access the Library resources and services I need	0.76
Library staff provide accurate answers to my enquiries	5.90	Library staff are readily available to assist me	5.48	I can find a place in the Library to work in a group when I need to	4.92	I can find a quiet place in the Library to study when I need to	0.76
Printing, scanning and photocopying facilities in the Library meet my needs	5.88	Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.45	The Library anticipates my learning and research needs	5.01	The Library catalogue is easy to use	0.74
Library staff are approachable and helpful	5.88	I can get wireless access in the Library when I need to	5.34	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.03	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.72
Opening hours meet my needs	5.86	Face to face enquiry services meet my needs	5.32	Course specific resources (including short loans) meet my learning needs	5.04	I can get wireless access in the Library when I need to	0.72
The Library catalogue is easy to use	5.86	Opening hours meet my needs	5.31	Library signage is clear	5.08	I can find a place in the Library to work in a group when I need to	0.67
When I am away from campus I can access the Library resources and services I need	5.85	I can find a quiet place in the Library to study when I need to	5.31	When I am away from campus I can access the Library resources and services I need	5.09	Printing, scanning and photocopying facilities in the Library meet my needs	0.66

# The University of Hong Kong Library User Survey, April 2017

## Mean importance scores – Which Library do you use most? - Main Library

3281 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
The Library is a good place to study	6.07	1	5.51	4
I can find a quiet place in the Library to study when I need to	6.07	2	5.31	10
I can get wireless access in the Library when I need to	6.06	3	5.34	7
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.94	4	5.13	16
Library staff provide accurate answers to my enquiries	5.90	5	5.55	3
Printing, scanning and photocopying facilities in the Library meet my needs	5.88	6	5.22	13
Library staff are approachable and helpful	5.88	7	5.55	2
Opening hours meet my needs	5.86	8	5.31	9
The Library catalogue is easy to use	5.86	9	5.12	18
When I am away from campus I can access the Library resources and services I need	5.85	10	5.09	19
The Library website is easy to use	5.85	11	5.19	14
Library staff are readily available to assist me	5.84	12	5.48	5
Library staff treat me fairly and without discrimination	5.84	13	5.66	1
The items I'm looking for on the Library shelves are usually there	5.81	14	4.91	25
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.76	15	5.27	11
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.75	16	5.03	22
The Library website provides useful information	5.73	17	5.13	17
A computer is available when I need one	5.73	18	4.84	26
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.64	19	5.45	6
I can find a place in the Library to work in a group when I need to	5.59	20	4.92	24
Library signage is clear	5.59	21	5.08	20
Books and articles I have requested from other libraries and campuses are delivered promptly	5.56	22	5.26	12
Face to face enquiry services meet my needs	5.56	23	5.32	8
Course specific resources (including short loans) meet my learning needs	5.51	24	5.04	21
The Library anticipates my learning and research needs	5.44	25	5.01	23
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.44	26	5.15	15
I am informed about Library services	5.29	27	4.80	28
Library workshops, classes and tutorials help me with my learning and research needs	4.95	28	4.82	27

## The University of Hong Kong Library User Survey, April 2017

### Mean performance score – Which Library do you use most? - Main Library

3281 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Library staff treat me fairly and without discrimination	5.66	1	5.84	13
Library staff are approachable and helpful	5.55	2	5.88	7
Library staff provide accurate answers to my enquiries	5.55	3	5.90	5
The Library is a good place to study	5.51	4	6.07	1
Library staff are readily available to assist me	5.48	5	5.84	12
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.45	6	5.64	19
I can get wireless access in the Library when I need to	5.34	7	6.06	3
Face to face enquiry services meet my needs	5.32	8	5.56	23
Opening hours meet my needs	5.31	9	5.86	8
I can find a quiet place in the Library to study when I need to	5.31	10	6.07	2
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.27	11	5.76	15
Books and articles I have requested from other libraries and campuses are delivered promptly	5.26	12	5.56	22
Printing, scanning and photocopying facilities in the Library meet my needs	5.22	13	5.88	6
The Library website is easy to use	5.19	14	5.85	11
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.15	15	5.44	26
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.13	16	5.94	4
The Library website provides useful information	5.13	17	5.73	17
The Library catalogue is easy to use	5.12	18	5.86	9
When I am away from campus I can access the Library resources and services I need	5.09	19	5.85	10
Library signage is clear	5.08	20	5.59	21
Course specific resources (including short loans) meet my learning needs	5.04	21	5.51	24
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.03	22	5.75	16
The Library anticipates my learning and research needs	5.01	23	5.44	25
I can find a place in the Library to work in a group when I need to	4.92	24	5.59	20
The items I'm looking for on the Library shelves are usually there	4.91	25	5.81	14
A computer is available when I need one	4.84	26	5.73	18
Library workshops, classes and tutorials help me with my learning and research needs	4.82	27	4.95	28
I am informed about Library services	4.80	28	5.29	27

# The University of Hong Kong Library User Survey, April 2017

## Mean gap scores – Which Library do you use most? - Main Library

3281 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
The items I'm looking for on the Library shelves are usually there	0.89	1	5.81	14
A computer is available when I need one	0.89	2	5.73	18
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.81	3	5.94	4
When I am away from campus I can access the Library resources and services I need	0.76	4	5.85	10
I can find a quiet place in the Library to study when I need to	0.76	5	6.07	2
The Library catalogue is easy to use	0.74	6	5.86	9
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.72	7	5.75	16
I can get wireless access in the Library when I need to	0.72	8	6.06	3
I can find a place in the Library to work in a group when I need to	0.67	9	5.59	20
Printing, scanning and photocopying facilities in the Library meet my needs	0.66	10	5.88	6
The Library website is easy to use	0.66	11	5.85	11
The Library website provides useful information	0.60	12	5.73	17
The Library is a good place to study	0.56	13	6.07	1
Opening hours meet my needs	0.55	14	5.86	8
Library signage is clear	0.51	15	5.59	21
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.49	16	5.76	15
I am informed about Library services	0.49	17	5.29	27
Course specific resources (including short loans) meet my learning needs	0.47	18	5.51	24
The Library anticipates my learning and research needs	0.43	19	5.44	25
Library staff are readily available to assist me	0.36	20	5.84	12
Library staff provide accurate answers to my enquiries	0.35	21	5.90	5
Library staff are approachable and helpful	0.32	22	5.88	7
Books and articles I have requested from other libraries and campuses are delivered promptly	0.30	23	5.56	22
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	0.29	24	5.44	26
Face to face enquiry services meet my needs	0.24	25	5.56	23
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	0.19	26	5.64	19
Library staff treat me fairly and without discrimination	0.17	27	5.84	13
Library workshops, classes and tutorials help me with my learning and research needs	0.13	28	4.95	28



## The University of Hong Kong Library User Survey, April 2017

### Top 10 factors – Which Library do you use most? - Dental Library

111 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.30	Library staff provide accurate answers to my enquiries	5.96	I am informed about Library services	4.93	When I am away from campus I can access the Library resources and services I need	0.87
I can find a quiet place in the Library to study when I need to	6.22	Library staff treat me fairly and without discrimination	5.93	Library workshops, classes and tutorials help me with my learning and research needs	4.94	Opening hours meet my needs	0.75
Printing, scanning and photocopying facilities in the Library meet my needs	6.20	Library staff are approachable and helpful	5.93	The Library anticipates my learning and research needs	5.09	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.75
The Library is a good place to study	6.19	The Library is a good place to study	5.84	Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my	5.11	The Library catalogue is easy to use	0.73
Opening hours meet my needs	6.12	Library staff are readily available to assist me	5.81	Library signage is clear	5.13	The Library website is easy to use	0.66
Library staff provide accurate answers to my enquiries	6.08	I can find a quiet place in the Library to study when I need to	5.68	Books and articles I have requested from other libraries and campuses are delivered promptly	5.18	I can get wireless access in the Library when I need to	0.63
When I am away from campus I can access the Library resources and services I need	6.08	I can get wireless access in the Library when I need to	5.66	When I am away from campus I can access the Library resources and services I need	5.21	A computer is available when I need one	0.60
The Library website is easy to use	6.08	Printing, scanning and photocopying facilities in the Library meet my needs	5.64	Course specific resources (including short loans) meet my learning needs	5.28	Books and articles I have requested from other libraries and campuses are delivered promptly	0.59
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	6.03	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.54	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.28	The items I'm looking for on the Library shelves are usually there	0.58
The Library catalogue is easy to use	6.02	Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.51	The Library website provides useful information	5.28	Printing, scanning and photocopying facilities in the Library meet my needs	0.56



# The University of Hong Kong Library User Survey, April 2017

## Mean importance scores – Which Library do you use most? - Dental Library

111 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.30	1	5.66	7
I can find a quiet place in the Library to study when I need to	6.22	2	5.68	6
Printing, scanning and photocopying facilities in the Library meet my needs	6.20	3	5.64	8
The Library is a good place to study	6.19	4	5.84	4
Opening hours meet my needs	6.12	5	5.37	15
Library staff provide accurate answers to my enquiries	6.08	6	5.96	1
When I am away from campus I can access the Library resources and services I need	6.08	7	5.21	22
The Library website is easy to use	6.08	8	5.42	14
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	6.03	9	5.28	20
The Library catalogue is easy to use	6.02	10	5.29	18
Library staff are readily available to assist me	6.02	11	5.81	5
Library staff are approachable and helpful	5.98	12	5.93	3
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.98	13	5.48	12
Library staff treat me fairly and without discrimination	5.97	14	5.93	2
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.95	15	5.54	9
A computer is available when I need one	5.94	16	5.35	16
The items I'm looking for on the Library shelves are usually there	5.88	17	5.30	17
I can find a place in the Library to work in a group when I need to	5.83	18	5.43	13
The Library website provides useful information	5.80	19	5.28	19
Course specific resources (including short loans) meet my learning needs	5.78	20	5.28	21
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.77	21	5.51	10
Face to face enquiry services meet my needs	5.77	22	5.50	11
Books and articles I have requested from other libraries and campuses are delivered promptly	5.76	23	5.18	23
The Library anticipates my learning and research needs	5.62	24	5.09	26
Library signage is clear	5.53	25	5.13	24
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.43	26	5.11	25
I am informed about Library services	5.33	27	4.93	28
Library workshops, classes and tutorials help me with my learning and research needs	4.99	28	4.94	27

## The University of Hong Kong Library User Survey, April 2017

### Mean performance score – Which Library do you use most? - Dental Library

111 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Library staff provide accurate answers to my enquiries	5.96	1	6.08	6
Library staff treat me fairly and without discrimination	5.93	2	5.97	14
Library staff are approachable and helpful	5.93	3	5.98	12
The Library is a good place to study	5.84	4	6.19	4
Library staff are readily available to assist me	5.81	5	6.02	11
I can find a quiet place in the Library to study when I need to	5.68	6	6.22	2
I can get wireless access in the Library when I need to	5.66	7	6.30	1
Printing, scanning and photocopying facilities in the Library meet my needs	5.64	8	6.20	3
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.54	9	5.95	15
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.51	10	5.77	21
Face to face enquiry services meet my needs	5.50	11	5.77	22
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.48	12	5.98	13
I can find a place in the Library to work in a group when I need to	5.43	13	5.83	18
The Library website is easy to use	5.42	14	6.08	8
Opening hours meet my needs	5.37	15	6.12	5
A computer is available when I need one	5.35	16	5.94	16
The items I'm looking for on the Library shelves are usually there	5.30	17	5.88	17
The Library catalogue is easy to use	5.29	18	6.02	10
The Library website provides useful information	5.28	19	5.80	19
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.28	20	6.03	9
Course specific resources (including short loans) meet my learning needs	5.28	21	5.78	20
When I am away from campus I can access the Library resources and services I need	5.21	22	6.08	7
Books and articles I have requested from other libraries and campuses are delivered promptly	5.18	23	5.76	23
Library signage is clear	5.13	24	5.53	25
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.11	25	5.43	26
The Library anticipates my learning and research needs	5.09	26	5.62	24
Library workshops, classes and tutorials help me with my learning and research needs	4.94	27	4.99	28
I am informed about Library services	4.93	28	5.33	27

# The University of Hong Kong Library User Survey, April 2017

## Mean gap scores – Which Library do you use most? - Dental Library

111 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
When I am away from campus I can access the Library resources and services I need	0.87	1	6.08	7
Opening hours meet my needs	0.75	2	6.12	5
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.75	3	6.03	9
The Library catalogue is easy to use	0.73	4	6.02	10
The Library website is easy to use	0.66	5	6.08	8
I can get wireless access in the Library when I need to	0.63	6	6.30	1
A computer is available when I need one	0.60	7	5.94	16
Books and articles I have requested from other libraries and campuses are delivered promptly	0.59	8	5.76	23
The items I'm looking for on the Library shelves are usually there	0.58	9	5.88	17
Printing, scanning and photocopying facilities in the Library meet my needs	0.56	10	6.20	3
I can find a quiet place in the Library to study when I need to	0.54	11	6.22	2
The Library anticipates my learning and research needs	0.53	12	5.62	24
The Library website provides useful information	0.52	13	5.80	19
Course specific resources (including short loans) meet my learning needs	0.50	14	5.78	20
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.50	14	5.98	13
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.41	16	5.95	15
I am informed about Library services	0.40	17	5.33	27
I can find a place in the Library to work in a group when I need to	0.40	18	5.83	18
Library signage is clear	0.40	19	5.53	25
The Library is a good place to study	0.36	20	6.19	4
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	0.32	21	5.43	26
Face to face enquiry services meet my needs	0.27	22	5.77	22
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	0.26	23	5.77	21
Library staff are readily available to assist me	0.21	24	6.02	11
Library staff provide accurate answers to my enquiries	0.12	25	6.08	6
Library staff are approachable and helpful	0.06	26	5.98	12
Library workshops, classes and tutorials help me with my learning and research needs	0.04	27	4.99	28
Library staff treat me fairly and without discrimination	0.04	28	5.97	14



## The University of Hong Kong Library User Survey, April 2017

### Top 10 factors – Which Library do you use most? - Education Library

178 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	5.78	Library staff treat me fairly and without discrimination	5.53	I am informed about Library services	4.54	The items I'm looking for on the Library shelves are usually there	0.72
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.69	Library staff provide accurate answers to my enquiries	5.46	Library workshops, classes and tutorials help me with my learning and research needs	4.60	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.57
The Library is a good place to study	5.68	Library staff are approachable and helpful	5.42	The Library anticipates my learning and research needs	4.70	I can get wireless access in the Library when I need to	0.56
Library staff are approachable and helpful	5.65	Library staff are readily available to assist me	5.41	The items I'm looking for on the Library shelves are usually there	4.71	The Library website provides useful information	0.54
Library staff provide accurate answers to my enquiries	5.65	The Library is a good place to study	5.36	The Library website provides useful information	4.89	I am informed about Library services	0.51
I can find a quiet place in the Library to study when I need to	5.64	When I am away from campus I can access the Library resources and services I need	5.25	Library signage is clear	4.89	The Library anticipates my learning and research needs	0.50
When I am away from campus I can access the Library resources and services I need	5.59	I can find a quiet place in the Library to study when I need to	5.25	Course specific resources (including short loans) meet my learning needs	4.91	Printing, scanning and photocopying facilities in the Library meet my needs	0.47
Printing, scanning and photocopying facilities in the Library meet my needs	5.58	I can get wireless access in the Library when I need to	5.22	I can find a place in the Library to work in a group when I need to	4.91	The Library catalogue is easy to use	0.45
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.58	The Library website is easy to use	5.20	Books and articles I have requested from other libraries and campuses are delivered promptly	4.94	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.43
Library staff are readily available to assist me	5.57	Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.19	Laptop facilities (e.g. desks, power) in the Library meet my needs	4.96	Opening hours meet my needs	0.42

# The University of Hong Kong Library User Survey, April 2017

## Mean importance scores – Which Library do you use most? - Education Library

178 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	5.78	1	5.22	8
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.69	2	5.12	13
The Library is a good place to study	5.68	3	5.36	5
Library staff are approachable and helpful	5.65	4	5.42	3
Library staff provide accurate answers to my enquiries	5.65	5	5.46	2
I can find a quiet place in the Library to study when I need to	5.64	6	5.25	7
When I am away from campus I can access the Library resources and services I need	5.59	7	5.25	6
Printing, scanning and photocopying facilities in the Library meet my needs	5.58	8	5.11	14
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.58	9	5.15	12
Library staff are readily available to assist me	5.57	10	5.41	4
Library staff treat me fairly and without discrimination	5.57	11	5.53	1
The Library website is easy to use	5.57	12	5.20	9
The Library catalogue is easy to use	5.54	13	5.09	15
Opening hours meet my needs	5.49	14	5.07	16
The items I'm looking for on the Library shelves are usually there	5.43	15	4.71	25
The Library website provides useful information	5.43	16	4.89	23
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.43	17	5.19	10
Face to face enquiry services meet my needs	5.36	18	5.16	11
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.31	19	5.01	17
A computer is available when I need one	5.31	20	4.99	18
Library signage is clear	5.31	21	4.89	23
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.29	22	4.96	19
Course specific resources (including short loans) meet my learning needs	5.29	23	4.91	22
I can find a place in the Library to work in a group when I need to	5.28	24	4.91	21
Books and articles I have requested from other libraries and campuses are delivered promptly	5.22	25	4.94	20
The Library anticipates my learning and research needs	5.20	26	4.70	26
I am informed about Library services	5.05	27	4.54	28
Library workshops, classes and tutorials help me with my learning and research needs	4.66	28	4.60	27

## The University of Hong Kong Library User Survey, April 2017

### Mean performance score – Which Library do you use most? - Education Library

178 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Library staff treat me fairly and without discrimination	5.53	1	5.57	11
Library staff provide accurate answers to my enquiries	5.46	2	5.65	5
Library staff are approachable and helpful	5.42	3	5.65	4
Library staff are readily available to assist me	5.41	4	5.57	10
The Library is a good place to study	5.36	5	5.68	3
When I am away from campus I can access the Library resources and services I need	5.25	6	5.59	7
I can find a quiet place in the Library to study when I need to	5.25	7	5.64	6
I can get wireless access in the Library when I need to	5.22	8	5.78	1
The Library website is easy to use	5.20	9	5.57	12
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.19	10	5.43	17
Face to face enquiry services meet my needs	5.16	11	5.36	18
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.15	12	5.58	9
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.12	13	5.69	2
Printing, scanning and photocopying facilities in the Library meet my needs	5.11	14	5.58	8
The Library catalogue is easy to use	5.09	15	5.54	13
Opening hours meet my needs	5.07	16	5.49	14
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.01	17	5.31	19
A computer is available when I need one	4.99	18	5.31	20
Laptop facilities (e.g. desks, power) in the Library meet my needs	4.96	19	5.29	22
Books and articles I have requested from other libraries and campuses are delivered promptly	4.94	20	5.22	25
I can find a place in the Library to work in a group when I need to	4.91	21	5.28	24
Course specific resources (including short loans) meet my learning needs	4.91	22	5.29	23
Library signage is clear	4.89	23	5.31	21
The Library website provides useful information	4.89	23	5.43	16
The items I'm looking for on the Library shelves are usually there	4.71	25	5.43	15
The Library anticipates my learning and research needs	4.70	26	5.20	26
Library workshops, classes and tutorials help me with my learning and research needs	4.60	27	4.66	28
I am informed about Library services	4.54	28	5.05	27

# The University of Hong Kong Library User Survey, April 2017

## Mean gap scores – Which Library do you use most? - Education Library

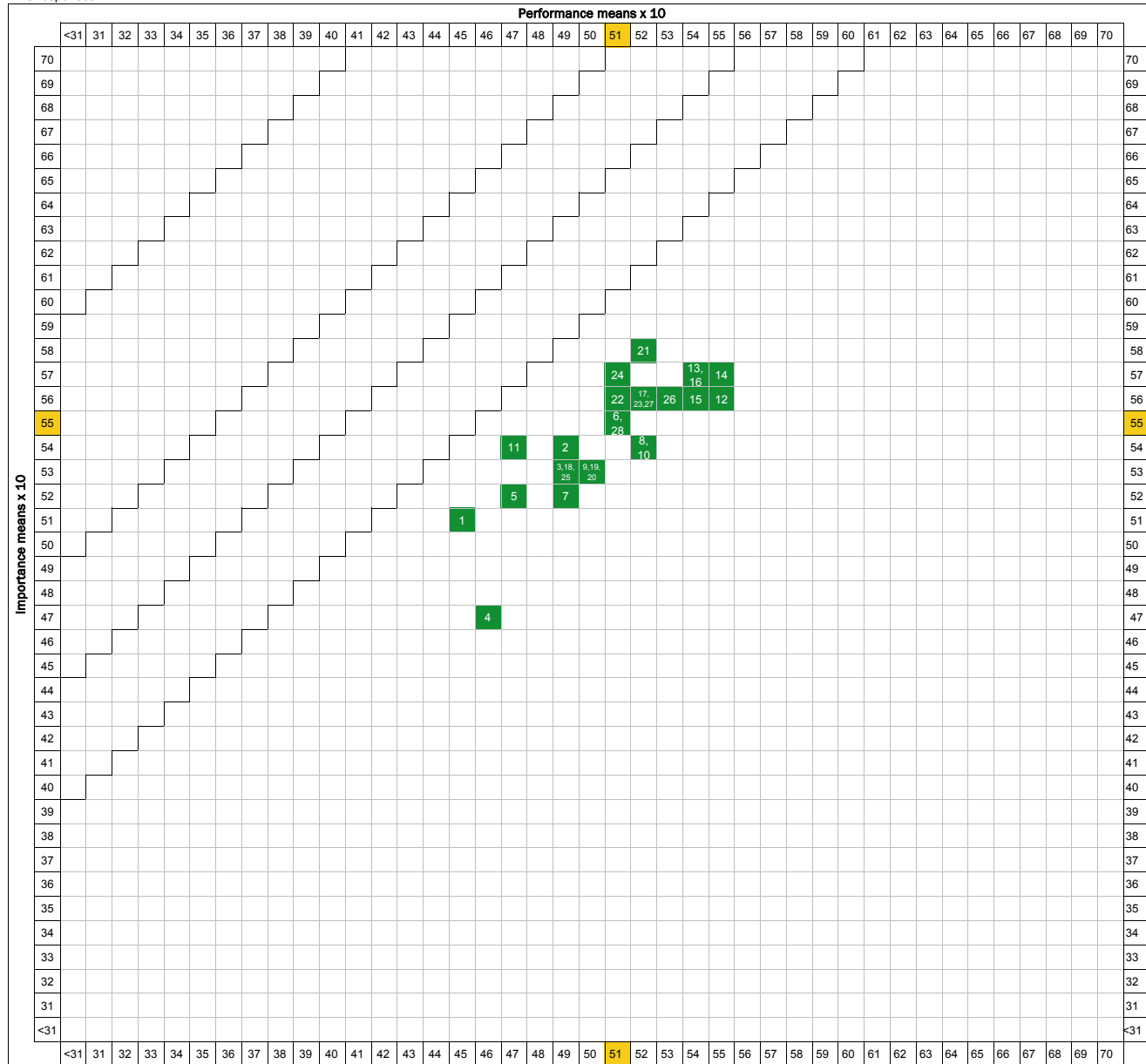
178 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
The items I'm looking for on the Library shelves are usually there	0.72	1	5.43	15
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.57	2	5.69	2
I can get wireless access in the Library when I need to	0.56	3	5.78	1
The Library website provides useful information	0.54	4	5.43	16
I am informed about Library services	0.51	5	5.05	27
The Library anticipates my learning and research needs	0.50	6	5.20	26
Printing, scanning and photocopying facilities in the Library meet my needs	0.47	7	5.58	8
The Library catalogue is easy to use	0.45	8	5.54	13
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.43	9	5.58	9
Opening hours meet my needs	0.42	10	5.49	14
Library signage is clear	0.41	11	5.31	21
I can find a quiet place in the Library to study when I need to	0.39	12	5.64	6
Course specific resources (including short loans) meet my learning needs	0.38	13	5.29	23
The Library website is easy to use	0.37	14	5.57	12
I can find a place in the Library to work in a group when I need to	0.37	15	5.28	24
When I am away from campus I can access the Library resources and services I need	0.34	16	5.59	7
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.33	17	5.29	22
The Library is a good place to study	0.32	18	5.68	3
A computer is available when I need one	0.32	19	5.31	20
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	0.31	20	5.31	19
Books and articles I have requested from other libraries and campuses are delivered promptly	0.28	21	5.22	25
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	0.24	22	5.43	17
Library staff are approachable and helpful	0.24	23	5.65	4
Face to face enquiry services meet my needs	0.20	24	5.36	18
Library staff provide accurate answers to my enquiries	0.19	25	5.65	5
Library staff are readily available to assist me	0.16	26	5.57	10
Library workshops, classes and tutorials help me with my learning and research needs	0.06	27	4.66	28
Library staff treat me fairly and without discrimination	0.04	28	5.57	11



# The University of Hong Kong Library User Survey, April 2017

Best practice categories gap grid – Which Library do you use most? - Education Library  
178 responses



Statements	
1	I am informed about Library services
2	The Library website provides useful information
3	Library signage is clear
4	Library workshops, classes and tutorials help me with my learning and research needs
5	The Library anticipates my learning and research needs
6	Opening hours meet my needs
7	Books and articles I have requested from other libraries and campuses are delivered promptly
8	Self Service (e.g. self check loans, requests, renewals, holds) meets my needs
9	Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs
10	Face to face enquiry services meet my needs
11	The items I'm looking for on the Library shelves are usually there
12	Library staff treat me fairly and without discrimination
13	Library staff are approachable and helpful
14	Library staff provide accurate answers to my enquiries
15	Library staff are readily available to assist me
16	The Library is a good place to study
17	I can find a quiet place in the Library to study when I need to
18	I can find a place in the Library to work in a group when I need to
19	A computer is available when I need one
20	Laptop facilities (e.g. desks, power) in the Library meet my needs
21	I can get wireless access in the Library when I need to
22	Printing, scanning and photocopying facilities in the Library meet my needs
23	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
24	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs
25	Course specific resources (including short loans) meet my learning needs
26	When I am away from campus I can access the Library resources and services I need
27	The Library website is easy to use
28	The Library catalogue is easy to use

Legend: ■ Gap > 2.9 ■ Gap > 1.9 ■ Gap > 1.4 ■ Gap > 0.9 ■ Gap < 0.9

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The University of Hong Kong Library User Survey, April 2017

Top 10 factors – Which Library do you use most? - Fung Ping Shan Library

74 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can find a quiet place in the Library to study when I need to	6.12	Library staff treat me fairly and without discrimination	5.82	I can find a place in the Library to work in a group when I need to	4.41	When I am away from campus I can access the Library resources and services I need	1.18
Library staff provide accurate answers to my enquiries	6.03	Library staff provide accurate answers to my enquiries	5.72	Library workshops, classes and tutorials help me with my learning and research needs	4.56	Printing, scanning and photocopying facilities in the Library meet my needs	1.08
When I am away from campus I can access the Library resources and services I need	6.00	Library staff are approachable and helpful	5.55	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	4.68	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	1.05
Library staff are approachable and helpful	6.00	Library staff are readily available to assist me	5.48	Course specific resources (including short loans) meet my learning needs	4.73	A computer is available when I need one	1.03
The Library is a good place to study	5.98	The Library is a good place to study	5.45	The items I'm looking for on the Library shelves are usually there	4.75	I can find a quiet place in the Library to study when I need to	1.01
Library staff treat me fairly and without discrimination	5.96	Opening hours meet my needs	5.45	I am informed about Library services	4.76	The items I'm looking for on the Library shelves are usually there	0.97
Opening hours meet my needs	5.95	Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.37	Printing, scanning and photocopying facilities in the Library meet my needs	4.78	I can find a place in the Library to work in a group when I need to	0.90
Library staff are readily available to assist me	5.92	The Library website is easy to use	5.25	A computer is available when I need one	4.79	Course specific resources (including short loans) meet my learning needs	0.78
Printing, scanning and photocopying facilities in the Library meet my needs	5.86	Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.23	When I am away from campus I can access the Library resources and services I need	4.82	The Library website provides useful information	0.72
The Library website is easy to use	5.84	Face to face enquiry services meet my needs	5.21	Laptop facilities (e.g. desks, power) in the Library meet my needs	4.82	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.70

# The University of Hong Kong Library User Survey, April 2017

## Mean importance scores – Which Library do you use most? - Fung Ping Shan Library

74 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Library to study when I need to	6.12	1	5.10	14
Library staff provide accurate answers to my enquiries	6.03	2	5.72	2
When I am away from campus I can access the Library resources and services I need	6.00	3	4.82	19
Library staff are approachable and helpful	6.00	3	5.55	3
The Library is a good place to study	5.98	5	5.45	5
Library staff treat me fairly and without discrimination	5.96	6	5.82	1
Opening hours meet my needs	5.95	7	5.45	6
Library staff are readily available to assist me	5.92	8	5.48	4
Printing, scanning and photocopying facilities in the Library meet my needs	5.86	9	4.78	22
The Library website is easy to use	5.84	10	5.25	8
A computer is available when I need one	5.82	11	4.79	21
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.81	12	5.11	13
The Library website provides useful information	5.79	13	5.07	15
The Library catalogue is easy to use	5.76	14	5.16	11
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.75	15	5.37	7
The items I'm looking for on the Library shelves are usually there	5.73	16	4.75	24
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.73	17	4.68	26
I can get wireless access in the Library when I need to	5.65	18	5.12	12
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.65	18	5.23	9
Library signage is clear	5.56	20	5.03	17
The Library anticipates my learning and research needs	5.55	21	5.06	16
Course specific resources (including short loans) meet my learning needs	5.51	22	4.73	25
Face to face enquiry services meet my needs	5.47	23	5.21	10
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.47	24	4.82	19
Books and articles I have requested from other libraries and campuses are delivered promptly	5.47	25	4.97	18
I can find a place in the Library to work in a group when I need to	5.31	26	4.41	28
I am informed about Library services	5.26	27	4.76	23
Library workshops, classes and tutorials help me with my learning and research needs	4.28	28	4.56	27

## The University of Hong Kong Library User Survey, April 2017

### Mean performance score – Which Library do you use most? - Fung Ping Shan Library

74 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Library staff treat me fairly and without discrimination	5.82	1	5.96	6
Library staff provide accurate answers to my enquiries	5.72	2	6.03	2
Library staff are approachable and helpful	5.55	3	6.00	3
Library staff are readily available to assist me	5.48	4	5.92	8
The Library is a good place to study	5.45	5	5.98	5
Opening hours meet my needs	5.45	6	5.95	7
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.37	7	5.75	15
The Library website is easy to use	5.25	8	5.84	10
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.23	9	5.65	18
Face to face enquiry services meet my needs	5.21	10	5.47	23
The Library catalogue is easy to use	5.16	11	5.76	14
I can get wireless access in the Library when I need to	5.12	12	5.65	18
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.11	13	5.81	12
I can find a quiet place in the Library to study when I need to	5.10	14	6.12	1
The Library website provides useful information	5.07	15	5.79	13
The Library anticipates my learning and research needs	5.06	16	5.55	21
Library signage is clear	5.03	17	5.56	20
Books and articles I have requested from other libraries and campuses are delivered promptly	4.97	18	5.47	25
Laptop facilities (e.g. desks, power) in the Library meet my needs	4.82	19	5.47	24
When I am away from campus I can access the Library resources and services I need	4.82	19	6.00	3
A computer is available when I need one	4.79	21	5.82	11
Printing, scanning and photocopying facilities in the Library meet my needs	4.78	22	5.86	9
I am informed about Library services	4.76	23	5.26	27
The items I'm looking for on the Library shelves are usually there	4.75	24	5.73	16
Course specific resources (including short loans) meet my learning needs	4.73	25	5.51	22
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	4.68	26	5.73	17
Library workshops, classes and tutorials help me with my learning and research needs	4.56	27	4.28	28
I can find a place in the Library to work in a group when I need to	4.41	28	5.31	26

# The University of Hong Kong Library User Survey, April 2017

## Mean gap scores – Which Library do you use most? - Fung Ping Shan Library

74 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
When I am away from campus I can access the Library resources and services I need	1.18	1	6.00	3
Printing, scanning and photocopying facilities in the Library meet my needs	1.08	2	5.86	9
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	1.05	3	5.73	17
A computer is available when I need one	1.03	4	5.82	11
I can find a quiet place in the Library to study when I need to	1.01	5	6.12	1
The items I'm looking for on the Library shelves are usually there	0.97	6	5.73	16
I can find a place in the Library to work in a group when I need to	0.90	7	5.31	26
Course specific resources (including short loans) meet my learning needs	0.78	8	5.51	22
The Library website provides useful information	0.72	9	5.79	13
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.70	10	5.81	12
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.65	11	5.47	24
The Library catalogue is easy to use	0.60	12	5.76	14
The Library website is easy to use	0.59	13	5.84	10
The Library is a good place to study	0.53	14	5.98	5
Library signage is clear	0.53	15	5.56	20
I can get wireless access in the Library when I need to	0.52	16	5.65	18
I am informed about Library services	0.50	17	5.26	27
Books and articles I have requested from other libraries and campuses are delivered promptly	0.50	17	5.47	25
Opening hours meet my needs	0.49	19	5.95	7
The Library anticipates my learning and research needs	0.49	20	5.55	21
Library staff are approachable and helpful	0.45	21	6.00	3
Library staff are readily available to assist me	0.44	22	5.92	8
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	0.42	23	5.65	18
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	0.38	24	5.75	15
Library staff provide accurate answers to my enquiries	0.31	25	6.03	2
Face to face enquiry services meet my needs	0.26	26	5.47	23
Library staff treat me fairly and without discrimination	0.14	27	5.96	6
Library workshops, classes and tutorials help me with my learning and research needs	-0.28	28	4.28	28



## The University of Hong Kong Library User Survey, April 2017

### Top 10 factors – Which Library do you use most? - Law Library

273 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can find a quiet place in the Library to study when I need to	6.18	Library staff treat me fairly and without discrimination	5.98	I can find a place in the Library to work in a group when I need to	4.96	Opening hours meet my needs	1.01
I can get wireless access in the Library when I need to	6.13	Library staff provide accurate answers to my enquiries	5.81	Opening hours meet my needs	4.98	I can find a quiet place in the Library to study when I need to	0.87
The Library is a good place to study	6.13	Library staff are readily available to assist me	5.80	Library workshops, classes and tutorials help me with my learning and research needs	5.05	The Library catalogue is easy to use	0.79
Library staff provide accurate answers to my enquiries	6.07	Library staff are approachable and helpful	5.78	I am informed about Library services	5.08	The items I'm looking for on the Library shelves are usually there	0.78
Library staff treat me fairly and without discrimination	6.06	I can get wireless access in the Library when I need to	5.68	The items I'm looking for on the Library shelves are usually there	5.13	When I am away from campus I can access the Library resources and services I need	0.68
Library staff are approachable and helpful	6.06	The Library is a good place to study	5.65	When I am away from campus I can access the Library resources and services I need	5.16	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.63
Library staff are readily available to assist me	6.01	Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.60	Course specific resources (including short loans) meet my learning needs	5.18	I can find a place in the Library to work in a group when I need to	0.60
Opening hours meet my needs	5.99	Face to face enquiry services meet my needs	5.56	The Library catalogue is easy to use	5.20	The Library website is easy to use	0.57
The Library catalogue is easy to use	5.99	Printing, scanning and photocopying facilities in the Library meet my needs	5.46	The Library anticipates my learning and research needs	5.21	A computer is available when I need one	0.56
Printing, scanning and photocopying facilities in the Library meet my needs	5.98	Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.40	Books and articles I have requested from other libraries and campuses are delivered promptly	5.25	Printing, scanning and photocopying facilities in the Library meet my needs	0.52

# The University of Hong Kong Library User Survey, April 2017

## Mean importance scores – Which Library do you use most? - Law Library

273 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Library to study when I need to	6.18	1	5.31	17
I can get wireless access in the Library when I need to	6.13	2	5.68	5
The Library is a good place to study	6.13	3	5.65	6
Library staff provide accurate answers to my enquiries	6.07	4	5.81	2
Library staff treat me fairly and without discrimination	6.06	5	5.98	1
Library staff are approachable and helpful	6.06	6	5.78	4
Library staff are readily available to assist me	6.01	7	5.80	3
Opening hours meet my needs	5.99	8	4.98	27
The Library catalogue is easy to use	5.99	9	5.20	21
Printing, scanning and photocopying facilities in the Library meet my needs	5.98	10	5.46	9
The Library website is easy to use	5.96	11	5.39	12
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.95	12	5.32	16
The items I'm looking for on the Library shelves are usually there	5.91	13	5.13	24
When I am away from campus I can access the Library resources and services I need	5.85	14	5.16	23
A computer is available when I need one	5.82	15	5.26	18
The Library website provides useful information	5.81	16	5.34	15
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.79	17	5.40	11
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.75	18	5.60	7
Books and articles I have requested from other libraries and campuses are delivered promptly	5.74	19	5.25	19
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.74	20	5.38	13
Face to face enquiry services meet my needs	5.70	21	5.56	8
Library signage is clear	5.69	22	5.35	14
Course specific resources (including short loans) meet my learning needs	5.65	23	5.18	22
The Library anticipates my learning and research needs	5.59	24	5.21	20
I can find a place in the Library to work in a group when I need to	5.56	25	4.96	28
I am informed about Library services	5.51	26	5.08	25
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.49	27	5.40	10
Library workshops, classes and tutorials help me with my learning and research needs	5.08	28	5.05	26



## The University of Hong Kong Library User Survey, April 2017

### Mean performance score – Which Library do you use most? - Law Library

273 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Library staff treat me fairly and without discrimination	5.98	1	6.06	5
Library staff provide accurate answers to my enquiries	5.81	2	6.07	4
Library staff are readily available to assist me	5.80	3	6.01	7
Library staff are approachable and helpful	5.78	4	6.06	6
I can get wireless access in the Library when I need to	5.68	5	6.13	2
The Library is a good place to study	5.65	6	6.13	3
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.60	7	5.75	18
Face to face enquiry services meet my needs	5.56	8	5.70	21
Printing, scanning and photocopying facilities in the Library meet my needs	5.46	9	5.98	10
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.40	10	5.49	27
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.40	11	5.79	17
The Library website is easy to use	5.39	12	5.96	11
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.38	13	5.74	20
Library signage is clear	5.35	14	5.69	22
The Library website provides useful information	5.34	15	5.81	16
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.32	16	5.95	12
I can find a quiet place in the Library to study when I need to	5.31	17	6.18	1
A computer is available when I need one	5.26	18	5.82	15
Books and articles I have requested from other libraries and campuses are delivered promptly	5.25	19	5.74	19
The Library anticipates my learning and research needs	5.21	20	5.59	24
The Library catalogue is easy to use	5.20	21	5.99	9
Course specific resources (including short loans) meet my learning needs	5.18	22	5.65	23
When I am away from campus I can access the Library resources and services I need	5.16	23	5.85	14
The items I'm looking for on the Library shelves are usually there	5.13	24	5.91	13
I am informed about Library services	5.08	25	5.51	26
Library workshops, classes and tutorials help me with my learning and research needs	5.05	26	5.08	28
Opening hours meet my needs	4.98	27	5.99	8
I can find a place in the Library to work in a group when I need to	4.96	28	5.56	25

# The University of Hong Kong Library User Survey, April 2017

## Mean gap scores – Which Library do you use most? - Law Library

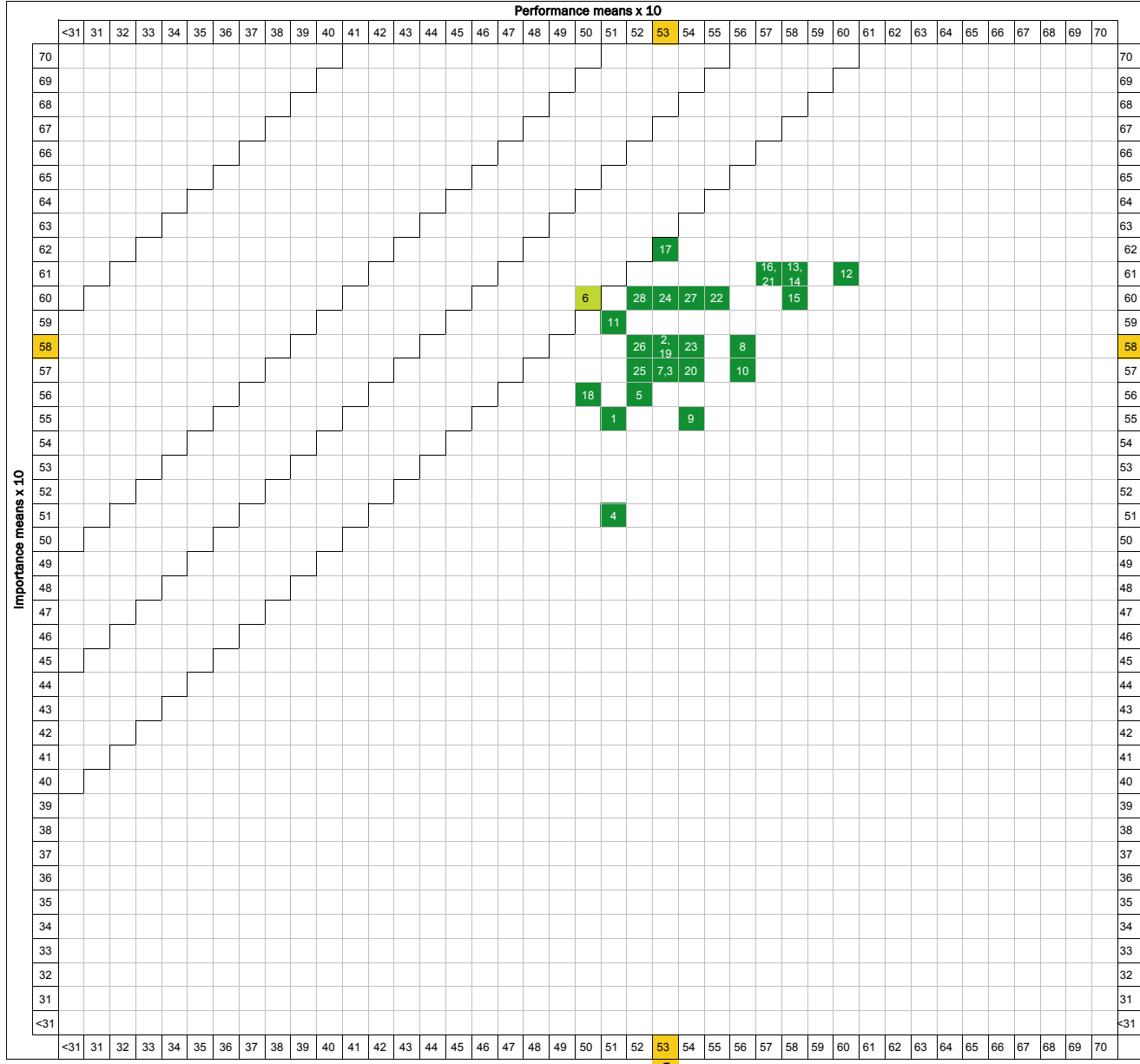
273 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
Opening hours meet my needs	1.01	1	5.99	8
I can find a quiet place in the Library to study when I need to	0.87	2	6.18	1
The Library catalogue is easy to use	0.79	3	5.99	9
The items I'm looking for on the Library shelves are usually there	0.78	4	5.91	13
When I am away from campus I can access the Library resources and services I need	0.68	5	5.85	14
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.63	6	5.95	12
I can find a place in the Library to work in a group when I need to	0.60	7	5.56	25
The Library website is easy to use	0.57	8	5.96	11
A computer is available when I need one	0.56	9	5.82	15
Printing, scanning and photocopying facilities in the Library meet my needs	0.52	10	5.98	10
Books and articles I have requested from other libraries and campuses are delivered promptly	0.48	11	5.74	19
The Library is a good place to study	0.48	12	6.13	3
Course specific resources (including short loans) meet my learning needs	0.48	13	5.65	23
The Library website provides useful information	0.47	14	5.81	16
I can get wireless access in the Library when I need to	0.45	15	6.13	2
I am informed about Library services	0.44	16	5.51	26
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.39	17	5.79	17
The Library anticipates my learning and research needs	0.38	18	5.59	24
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.36	19	5.74	20
Library signage is clear	0.34	20	5.69	22
Library staff are approachable and helpful	0.28	21	6.06	6
Library staff provide accurate answers to my enquiries	0.26	22	6.07	4
Library staff are readily available to assist me	0.21	23	6.01	7
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	0.16	24	5.75	18
Face to face enquiry services meet my needs	0.14	25	5.70	21
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	0.09	26	5.49	27
Library staff treat me fairly and without discrimination	0.08	27	6.06	5
Library workshops, classes and tutorials help me with my learning and research needs	0.03	28	5.08	28

# The University of Hong Kong Library User Survey, April 2017

Best practice categories gap grid – Which Library do you use most? - Law Library

273 responses



Statements	
1	I am informed about Library services
2	The Library website provides useful information
3	Library signage is clear
4	Library workshops, classes and tutorials help me with my learning and research needs
5	The Library anticipates my learning and research needs
6	Opening hours meet my needs
7	Books and articles I have requested from other libraries and campuses are delivered promptly
8	Self Service (e.g. self check loans, requests, renewals, holds) meets my needs
9	Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs
10	Face to face enquiry services meet my needs
11	The items I'm looking for on the Library shelves are usually there
12	Library staff treat me fairly and without discrimination
13	Library staff are approachable and helpful
14	Library staff provide accurate answers to my enquiries
15	Library staff are readily available to assist me
16	The Library is a good place to study
17	I can find a quiet place in the Library to study when I need to
18	I can find a place in the Library to work in a group when I need to
19	A computer is available when I need one
20	Laptop facilities (e.g. desks, power) in the Library meet my needs
21	I can get wireless access in the Library when I need to
22	Printing, scanning and photocopying facilities in the Library meet my needs
23	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
24	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs
25	Course specific resources (including short loans) meet my learning needs
26	When I am away from campus I can access the Library resources and services I need
27	The Library website is easy to use
28	The Library catalogue is easy to use

Legend: ■ Gap > 2.9 ■ Gap > 1.9 ■ Gap > 1.4 ■ Gap > 0.9 ■ Gap < 0.9

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## The University of Hong Kong Library User Survey, April 2017

### Top 10 factors – Which Library do you use most? - Medical Library

314 responses

						Factors rated top 10 in importance	
Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can find a quiet place in the Library to study when I need to	6.14	Library staff treat me fairly and without discrimination	5.84	Library workshops, classes and tutorials help me with my learning and research needs	4.94	When I am away from campus I can access the Library resources and services I need	0.78
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	6.12	Library staff are approachable and helpful	5.76	I am informed about Library services	4.99	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.77
I can get wireless access in the Library when I need to	6.12	Library staff provide accurate answers to my enquiries	5.70	I can find a place in the Library to work in a group when I need to	5.12	I can find a quiet place in the Library to study when I need to	0.76
The Library is a good place to study	6.07	I can get wireless access in the Library when I need to	5.65	The Library catalogue is easy to use	5.15	The Library website is easy to use	0.75
Printing, scanning and photocopying facilities in the Library meet my needs	6.06	Library staff are readily available to assist me	5.64	The Library anticipates my learning and research needs	5.15	The Library catalogue is easy to use	0.71
When I am away from campus I can access the Library resources and services I need	6.02	Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.54	Library signage is clear	5.16	Printing, scanning and photocopying facilities in the Library meet my needs	0.65
Library staff treat me fairly and without discrimination	5.95	The Library is a good place to study	5.51	The Library website is easy to use	5.16	I can find a place in the Library to work in a group when I need to	0.63
Library staff are approachable and helpful	5.94	Printing, scanning and photocopying facilities in the Library meet my needs	5.42	The items I'm looking for on the Library shelves are usually there	5.18	The items I'm looking for on the Library shelves are usually there	0.61
Library staff provide accurate answers to my enquiries	5.93	Face to face enquiry services meet my needs	5.41	Course specific resources (including short loans) meet my learning needs	5.20	The Library website provides useful information	0.60
A computer is available when I need one	5.91	Opening hours meet my needs	5.40	The Library website provides useful information	5.21	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.58

# The University of Hong Kong Library User Survey, April 2017

## Mean importance scores – Which Library do you use most? - Medical Library

314 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Library to study when I need to	6.14	1	5.38	11
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	6.12	2	5.35	12
I can get wireless access in the Library when I need to	6.12	3	5.65	4
The Library is a good place to study	6.07	4	5.51	7
Printing, scanning and photocopying facilities in the Library meet my needs	6.06	5	5.42	8
When I am away from campus I can access the Library resources and services I need	6.02	6	5.24	17
Library staff treat me fairly and without discrimination	5.95	7	5.84	1
Library staff are approachable and helpful	5.94	8	5.76	2
Library staff provide accurate answers to my enquiries	5.93	9	5.70	3
A computer is available when I need one	5.91	10	5.34	13
The Library website is easy to use	5.91	11	5.16	22
Library staff are readily available to assist me	5.88	12	5.64	5
The Library catalogue is easy to use	5.86	13	5.15	25
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.86	14	5.27	16
Opening hours meet my needs	5.84	15	5.40	10
The Library website provides useful information	5.81	16	5.21	19
The items I'm looking for on the Library shelves are usually there	5.80	17	5.18	21
I can find a place in the Library to work in a group when I need to	5.75	18	5.12	26
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.71	19	5.54	6
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.68	20	5.33	14
Course specific resources (including short loans) meet my learning needs	5.59	21	5.20	20
Books and articles I have requested from other libraries and campuses are delivered promptly	5.58	22	5.30	15
Library signage is clear	5.55	23	5.16	23
The Library anticipates my learning and research needs	5.53	24	5.15	24
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.50	25	5.23	18
Face to face enquiry services meet my needs	5.47	26	5.41	9
I am informed about Library services	5.42	27	4.99	27
Library workshops, classes and tutorials help me with my learning and research needs	5.02	28	4.94	28

## The University of Hong Kong Library User Survey, April 2017

### Mean performance score – Which Library do you use most? - Medical Library

314 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Library staff treat me fairly and without discrimination	5.84	1	5.95	7
Library staff are approachable and helpful	5.76	2	5.94	8
Library staff provide accurate answers to my enquiries	5.70	3	5.93	9
I can get wireless access in the Library when I need to	5.65	4	6.12	3
Library staff are readily available to assist me	5.64	5	5.88	12
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.54	6	5.71	19
The Library is a good place to study	5.51	7	6.07	4
Printing, scanning and photocopying facilities in the Library meet my needs	5.42	8	6.06	5
Face to face enquiry services meet my needs	5.41	9	5.47	26
Opening hours meet my needs	5.40	10	5.84	15
I can find a quiet place in the Library to study when I need to	5.38	11	6.14	1
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.35	12	6.12	2
A computer is available when I need one	5.34	13	5.91	10
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.33	14	5.68	20
Books and articles I have requested from other libraries and campuses are delivered promptly	5.30	15	5.58	22
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.27	16	5.86	14
When I am away from campus I can access the Library resources and services I need	5.24	17	6.02	6
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.23	18	5.50	25
The Library website provides useful information	5.21	19	5.81	16
Course specific resources (including short loans) meet my learning needs	5.20	20	5.59	21
The items I'm looking for on the Library shelves are usually there	5.18	21	5.80	17
The Library website is easy to use	5.16	22	5.91	11
Library signage is clear	5.16	23	5.55	23
The Library anticipates my learning and research needs	5.15	24	5.53	24
The Library catalogue is easy to use	5.15	25	5.86	13
I can find a place in the Library to work in a group when I need to	5.12	26	5.75	18
I am informed about Library services	4.99	27	5.42	27
Library workshops, classes and tutorials help me with my learning and research needs	4.94	28	5.02	28

# The University of Hong Kong Library User Survey, April 2017

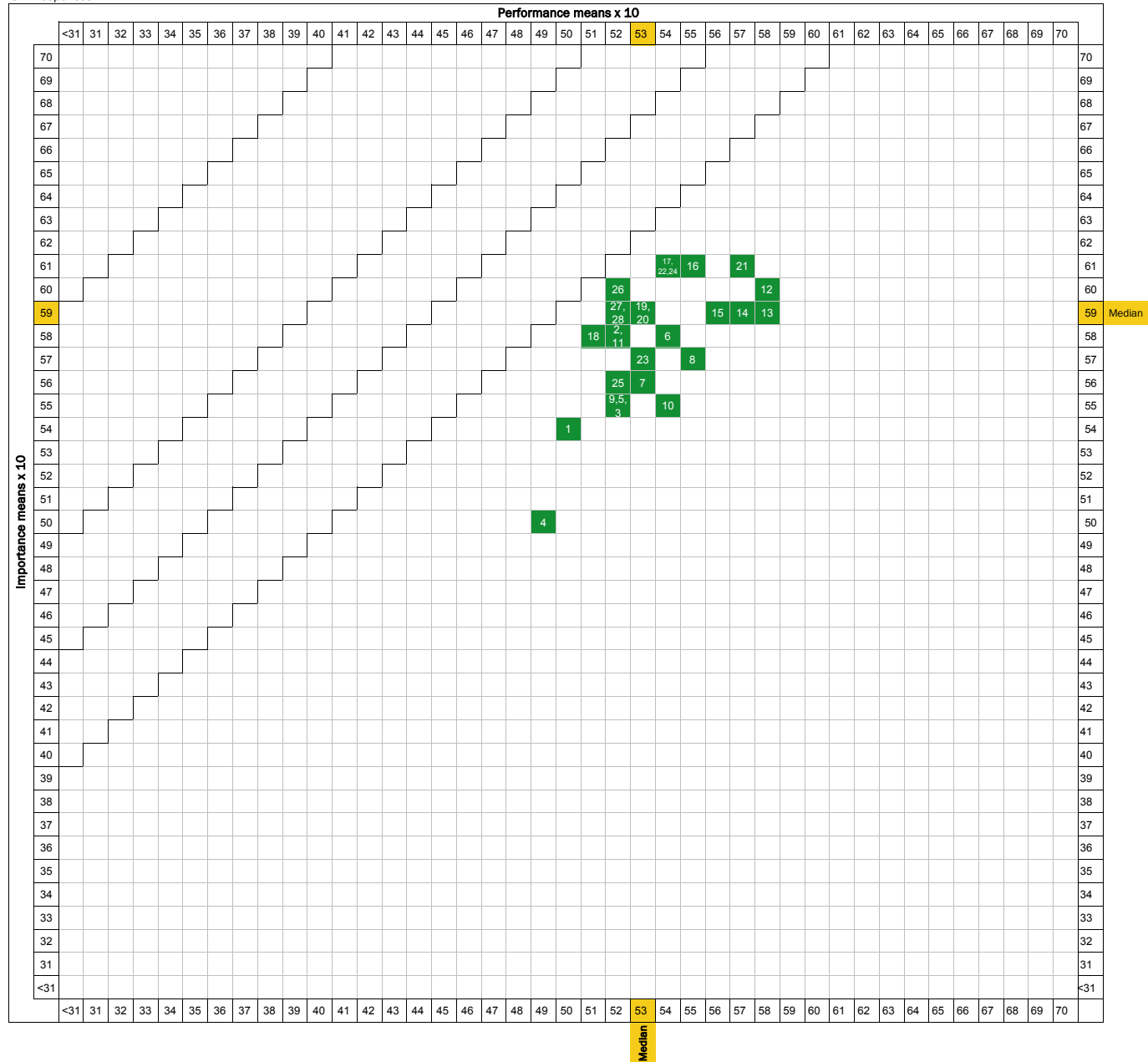
## Mean gap scores – Which Library do you use most? - Medical Library

314 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
When I am away from campus I can access the Library resources and services I need	0.78	1	6.02	6
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.77	2	6.12	2
I can find a quiet place in the Library to study when I need to	0.76	3	6.14	1
The Library website is easy to use	0.75	4	5.91	11
The Library catalogue is easy to use	0.71	5	5.86	13
Printing, scanning and photocopying facilities in the Library meet my needs	0.65	6	6.06	5
I can find a place in the Library to work in a group when I need to	0.63	7	5.75	18
The items I'm looking for on the Library shelves are usually there	0.61	8	5.80	17
The Library website provides useful information	0.60	9	5.81	16
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.58	10	5.86	14
A computer is available when I need one	0.57	11	5.91	10
The Library is a good place to study	0.56	12	6.07	4
I can get wireless access in the Library when I need to	0.46	13	6.12	3
Opening hours meet my needs	0.44	14	5.84	15
I am informed about Library services	0.42	15	5.42	27
Library signage is clear	0.39	16	5.55	23
Course specific resources (including short loans) meet my learning needs	0.39	17	5.59	21
The Library anticipates my learning and research needs	0.38	18	5.53	24
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.35	19	5.68	20
Books and articles I have requested from other libraries and campuses are delivered promptly	0.28	20	5.58	22
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	0.27	21	5.50	25
Library staff are readily available to assist me	0.24	22	5.88	12
Library staff provide accurate answers to my enquiries	0.23	23	5.93	9
Library staff are approachable and helpful	0.18	24	5.94	8
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	0.16	25	5.71	19
Library staff treat me fairly and without discrimination	0.11	26	5.95	7
Library workshops, classes and tutorials help me with my learning and research needs	0.08	27	5.02	28
Face to face enquiry services meet my needs	0.06	28	5.47	26

# The University of Hong Kong Library User Survey, April 2017

Best practice categories gap grid – Which Library do you use most? - Medical Library  
314 responses



Statements	
1	I am informed about Library services
2	The Library website provides useful information
3	Library signage is clear
4	Library workshops, classes and tutorials help me with my learning and research needs
5	The Library anticipates my learning and research needs
6	Opening hours meet my needs
7	Books and articles I have requested from other libraries and campuses are delivered promptly
8	Self Service (e.g. self check loans, requests, renewals, holds) meets my needs
9	Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs
10	Face to face enquiry services meet my needs
11	The items I'm looking for on the Library shelves are usually there
12	Library staff treat me fairly and without discrimination
13	Library staff are approachable and helpful
14	Library staff provide accurate answers to my enquiries
15	Library staff are readily available to assist me
16	The Library is a good place to study
17	I can find a quiet place in the Library to study when I need to
18	I can find a place in the Library to work in a group when I need to
19	A computer is available when I need one
20	Laptop facilities (e.g. desks, power) in the Library meet my needs
21	I can get wireless access in the Library when I need to
22	Printing, scanning and photocopying facilities in the Library meet my needs
23	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
24	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs
25	Course specific resources (including short loans) meet my learning needs
26	When I am away from campus I can access the Library resources and services I need
27	The Library website is easy to use
28	The Library catalogue is easy to use



## The University of Hong Kong Library User Survey, April 2017

### Top 10 factors – Which Library do you use most? - Music Library

187 responses

						Factors rated top 10 in importance	
Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can find a quiet place in the Library to study when I need to	5.97	I can get wireless access in the Library when I need to	6.74	The Library catalogue is easy to use	6.31	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	-0.53
I can get wireless access in the Library when I need to	5.97	The Library is a good place to study	6.61	I am informed about Library services	6.31	The Library website is easy to use	-0.54
The Library is a good place to study	5.96	A computer is available when I need one	6.59	The Library website is easy to use	6.31	The Library catalogue is easy to use	-0.58
Printing, scanning and photocopying facilities in the Library meet my needs	5.93	I can find a quiet place in the Library to study when I need to	6.58	Library workshops, classes and tutorials help me with my learning and research needs	6.35	I can find a quiet place in the Library to study when I need to	-0.60
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.89	Laptop facilities (e.g. desks, power) in the Library meet my needs	6.57	The Library website provides useful information	6.37	Printing, scanning and photocopying facilities in the Library meet my needs	-0.62
I can find a place in the Library to work in a group when I need to	5.89	Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	6.55	Library signage is clear	6.38	Course specific resources (including short loans) meet my learning needs	-0.63
When I am away from campus I can access the Library resources and services I need	5.87	Printing, scanning and photocopying facilities in the Library meet my needs	6.54	Face to face enquiry services meet my needs	6.39	I can find a place in the Library to work in a group when I need to	-0.63
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.86	When I am away from campus I can access the Library resources and services I need	6.53	Library staff provide accurate answers to my enquiries	6.41	The items I'm looking for on the Library shelves are usually there	-0.65
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.85	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	6.53	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	6.41	The Library is a good place to study	-0.65
A computer is available when I need one	5.84	I can find a place in the Library to work in a group when I need to	6.52	Library staff are readily available to assist me	6.42	When I am away from campus I can access the Library resources and services I need	-0.66

# The University of Hong Kong Library User Survey, April 2017

## Mean importance scores – Which Library do you use most? - Music Library

187 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Library to study when I need to	5.97	1	6.58	4
I can get wireless access in the Library when I need to	5.97	2	6.74	1
The Library is a good place to study	5.96	3	6.61	2
Printing, scanning and photocopying facilities in the Library meet my needs	5.93	4	6.54	7
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.89	5	6.41	20
I can find a place in the Library to work in a group when I need to	5.89	5	6.52	10
When I am away from campus I can access the Library resources and services I need	5.87	7	6.53	8
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.86	8	6.57	5
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.85	9	6.53	9
A computer is available when I need one	5.84	10	6.59	3
Course specific resources (including short loans) meet my learning needs	5.79	11	6.42	18
The items I'm looking for on the Library shelves are usually there	5.79	12	6.43	15
The Library website is easy to use	5.78	13	6.31	26
Opening hours meet my needs	5.77	14	6.46	13
The Library catalogue is easy to use	5.72	15	6.31	28
Books and articles I have requested from other libraries and campuses are delivered promptly	5.67	16	6.48	11
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.67	17	6.55	6
The Library website provides useful information	5.65	18	6.37	24
Library staff are readily available to assist me	5.62	19	6.42	19
The Library anticipates my learning and research needs	5.61	20	6.43	16
Library staff provide accurate answers to my enquiries	5.61	21	6.41	21
Library signage is clear	5.60	22	6.38	23
Library staff treat me fairly and without discrimination	5.60	23	6.47	12
Library staff are approachable and helpful	5.59	24	6.43	17
I am informed about Library services	5.54	25	6.31	27
Face to face enquiry services meet my needs	5.54	26	6.39	22
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.53	27	6.45	14
Library workshops, classes and tutorials help me with my learning and research needs	5.52	28	6.35	25

## The University of Hong Kong Library User Survey, April 2017

### Mean performance score – Which Library do you use most? - Music Library

187 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.74	1	5.97	2
The Library is a good place to study	6.61	2	5.96	3
A computer is available when I need one	6.59	3	5.84	10
I can find a quiet place in the Library to study when I need to	6.58	4	5.97	1
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.57	5	5.86	8
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	6.55	6	5.67	17
Printing, scanning and photocopying facilities in the Library meet my needs	6.54	7	5.93	4
When I am away from campus I can access the Library resources and services I need	6.53	8	5.87	7
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	6.53	9	5.85	9
I can find a place in the Library to work in a group when I need to	6.52	10	5.89	5
Books and articles I have requested from other libraries and campuses are delivered promptly	6.48	11	5.67	16
Library staff treat me fairly and without discrimination	6.47	12	5.60	23
Opening hours meet my needs	6.46	13	5.77	14
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	6.45	14	5.53	27
The items I'm looking for on the Library shelves are usually there	6.43	15	5.79	12
The Library anticipates my learning and research needs	6.43	16	5.61	20
Library staff are approachable and helpful	6.43	17	5.59	24
Course specific resources (including short loans) meet my learning needs	6.42	18	5.79	11
Library staff are readily available to assist me	6.42	19	5.62	19
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	6.41	20	5.89	5
Library staff provide accurate answers to my enquiries	6.41	21	5.61	21
Face to face enquiry services meet my needs	6.39	22	5.54	26
Library signage is clear	6.38	23	5.60	22
The Library website provides useful information	6.37	24	5.65	18
Library workshops, classes and tutorials help me with my learning and research needs	6.35	25	5.52	28
The Library website is easy to use	6.31	26	5.78	13
I am informed about Library services	6.31	27	5.54	25
The Library catalogue is easy to use	6.31	28	5.72	15

# The University of Hong Kong Library User Survey, April 2017

## Mean gap scores – Which Library do you use most? - Music Library

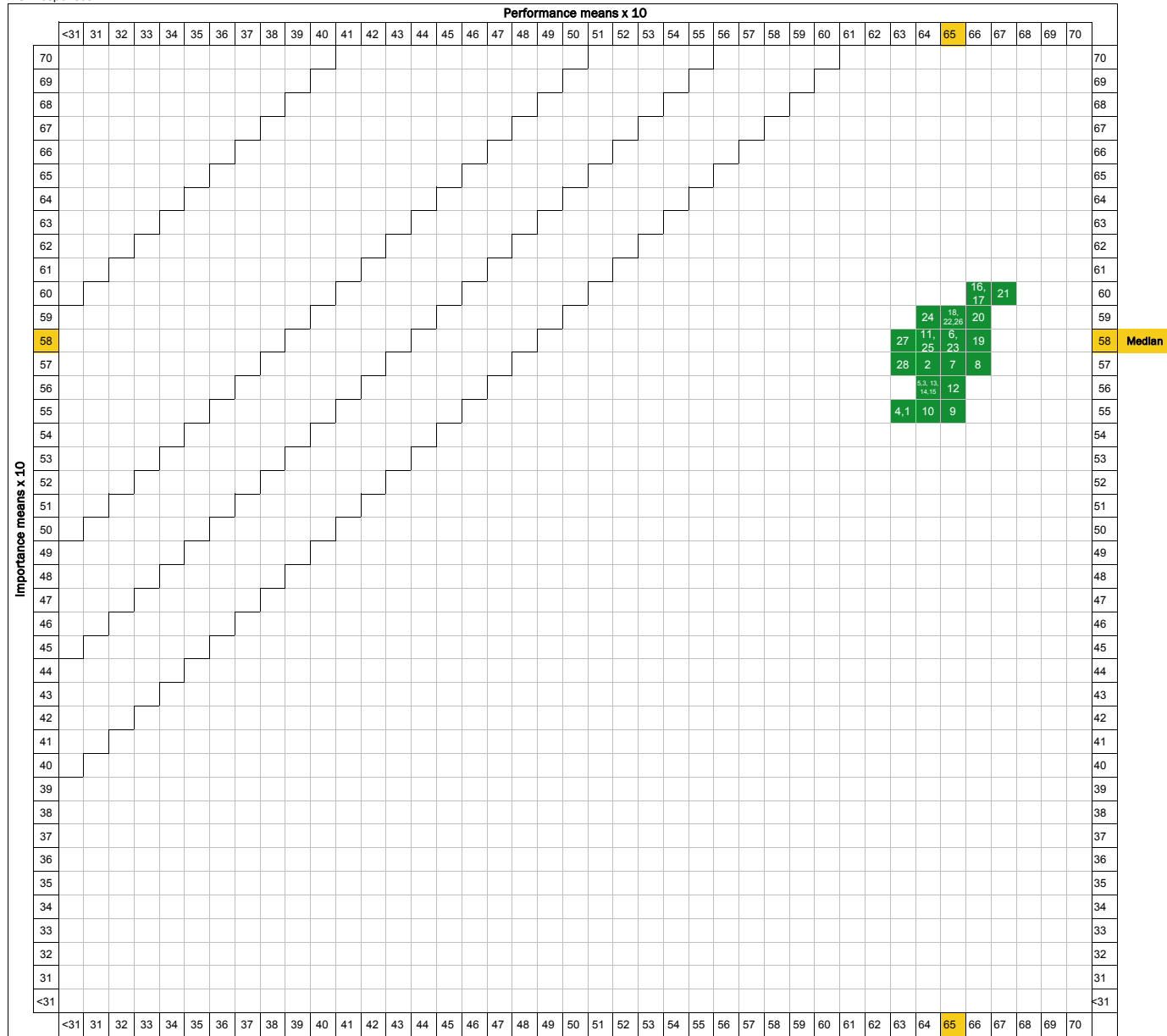
187 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	-0.53	1	5.89	5
The Library website is easy to use	-0.54	2	5.78	13
The Library catalogue is easy to use	-0.58	3	5.72	15
I can find a quiet place in the Library to study when I need to	-0.60	4	5.97	1
Printing, scanning and photocopying facilities in the Library meet my needs	-0.62	5	5.93	4
Course specific resources (including short loans) meet my learning needs	-0.63	6	5.79	11
I can find a place in the Library to work in a group when I need to	-0.63	7	5.89	5
The items I'm looking for on the Library shelves are usually there	-0.65	8	5.79	12
The Library is a good place to study	-0.65	9	5.96	3
When I am away from campus I can access the Library resources and services I need	-0.66	10	5.87	7
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	-0.68	11	5.85	9
Opening hours meet my needs	-0.69	12	5.77	14
Laptop facilities (e.g. desks, power) in the Library meet my needs	-0.71	13	5.86	8
The Library website provides useful information	-0.72	14	5.65	18
A computer is available when I need one	-0.75	15	5.84	10
I am informed about Library services	-0.76	16	5.54	25
I can get wireless access in the Library when I need to	-0.77	17	5.97	2
Library signage is clear	-0.78	18	5.60	22
Library staff provide accurate answers to my enquiries	-0.79	19	5.61	21
Library staff are readily available to assist me	-0.80	20	5.62	19
The Library anticipates my learning and research needs	-0.81	21	5.61	20
Books and articles I have requested from other libraries and campuses are delivered promptly	-0.81	22	5.67	16
Library workshops, classes and tutorials help me with my learning and research needs	-0.83	23	5.52	28
Library staff are approachable and helpful	-0.83	24	5.59	24
Face to face enquiry services meet my needs	-0.85	25	5.54	26
Library staff treat me fairly and without discrimination	-0.87	26	5.60	23
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	-0.89	27	5.67	17
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	-0.92	28	5.53	27

# The University of Hong Kong Library User Survey, April 2017

Best practice categories gap grid – Which Library do you use most? - Music Library

187 responses



Statements	
1	I am informed about Library services
2	The Library website provides useful information
3	Library signage is clear
4	Library workshops, classes and tutorials help me with my learning and research needs
5	The Library anticipates my learning and research needs
6	Opening hours meet my needs
7	Books and articles I have requested from other libraries and campuses are delivered promptly
8	Self Service (e.g. self check loans, requests, renewals, holds) meets my needs
9	Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs
10	Face to face enquiry services meet my needs
11	The items I'm looking for on the Library shelves are usually there
12	Library staff treat me fairly and without discrimination
13	Library staff are approachable and helpful
14	Library staff provide accurate answers to my enquiries
15	Library staff are readily available to assist me
16	The Library is a good place to study
17	I can find a quiet place in the Library to study when I need to
18	I can find a place in the Library to work in a group when I need to
19	A computer is available when I need one
20	Laptop facilities (e.g. desks, power) in the Library meet my needs
21	I can get wireless access in the Library when I need to
22	Printing, scanning and photocopying facilities in the Library meet my needs
23	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
24	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs
25	Course specific resources (including short loans) meet my learning needs
26	When I am away from campus I can access the Library resources and services I need
27	The Library website is easy to use
28	The Library catalogue is easy to use

Legend: ■ Gap > 2.9 ■ Gap > 1.9 ■ Gap > 1.4 ■ Gap > 0.9 ■ Gap < 0.9

The University of Hong Kong Library User Survey, April 2017

Top 5 importance scores by demographic

Which category describes you?

Unique factor

HKU current staff or student - Architecture (52 responses)	Importance mean
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	6.16
The items I'm looking for on the Library shelves are usually there	6.06
I can find a quiet place in the Library to study when I need to	6.02
The Library website is easy to use	6.02
The Library website provides useful information	6.02
HKU current staff or student - Arts (237 responses)	Importance mean
I can get wireless access in the Library when I need to	6.13
When I am away from campus I can access the Library resources and services I need	6.04
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	6.04
The items I'm looking for on the Library shelves are usually there	6.02
I can find a quiet place in the Library to study when I need to	5.98
HKU current staff or student - Business and Economics (147 responses)	Importance mean
I can get wireless access in the Library when I need to	6.15
I can find a quiet place in the Library to study when I need to	6.10
The Library is a good place to study	6.06
Printing, scanning and photocopying facilities in the Library meet my needs	6.04
I can find a place in the Library to work in a group when I need to	5.90
HKU current staff or student - Dentistry (50 responses)	Importance mean
I can get wireless access in the Library when I need to	6.52
Printing, scanning and photocopying facilities in the Library meet my needs	6.40
Opening hours meet my needs	6.22
I can find a quiet place in the Library to study when I need to	6.20
Library staff provide accurate answers to my enquiries	6.20
HKU current staff or student - Education (100 responses)	Importance mean
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	6.29
I can get wireless access in the Library when I need to	6.27
The Library is a good place to study	6.19
The Library catalogue is easy to use	6.17
Library staff provide accurate answers to my enquiries	6.16
HKU current staff or student - Engineering (153 responses)	Importance mean
I can get wireless access in the Library when I need to	6.31
The Library is a good place to study	6.16
I can find a quiet place in the Library to study when I need to	6.16
Printing, scanning and photocopying facilities in the Library meet my needs	6.04
I can find a place in the Library to work in a group when I need to	5.88
HKU current staff or student - Law (102 responses)	Importance mean
I can find a quiet place in the Library to study when I need to	6.35
The Library is a good place to study	6.34
I can get wireless access in the Library when I need to	6.32
Printing, scanning and photocopying facilities in the Library meet my needs	6.24
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	6.18

## The University of Hong Kong Library User Survey, April 2017

Top 5 importance scores by demographic

Which category describes you?

Unique factor

<b>HKU current staff or student - Medicine (218 responses)</b>	<b>Importance mean</b>
I can find a quiet place in the Library to study when I need to	6.28
I can get wireless access in the Library when I need to	6.27
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	6.21
The Library is a good place to study	6.20
When I am away from campus I can access the Library resources and services I need	6.16
<b>HKU current staff or student - Science (178 responses)</b>	<b>Importance mean</b>
I can find a quiet place in the Library to study when I need to	6.38
I can get wireless access in the Library when I need to	6.36
The Library is a good place to study	6.34
Printing, scanning and photocopying facilities in the Library meet my needs	6.18
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	6.16
<b>HKU current staff or student - Social Sciences (118 responses)</b>	<b>Importance mean</b>
I can get wireless access in the Library when I need to	6.24
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	6.08
When I am away from campus I can access the Library resources and services I need	6.06
The Library is a good place to study	6.06
I can find a quiet place in the Library to study when I need to	6.04
<b>HKU current staff or student - Other (50 responses)</b>	<b>Importance mean</b>
I can get wireless access in the Library when I need to	6.21
The Library catalogue is easy to use	6.20
When I am away from campus I can access the Library resources and services I need	6.20
I can find a quiet place in the Library to study when I need to	6.14
The Library website is easy to use	6.11
<b>SPACE - Student (788 responses)</b>	<b>Importance mean</b>
The Library is a good place to study	5.82
I can find a quiet place in the Library to study when I need to	5.81
I can get wireless access in the Library when I need to	5.68
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.68
Printing, scanning and photocopying facilities in the Library meet my needs	5.65
<b>SPACE - Staff (121 responses)</b>	<b>Importance mean</b>
The Library is a good place to study	5.88
Library staff provide accurate answers to my enquiries	5.86
Library staff are approachable and helpful	5.85
Library staff are readily available to assist me	5.81
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.77
<b>CENTENNIAL COLLEGE - Student (339 responses)</b>	<b>Importance mean</b>
I can get wireless access in the Library when I need to	6.13
I can find a quiet place in the Library to study when I need to	6.11
The Library is a good place to study	6.10
Printing, scanning and photocopying facilities in the Library meet my needs	6.02
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.97

The University of Hong Kong Library User Survey, April 2017

Top 5 importance scores by demographic

Which category describes you?

Unique factor

<b>CENTENNIAL COLLEGE - Staff (29 responses)</b>	<b>Importance mean</b>
Opening hours meet my needs	6.29
Library staff are approachable and helpful	6.28
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	6.26
The Library is a good place to study	6.26
Library staff are readily available to assist me	6.24
<b>OTHERS - Alumni (1416 responses)</b>	<b>Importance mean</b>
I can find a quiet place in the Library to study when I need to	6.12
The Library is a good place to study	6.11
I can get wireless access in the Library when I need to	6.04
Library staff provide accurate answers to my enquiries	6.03
Library staff are approachable and helpful	5.99
<b>OTHERS - Circle of Friends member (205 responses)</b>	<b>Importance mean</b>
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	6.08
I can get wireless access in the Library when I need to	6.05
Library staff provide accurate answers to my enquiries	6.01
The Library is a good place to study	6.00
The Library catalogue is easy to use	5.98
<b>OTHERS - Other (115 responses)</b>	<b>Importance mean</b>
I can get wireless access in the Library when I need to	6.26
Library staff provide accurate answers to my enquiries	6.24
Library staff are approachable and helpful	6.17
Library staff are readily available to assist me	6.15
I can find a quiet place in the Library to study when I need to	6.13



The University of Hong Kong Library User Survey, April 2017

Top 5 performance scores by demographic

Which category describes you?

Unique factor

<b>HKU current staff or student - Architecture (52 responses)</b>	<b>Performance mean</b>
Library staff are approachable and helpful	5.80
Library staff treat me fairly and without discrimination	5.69
Library staff provide accurate answers to my enquiries	5.65
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.52
Library staff are readily available to assist me	5.50
<b>HKU current staff or student - Arts (237 responses)</b>	<b>Performance mean</b>
Library staff treat me fairly and without discrimination	6.26
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	6.19
Opening hours meet my needs	6.16
The Library is a good place to study	6.15
I can get wireless access in the Library when I need to	6.13
<b>HKU current staff or student - Business and Economics (147 responses)</b>	<b>Performance mean</b>
Library staff treat me fairly and without discrimination	5.66
Library staff are approachable and helpful	5.58
Library staff provide accurate answers to my enquiries	5.56
Library staff are readily available to assist me	5.52
The Library is a good place to study	5.44
<b>HKU current staff or student - Dentistry (50 responses)</b>	<b>Performance mean</b>
Library staff provide accurate answers to my enquiries	6.10
Library staff are approachable and helpful	6.10
Library staff treat me fairly and without discrimination	6.10
Library staff are readily available to assist me	6.02
I can get wireless access in the Library when I need to	5.83
<b>HKU current staff or student - Education (100 responses)</b>	<b>Performance mean</b>
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.80
Library staff treat me fairly and without discrimination	5.77
I can get wireless access in the Library when I need to	5.72
Books and articles I have requested from other libraries and campuses are delivered promptly	5.70
Opening hours meet my needs	5.65
<b>HKU current staff or student - Engineering (153 responses)</b>	<b>Performance mean</b>
Library staff treat me fairly and without discrimination	5.59
The Library is a good place to study	5.53
Library staff are readily available to assist me	5.50
Library staff are approachable and helpful	5.48
Library staff provide accurate answers to my enquiries	5.46
<b>HKU current staff or student - Law (102 responses)</b>	<b>Performance mean</b>
Library staff treat me fairly and without discrimination	6.16
Library staff are approachable and helpful	5.97
Library staff are readily available to assist me	5.86
Library staff provide accurate answers to my enquiries	5.83
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.75

The University of Hong Kong Library User Survey, April 2017

Top 5 performance scores by demographic

Which category describes you?

Unique factor

	Performance mean
<b>HKU current staff or student - Medicine (218 responses)</b>	<b>Performance mean</b>
Library staff treat me fairly and without discrimination	5.96
Library staff are approachable and helpful	5.82
Library staff provide accurate answers to my enquiries	5.76
Library staff are readily available to assist me	5.73
I can get wireless access in the Library when I need to	5.73
<b>HKU current staff or student - Science (178 responses)</b>	<b>Performance mean</b>
Library staff treat me fairly and without discrimination	5.92
Library staff are approachable and helpful	5.78
Library staff provide accurate answers to my enquiries	5.73
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.63
Library staff are readily available to assist me	5.63
<b>HKU current staff or student - Social Sciences (118 responses)</b>	<b>Performance mean</b>
Library staff treat me fairly and without discrimination	5.87
Library staff provide accurate answers to my enquiries	5.67
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.66
Library staff are approachable and helpful	5.61
I can get wireless access in the Library when I need to	5.60
<b>HKU current staff or student - Other (50 responses)</b>	<b>Performance mean</b>
Library staff provide accurate answers to my enquiries	5.73
Library staff treat me fairly and without discrimination	5.66
Opening hours meet my needs	5.65
Library staff are approachable and helpful	5.65
Library staff are readily available to assist me	5.63
<b>SPACE - Student (788 responses)</b>	<b>Performance mean</b>
The Library is a good place to study	5.33
Library staff treat me fairly and without discrimination	5.28
I can find a quiet place in the Library to study when I need to	5.26
Library staff provide accurate answers to my enquiries	5.26
Library staff are readily available to assist me	5.21
<b>SPACE - Staff (121 responses)</b>	<b>Performance mean</b>
Library staff treat me fairly and without discrimination	5.56
Opening hours meet my needs	5.47
The Library is a good place to study	5.43
Library staff are approachable and helpful	5.38
Library staff provide accurate answers to my enquiries	5.38
<b>CENTENNIAL COLLEGE - Student (339 responses)</b>	<b>Performance mean</b>
Library staff are approachable and helpful	5.67
Library staff treat me fairly and without discrimination	5.63
Library staff provide accurate answers to my enquiries	5.62
Library staff are readily available to assist me	5.59
The Library is a good place to study	5.55

The University of Hong Kong Library User Survey, April 2017

Top 5 performance scores by demographic

Which category describes you?

Unique factor

<b>CENTENNIAL CoLLEGE - Staff (29 responses)</b>	<b>Performance mean</b>
Library staff are approachable and helpful	6.00
Library staff treat me fairly and without discrimination	5.97
Library staff are readily available to assist me	5.86
The Library is a good place to study	5.81
Library staff provide accurate answers to my enquiries	5.79
<b>OTHERS - Alumni (1416 responses)</b>	<b>Performance mean</b>
Library staff treat me fairly and without discrimination	5.83
Library staff are approachable and helpful	5.71
Library staff provide accurate answers to my enquiries	5.70
The Library is a good place to study	5.69
Library staff are readily available to assist me	5.58
<b>OTHERS - Circle of Friends member (205 responses)</b>	<b>Performance mean</b>
Library staff treat me fairly and without discrimination	5.66
Library staff provide accurate answers to my enquiries	5.55
Library staff are readily available to assist me	5.53
Library staff are approachable and helpful	5.48
Face to face enquiry services meet my needs	5.39
<b>OTHERS - Other (115 responses)</b>	<b>Performance mean</b>
Library staff provide accurate answers to my enquiries	5.93
Library staff treat me fairly and without discrimination	5.93
Library staff are approachable and helpful	5.86
Library staff are readily available to assist me	5.84
I can get wireless access in the Library when I need to	5.81

## The University of Hong Kong Library User Survey, April 2017

Top 5 gap scores by demographic

Which category describes you?

Unique factor

<b>HKU current staff or student - Architecture (52 responses)</b>	<b>Gap score</b>
The items I'm looking for on the Library shelves are usually there	1.04
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.98
Library signage is clear	0.94
I can find a place in the Library to work in a group when I need to	0.91
The Library website provides useful information	0.87
<b>HKU current staff or student - Arts (237 responses)</b>	<b>Gap score</b>
The items I'm looking for on the Library shelves are usually there	0.25
A computer is available when I need one	0.20
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.12
The Library catalogue is easy to use	0.10
The Library website is easy to use	0.02
<b>HKU current staff or student - Business and Economics (147 responses)</b>	<b>Gap score</b>
I can find a place in the Library to work in a group when I need to	1.04
A computer is available when I need one	0.96
I can get wireless access in the Library when I need to	0.92
Printing, scanning and photocopying facilities in the Library meet my needs	0.86
I can find a quiet place in the Library to study when I need to	0.84
<b>HKU current staff or student - Dentistry (50 responses)</b>	<b>Gap score</b>
Printing, scanning and photocopying facilities in the Library meet my needs	0.79
A computer is available when I need one	0.78
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.75
The Library catalogue is easy to use	0.72
I can get wireless access in the Library when I need to	0.69
<b>HKU current staff or student - Education (100 responses)</b>	<b>Gap score</b>
A computer is available when I need one	1.19
The items I'm looking for on the Library shelves are usually there	1.17
I can find a place in the Library to work in a group when I need to	1.05
The Library catalogue is easy to use	0.92
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.90
<b>HKU current staff or student - Engineering (153 responses)</b>	<b>Gap score</b>
I can get wireless access in the Library when I need to	1.30
A computer is available when I need one	1.23
I can find a place in the Library to work in a group when I need to	1.03
Printing, scanning and photocopying facilities in the Library meet my needs	1.03
Laptop facilities (e.g. desks, power) in the Library meet my needs	1.02
<b>HKU current staff or student - Law (102 responses)</b>	<b>Gap score</b>
I can find a place in the Library to work in a group when I need to	1.19
Opening hours meet my needs	1.09
I can find a quiet place in the Library to study when I need to	1.05
The Library catalogue is easy to use	0.98
The items I'm looking for on the Library shelves are usually there	0.94

## The University of Hong Kong Library User Survey, April 2017

### Top 5 gap scores by demographic

Which category describes you?

Unique factor

<b>HKU current staff or student - Medicine (218 responses)</b>	<b>Gap score</b>
I can find a quiet place in the Library to study when I need to	0.93
I can find a place in the Library to work in a group when I need to	0.82
The Library catalogue is easy to use	0.77
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.75
Printing, scanning and photocopying facilities in the Library meet my needs	0.72
<b>HKU current staff or student - Science (178 responses)</b>	<b>Gap score</b>
I can get wireless access in the Library when I need to	1.41
A computer is available when I need one	1.34
The items I'm looking for on the Library shelves are usually there	1.26
I can find a place in the Library to work in a group when I need to	1.22
Printing, scanning and photocopying facilities in the Library meet my needs	1.13
<b>HKU current staff or student - Social Sciences (118 responses)</b>	<b>Gap score</b>
I can find a place in the Library to work in a group when I need to	0.90
A computer is available when I need one	0.90
The items I'm looking for on the Library shelves are usually there	0.85
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.74
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.70
<b>HKU current staff or student - Other (50 responses)</b>	<b>Gap score</b>
The items I'm looking for on the Library shelves are usually there	1.30
I can find a quiet place in the Library to study when I need to	1.00
The Library website is easy to use	0.95
The Library catalogue is easy to use	0.91
Library signage is clear	0.79
<b>SPACE - Student (788 responses)</b>	<b>Gap score</b>
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.68
The items I'm looking for on the Library shelves are usually there	0.67
The Library catalogue is easy to use	0.66
The Library website is easy to use	0.66
When I am away from campus I can access the Library resources and services I need	0.63
<b>SPACE - Staff (121 responses)</b>	<b>Gap score</b>
The items I'm looking for on the Library shelves are usually there	0.86
The Library catalogue is easy to use	0.70
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.67
The Library website is easy to use	0.62
The Library website provides useful information	0.61
<b>CENTENNIAL COLLEGE - Student (339 responses)</b>	<b>Gap score</b>
A computer is available when I need one	0.87
Printing, scanning and photocopying facilities in the Library meet my needs	0.71
I can find a place in the Library to work in a group when I need to	0.71
The items I'm looking for on the Library shelves are usually there	0.70
When I am away from campus I can access the Library resources and services I need	0.68

## The University of Hong Kong Library User Survey, April 2017

Top 5 gap scores by demographic

Which category describes you?

Unique factor

<b>CENTENNIAL CoLLEGE - Staff (29 responses)</b>	<b>Gap score</b>
The items I'm looking for on the Library shelves are usually there	1.04
I can find a quiet place in the Library to study when I need to	0.74
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.67
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.63
When I am away from campus I can access the Library resources and services I need	0.57
<b>OTHERS - Alumni (1416 responses)</b>	<b>Gap score</b>
When I am away from campus I can access the Library resources and services I need	0.89
The items I'm looking for on the Library shelves are usually there	0.85
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.81
A computer is available when I need one	0.75
I can find a quiet place in the Library to study when I need to	0.72
<b>OTHERS - Circle of Friends member (205 responses)</b>	<b>Gap score</b>
When I am away from campus I can access the Library resources and services I need	1.25
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	1.25
The Library catalogue is easy to use	0.79
A computer is available when I need one	0.77
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.75
<b>OTHERS - Other (115 responses)</b>	<b>Gap score</b>
I can find a quiet place in the Library to study when I need to	0.80
I can find a place in the Library to work in a group when I need to	0.67
A computer is available when I need one	0.64
Library signage is clear	0.64
The Library catalogue is easy to use	0.63

## The University of Hong Kong Library User Survey, April 2017

Top 10 factors – Which category describes you? - HKU current staff or student - Architecture

52 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	6.16	Library staff are approachable and helpful	5.80	A computer is available when I need one	4.71	The items I'm looking for on the Library shelves are usually there	1.04
The items I'm looking for on the Library shelves are usually there	6.06	Library staff treat me fairly and without discrimination	5.69	I can find a place in the Library to work in a group when I need to	4.84	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.98
I can find a quiet place in the Library to study when I need to	6.02	Library staff provide accurate answers to my enquiries	5.65	Laptop facilities (e.g. desks, power) in the Library meet my needs	4.86	Library signage is clear	0.94
The Library website is easy to use	6.02	Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.52	Library signage is clear	4.88	I can find a place in the Library to work in a group when I need to	0.91
The Library website provides useful information	6.02	Library staff are readily available to assist me	5.50	Library workshops, classes and tutorials help me with my learning and research needs	4.90	The Library website provides useful information	0.87
I can get wireless access in the Library when I need to	6.00	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.48	I am informed about Library services	4.94	The Library website is easy to use	0.81
The Library catalogue is easy to use	5.98	Books and articles I have requested from other libraries and campuses are delivered promptly	5.46	Course specific resources (including short loans) meet my learning needs	5.00	A computer is available when I need one	0.80
Printing, scanning and photocopying facilities in the Library meet my needs	5.93	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.37	The items I'm looking for on the Library shelves are usually there	5.02	Printing, scanning and photocopying facilities in the Library meet my needs	0.80
Library staff provide accurate answers to my enquiries	5.90	Opening hours meet my needs	5.35	Printing, scanning and photocopying facilities in the Library meet my needs	5.14	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.79
When I am away from campus I can access the Library resources and services I need	5.89	The Library is a good place to study	5.33	The Library website provides useful information	5.15	The Library catalogue is easy to use	0.78

## The University of Hong Kong Library User Survey, April 2017

Mean importance scores – Which category describes you? - HKU current staff or student - Architecture

52 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	6.16	1	5.37	8
The items I'm looking for on the Library shelves are usually there	6.06	2	5.02	21
I can find a quiet place in the Library to study when I need to	6.02	3	5.28	12
The Library website is easy to use	6.02	4	5.21	16
The Library website provides useful information	6.02	5	5.15	19
I can get wireless access in the Library when I need to	6.00	6	5.23	15
The Library catalogue is easy to use	5.98	7	5.20	17
Printing, scanning and photocopying facilities in the Library meet my needs	5.93	8	5.14	20
Library staff provide accurate answers to my enquiries	5.90	9	5.65	3
When I am away from campus I can access the Library resources and services I need	5.89	10	5.27	13
Library staff are approachable and helpful	5.88	11	5.80	1
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.86	12	5.48	6
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.84	13	4.86	26
Library staff are readily available to assist me	5.83	14	5.50	5
Library signage is clear	5.83	15	4.88	25
The Library is a good place to study	5.78	16	5.33	10
Books and articles I have requested from other libraries and campuses are delivered promptly	5.78	17	5.46	7
Opening hours meet my needs	5.75	18	5.35	9
I can find a place in the Library to work in a group when I need to	5.74	19	4.84	27
Library staff treat me fairly and without discrimination	5.69	20	5.69	2
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.64	21	5.52	4
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.57	22	5.19	18
The Library anticipates my learning and research needs	5.53	23	5.25	14
A computer is available when I need one	5.51	24	4.71	28
Course specific resources (including short loans) meet my learning needs	5.48	25	5.00	22
I am informed about Library services	5.37	26	4.94	23
Face to face enquiry services meet my needs	5.27	27	5.32	11
Library workshops, classes and tutorials help me with my learning and research needs	4.76	28	4.90	24



## The University of Hong Kong Library User Survey, April 2017

Mean performance score – Which category describes you? - HKU current staff or student - Architecture

52 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Library staff are approachable and helpful	5.80	1	5.88	11
Library staff treat me fairly and without discrimination	5.69	2	5.69	20
Library staff provide accurate answers to my enquiries	5.65	3	5.90	9
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.52	4	5.64	21
Library staff are readily available to assist me	5.50	5	5.83	14
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.48	6	5.86	12
Books and articles I have requested from other libraries and campuses are delivered promptly	5.46	7	5.78	17
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.37	8	6.16	1
Opening hours meet my needs	5.35	9	5.75	18
The Library is a good place to study	5.33	10	5.78	16
Face to face enquiry services meet my needs	5.32	11	5.27	27
I can find a quiet place in the Library to study when I need to	5.28	12	6.02	3
When I am away from campus I can access the Library resources and services I need	5.27	13	5.89	10
The Library anticipates my learning and research needs	5.25	14	5.53	23
I can get wireless access in the Library when I need to	5.23	15	6.00	6
The Library website is easy to use	5.21	16	6.02	4
The Library catalogue is easy to use	5.20	17	5.98	7
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.19	18	5.57	22
The Library website provides useful information	5.15	19	6.02	5
Printing, scanning and photocopying facilities in the Library meet my needs	5.14	20	5.93	8
The items I'm looking for on the Library shelves are usually there	5.02	21	6.06	2
Course specific resources (including short loans) meet my learning needs	5.00	22	5.48	25
I am informed about Library services	4.94	23	5.37	26
Library workshops, classes and tutorials help me with my learning and research needs	4.90	24	4.76	28
Library signage is clear	4.88	25	5.83	15
Laptop facilities (e.g. desks, power) in the Library meet my needs	4.86	26	5.84	13
I can find a place in the Library to work in a group when I need to	4.84	27	5.74	19
A computer is available when I need one	4.71	28	5.51	24

## The University of Hong Kong Library User Survey, April 2017

Mean gap scores – Which category describes you? - HKU current staff or student - Architecture

52 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
The items I'm looking for on the Library shelves are usually there	1.04	1	6.06	2
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.98	2	5.84	13
Library signage is clear	0.94	3	5.83	15
I can find a place in the Library to work in a group when I need to	0.91	4	5.74	19
The Library website provides useful information	0.87	5	6.02	5
The Library website is easy to use	0.81	6	6.02	4
A computer is available when I need one	0.80	7	5.51	24
Printing, scanning and photocopying facilities in the Library meet my needs	0.80	8	5.93	8
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.79	9	6.16	1
The Library catalogue is easy to use	0.78	10	5.98	7
I can get wireless access in the Library when I need to	0.77	11	6.00	6
I can find a quiet place in the Library to study when I need to	0.74	12	6.02	3
When I am away from campus I can access the Library resources and services I need	0.61	13	5.89	10
Course specific resources (including short loans) meet my learning needs	0.48	14	5.48	25
The Library is a good place to study	0.46	15	5.78	16
I am informed about Library services	0.42	16	5.37	26
Opening hours meet my needs	0.39	17	5.75	18
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	0.38	18	5.57	22
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.38	18	5.86	12
Library staff are readily available to assist me	0.33	20	5.83	14
Books and articles I have requested from other libraries and campuses are delivered promptly	0.32	21	5.78	17
The Library anticipates my learning and research needs	0.27	22	5.53	23
Library staff provide accurate answers to my enquiries	0.25	23	5.90	9
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	0.12	24	5.64	21
Library staff are approachable and helpful	0.08	25	5.88	11
Library staff treat me fairly and without discrimination	0.00	26	5.69	20
Face to face enquiry services meet my needs	-0.05	27	5.27	27
Library workshops, classes and tutorials help me with my learning and research needs	-0.14	28	4.76	28



## The University of Hong Kong Library User Survey, April 2017

Top 10 factors – Which category describes you? - HKU current staff or student - Arts

237 responses

						Factors rated top 10 in importance	
Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.13	Library staff treat me fairly and without discrimination	6.26	A computer is available when I need one	5.65	The items I'm looking for on the Library shelves are usually there	0.25
When I am away from campus I can access the Library resources and services I need	6.04	Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	6.19	I am informed about Library services	5.72	A computer is available when I need one	0.20
Online resources (e.g. e-journals, databases, ebooks) meet my learning and research needs	6.04	Opening hours meet my needs	6.16	The items I'm looking for on the Library shelves are usually there	5.77	Online resources (e.g. e-journals, databases, ebooks) meet my learning and research needs	0.12
The items I'm looking for on the Library shelves are usually there	6.02	The Library is a good place to study	6.15	The Library catalogue is easy to use	5.80	The Library catalogue is easy to use	0.10
I can find a quiet place in the Library to study when I need to	5.98	I can get wireless access in the Library when I need to	6.13	Library workshops, classes and tutorials help me with my learning and research needs	5.82	The Library website is easy to use	0.02
The Library is a good place to study	5.97	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	6.10	The Library website is easy to use	5.85	I can get wireless access in the Library when I need to	0.01
Opening hours meet my needs	5.94	Library staff are approachable and helpful	6.07	Library signage is clear	5.86	I can find a place in the Library to work in a group when I need to	0.00
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.93	Books and articles I have requested from other libraries and campuses are delivered promptly	6.07	I can find a place in the Library to work in a group when I need to	5.86	When I am away from campus I can access the Library resources and services I need	0.00
Printing, scanning and photocopying facilities in the Library meet my needs	5.91	Library staff are readily available to assist me	6.07	The Library website provides useful information	5.87	I can find a quiet place in the Library to study when I need to	-0.04
The Library catalogue is easy to use	5.90	Course specific resources (including short loans) meet my learning needs	6.05	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.89	Laptop facilities (e.g. desks, power) in the Library meet my needs	-0.04

# The University of Hong Kong Library User Survey, April 2017

Mean importance scores – Which category describes you? - HKU current staff or student - Arts

237 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.13	1	6.13	5
When I am away from campus I can access the Library resources and services I need	6.04	2	6.04	11
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	6.04	3	5.91	17
The items I'm looking for on the Library shelves are usually there	6.02	4	5.77	26
I can find a quiet place in the Library to study when I need to	5.98	5	6.01	13
The Library is a good place to study	5.97	6	6.15	4
Opening hours meet my needs	5.94	7	6.16	3
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.93	8	6.10	6
Printing, scanning and photocopying facilities in the Library meet my needs	5.91	9	5.96	16
The Library catalogue is easy to use	5.90	10	5.80	25
The Library website is easy to use	5.87	11	5.85	23
I can find a place in the Library to work in a group when I need to	5.87	12	5.86	21
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.86	13	5.89	19
A computer is available when I need one	5.85	14	5.65	28
Course specific resources (including short loans) meet my learning needs	5.84	15	6.05	10
Library staff provide accurate answers to my enquiries	5.82	16	6.03	12
Books and articles I have requested from other libraries and campuses are delivered promptly	5.81	17	6.07	8
The Library website provides useful information	5.80	18	5.87	20
Library staff are approachable and helpful	5.80	19	6.07	7
Library staff are readily available to assist me	5.80	20	6.07	9
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.79	21	6.19	2
Library staff treat me fairly and without discrimination	5.77	22	6.26	1
The Library anticipates my learning and research needs	5.73	23	5.90	18
Library signage is clear	5.62	24	5.86	22
Face to face enquiry services meet my needs	5.57	25	6.00	14
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.57	26	5.97	15
I am informed about Library services	5.55	27	5.72	27
Library workshops, classes and tutorials help me with my learning and research needs	5.30	28	5.82	24

## The University of Hong Kong Library User Survey, April 2017

Mean performance score – Which category describes you? - HKU current staff or student - Arts

237 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Library staff treat me fairly and without discrimination	6.26	1	5.77	22
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	6.19	2	5.79	21
Opening hours meet my needs	6.16	3	5.94	7
The Library is a good place to study	6.15	4	5.97	6
I can get wireless access in the Library when I need to	6.13	5	6.13	1
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	6.10	6	5.93	8
Library staff are approachable and helpful	6.07	7	5.80	19
Books and articles I have requested from other libraries and campuses are delivered promptly	6.07	8	5.81	17
Library staff are readily available to assist me	6.07	9	5.80	20
Course specific resources (including short loans) meet my learning needs	6.05	10	5.84	15
When I am away from campus I can access the Library resources and services I need	6.04	11	6.04	2
Library staff provide accurate answers to my enquiries	6.03	12	5.82	16
I can find a quiet place in the Library to study when I need to	6.01	13	5.98	5
Face to face enquiry services meet my needs	6.00	14	5.57	25
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.97	15	5.57	26
Printing, scanning and photocopying facilities in the Library meet my needs	5.96	16	5.91	9
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.91	17	6.04	3
The Library anticipates my learning and research needs	5.90	18	5.73	23
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.89	19	5.86	13
The Library website provides useful information	5.87	20	5.80	18
I can find a place in the Library to work in a group when I need to	5.86	21	5.87	12
Library signage is clear	5.86	22	5.62	24
The Library website is easy to use	5.85	23	5.87	11
Library workshops, classes and tutorials help me with my learning and research needs	5.82	24	5.30	28
The Library catalogue is easy to use	5.80	25	5.90	10
The items I'm looking for on the Library shelves are usually there	5.77	26	6.02	4
I am informed about Library services	5.72	27	5.55	27
A computer is available when I need one	5.65	28	5.85	14

## The University of Hong Kong Library User Survey, April 2017

Mean gap scores – Which category describes you? - HKU current staff or student - Arts

237 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
The items I'm looking for on the Library shelves are usually there	0.25	1	6.02	4
A computer is available when I need one	0.20	2	5.85	14
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.12	3	6.04	3
The Library catalogue is easy to use	0.10	4	5.90	10
The Library website is easy to use	0.02	5	5.87	11
I can get wireless access in the Library when I need to	0.01	6	6.13	1
I can find a place in the Library to work in a group when I need to	0.00	7	5.87	12
When I am away from campus I can access the Library resources and services I need	0.00	8	6.04	2
I can find a quiet place in the Library to study when I need to	-0.04	9	5.98	5
Laptop facilities (e.g. desks, power) in the Library meet my needs	-0.04	10	5.86	13
Printing, scanning and photocopying facilities in the Library meet my needs	-0.05	11	5.91	9
The Library website provides useful information	-0.06	12	5.80	18
The Library anticipates my learning and research needs	-0.17	13	5.73	23
I am informed about Library services	-0.17	14	5.55	27
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	-0.18	15	5.93	8
The Library is a good place to study	-0.18	16	5.97	6
Library staff provide accurate answers to my enquiries	-0.21	17	5.82	16
Course specific resources (including short loans) meet my learning needs	-0.21	18	5.84	15
Opening hours meet my needs	-0.22	19	5.94	7
Library signage is clear	-0.24	20	5.62	24
Books and articles I have requested from other libraries and campuses are delivered promptly	-0.26	21	5.81	17
Library staff are readily available to assist me	-0.27	22	5.80	20
Library staff are approachable and helpful	-0.28	23	5.80	19
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	-0.40	24	5.57	26
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	-0.40	25	5.79	21
Face to face enquiry services meet my needs	-0.43	26	5.57	25
Library staff treat me fairly and without discrimination	-0.50	27	5.77	22
Library workshops, classes and tutorials help me with my learning and research needs	-0.52	28	5.30	28





## The University of Hong Kong Library User Survey, April 2017

Top 10 factors – Which category describes you? - HKU current staff or student - Business and Economics

147 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.15	Library staff treat me fairly and without discrimination	5.66	A computer is available when I need one	4.66	I can find a place in the Library to work in a group when I need to	1.04
I can find a quiet place in the Library to study when I need to	6.10	Library staff are approachable and helpful	5.58	Library workshops, classes and tutorials help me with my learning and research needs	4.72	A computer is available when I need one	0.96
The Library is a good place to study	6.06	Library staff provide accurate answers to my enquiries	5.56	I am informed about Library services	4.74	I can get wireless access in the Library when I need to	0.92
Printing, scanning and photocopying facilities in the Library meet my needs	6.04	Library staff are readily available to assist me	5.52	The Library catalogue is easy to use	4.80	Printing, scanning and photocopying facilities in the Library meet my needs	0.86
I can find a place in the Library to work in a group when I need to	5.90	The Library is a good place to study	5.44	I can find a place in the Library to work in a group when I need to	4.86	I can find a quiet place in the Library to study when I need to	0.84
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.84	Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.41	The items I'm looking for on the Library shelves are usually there	4.90	The items I'm looking for on the Library shelves are usually there	0.79
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.82	I can find a quiet place in the Library to study when I need to	5.26	The Library anticipates my learning and research needs	4.92	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.77
Library staff provide accurate answers to my enquiries	5.82	I can get wireless access in the Library when I need to	5.23	The Library website provides useful information	4.94	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.72
Library staff are readily available to assist me	5.81	Face to face enquiry services meet my needs	5.22	Course specific resources (including short loans) meet my learning needs	4.97	The Library catalogue is easy to use	0.67
Library staff are approachable and helpful	5.74	Printing, scanning and photocopying facilities in the Library meet my needs	5.18	Library signage is clear	4.99	Opening hours meet my needs	0.67

## The University of Hong Kong Library User Survey, April 2017

Mean importance scores – Which category describes you? - HKU current staff or student - Business and Economics

147 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.15	1	5.23	8
I can find a quiet place in the Library to study when I need to	6.10	2	5.26	7
The Library is a good place to study	6.06	3	5.44	5
Printing, scanning and photocopying facilities in the Library meet my needs	6.04	4	5.18	10
I can find a place in the Library to work in a group when I need to	5.90	5	4.86	24
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.84	6	5.07	15
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.82	7	5.11	12
Library staff provide accurate answers to my enquiries	5.82	8	5.56	3
Library staff are readily available to assist me	5.81	9	5.52	4
Library staff are approachable and helpful	5.74	10	5.58	2
Library staff treat me fairly and without discrimination	5.73	11	5.66	1
When I am away from campus I can access the Library resources and services I need	5.72	12	5.09	13
Opening hours meet my needs	5.72	13	5.05	16
The items I'm looking for on the Library shelves are usually there	5.69	14	4.90	23
A computer is available when I need one	5.62	15	4.66	28
The Library website is easy to use	5.62	16	5.04	17
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.61	17	5.41	6
Library signage is clear	5.60	18	4.99	19
The Library website provides useful information	5.57	19	4.94	21
Course specific resources (including short loans) meet my learning needs	5.57	20	4.97	20
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.57	21	5.02	18
The Library catalogue is easy to use	5.47	22	4.80	25
The Library anticipates my learning and research needs	5.44	23	4.92	22
Books and articles I have requested from other libraries and campuses are delivered promptly	5.44	24	5.07	14
Face to face enquiry services meet my needs	5.39	25	5.22	9
I am informed about Library services	5.33	26	4.74	26
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.13	27	5.13	11
Library workshops, classes and tutorials help me with my learning and research needs	4.97	28	4.72	27

## The University of Hong Kong Library User Survey, April 2017

Mean performance score – Which category describes you? - HKU current staff or student - Business and Economics

147 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Library staff treat me fairly and without discrimination	5.66	1	5.73	11
Library staff are approachable and helpful	5.58	2	5.74	10
Library staff provide accurate answers to my enquiries	5.56	3	5.82	8
Library staff are readily available to assist me	5.52	4	5.81	9
The Library is a good place to study	5.44	5	6.06	3
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.41	6	5.61	17
I can find a quiet place in the Library to study when I need to	5.26	7	6.10	2
I can get wireless access in the Library when I need to	5.23	8	6.15	1
Face to face enquiry services meet my needs	5.22	9	5.39	25
Printing, scanning and photocopying facilities in the Library meet my needs	5.18	10	6.04	4
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.13	11	5.13	27
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.11	12	5.82	7
When I am away from campus I can access the Library resources and services I need	5.09	13	5.72	12
Books and articles I have requested from other libraries and campuses are delivered promptly	5.07	14	5.44	24
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.07	15	5.84	6
Opening hours meet my needs	5.05	16	5.72	13
The Library website is easy to use	5.04	17	5.62	16
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.02	18	5.57	21
Library signage is clear	4.99	19	5.60	18
Course specific resources (including short loans) meet my learning needs	4.97	20	5.57	20
The Library website provides useful information	4.94	21	5.57	19
The Library anticipates my learning and research needs	4.92	22	5.44	23
The items I'm looking for on the Library shelves are usually there	4.90	23	5.69	14
I can find a place in the Library to work in a group when I need to	4.86	24	5.90	5
The Library catalogue is easy to use	4.80	25	5.47	22
I am informed about Library services	4.74	26	5.33	26
Library workshops, classes and tutorials help me with my learning and research needs	4.72	27	4.97	28
A computer is available when I need one	4.66	28	5.62	15

# The University of Hong Kong Library User Survey, April 2017

Mean gap scores – Which category describes you? - HKU current staff or student - Business and Economics

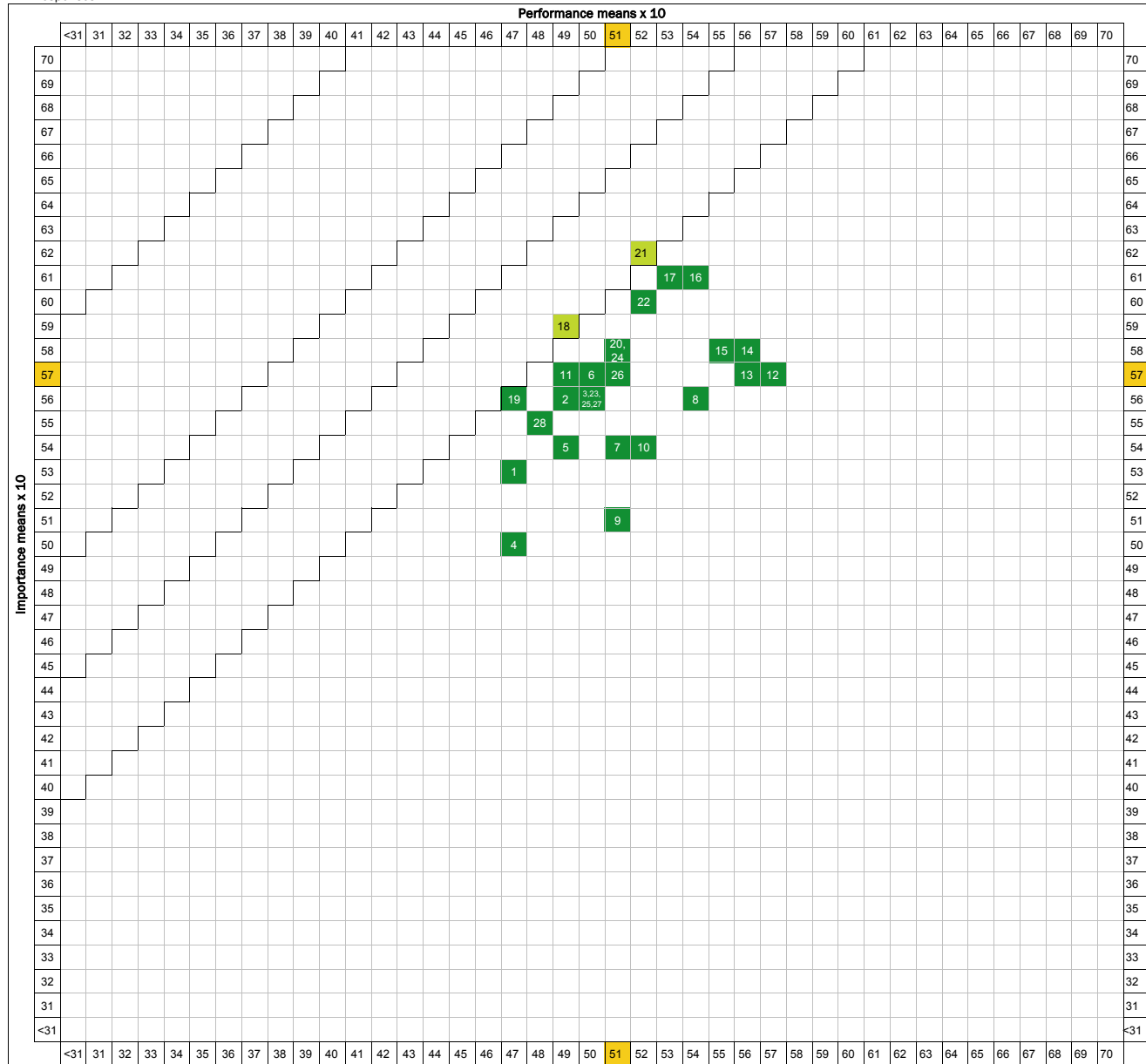
147 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a place in the Library to work in a group when I need to	1.04	1	5.90	5
A computer is available when I need one	0.96	2	5.62	15
I can get wireless access in the Library when I need to	0.92	3	6.15	1
Printing, scanning and photocopying facilities in the Library meet my needs	0.86	4	6.04	4
I can find a quiet place in the Library to study when I need to	0.84	5	6.10	2
The items I'm looking for on the Library shelves are usually there	0.79	6	5.69	14
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.77	7	5.84	6
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.72	8	5.82	7
The Library catalogue is easy to use	0.67	9	5.47	22
Opening hours meet my needs	0.67	10	5.72	13
The Library website provides useful information	0.64	11	5.57	19
When I am away from campus I can access the Library resources and services I need	0.64	12	5.72	12
The Library is a good place to study	0.62	13	6.06	3
Course specific resources (including short loans) meet my learning needs	0.60	14	5.57	20
Library signage is clear	0.60	15	5.60	18
I am informed about Library services	0.59	16	5.33	26
The Library website is easy to use	0.58	17	5.62	16
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.54	18	5.57	21
The Library anticipates my learning and research needs	0.52	19	5.44	23
Books and articles I have requested from other libraries and campuses are delivered promptly	0.36	20	5.44	24
Library staff are readily available to assist me	0.29	21	5.81	9
Library staff provide accurate answers to my enquiries	0.26	22	5.82	8
Library workshops, classes and tutorials help me with my learning and research needs	0.25	23	4.97	28
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	0.20	24	5.61	17
Face to face enquiry services meet my needs	0.17	25	5.39	25
Library staff are approachable and helpful	0.15	26	5.74	10
Library staff treat me fairly and without discrimination	0.07	27	5.73	11
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	0.00	28	5.13	27

# The University of Hong Kong Library User Survey, April 2017

Best practice categories gap grid – Which category describes you? - HKU current staff or student - Business and Economics

147 responses



Statements	
1	I am informed about Library services
2	The Library website provides useful information
3	Library signage is clear
4	Library workshops, classes and tutorials help me with my learning and research needs
5	The Library anticipates my learning and research needs
6	Opening hours meet my needs
7	Books and articles I have requested from other libraries and campuses are delivered promptly
8	Self Service (e.g. self check loans, requests, renewals, holds) meets my needs
9	Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs
10	Face to face enquiry services meet my needs
11	The items I'm looking for on the Library shelves are usually there
12	Library staff treat me fairly and without discrimination
13	Library staff are approachable and helpful
14	Library staff provide accurate answers to my enquiries
15	Library staff are readily available to assist me
16	The Library is a good place to study
17	I can find a quiet place in the Library to study when I need to
18	I can find a place in the Library to work in a group when I need to
19	A computer is available when I need one
20	Laptop facilities (e.g. desks, power) in the Library meet my needs
21	I can get wireless access in the Library when I need to
22	Printing, scanning and photocopying facilities in the Library meet my needs
23	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
24	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs
25	Course specific resources (including short loans) meet my learning needs
26	When I am away from campus I can access the Library resources and services I need
27	The Library website is easy to use
28	The Library catalogue is easy to use

Legend: ■ Gap > 2.9 ■ Gap > 1.9 ■ Gap > 1.4 ■ Gap > 0.9 ■ Gap < 0.9

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## The University of Hong Kong Library User Survey, April 2017

Top 10 factors – Which category describes you? - HKU current staff or student - Dentistry

50 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.52	Library staff provide accurate answers to my enquiries	6.10	Library workshops, classes and tutorials help me with my learning and research needs	4.70	Printing, scanning and photocopying facilities in the Library meet my needs	0.79
Printing, scanning and photocopying facilities in the Library meet my needs	6.40	Library staff are approachable and helpful	6.10	I am informed about Library services	5.00	A computer is available when I need one	0.78
Opening hours meet my needs	6.22	Library staff treat me fairly and without discrimination	6.10	The Library anticipates my learning and research needs	5.13	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.75
I can find a quiet place in the Library to study when I need to	6.20	Library staff are readily available to assist me	6.02	Course specific resources (including short loans) meet my learning needs	5.15	The Library catalogue is easy to use	0.72
Library staff provide accurate answers to my enquiries	6.20	I can get wireless access in the Library when I need to	5.83	A computer is available when I need one	5.22	I can get wireless access in the Library when I need to	0.69
When I am away from campus I can access the Library resources and services I need	6.17	The Library is a good place to study	5.82	Library signage is clear	5.27	The items I'm looking for on the Library shelves are usually there	0.67
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	6.13	Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.73	Books and articles I have requested from other libraries and campuses are delivered promptly	5.32	When I am away from campus I can access the Library resources and services I need	0.63
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.10	I can find a quiet place in the Library to study when I need to	5.67	The Library catalogue is easy to use	5.35	Opening hours meet my needs	0.59
Library staff are readily available to assist me	6.10	Opening hours meet my needs	5.63	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.38	Course specific resources (including short loans) meet my learning needs	0.57
The Library is a good place to study	6.08	Printing, scanning and photocopying facilities in the Library meet my needs	5.60	Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my	5.38	The Library website is easy to use	0.54

## The University of Hong Kong Library User Survey, April 2017

Mean importance scores – Which category describes you? - HKU current staff or student - Dentistry

50 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.52	1	5.83	5
Printing, scanning and photocopying facilities in the Library meet my needs	6.40	2	5.60	10
Opening hours meet my needs	6.22	3	5.63	9
I can find a quiet place in the Library to study when I need to	6.20	4	5.67	8
Library staff provide accurate answers to my enquiries	6.20	4	6.10	1
When I am away from campus I can access the Library resources and services I need	6.17	6	5.54	14
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	6.13	7	5.38	20
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.10	8	5.56	12
Library staff are readily available to assist me	6.10	9	6.02	4
The Library is a good place to study	6.08	10	5.82	6
The Library catalogue is easy to use	6.07	11	5.35	21
The items I'm looking for on the Library shelves are usually there	6.06	12	5.40	18
The Library website is easy to use	6.06	12	5.52	15
Library staff treat me fairly and without discrimination	6.06	14	6.10	2
A computer is available when I need one	6.00	15	5.22	24
Library staff are approachable and helpful	5.98	16	6.10	2
The Library website provides useful information	5.86	17	5.46	17
I can find a place in the Library to work in a group when I need to	5.85	18	5.58	11
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.81	19	5.50	16
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.81	19	5.73	7
Face to face enquiry services meet my needs	5.73	21	5.55	13
Course specific resources (including short loans) meet my learning needs	5.73	22	5.15	25
The Library anticipates my learning and research needs	5.66	23	5.13	26
Library signage is clear	5.61	24	5.27	23
Books and articles I have requested from other libraries and campuses are delivered promptly	5.59	25	5.32	22
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.44	26	5.38	19
I am informed about Library services	5.42	27	5.00	27
Library workshops, classes and tutorials help me with my learning and research needs	4.53	28	4.70	28

## The University of Hong Kong Library User Survey, April 2017

Mean performance score – Which category describes you? - HKU current staff or student - Dentistry

50 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Library staff provide accurate answers to my enquiries	6.10	1	6.20	4
Library staff are approachable and helpful	6.10	2	5.98	16
Library staff treat me fairly and without discrimination	6.10	2	6.06	14
Library staff are readily available to assist me	6.02	4	6.10	9
I can get wireless access in the Library when I need to	5.83	5	6.52	1
The Library is a good place to study	5.82	6	6.08	10
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.73	7	5.81	19
I can find a quiet place in the Library to study when I need to	5.67	8	6.20	4
Opening hours meet my needs	5.63	9	6.22	3
Printing, scanning and photocopying facilities in the Library meet my needs	5.60	10	6.40	2
I can find a place in the Library to work in a group when I need to	5.58	11	5.85	18
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.56	12	6.10	8
Face to face enquiry services meet my needs	5.55	13	5.73	21
When I am away from campus I can access the Library resources and services I need	5.54	14	6.17	6
The Library website is easy to use	5.52	15	6.06	12
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.50	16	5.81	19
The Library website provides useful information	5.46	17	5.86	17
The items I'm looking for on the Library shelves are usually there	5.40	18	6.06	12
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.38	19	5.44	26
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.38	20	6.13	7
The Library catalogue is easy to use	5.35	21	6.07	11
Books and articles I have requested from other libraries and campuses are delivered promptly	5.32	22	5.59	25
Library signage is clear	5.27	23	5.61	24
A computer is available when I need one	5.22	24	6.00	15
Course specific resources (including short loans) meet my learning needs	5.15	25	5.73	22
The Library anticipates my learning and research needs	5.13	26	5.66	23
I am informed about Library services	5.00	27	5.42	27
Library workshops, classes and tutorials help me with my learning and research needs	4.70	28	4.53	28



## The University of Hong Kong Library User Survey, April 2017

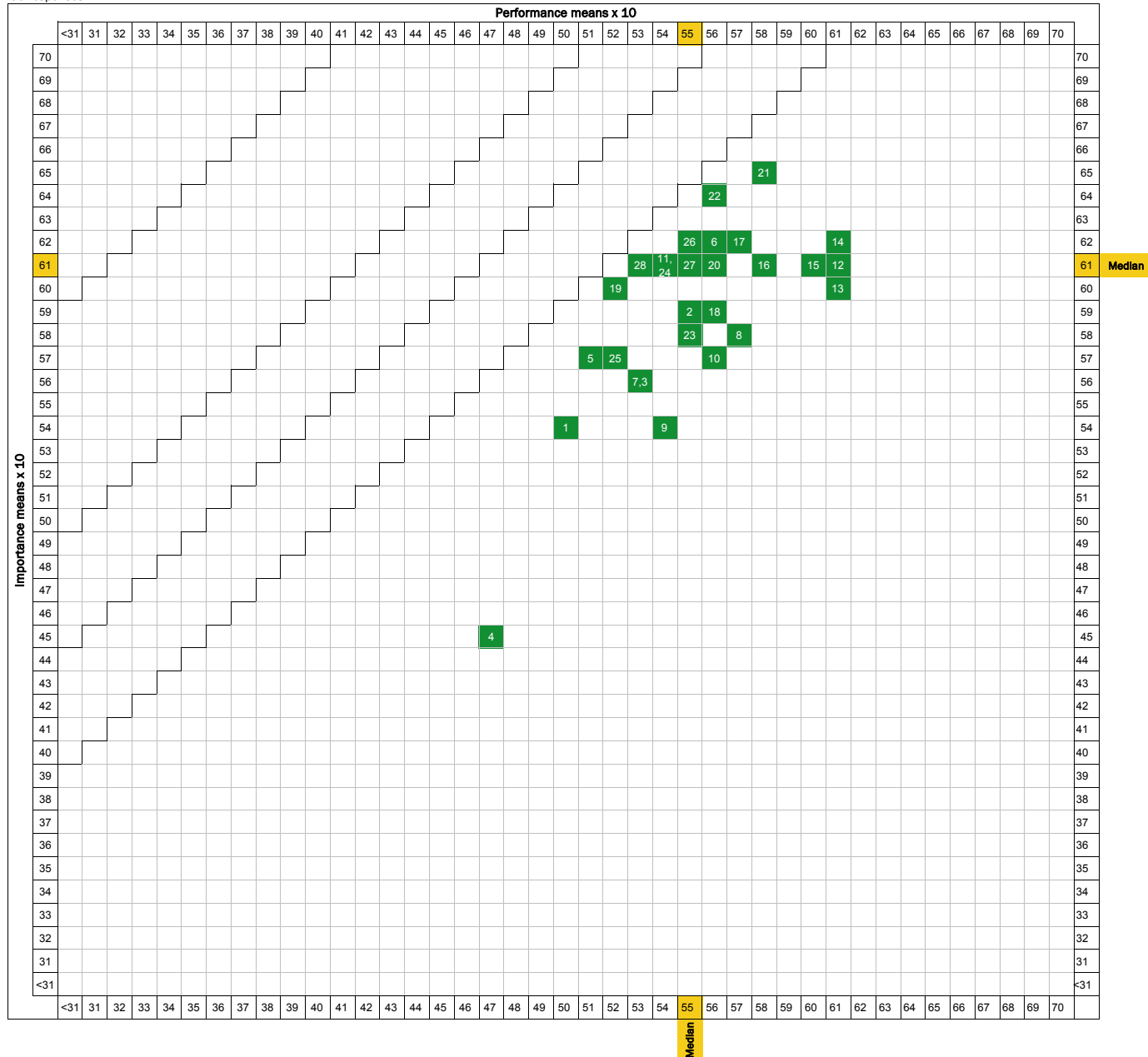
Mean gap scores – Which category describes you? - HKU current staff or student - Dentistry

50 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
Printing, scanning and photocopying facilities in the Library meet my needs	0.79	1	6.40	2
A computer is available when I need one	0.78	2	6.00	15
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.75	3	6.13	7
The Library catalogue is easy to use	0.72	4	6.07	11
I can get wireless access in the Library when I need to	0.69	5	6.52	1
The items I'm looking for on the Library shelves are usually there	0.67	6	6.06	12
When I am away from campus I can access the Library resources and services I need	0.63	7	6.17	6
Opening hours meet my needs	0.59	8	6.22	3
Course specific resources (including short loans) meet my learning needs	0.57	9	5.73	22
The Library website is easy to use	0.54	10	6.06	12
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.54	10	6.10	8
The Library anticipates my learning and research needs	0.53	12	5.66	23
I can find a quiet place in the Library to study when I need to	0.53	13	6.20	4
I am informed about Library services	0.42	14	5.42	27
The Library website provides useful information	0.40	15	5.86	17
Library signage is clear	0.35	16	5.61	24
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.31	17	5.81	19
Books and articles I have requested from other libraries and campuses are delivered promptly	0.27	18	5.59	25
I can find a place in the Library to work in a group when I need to	0.27	19	5.85	18
The Library is a good place to study	0.27	20	6.08	10
Face to face enquiry services meet my needs	0.18	21	5.73	21
Library staff provide accurate answers to my enquiries	0.10	22	6.20	4
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	0.08	23	5.81	19
Library staff are readily available to assist me	0.08	24	6.10	9
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	0.05	25	5.44	26
Library staff treat me fairly and without discrimination	-0.04	26	6.06	14
Library staff are approachable and helpful	-0.12	27	5.98	16
Library workshops, classes and tutorials help me with my learning and research needs	-0.18	28	4.53	28

### The University of Hong Kong Library User Survey, April 2017

Best practice categories gap grid – Which category describes you? - HKU current staff or student - Dentistry  
50 responses



Statements	
1	I am informed about Library services
2	The Library website provides useful information
3	Library signage is clear
4	Library workshops, classes and tutorials help me with my learning and research needs
5	The Library anticipates my learning and research needs
6	Opening hours meet my needs
7	Books and articles I have requested from other libraries and campuses are delivered promptly
8	Self Service (e.g. self check loans, requests, renewals, holds) meets my needs
9	Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs
10	Face to face enquiry services meet my needs
11	The items I'm looking for on the Library shelves are usually there
12	Library staff treat me fairly and without discrimination
13	Library staff are approachable and helpful
14	Library staff provide accurate answers to my enquiries
15	Library staff are readily available to assist me
16	The Library is a good place to study
17	I can find a quiet place in the Library to study when I need to
18	I can find a place in the Library to work in a group when I need to
19	A computer is available when I need one
20	Laptop facilities (e.g. desks, power) in the Library meet my needs
21	I can get wireless access in the Library when I need to
22	Printing, scanning and photocopying facilities in the Library meet my needs
23	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
24	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs
25	Course specific resources (including short loans) meet my learning needs
26	When I am away from campus I can access the Library resources and services I need
27	The Library website is easy to use
28	The Library catalogue is easy to use

## The University of Hong Kong Library User Survey, April 2017

Top 10 factors – Which category describes you? - HKU current staff or student - Education

100 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	6.29	Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.80	A computer is available when I need one	4.69	A computer is available when I need one	1.19
I can get wireless access in the Library when I need to	6.27	Library staff treat me fairly and without discrimination	5.77	I am informed about Library services	4.87	The items I'm looking for on the Library shelves are usually there	1.17
The Library is a good place to study	6.19	I can get wireless access in the Library when I need to	5.72	I can find a place in the Library to work in a group when I need to	4.90	I can find a place in the Library to work in a group when I need to	1.05
The Library catalogue is easy to use	6.17	Books and articles I have requested from other libraries and campuses are delivered promptly	5.70	The items I'm looking for on the Library shelves are usually there	4.91	The Library catalogue is easy to use	0.92
Library staff provide accurate answers to my enquiries	6.16	Opening hours meet my needs	5.65	Library signage is clear	5.04	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.90
When I am away from campus I can access the Library resources and services I need	6.13	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.55	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.04	Printing, scanning and photocopying facilities in the Library meet my needs	0.87
I can find a quiet place in the Library to study when I need to	6.12	Library staff are readily available to assist me	5.54	Library workshops, classes and tutorials help me with my learning and research needs	5.13	I can find a quiet place in the Library to study when I need to	0.83
The Library website is easy to use	6.10	Library staff provide accurate answers to my enquiries	5.54	The Library website provides useful information	5.18	I am informed about Library services	0.81
Printing, scanning and photocopying facilities in the Library meet my needs	6.08	The Library is a good place to study	5.48	Course specific resources (including short loans) meet my learning needs	5.19	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.78
The items I'm looking for on the Library shelves are usually there	6.07	The Library website is easy to use	5.48	Printing, scanning and photocopying facilities in the Library meet my needs	5.20	Course specific resources (including short loans) meet my learning needs	0.77

# The University of Hong Kong Library User Survey, April 2017

Mean importance scores – Which category describes you? - HKU current staff or student - Education

100 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	6.29	1	5.39	14
I can get wireless access in the Library when I need to	6.27	2	5.72	3
The Library is a good place to study	6.19	3	5.48	9
The Library catalogue is easy to use	6.17	4	5.24	18
Library staff provide accurate answers to my enquiries	6.16	5	5.54	7
When I am away from campus I can access the Library resources and services I need	6.13	6	5.47	12
I can find a quiet place in the Library to study when I need to	6.12	7	5.29	16
The Library website is easy to use	6.10	8	5.48	10
Printing, scanning and photocopying facilities in the Library meet my needs	6.08	9	5.20	19
The items I'm looking for on the Library shelves are usually there	6.07	10	4.91	25
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	6.07	11	5.55	6
Library staff are approachable and helpful	6.03	12	5.47	11
Books and articles I have requested from other libraries and campuses are delivered promptly	6.02	13	5.70	4
Library staff are readily available to assist me	6.02	14	5.54	7
Course specific resources (including short loans) meet my learning needs	5.96	15	5.19	20
I can find a place in the Library to work in a group when I need to	5.96	16	4.90	26
Library staff treat me fairly and without discrimination	5.95	17	5.77	2
Opening hours meet my needs	5.93	18	5.65	5
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.92	19	5.80	1
The Library website provides useful information	5.88	20	5.18	21
A computer is available when I need one	5.88	21	4.69	28
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.82	22	5.04	23
Face to face enquiry services meet my needs	5.82	23	5.42	13
The Library anticipates my learning and research needs	5.81	24	5.26	17
Library signage is clear	5.77	25	5.04	24
I am informed about Library services	5.68	26	4.87	27
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.55	27	5.34	15
Library workshops, classes and tutorials help me with my learning and research needs	5.46	28	5.13	22

## The University of Hong Kong Library User Survey, April 2017

Mean performance score – Which category describes you? - HKU current staff or student - Education

100 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.80	1	5.92	19
Library staff treat me fairly and without discrimination	5.77	2	5.95	17
I can get wireless access in the Library when I need to	5.72	3	6.27	2
Books and articles I have requested from other libraries and campuses are delivered promptly	5.70	4	6.02	13
Opening hours meet my needs	5.65	5	5.93	18
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.55	6	6.07	11
Library staff are readily available to assist me	5.54	7	6.02	14
Library staff provide accurate answers to my enquiries	5.54	7	6.16	5
The Library is a good place to study	5.48	9	6.19	3
The Library website is easy to use	5.48	10	6.10	8
Library staff are approachable and helpful	5.47	11	6.03	12
When I am away from campus I can access the Library resources and services I need	5.47	12	6.13	6
Face to face enquiry services meet my needs	5.42	13	5.82	23
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.39	14	6.29	1
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.34	15	5.55	27
I can find a quiet place in the Library to study when I need to	5.29	16	6.12	7
The Library anticipates my learning and research needs	5.26	17	5.81	24
The Library catalogue is easy to use	5.24	18	6.17	4
Printing, scanning and photocopying facilities in the Library meet my needs	5.20	19	6.08	9
Course specific resources (including short loans) meet my learning needs	5.19	20	5.96	15
The Library website provides useful information	5.18	21	5.88	20
Library workshops, classes and tutorials help me with my learning and research needs	5.13	22	5.46	28
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.04	23	5.82	22
Library signage is clear	5.04	24	5.77	25
The items I'm looking for on the Library shelves are usually there	4.91	25	6.07	10
I can find a place in the Library to work in a group when I need to	4.90	26	5.96	16
I am informed about Library services	4.87	27	5.68	26
A computer is available when I need one	4.69	28	5.88	21

# The University of Hong Kong Library User Survey, April 2017

## Mean gap scores – Which category describes you? - HKU current staff or student - Education

100 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
A computer is available when I need one	1.19	1	5.88	21
The items I'm looking for on the Library shelves are usually there	1.17	2	6.07	10
I can find a place in the Library to work in a group when I need to	1.05	3	5.96	16
The Library catalogue is easy to use	0.92	4	6.17	4
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.90	5	6.29	1
Printing, scanning and photocopying facilities in the Library meet my needs	0.87	6	6.08	9
I can find a quiet place in the Library to study when I need to	0.83	7	6.12	7
I am informed about Library services	0.81	8	5.68	26
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.78	9	5.82	22
Course specific resources (including short loans) meet my learning needs	0.77	10	5.96	15
Library signage is clear	0.73	11	5.77	25
The Library is a good place to study	0.71	12	6.19	3
The Library website provides useful information	0.70	13	5.88	20
When I am away from campus I can access the Library resources and services I need	0.66	14	6.13	6
Library staff provide accurate answers to my enquiries	0.63	15	6.16	5
The Library website is easy to use	0.62	16	6.10	8
Library staff are approachable and helpful	0.56	17	6.03	12
I can get wireless access in the Library when I need to	0.55	18	6.27	2
The Library anticipates my learning and research needs	0.55	19	5.81	24
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.52	20	6.07	11
Library staff are readily available to assist me	0.48	21	6.02	14
Face to face enquiry services meet my needs	0.40	22	5.82	23
Books and articles I have requested from other libraries and campuses are delivered promptly	0.33	23	6.02	13
Library workshops, classes and tutorials help me with my learning and research needs	0.33	24	5.46	28
Opening hours meet my needs	0.28	25	5.93	18
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	0.21	26	5.55	27
Library staff treat me fairly and without discrimination	0.18	27	5.95	17
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	0.13	28	5.92	19



## The University of Hong Kong Library User Survey, April 2017

Top 10 factors – Which category describes you? - HKU current staff or student - Engineering

153 responses

						Factors rated top 10 in importance	
Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.31	Library staff treat me fairly and without discrimination	5.59	A computer is available when I need one	4.52	I can get wireless access in the Library when I need to	1.30
The Library is a good place to study	6.16	The Library is a good place to study	5.53	Library workshops, classes and tutorials help me with my learning and research needs	4.79	A computer is available when I need one	1.23
I can find a quiet place in the Library to study when I need to	6.16	Library staff are readily available to assist me	5.50	I am informed about Library services	4.79	I can find a place in the Library to work in a group when I need to	1.03
Printing, scanning and photocopying facilities in the Library meet my needs	6.04	Library staff are approachable and helpful	5.48	Laptop facilities (e.g. desks, power) in the Library meet my needs	4.80	Printing, scanning and photocopying facilities in the Library meet my needs	1.03
I can find a place in the Library to work in a group when I need to	5.88	Library staff provide accurate answers to my enquiries	5.46	I can find a place in the Library to work in a group when I need to	4.85	Laptop facilities (e.g. desks, power) in the Library meet my needs	1.02
The Library catalogue is easy to use	5.87	Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.44	Course specific resources (including short loans) meet my learning needs	4.90	I can find a quiet place in the Library to study when I need to	0.98
Opening hours meet my needs	5.83	When I am away from campus I can access the Library resources and services I need	5.30	Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	4.93	The Library catalogue is easy to use	0.90
The Library website is easy to use	5.83	Books and articles I have requested from other libraries and campuses are delivered promptly	5.24	The items I'm looking for on the Library shelves are usually there	4.94	The items I'm looking for on the Library shelves are usually there	0.82
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.81	Opening hours meet my needs	5.22	The Library catalogue is easy to use	4.97	The Library website is easy to use	0.73
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.78	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.19	The Library anticipates my learning and research needs	4.98	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.65



# The University of Hong Kong Library User Survey, April 2017

Mean importance scores – Which category describes you? - HKU current staff or student - Engineering

153 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.31	1	5.01	18
The Library is a good place to study	6.16	2	5.53	2
I can find a quiet place in the Library to study when I need to	6.16	3	5.18	11
Printing, scanning and photocopying facilities in the Library meet my needs	6.04	4	5.01	17
I can find a place in the Library to work in a group when I need to	5.88	5	4.85	24
The Library catalogue is easy to use	5.87	6	4.97	20
Opening hours meet my needs	5.83	7	5.22	9
The Library website is easy to use	5.83	8	5.10	15
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.81	9	4.80	25
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.78	10	5.14	12
When I am away from campus I can access the Library resources and services I need	5.78	11	5.30	7
The items I'm looking for on the Library shelves are usually there	5.76	12	4.94	21
A computer is available when I need one	5.74	13	4.52	28
Library staff provide accurate answers to my enquiries	5.73	14	5.46	5
Library staff treat me fairly and without discrimination	5.72	15	5.59	1
Library staff are readily available to assist me	5.71	16	5.50	3
Library staff are approachable and helpful	5.69	17	5.48	4
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.63	18	5.44	6
Library signage is clear	5.56	19	5.13	13
The Library website provides useful information	5.51	20	5.01	16
Course specific resources (including short loans) meet my learning needs	5.50	21	4.90	23
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.48	22	5.19	10
Books and articles I have requested from other libraries and campuses are delivered promptly	5.46	23	5.24	8
Face to face enquiry services meet my needs	5.46	24	5.12	14
The Library anticipates my learning and research needs	5.39	25	4.98	19
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.32	26	4.93	22
I am informed about Library services	5.23	27	4.79	26
Library workshops, classes and tutorials help me with my learning and research needs	4.88	28	4.79	27

## The University of Hong Kong Library User Survey, April 2017

Mean performance score – Which category describes you? - HKU current staff or student - Engineering

153 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Library staff treat me fairly and without discrimination	5.59	1	5.72	15
The Library is a good place to study	5.53	2	6.16	2
Library staff are readily available to assist me	5.50	3	5.71	16
Library staff are approachable and helpful	5.48	4	5.69	17
Library staff provide accurate answers to my enquiries	5.46	5	5.73	14
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.44	6	5.63	18
When I am away from campus I can access the Library resources and services I need	5.30	7	5.78	11
Books and articles I have requested from other libraries and campuses are delivered promptly	5.24	8	5.46	23
Opening hours meet my needs	5.22	9	5.83	7
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.19	10	5.48	22
I can find a quiet place in the Library to study when I need to	5.18	11	6.16	3
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.14	12	5.78	10
Library signage is clear	5.13	13	5.56	19
Face to face enquiry services meet my needs	5.12	14	5.46	24
The Library website is easy to use	5.10	15	5.83	8
The Library website provides useful information	5.01	16	5.51	20
Printing, scanning and photocopying facilities in the Library meet my needs	5.01	17	6.04	4
I can get wireless access in the Library when I need to	5.01	18	6.31	1
The Library anticipates my learning and research needs	4.98	19	5.39	25
The Library catalogue is easy to use	4.97	20	5.87	6
The items I'm looking for on the Library shelves are usually there	4.94	21	5.76	12
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	4.93	22	5.32	26
Course specific resources (including short loans) meet my learning needs	4.90	23	5.50	21
I can find a place in the Library to work in a group when I need to	4.85	24	5.88	5
Laptop facilities (e.g. desks, power) in the Library meet my needs	4.80	25	5.81	9
I am informed about Library services	4.79	26	5.23	27
Library workshops, classes and tutorials help me with my learning and research needs	4.79	27	4.88	28
A computer is available when I need one	4.52	28	5.74	13

## The University of Hong Kong Library User Survey, April 2017

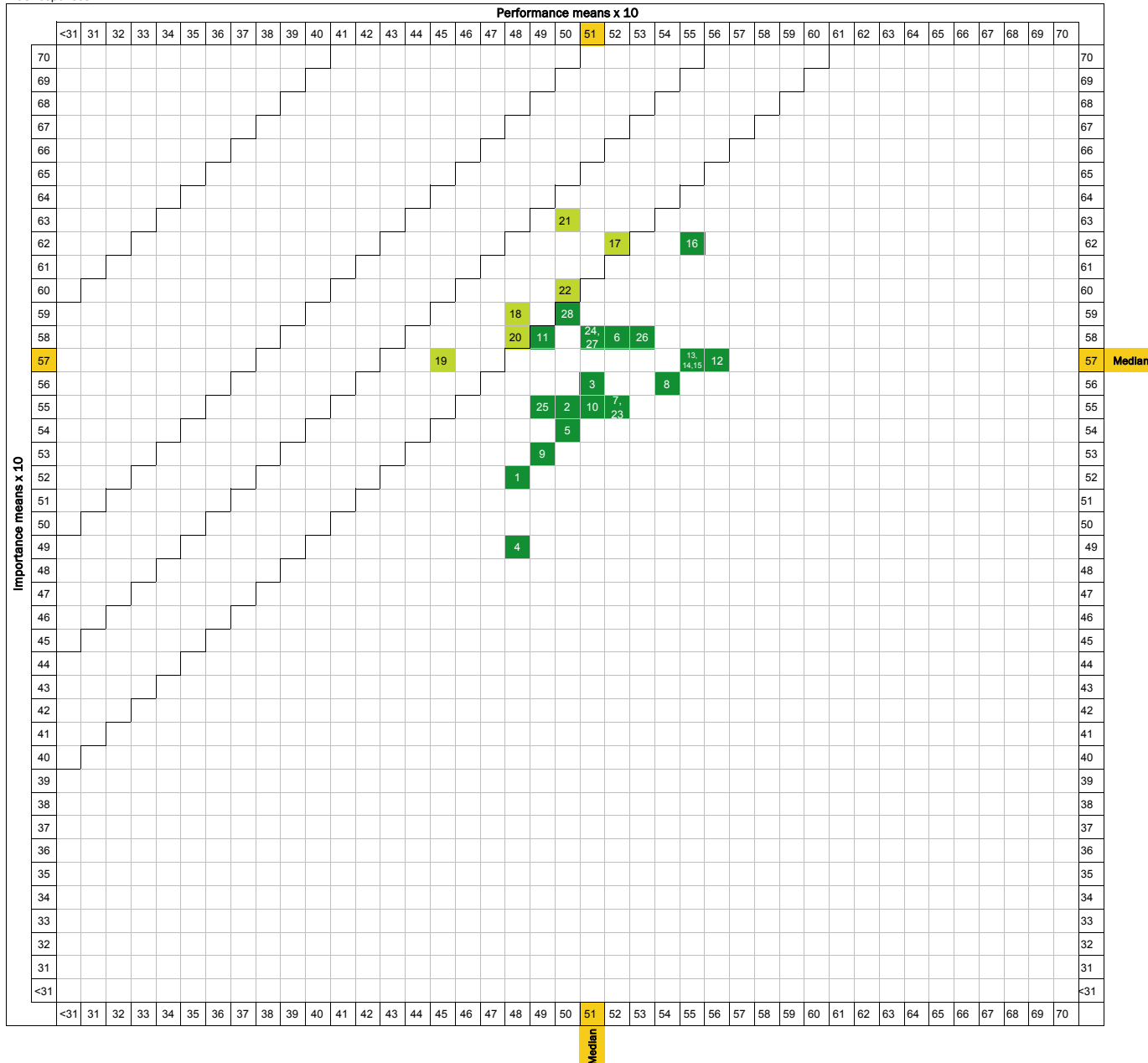
Mean gap scores – Which category describes you? - HKU current staff or student - Engineering

153 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	1.30	1	6.31	1
A computer is available when I need one	1.23	2	5.74	13
I can find a place in the Library to work in a group when I need to	1.03	3	5.88	5
Printing, scanning and photocopying facilities in the Library meet my needs	1.03	4	6.04	4
Laptop facilities (e.g. desks, power) in the Library meet my needs	1.02	5	5.81	9
I can find a quiet place in the Library to study when I need to	0.98	6	6.16	3
The Library catalogue is easy to use	0.90	7	5.87	6
The items I'm looking for on the Library shelves are usually there	0.82	8	5.76	12
The Library website is easy to use	0.73	9	5.83	8
Online resources (e.g. e-journals, databases, ebooks) meet my learning and research needs	0.65	10	5.78	10
The Library is a good place to study	0.64	11	6.16	2
Opening hours meet my needs	0.62	12	5.83	7
Course specific resources (including short loans) meet my learning needs	0.60	13	5.50	21
The Library website provides useful information	0.50	14	5.51	20
When I am away from campus I can access the Library resources and services I need	0.48	15	5.78	11
I am informed about Library services	0.44	16	5.23	27
Library signage is clear	0.43	17	5.56	19
The Library anticipates my learning and research needs	0.41	18	5.39	25
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	0.39	19	5.32	26
Face to face enquiry services meet my needs	0.35	20	5.46	24
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.29	21	5.48	22
Library staff provide accurate answers to my enquiries	0.27	22	5.73	14
Books and articles I have requested from other libraries and campuses are delivered promptly	0.22	23	5.46	23
Library staff are approachable and helpful	0.21	24	5.69	17
Library staff are readily available to assist me	0.20	25	5.71	16
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	0.19	26	5.63	18
Library staff treat me fairly and without discrimination	0.13	27	5.72	15
Library workshops, classes and tutorials help me with my learning and research needs	0.09	28	4.88	28

# The University of Hong Kong Library User Survey, April 2017

Best practice categories gap grid – Which category describes you? - HKU current staff or student - Engineering  
153 responses



Statements	
1	I am informed about Library services
2	The Library website provides useful information
3	Library signage is clear
4	Library workshops, classes and tutorials help me with my learning and research needs
5	The Library anticipates my learning and research needs
6	Opening hours meet my needs
7	Books and articles I have requested from other libraries and campuses are delivered promptly
8	Self Service (e.g. self check loans, requests, renewals, holds) meets my needs
9	Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs
10	Face to face enquiry services meet my needs
11	The items I'm looking for on the Library shelves are usually there
12	Library staff treat me fairly and without discrimination
13	Library staff are approachable and helpful
14	Library staff provide accurate answers to my enquiries
15	Library staff are readily available to assist me
16	The Library is a good place to study
17	I can find a quiet place in the Library to study when I need to
18	I can find a place in the Library to work in a group when I need to
19	A computer is available when I need one
20	Laptop facilities (e.g. desks, power) in the Library meet my needs
21	I can get wireless access in the Library when I need to
22	Printing, scanning and photocopying facilities in the Library meet my needs
23	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
24	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs
25	Course specific resources (including short loans) meet my learning needs
26	When I am away from campus I can access the Library resources and services I need
27	The Library website is easy to use
28	The Library catalogue is easy to use

Legend: ■ Gap > 2.9 ■ Gap > 1.9 ■ Gap > 1.4 ■ Gap > 0.9 ■ Gap < 0.9

## The University of Hong Kong Library User Survey, April 2017

Top 10 factors – Which category describes you? - HKU current staff or student - Law

102 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can find a quiet place in the Library to study when I need to	6.35	Library staff treat me fairly and without discrimination	6.16	I can find a place in the Library to work in a group when I need to	4.78	I can find a place in the Library to work in a group when I need to	1.19
The Library is a good place to study	6.34	Library staff are approachable and helpful	5.97	The Library catalogue is easy to use	4.97	Opening hours meet my needs	1.09
I can get wireless access in the Library when I need to	6.32	Library staff are readily available to assist me	5.86	Opening hours meet my needs	5.06	I can find a quiet place in the Library to study when I need to	1.05
Printing, scanning and photocopying facilities in the Library meet my needs	6.24	Library staff provide accurate answers to my enquiries	5.83	The items I'm looking for on the Library shelves are usually there	5.12	The Library catalogue is easy to use	0.98
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	6.18	Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.75	Course specific resources (including short loans) meet my learning needs	5.13	The items I'm looking for on the Library shelves are usually there	0.94
Opening hours meet my needs	6.15	Face to face enquiry services meet my needs	5.69	I am informed about Library services	5.16	Printing, scanning and photocopying facilities in the Library meet my needs	0.86
Library staff treat me fairly and without discrimination	6.10	I can get wireless access in the Library when I need to	5.63	A computer is available when I need one	5.19	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.78
When I am away from campus I can access the Library resources and services I need	6.06	The Library is a good place to study	5.61	Library workshops, classes and tutorials help me with my learning and research needs	5.22	The Library website is easy to use	0.75
The items I'm looking for on the Library shelves are usually there	6.06	Books and articles I have requested from other libraries and campuses are delivered promptly	5.49	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.25	The Library is a good place to study	0.73
Library staff are approachable and helpful	6.03	When I am away from campus I can access the Library resources and services I need	5.45	The Library website is easy to use	5.26	Course specific resources (including short loans) meet my learning needs	0.71

# The University of Hong Kong Library User Survey, April 2017

Mean importance scores – Which category describes you? - HKU current staff or student - Law

102 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Library to study when I need to	6.35	1	5.30	17
The Library is a good place to study	6.34	2	5.61	8
I can get wireless access in the Library when I need to	6.32	3	5.63	7
Printing, scanning and photocopying facilities in the Library meet my needs	6.24	4	5.38	12
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	6.18	5	5.40	11
Opening hours meet my needs	6.15	6	5.06	26
Library staff treat me fairly and without discrimination	6.10	7	6.16	1
When I am away from campus I can access the Library resources and services I need	6.06	8	5.45	10
The items I'm looking for on the Library shelves are usually there	6.06	9	5.12	25
Library staff are approachable and helpful	6.03	10	5.97	2
The Library website is easy to use	6.01	11	5.26	19
Library staff provide accurate answers to my enquiries	6.01	12	5.83	4
Library staff are readily available to assist me	6.00	13	5.86	3
I can find a place in the Library to work in a group when I need to	5.97	14	4.78	28
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.96	15	5.32	15
The Library catalogue is easy to use	5.95	16	4.97	27
A computer is available when I need one	5.88	17	5.19	22
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.88	18	5.25	20
Course specific resources (including short loans) meet my learning needs	5.85	19	5.13	24
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.84	20	5.75	5
Books and articles I have requested from other libraries and campuses are delivered promptly	5.81	21	5.49	9
The Library website provides useful information	5.81	22	5.33	14
Face to face enquiry services meet my needs	5.70	23	5.69	6
Library signage is clear	5.68	24	5.32	16
I am informed about Library services	5.60	25	5.16	23
The Library anticipates my learning and research needs	5.56	26	5.30	18
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.26	27	5.37	13
Library workshops, classes and tutorials help me with my learning and research needs	4.89	28	5.22	21

## The University of Hong Kong Library User Survey, April 2017

Mean performance score – Which category describes you? - HKU current staff or student - Law

102 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Library staff treat me fairly and without discrimination	6.16	1	6.10	7
Library staff are approachable and helpful	5.97	2	6.03	10
Library staff are readily available to assist me	5.86	3	6.00	13
Library staff provide accurate answers to my enquiries	5.83	4	6.01	12
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.75	5	5.84	20
Face to face enquiry services meet my needs	5.69	6	5.70	23
I can get wireless access in the Library when I need to	5.63	7	6.32	3
The Library is a good place to study	5.61	8	6.34	2
Books and articles I have requested from other libraries and campuses are delivered promptly	5.49	9	5.81	21
When I am away from campus I can access the Library resources and services I need	5.45	10	6.06	8
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.40	11	6.18	5
Printing, scanning and photocopying facilities in the Library meet my needs	5.38	12	6.24	4
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.37	13	5.26	27
The Library website provides useful information	5.33	14	5.81	22
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.32	15	5.96	15
Library signage is clear	5.32	16	5.68	24
I can find a quiet place in the Library to study when I need to	5.30	17	6.35	1
The Library anticipates my learning and research needs	5.30	18	5.56	26
The Library website is easy to use	5.26	19	6.01	11
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.25	20	5.88	18
Library workshops, classes and tutorials help me with my learning and research needs	5.22	21	4.89	28
A computer is available when I need one	5.19	22	5.88	17
I am informed about Library services	5.16	23	5.60	25
Course specific resources (including short loans) meet my learning needs	5.13	24	5.85	19
The items I'm looking for on the Library shelves are usually there	5.12	25	6.06	9
Opening hours meet my needs	5.06	26	6.15	6
The Library catalogue is easy to use	4.97	27	5.95	16
I can find a place in the Library to work in a group when I need to	4.78	28	5.97	14

## The University of Hong Kong Library User Survey, April 2017

Mean gap scores – Which category describes you? - HKU current staff or student - Law

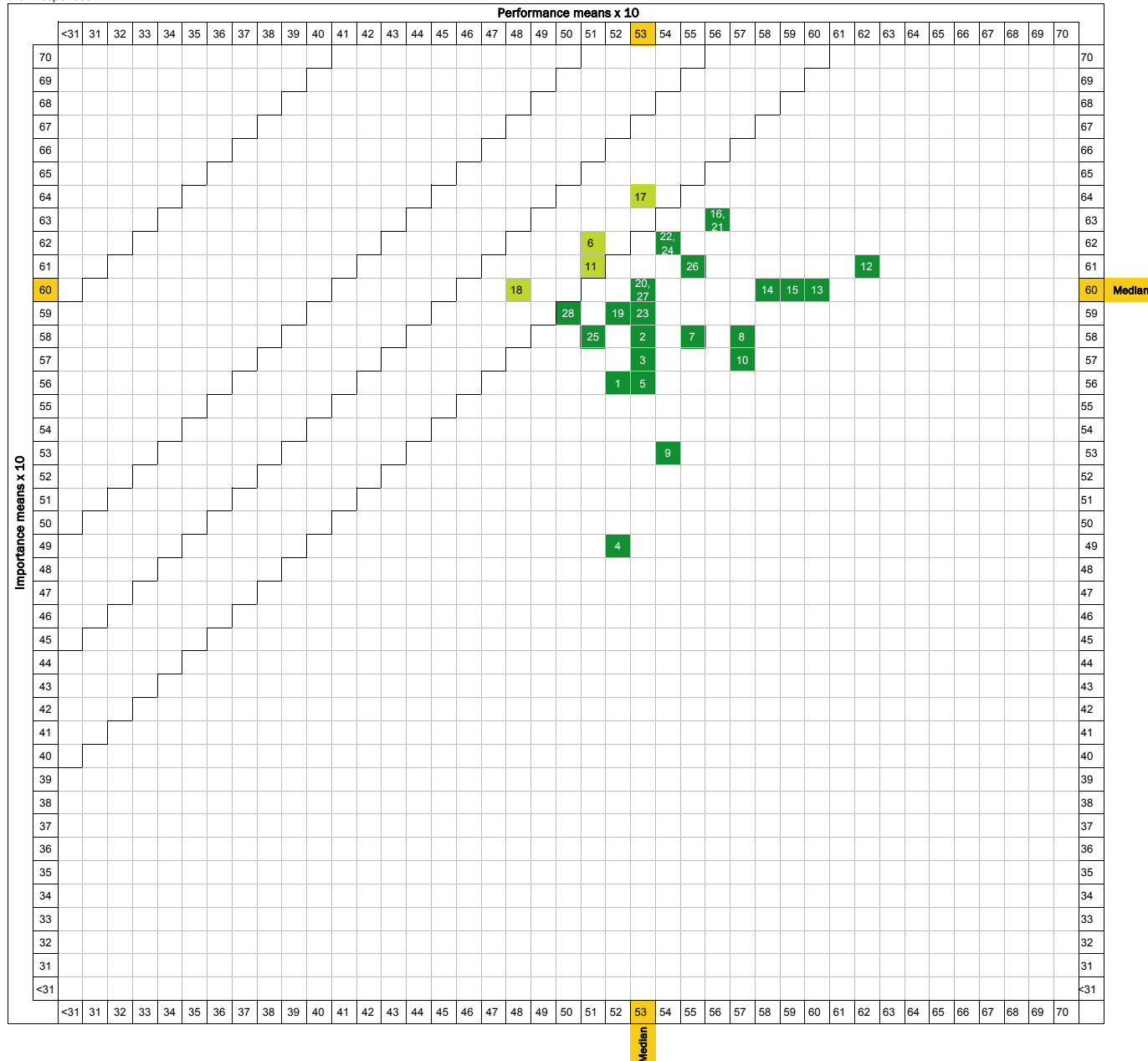
102 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a place in the Library to work in a group when I need to	1.19	1	5.97	14
Opening hours meet my needs	1.09	2	6.15	6
I can find a quiet place in the Library to study when I need to	1.05	3	6.35	1
The Library catalogue is easy to use	0.98	4	5.95	16
The items I'm looking for on the Library shelves are usually there	0.94	5	6.06	9
Printing, scanning and photocopying facilities in the Library meet my needs	0.86	6	6.24	4
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.78	7	6.18	5
The Library website is easy to use	0.75	8	6.01	11
The Library is a good place to study	0.73	9	6.34	2
Course specific resources (including short loans) meet my learning needs	0.71	10	5.85	19
A computer is available when I need one	0.69	11	5.88	17
I can get wireless access in the Library when I need to	0.68	12	6.32	3
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.63	13	5.96	15
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.63	14	5.88	18
When I am away from campus I can access the Library resources and services I need	0.61	15	6.06	8
The Library website provides useful information	0.48	16	5.81	22
I am informed about Library services	0.45	17	5.60	25
Library signage is clear	0.36	18	5.68	24
Books and articles I have requested from other libraries and campuses are delivered promptly	0.32	19	5.81	21
The Library anticipates my learning and research needs	0.27	20	5.56	26
Library staff provide accurate answers to my enquiries	0.18	21	6.01	12
Library staff are readily available to assist me	0.14	22	6.00	13
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	0.09	23	5.84	20
Library staff are approachable and helpful	0.06	24	6.03	10
Face to face enquiry services meet my needs	0.01	25	5.70	23
Library staff treat me fairly and without discrimination	-0.06	26	6.10	7
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	-0.11	27	5.26	27
Library workshops, classes and tutorials help me with my learning and research needs	-0.33	28	4.89	28



# The University of Hong Kong Library User Survey, April 2017

Best practice categories gap grid – Which category describes you? - HKU current staff or student - Law  
102 responses



Statements	
1	I am informed about Library services
2	The Library website provides useful information
3	Library signage is clear
4	Library workshops, classes and tutorials help me with my learning and research needs
5	The Library anticipates my learning and research needs
6	Opening hours meet my needs
7	Books and articles I have requested from other libraries and campuses are delivered promptly
8	Self Service (e.g. self check loans, requests, renewals, holds) meets my needs
9	Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs
10	Face to face enquiry services meet my needs
11	The items I'm looking for on the Library shelves are usually there
12	Library staff treat me fairly and without discrimination
13	Library staff are approachable and helpful
14	Library staff provide accurate answers to my enquiries
15	Library staff are readily available to assist me
16	The Library is a good place to study
17	I can find a quiet place in the Library to study when I need to
18	I can find a place in the Library to work in a group when I need to
19	A computer is available when I need one
20	Laptop facilities (e.g. desks, power) in the Library meet my needs
21	I can get wireless access in the Library when I need to
22	Printing, scanning and photocopying facilities in the Library meet my needs
23	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
24	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs
25	Course specific resources (including short loans) meet my learning needs
26	When I am away from campus I can access the Library resources and services I need
27	The Library website is easy to use
28	The Library catalogue is easy to use

Legend: ■ Gap > 2.9 ■ Gap > 1.9 ■ Gap > 1.4 ■ Gap > 0.9 ■ Gap < 0.9

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## The University of Hong Kong Library User Survey, April 2017

Top 10 factors – Which category describes you? - HKU current staff or student - Medicine

218 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can find a quiet place in the Library to study when I need to	6.28	Library staff treat me fairly and without discrimination	5.96	Library workshops, classes and tutorials help me with my learning and research needs	5.07	I can find a quiet place in the Library to study when I need to	0.93
I can get wireless access in the Library when I need to	6.27	Library staff are approachable and helpful	5.82	I can find a place in the Library to work in a group when I need to	5.10	I can find a place in the Library to work in a group when I need to	0.82
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	6.21	Library staff provide accurate answers to my enquiries	5.76	The items I'm looking for on the Library shelves are usually there	5.15	The Library catalogue is easy to use	0.77
The Library is a good place to study	6.20	Library staff are readily available to assist me	5.73	The Library catalogue is easy to use	5.18	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.75
When I am away from campus I can access the Library resources and services I need	6.16	I can get wireless access in the Library when I need to	5.73	I am informed about Library services	5.20	Printing, scanning and photocopying facilities in the Library meet my needs	0.72
Printing, scanning and photocopying facilities in the Library meet my needs	6.12	Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.60	Library signage is clear	5.20	The Library website is easy to use	0.68
Library staff are approachable and helpful	6.04	The Library is a good place to study	5.54	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.22	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.67
The Library website is easy to use	6.01	When I am away from campus I can access the Library resources and services I need	5.53	The Library anticipates my learning and research needs	5.25	The Library is a good place to study	0.67
Library staff provide accurate answers to my enquiries	5.99	Face to face enquiry services meet my needs	5.48	Course specific resources (including short loans) meet my learning needs	5.25	The items I'm looking for on the Library shelves are usually there	0.65
A computer is available when I need one	5.96	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.46	The Library website provides useful information	5.31	A computer is available when I need one	0.64

# The University of Hong Kong Library User Survey, April 2017

Mean importance scores – Which category describes you? - HKU current staff or student - Medicine

218 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Library to study when I need to	6.28	1	5.35	15
I can get wireless access in the Library when I need to	6.27	2	5.73	5
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	6.21	3	5.46	10
The Library is a good place to study	6.20	4	5.54	7
When I am away from campus I can access the Library resources and services I need	6.16	5	5.53	8
Printing, scanning and photocopying facilities in the Library meet my needs	6.12	6	5.40	12
Library staff are approachable and helpful	6.04	7	5.82	2
The Library website is easy to use	6.01	8	5.33	17
Library staff provide accurate answers to my enquiries	5.99	9	5.76	3
A computer is available when I need one	5.96	10	5.32	18
The Library catalogue is easy to use	5.96	11	5.18	25
Library staff treat me fairly and without discrimination	5.95	12	5.96	1
Opening hours meet my needs	5.94	13	5.44	11
Library staff are readily available to assist me	5.93	14	5.73	4
I can find a place in the Library to work in a group when I need to	5.91	15	5.10	27
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.90	16	5.22	22
The items I'm looking for on the Library shelves are usually there	5.81	17	5.15	26
The Library website provides useful information	5.79	18	5.31	19
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.76	19	5.60	6
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.70	20	5.34	16
Library signage is clear	5.68	21	5.20	23
Course specific resources (including short loans) meet my learning needs	5.68	22	5.25	20
Books and articles I have requested from other libraries and campuses are delivered promptly	5.60	23	5.39	13
Face to face enquiry services meet my needs	5.57	24	5.48	9
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.53	25	5.38	14
The Library anticipates my learning and research needs	5.46	26	5.25	21
I am informed about Library services	5.35	27	5.20	24
Library workshops, classes and tutorials help me with my learning and research needs	5.02	28	5.07	28

## The University of Hong Kong Library User Survey, April 2017

Mean performance score – Which category describes you? - HKU current staff or student - Medicine

218 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Library staff treat me fairly and without discrimination	5.96	1	5.95	12
Library staff are approachable and helpful	5.82	2	6.04	7
Library staff provide accurate answers to my enquiries	5.76	3	5.99	9
Library staff are readily available to assist me	5.73	4	5.93	14
I can get wireless access in the Library when I need to	5.73	5	6.27	2
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.60	6	5.76	19
The Library is a good place to study	5.54	7	6.20	4
When I am away from campus I can access the Library resources and services I need	5.53	8	6.16	5
Face to face enquiry services meet my needs	5.48	9	5.57	24
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.46	10	6.21	3
Opening hours meet my needs	5.44	11	5.94	13
Printing, scanning and photocopying facilities in the Library meet my needs	5.40	12	6.12	6
Books and articles I have requested from other libraries and campuses are delivered promptly	5.39	13	5.60	23
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.38	14	5.53	25
I can find a quiet place in the Library to study when I need to	5.35	15	6.28	1
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.34	16	5.70	20
The Library website is easy to use	5.33	17	6.01	8
A computer is available when I need one	5.32	18	5.96	10
The Library website provides useful information	5.31	19	5.79	18
Course specific resources (including short loans) meet my learning needs	5.25	20	5.68	22
The Library anticipates my learning and research needs	5.25	21	5.46	26
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.22	22	5.90	16
Library signage is clear	5.20	23	5.68	21
I am informed about Library services	5.20	24	5.35	27
The Library catalogue is easy to use	5.18	25	5.96	11
The items I'm looking for on the Library shelves are usually there	5.15	26	5.81	17
I can find a place in the Library to work in a group when I need to	5.10	27	5.91	15
Library workshops, classes and tutorials help me with my learning and research needs	5.07	28	5.02	28

# The University of Hong Kong Library User Survey, April 2017

Mean gap scores – Which category describes you? - HKU current staff or student - Medicine

218 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Library to study when I need to	0.93	1	6.28	1
I can find a place in the Library to work in a group when I need to	0.82	2	5.91	15
The Library catalogue is easy to use	0.77	3	5.96	11
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.75	4	6.21	3
Printing, scanning and photocopying facilities in the Library meet my needs	0.72	5	6.12	6
The Library website is easy to use	0.68	6	6.01	8
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.67	7	5.90	16
The Library is a good place to study	0.67	8	6.20	4
The items I'm looking for on the Library shelves are usually there	0.65	9	5.81	17
A computer is available when I need one	0.64	10	5.96	10
When I am away from campus I can access the Library resources and services I need	0.63	11	6.16	5
I can get wireless access in the Library when I need to	0.54	12	6.27	2
Opening hours meet my needs	0.50	13	5.94	13
The Library website provides useful information	0.48	14	5.79	18
Library signage is clear	0.48	15	5.68	21
Course specific resources (including short loans) meet my learning needs	0.43	16	5.68	22
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.37	17	5.70	20
Library staff provide accurate answers to my enquiries	0.23	18	5.99	9
Library staff are approachable and helpful	0.22	19	6.04	7
The Library anticipates my learning and research needs	0.21	20	5.46	26
Books and articles I have requested from other libraries and campuses are delivered promptly	0.20	21	5.60	23
Library staff are readily available to assist me	0.20	22	5.93	14
I am informed about Library services	0.16	23	5.35	27
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	0.16	24	5.76	19
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	0.15	25	5.53	25
Face to face enquiry services meet my needs	0.09	26	5.57	24
Library staff treat me fairly and without discrimination	-0.01	27	5.95	12
Library workshops, classes and tutorials help me with my learning and research needs	-0.05	28	5.02	28



## The University of Hong Kong Library User Survey, April 2017

Top 10 factors – Which category describes you? - HKU current staff or student - Science

178 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can find a quiet place in the Library to study when I need to	6.38	Library staff treat me fairly and without discrimination	5.92	A computer is available when I need one	4.66	I can get wireless access in the Library when I need to	1.41
I can get wireless access in the Library when I need to	6.36	Library staff are approachable and helpful	5.78	The items I'm looking for on the Library shelves are usually there	4.73	A computer is available when I need one	1.34
The Library is a good place to study	6.34	Library staff provide accurate answers to my enquiries	5.73	I am informed about Library services	4.80	The items I'm looking for on the Library shelves are usually there	1.26
Printing, scanning and photocopying facilities in the Library meet my needs	6.18	Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.63	I can find a place in the Library to work in a group when I need to	4.91	I can find a place in the Library to work in a group when I need to	1.22
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	6.16	Library staff are readily available to assist me	5.63	I can get wireless access in the Library when I need to	4.96	Printing, scanning and photocopying facilities in the Library meet my needs	1.13
I can find a place in the Library to work in a group when I need to	6.13	Opening hours meet my needs	5.60	Laptop facilities (e.g. desks, power) in the Library meet my needs	4.96	I can find a quiet place in the Library to study when I need to	1.11
Opening hours meet my needs	6.11	When I am away from campus I can access the Library resources and services I need	5.49	Library workshops, classes and tutorials help me with my learning and research needs	5.02	Laptop facilities (e.g. desks, power) in the Library meet my needs	1.09
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.05	The Library is a good place to study	5.45	The Library catalogue is easy to use	5.05	The Library catalogue is easy to use	0.91
When I am away from campus I can access the Library resources and services I need	6.03	Face to face enquiry services meet my needs	5.44	Printing, scanning and photocopying facilities in the Library meet my needs	5.05	The Library is a good place to study	0.89
Library staff are approachable and helpful	6.02	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.41	Library signage is clear	5.08	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.78

# The University of Hong Kong Library User Survey, April 2017

Mean importance scores – Which category describes you? - HKU current staff or student - Science

178 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Library to study when I need to	6.38	1	5.27	14
I can get wireless access in the Library when I need to	6.36	2	4.96	24
The Library is a good place to study	6.34	3	5.45	8
Printing, scanning and photocopying facilities in the Library meet my needs	6.18	4	5.05	20
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	6.16	5	5.37	11
I can find a place in the Library to work in a group when I need to	6.13	6	4.91	25
Opening hours meet my needs	6.11	7	5.60	6
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.05	8	4.96	23
When I am away from campus I can access the Library resources and services I need	6.03	9	5.49	7
Library staff are approachable and helpful	6.02	10	5.78	2
Library staff provide accurate answers to my enquiries	6.01	11	5.73	3
A computer is available when I need one	6.01	12	4.66	28
The Library website is easy to use	6.01	13	5.23	15
The items I'm looking for on the Library shelves are usually there	5.99	14	4.73	27
The Library catalogue is easy to use	5.96	15	5.05	21
Library staff are readily available to assist me	5.92	16	5.63	5
The Library website provides useful information	5.86	17	5.17	16
Library staff treat me fairly and without discrimination	5.86	18	5.92	1
Books and articles I have requested from other libraries and campuses are delivered promptly	5.84	19	5.31	12
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.83	20	5.41	10
The Library anticipates my learning and research needs	5.82	21	5.28	13
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.81	22	5.63	4
Library signage is clear	5.76	23	5.08	19
Course specific resources (including short loans) meet my learning needs	5.66	24	5.09	18
Face to face enquiry services meet my needs	5.66	25	5.44	9
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.47	26	5.16	17
I am informed about Library services	5.41	27	4.80	26
Library workshops, classes and tutorials help me with my learning and research needs	5.09	28	5.02	22



## The University of Hong Kong Library User Survey, April 2017

Mean performance score – Which category describes you? - HKU current staff or student - Science

178 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Library staff treat me fairly and without discrimination	5.92	1	5.86	18
Library staff are approachable and helpful	5.78	2	6.02	10
Library staff provide accurate answers to my enquiries	5.73	3	6.01	11
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.63	4	5.81	22
Library staff are readily available to assist me	5.63	5	5.92	16
Opening hours meet my needs	5.60	6	6.11	7
When I am away from campus I can access the Library resources and services I need	5.49	7	6.03	9
The Library is a good place to study	5.45	8	6.34	3
Face to face enquiry services meet my needs	5.44	9	5.66	25
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.41	10	5.83	20
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.37	11	6.16	5
Books and articles I have requested from other libraries and campuses are delivered promptly	5.31	12	5.84	19
The Library anticipates my learning and research needs	5.28	13	5.82	21
I can find a quiet place in the Library to study when I need to	5.27	14	6.38	1
The Library website is easy to use	5.23	15	6.01	13
The Library website provides useful information	5.17	16	5.86	17
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.16	17	5.47	26
Course specific resources (including short loans) meet my learning needs	5.09	18	5.66	24
Library signage is clear	5.08	19	5.76	23
Printing, scanning and photocopying facilities in the Library meet my needs	5.05	20	6.18	4
The Library catalogue is easy to use	5.05	21	5.96	15
Library workshops, classes and tutorials help me with my learning and research needs	5.02	22	5.09	28
Laptop facilities (e.g. desks, power) in the Library meet my needs	4.96	23	6.05	8
I can get wireless access in the Library when I need to	4.96	24	6.36	2
I can find a place in the Library to work in a group when I need to	4.91	25	6.13	6
I am informed about Library services	4.80	26	5.41	27
The items I'm looking for on the Library shelves are usually there	4.73	27	5.99	14
A computer is available when I need one	4.66	28	6.01	12

# The University of Hong Kong Library User Survey, April 2017

Mean gap scores – Which category describes you? - HKU current staff or student - Science

178 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	1.41	1	6.36	2
A computer is available when I need one	1.34	2	6.01	12
The items I'm looking for on the Library shelves are usually there	1.26	3	5.99	14
I can find a place in the Library to work in a group when I need to	1.22	4	6.13	6
Printing, scanning and photocopying facilities in the Library meet my needs	1.13	5	6.18	4
I can find a quiet place in the Library to study when I need to	1.11	6	6.38	1
Laptop facilities (e.g. desks, power) in the Library meet my needs	1.09	7	6.05	8
The Library catalogue is easy to use	0.91	8	5.96	15
The Library is a good place to study	0.89	9	6.34	3
Online resources (e.g. e-journals, databases, ebooks) meet my learning and research needs	0.78	10	6.16	5
The Library website is easy to use	0.77	11	6.01	13
The Library website provides useful information	0.70	12	5.86	17
Library signage is clear	0.68	13	5.76	23
I am informed about Library services	0.61	14	5.41	27
Course specific resources (including short loans) meet my learning needs	0.57	15	5.66	24
When I am away from campus I can access the Library resources and services I need	0.54	16	6.03	9
The Library anticipates my learning and research needs	0.54	17	5.82	21
Books and articles I have requested from other libraries and campuses are delivered promptly	0.53	18	5.84	19
Opening hours meet my needs	0.52	19	6.11	7
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.42	20	5.83	20
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	0.31	21	5.47	26
Library staff are readily available to assist me	0.30	22	5.92	16
Library staff provide accurate answers to my enquiries	0.28	23	6.01	11
Library staff are approachable and helpful	0.24	24	6.02	10
Face to face enquiry services meet my needs	0.22	25	5.66	25
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	0.17	26	5.81	22
Library workshops, classes and tutorials help me with my learning and research needs	0.08	27	5.09	28
Library staff treat me fairly and without discrimination	-0.06	28	5.86	18



## The University of Hong Kong Library User Survey, April 2017

Top 10 factors – Which category describes you? - HKU current staff or student - Social Sciences

118 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.24	Library staff treat me fairly and without discrimination	5.87	A computer is available when I need one	4.67	I can find a place in the Library to work in a group when I need to	0.90
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	6.08	Library staff provide accurate answers to my enquiries	5.67	I can find a place in the Library to work in a group when I need to	4.76	A computer is available when I need one	0.90
When I am away from campus I can access the Library resources and services I need	6.06	Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.66	Library workshops, classes and tutorials help me with my learning and research needs	4.95	The items I'm looking for on the Library shelves are usually there	0.85
The Library is a good place to study	6.06	Library staff are approachable and helpful	5.61	The items I'm looking for on the Library shelves are usually there	4.97	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.74
I can find a quiet place in the Library to study when I need to	6.04	I can get wireless access in the Library when I need to	5.60	The Library anticipates my learning and research needs	5.00	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.70
Opening hours meet my needs	5.96	Library staff are readily available to assist me	5.57	I am informed about Library services	5.01	I can find a quiet place in the Library to study when I need to	0.68
Printing, scanning and photocopying facilities in the Library meet my needs	5.95	The Library is a good place to study	5.53	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.09	The Library catalogue is easy to use	0.67
The Library website is easy to use	5.94	Face to face enquiry services meet my needs	5.49	Library signage is clear	5.17	The Library website is easy to use	0.66
The Library catalogue is easy to use	5.86	When I am away from campus I can access the Library resources and services I need	5.46	The Library catalogue is easy to use	5.18	I can get wireless access in the Library when I need to	0.64
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.83	Opening hours meet my needs	5.42	Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my	5.20	Printing, scanning and photocopying facilities in the Library meet my needs	0.63

# The University of Hong Kong Library User Survey, April 2017

Mean importance scores – Which category describes you? - HKU current staff or student - Social Sciences

118 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.24	1	5.60	5
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	6.08	2	5.38	12
When I am away from campus I can access the Library resources and services I need	6.06	3	5.46	9
The Library is a good place to study	6.06	3	5.53	7
I can find a quiet place in the Library to study when I need to	6.04	5	5.36	14
Opening hours meet my needs	5.96	6	5.42	10
Printing, scanning and photocopying facilities in the Library meet my needs	5.95	7	5.33	15
The Library website is easy to use	5.94	8	5.28	17
The Library catalogue is easy to use	5.86	9	5.18	20
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.83	10	5.09	22
The items I'm looking for on the Library shelves are usually there	5.82	11	4.97	25
Library staff are readily available to assist me	5.81	12	5.57	6
Course specific resources (including short loans) meet my learning needs	5.78	13	5.26	18
Library staff provide accurate answers to my enquiries	5.77	14	5.67	2
The Library website provides useful information	5.76	15	5.32	16
Library staff treat me fairly and without discrimination	5.74	16	5.87	1
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.73	17	5.66	3
Library staff are approachable and helpful	5.73	18	5.61	4
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.71	19	5.39	11
Books and articles I have requested from other libraries and campuses are delivered promptly	5.69	20	5.36	13
I can find a place in the Library to work in a group when I need to	5.66	21	4.76	27
A computer is available when I need one	5.57	22	4.67	28
Face to face enquiry services meet my needs	5.56	23	5.49	8
Library signage is clear	5.51	24	5.17	21
The Library anticipates my learning and research needs	5.40	25	5.00	24
I am informed about Library services	5.28	26	5.01	23
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.27	27	5.20	19
Library workshops, classes and tutorials help me with my learning and research needs	4.81	28	4.95	26

# The University of Hong Kong Library User Survey, April 2017

Mean performance score – Which category describes you? - HKU current staff or student - Social Sciences

118 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Library staff treat me fairly and without discrimination	5.87	1	5.74	16
Library staff provide accurate answers to my enquiries	5.67	2	5.77	14
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.66	3	5.73	17
Library staff are approachable and helpful	5.61	4	5.73	18
I can get wireless access in the Library when I need to	5.60	5	6.24	1
Library staff are readily available to assist me	5.57	6	5.81	12
The Library is a good place to study	5.53	7	6.06	3
Face to face enquiry services meet my needs	5.49	8	5.56	23
When I am away from campus I can access the Library resources and services I need	5.46	9	6.06	3
Opening hours meet my needs	5.42	10	5.96	6
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.39	11	5.71	19
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.38	12	6.08	2
Books and articles I have requested from other libraries and campuses are delivered promptly	5.36	13	5.69	20
I can find a quiet place in the Library to study when I need to	5.36	14	6.04	5
Printing, scanning and photocopying facilities in the Library meet my needs	5.33	15	5.95	7
The Library website provides useful information	5.32	16	5.76	15
The Library website is easy to use	5.28	17	5.94	8
Course specific resources (including short loans) meet my learning needs	5.26	18	5.78	13
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.20	19	5.27	27
The Library catalogue is easy to use	5.18	20	5.86	9
Library signage is clear	5.17	21	5.51	24
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.09	22	5.83	10
I am informed about Library services	5.01	23	5.28	26
The Library anticipates my learning and research needs	5.00	24	5.40	25
The items I'm looking for on the Library shelves are usually there	4.97	25	5.82	11
Library workshops, classes and tutorials help me with my learning and research needs	4.95	26	4.81	28
I can find a place in the Library to work in a group when I need to	4.76	27	5.66	21
A computer is available when I need one	4.67	28	5.57	22

# The University of Hong Kong Library User Survey, April 2017

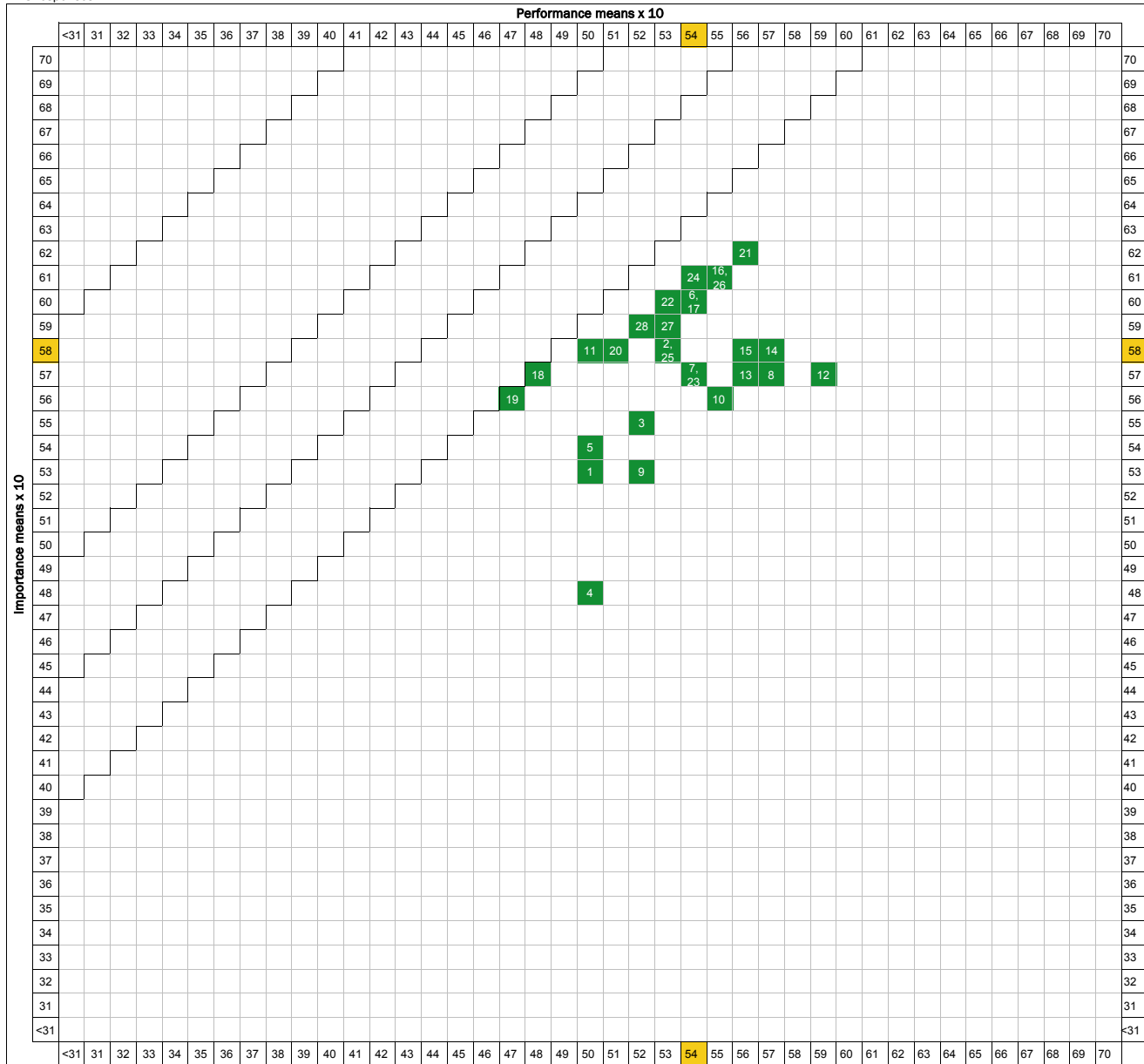
Mean gap scores – Which category describes you? - HKU current staff or student - Social Sciences

118 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a place in the Library to work in a group when I need to	0.90	1	5.66	21
A computer is available when I need one	0.90	2	5.57	22
The items I'm looking for on the Library shelves are usually there	0.85	3	5.82	11
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.74	4	5.83	10
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.70	5	6.08	2
I can find a quiet place in the Library to study when I need to	0.68	6	6.04	5
The Library catalogue is easy to use	0.67	7	5.86	9
The Library website is easy to use	0.66	8	5.94	8
I can get wireless access in the Library when I need to	0.64	9	6.24	1
Printing, scanning and photocopying facilities in the Library meet my needs	0.63	10	5.95	7
When I am away from campus I can access the Library resources and services I need	0.59	11	6.06	3
Opening hours meet my needs	0.54	12	5.96	6
The Library is a good place to study	0.53	13	6.06	3
Course specific resources (including short loans) meet my learning needs	0.52	14	5.78	13
The Library website provides useful information	0.43	15	5.76	15
The Library anticipates my learning and research needs	0.40	16	5.40	25
Library signage is clear	0.35	17	5.51	24
Books and articles I have requested from other libraries and campuses are delivered promptly	0.34	18	5.69	20
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.32	19	5.71	19
I am informed about Library services	0.27	20	5.28	26
Library staff are readily available to assist me	0.24	21	5.81	12
Library staff are approachable and helpful	0.12	22	5.73	18
Library staff provide accurate answers to my enquiries	0.10	23	5.77	14
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	0.07	24	5.73	17
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	0.07	25	5.27	27
Face to face enquiry services meet my needs	0.06	26	5.56	23
Library staff treat me fairly and without discrimination	-0.13	27	5.74	16
Library workshops, classes and tutorials help me with my learning and research needs	-0.14	28	4.81	28

# The University of Hong Kong Library User Survey, April 2017

Best practice categories gap grid – Which category describes you? - HKU current staff or student - Social Sciences  
118 responses



Statements	
1	I am informed about Library services
2	The Library website provides useful information
3	Library signage is clear
4	Library workshops, classes and tutorials help me with my learning and research needs
5	The Library anticipates my learning and research needs
6	Opening hours meet my needs
7	Books and articles I have requested from other libraries and campuses are delivered promptly
8	Self Service (e.g. self check loans, requests, renewals, holds) meets my needs
9	Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs
10	Face to face enquiry services meet my needs
11	The items I'm looking for on the Library shelves are usually there
12	Library staff treat me fairly and without discrimination
13	Library staff are approachable and helpful
14	Library staff provide accurate answers to my enquiries
15	Library staff are readily available to assist me
16	The Library is a good place to study
17	I can find a quiet place in the Library to study when I need to
18	I can find a place in the Library to work in a group when I need to
19	A computer is available when I need one
20	Laptop facilities (e.g. desks, power) in the Library meet my needs
21	I can get wireless access in the Library when I need to
22	Printing, scanning and photocopying facilities in the Library meet my needs
23	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
24	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs
25	Course specific resources (including short loans) meet my learning needs
26	When I am away from campus I can access the Library resources and services I need
27	The Library website is easy to use
28	The Library catalogue is easy to use

Legend: ■ Gap > 2.9 ■ Gap > 1.9 ■ Gap > 1.4 ■ Gap > 0.9 ■ Gap < 0.9

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## The University of Hong Kong Library User Survey, April 2017

Top 10 factors – Which category describes you? - HKU current staff or student - Other

50 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.21	Library staff provide accurate answers to my enquiries	5.73	The items I'm looking for on the Library shelves are usually there	4.48	The items I'm looking for on the Library shelves are usually there	1.30
The Library catalogue is easy to use	6.20	Library staff treat me fairly and without discrimination	5.66	Library signage is clear	4.67	I can find a quiet place in the Library to study when I need to	1.00
When I am away from campus I can access the Library resources and services I need	6.20	Opening hours meet my needs	5.65	A computer is available when I need one	4.76	The Library website is easy to use	0.95
I can find a quiet place in the Library to study when I need to	6.14	Library staff are approachable and helpful	5.65	I can find a place in the Library to work in a group when I need to	4.88	The Library catalogue is easy to use	0.91
The Library website is easy to use	6.11	Library staff are readily available to assist me	5.63	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.00	Library signage is clear	0.79
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	6.07	I can get wireless access in the Library when I need to	5.60	Course specific resources (including short loans) meet my learning needs	5.08	A computer is available when I need one	0.79
The Library is a good place to study	6.07	Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.57	I can find a quiet place in the Library to study when I need to	5.14	The Library is a good place to study	0.72
Opening hours meet my needs	6.04	Books and articles I have requested from other libraries and campuses are delivered promptly	5.56	Printing, scanning and photocopying facilities in the Library meet my needs	5.14	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.71
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	6.00	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.54	The Library website is easy to use	5.16	I can find a place in the Library to work in a group when I need to	0.71
The Library website provides useful information	5.96	When I am away from campus I can access the Library resources and services I need	5.54	Library workshops, classes and tutorials help me with my learning and research needs	5.27	Printing, scanning and photocopying facilities in the Library meet my needs	0.71

## The University of Hong Kong Library User Survey, April 2017

Mean importance scores – Which category describes you? - HKU current staff or student - Other

50 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.21	1	5.60	6
The Library catalogue is easy to use	6.20	2	5.30	17
When I am away from campus I can access the Library resources and services I need	6.20	3	5.54	9
I can find a quiet place in the Library to study when I need to	6.14	4	5.14	22
The Library website is easy to use	6.11	5	5.16	20
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	6.07	6	5.54	9
The Library is a good place to study	6.07	7	5.35	14
Opening hours meet my needs	6.04	8	5.65	3
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	6.00	9	5.48	12
The Library website provides useful information	5.96	10	5.49	11
Library staff are approachable and helpful	5.96	10	5.65	4
Library staff provide accurate answers to my enquiries	5.96	10	5.73	1
Library staff treat me fairly and without discrimination	5.96	13	5.66	2
Library staff are readily available to assist me	5.92	14	5.63	5
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.91	15	5.57	7
Printing, scanning and photocopying facilities in the Library meet my needs	5.86	16	5.14	21
Books and articles I have requested from other libraries and campuses are delivered promptly	5.85	17	5.56	8
The items I'm looking for on the Library shelves are usually there	5.78	18	4.48	28
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.71	19	5.00	24
The Library anticipates my learning and research needs	5.64	20	5.31	15
Course specific resources (including short loans) meet my learning needs	5.64	21	5.08	23
I can find a place in the Library to work in a group when I need to	5.60	22	4.88	25
A computer is available when I need one	5.55	23	4.76	26
I am informed about Library services	5.54	24	5.29	18
Face to face enquiry services meet my needs	5.52	25	5.30	16
Library signage is clear	5.46	26	4.67	27
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.42	27	5.37	13
Library workshops, classes and tutorials help me with my learning and research needs	5.24	28	5.27	19

## The University of Hong Kong Library User Survey, April 2017

Mean performance score – Which category describes you? - HKU current staff or student - Other

50 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Library staff provide accurate answers to my enquiries	5.73	1	5.96	10
Library staff treat me fairly and without discrimination	5.66	2	5.96	13
Opening hours meet my needs	5.65	3	6.04	8
Library staff are approachable and helpful	5.65	4	5.96	10
Library staff are readily available to assist me	5.63	5	5.92	14
I can get wireless access in the Library when I need to	5.60	6	6.21	1
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.57	7	5.91	15
Books and articles I have requested from other libraries and campuses are delivered promptly	5.56	8	5.85	17
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.54	9	6.07	6
When I am away from campus I can access the Library resources and services I need	5.54	9	6.20	3
The Library website provides useful information	5.49	11	5.96	10
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.48	12	6.00	9
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.37	13	5.42	27
The Library is a good place to study	5.35	14	6.07	7
The Library anticipates my learning and research needs	5.31	15	5.64	20
Face to face enquiry services meet my needs	5.30	16	5.52	25
The Library catalogue is easy to use	5.30	17	6.20	2
I am informed about Library services	5.29	18	5.54	24
Library workshops, classes and tutorials help me with my learning and research needs	5.27	19	5.24	28
The Library website is easy to use	5.16	20	6.11	5
Printing, scanning and photocopying facilities in the Library meet my needs	5.14	21	5.86	16
I can find a quiet place in the Library to study when I need to	5.14	22	6.14	4
Course specific resources (including short loans) meet my learning needs	5.08	23	5.64	21
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.00	24	5.71	19
I can find a place in the Library to work in a group when I need to	4.88	25	5.60	22
A computer is available when I need one	4.76	26	5.55	23
Library signage is clear	4.67	27	5.46	26
The items I'm looking for on the Library shelves are usually there	4.48	28	5.78	18

## The University of Hong Kong Library User Survey, April 2017

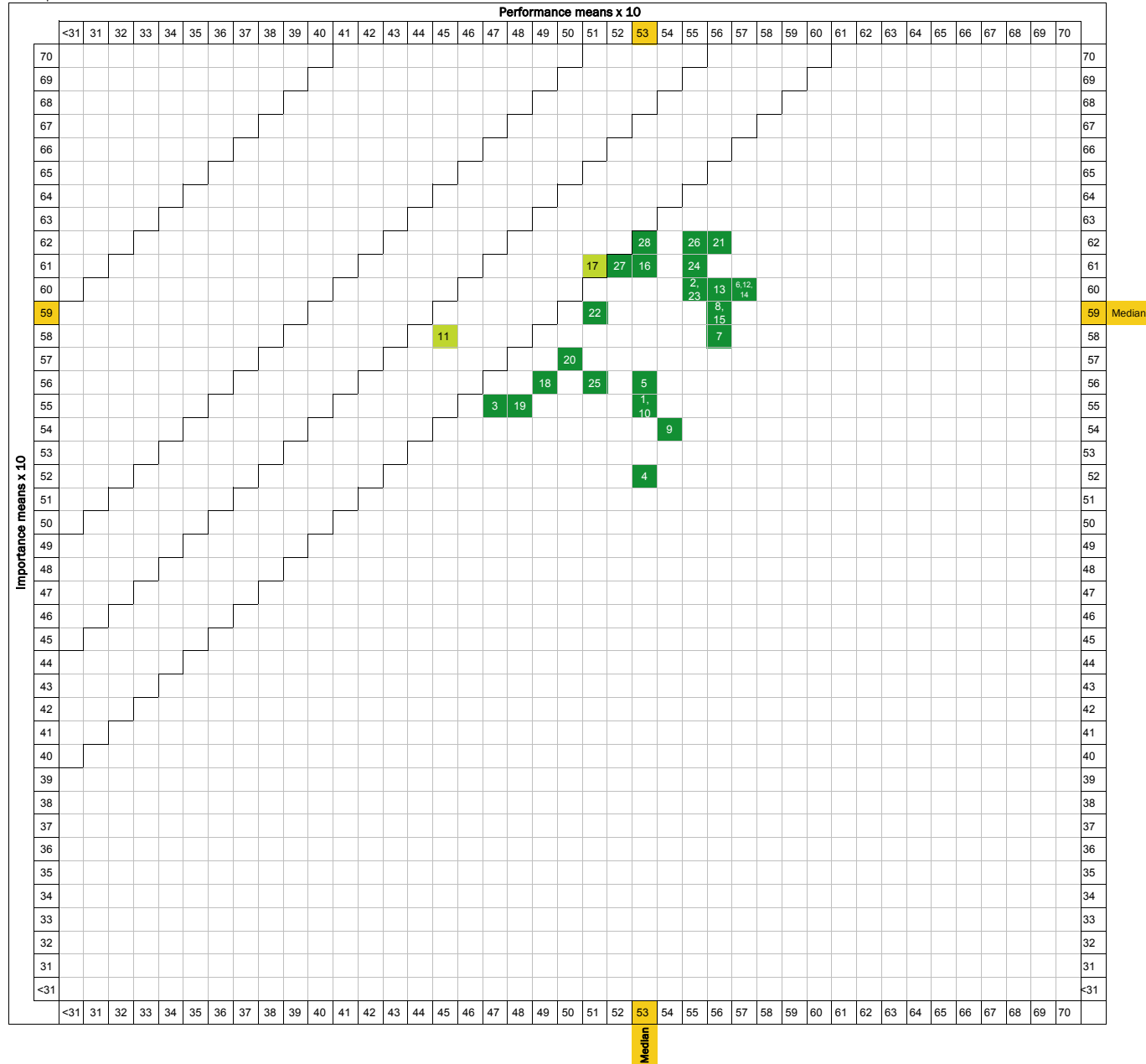
Mean gap scores – Which category describes you? - HKU current staff or student - Other

50 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
The items I'm looking for on the Library shelves are usually there	1.30	1	5.78	18
I can find a quiet place in the Library to study when I need to	1.00	2	6.14	4
The Library website is easy to use	0.95	3	6.11	5
The Library catalogue is easy to use	0.91	4	6.20	2
Library signage is clear	0.79	5	5.46	26
A computer is available when I need one	0.79	6	5.55	23
The Library is a good place to study	0.72	7	6.07	7
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.71	8	5.71	19
I can find a place in the Library to work in a group when I need to	0.71	9	5.60	22
Printing, scanning and photocopying facilities in the Library meet my needs	0.71	9	5.86	16
When I am away from campus I can access the Library resources and services I need	0.66	11	6.20	3
I can get wireless access in the Library when I need to	0.60	12	6.21	1
Course specific resources (including short loans) meet my learning needs	0.56	13	5.64	21
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.54	14	6.07	6
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.53	15	6.00	9
The Library website provides useful information	0.47	16	5.96	10
Opening hours meet my needs	0.39	17	6.04	8
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	0.35	18	5.91	15
The Library anticipates my learning and research needs	0.33	19	5.64	20
Library staff are approachable and helpful	0.31	20	5.96	10
Library staff treat me fairly and without discrimination	0.30	21	5.96	13
Library staff are readily available to assist me	0.29	22	5.92	14
Books and articles I have requested from other libraries and campuses are delivered promptly	0.28	23	5.85	17
I am informed about Library services	0.26	24	5.54	24
Library staff provide accurate answers to my enquiries	0.23	25	5.96	10
Face to face enquiry services meet my needs	0.22	26	5.52	25
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	0.05	27	5.42	27
Library workshops, classes and tutorials help me with my learning and research needs	-0.02	28	5.24	28

# The University of Hong Kong Library User Survey, April 2017

Best practice categories gap grid – Which category describes you? - HKU current staff or student - Other  
50 responses



Statements	
1	I am informed about Library services
2	The Library website provides useful information
3	Library signage is clear
4	Library workshops, classes and tutorials help me with my learning and research needs
5	The Library anticipates my learning and research needs
6	Opening hours meet my needs
7	Books and articles I have requested from other libraries and campuses are delivered promptly
8	Self Service (e.g. self check loans, requests, renewals, holds) meets my needs
9	Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs
10	Face to face enquiry services meet my needs
11	The items I'm looking for on the Library shelves are usually there
12	Library staff treat me fairly and without discrimination
13	Library staff are approachable and helpful
14	Library staff provide accurate answers to my enquiries
15	Library staff are readily available to assist me
16	The Library is a good place to study
17	I can find a quiet place in the Library to study when I need to
18	I can find a place in the Library to work in a group when I need to
19	A computer is available when I need one
20	Laptop facilities (e.g. desks, power) in the Library meet my needs
21	I can get wireless access in the Library when I need to
22	Printing, scanning and photocopying facilities in the Library meet my needs
23	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
24	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs
25	Course specific resources (including short loans) meet my learning needs
26	When I am away from campus I can access the Library resources and services I need
27	The Library website is easy to use
28	The Library catalogue is easy to use

Legend: ■ Gap > 2.9 ■ Gap > 1.9 ■ Gap > 1.4 ■ Gap > 0.9 ■ Gap < 0.9

## The University of Hong Kong Library User Survey, April 2017

Top 10 factors – Which category describes you? - SPACE - Student

788 responses

						Factors rated top 10 in importance	
Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
The Library is a good place to study	5.82	The Library is a good place to study	5.33	I am informed about Library services	4.66	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.68
I can find a quiet place in the Library to study when I need to	5.81	Library staff treat me fairly and without discrimination	5.28	Library workshops, classes and tutorials help me with my learning and research needs	4.68	The items I'm looking for on the Library shelves are usually there	0.67
I can get wireless access in the Library when I need to	5.68	I can find a quiet place in the Library to study when I need to	5.26	The items I'm looking for on the Library shelves are usually there	4.82	The Library catalogue is easy to use	0.66
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.68	Library staff provide accurate answers to my enquiries	5.26	The Library anticipates my learning and research needs	4.89	The Library website is easy to use	0.66
Printing, scanning and photocopying facilities in the Library meet my needs	5.65	Library staff are readily available to assist me	5.21	Library signage is clear	4.92	When I am away from campus I can access the Library resources and services I need	0.63
The Library website is easy to use	5.61	Library staff are approachable and helpful	5.19	Course specific resources (including short loans) meet my learning needs	4.93	A computer is available when I need one	0.57
The Library catalogue is easy to use	5.60	I can get wireless access in the Library when I need to	5.17	When I am away from campus I can access the Library resources and services I need	4.94	The Library website provides useful information	0.55
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.59	Printing, scanning and photocopying facilities in the Library meet my needs	5.15	The Library catalogue is easy to use	4.94	I can find a quiet place in the Library to study when I need to	0.55
When I am away from campus I can access the Library resources and services I need	5.57	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.08	I can find a place in the Library to work in a group when I need to	4.95	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.52
Library staff are approachable and helpful	5.54	Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.08	Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	4.95	I can get wireless access in the Library when I need to	0.51

# The University of Hong Kong Library User Survey, April 2017

## Mean importance scores – Which category describes you? - SPACE - Student

788 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
The Library is a good place to study	5.82	1	5.33	1
I can find a quiet place in the Library to study when I need to	5.81	2	5.26	3
I can get wireless access in the Library when I need to	5.68	3	5.17	7
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.68	4	5.00	13
Printing, scanning and photocopying facilities in the Library meet my needs	5.65	5	5.15	8
The Library website is easy to use	5.61	6	4.96	17
The Library catalogue is easy to use	5.60	7	4.94	21
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.59	8	5.07	11
When I am away from campus I can access the Library resources and services I need	5.57	9	4.94	22
Library staff are approachable and helpful	5.54	10	5.19	6
Library staff treat me fairly and without discrimination	5.54	11	5.28	2
A computer is available when I need one	5.53	12	4.97	16
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.53	13	5.08	9
Library staff provide accurate answers to my enquiries	5.52	14	5.26	4
The Library website provides useful information	5.50	15	4.95	18
The items I'm looking for on the Library shelves are usually there	5.49	16	4.82	26
Library staff are readily available to assist me	5.49	17	5.21	5
Opening hours meet my needs	5.48	18	4.97	15
I can find a place in the Library to work in a group when I need to	5.43	19	4.95	20
Course specific resources (including short loans) meet my learning needs	5.37	20	4.93	23
The Library anticipates my learning and research needs	5.36	21	4.89	25
Library signage is clear	5.33	22	4.92	24
Books and articles I have requested from other libraries and campuses are delivered promptly	5.31	23	4.99	14
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.29	24	5.08	10
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.25	25	4.95	19
Face to face enquiry services meet my needs	5.23	26	5.02	12
I am informed about Library services	5.15	27	4.66	28
Library workshops, classes and tutorials help me with my learning and research needs	5.00	28	4.68	27

## The University of Hong Kong Library User Survey, April 2017

Mean performance score – Which category describes you? - SPACE - Student

788 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
The Library is a good place to study	5.33	1	5.82	1
Library staff treat me fairly and without discrimination	5.28	2	5.54	11
I can find a quiet place in the Library to study when I need to	5.26	3	5.81	2
Library staff provide accurate answers to my enquiries	5.26	4	5.52	14
Library staff are readily available to assist me	5.21	5	5.49	17
Library staff are approachable and helpful	5.19	6	5.54	10
I can get wireless access in the Library when I need to	5.17	7	5.68	3
Printing, scanning and photocopying facilities in the Library meet my needs	5.15	8	5.65	5
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.08	9	5.53	13
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.08	10	5.29	24
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.07	11	5.59	8
Face to face enquiry services meet my needs	5.02	12	5.23	26
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.00	13	5.68	4
Books and articles I have requested from other libraries and campuses are delivered promptly	4.99	14	5.31	23
Opening hours meet my needs	4.97	15	5.48	18
A computer is available when I need one	4.97	16	5.53	12
The Library website is easy to use	4.96	17	5.61	6
The Library website provides useful information	4.95	18	5.50	15
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	4.95	19	5.25	25
I can find a place in the Library to work in a group when I need to	4.95	20	5.43	19
The Library catalogue is easy to use	4.94	21	5.60	7
When I am away from campus I can access the Library resources and services I need	4.94	22	5.57	9
Course specific resources (including short loans) meet my learning needs	4.93	23	5.37	20
Library signage is clear	4.92	24	5.33	22
The Library anticipates my learning and research needs	4.89	25	5.36	21
The items I'm looking for on the Library shelves are usually there	4.82	26	5.49	16
Library workshops, classes and tutorials help me with my learning and research needs	4.68	27	5.00	28
I am informed about Library services	4.66	28	5.15	27



# The University of Hong Kong Library User Survey, April 2017

## Mean gap scores – Which category describes you? - SPACE - Student

788 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.68	1	5.68	4
The items I'm looking for on the Library shelves are usually there	0.67	2	5.49	16
The Library catalogue is easy to use	0.66	3	5.60	7
The Library website is easy to use	0.66	4	5.61	6
When I am away from campus I can access the Library resources and services I need	0.63	5	5.57	9
A computer is available when I need one	0.57	6	5.53	12
The Library website provides useful information	0.55	7	5.50	15
I can find a quiet place in the Library to study when I need to	0.55	8	5.81	2
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.52	9	5.59	8
I can get wireless access in the Library when I need to	0.51	10	5.68	3
Opening hours meet my needs	0.51	11	5.48	18
Printing, scanning and photocopying facilities in the Library meet my needs	0.50	12	5.65	5
I am informed about Library services	0.49	13	5.15	27
The Library is a good place to study	0.49	14	5.82	1
I can find a place in the Library to work in a group when I need to	0.48	15	5.43	19
The Library anticipates my learning and research needs	0.47	16	5.36	21
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.44	17	5.53	13
Course specific resources (including short loans) meet my learning needs	0.44	18	5.37	20
Library signage is clear	0.41	19	5.33	22
Library staff are approachable and helpful	0.35	20	5.54	10
Library workshops, classes and tutorials help me with my learning and research needs	0.32	21	5.00	28
Books and articles I have requested from other libraries and campuses are delivered promptly	0.32	22	5.31	23
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	0.30	23	5.25	25
Library staff are readily available to assist me	0.28	24	5.49	17
Library staff provide accurate answers to my enquiries	0.26	25	5.52	14
Library staff treat me fairly and without discrimination	0.25	26	5.54	11
Face to face enquiry services meet my needs	0.21	27	5.23	26
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	0.21	28	5.29	24



## The University of Hong Kong Library User Survey, April 2017

### Top 10 factors – Which category describes you? - SPACE - Staff

121 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
The Library is a good place to study	5.88	Library staff treat me fairly and without discrimination	5.56	I am informed about Library services	4.75	The items I'm looking for on the Library shelves are usually there	0.86
Library staff provide accurate answers to my enquiries	5.86	Opening hours meet my needs	5.47	The items I'm looking for on the Library shelves are usually there	4.76	The Library catalogue is easy to use	0.70
Library staff are approachable and helpful	5.85	The Library is a good place to study	5.43	Library workshops, classes and tutorials help me with my learning and research needs	4.85	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.67
Library staff are readily available to assist me	5.81	Library staff are approachable and helpful	5.38	Library signage is clear	4.86	The Library website is easy to use	0.62
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.77	Library staff provide accurate answers to my enquiries	5.38	The Library anticipates my learning and research needs	4.90	The Library website provides useful information	0.61
The Library catalogue is easy to use	5.76	Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.33	I can find a place in the Library to work in a group when I need to	4.96	Library signage is clear	0.59
Library staff treat me fairly and without discrimination	5.76	I can get wireless access in the Library when I need to	5.32	The Library website provides useful information	4.99	Library staff are readily available to assist me	0.53
Opening hours meet my needs	5.74	I can find a quiet place in the Library to study when I need to	5.29	Course specific resources (including short loans) meet my learning needs	5.02	Library staff provide accurate answers to my enquiries	0.47
I can find a quiet place in the Library to study when I need to	5.72	Library staff are readily available to assist me	5.27	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.05	Library staff are approachable and helpful	0.47
The Library website is easy to use	5.71	Face to face enquiry services meet my needs	5.26	The Library catalogue is easy to use	5.06	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.46

# The University of Hong Kong Library User Survey, April 2017

## Mean importance scores – Which category describes you? - SPACE - Staff

121 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
The Library is a good place to study	5.88	1	5.43	3
Library staff provide accurate answers to my enquiries	5.86	2	5.38	4
Library staff are approachable and helpful	5.85	3	5.38	4
Library staff are readily available to assist me	5.81	4	5.27	9
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.77	5	5.10	14
The Library catalogue is easy to use	5.76	6	5.06	19
Library staff treat me fairly and without discrimination	5.76	7	5.56	1
Opening hours meet my needs	5.74	8	5.47	2
I can find a quiet place in the Library to study when I need to	5.72	9	5.29	8
The Library website is easy to use	5.71	10	5.09	17
I can get wireless access in the Library when I need to	5.65	11	5.32	7
The items I'm looking for on the Library shelves are usually there	5.62	12	4.76	27
When I am away from campus I can access the Library resources and services I need	5.62	13	5.26	11
The Library website provides useful information	5.60	14	4.99	22
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.58	15	5.11	13
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.57	16	5.33	6
Face to face enquiry services meet my needs	5.55	17	5.26	10
A computer is available when I need one	5.52	18	5.10	15
Books and articles I have requested from other libraries and campuses are delivered promptly	5.47	19	5.23	12
Library signage is clear	5.46	20	4.86	25
Printing, scanning and photocopying facilities in the Library meet my needs	5.45	21	5.09	16
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.41	22	5.07	18
Course specific resources (including short loans) meet my learning needs	5.39	23	5.02	21
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.39	24	5.05	20
The Library anticipates my learning and research needs	5.18	25	4.90	24
I am informed about Library services	5.16	26	4.75	28
I can find a place in the Library to work in a group when I need to	5.15	27	4.96	23
Library workshops, classes and tutorials help me with my learning and research needs	4.88	28	4.85	26

## The University of Hong Kong Library User Survey, April 2017

### Mean performance score — Which category describes you? - SPACE - Staff

121 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Library staff treat me fairly and without discrimination	5.56	1	5.76	7
Opening hours meet my needs	5.47	2	5.74	8
The Library is a good place to study	5.43	3	5.88	1
Library staff are approachable and helpful	5.38	4	5.85	3
Library staff provide accurate answers to my enquiries	5.38	4	5.86	2
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.33	6	5.57	16
I can get wireless access in the Library when I need to	5.32	7	5.65	11
I can find a quiet place in the Library to study when I need to	5.29	8	5.72	9
Library staff are readily available to assist me	5.27	9	5.81	4
Face to face enquiry services meet my needs	5.26	10	5.55	17
When I am away from campus I can access the Library resources and services I need	5.26	11	5.62	13
Books and articles I have requested from other libraries and campuses are delivered promptly	5.23	12	5.47	19
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.11	13	5.58	15
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.10	14	5.77	5
A computer is available when I need one	5.10	15	5.52	18
Printing, scanning and photocopying facilities in the Library meet my needs	5.09	16	5.45	21
The Library website is easy to use	5.09	17	5.71	10
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.07	18	5.41	22
The Library catalogue is easy to use	5.06	19	5.76	6
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.05	20	5.39	24
Course specific resources (including short loans) meet my learning needs	5.02	21	5.39	23
The Library website provides useful information	4.99	22	5.60	14
I can find a place in the Library to work in a group when I need to	4.96	23	5.15	27
The Library anticipates my learning and research needs	4.90	24	5.18	25
Library signage is clear	4.86	25	5.46	20
Library workshops, classes and tutorials help me with my learning and research needs	4.85	26	4.88	28
The items I'm looking for on the Library shelves are usually there	4.76	27	5.62	12
I am informed about Library services	4.75	28	5.16	26

# The University of Hong Kong Library User Survey, April 2017

## Mean gap scores – Which category describes you? - SPACE - Staff

121 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
The items I'm looking for on the Library shelves are usually there	0.86	1	5.62	12
The Library catalogue is easy to use	0.70	2	5.76	6
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.67	3	5.77	5
The Library website is easy to use	0.62	4	5.71	10
The Library website provides useful information	0.61	5	5.60	14
Library signage is clear	0.59	6	5.46	20
Library staff are readily available to assist me	0.53	7	5.81	4
Library staff provide accurate answers to my enquiries	0.47	8	5.86	2
Library staff are approachable and helpful	0.47	9	5.85	3
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.46	10	5.58	15
The Library is a good place to study	0.45	11	5.88	1
I can find a quiet place in the Library to study when I need to	0.44	12	5.72	9
A computer is available when I need one	0.42	13	5.52	18
I am informed about Library services	0.42	14	5.16	26
Course specific resources (including short loans) meet my learning needs	0.37	15	5.39	23
When I am away from campus I can access the Library resources and services I need	0.37	16	5.62	13
Printing, scanning and photocopying facilities in the Library meet my needs	0.36	17	5.45	21
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.34	18	5.39	24
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	0.34	19	5.41	22
I can get wireless access in the Library when I need to	0.32	20	5.65	11
Face to face enquiry services meet my needs	0.29	21	5.55	17
The Library anticipates my learning and research needs	0.28	22	5.18	25
Opening hours meet my needs	0.26	23	5.74	8
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	0.24	24	5.57	16
Books and articles I have requested from other libraries and campuses are delivered promptly	0.23	25	5.47	19
Library staff treat me fairly and without discrimination	0.20	26	5.76	7
I can find a place in the Library to work in a group when I need to	0.19	27	5.15	27
Library workshops, classes and tutorials help me with my learning and research needs	0.03	28	4.88	28



## The University of Hong Kong Library User Survey, April 2017

Top 10 factors – Which category describes you? - CENTENNIAL COLLEGE - Student

339 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.13	Library staff are approachable and helpful	5.67	A computer is available when I need one	4.97	A computer is available when I need one	0.87
I can find a quiet place in the Library to study when I need to	6.11	Library staff treat me fairly and without discrimination	5.63	The items I'm looking for on the Library shelves are usually there	5.03	Printing, scanning and photocopying facilities in the Library meet my needs	0.71
The Library is a good place to study	6.10	Library staff provide accurate answers to my enquiries	5.62	Library workshops, classes and tutorials help me with my learning and research needs	5.04	I can find a place in the Library to work in a group when I need to	0.71
Printing, scanning and photocopying facilities in the Library meet my needs	6.02	Library staff are readily available to assist me	5.59	I can find a place in the Library to work in a group when I need to	5.13	The items I'm looking for on the Library shelves are usually there	0.70
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.97	The Library is a good place to study	5.55	I am informed about Library services	5.14	When I am away from campus I can access the Library resources and services I need	0.68
Library staff provide accurate answers to my enquiries	5.89	Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.55	The Library website provides useful information	5.16	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.68
Library staff are approachable and helpful	5.89	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.48	When I am away from campus I can access the Library resources and services I need	5.18	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.68
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.87	I can get wireless access in the Library when I need to	5.46	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.19	I can get wireless access in the Library when I need to	0.67
When I am away from campus I can access the Library resources and services I need	5.87	I can find a quiet place in the Library to study when I need to	5.45	Course specific resources (including short loans) meet my learning needs	5.21	I can find a quiet place in the Library to study when I need to	0.66
Library staff are readily available to assist me	5.86	Face to face enquiry services meet my needs	5.37	The Library catalogue is easy to use	5.22	The Library catalogue is easy to use	0.60



# The University of Hong Kong Library User Survey, April 2017

Mean importance scores — Which category describes you? - CENTENNIAL COLLEGE - Student

339 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.13	1	5.46	8
I can find a quiet place in the Library to study when I need to	6.11	2	5.45	9
The Library is a good place to study	6.10	3	5.55	5
Printing, scanning and photocopying facilities in the Library meet my needs	6.02	4	5.31	14
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.97	5	5.29	16
Library staff provide accurate answers to my enquiries	5.89	6	5.62	3
Library staff are approachable and helpful	5.89	6	5.67	1
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.87	8	5.19	21
When I am away from campus I can access the Library resources and services I need	5.87	9	5.18	22
Library staff are readily available to assist me	5.86	10	5.59	4
I can find a place in the Library to work in a group when I need to	5.84	11	5.13	25
Library staff treat me fairly and without discrimination	5.84	12	5.63	2
A computer is available when I need one	5.84	13	4.97	28
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.82	14	5.48	7
The Library website is easy to use	5.82	15	5.30	15
The Library catalogue is easy to use	5.82	16	5.22	19
Opening hours meet my needs	5.80	17	5.32	12
Course specific resources (including short loans) meet my learning needs	5.74	18	5.21	20
The items I'm looking for on the Library shelves are usually there	5.73	19	5.03	27
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.67	20	5.55	6
The Library website provides useful information	5.66	21	5.16	23
Library signage is clear	5.61	22	5.29	17
The Library anticipates my learning and research needs	5.58	23	5.23	18
Face to face enquiry services meet my needs	5.56	24	5.37	10
Books and articles I have requested from other libraries and campuses are delivered promptly	5.56	25	5.33	11
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.49	26	5.32	13
I am informed about Library services	5.45	27	5.14	24
Library workshops, classes and tutorials help me with my learning and research needs	5.18	28	5.04	26

## The University of Hong Kong Library User Survey, April 2017

Mean performance score – Which category describes you? - CENTENNIAL COLLEGE - Student

339 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Library staff are approachable and helpful	5.67	1	5.89	6
Library staff treat me fairly and without discrimination	5.63	2	5.84	12
Library staff provide accurate answers to my enquiries	5.62	3	5.89	6
Library staff are readily available to assist me	5.59	4	5.86	10
The Library is a good place to study	5.55	5	6.10	3
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.55	6	5.67	20
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.48	7	5.82	14
I can get wireless access in the Library when I need to	5.46	8	6.13	1
I can find a quiet place in the Library to study when I need to	5.45	9	6.11	2
Face to face enquiry services meet my needs	5.37	10	5.56	24
Books and articles I have requested from other libraries and campuses are delivered promptly	5.33	11	5.56	25
Opening hours meet my needs	5.32	12	5.80	17
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.32	13	5.49	26
Printing, scanning and photocopying facilities in the Library meet my needs	5.31	14	6.02	4
The Library website is easy to use	5.30	15	5.82	15
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.29	16	5.97	5
Library signage is clear	5.29	17	5.61	22
The Library anticipates my learning and research needs	5.23	18	5.58	23
The Library catalogue is easy to use	5.22	19	5.82	16
Course specific resources (including short loans) meet my learning needs	5.21	20	5.74	18
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.19	21	5.87	8
When I am away from campus I can access the Library resources and services I need	5.18	22	5.87	9
The Library website provides useful information	5.16	23	5.66	21
I am informed about Library services	5.14	24	5.45	27
I can find a place in the Library to work in a group when I need to	5.13	25	5.84	11
Library workshops, classes and tutorials help me with my learning and research needs	5.04	26	5.18	28
The items I'm looking for on the Library shelves are usually there	5.03	27	5.73	19
A computer is available when I need one	4.97	28	5.84	13

# The University of Hong Kong Library User Survey, April 2017

Mean gap scores – Which category describes you? - CENTENNIAL COLLEGE - Student

339 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
A computer is available when I need one	0.87	1	5.84	13
Printing, scanning and photocopying facilities in the Library meet my needs	0.71	2	6.02	4
I can find a place in the Library to work in a group when I need to	0.71	3	5.84	11
The items I'm looking for on the Library shelves are usually there	0.70	4	5.73	19
When I am away from campus I can access the Library resources and services I need	0.68	5	5.87	9
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.68	6	5.87	8
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.68	7	5.97	5
I can get wireless access in the Library when I need to	0.67	8	6.13	1
I can find a quiet place in the Library to study when I need to	0.66	9	6.11	2
The Library catalogue is easy to use	0.60	10	5.82	16
The Library is a good place to study	0.55	11	6.10	3
Course specific resources (including short loans) meet my learning needs	0.53	12	5.74	18
The Library website is easy to use	0.53	13	5.82	15
The Library website provides useful information	0.50	14	5.66	21
Opening hours meet my needs	0.49	15	5.80	17
The Library anticipates my learning and research needs	0.35	16	5.58	23
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.34	17	5.82	14
Library signage is clear	0.32	18	5.61	22
I am informed about Library services	0.31	19	5.45	27
Library staff provide accurate answers to my enquiries	0.27	20	5.89	6
Library staff are readily available to assist me	0.27	21	5.86	10
Books and articles I have requested from other libraries and campuses are delivered promptly	0.23	22	5.56	25
Library staff are approachable and helpful	0.22	23	5.89	6
Library staff treat me fairly and without discrimination	0.21	24	5.84	12
Face to face enquiry services meet my needs	0.19	25	5.56	24
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	0.17	26	5.49	26
Library workshops, classes and tutorials help me with my learning and research needs	0.14	27	5.18	28
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	0.12	28	5.67	20



## The University of Hong Kong Library User Survey, April 2017

Top 10 factors – Which category describes you? - CENTENNIAL COLLEGE - Staff

29 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Opening hours meet my needs	6.29	Library staff are approachable and helpful	6.00	Library workshops, classes and tutorials help me with my learning and research needs	5.00	The items I'm looking for on the Library shelves are usually there	1.04
Library staff are approachable and helpful	6.28	Library staff treat me fairly and without discrimination	5.97	The items I'm looking for on the Library shelves are usually there	5.11	I can find a quiet place in the Library to study when I need to	0.74
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	6.26	Library staff are readily available to assist me	5.86	I am informed about Library services	5.14	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.67
The Library is a good place to study	6.26	The Library is a good place to study	5.81	I can find a place in the Library to work in a group when I need to	5.24	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.63
Library staff are readily available to assist me	6.24	Library staff provide accurate answers to my enquiries	5.79	The Library anticipates my learning and research needs	5.26	When I am away from campus I can access the Library resources and services I need	0.57
I can find a quiet place in the Library to study when I need to	6.22	Opening hours meet my needs	5.79	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.33	The Library catalogue is easy to use	0.52
Library staff provide accurate answers to my enquiries	6.21	Face to face enquiry services meet my needs	5.78	Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my	5.37	I am informed about Library services	0.52
Library staff treat me fairly and without discrimination	6.21	Books and articles I have requested from other libraries and campuses are delivered promptly	5.77	Course specific resources (including short loans) meet my learning needs	5.40	Opening hours meet my needs	0.50
The items I'm looking for on the Library shelves are usually there	6.15	The Library website provides useful information	5.69	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.46	The Library website is easy to use	0.48
Face to face enquiry services meet my needs	6.15	I can get wireless access in the Library when I need to	5.65	I can find a quiet place in the Library to study when I need to	5.48	Printing, scanning and photocopying facilities in the Library meet my needs	0.48

# The University of Hong Kong Library User Survey, April 2017

Mean importance scores – Which category describes you? - CENTENNIAL CoLLEGE - Staff

29 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
Opening hours meet my needs	6.29	1	5.79	5
Library staff are approachable and helpful	6.28	2	6.00	1
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	6.26	3	5.59	13
The Library is a good place to study	6.26	3	5.81	4
Library staff are readily available to assist me	6.24	5	5.86	3
I can find a quiet place in the Library to study when I need to	6.22	6	5.48	19
Library staff provide accurate answers to my enquiries	6.21	7	5.79	5
Library staff treat me fairly and without discrimination	6.21	8	5.97	2
The items I'm looking for on the Library shelves are usually there	6.15	9	5.11	27
Face to face enquiry services meet my needs	6.15	9	5.78	7
The Library website is easy to use	6.11	11	5.63	12
When I am away from campus I can access the Library resources and services I need	6.11	12	5.54	15
The Library catalogue is easy to use	6.07	13	5.56	14
Books and articles I have requested from other libraries and campuses are delivered promptly	6.04	14	5.77	8
The Library website provides useful information	6.03	15	5.69	9
Printing, scanning and photocopying facilities in the Library meet my needs	6.00	16	5.52	17
A computer is available when I need one	6.00	16	5.64	11
I can get wireless access in the Library when I need to	6.00	16	5.65	10
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.96	19	5.33	23
Library signage is clear	5.93	20	5.54	15
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.86	21	5.48	18
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.74	22	5.37	22
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.71	23	5.46	20
The Library anticipates my learning and research needs	5.70	24	5.26	24
I am informed about Library services	5.66	25	5.14	26
Course specific resources (including short loans) meet my learning needs	5.64	26	5.40	21
I can find a place in the Library to work in a group when I need to	5.60	27	5.24	25
Library workshops, classes and tutorials help me with my learning and research needs	5.38	28	5.00	28

## The University of Hong Kong Library User Survey, April 2017

Mean performance score – Which category describes you? - CENTENNIAL COLLEGE - Staff

29 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Library staff are approachable and helpful	6.00	1	6.28	2
Library staff treat me fairly and without discrimination	5.97	2	6.21	8
Library staff are readily available to assist me	5.86	3	6.24	5
The Library is a good place to study	5.81	4	6.26	3
Library staff provide accurate answers to my enquiries	5.79	5	6.21	7
Opening hours meet my needs	5.79	5	6.29	1
Face to face enquiry services meet my needs	5.78	7	6.15	9
Books and articles I have requested from other libraries and campuses are delivered promptly	5.77	8	6.04	14
The Library website provides useful information	5.69	9	6.03	15
I can get wireless access in the Library when I need to	5.65	10	6.00	16
A computer is available when I need one	5.64	11	6.00	16
The Library website is easy to use	5.63	12	6.11	11
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.59	13	6.26	3
The Library catalogue is easy to use	5.56	14	6.07	13
Library signage is clear	5.54	15	5.93	20
When I am away from campus I can access the Library resources and services I need	5.54	15	6.11	12
Printing, scanning and photocopying facilities in the Library meet my needs	5.52	17	6.00	16
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.48	18	5.86	21
I can find a quiet place in the Library to study when I need to	5.48	19	6.22	6
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.46	20	5.71	23
Course specific resources (including short loans) meet my learning needs	5.40	21	5.64	26
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.37	22	5.74	22
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.33	23	5.96	19
The Library anticipates my learning and research needs	5.26	24	5.70	24
I can find a place in the Library to work in a group when I need to	5.24	25	5.60	27
I am informed about Library services	5.14	26	5.66	25
The items I'm looking for on the Library shelves are usually there	5.11	27	6.15	9
Library workshops, classes and tutorials help me with my learning and research needs	5.00	28	5.38	28

# The University of Hong Kong Library User Survey, April 2017

Mean gap scores – Which category describes you? - CENTENNIAL COLLEGE - Staff

29 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
The items I'm looking for on the Library shelves are usually there	1.04	1	6.15	9
I can find a quiet place in the Library to study when I need to	0.74	2	6.22	6
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.67	3	6.26	3
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.63	4	5.96	19
When I am away from campus I can access the Library resources and services I need	0.57	5	6.11	12
The Library catalogue is easy to use	0.52	6	6.07	13
I am informed about Library services	0.52	7	5.66	25
Opening hours meet my needs	0.50	8	6.29	1
The Library website is easy to use	0.48	9	6.11	11
Printing, scanning and photocopying facilities in the Library meet my needs	0.48	10	6.00	16
The Library is a good place to study	0.44	11	6.26	3
The Library anticipates my learning and research needs	0.44	12	5.70	24
Library staff provide accurate answers to my enquiries	0.43	13	6.21	7
Library signage is clear	0.39	14	5.93	20
Library workshops, classes and tutorials help me with my learning and research needs	0.38	15	5.38	28
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	0.38	16	5.86	21
Library staff are readily available to assist me	0.38	16	6.24	5
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	0.37	18	5.74	22
Face to face enquiry services meet my needs	0.37	18	6.15	9
A computer is available when I need one	0.36	20	6.00	16
I can find a place in the Library to work in a group when I need to	0.36	21	5.60	27
I can get wireless access in the Library when I need to	0.35	22	6.00	16
The Library website provides useful information	0.34	23	6.03	15
Library staff are approachable and helpful	0.28	24	6.28	2
Books and articles I have requested from other libraries and campuses are delivered promptly	0.27	25	6.04	14
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.25	26	5.71	23
Library staff treat me fairly and without discrimination	0.24	27	6.21	8
Course specific resources (including short loans) meet my learning needs	0.24	28	5.64	26





## The University of Hong Kong Library User Survey, April 2017

Top 10 factors – Which category describes you? - OTHERS - Alumni

1416 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can find a quiet place in the Library to study when I need to	6.12	Library staff treat me fairly and without discrimination	5.83	I am informed about Library services	4.76	When I am away from campus I can access the Library resources and services I need	0.89
The Library is a good place to study	6.11	Library staff are approachable and helpful	5.71	Library workshops, classes and tutorials help me with my learning and research needs	4.79	The items I'm looking for on the Library shelves are usually there	0.85
I can get wireless access in the Library when I need to	6.04	Library staff provide accurate answers to my enquiries	5.70	When I am away from campus I can access the Library resources and services I need	4.99	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.81
Library staff provide accurate answers to my enquiries	6.03	The Library is a good place to study	5.69	I can find a place in the Library to work in a group when I need to	4.99	A computer is available when I need one	0.75
Library staff are approachable and helpful	5.99	Library staff are readily available to assist me	5.58	The Library anticipates my learning and research needs	5.00	I can find a quiet place in the Library to study when I need to	0.72
Opening hours meet my needs	5.97	Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.56	The items I'm looking for on the Library shelves are usually there	5.02	The Library catalogue is easy to use	0.65
Library staff treat me fairly and without discrimination	5.97	I can get wireless access in the Library when I need to	5.50	A computer is available when I need one	5.02	Opening hours meet my needs	0.62
Library staff are readily available to assist me	5.93	Face to face enquiry services meet my needs	5.46	Course specific resources (including short loans) meet my learning needs	5.08	The Library website is easy to use	0.60
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.93	I can find a quiet place in the Library to study when I need to	5.40	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.12	The Library website provides useful information	0.60
The Library catalogue is easy to use	5.91	Printing, scanning and photocopying facilities in the Library meet my needs	5.37	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.13	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.57

# The University of Hong Kong Library User Survey, April 2017

## Mean importance scores – Which category describes you? - OTHERS - Alumni

1416 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Library to study when I need to	6.12	1	5.40	9
The Library is a good place to study	6.11	2	5.69	4
I can get wireless access in the Library when I need to	6.04	3	5.50	7
Library staff provide accurate answers to my enquiries	6.03	4	5.70	3
Library staff are approachable and helpful	5.99	5	5.71	2
Opening hours meet my needs	5.97	6	5.36	11
Library staff treat me fairly and without discrimination	5.97	7	5.83	1
Library staff are readily available to assist me	5.93	8	5.58	5
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.93	9	5.12	20
The Library catalogue is easy to use	5.91	10	5.26	15
The Library website is easy to use	5.90	11	5.29	13
When I am away from campus I can access the Library resources and services I need	5.88	12	4.99	26
The items I'm looking for on the Library shelves are usually there	5.87	13	5.02	23
Printing, scanning and photocopying facilities in the Library meet my needs	5.86	14	5.37	10
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.82	15	5.33	12
The Library website provides useful information	5.81	16	5.21	17
A computer is available when I need one	5.78	17	5.02	22
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.72	18	5.56	6
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.70	19	5.13	19
Face to face enquiry services meet my needs	5.67	20	5.46	8
Library signage is clear	5.64	21	5.20	18
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.58	22	5.26	16
Books and articles I have requested from other libraries and campuses are delivered promptly	5.56	23	5.27	14
Course specific resources (including short loans) meet my learning needs	5.44	24	5.08	21
I can find a place in the Library to work in a group when I need to	5.42	25	4.99	25
The Library anticipates my learning and research needs	5.37	26	5.00	24
I am informed about Library services	5.25	27	4.76	28
Library workshops, classes and tutorials help me with my learning and research needs	4.82	28	4.79	27

## The University of Hong Kong Library User Survey, April 2017

Mean performance score – Which category describes you? - OTHERS - Alumni

1416 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Library staff treat me fairly and without discrimination	5.83	1	5.97	7
Library staff are approachable and helpful	5.71	2	5.99	5
Library staff provide accurate answers to my enquiries	5.70	3	6.03	4
The Library is a good place to study	5.69	4	6.11	2
Library staff are readily available to assist me	5.58	5	5.93	8
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.56	6	5.72	18
I can get wireless access in the Library when I need to	5.50	7	6.04	3
Face to face enquiry services meet my needs	5.46	8	5.67	20
I can find a quiet place in the Library to study when I need to	5.40	9	6.12	1
Printing, scanning and photocopying facilities in the Library meet my needs	5.37	10	5.86	14
Opening hours meet my needs	5.36	11	5.97	6
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.33	12	5.82	15
The Library website is easy to use	5.29	13	5.90	11
Books and articles I have requested from other libraries and campuses are delivered promptly	5.27	14	5.56	23
The Library catalogue is easy to use	5.26	15	5.91	10
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.26	16	5.58	22
The Library website provides useful information	5.21	17	5.81	16
Library signage is clear	5.20	18	5.64	21
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.13	19	5.70	19
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.12	20	5.93	9
Course specific resources (including short loans) meet my learning needs	5.08	21	5.44	24
A computer is available when I need one	5.02	22	5.78	17
The items I'm looking for on the Library shelves are usually there	5.02	23	5.87	13
The Library anticipates my learning and research needs	5.00	24	5.37	26
I can find a place in the Library to work in a group when I need to	4.99	25	5.42	25
When I am away from campus I can access the Library resources and services I need	4.99	26	5.88	12
Library workshops, classes and tutorials help me with my learning and research needs	4.79	27	4.82	28
I am informed about Library services	4.76	28	5.25	27

# The University of Hong Kong Library User Survey, April 2017

## Mean gap scores – Which category describes you? - OTHERS - Alumni

1416 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
When I am away from campus I can access the Library resources and services I need	0.89	1	5.88	12
The items I'm looking for on the Library shelves are usually there	0.85	2	5.87	13
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.81	3	5.93	9
A computer is available when I need one	0.75	4	5.78	17
I can find a quiet place in the Library to study when I need to	0.72	5	6.12	1
The Library catalogue is easy to use	0.65	6	5.91	10
Opening hours meet my needs	0.62	7	5.97	6
The Library website is easy to use	0.60	8	5.90	11
The Library website provides useful information	0.60	9	5.81	16
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.57	10	5.70	19
I can get wireless access in the Library when I need to	0.54	11	6.04	3
I am informed about Library services	0.50	12	5.25	27
Printing, scanning and photocopying facilities in the Library meet my needs	0.49	13	5.86	14
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.49	14	5.82	15
Library signage is clear	0.44	15	5.64	21
I can find a place in the Library to work in a group when I need to	0.42	16	5.42	25
The Library is a good place to study	0.42	17	6.11	2
The Library anticipates my learning and research needs	0.37	18	5.37	26
Course specific resources (including short loans) meet my learning needs	0.36	19	5.44	24
Library staff are readily available to assist me	0.35	20	5.93	8
Library staff provide accurate answers to my enquiries	0.32	21	6.03	4
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	0.31	22	5.58	22
Books and articles I have requested from other libraries and campuses are delivered promptly	0.29	23	5.56	23
Library staff are approachable and helpful	0.28	24	5.99	5
Face to face enquiry services meet my needs	0.21	25	5.67	20
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	0.16	26	5.72	18
Library staff treat me fairly and without discrimination	0.14	27	5.97	7
Library workshops, classes and tutorials help me with my learning and research needs	0.02	28	4.82	28



## The University of Hong Kong Library User Survey, April 2017

Top 10 factors – Which category describes you? - OTHERS - Circle of Friends member

205 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	6.08	Library staff treat me fairly and without discrimination	5.66	When I am away from campus I can access the Library resources and services I need	4.69	When I am away from campus I can access the Library resources and services I need	1.25
I can get wireless access in the Library when I need to	6.05	Library staff provide accurate answers to my enquiries	5.55	I am informed about Library services	4.74	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	1.25
Library staff provide accurate answers to my enquiries	6.01	Library staff are readily available to assist me	5.53	Library workshops, classes and tutorials help me with my learning and research needs	4.75	The Library catalogue is easy to use	0.79
The Library is a good place to study	6.00	Library staff are approachable and helpful	5.48	I can find a place in the Library to work in a group when I need to	4.79	A computer is available when I need one	0.77
The Library catalogue is easy to use	5.98	Face to face enquiry services meet my needs	5.39	The Library anticipates my learning and research needs	4.82	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.75
Library staff are approachable and helpful	5.96	I can get wireless access in the Library when I need to	5.38	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	4.83	I can find a quiet place in the Library to study when I need to	0.73
I can find a quiet place in the Library to study when I need to	5.96	The Library is a good place to study	5.37	A computer is available when I need one	4.92	The items I'm looking for on the Library shelves are usually there	0.72
Library staff treat me fairly and without discrimination	5.94	Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.35	Course specific resources (including short loans) meet my learning needs	4.93	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.69
When I am away from campus I can access the Library resources and services I need	5.94	Opening hours meet my needs	5.34	Laptop facilities (e.g. desks, power) in the Library meet my needs	4.93	Printing, scanning and photocopying facilities in the Library meet my needs	0.68
Opening hours meet my needs	5.92	The Library website is easy to use	5.32	The items I'm looking for on the Library shelves are usually there	5.03	I can get wireless access in the Library when I need to	0.67

# The University of Hong Kong Library User Survey, April 2017

Mean importance scores – Which category describes you? - OTHERS - Circle of Friends member

205 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	6.08	1	4.83	23
I can get wireless access in the Library when I need to	6.05	2	5.38	6
Library staff provide accurate answers to my enquiries	6.01	3	5.55	2
The Library is a good place to study	6.00	4	5.37	7
The Library catalogue is easy to use	5.98	5	5.20	15
Library staff are approachable and helpful	5.96	6	5.48	4
I can find a quiet place in the Library to study when I need to	5.96	7	5.23	11
Library staff treat me fairly and without discrimination	5.94	8	5.66	1
When I am away from campus I can access the Library resources and services I need	5.94	9	4.69	28
Opening hours meet my needs	5.92	10	5.34	9
Library staff are readily available to assist me	5.91	11	5.53	3
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.91	12	5.22	12
Printing, scanning and photocopying facilities in the Library meet my needs	5.88	13	5.20	14
The Library website is easy to use	5.87	14	5.32	10
The Library website provides useful information	5.83	15	5.17	16
The items I'm looking for on the Library shelves are usually there	5.74	16	5.03	19
A computer is available when I need one	5.69	17	4.92	22
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.68	18	4.93	20
Books and articles I have requested from other libraries and campuses are delivered promptly	5.67	19	5.20	13
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.65	20	5.35	8
Face to face enquiry services meet my needs	5.59	21	5.39	5
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.53	22	5.11	17
Library signage is clear	5.52	23	5.06	18
The Library anticipates my learning and research needs	5.48	24	4.82	24
Course specific resources (including short loans) meet my learning needs	5.43	25	4.93	21
I am informed about Library services	5.31	26	4.74	27
I can find a place in the Library to work in a group when I need to	5.18	27	4.79	25
Library workshops, classes and tutorials help me with my learning and research needs	4.91	28	4.75	26



## The University of Hong Kong Library User Survey, April 2017

Mean performance score – Which category describes you? - OTHERS - Circle of Friends member

205 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Library staff treat me fairly and without discrimination	5.66	1	5.94	8
Library staff provide accurate answers to my enquiries	5.55	2	6.01	3
Library staff are readily available to assist me	5.53	3	5.91	11
Library staff are approachable and helpful	5.48	4	5.96	6
Face to face enquiry services meet my needs	5.39	5	5.59	21
I can get wireless access in the Library when I need to	5.38	6	6.05	2
The Library is a good place to study	5.37	7	6.00	4
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.35	8	5.65	20
Opening hours meet my needs	5.34	9	5.92	10
The Library website is easy to use	5.32	10	5.87	14
I can find a quiet place in the Library to study when I need to	5.23	11	5.96	7
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.22	12	5.91	12
Books and articles I have requested from other libraries and campuses are delivered promptly	5.20	13	5.67	19
Printing, scanning and photocopying facilities in the Library meet my needs	5.20	14	5.88	13
The Library catalogue is easy to use	5.20	15	5.98	5
The Library website provides useful information	5.17	16	5.83	15
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.11	17	5.53	22
Library signage is clear	5.06	18	5.52	23
The items I'm looking for on the Library shelves are usually there	5.03	19	5.74	16
Laptop facilities (e.g. desks, power) in the Library meet my needs	4.93	20	5.68	18
Course specific resources (including short loans) meet my learning needs	4.93	21	5.43	25
A computer is available when I need one	4.92	22	5.69	17
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	4.83	23	6.08	1
The Library anticipates my learning and research needs	4.82	24	5.48	24
I can find a place in the Library to work in a group when I need to	4.79	25	5.18	27
Library workshops, classes and tutorials help me with my learning and research needs	4.75	26	4.91	28
I am informed about Library services	4.74	27	5.31	26
When I am away from campus I can access the Library resources and services I need	4.69	28	5.94	9

# The University of Hong Kong Library User Survey, April 2017

Mean gap scores – Which category describes you? - OTHERS - Circle of Friends member

205 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
When I am away from campus I can access the Library resources and services I need	1.25	1	5.94	9
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	1.25	2	6.08	1
The Library catalogue is easy to use	0.79	3	5.98	5
A computer is available when I need one	0.77	4	5.69	17
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.75	5	5.68	18
I can find a quiet place in the Library to study when I need to	0.73	6	5.96	7
The items I'm looking for on the Library shelves are usually there	0.72	7	5.74	16
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.69	8	5.91	12
Printing, scanning and photocopying facilities in the Library meet my needs	0.68	9	5.88	13
I can get wireless access in the Library when I need to	0.67	10	6.05	2
The Library anticipates my learning and research needs	0.66	11	5.48	24
The Library website provides useful information	0.66	12	5.83	15
The Library is a good place to study	0.63	13	6.00	4
Opening hours meet my needs	0.58	14	5.92	10
I am informed about Library services	0.57	15	5.31	26
The Library website is easy to use	0.55	16	5.87	14
Course specific resources (including short loans) meet my learning needs	0.50	17	5.43	25
Library staff are approachable and helpful	0.49	18	5.96	6
Books and articles I have requested from other libraries and campuses are delivered promptly	0.47	19	5.67	19
Library signage is clear	0.46	20	5.52	23
Library staff provide accurate answers to my enquiries	0.46	21	6.01	3
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	0.42	22	5.53	22
Library staff are readily available to assist me	0.38	23	5.91	11
I can find a place in the Library to work in a group when I need to	0.38	24	5.18	27
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	0.30	25	5.65	20
Library staff treat me fairly and without discrimination	0.28	26	5.94	8
Face to face enquiry services meet my needs	0.21	27	5.59	21
Library workshops, classes and tutorials help me with my learning and research needs	0.16	28	4.91	28



## The University of Hong Kong Library User Survey, April 2017

Top 10 factors – Which category describes you? - OTHERS - Other

115 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.26	Library staff provide accurate answers to my enquiries	5.93	I can find a place in the Library to work in a group when I need to	4.91	I can find a quiet place in the Library to study when I need to	0.80
Library staff provide accurate answers to my enquiries	6.24	Library staff treat me fairly and without discrimination	5.93	Library workshops, classes and tutorials help me with my learning and research needs	5.08	I can find a place in the Library to work in a group when I need to	0.67
Library staff are approachable and helpful	6.17	Library staff are approachable and helpful	5.86	I am informed about Library services	5.14	A computer is available when I need one	0.64
Library staff are readily available to assist me	6.15	Library staff are readily available to assist me	5.84	Library signage is clear	5.18	Library signage is clear	0.64
I can find a quiet place in the Library to study when I need to	6.13	I can get wireless access in the Library when I need to	5.81	A computer is available when I need one	5.18	The Library catalogue is easy to use	0.63
The Library is a good place to study	6.13	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.66	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.22	The items I'm looking for on the Library shelves are usually there	0.63
The Library website is easy to use	6.10	Books and articles I have requested from other libraries and campuses are delivered promptly	5.64	Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.26	The Library website is easy to use	0.59
Library staff treat me fairly and without discrimination	6.10	The Library is a good place to study	5.60	Course specific resources (including short loans) meet my learning needs	5.27	Printing, scanning and photocopying facilities in the Library meet my needs	0.55
The Library catalogue is easy to use	6.09	Face to face enquiry services meet my needs	5.56	When I am away from campus I can access the Library resources and services I need	5.29	The Library is a good place to study	0.53
Printing, scanning and photocopying facilities in the Library meet my needs	5.99	The Library website is easy to use	5.51	The items I'm looking for on the Library shelves are usually there	5.32	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.52

# The University of Hong Kong Library User Survey, April 2017

## Mean importance scores – Which category describes you? - OTHERS - Other

115 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.26	1	5.81	5
Library staff provide accurate answers to my enquiries	6.24	2	5.93	1
Library staff are approachable and helpful	6.17	3	5.86	3
Library staff are readily available to assist me	6.15	4	5.84	4
I can find a quiet place in the Library to study when I need to	6.13	5	5.33	18
The Library is a good place to study	6.13	5	5.60	8
The Library website is easy to use	6.10	7	5.51	10
Library staff treat me fairly and without discrimination	6.10	8	5.93	2
The Library catalogue is easy to use	6.09	9	5.46	12
Printing, scanning and photocopying facilities in the Library meet my needs	5.99	10	5.44	14
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.98	11	5.45	13
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.97	12	5.66	6
The items I'm looking for on the Library shelves are usually there	5.95	13	5.32	19
The Library website provides useful information	5.93	14	5.47	11
Opening hours meet my needs	5.87	15	5.36	16
A computer is available when I need one	5.82	16	5.18	24
Library signage is clear	5.81	17	5.18	25
Face to face enquiry services meet my needs	5.80	18	5.56	9
When I am away from campus I can access the Library resources and services I need	5.76	19	5.29	20
Books and articles I have requested from other libraries and campuses are delivered promptly	5.76	20	5.64	7
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.72	21	5.43	15
I can find a place in the Library to work in a group when I need to	5.58	22	4.91	28
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.56	23	5.22	23
The Library anticipates my learning and research needs	5.50	24	5.34	17
I am informed about Library services	5.46	25	5.14	26
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.42	26	5.26	22
Course specific resources (including short loans) meet my learning needs	5.33	27	5.27	21
Library workshops, classes and tutorials help me with my learning and research needs	4.97	28	5.08	27

## The University of Hong Kong Library User Survey, April 2017

Mean performance score – Which category describes you? - OTHERS - Other

115 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Library staff provide accurate answers to my enquiries	5.93	1	6.24	2
Library staff treat me fairly and without discrimination	5.93	2	6.10	8
Library staff are approachable and helpful	5.86	3	6.17	3
Library staff are readily available to assist me	5.84	4	6.15	4
I can get wireless access in the Library when I need to	5.81	5	6.26	1
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.66	6	5.97	12
Books and articles I have requested from other libraries and campuses are delivered promptly	5.64	7	5.76	20
The Library is a good place to study	5.60	8	6.13	5
Face to face enquiry services meet my needs	5.56	9	5.80	18
The Library website is easy to use	5.51	10	6.10	7
The Library website provides useful information	5.47	11	5.93	14
The Library catalogue is easy to use	5.46	12	6.09	9
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.45	13	5.98	11
Printing, scanning and photocopying facilities in the Library meet my needs	5.44	14	5.99	10
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.43	15	5.72	21
Opening hours meet my needs	5.36	16	5.87	15
The Library anticipates my learning and research needs	5.34	17	5.50	24
I can find a quiet place in the Library to study when I need to	5.33	18	6.13	5
The items I'm looking for on the Library shelves are usually there	5.32	19	5.95	13
When I am away from campus I can access the Library resources and services I need	5.29	20	5.76	19
Course specific resources (including short loans) meet my learning needs	5.27	21	5.33	27
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.26	22	5.42	26
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.22	23	5.56	23
A computer is available when I need one	5.18	24	5.82	16
Library signage is clear	5.18	25	5.81	17
I am informed about Library services	5.14	26	5.46	25
Library workshops, classes and tutorials help me with my learning and research needs	5.08	27	4.97	28
I can find a place in the Library to work in a group when I need to	4.91	28	5.58	22

# The University of Hong Kong Library User Survey, April 2017

## Mean gap scores – Which category describes you? - OTHERS - Other

115 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Library to study when I need to	0.80	1	6.13	5
I can find a place in the Library to work in a group when I need to	0.67	2	5.58	22
A computer is available when I need one	0.64	3	5.82	16
Library signage is clear	0.64	4	5.81	17
The Library catalogue is easy to use	0.63	5	6.09	9
The items I'm looking for on the Library shelves are usually there	0.63	6	5.95	13
The Library website is easy to use	0.59	7	6.10	7
Printing, scanning and photocopying facilities in the Library meet my needs	0.55	8	5.99	10
The Library is a good place to study	0.53	9	6.13	5
Online resources (e.g. e-journals, databases, ebooks) meet my learning and research needs	0.52	10	5.98	11
Opening hours meet my needs	0.51	11	5.87	15
When I am away from campus I can access the Library resources and services I need	0.47	12	5.76	19
The Library website provides useful information	0.47	13	5.93	14
I can get wireless access in the Library when I need to	0.44	14	6.26	1
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.34	15	5.56	23
I am informed about Library services	0.32	16	5.46	25
Library staff are readily available to assist me	0.31	17	6.15	4
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.31	18	5.97	12
Library staff are approachable and helpful	0.31	19	6.17	3
Library staff provide accurate answers to my enquiries	0.30	20	6.24	2
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	0.29	21	5.72	21
Face to face enquiry services meet my needs	0.24	22	5.80	18
The Library anticipates my learning and research needs	0.16	23	5.50	24
Library staff treat me fairly and without discrimination	0.16	24	6.10	8
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	0.16	25	5.42	26
Books and articles I have requested from other libraries and campuses are delivered promptly	0.13	26	5.76	20
Course specific resources (including short loans) meet my learning needs	0.06	27	5.33	27
Library workshops, classes and tutorials help me with my learning and research needs	-0.11	28	4.97	28





## The University of Hong Kong Library User Survey, April 2017

Top 5 importance scores by demographic

Which of the following best describes you if you are a current HKU staff or student?

Unique factor

	Importance mean
<b>Undergraduate student (1752 responses)</b>	
I can find a quiet place in the Library to study when I need to	6.06
I can get wireless access in the Library when I need to	6.05
The Library is a good place to study	6.03
Printing, scanning and photocopying facilities in the Library meet my needs	5.94
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.85
<b>Postgraduate student (630 responses)</b>	<b>Importance mean</b>
The Library is a good place to study	6.13
I can find a quiet place in the Library to study when I need to	6.09
I can get wireless access in the Library when I need to	6.07
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	6.03
The Library website is easy to use	5.97
<b>Academic staff (193 responses)</b>	<b>Importance mean</b>
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	6.22
When I am away from campus I can access the Library resources and services I need	6.19
The Library website is easy to use	6.12
Library staff treat me fairly and without discrimination	6.10
Library staff provide accurate answers to my enquiries	6.10
<b>Non-academic staff (187 responses)</b>	<b>Importance mean</b>
Library staff provide accurate answers to my enquiries	5.95
I can get wireless access in the Library when I need to	5.91
The Library is a good place to study	5.88
Library staff are readily available to assist me	5.88
Library staff are approachable and helpful	5.88
<b>Not Applicable (1655 responses)</b>	<b>Importance mean</b>
I can find a quiet place in the Library to study when I need to	6.12
The Library is a good place to study	6.11
I can get wireless access in the Library when I need to	6.05
Library staff provide accurate answers to my enquiries	6.01
Library staff are approachable and helpful	5.99

The University of Hong Kong Library User Survey, April 2017

Top 5 performance scores by demographic

Which of the following best describes you if you are a current HKU staff or student?

Unique factor

<b>Undergraduate student (1752 responses)</b>	<b>Performance mean</b>
Library staff treat me fairly and without discrimination	5.67
Library staff are approachable and helpful	5.56
Library staff provide accurate answers to my enquiries	5.54
The Library is a good place to study	5.51
Library staff are readily available to assist me	5.50
<b>Postgraduate student (630 responses)</b>	<b>Performance mean</b>
Library staff treat me fairly and without discrimination	5.74
Library staff are approachable and helpful	5.67
Library staff provide accurate answers to my enquiries	5.65
Library staff are readily available to assist me	5.65
The Library is a good place to study	5.63
<b>Academic staff (193 responses)</b>	<b>Performance mean</b>
Library staff treat me fairly and without discrimination	5.99
Library staff are approachable and helpful	5.78
Library staff provide accurate answers to my enquiries	5.78
Library staff are readily available to assist me	5.65
I can get wireless access in the Library when I need to	5.61
<b>Non-academic staff (187 responses)</b>	<b>Performance mean</b>
Library staff treat me fairly and without discrimination	5.64
Library staff provide accurate answers to my enquiries	5.57
Library staff are approachable and helpful	5.56
Library staff are readily available to assist me	5.49
I can get wireless access in the Library when I need to	5.47
<b>Not Applicable (1655 responses)</b>	<b>Performance mean</b>
Library staff treat me fairly and without discrimination	5.79
Library staff provide accurate answers to my enquiries	5.69
Library staff are approachable and helpful	5.66
The Library is a good place to study	5.64
Library staff are readily available to assist me	5.58

The University of Hong Kong Library User Survey, April 2017

Top 5 gap scores by demographic

Which of the following best describes you if you are a current HKU staff or student?

Unique factor

<b>Undergraduate student (1752 responses)</b>	<b>Gap score</b>
A computer is available when I need one	0.84
I can find a place in the Library to work in a group when I need to	0.82
The items I'm looking for on the Library shelves are usually there	0.72
I can get wireless access in the Library when I need to	0.72
Printing, scanning and photocopying facilities in the Library meet my needs	0.68
<b>Postgraduate student (630 responses)</b>	<b>Gap score</b>
The items I'm looking for on the Library shelves are usually there	0.72
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.70
I can find a quiet place in the Library to study when I need to	0.69
A computer is available when I need one	0.65
The Library catalogue is easy to use	0.64
<b>Academic staff (193 responses)</b>	<b>Gap score</b>
The items I'm looking for on the Library shelves are usually there	0.81
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.80
The Library website is easy to use	0.79
The Library catalogue is easy to use	0.76
When I am away from campus I can access the Library resources and services I need	0.64
<b>Non-academic staff (187 responses)</b>	<b>Gap score</b>
The items I'm looking for on the Library shelves are usually there	0.95
The Library catalogue is easy to use	0.82
Library signage is clear	0.70
The Library website is easy to use	0.65
The Library website provides useful information	0.60
<b>Not Applicable (1655 responses)</b>	<b>Gap score</b>
When I am away from campus I can access the Library resources and services I need	0.93
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.90
The items I'm looking for on the Library shelves are usually there	0.85
I can find a quiet place in the Library to study when I need to	0.76
A computer is available when I need one	0.75

## The University of Hong Kong Library User Survey, April 2017

Top 10 factors – Which of the following best describes you if you are a current HKU staff or student? - Undergraduate student

1752 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can find a quiet place in the Library to study when I need to	6.06	Library staff treat me fairly and without discrimination	5.67	A computer is available when I need one	4.90	A computer is available when I need one	0.84
I can get wireless access in the Library when I need to	6.05	Library staff are approachable and helpful	5.56	Library workshops, classes and tutorials help me with my learning and research needs	4.91	I can find a place in the Library to work in a group when I need to	0.82
The Library is a good place to study	6.03	Library staff provide accurate answers to my enquiries	5.54	I am informed about Library services	4.93	The items I'm looking for on the Library shelves are usually there	0.72
Printing, scanning and photocopying facilities in the Library meet my needs	5.94	The Library is a good place to study	5.51	The items I'm looking for on the Library shelves are usually there	5.00	I can get wireless access in the Library when I need to	0.72
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.85	Library staff are readily available to assist me	5.50	I can find a place in the Library to work in a group when I need to	5.01	Printing, scanning and photocopying facilities in the Library meet my needs	0.68
I can find a place in the Library to work in a group when I need to	5.83	Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.49	The Library catalogue is easy to use	5.09	I can find a quiet place in the Library to study when I need to	0.66
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.79	I can find a quiet place in the Library to study when I need to	5.40	Course specific resources (including short loans) meet my learning needs	5.12	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.66
When I am away from campus I can access the Library resources and services I need	5.78	I can get wireless access in the Library when I need to	5.34	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.13	The Library catalogue is easy to use	0.63
Opening hours meet my needs	5.77	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.32	The Library anticipates my learning and research needs	5.14	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.59
The Library website is easy to use	5.75	Opening hours meet my needs	5.30	Library signage is clear	5.15	The Library website is easy to use	0.54

## The University of Hong Kong Library User Survey, April 2017

Mean importance scores – Which of the following best describes you if you are a current HKU staff or student? -

Undergraduate student

1752 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Library to study when I need to	6.06	1	5.40	7
I can get wireless access in the Library when I need to	6.05	2	5.34	8
The Library is a good place to study	6.03	3	5.51	4
Printing, scanning and photocopying facilities in the Library meet my needs	5.94	4	5.26	14
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.85	5	5.26	13
I can find a place in the Library to work in a group when I need to	5.83	6	5.01	24
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.79	7	5.13	21
When I am away from campus I can access the Library resources and services I need	5.78	8	5.26	12
Opening hours meet my needs	5.77	9	5.30	10
The Library website is easy to use	5.75	10	5.21	17
A computer is available when I need one	5.74	11	4.90	28
Library staff provide accurate answers to my enquiries	5.74	12	5.54	3
The items I'm looking for on the Library shelves are usually there	5.72	13	5.00	25
The Library catalogue is easy to use	5.72	14	5.09	23
Library staff are approachable and helpful	5.70	15	5.56	2
Library staff are readily available to assist me	5.70	16	5.50	5
Library staff treat me fairly and without discrimination	5.68	17	5.67	1
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.62	18	5.32	9
The Library website provides useful information	5.60	19	5.15	18
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.59	20	5.49	6
Course specific resources (including short loans) meet my learning needs	5.57	21	5.12	22
Library signage is clear	5.52	22	5.15	19
The Library anticipates my learning and research needs	5.48	23	5.14	20
Books and articles I have requested from other libraries and campuses are delivered promptly	5.47	24	5.25	15
Face to face enquiry services meet my needs	5.41	25	5.28	11
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.33	26	5.21	16
I am informed about Library services	5.30	27	4.93	26
Library workshops, classes and tutorials help me with my learning and research needs	4.96	28	4.91	27

## The University of Hong Kong Library User Survey, April 2017

Mean performance score – Which of the following best describes you if you are a current HKU staff or student? -

Undergraduate student

1752 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Library staff treat me fairly and without discrimination	5.67	1	5.68	17
Library staff are approachable and helpful	5.56	2	5.70	15
Library staff provide accurate answers to my enquiries	5.54	3	5.74	12
The Library is a good place to study	5.51	4	6.03	3
Library staff are readily available to assist me	5.50	5	5.70	16
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.49	6	5.59	20
I can find a quiet place in the Library to study when I need to	5.40	7	6.06	1
I can get wireless access in the Library when I need to	5.34	8	6.05	2
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.32	9	5.62	18
Opening hours meet my needs	5.30	10	5.77	9
Face to face enquiry services meet my needs	5.28	11	5.41	25
When I am away from campus I can access the Library resources and services I need	5.26	12	5.78	8
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.26	13	5.85	5
Printing, scanning and photocopying facilities in the Library meet my needs	5.26	14	5.94	4
Books and articles I have requested from other libraries and campuses are delivered promptly	5.25	15	5.47	24
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.21	16	5.33	26
The Library website is easy to use	5.21	17	5.75	10
The Library website provides useful information	5.15	18	5.60	19
Library signage is clear	5.15	19	5.52	22
The Library anticipates my learning and research needs	5.14	20	5.48	23
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.13	21	5.79	7
Course specific resources (including short loans) meet my learning needs	5.12	22	5.57	21
The Library catalogue is easy to use	5.09	23	5.72	14
I can find a place in the Library to work in a group when I need to	5.01	24	5.83	6
The items I'm looking for on the Library shelves are usually there	5.00	25	5.72	13
I am informed about Library services	4.93	26	5.30	27
Library workshops, classes and tutorials help me with my learning and research needs	4.91	27	4.96	28
A computer is available when I need one	4.90	28	5.74	11

## The University of Hong Kong Library User Survey, April 2017

Mean gap scores – Which of the following best describes you if you are a current HKU staff or student? - Undergraduate student

1752 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
A computer is available when I need one	0.84	1	5.74	11
I can find a place in the Library to work in a group when I need to	0.82	2	5.83	6
The items I'm looking for on the Library shelves are usually there	0.72	3	5.72	13
I can get wireless access in the Library when I need to	0.72	4	6.05	2
Printing, scanning and photocopying facilities in the Library meet my needs	0.68	5	5.94	4
I can find a quiet place in the Library to study when I need to	0.66	6	6.06	1
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.66	7	5.79	7
The Library catalogue is easy to use	0.63	8	5.72	14
Online resources (e.g. e-journals, databases, ebooks) meet my learning and research needs	0.59	9	5.85	5
The Library website is easy to use	0.54	10	5.75	10
The Library is a good place to study	0.52	11	6.03	3
When I am away from campus I can access the Library resources and services I need	0.51	12	5.78	8
Opening hours meet my needs	0.47	13	5.77	9
Course specific resources (including short loans) meet my learning needs	0.45	14	5.57	21
The Library website provides useful information	0.44	15	5.60	19
Library signage is clear	0.37	16	5.52	22
I am informed about Library services	0.37	17	5.30	27
The Library anticipates my learning and research needs	0.34	18	5.48	23
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.30	19	5.62	18
Books and articles I have requested from other libraries and campuses are delivered promptly	0.23	20	5.47	24
Library staff provide accurate answers to my enquiries	0.20	21	5.74	12
Library staff are readily available to assist me	0.20	22	5.70	16
Library staff are approachable and helpful	0.14	23	5.70	15
Face to face enquiry services meet my needs	0.13	24	5.41	25
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	0.12	25	5.33	26
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	0.10	26	5.59	20
Library workshops, classes and tutorials help me with my learning and research needs	0.04	27	4.96	28
Library staff treat me fairly and without discrimination	0.02	28	5.68	17





## The University of Hong Kong Library User Survey, April 2017

Top 10 factors – Which of the following best describes you if you are a current HKU staff or student? - Postgraduate student

630 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
The Library is a good place to study	6.13	Library staff treat me fairly and without discrimination	5.74	The items I'm looking for on the Library shelves are usually there	5.07	The items I'm looking for on the Library shelves are usually there	0.72
I can find a quiet place in the Library to study when I need to	6.09	Library staff are approachable and helpful	5.67	I am informed about Library services	5.12	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.70
I can get wireless access in the Library when I need to	6.07	Library staff provide accurate answers to my enquiries	5.65	A computer is available when I need one	5.13	I can find a quiet place in the Library to study when I need to	0.69
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	6.03	Library staff are readily available to assist me	5.65	Library workshops, classes and tutorials help me with my learning and research needs	5.13	A computer is available when I need one	0.65
The Library website is easy to use	5.97	The Library is a good place to study	5.63	I can find a place in the Library to work in a group when I need to	5.17	The Library catalogue is easy to use	0.64
Library staff are approachable and helpful	5.97	I can get wireless access in the Library when I need to	5.59	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.22	When I am away from campus I can access the Library resources and services I need	0.64
The Library catalogue is easy to use	5.96	Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.57	Course specific resources (including short loans) meet my learning needs	5.26	Opening hours meet my needs	0.62
When I am away from campus I can access the Library resources and services I need	5.95	Face to face enquiry services meet my needs	5.51	Opening hours meet my needs	5.29	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.59
Library staff provide accurate answers to my enquiries	5.95	Books and articles I have requested from other libraries and campuses are delivered promptly	5.46	Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.29	The Library website is easy to use	0.56
Library staff are readily available to assist me	5.92	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.43	The Library anticipates my learning and research needs	5.30	Printing, scanning and photocopying facilities in the Library meet my needs	0.56

## The University of Hong Kong Library User Survey, April 2017

Mean importance scores – Which of the following best describes you if you are a current HKU staff or student? -

Postgraduate student

630 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
The Library is a good place to study	6.13	1	5.63	5
I can find a quiet place in the Library to study when I need to	6.09	2	5.40	12
I can get wireless access in the Library when I need to	6.07	3	5.59	6
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	6.03	4	5.32	15
The Library website is easy to use	5.97	5	5.41	11
Library staff are approachable and helpful	5.97	6	5.67	2
The Library catalogue is easy to use	5.96	7	5.32	16
When I am away from campus I can access the Library resources and services I need	5.95	8	5.31	18
Library staff provide accurate answers to my enquiries	5.95	9	5.65	3
Library staff are readily available to assist me	5.92	10	5.65	4
Library staff treat me fairly and without discrimination	5.90	11	5.74	1
Opening hours meet my needs	5.90	12	5.29	21
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.89	13	5.43	10
Printing, scanning and photocopying facilities in the Library meet my needs	5.89	14	5.33	14
The Library website provides useful information	5.88	15	5.35	13
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.81	16	5.22	23
The items I'm looking for on the Library shelves are usually there	5.79	17	5.07	28
A computer is available when I need one	5.78	18	5.13	26
Books and articles I have requested from other libraries and campuses are delivered promptly	5.75	19	5.46	9
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.71	20	5.57	7
Face to face enquiry services meet my needs	5.68	21	5.51	8
Library signage is clear	5.67	22	5.32	17
Course specific resources (including short loans) meet my learning needs	5.65	23	5.26	22
The Library anticipates my learning and research needs	5.63	24	5.30	19
I can find a place in the Library to work in a group when I need to	5.63	25	5.17	24
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.57	26	5.29	20
I am informed about Library services	5.52	27	5.12	27
Library workshops, classes and tutorials help me with my learning and research needs	5.30	28	5.13	25

## The University of Hong Kong Library User Survey, April 2017

Mean performance score – Which of the following best describes you if you are a current HKU staff or student? - Postgraduate student

630 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Library staff treat me fairly and without discrimination	5.74	1	5.90	11
Library staff are approachable and helpful	5.67	2	5.97	6
Library staff provide accurate answers to my enquiries	5.65	3	5.95	9
Library staff are readily available to assist me	5.65	4	5.92	10
The Library is a good place to study	5.63	5	6.13	1
I can get wireless access in the Library when I need to	5.59	6	6.07	3
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.57	7	5.71	20
Face to face enquiry services meet my needs	5.51	8	5.68	21
Books and articles I have requested from other libraries and campuses are delivered promptly	5.46	9	5.75	19
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.43	10	5.89	13
The Library website is easy to use	5.41	11	5.97	5
I can find a quiet place in the Library to study when I need to	5.40	12	6.09	2
The Library website provides useful information	5.35	13	5.88	15
Printing, scanning and photocopying facilities in the Library meet my needs	5.33	14	5.89	14
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.32	15	6.03	4
The Library catalogue is easy to use	5.32	16	5.96	7
Library signage is clear	5.32	17	5.67	22
When I am away from campus I can access the Library resources and services I need	5.31	18	5.95	8
The Library anticipates my learning and research needs	5.30	19	5.63	24
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.29	20	5.57	26
Opening hours meet my needs	5.29	21	5.90	12
Course specific resources (including short loans) meet my learning needs	5.26	22	5.65	23
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.22	23	5.81	16
I can find a place in the Library to work in a group when I need to	5.17	24	5.63	25
Library workshops, classes and tutorials help me with my learning and research needs	5.13	25	5.30	28
A computer is available when I need one	5.13	26	5.78	18
I am informed about Library services	5.12	27	5.52	27
The items I'm looking for on the Library shelves are usually there	5.07	28	5.79	17

## The University of Hong Kong Library User Survey, April 2017

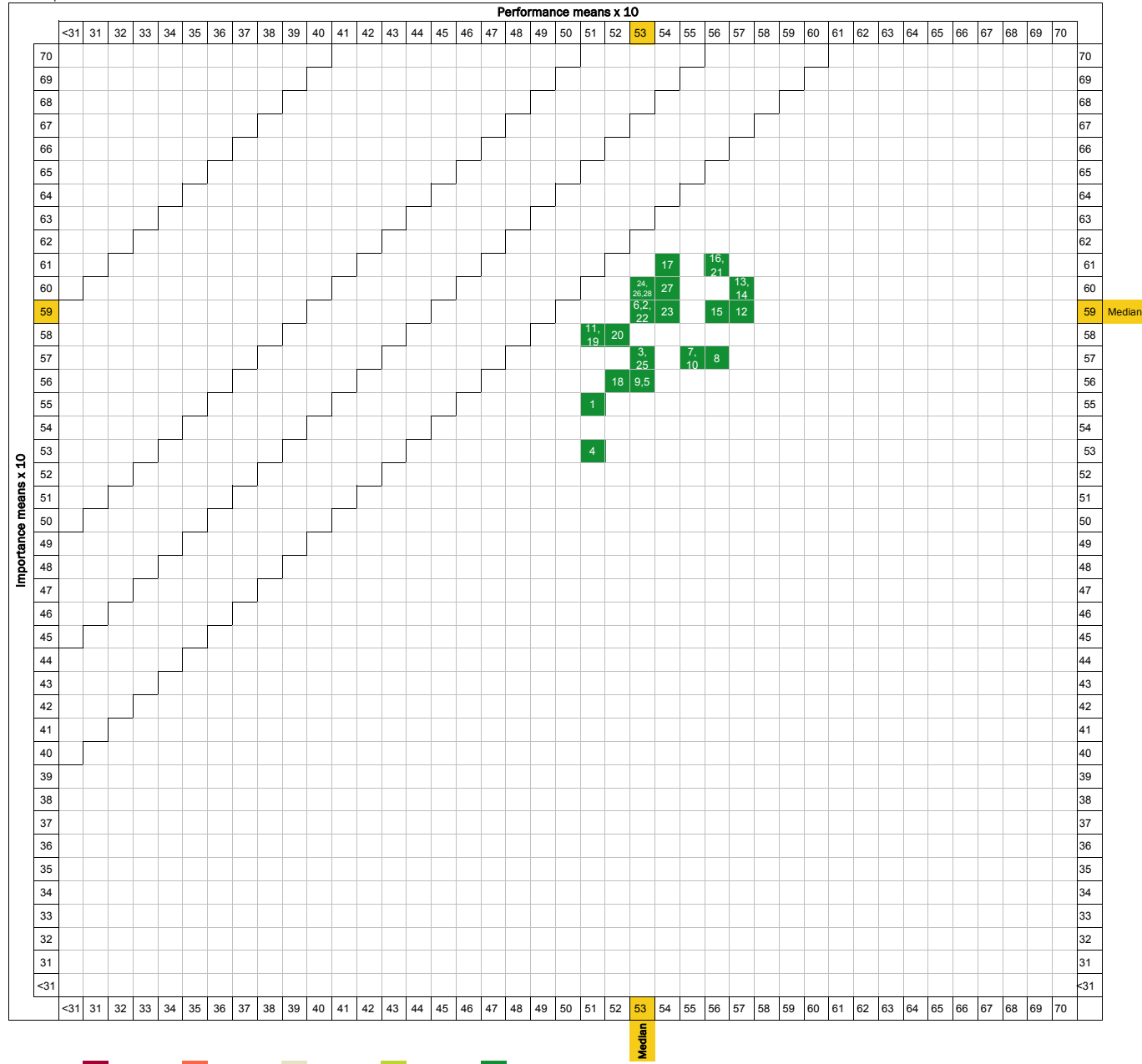
Mean gap scores – Which of the following best describes you if you are a current HKU staff or student? - Postgraduate student

630 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
The items I'm looking for on the Library shelves are usually there	0.72	1	5.79	17
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.70	2	6.03	4
I can find a quiet place in the Library to study when I need to	0.69	3	6.09	2
A computer is available when I need one	0.65	4	5.78	18
The Library catalogue is easy to use	0.64	5	5.96	7
When I am away from campus I can access the Library resources and services I need	0.64	6	5.95	8
Opening hours meet my needs	0.62	7	5.90	12
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.59	8	5.81	16
The Library website is easy to use	0.56	9	5.97	5
Printing, scanning and photocopying facilities in the Library meet my needs	0.56	10	5.89	14
The Library website provides useful information	0.53	11	5.88	15
The Library is a good place to study	0.50	12	6.13	1
I can get wireless access in the Library when I need to	0.48	13	6.07	3
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.46	14	5.89	13
I can find a place in the Library to work in a group when I need to	0.45	15	5.63	25
I am informed about Library services	0.40	16	5.52	27
Course specific resources (including short loans) meet my learning needs	0.39	17	5.65	23
Library signage is clear	0.35	18	5.67	22
The Library anticipates my learning and research needs	0.33	19	5.63	24
Library staff provide accurate answers to my enquiries	0.30	20	5.95	9
Library staff are approachable and helpful	0.30	21	5.97	6
Books and articles I have requested from other libraries and campuses are delivered promptly	0.28	22	5.75	19
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	0.27	23	5.57	26
Library staff are readily available to assist me	0.27	24	5.92	10
Face to face enquiry services meet my needs	0.17	25	5.68	21
Library staff treat me fairly and without discrimination	0.17	26	5.90	11
Library workshops, classes and tutorials help me with my learning and research needs	0.17	27	5.30	28
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	0.13	28	5.71	20

# The University of Hong Kong Library User Survey, April 2017

Best practice categories gap grid – Which of the following best describes you if you are a current HKU staff or student? - Postgraduate student  
630 responses



Statement	Importance	Performance Mean	Gap
1	55	51	0.4
2	60	52	0.8
3	63	53	1.0
4	54	52	0.2
5	67	54	1.3
6	66	55	1.1
7	65	56	0.9
8	64	57	1.3
9	63	58	1.5
10	62	59	1.7
11	58	52	0.6
12	60	53	0.7
13	60	54	0.6
14	58	55	0.7
15	57	56	0.9
16	56	57	1.1
17	61	57	0.4
18	56	58	1.2
19	53	59	1.6
20	52	60	1.8
21	51	61	2.0
22	50	62	2.2
23	49	63	2.4
24	48	64	2.6
25	47	65	2.8
26	46	66	3.0
27	45	67	3.2
28	44	68	3.4

Legend: ■ Gap > 2.9 ■ Gap > 1.9 ■ Gap > 1.4 ■ Gap > 0.9 ■ Gap < 0.9

## The University of Hong Kong Library User Survey, April 2017

Top 10 factors – Which of the following best describes you if you are a current HKU staff or student? - Academic staff

193 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	6.22	Library staff treat me fairly and without discrimination	5.99	Library workshops, classes and tutorials help me with my learning and research needs	4.98	The items I'm looking for on the Library shelves are usually there	0.81
When I am away from campus I can access the Library resources and services I need	6.19	Library staff are approachable and helpful	5.78	The Library anticipates my learning and research needs	5.01	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.80
The Library website is easy to use	6.12	Library staff provide accurate answers to my enquiries	5.78	I am informed about Library services	5.04	The Library website is easy to use	0.79
Library staff treat me fairly and without discrimination	6.10	Library staff are readily available to assist me	5.65	The items I'm looking for on the Library shelves are usually there	5.10	The Library catalogue is easy to use	0.76
Library staff provide accurate answers to my enquiries	6.10	I can get wireless access in the Library when I need to	5.61	I can find a place in the Library to work in a group when I need to	5.13	When I am away from campus I can access the Library resources and services I need	0.64
Library staff are approachable and helpful	6.09	Face to face enquiry services meet my needs	5.60	Library signage is clear	5.16	The Library website provides useful information	0.60
The Library catalogue is easy to use	6.08	Opening hours meet my needs	5.59	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.22	Library signage is clear	0.57
I can get wireless access in the Library when I need to	6.04	When I am away from campus I can access the Library resources and services I need	5.55	A computer is available when I need one	5.23	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.54
Library staff are readily available to assist me	5.98	Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.53	Course specific resources (including short loans) meet my learning needs	5.27	The Library anticipates my learning and research needs	0.51
The Library website provides useful information	5.95	The Library is a good place to study	5.52	Printing, scanning and photocopying facilities in the Library meet my needs	5.31	Printing, scanning and photocopying facilities in the Library meet my needs	0.42

## The University of Hong Kong Library User Survey, April 2017

Mean importance scores – Which of the following best describes you if you are a current HKU staff or student? -

Academic staff

193 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	6.22	1	5.42	12
When I am away from campus I can access the Library resources and services I need	6.19	2	5.55	8
The Library website is easy to use	6.12	3	5.33	16
Library staff treat me fairly and without discrimination	6.10	4	5.99	1
Library staff provide accurate answers to my enquiries	6.10	5	5.78	3
Library staff are approachable and helpful	6.09	6	5.78	2
The Library catalogue is easy to use	6.08	7	5.32	17
I can get wireless access in the Library when I need to	6.04	8	5.61	5
Library staff are readily available to assist me	5.98	9	5.65	4
The Library website provides useful information	5.95	10	5.35	14
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.91	11	5.37	13
The items I'm looking for on the Library shelves are usually there	5.91	12	5.10	25
Books and articles I have requested from other libraries and campuses are delivered promptly	5.86	13	5.45	11
Face to face enquiry services meet my needs	5.84	14	5.60	6
Opening hours meet my needs	5.83	15	5.59	7
The Library is a good place to study	5.78	16	5.52	10
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.78	17	5.53	9
I can find a quiet place in the Library to study when I need to	5.75	18	5.35	15
Library signage is clear	5.73	19	5.16	23
Printing, scanning and photocopying facilities in the Library meet my needs	5.73	20	5.31	19
Course specific resources (including short loans) meet my learning needs	5.66	21	5.27	20
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.57	22	5.32	18
The Library anticipates my learning and research needs	5.52	23	5.01	27
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.49	24	5.22	22
A computer is available when I need one	5.43	25	5.23	21
I am informed about Library services	5.39	26	5.04	26
I can find a place in the Library to work in a group when I need to	5.24	27	5.13	24
Library workshops, classes and tutorials help me with my learning and research needs	5.05	28	4.98	28

## The University of Hong Kong Library User Survey, April 2017

Mean performance score – Which of the following best describes you if you are a current HKU staff or student? - Academic staff

193 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Library staff treat me fairly and without discrimination	5.99	1	6.10	4
Library staff are approachable and helpful	5.78	2	6.09	6
Library staff provide accurate answers to my enquiries	5.78	3	6.10	5
Library staff are readily available to assist me	5.65	4	5.98	9
I can get wireless access in the Library when I need to	5.61	5	6.04	8
Face to face enquiry services meet my needs	5.60	6	5.84	14
Opening hours meet my needs	5.59	7	5.83	15
When I am away from campus I can access the Library resources and services I need	5.55	8	6.19	2
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.53	9	5.78	17
The Library is a good place to study	5.52	10	5.78	16
Books and articles I have requested from other libraries and campuses are delivered promptly	5.45	11	5.86	13
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.42	12	6.22	1
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.37	13	5.91	11
The Library website provides useful information	5.35	14	5.95	10
I can find a quiet place in the Library to study when I need to	5.35	15	5.75	18
The Library website is easy to use	5.33	16	6.12	3
The Library catalogue is easy to use	5.32	17	6.08	7
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.32	18	5.57	22
Printing, scanning and photocopying facilities in the Library meet my needs	5.31	19	5.73	20
Course specific resources (including short loans) meet my learning needs	5.27	20	5.66	21
A computer is available when I need one	5.23	21	5.43	25
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.22	22	5.49	24
Library signage is clear	5.16	23	5.73	19
I can find a place in the Library to work in a group when I need to	5.13	24	5.24	27
The items I'm looking for on the Library shelves are usually there	5.10	25	5.91	12
I am informed about Library services	5.04	26	5.39	26
The Library anticipates my learning and research needs	5.01	27	5.52	23
Library workshops, classes and tutorials help me with my learning and research needs	4.98	28	5.05	28



## The University of Hong Kong Library User Survey, April 2017

Mean gap scores – Which of the following best describes you if you are a current HKU staff or student? - Academic staff

193 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
The items I'm looking for on the Library shelves are usually there	0.81	1	5.91	12
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.80	2	6.22	1
The Library website is easy to use	0.79	3	6.12	3
The Library catalogue is easy to use	0.76	4	6.08	7
When I am away from campus I can access the Library resources and services I need	0.64	5	6.19	2
The Library website provides useful information	0.60	6	5.95	10
Library signage is clear	0.57	7	5.73	19
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.54	8	5.91	11
The Library anticipates my learning and research needs	0.51	9	5.52	23
Printing, scanning and photocopying facilities in the Library meet my needs	0.42	10	5.73	20
I can get wireless access in the Library when I need to	0.42	11	6.04	8
Books and articles I have requested from other libraries and campuses are delivered promptly	0.41	12	5.86	13
I can find a quiet place in the Library to study when I need to	0.41	13	5.75	18
Course specific resources (including short loans) meet my learning needs	0.39	14	5.66	21
I am informed about Library services	0.35	15	5.39	26
Library staff are readily available to assist me	0.33	16	5.98	9
Library staff provide accurate answers to my enquiries	0.32	17	6.10	5
Library staff are approachable and helpful	0.30	18	6.09	6
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.27	19	5.49	24
The Library is a good place to study	0.26	20	5.78	16
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	0.25	21	5.57	22
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	0.25	22	5.78	17
Opening hours meet my needs	0.24	23	5.83	15
Face to face enquiry services meet my needs	0.23	24	5.84	14
A computer is available when I need one	0.20	25	5.43	25
Library staff treat me fairly and without discrimination	0.11	26	6.10	4
I can find a place in the Library to work in a group when I need to	0.11	27	5.24	27
Library workshops, classes and tutorials help me with my learning and research needs	0.07	28	5.05	28



## The University of Hong Kong Library User Survey, April 2017

Top 10 factors – Which of the following best describes you if you are a current HKU staff or student? - Non-academic staff

187 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Library staff provide accurate answers to my enquiries	5.95	Library staff treat me fairly and without discrimination	5.64	The items I'm looking for on the Library shelves are usually there	4.74	The items I'm looking for on the Library shelves are usually there	0.95
I can get wireless access in the Library when I need to	5.91	Library staff provide accurate answers to my enquiries	5.57	Library signage is clear	4.83	The Library catalogue is easy to use	0.82
The Library is a good place to study	5.88	Library staff are approachable and helpful	5.56	I can find a place in the Library to work in a group when I need to	4.99	Library signage is clear	0.70
Library staff are readily available to assist me	5.88	Library staff are readily available to assist me	5.49	Library workshops, classes and tutorials help me with my learning and research needs	5.00	The Library website is easy to use	0.65
Library staff are approachable and helpful	5.88	I can get wireless access in the Library when I need to	5.47	Course specific resources (including short loans) meet my learning needs	5.01	The Library website provides useful information	0.60
The Library catalogue is easy to use	5.85	The Library is a good place to study	5.47	I am informed about Library services	5.02	A computer is available when I need one	0.56
The Library website is easy to use	5.85	Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.43	The Library catalogue is easy to use	5.04	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.55
I can find a quiet place in the Library to study when I need to	5.84	Opening hours meet my needs	5.41	The Library anticipates my learning and research needs	5.06	Printing, scanning and photocopying facilities in the Library meet my needs	0.54
Opening hours meet my needs	5.81	Face to face enquiry services meet my needs	5.36	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.06	I can find a quiet place in the Library to study when I need to	0.53
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.81	When I am away from campus I can access the Library resources and services I need	5.31	A computer is available when I need one	5.16	When I am away from campus I can access the Library resources and services I need	0.46

## The University of Hong Kong Library User Survey, April 2017

Mean importance scores – Which of the following best describes you if you are a current HKU staff or student? - Non-academic staff

187 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
Library staff provide accurate answers to my enquiries	5.95	1	5.57	2
I can get wireless access in the Library when I need to	5.91	2	5.47	5
The Library is a good place to study	5.88	3	5.47	6
Library staff are readily available to assist me	5.88	4	5.49	4
Library staff are approachable and helpful	5.88	4	5.56	3
The Library catalogue is easy to use	5.85	6	5.04	22
The Library website is easy to use	5.85	7	5.20	16
I can find a quiet place in the Library to study when I need to	5.84	8	5.31	10
Opening hours meet my needs	5.81	9	5.41	8
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.81	10	5.26	14
The Library website provides useful information	5.77	11	5.17	18
When I am away from campus I can access the Library resources and services I need	5.77	12	5.31	10
A computer is available when I need one	5.72	13	5.16	19
Library staff treat me fairly and without discrimination	5.72	14	5.64	1
Printing, scanning and photocopying facilities in the Library meet my needs	5.72	15	5.17	17
The items I'm looking for on the Library shelves are usually there	5.69	16	4.74	28
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.64	17	5.21	15
Books and articles I have requested from other libraries and campuses are delivered promptly	5.62	18	5.29	12
Face to face enquiry services meet my needs	5.59	19	5.36	9
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.59	20	5.43	7
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.53	21	5.28	13
Library signage is clear	5.53	22	4.83	27
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.52	23	5.06	20
I am informed about Library services	5.37	24	5.02	23
Course specific resources (including short loans) meet my learning needs	5.36	25	5.01	24
I can find a place in the Library to work in a group when I need to	5.35	26	4.99	26
The Library anticipates my learning and research needs	5.22	27	5.06	21
Library workshops, classes and tutorials help me with my learning and research needs	5.01	28	5.00	25

## The University of Hong Kong Library User Survey, April 2017

Mean performance score – Which of the following best describes you if you are a current HKU staff or student? - Non-academic staff

187 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Library staff treat me fairly and without discrimination	5.64	1	5.72	14
Library staff provide accurate answers to my enquiries	5.57	2	5.95	1
Library staff are approachable and helpful	5.56	3	5.88	4
Library staff are readily available to assist me	5.49	4	5.88	4
I can get wireless access in the Library when I need to	5.47	5	5.91	2
The Library is a good place to study	5.47	6	5.88	3
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.43	7	5.59	20
Opening hours meet my needs	5.41	8	5.81	9
Face to face enquiry services meet my needs	5.36	9	5.59	19
When I am away from campus I can access the Library resources and services I need	5.31	10	5.77	12
I can find a quiet place in the Library to study when I need to	5.31	10	5.84	8
Books and articles I have requested from other libraries and campuses are delivered promptly	5.29	12	5.62	18
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.28	13	5.53	21
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.26	14	5.81	10
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.21	15	5.64	17
The Library website is easy to use	5.20	16	5.85	7
Printing, scanning and photocopying facilities in the Library meet my needs	5.17	17	5.72	15
The Library website provides useful information	5.17	18	5.77	11
A computer is available when I need one	5.16	19	5.72	13
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.06	20	5.52	23
The Library anticipates my learning and research needs	5.06	21	5.22	27
The Library catalogue is easy to use	5.04	22	5.85	6
I am informed about Library services	5.02	23	5.37	24
Course specific resources (including short loans) meet my learning needs	5.01	24	5.36	25
Library workshops, classes and tutorials help me with my learning and research needs	5.00	25	5.01	28
I can find a place in the Library to work in a group when I need to	4.99	26	5.35	26
Library signage is clear	4.83	27	5.53	22
The items I'm looking for on the Library shelves are usually there	4.74	28	5.69	16

## The University of Hong Kong Library User Survey, April 2017

Mean gap scores – Which of the following best describes you if you are a current HKU staff or student? - Non-academic staff

187 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
The items I'm looking for on the Library shelves are usually there	0.95	1	5.69	16
The Library catalogue is easy to use	0.82	2	5.85	6
Library signage is clear	0.70	3	5.53	22
The Library website is easy to use	0.65	4	5.85	7
The Library website provides useful information	0.60	5	5.77	11
A computer is available when I need one	0.56	6	5.72	13
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.55	7	5.81	10
Printing, scanning and photocopying facilities in the Library meet my needs	0.54	8	5.72	15
I can find a quiet place in the Library to study when I need to	0.53	9	5.84	8
When I am away from campus I can access the Library resources and services I need	0.46	10	5.77	12
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.46	11	5.52	23
I can get wireless access in the Library when I need to	0.43	12	5.91	2
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.43	13	5.64	17
The Library is a good place to study	0.41	14	5.88	3
Opening hours meet my needs	0.40	15	5.81	9
Library staff are readily available to assist me	0.38	16	5.88	4
Library staff provide accurate answers to my enquiries	0.38	16	5.95	1
I can find a place in the Library to work in a group when I need to	0.36	18	5.35	26
Course specific resources (including short loans) meet my learning needs	0.35	19	5.36	25
I am informed about Library services	0.35	20	5.37	24
Books and articles I have requested from other libraries and campuses are delivered promptly	0.33	21	5.62	18
Library staff are approachable and helpful	0.32	22	5.88	4
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	0.25	23	5.53	21
Face to face enquiry services meet my needs	0.23	24	5.59	19
The Library anticipates my learning and research needs	0.16	25	5.22	27
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	0.16	26	5.59	20
Library staff treat me fairly and without discrimination	0.08	27	5.72	14
Library workshops, classes and tutorials help me with my learning and research needs	0.01	28	5.01	28



## The University of Hong Kong Library User Survey, April 2017

Top 10 factors – Which of the following best describes you if you are a current HKU staff or student? - Not Applicable

1655 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can find a quiet place in the Library to study when I need to	6.12	Library staff treat me fairly and without discrimination	5.79	I am informed about Library services	4.72	When I am away from campus I can access the Library resources and services I need	0.93
The Library is a good place to study	6.11	Library staff provide accurate answers to my enquiries	5.69	Library workshops, classes and tutorials help me with my learning and research needs	4.77	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.90
I can get wireless access in the Library when I need to	6.05	Library staff are approachable and helpful	5.66	I can find a place in the Library to work in a group when I need to	4.96	The items I'm looking for on the Library shelves are usually there	0.85
Library staff provide accurate answers to my enquiries	6.01	The Library is a good place to study	5.64	When I am away from campus I can access the Library resources and services I need	4.96	I can find a quiet place in the Library to study when I need to	0.76
Library staff are approachable and helpful	5.99	Library staff are readily available to assist me	5.58	The Library anticipates my learning and research needs	4.96	A computer is available when I need one	0.75
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.99	Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.51	A computer is available when I need one	5.02	The Library catalogue is easy to use	0.69
Library staff treat me fairly and without discrimination	5.97	I can get wireless access in the Library when I need to	5.49	The items I'm looking for on the Library shelves are usually there	5.03	The Library website is easy to use	0.64
Opening hours meet my needs	5.95	Face to face enquiry services meet my needs	5.42	Course specific resources (including short loans) meet my learning needs	5.07	The Library website provides useful information	0.62
The Library catalogue is easy to use	5.93	Opening hours meet my needs	5.37	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.09	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.59
Library staff are readily available to assist me	5.92	Printing, scanning and photocopying facilities in the Library meet my needs	5.37	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.13	Opening hours meet my needs	0.57



## The University of Hong Kong Library User Survey, April 2017

Mean importance scores – Which of the following best describes you if you are a current HKU staff or student? - Not Applicable

1655 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Library to study when I need to	6.12	1	5.36	11
The Library is a good place to study	6.11	2	5.64	4
I can get wireless access in the Library when I need to	6.05	3	5.49	7
Library staff provide accurate answers to my enquiries	6.01	4	5.69	2
Library staff are approachable and helpful	5.99	5	5.66	3
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.99	6	5.09	20
Library staff treat me fairly and without discrimination	5.97	7	5.79	1
Opening hours meet my needs	5.95	8	5.37	9
The Library catalogue is easy to use	5.93	9	5.24	15
Library staff are readily available to assist me	5.92	10	5.58	5
When I am away from campus I can access the Library resources and services I need	5.90	11	4.96	25
Printing, scanning and photocopying facilities in the Library meet my needs	5.89	12	5.37	10
The Library website is easy to use	5.89	13	5.25	14
The items I'm looking for on the Library shelves are usually there	5.88	14	5.03	22
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.84	15	5.34	12
The Library website provides useful information	5.79	16	5.17	17
A computer is available when I need one	5.77	17	5.02	23
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.72	18	5.13	19
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.69	19	5.51	6
Face to face enquiry services meet my needs	5.62	20	5.42	8
Library signage is clear	5.60	21	5.14	18
Books and articles I have requested from other libraries and campuses are delivered promptly	5.56	22	5.29	13
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.50	23	5.21	16
Course specific resources (including short loans) meet my learning needs	5.46	24	5.07	21
I can find a place in the Library to work in a group when I need to	5.40	25	4.96	26
The Library anticipates my learning and research needs	5.40	26	4.96	24
I am informed about Library services	5.23	27	4.72	28
Library workshops, classes and tutorials help me with my learning and research needs	4.82	28	4.77	27

## The University of Hong Kong Library User Survey, April 2017

Mean performance score – Which of the following best describes you if you are a current HKU staff or student? - Not Applicable

1655 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Library staff treat me fairly and without discrimination	5.79	1	5.97	7
Library staff provide accurate answers to my enquiries	5.69	2	6.01	4
Library staff are approachable and helpful	5.66	3	5.99	5
The Library is a good place to study	5.64	4	6.11	2
Library staff are readily available to assist me	5.58	5	5.92	10
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.51	6	5.69	19
I can get wireless access in the Library when I need to	5.49	7	6.05	3
Face to face enquiry services meet my needs	5.42	8	5.62	20
Opening hours meet my needs	5.37	9	5.95	8
Printing, scanning and photocopying facilities in the Library meet my needs	5.37	10	5.89	12
I can find a quiet place in the Library to study when I need to	5.36	11	6.12	1
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.34	12	5.84	15
Books and articles I have requested from other libraries and campuses are delivered promptly	5.29	13	5.56	22
The Library website is easy to use	5.25	14	5.89	13
The Library catalogue is easy to use	5.24	15	5.93	9
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.21	16	5.50	23
The Library website provides useful information	5.17	17	5.79	16
Library signage is clear	5.14	18	5.60	21
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.13	19	5.72	18
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.09	20	5.99	6
Course specific resources (including short loans) meet my learning needs	5.07	21	5.46	24
The items I'm looking for on the Library shelves are usually there	5.03	22	5.88	14
A computer is available when I need one	5.02	23	5.77	17
The Library anticipates my learning and research needs	4.96	24	5.40	26
When I am away from campus I can access the Library resources and services I need	4.96	25	5.90	11
I can find a place in the Library to work in a group when I need to	4.96	26	5.40	25
Library workshops, classes and tutorials help me with my learning and research needs	4.77	27	4.82	28
I am informed about Library services	4.72	28	5.23	27

## The University of Hong Kong Library User Survey, April 2017

Mean gap scores – Which of the following best describes you if you are a current HKU staff or student? - Not Applicable

1655 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
When I am away from campus I can access the Library resources and services I need	0.93	1	5.90	11
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.90	2	5.99	6
The items I'm looking for on the Library shelves are usually there	0.85	3	5.88	14
I can find a quiet place in the Library to study when I need to	0.76	4	6.12	1
A computer is available when I need one	0.75	5	5.77	17
The Library catalogue is easy to use	0.69	6	5.93	9
The Library website is easy to use	0.64	7	5.89	13
The Library website provides useful information	0.62	8	5.79	16
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.59	9	5.72	18
Opening hours meet my needs	0.57	10	5.95	8
I can get wireless access in the Library when I need to	0.56	11	6.05	3
Printing, scanning and photocopying facilities in the Library meet my needs	0.52	12	5.89	12
I am informed about Library services	0.51	13	5.23	27
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.50	14	5.84	15
The Library is a good place to study	0.47	15	6.11	2
Library signage is clear	0.47	16	5.60	21
I can find a place in the Library to work in a group when I need to	0.44	17	5.40	25
The Library anticipates my learning and research needs	0.44	18	5.40	26
Course specific resources (including short loans) meet my learning needs	0.39	19	5.46	24
Library staff are readily available to assist me	0.35	20	5.92	10
Library staff are approachable and helpful	0.33	21	5.99	5
Library staff provide accurate answers to my enquiries	0.32	22	6.01	4
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	0.30	23	5.50	23
Books and articles I have requested from other libraries and campuses are delivered promptly	0.27	24	5.56	22
Face to face enquiry services meet my needs	0.20	25	5.62	20
Library staff treat me fairly and without discrimination	0.18	26	5.97	7
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	0.17	27	5.69	19
Library workshops, classes and tutorials help me with my learning and research needs	0.04	28	4.82	28



## The University of Hong Kong Library User Survey, April 2017

Top 5 importance scores by demographic

How often do you come into the Library?

Unique factor

<b>Daily (273 responses)</b>	<b>Importance mean</b>
I can find a quiet place in the Library to study when I need to	6.37
The Library is a good place to study	6.32
I can get wireless access in the Library when I need to	6.26
Printing, scanning and photocopying facilities in the Library meet my needs	6.17
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	6.12
<b>2-4 days a week (871 responses)</b>	<b>Importance mean</b>
The Library is a good place to study	6.25
I can find a quiet place in the Library to study when I need to	6.22
I can get wireless access in the Library when I need to	6.21
Printing, scanning and photocopying facilities in the Library meet my needs	6.09
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	6.00
<b>Weekly (776 responses)</b>	<b>Importance mean</b>
I can get wireless access in the Library when I need to	6.08
The Library is a good place to study	6.05
I can find a quiet place in the Library to study when I need to	6.01
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.93
Opening hours meet my needs	5.92
<b>Fortnightly (322 responses)</b>	<b>Importance mean</b>
I can get wireless access in the Library when I need to	6.11
The Library is a good place to study	6.10
I can find a quiet place in the Library to study when I need to	6.09
When I am away from campus I can access the Library resources and services I need	6.00
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.94
<b>Monthly (883 responses)</b>	<b>Importance mean</b>
I can find a quiet place in the Library to study when I need to	6.07
The Library is a good place to study	6.05
I can get wireless access in the Library when I need to	6.04
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.97
Library staff provide accurate answers to my enquiries	5.93
<b>Rarely (i.e. a few times a year) (1215 responses)</b>	<b>Importance mean</b>
I can find a quiet place in the Library to study when I need to	5.93
The Library is a good place to study	5.89
Library staff provide accurate answers to my enquiries	5.88
I can get wireless access in the Library when I need to	5.88
Library staff are approachable and helpful	5.87
<b>Never (78 responses)</b>	<b>Importance mean</b>
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.49
The Library website provides useful information	5.44
When I am away from campus I can access the Library resources and services I need	5.39
The Library website is easy to use	5.33
The Library catalogue is easy to use	5.27

## The University of Hong Kong Library User Survey, April 2017

Top 5 performance scores by demographic

How often do you come into the Library?

Unique factor

<b>Daily (273 responses)</b>	<b>Performance mean</b>
Library staff treat me fairly and without discrimination	5.82
Library staff are readily available to assist me	5.82
Library staff are approachable and helpful	5.79
Library staff provide accurate answers to my enquiries	5.77
The Library is a good place to study	5.71
<b>2-4 days a week (871 responses)</b>	<b>Performance mean</b>
Library staff treat me fairly and without discrimination	5.87
Library staff are approachable and helpful	5.78
The Library is a good place to study	5.77
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.74
Library staff provide accurate answers to my enquiries	5.73
<b>Weekly (776 responses)</b>	<b>Performance mean</b>
Library staff treat me fairly and without discrimination	5.71
Library staff provide accurate answers to my enquiries	5.62
Library staff are approachable and helpful	5.62
Library staff are readily available to assist me	5.59
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.55
<b>Fortnightly (322 responses)</b>	<b>Performance mean</b>
Library staff treat me fairly and without discrimination	5.82
Library staff provide accurate answers to my enquiries	5.71
Library staff are approachable and helpful	5.67
Library staff are readily available to assist me	5.67
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.64
<b>Monthly (883 responses)</b>	<b>Performance mean</b>
Library staff treat me fairly and without discrimination	5.79
Library staff provide accurate answers to my enquiries	5.66
Library staff are approachable and helpful	5.65
The Library is a good place to study	5.59
Library staff are readily available to assist me	5.57
<b>Rarely (i.e. a few times a year) (1215 responses)</b>	<b>Performance mean</b>
Library staff treat me fairly and without discrimination	5.61
Library staff are approachable and helpful	5.49
Library staff provide accurate answers to my enquiries	5.49
The Library is a good place to study	5.44
Library staff are readily available to assist me	5.36
<b>Never (78 responses)</b>	<b>Performance mean</b>
I can get wireless access in the Library when I need to	4.87
Library staff provide accurate answers to my enquiries	4.80
Library staff treat me fairly and without discrimination	4.80
The Library is a good place to study	4.79
Library staff are approachable and helpful	4.70

## The University of Hong Kong Library User Survey, April 2017

### Top 5 gap scores by demographic

How often do you come into the Library?

Unique factor

	Gap score
<b>Daily (273 responses)</b>	<b>Gap score</b>
I can find a quiet place in the Library to study when I need to	0.92
I can find a place in the Library to work in a group when I need to	0.91
I can get wireless access in the Library when I need to	0.90
Printing, scanning and photocopying facilities in the Library meet my needs	0.87
A computer is available when I need one	0.83
<b>2-4 days a week (871 responses)</b>	<b>Gap score</b>
A computer is available when I need one	0.72
The items I'm looking for on the Library shelves are usually there	0.70
I can find a place in the Library to work in a group when I need to	0.69
I can find a quiet place in the Library to study when I need to	0.69
I can get wireless access in the Library when I need to	0.67
<b>Weekly (776 responses)</b>	<b>Gap score</b>
A computer is available when I need one	0.79
The items I'm looking for on the Library shelves are usually there	0.76
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.64
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.63
I can get wireless access in the Library when I need to	0.62
<b>Fortnightly (322 responses)</b>	<b>Gap score</b>
When I am away from campus I can access the Library resources and services I need	0.93
The items I'm looking for on the Library shelves are usually there	0.87
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.75
I can find a quiet place in the Library to study when I need to	0.75
The Library catalogue is easy to use	0.73
<b>Monthly (883 responses)</b>	<b>Gap score</b>
The items I'm looking for on the Library shelves are usually there	0.86
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.85
When I am away from campus I can access the Library resources and services I need	0.73
I can find a quiet place in the Library to study when I need to	0.72
A computer is available when I need one	0.71
<b>Rarely (i.e. a few times a year) (1215 responses)</b>	<b>Gap score</b>
When I am away from campus I can access the Library resources and services I need	0.91
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.86
The items I'm looking for on the Library shelves are usually there	0.79
The Library catalogue is easy to use	0.74
A computer is available when I need one	0.74
<b>Never (78 responses)</b>	<b>Gap score</b>
The Library website is easy to use	1.02
When I am away from campus I can access the Library resources and services I need	1.00
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.98
The Library catalogue is easy to use	0.97
The Library website provides useful information	0.83

## The University of Hong Kong Library User Survey, April 2017

### Top 10 factors – How often do you come into the Library? - Daily

273 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can find a quiet place in the Library to study when I need to	6.37	Library staff treat me fairly and without discrimination	5.82	The items I'm looking for on the Library shelves are usually there	5.05	I can find a quiet place in the Library to study when I need to	0.92
The Library is a good place to study	6.32	Library staff are readily available to assist me	5.82	A computer is available when I need one	5.10	I can find a place in the Library to work in a group when I need to	0.91
I can get wireless access in the Library when I need to	6.26	Library staff are approachable and helpful	5.79	I can find a place in the Library to work in a group when I need to	5.10	I can get wireless access in the Library when I need to	0.90
Printing, scanning and photocopying facilities in the Library meet my needs	6.17	Library staff provide accurate answers to my enquiries	5.77	Library workshops, classes and tutorials help me with my learning and research needs	5.12	Printing, scanning and photocopying facilities in the Library meet my needs	0.87
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	6.12	The Library is a good place to study	5.71	Opening hours meet my needs	5.18	A computer is available when I need one	0.83
Library staff provide accurate answers to my enquiries	6.10	Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.67	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.24	The items I'm looking for on the Library shelves are usually there	0.80
The Library catalogue is easy to use	6.09	Face to face enquiry services meet my needs	5.62	Printing, scanning and photocopying facilities in the Library meet my needs	5.30	Opening hours meet my needs	0.79
Library staff are readily available to assist me	6.08	Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my	5.49	The Library website provides useful information	5.31	The Library catalogue is easy to use	0.77
When I am away from campus I can access the Library resources and services I need	6.05	Books and articles I have requested from other libraries and campuses are delivered promptly	5.49	The Library catalogue is easy to use	5.32	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.75
The Library website is easy to use	6.04	I can find a quiet place in the Library to study when I need to	5.44	Course specific resources (including short loans) meet my learning needs	5.33	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.72



# The University of Hong Kong Library User Survey, April 2017

## Mean importance scores — How often do you come into the Library? - Daily

273 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Library to study when I need to	6.37	1	5.44	10
The Library is a good place to study	6.32	2	5.71	5
I can get wireless access in the Library when I need to	6.26	3	5.36	16
Printing, scanning and photocopying facilities in the Library meet my needs	6.17	4	5.30	22
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	6.12	5	5.40	13
Library staff provide accurate answers to my enquiries	6.10	6	5.77	4
The Library catalogue is easy to use	6.09	7	5.32	20
Library staff are readily available to assist me	6.08	8	5.82	1
When I am away from campus I can access the Library resources and services I need	6.05	9	5.37	14
The Library website is easy to use	6.04	10	5.42	12
I can find a place in the Library to work in a group when I need to	6.01	11	5.10	26
Library staff are approachable and helpful	6.00	12	5.79	3
Library staff treat me fairly and without discrimination	6.00	13	5.82	1
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.99	14	5.43	11
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.99	15	5.24	23
Course specific resources (including short loans) meet my learning needs	5.97	16	5.33	19
Opening hours meet my needs	5.97	17	5.18	24
A computer is available when I need one	5.93	18	5.10	27
Library signage is clear	5.86	19	5.34	17
The items I'm looking for on the Library shelves are usually there	5.85	20	5.05	28
The Library website provides useful information	5.82	21	5.31	21
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.82	22	5.67	6
Face to face enquiry services meet my needs	5.76	23	5.62	7
Books and articles I have requested from other libraries and campuses are delivered promptly	5.76	24	5.49	9
The Library anticipates my learning and research needs	5.74	25	5.37	15
I am informed about Library services	5.72	26	5.34	18
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.53	27	5.49	8
Library workshops, classes and tutorials help me with my learning and research needs	5.29	28	5.12	25

## The University of Hong Kong Library User Survey, April 2017

Mean performance score — How often do you come into the Library? - Daily

273 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Library staff treat me fairly and without discrimination	5.82	1	6.00	13
Library staff are readily available to assist me	5.82	1	6.08	8
Library staff are approachable and helpful	5.79	3	6.00	12
Library staff provide accurate answers to my enquiries	5.77	4	6.10	6
The Library is a good place to study	5.71	5	6.32	2
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.67	6	5.82	22
Face to face enquiry services meet my needs	5.62	7	5.76	23
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.49	8	5.53	27
Books and articles I have requested from other libraries and campuses are delivered promptly	5.49	9	5.76	24
I can find a quiet place in the Library to study when I need to	5.44	10	6.37	1
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.43	11	5.99	14
The Library website is easy to use	5.42	12	6.04	10
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.40	13	6.12	5
When I am away from campus I can access the Library resources and services I need	5.37	14	6.05	9
The Library anticipates my learning and research needs	5.37	15	5.74	25
I can get wireless access in the Library when I need to	5.36	16	6.26	3
Library signage is clear	5.34	17	5.86	19
I am informed about Library services	5.34	18	5.72	26
Course specific resources (including short loans) meet my learning needs	5.33	19	5.97	16
The Library catalogue is easy to use	5.32	20	6.09	7
The Library website provides useful information	5.31	21	5.82	21
Printing, scanning and photocopying facilities in the Library meet my needs	5.30	22	6.17	4
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.24	23	5.99	15
Opening hours meet my needs	5.18	24	5.97	17
Library workshops, classes and tutorials help me with my learning and research needs	5.12	25	5.29	28
I can find a place in the Library to work in a group when I need to	5.10	26	6.01	11
A computer is available when I need one	5.10	27	5.93	18
The items I'm looking for on the Library shelves are usually there	5.05	28	5.85	20

# The University of Hong Kong Library User Survey, April 2017

## Mean gap scores – How often do you come into the Library? - Daily

273 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Library to study when I need to	0.92	1	6.37	1
I can find a place in the Library to work in a group when I need to	0.91	2	6.01	11
I can get wireless access in the Library when I need to	0.90	3	6.26	3
Printing, scanning and photocopying facilities in the Library meet my needs	0.87	4	6.17	4
A computer is available when I need one	0.83	5	5.93	18
The items I'm looking for on the Library shelves are usually there	0.80	6	5.85	20
Opening hours meet my needs	0.79	7	5.97	17
The Library catalogue is easy to use	0.77	8	6.09	7
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.75	9	5.99	15
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.72	10	6.12	5
When I am away from campus I can access the Library resources and services I need	0.68	11	6.05	9
Course specific resources (including short loans) meet my learning needs	0.64	12	5.97	16
The Library website is easy to use	0.62	13	6.04	10
The Library is a good place to study	0.61	14	6.32	2
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.56	15	5.99	14
The Library website provides useful information	0.52	16	5.82	21
Library signage is clear	0.51	17	5.86	19
I am informed about Library services	0.38	18	5.72	26
The Library anticipates my learning and research needs	0.36	19	5.74	25
Library staff provide accurate answers to my enquiries	0.34	20	6.10	6
Books and articles I have requested from other libraries and campuses are delivered promptly	0.27	21	5.76	24
Library staff are readily available to assist me	0.26	22	6.08	8
Library staff are approachable and helpful	0.22	23	6.00	12
Library staff treat me fairly and without discrimination	0.18	24	6.00	13
Library workshops, classes and tutorials help me with my learning and research needs	0.17	25	5.29	28
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	0.15	26	5.82	22
Face to face enquiry services meet my needs	0.14	27	5.76	23
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	0.04	28	5.53	27



## The University of Hong Kong Library User Survey, April 2017

Top 10 factors – How often do you come into the Library? - 2-4 days a week

871 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
The Library is a good place to study	6.25	Library staff treat me fairly and without discrimination	5.87	The items I'm looking for on the Library shelves are usually there	5.17	A computer is available when I need one	0.72
I can find a quiet place in the Library to study when I need to	6.22	Library staff are approachable and helpful	5.78	Library workshops, classes and tutorials help me with my learning and research needs	5.18	The items I'm looking for on the Library shelves are usually there	0.70
I can get wireless access in the Library when I need to	6.21	The Library is a good place to study	5.77	I am informed about Library services	5.18	I can find a place in the Library to work in a group when I need to	0.69
Printing, scanning and photocopying facilities in the Library meet my needs	6.09	Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.74	A computer is available when I need one	5.19	I can find a quiet place in the Library to study when I need to	0.69
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	6.00	Library staff provide accurate answers to my enquiries	5.73	I can find a place in the Library to work in a group when I need to	5.28	I can get wireless access in the Library when I need to	0.67
Opening hours meet my needs	5.97	Library staff are readily available to assist me	5.72	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.37	Printing, scanning and photocopying facilities in the Library meet my needs	0.63
I can find a place in the Library to work in a group when I need to	5.97	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.57	The Library catalogue is easy to use	5.38	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.57
When I am away from campus I can access the Library resources and services I need	5.95	Face to face enquiry services meet my needs	5.56	Course specific resources (including short loans) meet my learning needs	5.39	Opening hours meet my needs	0.54
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.94	I can get wireless access in the Library when I need to	5.54	The Library website provides useful information	5.40	The Library catalogue is easy to use	0.52
Library staff provide accurate answers to my enquiries	5.94	When I am away from campus I can access the Library resources and services I need	5.53	The Library anticipates my learning and research needs	5.41	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.48

# The University of Hong Kong Library User Survey, April 2017

Mean importance scores — How often do you come into the Library? - 2-4 days a week

871 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
The Library is a good place to study	6.25	1	5.77	3
I can find a quiet place in the Library to study when I need to	6.22	2	5.53	11
I can get wireless access in the Library when I need to	6.21	3	5.54	9
Printing, scanning and photocopying facilities in the Library meet my needs	6.09	4	5.46	15
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	6.00	5	5.52	13
Opening hours meet my needs	5.97	6	5.43	18
I can find a place in the Library to work in a group when I need to	5.97	7	5.28	24
When I am away from campus I can access the Library resources and services I need	5.95	8	5.53	10
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.94	9	5.37	23
Library staff provide accurate answers to my enquiries	5.94	10	5.73	5
Library staff are readily available to assist me	5.92	11	5.72	6
Library staff are approachable and helpful	5.92	12	5.78	2
The Library website is easy to use	5.91	13	5.53	12
A computer is available when I need one	5.91	14	5.19	25
The Library catalogue is easy to use	5.90	15	5.38	22
Library staff treat me fairly and without discrimination	5.89	16	5.87	1
The items I'm looking for on the Library shelves are usually there	5.87	17	5.17	28
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.84	18	5.57	7
Course specific resources (including short loans) meet my learning needs	5.76	19	5.39	21
The Library website provides useful information	5.74	20	5.40	20
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.72	21	5.74	4
Books and articles I have requested from other libraries and campuses are delivered promptly	5.71	22	5.51	14
Library signage is clear	5.68	23	5.44	17
The Library anticipates my learning and research needs	5.67	24	5.41	19
Face to face enquiry services meet my needs	5.63	25	5.56	8
I am informed about Library services	5.51	26	5.18	26
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.46	27	5.45	16
Library workshops, classes and tutorials help me with my learning and research needs	5.22	28	5.18	27

## The University of Hong Kong Library User Survey, April 2017

Mean performance score — How often do you come into the Library? - 2-4 days a week

871 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Library staff treat me fairly and without discrimination	5.87	1	5.89	16
Library staff are approachable and helpful	5.78	2	5.92	12
The Library is a good place to study	5.77	3	6.25	1
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.74	4	5.72	21
Library staff provide accurate answers to my enquiries	5.73	5	5.94	10
Library staff are readily available to assist me	5.72	6	5.92	11
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.57	7	5.84	18
Face to face enquiry services meet my needs	5.56	8	5.63	25
I can get wireless access in the Library when I need to	5.54	9	6.21	3
When I am away from campus I can access the Library resources and services I need	5.53	10	5.95	8
I can find a quiet place in the Library to study when I need to	5.53	11	6.22	2
The Library website is easy to use	5.53	12	5.91	13
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.52	13	6.00	5
Books and articles I have requested from other libraries and campuses are delivered promptly	5.51	14	5.71	22
Printing, scanning and photocopying facilities in the Library meet my needs	5.46	15	6.09	4
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.45	16	5.46	27
Library signage is clear	5.44	17	5.68	23
Opening hours meet my needs	5.43	18	5.97	6
The Library anticipates my learning and research needs	5.41	19	5.67	24
The Library website provides useful information	5.40	20	5.74	20
Course specific resources (including short loans) meet my learning needs	5.39	21	5.76	19
The Library catalogue is easy to use	5.38	22	5.90	15
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.37	23	5.94	9
I can find a place in the Library to work in a group when I need to	5.28	24	5.97	7
A computer is available when I need one	5.19	25	5.91	14
I am informed about Library services	5.18	26	5.51	26
Library workshops, classes and tutorials help me with my learning and research needs	5.18	27	5.22	28
The items I'm looking for on the Library shelves are usually there	5.17	28	5.87	17

## The University of Hong Kong Library User Survey, April 2017

Mean gap scores – How often do you come into the Library? - 2-4 days a week

871 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
A computer is available when I need one	0.72	1	5.91	14
The items I'm looking for on the Library shelves are usually there	0.70	2	5.87	17
I can find a place in the Library to work in a group when I need to	0.69	3	5.97	7
I can find a quiet place in the Library to study when I need to	0.69	4	6.22	2
I can get wireless access in the Library when I need to	0.67	5	6.21	3
Printing, scanning and photocopying facilities in the Library meet my needs	0.63	6	6.09	4
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.57	7	5.94	9
Opening hours meet my needs	0.54	8	5.97	6
The Library catalogue is easy to use	0.52	9	5.90	15
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.48	10	6.00	5
The Library is a good place to study	0.48	11	6.25	1
When I am away from campus I can access the Library resources and services I need	0.42	12	5.95	8
The Library website is easy to use	0.39	13	5.91	13
Course specific resources (including short loans) meet my learning needs	0.37	14	5.76	19
The Library website provides useful information	0.34	15	5.74	20
I am informed about Library services	0.33	16	5.51	26
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.27	17	5.84	18
The Library anticipates my learning and research needs	0.26	18	5.67	24
Library signage is clear	0.24	19	5.68	23
Library staff provide accurate answers to my enquiries	0.20	20	5.94	10
Books and articles I have requested from other libraries and campuses are delivered promptly	0.19	21	5.71	22
Library staff are readily available to assist me	0.19	22	5.92	11
Library staff are approachable and helpful	0.14	23	5.92	12
Face to face enquiry services meet my needs	0.07	24	5.63	25
Library workshops, classes and tutorials help me with my learning and research needs	0.04	25	5.22	28
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	0.02	26	5.46	27
Library staff treat me fairly and without discrimination	0.01	27	5.89	16
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	-0.01	28	5.72	21





## The University of Hong Kong Library User Survey, April 2017

### Top 10 factors – How often do you come into the Library? - Weekly

776 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.08	Library staff treat me fairly and without discrimination	5.71	A computer is available when I need one	4.95	A computer is available when I need one	0.79
The Library is a good place to study	6.05	Library staff provide accurate answers to my enquiries	5.62	Library workshops, classes and tutorials help me with my learning and research needs	5.01	The items I'm looking for on the Library shelves are usually there	0.76
I can find a quiet place in the Library to study when I need to	6.01	Library staff are approachable and helpful	5.62	The items I'm looking for on the Library shelves are usually there	5.04	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.64
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.93	Library staff are readily available to assist me	5.59	I am informed about Library services	5.05	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.63
Opening hours meet my needs	5.92	Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.55	I can find a place in the Library to work in a group when I need to	5.08	I can get wireless access in the Library when I need to	0.62
Printing, scanning and photocopying facilities in the Library meet my needs	5.91	The Library is a good place to study	5.54	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.11	The Library catalogue is easy to use	0.61
The Library catalogue is easy to use	5.85	I can get wireless access in the Library when I need to	5.46	The Library anticipates my learning and research needs	5.18	I can find a quiet place in the Library to study when I need to	0.59
Library staff provide accurate answers to my enquiries	5.83	Opening hours meet my needs	5.46	Library signage is clear	5.21	Printing, scanning and photocopying facilities in the Library meet my needs	0.59
The Library website is easy to use	5.82	I can find a quiet place in the Library to study when I need to	5.42	Course specific resources (including short loans) meet my learning needs	5.24	I can find a place in the Library to work in a group when I need to	0.56
Library staff are approachable and helpful	5.81	Face to face enquiry services meet my needs	5.39	The Library catalogue is easy to use	5.24	The Library website is easy to use	0.51

# The University of Hong Kong Library User Survey, April 2017

## Mean importance scores — How often do you come into the Library? - Weekly

776 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.08	1	5.46	7
The Library is a good place to study	6.05	2	5.54	6
I can find a quiet place in the Library to study when I need to	6.01	3	5.42	9
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.93	4	5.31	16
Opening hours meet my needs	5.92	5	5.46	8
Printing, scanning and photocopying facilities in the Library meet my needs	5.91	6	5.33	13
The Library catalogue is easy to use	5.85	7	5.24	19
Library staff provide accurate answers to my enquiries	5.83	8	5.62	2
The Library website is easy to use	5.82	9	5.31	14
Library staff are approachable and helpful	5.81	10	5.62	3
When I am away from campus I can access the Library resources and services I need	5.81	11	5.31	15
The items I'm looking for on the Library shelves are usually there	5.80	12	5.04	26
Library staff treat me fairly and without discrimination	5.80	13	5.71	1
Library staff are readily available to assist me	5.76	14	5.59	4
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.75	15	5.11	23
The Library website provides useful information	5.75	16	5.27	17
A computer is available when I need one	5.74	17	4.95	28
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.73	18	5.38	11
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.70	19	5.55	5
I can find a place in the Library to work in a group when I need to	5.64	20	5.08	24
Library signage is clear	5.61	21	5.21	21
Books and articles I have requested from other libraries and campuses are delivered promptly	5.58	22	5.35	12
Course specific resources (including short loans) meet my learning needs	5.56	23	5.24	20
Face to face enquiry services meet my needs	5.56	24	5.39	10
The Library anticipates my learning and research needs	5.46	25	5.18	22
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.46	26	5.26	18
I am informed about Library services	5.36	27	5.05	25
Library workshops, classes and tutorials help me with my learning and research needs	4.94	28	5.01	27

## The University of Hong Kong Library User Survey, April 2017

Mean performance score — How often do you come into the Library? - Weekly

776 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Library staff treat me fairly and without discrimination	5.71	1	5.80	13
Library staff provide accurate answers to my enquiries	5.62	2	5.83	8
Library staff are approachable and helpful	5.62	3	5.81	10
Library staff are readily available to assist me	5.59	4	5.76	14
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.55	5	5.70	19
The Library is a good place to study	5.54	6	6.05	2
I can get wireless access in the Library when I need to	5.46	7	6.08	1
Opening hours meet my needs	5.46	8	5.92	5
I can find a quiet place in the Library to study when I need to	5.42	9	6.01	3
Face to face enquiry services meet my needs	5.39	10	5.56	24
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.38	11	5.73	18
Books and articles I have requested from other libraries and campuses are delivered promptly	5.35	12	5.58	22
Printing, scanning and photocopying facilities in the Library meet my needs	5.33	13	5.91	6
The Library website is easy to use	5.31	14	5.82	9
When I am away from campus I can access the Library resources and services I need	5.31	15	5.81	11
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.31	16	5.93	4
The Library website provides useful information	5.27	17	5.75	16
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.26	18	5.46	26
The Library catalogue is easy to use	5.24	19	5.85	7
Course specific resources (including short loans) meet my learning needs	5.24	20	5.56	23
Library signage is clear	5.21	21	5.61	21
The Library anticipates my learning and research needs	5.18	22	5.46	25
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.11	23	5.75	15
I can find a place in the Library to work in a group when I need to	5.08	24	5.64	20
I am informed about Library services	5.05	25	5.36	27
The items I'm looking for on the Library shelves are usually there	5.04	26	5.80	12
Library workshops, classes and tutorials help me with my learning and research needs	5.01	27	4.94	28
A computer is available when I need one	4.95	28	5.74	17

# The University of Hong Kong Library User Survey, April 2017

## Mean gap scores – How often do you come into the Library? - Weekly

776 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
A computer is available when I need one	0.79	1	5.74	17
The items I'm looking for on the Library shelves are usually there	0.76	2	5.80	12
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.64	3	5.75	15
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.63	4	5.93	4
I can get wireless access in the Library when I need to	0.62	5	6.08	1
The Library catalogue is easy to use	0.61	6	5.85	7
I can find a quiet place in the Library to study when I need to	0.59	7	6.01	3
Printing, scanning and photocopying facilities in the Library meet my needs	0.59	8	5.91	6
I can find a place in the Library to work in a group when I need to	0.56	9	5.64	20
The Library website is easy to use	0.51	10	5.82	9
The Library is a good place to study	0.50	11	6.05	2
When I am away from campus I can access the Library resources and services I need	0.49	12	5.81	11
The Library website provides useful information	0.48	13	5.75	16
Opening hours meet my needs	0.46	14	5.92	5
Library signage is clear	0.40	15	5.61	21
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.35	16	5.73	18
Course specific resources (including short loans) meet my learning needs	0.32	17	5.56	23
I am informed about Library services	0.32	18	5.36	27
The Library anticipates my learning and research needs	0.28	19	5.46	25
Books and articles I have requested from other libraries and campuses are delivered promptly	0.23	20	5.58	22
Library staff provide accurate answers to my enquiries	0.21	21	5.83	8
Library staff are approachable and helpful	0.20	22	5.81	10
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	0.19	23	5.46	26
Library staff are readily available to assist me	0.18	24	5.76	14
Face to face enquiry services meet my needs	0.16	25	5.56	24
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	0.15	26	5.70	19
Library staff treat me fairly and without discrimination	0.09	27	5.80	13
Library workshops, classes and tutorials help me with my learning and research needs	-0.07	28	4.94	28



## The University of Hong Kong Library User Survey, April 2017

### Top 10 factors – How often do you come into the Library? - Fortnightly

322 responses

						Factors rated top 10 in importance	
Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.11	Library staff treat me fairly and without discrimination	5.82	Library workshops, classes and tutorials help me with my learning and research needs	4.86	When I am away from campus I can access the Library resources and services I need	0.93
The Library is a good place to study	6.10	Library staff provide accurate answers to my enquiries	5.71	I am informed about Library services	4.87	The items I'm looking for on the Library shelves are usually there	0.87
I can find a quiet place in the Library to study when I need to	6.09	Library staff are approachable and helpful	5.67	I can find a place in the Library to work in a group when I need to	4.98	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.75
When I am away from campus I can access the Library resources and services I need	6.00	Library staff are readily available to assist me	5.67	A computer is available when I need one	4.98	I can find a quiet place in the Library to study when I need to	0.75
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.94	Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.64	The items I'm looking for on the Library shelves are usually there	5.00	The Library catalogue is easy to use	0.73
The Library catalogue is easy to use	5.90	I can get wireless access in the Library when I need to	5.54	The Library anticipates my learning and research needs	5.07	A computer is available when I need one	0.73
Printing, scanning and photocopying facilities in the Library meet my needs	5.89	The Library is a good place to study	5.54	Course specific resources (including short loans) meet my learning needs	5.07	The Library website is easy to use	0.70
Library staff provide accurate answers to my enquiries	5.88	Face to face enquiry services meet my needs	5.43	When I am away from campus I can access the Library resources and services I need	5.07	The Library website provides useful information	0.64
The Library website is easy to use	5.88	Books and articles I have requested from other libraries and campuses are delivered promptly	5.38	Library signage is clear	5.12	Printing, scanning and photocopying facilities in the Library meet my needs	0.60
Opening hours meet my needs	5.88	I can find a quiet place in the Library to study when I need to	5.34	The Library catalogue is easy to use	5.17	I can get wireless access in the Library when I need to	0.57

# The University of Hong Kong Library User Survey, April 2017

Mean importance scores — How often do you come into the Library? - Fortnightly

322 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.11	1	5.54	6
The Library is a good place to study	6.10	2	5.54	7
I can find a quiet place in the Library to study when I need to	6.09	3	5.34	10
When I am away from campus I can access the Library resources and services I need	6.00	4	5.07	21
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.94	5	5.19	17
The Library catalogue is easy to use	5.90	6	5.17	19
Printing, scanning and photocopying facilities in the Library meet my needs	5.89	7	5.29	12
Library staff provide accurate answers to my enquiries	5.88	8	5.71	2
The Library website is easy to use	5.88	9	5.18	18
Opening hours meet my needs	5.88	10	5.34	11
Library staff treat me fairly and without discrimination	5.87	11	5.82	1
The items I'm looking for on the Library shelves are usually there	5.87	12	5.00	24
Library staff are approachable and helpful	5.86	13	5.67	3
The Library website provides useful information	5.83	14	5.20	15
Library staff are readily available to assist me	5.83	15	5.67	4
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.81	16	5.29	13
A computer is available when I need one	5.71	17	4.98	25
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.69	18	5.64	5
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.66	19	5.19	16
Books and articles I have requested from other libraries and campuses are delivered promptly	5.59	20	5.38	9
Library signage is clear	5.56	21	5.12	20
I can find a place in the Library to work in a group when I need to	5.50	22	4.98	26
Face to face enquiry services meet my needs	5.48	23	5.43	8
Course specific resources (including short loans) meet my learning needs	5.46	24	5.07	22
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.42	25	5.20	14
The Library anticipates my learning and research needs	5.41	26	5.07	23
I am informed about Library services	5.27	27	4.87	27
Library workshops, classes and tutorials help me with my learning and research needs	4.87	28	4.86	28



## The University of Hong Kong Library User Survey, April 2017

Mean performance score — How often do you come into the Library? - Fortnightly

322 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Library staff treat me fairly and without discrimination	5.82	1	5.87	11
Library staff provide accurate answers to my enquiries	5.71	2	5.88	8
Library staff are approachable and helpful	5.67	3	5.86	13
Library staff are readily available to assist me	5.67	4	5.83	15
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.64	5	5.69	18
I can get wireless access in the Library when I need to	5.54	6	6.11	1
The Library is a good place to study	5.54	7	6.10	2
Face to face enquiry services meet my needs	5.43	8	5.48	23
Books and articles I have requested from other libraries and campuses are delivered promptly	5.38	9	5.59	20
I can find a quiet place in the Library to study when I need to	5.34	10	6.09	3
Opening hours meet my needs	5.34	11	5.88	10
Printing, scanning and photocopying facilities in the Library meet my needs	5.29	12	5.89	7
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.29	13	5.81	16
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.20	14	5.42	25
The Library website provides useful information	5.20	15	5.83	14
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.19	16	5.66	19
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.19	17	5.94	5
The Library website is easy to use	5.18	18	5.88	9
The Library catalogue is easy to use	5.17	19	5.90	6
Library signage is clear	5.12	20	5.56	21
When I am away from campus I can access the Library resources and services I need	5.07	21	6.00	4
Course specific resources (including short loans) meet my learning needs	5.07	22	5.46	24
The Library anticipates my learning and research needs	5.07	23	5.41	26
The items I'm looking for on the Library shelves are usually there	5.00	24	5.87	12
A computer is available when I need one	4.98	25	5.71	17
I can find a place in the Library to work in a group when I need to	4.98	26	5.50	22
I am informed about Library services	4.87	27	5.27	27
Library workshops, classes and tutorials help me with my learning and research needs	4.86	28	4.87	28

## The University of Hong Kong Library User Survey, April 2017

### Mean gap scores – How often do you come into the Library? - Fortnightly

322 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
When I am away from campus I can access the Library resources and services I need	0.93	1	6.00	4
The items I'm looking for on the Library shelves are usually there	0.87	2	5.87	12
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.75	3	5.94	5
I can find a quiet place in the Library to study when I need to	0.75	4	6.09	3
The Library catalogue is easy to use	0.73	5	5.90	6
A computer is available when I need one	0.73	6	5.71	17
The Library website is easy to use	0.70	7	5.88	9
The Library website provides useful information	0.64	8	5.83	14
Printing, scanning and photocopying facilities in the Library meet my needs	0.60	9	5.89	7
I can get wireless access in the Library when I need to	0.57	10	6.11	1
The Library is a good place to study	0.56	11	6.10	2
Opening hours meet my needs	0.54	12	5.88	10
I can find a place in the Library to work in a group when I need to	0.53	13	5.50	22
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.52	14	5.81	16
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.47	15	5.66	19
Library signage is clear	0.44	16	5.56	21
I am informed about Library services	0.40	17	5.27	27
Course specific resources (including short loans) meet my learning needs	0.40	18	5.46	24
The Library anticipates my learning and research needs	0.35	19	5.41	26
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	0.22	20	5.42	25
Books and articles I have requested from other libraries and campuses are delivered promptly	0.21	21	5.59	20
Library staff are approachable and helpful	0.19	22	5.86	13
Library staff provide accurate answers to my enquiries	0.17	23	5.88	8
Library staff are readily available to assist me	0.16	24	5.83	15
Library staff treat me fairly and without discrimination	0.06	25	5.87	11
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	0.06	26	5.69	18
Face to face enquiry services meet my needs	0.04	27	5.48	23
Library workshops, classes and tutorials help me with my learning and research needs	0.01	28	4.87	28



## The University of Hong Kong Library User Survey, April 2017

### Top 10 factors – How often do you come into the Library? - Monthly

883 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can find a quiet place in the Library to study when I need to	6.07	Library staff treat me fairly and without discrimination	5.79	Library workshops, classes and tutorials help me with my learning and research needs	4.89	The items I'm looking for on the Library shelves are usually there	0.86
The Library is a good place to study	6.05	Library staff provide accurate answers to my enquiries	5.66	I am informed about Library services	4.90	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.85
I can get wireless access in the Library when I need to	6.04	Library staff are approachable and helpful	5.65	The Library anticipates my learning and research needs	4.98	When I am away from campus I can access the Library resources and services I need	0.73
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.97	The Library is a good place to study	5.59	A computer is available when I need one	5.00	I can find a quiet place in the Library to study when I need to	0.72
Library staff provide accurate answers to my enquiries	5.93	Library staff are readily available to assist me	5.57	I can find a place in the Library to work in a group when I need to	5.00	A computer is available when I need one	0.71
Library staff are approachable and helpful	5.92	I can get wireless access in the Library when I need to	5.51	The items I'm looking for on the Library shelves are usually there	5.01	The Library catalogue is easy to use	0.69
The Library website is easy to use	5.91	Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.47	Course specific resources (including short loans) meet my learning needs	5.02	The Library website is easy to use	0.64
The Library catalogue is easy to use	5.90	Face to face enquiry services meet my needs	5.37	When I am away from campus I can access the Library resources and services I need	5.11	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.62
Library staff treat me fairly and without discrimination	5.89	Opening hours meet my needs	5.36	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.11	I can get wireless access in the Library when I need to	0.53
Library staff are readily available to assist me	5.88	I can find a quiet place in the Library to study when I need to	5.35	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.11	The Library website provides useful information	0.52

# The University of Hong Kong Library User Survey, April 2017

Mean importance scores — How often do you come into the Library? - Monthly

883 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Library to study when I need to	6.07	1	5.35	10
The Library is a good place to study	6.05	2	5.59	4
I can get wireless access in the Library when I need to	6.04	3	5.51	6
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.97	4	5.11	19
Library staff provide accurate answers to my enquiries	5.93	5	5.66	2
Library staff are approachable and helpful	5.92	6	5.65	3
The Library website is easy to use	5.91	7	5.27	14
The Library catalogue is easy to use	5.90	8	5.21	17
Library staff treat me fairly and without discrimination	5.89	9	5.79	1
Library staff are readily available to assist me	5.88	10	5.57	5
The items I'm looking for on the Library shelves are usually there	5.87	11	5.01	23
Opening hours meet my needs	5.86	12	5.36	9
When I am away from campus I can access the Library resources and services I need	5.84	13	5.11	21
Printing, scanning and photocopying facilities in the Library meet my needs	5.83	14	5.32	11
The Library website provides useful information	5.78	15	5.27	16
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.75	16	5.29	13
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.74	17	5.11	20
A computer is available when I need one	5.70	18	5.00	25
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.66	19	5.47	7
Library signage is clear	5.62	20	5.12	18
Face to face enquiry services meet my needs	5.60	21	5.37	8
Books and articles I have requested from other libraries and campuses are delivered promptly	5.59	22	5.30	12
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.53	23	5.27	15
I can find a place in the Library to work in a group when I need to	5.51	24	5.00	24
Course specific resources (including short loans) meet my learning needs	5.42	25	5.02	22
The Library anticipates my learning and research needs	5.42	26	4.98	26
I am informed about Library services	5.29	27	4.90	27
Library workshops, classes and tutorials help me with my learning and research needs	4.92	28	4.89	28

## The University of Hong Kong Library User Survey, April 2017

### Mean performance score – How often do you come into the Library? - Monthly

883 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Library staff treat me fairly and without discrimination	5.79	1	5.89	9
Library staff provide accurate answers to my enquiries	5.66	2	5.93	5
Library staff are approachable and helpful	5.65	3	5.92	6
The Library is a good place to study	5.59	4	6.05	2
Library staff are readily available to assist me	5.57	5	5.88	10
I can get wireless access in the Library when I need to	5.51	6	6.04	3
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.47	7	5.66	19
Face to face enquiry services meet my needs	5.37	8	5.60	21
Opening hours meet my needs	5.36	9	5.86	12
I can find a quiet place in the Library to study when I need to	5.35	10	6.07	1
Printing, scanning and photocopying facilities in the Library meet my needs	5.32	11	5.83	14
Books and articles I have requested from other libraries and campuses are delivered promptly	5.30	12	5.59	22
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.29	13	5.75	16
The Library website is easy to use	5.27	14	5.91	7
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.27	15	5.53	23
The Library website provides useful information	5.27	16	5.78	15
The Library catalogue is easy to use	5.21	17	5.90	8
Library signage is clear	5.12	18	5.62	20
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.11	19	5.97	4
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.11	20	5.74	17
When I am away from campus I can access the Library resources and services I need	5.11	21	5.84	13
Course specific resources (including short loans) meet my learning needs	5.02	22	5.42	25
The items I'm looking for on the Library shelves are usually there	5.01	23	5.87	11
I can find a place in the Library to work in a group when I need to	5.00	24	5.51	24
A computer is available when I need one	5.00	25	5.70	18
The Library anticipates my learning and research needs	4.98	26	5.42	26
I am informed about Library services	4.90	27	5.29	27
Library workshops, classes and tutorials help me with my learning and research needs	4.89	28	4.92	28

# The University of Hong Kong Library User Survey, April 2017

## Mean gap scores – How often do you come into the Library? - Monthly

883 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
The items I'm looking for on the Library shelves are usually there	0.86	1	5.87	11
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.85	2	5.97	4
When I am away from campus I can access the Library resources and services I need	0.73	3	5.84	13
I can find a quiet place in the Library to study when I need to	0.72	4	6.07	1
A computer is available when I need one	0.71	5	5.70	18
The Library catalogue is easy to use	0.69	6	5.90	8
The Library website is easy to use	0.64	7	5.91	7
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.62	8	5.74	17
I can get wireless access in the Library when I need to	0.53	9	6.04	3
The Library website provides useful information	0.52	10	5.78	15
Printing, scanning and photocopying facilities in the Library meet my needs	0.51	11	5.83	14
I can find a place in the Library to work in a group when I need to	0.51	12	5.51	24
Library signage is clear	0.50	13	5.62	20
Opening hours meet my needs	0.49	14	5.86	12
The Library is a good place to study	0.46	15	6.05	2
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.45	16	5.75	16
The Library anticipates my learning and research needs	0.44	17	5.42	26
Course specific resources (including short loans) meet my learning needs	0.40	18	5.42	25
I am informed about Library services	0.39	19	5.29	27
Library staff are readily available to assist me	0.31	20	5.88	10
Books and articles I have requested from other libraries and campuses are delivered promptly	0.29	21	5.59	22
Library staff are approachable and helpful	0.27	22	5.92	6
Library staff provide accurate answers to my enquiries	0.27	23	5.93	5
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	0.26	24	5.53	23
Face to face enquiry services meet my needs	0.23	25	5.60	21
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	0.19	26	5.66	19
Library staff treat me fairly and without discrimination	0.09	27	5.89	9
Library workshops, classes and tutorials help me with my learning and research needs	0.03	28	4.92	28





## The University of Hong Kong Library User Survey, April 2017

Top 10 factors – How often do you come into the Library? - Rarely (i.e. a few times a year)

1215 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can find a quiet place in the Library to study when I need to	5.93	Library staff treat me fairly and without discrimination	5.61	I am informed about Library services	4.50	When I am away from campus I can access the Library resources and services I need	0.91
The Library is a good place to study	5.89	Library staff are approachable and helpful	5.49	Library workshops, classes and tutorials help me with my learning and research needs	4.62	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.86
Library staff provide accurate answers to my enquiries	5.88	Library staff provide accurate answers to my enquiries	5.49	I can find a place in the Library to work in a group when I need to	4.79	The items I'm looking for on the Library shelves are usually there	0.79
I can get wireless access in the Library when I need to	5.88	The Library is a good place to study	5.44	The Library anticipates my learning and research needs	4.84	The Library catalogue is easy to use	0.74
Library staff are approachable and helpful	5.87	Library staff are readily available to assist me	5.36	When I am away from campus I can access the Library resources and services I need	4.89	A computer is available when I need one	0.74
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.86	I can get wireless access in the Library when I need to	5.34	The items I'm looking for on the Library shelves are usually there	4.90	The Library website is easy to use	0.73
When I am away from campus I can access the Library resources and services I need	5.81	Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.30	A computer is available when I need one	4.90	The Library website provides useful information	0.69
Library staff treat me fairly and without discrimination	5.80	Opening hours meet my needs	5.27	Course specific resources (including short loans) meet my learning needs	4.92	I can find a quiet place in the Library to study when I need to	0.66
Library staff are readily available to assist me	5.78	I can find a quiet place in the Library to study when I need to	5.27	Library signage is clear	4.93	I am informed about Library services	0.60
The Library website is easy to use	5.77	Face to face enquiry services meet my needs	5.25	The Library website provides useful information	4.95	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.58

# The University of Hong Kong Library User Survey, April 2017

Mean importance scores — How often do you come into the Library? - Rarely (i.e. a few times a year)

1215 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Library to study when I need to	5.93	1	5.27	9
The Library is a good place to study	5.89	2	5.44	4
Library staff provide accurate answers to my enquiries	5.88	3	5.49	3
I can get wireless access in the Library when I need to	5.88	4	5.34	6
Library staff are approachable and helpful	5.87	5	5.49	2
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.86	6	4.99	18
When I am away from campus I can access the Library resources and services I need	5.81	7	4.89	24
Library staff treat me fairly and without discrimination	5.80	8	5.61	1
Library staff are readily available to assist me	5.78	9	5.36	5
The Library website is easy to use	5.77	10	5.04	14
The Library catalogue is easy to use	5.75	11	5.01	15
Opening hours meet my needs	5.75	12	5.27	8
Printing, scanning and photocopying facilities in the Library meet my needs	5.74	13	5.20	12
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.69	14	5.20	11
The items I'm looking for on the Library shelves are usually there	5.69	15	4.90	23
The Library website provides useful information	5.64	16	4.95	19
A computer is available when I need one	5.64	17	4.90	22
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.58	18	5.01	16
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.53	19	5.30	7
Face to face enquiry services meet my needs	5.48	20	5.25	10
Library signage is clear	5.44	21	4.93	20
Books and articles I have requested from other libraries and campuses are delivered promptly	5.41	22	5.08	13
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.40	23	5.00	17
Course specific resources (including short loans) meet my learning needs	5.37	24	4.92	21
I can find a place in the Library to work in a group when I need to	5.31	25	4.79	26
The Library anticipates my learning and research needs	5.30	26	4.84	25
I am informed about Library services	5.10	27	4.50	28
Library workshops, classes and tutorials help me with my learning and research needs	4.79	28	4.62	27

## The University of Hong Kong Library User Survey, April 2017

Mean performance score — How often do you come into the Library? - Rarely (i.e. a few times a year)

1215 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Library staff treat me fairly and without discrimination	5.61	1	5.80	8
Library staff are approachable and helpful	5.49	2	5.87	5
Library staff provide accurate answers to my enquiries	5.49	3	5.88	3
The Library is a good place to study	5.44	4	5.89	2
Library staff are readily available to assist me	5.36	5	5.78	9
I can get wireless access in the Library when I need to	5.34	6	5.88	4
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.30	7	5.53	19
Opening hours meet my needs	5.27	8	5.75	12
I can find a quiet place in the Library to study when I need to	5.27	9	5.93	1
Face to face enquiry services meet my needs	5.25	10	5.48	20
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.20	11	5.69	14
Printing, scanning and photocopying facilities in the Library meet my needs	5.20	12	5.74	13
Books and articles I have requested from other libraries and campuses are delivered promptly	5.08	13	5.41	22
The Library website is easy to use	5.04	14	5.77	10
The Library catalogue is easy to use	5.01	15	5.75	11
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.01	16	5.58	18
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.00	17	5.40	23
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	4.99	18	5.86	6
The Library website provides useful information	4.95	19	5.64	16
Library signage is clear	4.93	20	5.44	21
Course specific resources (including short loans) meet my learning needs	4.92	21	5.37	24
A computer is available when I need one	4.90	22	5.64	17
The items I'm looking for on the Library shelves are usually there	4.90	23	5.69	15
When I am away from campus I can access the Library resources and services I need	4.89	24	5.81	7
The Library anticipates my learning and research needs	4.84	25	5.30	26
I can find a place in the Library to work in a group when I need to	4.79	26	5.31	25
Library workshops, classes and tutorials help me with my learning and research needs	4.62	27	4.79	28
I am informed about Library services	4.50	28	5.10	27

## The University of Hong Kong Library User Survey, April 2017

Mean gap scores – How often do you come into the Library? - Rarely (i.e. a few times a year)

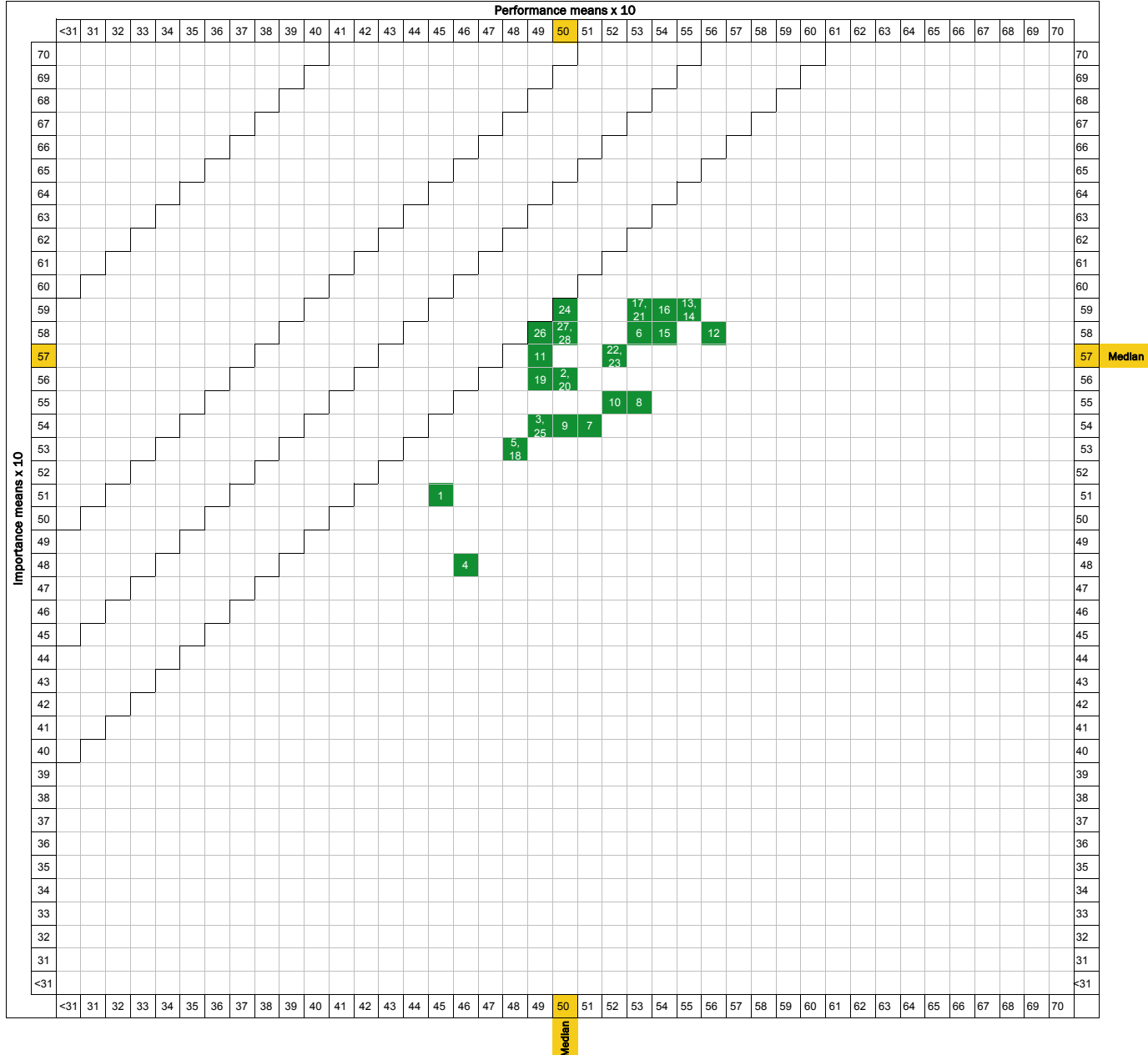
1215 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
When I am away from campus I can access the Library resources and services I need	0.91	1	5.81	7
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.86	2	5.86	6
The items I'm looking for on the Library shelves are usually there	0.79	3	5.69	15
The Library catalogue is easy to use	0.74	4	5.75	11
A computer is available when I need one	0.74	5	5.64	17
The Library website is easy to use	0.73	6	5.77	10
The Library website provides useful information	0.69	7	5.64	16
I can find a quiet place in the Library to study when I need to	0.66	8	5.93	1
I am informed about Library services	0.60	9	5.10	27
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.58	10	5.58	18
Printing, scanning and photocopying facilities in the Library meet my needs	0.55	11	5.74	13
I can get wireless access in the Library when I need to	0.53	12	5.88	4
I can find a place in the Library to work in a group when I need to	0.52	13	5.31	25
Library signage is clear	0.51	14	5.44	21
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.49	15	5.69	14
Opening hours meet my needs	0.48	16	5.75	12
The Library anticipates my learning and research needs	0.46	17	5.30	26
Course specific resources (including short loans) meet my learning needs	0.45	18	5.37	24
The Library is a good place to study	0.45	19	5.89	2
Library staff are readily available to assist me	0.42	20	5.78	9
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	0.39	21	5.40	23
Library staff provide accurate answers to my enquiries	0.39	22	5.88	3
Library staff are approachable and helpful	0.37	23	5.87	5
Books and articles I have requested from other libraries and campuses are delivered promptly	0.33	24	5.41	22
Face to face enquiry services meet my needs	0.23	25	5.48	20
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	0.22	26	5.53	19
Library staff treat me fairly and without discrimination	0.18	27	5.80	8
Library workshops, classes and tutorials help me with my learning and research needs	0.17	28	4.79	28

# The University of Hong Kong Library User Survey, April 2017

Best practice categories gap grid — How often do you come into the Library? - Rarely (i.e. a few times a year)

1215 responses



Statements	
1	I am informed about Library services
2	The Library website provides useful information
3	Library signage is clear
4	Library workshops, classes and tutorials help me with my learning and research needs
5	The Library anticipates my learning and research needs
6	Opening hours meet my needs
7	Books and articles I have requested from other libraries and campuses are delivered promptly
8	Self Service (e.g. self check loans, requests, renewals, holds) meets my needs
9	Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs
10	Face to face enquiry services meet my needs
11	The items I'm looking for on the Library shelves are usually there
12	Library staff treat me fairly and without discrimination
13	Library staff are approachable and helpful
14	Library staff provide accurate answers to my enquiries
15	Library staff are readily available to assist me
16	The Library is a good place to study
17	I can find a quiet place in the Library to study when I need to
18	I can find a place in the Library to work in a group when I need to
19	A computer is available when I need one
20	Laptop facilities (e.g. desks, power) in the Library meet my needs
21	I can get wireless access in the Library when I need to
22	Printing, scanning and photocopying facilities in the Library meet my needs
23	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
24	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs
25	Course specific resources (including short loans) meet my learning needs
26	When I am away from campus I can access the Library resources and services I need
27	The Library website is easy to use
28	The Library catalogue is easy to use

Legend: ■ Gap > 2.9 ■ Gap > 1.9 ■ Gap > 1.4 ■ Gap > 0.9 ■ Gap < 0.9

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## The University of Hong Kong Library User Survey, April 2017

Top 10 factors – How often do you come into the Library? - Never

78 responses

						Factors rated top 10 in importance	
Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.49	I can get wireless access in the Library when I need to	4.87	The Library anticipates my learning and research needs	4.08	The Library website is easy to use	1.02
The Library website provides useful information	5.44	Library staff provide accurate answers to my enquiries	4.80	I am informed about Library services	4.19	When I am away from campus I can access the Library resources and services I need	1.00
When I am away from campus I can access the Library resources and services I need	5.39	Library staff treat me fairly and without discrimination	4.80	Face to face enquiry services meet my needs	4.27	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.98
The Library website is easy to use	5.33	The Library is a good place to study	4.79	Library workshops, classes and tutorials help me with my learning and research needs	4.27	The Library catalogue is easy to use	0.97
The Library catalogue is easy to use	5.27	Library staff are approachable and helpful	4.70	The Library catalogue is easy to use	4.31	The Library website provides useful information	0.83
I can find a quiet place in the Library to study when I need to	5.20	I can find a quiet place in the Library to study when I need to	4.68	The Library website is easy to use	4.32	The Library anticipates my learning and research needs	0.82
Printing, scanning and photocopying facilities in the Library meet my needs	5.17	A computer is available when I need one	4.67	The items I'm looking for on the Library shelves are usually there	4.33	I am informed about Library services	0.68
The Library is a good place to study	5.15	Printing, scanning and photocopying facilities in the Library meet my needs	4.63	Opening hours meet my needs	4.33	Course specific resources (including short loans) meet my learning needs	0.63
A computer is available when I need one	5.11	The Library website provides useful information	4.61	Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	4.33	Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	0.57
I can get wireless access in the Library when I need to	5.09	Laptop facilities (e.g. desks, power) in the Library meet my needs	4.60	When I am away from campus I can access the Library resources and services I need	4.39	Printing, scanning and photocopying facilities in the Library meet my needs	0.54

## The University of Hong Kong Library User Survey, April 2017

Mean importance scores — How often do you come into the Library? - Never

78 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.49	1	4.51	14
The Library website provides useful information	5.44	2	4.61	9
When I am away from campus I can access the Library resources and services I need	5.39	3	4.39	19
The Library website is easy to use	5.33	4	4.32	23
The Library catalogue is easy to use	5.27	5	4.31	24
I can find a quiet place in the Library to study when I need to	5.20	6	4.68	6
Printing, scanning and photocopying facilities in the Library meet my needs	5.17	7	4.63	8
The Library is a good place to study	5.15	8	4.79	4
A computer is available when I need one	5.11	9	4.67	7
I can get wireless access in the Library when I need to	5.09	10	4.87	1
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.06	11	4.49	15
Course specific resources (including short loans) meet my learning needs	5.04	12	4.42	18
Library staff treat me fairly and without discrimination	5.02	13	4.80	3
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.00	14	4.59	11
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.00	14	4.60	10
Library staff are approachable and helpful	4.98	16	4.70	5
Library staff provide accurate answers to my enquiries	4.96	17	4.80	2
Books and articles I have requested from other libraries and campuses are delivered promptly	4.92	18	4.42	17
The Library anticipates my learning and research needs	4.90	19	4.08	28
I can find a place in the Library to work in a group when I need to	4.88	20	4.53	12
I am informed about Library services	4.87	21	4.19	27
The items I'm looking for on the Library shelves are usually there	4.82	22	4.33	21
Library staff are readily available to assist me	4.82	22	4.45	16
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	4.78	24	4.33	20
Opening hours meet my needs	4.76	25	4.33	21
Library signage is clear	4.75	26	4.53	13
Face to face enquiry services meet my needs	4.73	27	4.27	26
Library workshops, classes and tutorials help me with my learning and research needs	4.65	28	4.27	25

## The University of Hong Kong Library User Survey, April 2017

Mean performance score — How often do you come into the Library? - Never

78 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	4.87	1	5.09	10
Library staff provide accurate answers to my enquiries	4.80	2	4.96	17
Library staff treat me fairly and without discrimination	4.80	3	5.02	13
The Library is a good place to study	4.79	4	5.15	8
Library staff are approachable and helpful	4.70	5	4.98	16
I can find a quiet place in the Library to study when I need to	4.68	6	5.20	6
A computer is available when I need one	4.67	7	5.11	9
Printing, scanning and photocopying facilities in the Library meet my needs	4.63	8	5.17	7
The Library website provides useful information	4.61	9	5.44	2
Laptop facilities (e.g. desks, power) in the Library meet my needs	4.60	10	5.00	14
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	4.59	11	5.00	14
I can find a place in the Library to work in a group when I need to	4.53	12	4.88	20
Library signage is clear	4.53	13	4.75	26
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	4.51	14	5.49	1
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	4.49	15	5.06	11
Library staff are readily available to assist me	4.45	16	4.82	22
Books and articles I have requested from other libraries and campuses are delivered promptly	4.42	17	4.92	18
Course specific resources (including short loans) meet my learning needs	4.42	18	5.04	12
When I am away from campus I can access the Library resources and services I need	4.39	19	5.39	3
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	4.33	20	4.78	24
Opening hours meet my needs	4.33	21	4.76	25
The items I'm looking for on the Library shelves are usually there	4.33	21	4.82	22
The Library website is easy to use	4.32	23	5.33	4
The Library catalogue is easy to use	4.31	24	5.27	5
Library workshops, classes and tutorials help me with my learning and research needs	4.27	25	4.65	28
Face to face enquiry services meet my needs	4.27	26	4.73	27
I am informed about Library services	4.19	27	4.87	21
The Library anticipates my learning and research needs	4.08	28	4.90	19



## The University of Hong Kong Library User Survey, April 2017

Mean gap scores – How often do you come into the Library? - Never

78 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
The Library website is easy to use	1.02	1	5.33	4
When I am away from campus I can access the Library resources and services I need	1.00	2	5.39	3
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.98	3	5.49	1
The Library catalogue is easy to use	0.97	4	5.27	5
The Library website provides useful information	0.83	5	5.44	2
The Library anticipates my learning and research needs	0.82	6	4.90	19
I am informed about Library services	0.68	7	4.87	21
Course specific resources (including short loans) meet my learning needs	0.63	8	5.04	12
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	0.57	9	5.06	11
Printing, scanning and photocopying facilities in the Library meet my needs	0.54	10	5.17	7
I can find a quiet place in the Library to study when I need to	0.52	11	5.20	6
Books and articles I have requested from other libraries and campuses are delivered promptly	0.50	12	4.92	18
The items I'm looking for on the Library shelves are usually there	0.49	13	4.82	22
Face to face enquiry services meet my needs	0.47	14	4.73	27
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	0.45	15	4.78	24
A computer is available when I need one	0.44	16	5.11	9
Opening hours meet my needs	0.43	17	4.76	25
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.41	18	5.00	14
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.40	19	5.00	14
Library workshops, classes and tutorials help me with my learning and research needs	0.38	20	4.65	28
Library staff are readily available to assist me	0.37	21	4.82	22
The Library is a good place to study	0.36	22	5.15	8
I can find a place in the Library to work in a group when I need to	0.35	23	4.88	20
Library staff are approachable and helpful	0.28	24	4.98	16
Library staff treat me fairly and without discrimination	0.22	25	5.02	13
I can get wireless access in the Library when I need to	0.22	26	5.09	10
Library signage is clear	0.22	27	4.75	26
Library staff provide accurate answers to my enquiries	0.16	28	4.96	17



## The University of Hong Kong Library User Survey, April 2017

### Top 5 importance scores by demographic

#### How often do you access the Library online?

Unique factor

<b>Daily (308 responses)</b>	<b>Importance mean</b>
I can get wireless access in the Library when I need to	6.28
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	6.27
When I am away from campus I can access the Library resources and services I need	6.26
I can find a quiet place in the Library to study when I need to	6.19
<b>The Library website is easy to use</b>	<b>6.19</b>
<b>2-4 days a week (677 responses)</b>	<b>Importance mean</b>
I can get wireless access in the Library when I need to	6.17
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	6.14
The Library is a good place to study	6.10
I can find a quiet place in the Library to study when I need to	6.09
When I am away from campus I can access the Library resources and services I need	6.08
<b>Weekly (889 responses)</b>	<b>Importance mean</b>
The Library is a good place to study	6.09
I can find a quiet place in the Library to study when I need to	6.09
I can get wireless access in the Library when I need to	6.07
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	6.03
Printing, scanning and photocopying facilities in the Library meet my needs	5.98
<b>Fortnightly (395 responses)</b>	<b>Importance mean</b>
I can find a quiet place in the Library to study when I need to	6.08
The Library is a good place to study	6.08
I can get wireless access in the Library when I need to	6.06
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	6.01
Printing, scanning and photocopying facilities in the Library meet my needs	5.93
<b>Monthly (757 responses)</b>	<b>Importance mean</b>
I can find a quiet place in the Library to study when I need to	6.05
The Library is a good place to study	6.04
I can get wireless access in the Library when I need to	6.00
<b>Opening hours meet my needs</b>	<b>5.90</b>
<b>The Library catalogue is easy to use</b>	<b>5.88</b>
<b>Rarely (i.e. a few times a year) (1182 responses)</b>	<b>Importance mean</b>
I can find a quiet place in the Library to study when I need to	6.04
The Library is a good place to study	6.02
I can get wireless access in the Library when I need to	5.96
Library staff provide accurate answers to my enquiries	5.87
Library staff are approachable and helpful	5.86
<b>Never (210 responses)</b>	<b>Importance mean</b>
The Library is a good place to study	5.89
I can get wireless access in the Library when I need to	5.82
I can find a quiet place in the Library to study when I need to	5.80
Library staff are approachable and helpful	5.70
Library staff provide accurate answers to my enquiries	5.65

## The University of Hong Kong Library User Survey, April 2017

Top 5 performance scores by demographic

How often do you access the Library online?

Unique factor

<b>Daily (308 responses)</b>	<b>Performance mean</b>
Library staff treat me fairly and without discrimination	5.85
Library staff are approachable and helpful	5.83
Library staff provide accurate answers to my enquiries	5.77
Library staff are readily available to assist me	5.75
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.72
<b>2-4 days a week (677 responses)</b>	<b>Performance mean</b>
Library staff treat me fairly and without discrimination	5.87
Library staff are approachable and helpful	5.81
Library staff are readily available to assist me	5.79
Library staff provide accurate answers to my enquiries	5.79
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.79
<b>Weekly (889 responses)</b>	<b>Performance mean</b>
Library staff treat me fairly and without discrimination	5.79
Library staff provide accurate answers to my enquiries	5.69
Library staff are approachable and helpful	5.66
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.66
Library staff are readily available to assist me	5.65
<b>Fortnightly (395 responses)</b>	<b>Performance mean</b>
Library staff treat me fairly and without discrimination	5.72
Library staff provide accurate answers to my enquiries	5.67
Library staff are approachable and helpful	5.62
The Library is a good place to study	5.62
Library staff are readily available to assist me	5.59
<b>Monthly (757 responses)</b>	<b>Performance mean</b>
Library staff treat me fairly and without discrimination	5.74
Library staff are approachable and helpful	5.55
The Library is a good place to study	5.55
Library staff provide accurate answers to my enquiries	5.55
Library staff are readily available to assist me	5.49
<b>Rarely (i.e. a few times a year) (1182 responses)</b>	<b>Performance mean</b>
Library staff treat me fairly and without discrimination	5.63
Library staff are approachable and helpful	5.50
Library staff provide accurate answers to my enquiries	5.50
The Library is a good place to study	5.48
Library staff are readily available to assist me	5.37
<b>Never (210 responses)</b>	<b>Performance mean</b>
Library staff treat me fairly and without discrimination	5.53
Library staff are approachable and helpful	5.51
Library staff provide accurate answers to my enquiries	5.46
The Library is a good place to study	5.45
Library staff are readily available to assist me	5.32

## The University of Hong Kong Library User Survey, April 2017

### Top 5 gap scores by demographic

How often do you access the Library online?

Unique factor

Gap score	Unique factor
<b>Daily (308 responses)</b>	
0.91	The items I'm looking for on the Library shelves are usually there
0.86	I can find a quiet place in the Library to study when I need to
0.86	The Library catalogue is easy to use
0.83	A computer is available when I need one
0.75	The Library website is easy to use
<b>2-4 days a week (677 responses)</b>	
0.84	The items I'm looking for on the Library shelves are usually there
0.69	A computer is available when I need one
0.69	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs
0.60	When I am away from campus I can access the Library resources and services I need
0.59	I can find a quiet place in the Library to study when I need to
<b>Weekly (889 responses)</b>	
0.72	A computer is available when I need one
0.72	The items I'm looking for on the Library shelves are usually there
0.68	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs
0.63	I can find a quiet place in the Library to study when I need to
0.61	When I am away from campus I can access the Library resources and services I need
<b>Fortnightly (395 responses)</b>	
0.86	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs
0.75	Printing, scanning and photocopying facilities in the Library meet my needs
0.75	The items I'm looking for on the Library shelves are usually there
0.74	When I am away from campus I can access the Library resources and services I need
0.73	A computer is available when I need one
<b>Monthly (757 responses)</b>	
0.83	The items I'm looking for on the Library shelves are usually there
0.78	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs
0.72	The Library catalogue is easy to use
0.72	I can find a quiet place in the Library to study when I need to
0.72	A computer is available when I need one
<b>Rarely (i.e. a few times a year) (1182 responses)</b>	
0.81	A computer is available when I need one
0.79	The items I'm looking for on the Library shelves are usually there
0.77	When I am away from campus I can access the Library resources and services I need
0.76	I can find a quiet place in the Library to study when I need to
0.72	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs
<b>Never (210 responses)</b>	
0.70	When I am away from campus I can access the Library resources and services I need
0.68	I can get wireless access in the Library when I need to
0.63	The Library catalogue is easy to use
0.61	I can find a quiet place in the Library to study when I need to
0.60	Opening hours meet my needs

## The University of Hong Kong Library User Survey, April 2017

Top 10 factors – How often do you access the Library online? - Daily

308 responses

						Factors rated top 10 in importance	
Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.28	Library staff treat me fairly and without discrimination	5.85	The items I'm looking for on the Library shelves are usually there	5.07	The items I'm looking for on the Library shelves are usually there	0.91
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	6.27	Library staff are approachable and helpful	5.83	A computer is available when I need one	5.15	I can find a quiet place in the Library to study when I need to	0.86
When I am away from campus I can access the Library resources and services I need	6.26	Library staff provide accurate answers to my enquiries	5.77	I can find a place in the Library to work in a group when I need to	5.17	The Library catalogue is easy to use	0.86
I can find a quiet place in the Library to study when I need to	6.19	Library staff are readily available to assist me	5.75	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.26	A computer is available when I need one	0.83
The Library website is easy to use	6.19	Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.72	Library workshops, classes and tutorials help me with my learning and research needs	5.31	The Library website is easy to use	0.75
Library staff are approachable and helpful	6.18	Face to face enquiry services meet my needs	5.60	The Library catalogue is easy to use	5.33	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.75
The Library catalogue is easy to use	6.18	The Library is a good place to study	5.59	I can find a quiet place in the Library to study when I need to	5.33	When I am away from campus I can access the Library resources and services I need	0.73
Library staff provide accurate answers to my enquiries	6.18	I can get wireless access in the Library when I need to	5.59	Library signage is clear	5.34	I can find a place in the Library to work in a group when I need to	0.73
Library staff treat me fairly and without discrimination	6.16	Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my	5.55	Course specific resources (including short loans) meet my learning needs	5.37	Printing, scanning and photocopying facilities in the Library meet my needs	0.72
Printing, scanning and photocopying facilities in the Library meet my needs	6.15	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.53	I am informed about Library services	5.40	I can get wireless access in the Library when I need to	0.69

# The University of Hong Kong Library User Survey, April 2017

Mean importance scores — How often do you access the Library online? - Daily

308 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.28	1	5.59	8
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	6.27	2	5.52	12
When I am away from campus I can access the Library resources and services I need	6.26	3	5.53	11
I can find a quiet place in the Library to study when I need to	6.19	4	5.33	22
The Library website is easy to use	6.19	5	5.43	16
Library staff are approachable and helpful	6.18	6	5.83	2
The Library catalogue is easy to use	6.18	7	5.33	23
Library staff provide accurate answers to my enquiries	6.18	8	5.77	3
Library staff treat me fairly and without discrimination	6.16	9	5.85	1
Printing, scanning and photocopying facilities in the Library meet my needs	6.15	10	5.43	15
The Library is a good place to study	6.14	11	5.59	7
Library staff are readily available to assist me	6.13	12	5.75	4
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	6.07	13	5.53	10
The Library website provides useful information	6.07	14	5.50	13
Opening hours meet my needs	6.02	15	5.41	17
A computer is available when I need one	5.98	16	5.15	27
The items I'm looking for on the Library shelves are usually there	5.98	17	5.07	28
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.97	18	5.72	5
Course specific resources (including short loans) meet my learning needs	5.97	19	5.37	20
Books and articles I have requested from other libraries and campuses are delivered promptly	5.94	20	5.49	14
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.90	21	5.26	25
I can find a place in the Library to work in a group when I need to	5.90	22	5.17	26
Library signage is clear	5.90	23	5.34	21
The Library anticipates my learning and research needs	5.88	24	5.40	18
Face to face enquiry services meet my needs	5.82	25	5.60	6
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.79	26	5.55	9
I am informed about Library services	5.78	27	5.40	19
Library workshops, classes and tutorials help me with my learning and research needs	5.59	28	5.31	24

## The University of Hong Kong Library User Survey, April 2017

Mean performance score – How often do you access the Library online? - Daily

308 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Library staff treat me fairly and without discrimination	5.85	1	6.16	9
Library staff are approachable and helpful	5.83	2	6.18	6
Library staff provide accurate answers to my enquiries	5.77	3	6.18	8
Library staff are readily available to assist me	5.75	4	6.13	12
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.72	5	5.97	18
Face to face enquiry services meet my needs	5.60	6	5.82	25
The Library is a good place to study	5.59	7	6.14	11
I can get wireless access in the Library when I need to	5.59	8	6.28	1
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.55	9	5.79	26
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.53	10	6.07	13
When I am away from campus I can access the Library resources and services I need	5.53	11	6.26	3
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.52	12	6.27	2
The Library website provides useful information	5.50	13	6.07	14
Books and articles I have requested from other libraries and campuses are delivered promptly	5.49	14	5.94	20
Printing, scanning and photocopying facilities in the Library meet my needs	5.43	15	6.15	10
The Library website is easy to use	5.43	16	6.19	5
Opening hours meet my needs	5.41	17	6.02	15
The Library anticipates my learning and research needs	5.40	18	5.88	24
I am informed about Library services	5.40	19	5.78	27
Course specific resources (including short loans) meet my learning needs	5.37	20	5.97	19
Library signage is clear	5.34	21	5.90	23
I can find a quiet place in the Library to study when I need to	5.33	22	6.19	4
The Library catalogue is easy to use	5.33	23	6.18	7
Library workshops, classes and tutorials help me with my learning and research needs	5.31	24	5.59	28
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.26	25	5.90	21
I can find a place in the Library to work in a group when I need to	5.17	26	5.90	22
A computer is available when I need one	5.15	27	5.98	16
The items I'm looking for on the Library shelves are usually there	5.07	28	5.98	17



## The University of Hong Kong Library User Survey, April 2017

Mean gap scores – How often do you access the Library online? - Daily

308 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
The items I'm looking for on the Library shelves are usually there	0.91	1	5.98	17
I can find a quiet place in the Library to study when I need to	0.86	2	6.19	4
The Library catalogue is easy to use	0.86	3	6.18	7
A computer is available when I need one	0.83	4	5.98	16
The Library website is easy to use	0.75	5	6.19	5
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.75	6	6.27	2
When I am away from campus I can access the Library resources and services I need	0.73	7	6.26	3
I can find a place in the Library to work in a group when I need to	0.73	8	5.90	22
Printing, scanning and photocopying facilities in the Library meet my needs	0.72	9	6.15	10
I can get wireless access in the Library when I need to	0.69	10	6.28	1
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.64	11	5.90	21
Opening hours meet my needs	0.61	12	6.02	15
Course specific resources (including short loans) meet my learning needs	0.60	13	5.97	19
The Library website provides useful information	0.56	14	6.07	14
Library signage is clear	0.56	15	5.90	23
The Library is a good place to study	0.55	16	6.14	11
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.54	17	6.07	13
The Library anticipates my learning and research needs	0.48	18	5.88	24
Books and articles I have requested from other libraries and campuses are delivered promptly	0.46	19	5.94	20
Library staff provide accurate answers to my enquiries	0.41	20	6.18	8
I am informed about Library services	0.38	21	5.78	27
Library staff are readily available to assist me	0.37	22	6.13	12
Library staff are approachable and helpful	0.35	23	6.18	6
Library staff treat me fairly and without discrimination	0.30	24	6.16	9
Library workshops, classes and tutorials help me with my learning and research needs	0.29	25	5.59	28
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	0.26	26	5.97	18
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	0.24	27	5.79	26
Face to face enquiry services meet my needs	0.22	28	5.82	25



## The University of Hong Kong Library User Survey, April 2017

Top 10 factors – How often do you access the Library online? - 2-4 days a week

677 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.17	Library staff treat me fairly and without discrimination	5.87	Library workshops, classes and tutorials help me with my learning and research needs	5.11	The items I'm looking for on the Library shelves are usually there	0.84
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	6.14	Library staff are approachable and helpful	5.81	The items I'm looking for on the Library shelves are usually there	5.15	A computer is available when I need one	0.69
The Library is a good place to study	6.10	Library staff are readily available to assist me	5.79	A computer is available when I need one	5.20	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.69
I can find a quiet place in the Library to study when I need to	6.09	Library staff provide accurate answers to my enquiries	5.79	I am informed about Library services	5.21	When I am away from campus I can access the Library resources and services I need	0.60
When I am away from campus I can access the Library resources and services I need	6.08	Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.79	I can find a place in the Library to work in a group when I need to	5.24	I can find a quiet place in the Library to study when I need to	0.59
The Library website is easy to use	6.04	The Library is a good place to study	5.67	Course specific resources (including short loans) meet my learning needs	5.35	The Library catalogue is easy to use	0.59
The Library catalogue is easy to use	6.01	I can get wireless access in the Library when I need to	5.60	Library signage is clear	5.36	I can get wireless access in the Library when I need to	0.58
Library staff provide accurate answers to my enquiries	5.99	Books and articles I have requested from other libraries and campuses are delivered promptly	5.58	The Library anticipates my learning and research needs	5.36	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.57
The items I'm looking for on the Library shelves are usually there	5.99	Face to face enquiry services meet my needs	5.56	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.36	I can find a place in the Library to work in a group when I need to	0.54
Library staff are approachable and helpful	5.98	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.55	The Library catalogue is easy to use	5.43	The Library website is easy to use	0.51

# The University of Hong Kong Library User Survey, April 2017

Mean importance scores — How often do you access the Library online? - 2-4 days a week

677 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.17	1	5.60	7
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	6.14	2	5.46	15
The Library is a good place to study	6.10	3	5.67	6
I can find a quiet place in the Library to study when I need to	6.09	4	5.51	12
When I am away from campus I can access the Library resources and services I need	6.08	5	5.48	14
The Library website is easy to use	6.04	6	5.53	11
The Library catalogue is easy to use	6.01	7	5.43	19
Library staff provide accurate answers to my enquiries	5.99	8	5.79	4
The items I'm looking for on the Library shelves are usually there	5.99	9	5.15	27
Library staff are approachable and helpful	5.98	10	5.81	2
Printing, scanning and photocopying facilities in the Library meet my needs	5.97	11	5.49	13
Opening hours meet my needs	5.96	12	5.45	18
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.95	13	5.55	10
Library staff are readily available to assist me	5.94	14	5.79	3
Library staff treat me fairly and without discrimination	5.94	15	5.87	1
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.94	16	5.36	20
A computer is available when I need one	5.89	17	5.20	26
The Library website provides useful information	5.88	18	5.45	16
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.84	19	5.79	5
Books and articles I have requested from other libraries and campuses are delivered promptly	5.81	20	5.58	8
I can find a place in the Library to work in a group when I need to	5.78	21	5.24	24
Course specific resources (including short loans) meet my learning needs	5.74	22	5.35	23
Library signage is clear	5.70	23	5.36	22
Face to face enquiry services meet my needs	5.65	24	5.56	9
The Library anticipates my learning and research needs	5.65	25	5.36	21
I am informed about Library services	5.54	26	5.21	25
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.54	27	5.45	17
Library workshops, classes and tutorials help me with my learning and research needs	5.13	28	5.11	28

## The University of Hong Kong Library User Survey, April 2017

Mean performance score – How often do you access the Library online? - 2-4 days a week

677 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Library staff treat me fairly and without discrimination	5.87	1	5.94	15
Library staff are approachable and helpful	5.81	2	5.98	10
Library staff are readily available to assist me	5.79	3	5.94	14
Library staff provide accurate answers to my enquiries	5.79	4	5.99	8
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.79	5	5.84	19
The Library is a good place to study	5.67	6	6.10	3
I can get wireless access in the Library when I need to	5.60	7	6.17	1
Books and articles I have requested from other libraries and campuses are delivered promptly	5.58	8	5.81	20
Face to face enquiry services meet my needs	5.56	9	5.65	24
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.55	10	5.95	13
The Library website is easy to use	5.53	11	6.04	6
I can find a quiet place in the Library to study when I need to	5.51	12	6.09	4
Printing, scanning and photocopying facilities in the Library meet my needs	5.49	13	5.97	11
When I am away from campus I can access the Library resources and services I need	5.48	14	6.08	5
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.46	15	6.14	2
The Library website provides useful information	5.45	16	5.88	18
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.45	17	5.54	27
Opening hours meet my needs	5.45	18	5.96	12
The Library catalogue is easy to use	5.43	19	6.01	7
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.36	20	5.94	16
The Library anticipates my learning and research needs	5.36	21	5.65	25
Library signage is clear	5.36	22	5.70	23
Course specific resources (including short loans) meet my learning needs	5.35	23	5.74	22
I can find a place in the Library to work in a group when I need to	5.24	24	5.78	21
I am informed about Library services	5.21	25	5.54	26
A computer is available when I need one	5.20	26	5.89	17
The items I'm looking for on the Library shelves are usually there	5.15	27	5.99	9
Library workshops, classes and tutorials help me with my learning and research needs	5.11	28	5.13	28

## The University of Hong Kong Library User Survey, April 2017

Mean gap scores – How often do you access the Library online? - 2-4 days a week

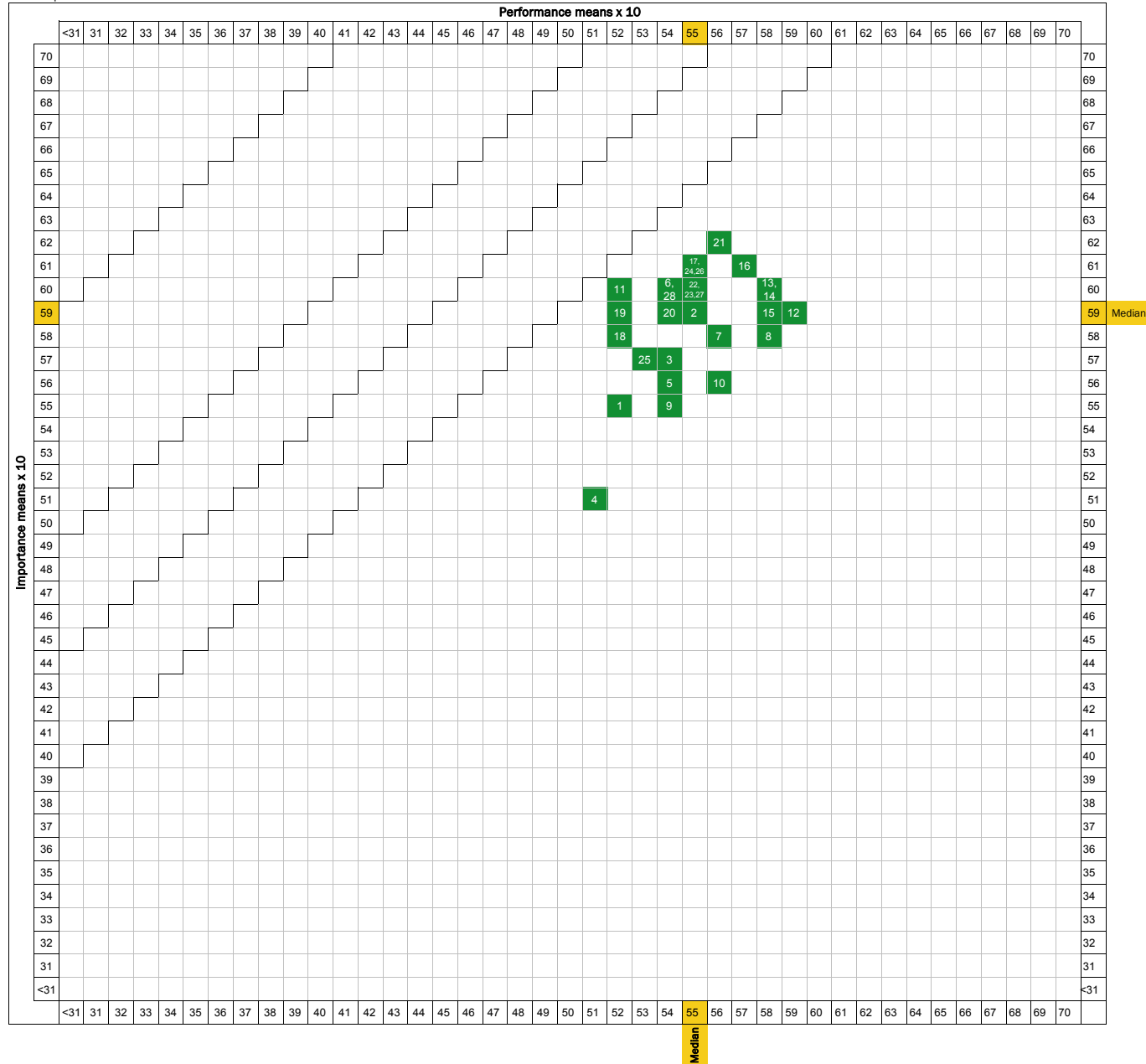
677 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
The items I'm looking for on the Library shelves are usually there	0.84	1	5.99	9
A computer is available when I need one	0.69	2	5.89	17
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.69	3	6.14	2
When I am away from campus I can access the Library resources and services I need	0.60	4	6.08	5
I can find a quiet place in the Library to study when I need to	0.59	5	6.09	4
The Library catalogue is easy to use	0.59	6	6.01	7
I can get wireless access in the Library when I need to	0.58	7	6.17	1
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.57	8	5.94	16
I can find a place in the Library to work in a group when I need to	0.54	9	5.78	21
The Library website is easy to use	0.51	10	6.04	6
Opening hours meet my needs	0.51	11	5.96	12
Printing, scanning and photocopying facilities in the Library meet my needs	0.47	12	5.97	11
The Library is a good place to study	0.44	13	6.10	3
The Library website provides useful information	0.43	14	5.88	18
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.41	15	5.95	13
Course specific resources (including short loans) meet my learning needs	0.39	16	5.74	22
Library signage is clear	0.34	17	5.70	23
I am informed about Library services	0.34	18	5.54	26
The Library anticipates my learning and research needs	0.29	19	5.65	25
Books and articles I have requested from other libraries and campuses are delivered promptly	0.23	20	5.81	20
Library staff provide accurate answers to my enquiries	0.21	21	5.99	8
Library staff are approachable and helpful	0.17	22	5.98	10
Library staff are readily available to assist me	0.15	23	5.94	14
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	0.10	24	5.54	27
Face to face enquiry services meet my needs	0.09	25	5.65	24
Library staff treat me fairly and without discrimination	0.06	26	5.94	15
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	0.06	27	5.84	19
Library workshops, classes and tutorials help me with my learning and research needs	0.02	28	5.13	28

# The University of Hong Kong Library User Survey, April 2017

Best practice categories gap grid – How often do you access the Library online? - 2-4 days a week

677 responses



Statement	
1	I am informed about Library services
2	The Library website provides useful information
3	Library signage is clear
4	Library workshops, classes and tutorials help me with my learning and research needs
5	The Library anticipates my learning and research needs
6	Opening hours meet my needs
7	Books and articles I have requested from other libraries and campuses are delivered promptly
8	Self Service (e.g. self check loans, requests, renewals, holds) meets my needs
9	Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs
10	Face to face enquiry services meet my needs
11	The items I'm looking for on the Library shelves are usually there
12	Library staff treat me fairly and without discrimination
13	Library staff are approachable and helpful
14	Library staff provide accurate answers to my enquiries
15	Library staff are readily available to assist me
16	The Library is a good place to study
17	I can find a quiet place in the Library to study when I need to
18	I can find a place in the Library to work in a group when I need to
19	A computer is available when I need one
20	Laptop facilities (e.g. desks, power) in the Library meet my needs
21	I can get wireless access in the Library when I need to
22	Printing, scanning and photocopying facilities in the Library meet my needs
23	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
24	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs
25	Course specific resources (including short loans) meet my learning needs
26	When I am away from campus I can access the Library resources and services I need
27	The Library website is easy to use
28	The Library catalogue is easy to use

Legend: ■ Gap > 2.9 ■ Gap > 1.9 ■ Gap > 1.4 ■ Gap > 0.9 ■ Gap < 0.9

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## The University of Hong Kong Library User Survey, April 2017

Top 10 factors – How often do you access the Library online? - Weekly

889 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
The Library is a good place to study	6.09	Library staff treat me fairly and without discrimination	5.79	Library workshops, classes and tutorials help me with my learning and research needs	5.03	A computer is available when I need one	0.72
I can find a quiet place in the Library to study when I need to	6.09	Library staff provide accurate answers to my enquiries	5.69	A computer is available when I need one	5.06	The items I'm looking for on the Library shelves are usually there	0.72
I can get wireless access in the Library when I need to	6.07	Library staff are approachable and helpful	5.66	I am informed about Library services	5.08	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.68
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	6.03	Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.66	The items I'm looking for on the Library shelves are usually there	5.10	I can find a quiet place in the Library to study when I need to	0.63
Printing, scanning and photocopying facilities in the Library meet my needs	5.98	Library staff are readily available to assist me	5.65	I can find a place in the Library to work in a group when I need to	5.15	When I am away from campus I can access the Library resources and services I need	0.61
When I am away from campus I can access the Library resources and services I need	5.95	The Library is a good place to study	5.63	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.25	The Library catalogue is easy to use	0.60
The Library catalogue is easy to use	5.90	Face to face enquiry services meet my needs	5.49	The Library anticipates my learning and research needs	5.27	I can get wireless access in the Library when I need to	0.58
The Library website is easy to use	5.90	I can get wireless access in the Library when I need to	5.48	Course specific resources (including short loans) meet my learning needs	5.28	I can find a place in the Library to work in a group when I need to	0.58
Library staff provide accurate answers to my enquiries	5.85	Opening hours meet my needs	5.48	Library signage is clear	5.28	Printing, scanning and photocopying facilities in the Library meet my needs	0.57
Opening hours meet my needs	5.83	Books and articles I have requested from other libraries and campuses are delivered promptly	5.46	The Library catalogue is easy to use	5.31	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.55



# The University of Hong Kong Library User Survey, April 2017

Mean importance scores — How often do you access the Library online? - Weekly

889 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
The Library is a good place to study	6.09	1	5.63	6
I can find a quiet place in the Library to study when I need to	6.09	2	5.45	11
I can get wireless access in the Library when I need to	6.07	3	5.48	8
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	6.03	4	5.35	16
Printing, scanning and photocopying facilities in the Library meet my needs	5.98	5	5.41	14
When I am away from campus I can access the Library resources and services I need	5.95	6	5.34	17
The Library catalogue is easy to use	5.90	7	5.31	19
The Library website is easy to use	5.90	8	5.42	13
Library staff provide accurate answers to my enquiries	5.85	9	5.69	2
Opening hours meet my needs	5.83	10	5.48	9
The items I'm looking for on the Library shelves are usually there	5.82	11	5.10	25
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.81	12	5.45	12
The Library website provides useful information	5.80	13	5.33	18
Library staff are approachable and helpful	5.80	14	5.66	3
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.80	15	5.25	23
Library staff are readily available to assist me	5.78	16	5.65	5
A computer is available when I need one	5.78	17	5.06	27
Library staff treat me fairly and without discrimination	5.78	18	5.79	1
I can find a place in the Library to work in a group when I need to	5.74	19	5.15	24
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.71	20	5.66	4
Course specific resources (including short loans) meet my learning needs	5.64	21	5.28	21
Library signage is clear	5.62	22	5.28	20
Face to face enquiry services meet my needs	5.58	23	5.49	7
Books and articles I have requested from other libraries and campuses are delivered promptly	5.58	24	5.46	10
The Library anticipates my learning and research needs	5.57	25	5.27	22
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.50	26	5.40	15
I am informed about Library services	5.41	27	5.08	26
Library workshops, classes and tutorials help me with my learning and research needs	5.01	28	5.03	28

## The University of Hong Kong Library User Survey, April 2017

Mean performance score – How often do you access the Library online? - Weekly

889 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Library staff treat me fairly and without discrimination	5.79	1	5.78	18
Library staff provide accurate answers to my enquiries	5.69	2	5.85	9
Library staff are approachable and helpful	5.66	3	5.80	14
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.66	4	5.71	20
Library staff are readily available to assist me	5.65	5	5.78	16
The Library is a good place to study	5.63	6	6.09	1
Face to face enquiry services meet my needs	5.49	7	5.58	23
I can get wireless access in the Library when I need to	5.48	8	6.07	3
Opening hours meet my needs	5.48	9	5.83	10
Books and articles I have requested from other libraries and campuses are delivered promptly	5.46	10	5.58	24
I can find a quiet place in the Library to study when I need to	5.45	11	6.09	2
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.45	12	5.81	12
The Library website is easy to use	5.42	13	5.90	8
Printing, scanning and photocopying facilities in the Library meet my needs	5.41	14	5.98	5
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.40	15	5.50	26
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.35	16	6.03	4
When I am away from campus I can access the Library resources and services I need	5.34	17	5.95	6
The Library website provides useful information	5.33	18	5.80	13
The Library catalogue is easy to use	5.31	19	5.90	7
Library signage is clear	5.28	20	5.62	22
Course specific resources (including short loans) meet my learning needs	5.28	21	5.64	21
The Library anticipates my learning and research needs	5.27	22	5.57	25
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.25	23	5.80	15
I can find a place in the Library to work in a group when I need to	5.15	24	5.74	19
The items I'm looking for on the Library shelves are usually there	5.10	25	5.82	11
I am informed about Library services	5.08	26	5.41	27
A computer is available when I need one	5.06	27	5.78	17
Library workshops, classes and tutorials help me with my learning and research needs	5.03	28	5.01	28

## The University of Hong Kong Library User Survey, April 2017

Mean gap scores – How often do you access the Library online? - Weekly

889 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
A computer is available when I need one	0.72	1	5.78	17
The items I'm looking for on the Library shelves are usually there	0.72	2	5.82	11
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.68	3	6.03	4
I can find a quiet place in the Library to study when I need to	0.63	4	6.09	2
When I am away from campus I can access the Library resources and services I need	0.61	5	5.95	6
The Library catalogue is easy to use	0.60	6	5.90	7
I can get wireless access in the Library when I need to	0.58	7	6.07	3
I can find a place in the Library to work in a group when I need to	0.58	8	5.74	19
Printing, scanning and photocopying facilities in the Library meet my needs	0.57	9	5.98	5
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.55	10	5.80	15
The Library website is easy to use	0.48	11	5.90	8
The Library website provides useful information	0.47	12	5.80	13
The Library is a good place to study	0.46	13	6.09	1
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.37	14	5.81	12
Course specific resources (including short loans) meet my learning needs	0.36	15	5.64	21
Opening hours meet my needs	0.35	16	5.83	10
Library signage is clear	0.34	17	5.62	22
I am informed about Library services	0.33	18	5.41	27
The Library anticipates my learning and research needs	0.30	19	5.57	25
Library staff provide accurate answers to my enquiries	0.17	20	5.85	9
Library staff are approachable and helpful	0.14	21	5.80	14
Library staff are readily available to assist me	0.13	22	5.78	16
Books and articles I have requested from other libraries and campuses are delivered promptly	0.12	23	5.58	24
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	0.11	24	5.50	26
Face to face enquiry services meet my needs	0.09	25	5.58	23
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	0.04	26	5.71	20
Library staff treat me fairly and without discrimination	-0.01	27	5.78	18
Library workshops, classes and tutorials help me with my learning and research needs	-0.02	28	5.01	28



## The University of Hong Kong Library User Survey, April 2017

Top 10 factors – How often do you access the Library online? - Fortnightly

395 responses

						Factors rated top 10 in importance	
Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can find a quiet place in the Library to study when I need to	6.08	Library staff treat me fairly and without discrimination	5.72	I am informed about Library services	4.83	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.86
The Library is a good place to study	6.08	Library staff provide accurate answers to my enquiries	5.67	Library workshops, classes and tutorials help me with my learning and research needs	4.86	Printing, scanning and photocopying facilities in the Library meet my needs	0.75
I can get wireless access in the Library when I need to	6.06	Library staff are approachable and helpful	5.62	A computer is available when I need one	4.98	The items I'm looking for on the Library shelves are usually there	0.75
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	6.01	The Library is a good place to study	5.62	The Library anticipates my learning and research needs	5.00	When I am away from campus I can access the Library resources and services I need	0.74
Printing, scanning and photocopying facilities in the Library meet my needs	5.93	Library staff are readily available to assist me	5.59	I can find a place in the Library to work in a group when I need to	5.06	A computer is available when I need one	0.73
When I am away from campus I can access the Library resources and services I need	5.89	Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.49	Course specific resources (including short loans) meet my learning needs	5.06	The Library catalogue is easy to use	0.73
The Library website is easy to use	5.87	I can find a quiet place in the Library to study when I need to	5.49	The items I'm looking for on the Library shelves are usually there	5.07	I can get wireless access in the Library when I need to	0.65
Library staff provide accurate answers to my enquiries	5.85	I can get wireless access in the Library when I need to	5.42	The Library catalogue is easy to use	5.11	I can find a quiet place in the Library to study when I need to	0.59
The Library catalogue is easy to use	5.84	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.34	Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.13	The Library website is easy to use	0.58
The items I'm looking for on the Library shelves are usually there	5.81	Opening hours meet my needs	5.31	When I am away from campus I can access the Library resources and services I need	5.15	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.55

# The University of Hong Kong Library User Survey, April 2017

Mean importance scores — How often do you access the Library online? - Fortnightly

395 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Library to study when I need to	6.08	1	5.49	7
The Library is a good place to study	6.08	2	5.62	4
I can get wireless access in the Library when I need to	6.06	3	5.42	8
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	6.01	4	5.15	18
Printing, scanning and photocopying facilities in the Library meet my needs	5.93	5	5.18	16
When I am away from campus I can access the Library resources and services I need	5.89	6	5.15	19
The Library website is easy to use	5.87	7	5.28	12
Library staff provide accurate answers to my enquiries	5.85	8	5.67	2
The Library catalogue is easy to use	5.84	9	5.11	21
The items I'm looking for on the Library shelves are usually there	5.81	10	5.07	22
Library staff are readily available to assist me	5.81	11	5.59	5
Library staff are approachable and helpful	5.77	12	5.62	3
Opening hours meet my needs	5.77	13	5.31	10
Library staff treat me fairly and without discrimination	5.76	14	5.72	1
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.73	15	5.34	9
The Library website provides useful information	5.73	16	5.25	14
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.73	17	5.18	15
A computer is available when I need one	5.71	18	4.98	26
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.61	19	5.49	6
I can find a place in the Library to work in a group when I need to	5.58	20	5.06	24
Course specific resources (including short loans) meet my learning needs	5.57	21	5.06	23
Books and articles I have requested from other libraries and campuses are delivered promptly	5.53	22	5.26	13
Face to face enquiry services meet my needs	5.50	23	5.30	11
Library signage is clear	5.50	24	5.16	17
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.43	25	5.13	20
The Library anticipates my learning and research needs	5.38	26	5.00	25
I am informed about Library services	5.28	27	4.83	28
Library workshops, classes and tutorials help me with my learning and research needs	4.82	28	4.86	27

## The University of Hong Kong Library User Survey, April 2017

Mean performance score – How often do you access the Library online? - Fortnightly

395 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Library staff treat me fairly and without discrimination	5.72	1	5.76	14
Library staff provide accurate answers to my enquiries	5.67	2	5.85	8
Library staff are approachable and helpful	5.62	3	5.77	12
The Library is a good place to study	5.62	4	6.08	2
Library staff are readily available to assist me	5.59	5	5.81	11
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.49	6	5.61	19
I can find a quiet place in the Library to study when I need to	5.49	7	6.08	1
I can get wireless access in the Library when I need to	5.42	8	6.06	3
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.34	9	5.73	15
Opening hours meet my needs	5.31	10	5.77	13
Face to face enquiry services meet my needs	5.30	11	5.50	23
The Library website is easy to use	5.28	12	5.87	7
Books and articles I have requested from other libraries and campuses are delivered promptly	5.26	13	5.53	22
The Library website provides useful information	5.25	14	5.73	16
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.18	15	5.73	17
Printing, scanning and photocopying facilities in the Library meet my needs	5.18	16	5.93	5
Library signage is clear	5.16	17	5.50	24
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.15	18	6.01	4
When I am away from campus I can access the Library resources and services I need	5.15	19	5.89	6
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.13	20	5.43	25
The Library catalogue is easy to use	5.11	21	5.84	9
The items I'm looking for on the Library shelves are usually there	5.07	22	5.81	10
Course specific resources (including short loans) meet my learning needs	5.06	23	5.57	21
I can find a place in the Library to work in a group when I need to	5.06	24	5.58	20
The Library anticipates my learning and research needs	5.00	25	5.38	26
A computer is available when I need one	4.98	26	5.71	18
Library workshops, classes and tutorials help me with my learning and research needs	4.86	27	4.82	28
I am informed about Library services	4.83	28	5.28	27

# The University of Hong Kong Library User Survey, April 2017

Mean gap scores – How often do you access the Library online? - Fortnightly

395 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.86	1	6.01	4
Printing, scanning and photocopying facilities in the Library meet my needs	0.75	2	5.93	5
The items I'm looking for on the Library shelves are usually there	0.75	3	5.81	10
When I am away from campus I can access the Library resources and services I need	0.74	4	5.89	6
A computer is available when I need one	0.73	5	5.71	18
The Library catalogue is easy to use	0.73	6	5.84	9
I can get wireless access in the Library when I need to	0.65	7	6.06	3
I can find a quiet place in the Library to study when I need to	0.59	8	6.08	1
The Library website is easy to use	0.58	9	5.87	7
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.55	10	5.73	17
I can find a place in the Library to work in a group when I need to	0.52	11	5.58	20
Course specific resources (including short loans) meet my learning needs	0.52	12	5.57	21
The Library website provides useful information	0.48	13	5.73	16
Opening hours meet my needs	0.46	14	5.77	13
The Library is a good place to study	0.46	15	6.08	2
I am informed about Library services	0.46	16	5.28	27
The Library anticipates my learning and research needs	0.39	17	5.38	26
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.39	18	5.73	15
Library signage is clear	0.34	19	5.50	24
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	0.31	20	5.43	25
Books and articles I have requested from other libraries and campuses are delivered promptly	0.27	21	5.53	22
Library staff are readily available to assist me	0.22	22	5.81	11
Face to face enquiry services meet my needs	0.20	23	5.50	23
Library staff provide accurate answers to my enquiries	0.18	24	5.85	8
Library staff are approachable and helpful	0.15	25	5.77	12
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	0.11	26	5.61	19
Library staff treat me fairly and without discrimination	0.05	27	5.76	14
Library workshops, classes and tutorials help me with my learning and research needs	-0.04	28	4.82	28





## The University of Hong Kong Library User Survey, April 2017

Top 10 factors – How often do you access the Library online? - Monthly

757 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can find a quiet place in the Library to study when I need to	6.05	Library staff treat me fairly and without discrimination	5.74	Library workshops, classes and tutorials help me with my learning and research needs	4.84	The items I'm looking for on the Library shelves are usually there	0.83
The Library is a good place to study	6.04	Library staff are approachable and helpful	5.55	I am informed about Library services	4.87	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.78
I can get wireless access in the Library when I need to	6.00	The Library is a good place to study	5.55	I can find a place in the Library to work in a group when I need to	4.92	The Library catalogue is easy to use	0.72
Opening hours meet my needs	5.90	Library staff provide accurate answers to my enquiries	5.55	The items I'm looking for on the Library shelves are usually there	4.95	I can find a quiet place in the Library to study when I need to	0.72
The Library catalogue is easy to use	5.88	Library staff are readily available to assist me	5.49	A computer is available when I need one	4.96	A computer is available when I need one	0.72
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.87	I can get wireless access in the Library when I need to	5.47	The Library anticipates my learning and research needs	4.98	When I am away from campus I can access the Library resources and services I need	0.68
Library staff provide accurate answers to my enquiries	5.86	Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.38	Course specific resources (including short loans) meet my learning needs	5.02	The Library website is easy to use	0.66
Library staff are approachable and helpful	5.86	I can find a quiet place in the Library to study when I need to	5.33	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.05	Printing, scanning and photocopying facilities in the Library meet my needs	0.62
Library staff treat me fairly and without discrimination	5.85	Opening hours meet my needs	5.31	Library signage is clear	5.06	Opening hours meet my needs	0.59
The Library website is easy to use	5.85	Face to face enquiry services meet my needs	5.27	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.09	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.57

# The University of Hong Kong Library User Survey, April 2017

Mean importance scores — How often do you access the Library online? - Monthly

757 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Library to study when I need to	6.05	1	5.33	8
The Library is a good place to study	6.04	2	5.55	3
I can get wireless access in the Library when I need to	6.00	3	5.47	6
Opening hours meet my needs	5.90	4	5.31	9
The Library catalogue is easy to use	5.88	5	5.16	16
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.87	6	5.09	19
Library staff provide accurate answers to my enquiries	5.86	7	5.55	4
Library staff are approachable and helpful	5.86	8	5.55	2
Library staff treat me fairly and without discrimination	5.85	9	5.74	1
The Library website is easy to use	5.85	10	5.19	15
Printing, scanning and photocopying facilities in the Library meet my needs	5.84	11	5.21	13
Library staff are readily available to assist me	5.83	12	5.49	5
When I am away from campus I can access the Library resources and services I need	5.79	13	5.11	18
The items I'm looking for on the Library shelves are usually there	5.78	14	4.95	25
The Library website provides useful information	5.76	15	5.19	14
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.68	16	5.23	11
A computer is available when I need one	5.68	17	4.96	24
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.62	18	5.05	21
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.60	19	5.38	7
Books and articles I have requested from other libraries and campuses are delivered promptly	5.57	20	5.22	12
Library signage is clear	5.56	21	5.06	20
Face to face enquiry services meet my needs	5.48	22	5.27	10
I can find a place in the Library to work in a group when I need to	5.47	23	4.92	26
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.42	24	5.14	17
The Library anticipates my learning and research needs	5.41	25	4.98	23
Course specific resources (including short loans) meet my learning needs	5.37	26	5.02	22
I am informed about Library services	5.23	27	4.87	27
Library workshops, classes and tutorials help me with my learning and research needs	4.85	28	4.84	28

## The University of Hong Kong Library User Survey, April 2017

Mean performance score – How often do you access the Library online? - Monthly

757 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Library staff treat me fairly and without discrimination	5.74	1	5.85	9
Library staff are approachable and helpful	5.55	2	5.86	8
The Library is a good place to study	5.55	3	6.04	2
Library staff provide accurate answers to my enquiries	5.55	4	5.86	7
Library staff are readily available to assist me	5.49	5	5.83	12
I can get wireless access in the Library when I need to	5.47	6	6.00	3
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.38	7	5.60	19
I can find a quiet place in the Library to study when I need to	5.33	8	6.05	1
Opening hours meet my needs	5.31	9	5.90	4
Face to face enquiry services meet my needs	5.27	10	5.48	22
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.23	11	5.68	16
Books and articles I have requested from other libraries and campuses are delivered promptly	5.22	12	5.57	20
Printing, scanning and photocopying facilities in the Library meet my needs	5.21	13	5.84	11
The Library website provides useful information	5.19	14	5.76	15
The Library website is easy to use	5.19	15	5.85	10
The Library catalogue is easy to use	5.16	16	5.88	5
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.14	17	5.42	24
When I am away from campus I can access the Library resources and services I need	5.11	18	5.79	13
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.09	19	5.87	6
Library signage is clear	5.06	20	5.56	21
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.05	21	5.62	18
Course specific resources (including short loans) meet my learning needs	5.02	22	5.37	26
The Library anticipates my learning and research needs	4.98	23	5.41	25
A computer is available when I need one	4.96	24	5.68	17
The items I'm looking for on the Library shelves are usually there	4.95	25	5.78	14
I can find a place in the Library to work in a group when I need to	4.92	26	5.47	23
I am informed about Library services	4.87	27	5.23	27
Library workshops, classes and tutorials help me with my learning and research needs	4.84	28	4.85	28

# The University of Hong Kong Library User Survey, April 2017

Mean gap scores – How often do you access the Library online? - Monthly

757 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
The items I'm looking for on the Library shelves are usually there	0.83	1	5.78	14
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.78	2	5.87	6
The Library catalogue is easy to use	0.72	3	5.88	5
I can find a quiet place in the Library to study when I need to	0.72	4	6.05	1
A computer is available when I need one	0.72	5	5.68	17
When I am away from campus I can access the Library resources and services I need	0.68	6	5.79	13
The Library website is easy to use	0.66	7	5.85	10
Printing, scanning and photocopying facilities in the Library meet my needs	0.62	8	5.84	11
Opening hours meet my needs	0.59	9	5.90	4
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.57	10	5.62	18
The Library website provides useful information	0.56	11	5.76	15
I can find a place in the Library to work in a group when I need to	0.56	12	5.47	23
I can get wireless access in the Library when I need to	0.53	13	6.00	3
Library signage is clear	0.50	14	5.56	21
The Library is a good place to study	0.48	15	6.04	2
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.46	16	5.68	16
The Library anticipates my learning and research needs	0.43	17	5.41	25
I am informed about Library services	0.36	18	5.23	27
Course specific resources (including short loans) meet my learning needs	0.35	19	5.37	26
Books and articles I have requested from other libraries and campuses are delivered promptly	0.35	20	5.57	20
Library staff are readily available to assist me	0.33	21	5.83	12
Library staff provide accurate answers to my enquiries	0.31	22	5.86	7
Library staff are approachable and helpful	0.30	23	5.86	8
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	0.28	24	5.42	24
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	0.22	25	5.60	19
Face to face enquiry services meet my needs	0.22	26	5.48	22
Library staff treat me fairly and without discrimination	0.12	27	5.85	9
Library workshops, classes and tutorials help me with my learning and research needs	0.01	28	4.85	28



## The University of Hong Kong Library User Survey, April 2017

Top 10 factors – How often do you access the Library online? - Rarely (i.e. a few times a year)

1182 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can find a quiet place in the Library to study when I need to	6.04	Library staff treat me fairly and without discrimination	5.63	I am informed about Library services	4.52	A computer is available when I need one	0.81
The Library is a good place to study	6.02	Library staff are approachable and helpful	5.50	Library workshops, classes and tutorials help me with my learning and research needs	4.67	The items I'm looking for on the Library shelves are usually there	0.79
I can get wireless access in the Library when I need to	5.96	Library staff provide accurate answers to my enquiries	5.50	I can find a place in the Library to work in a group when I need to	4.81	When I am away from campus I can access the Library resources and services I need	0.77
Library staff provide accurate answers to my enquiries	5.87	The Library is a good place to study	5.48	The Library anticipates my learning and research needs	4.86	I can find a quiet place in the Library to study when I need to	0.76
Library staff are approachable and helpful	5.86	Library staff are readily available to assist me	5.37	A computer is available when I need one	4.87	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.72
Library staff treat me fairly and without discrimination	5.82	I can get wireless access in the Library when I need to	5.33	The items I'm looking for on the Library shelves are usually there	4.88	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.71
Opening hours meet my needs	5.82	Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.31	When I am away from campus I can access the Library resources and services I need	4.89	The Library website is easy to use	0.68
Library staff are readily available to assist me	5.79	Face to face enquiry services meet my needs	5.28	The Library website provides useful information	4.93	The Library catalogue is easy to use	0.67
Printing, scanning and photocopying facilities in the Library meet my needs	5.79	I can find a quiet place in the Library to study when I need to	5.27	Course specific resources (including short loans) meet my learning needs	4.95	I can find a place in the Library to work in a group when I need to	0.65
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.75	Opening hours meet my needs	5.24	Library signage is clear	4.96	The Library website provides useful information	0.63

## The University of Hong Kong Library User Survey, April 2017

Mean importance scores — How often do you access the Library online? - Rarely (i.e. a few times a year)

1182 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Library to study when I need to	6.04	1	5.27	9
The Library is a good place to study	6.02	2	5.48	4
I can get wireless access in the Library when I need to	5.96	3	5.33	6
Library staff provide accurate answers to my enquiries	5.87	4	5.50	3
Library staff are approachable and helpful	5.86	5	5.50	2
Library staff treat me fairly and without discrimination	5.82	6	5.63	1
Opening hours meet my needs	5.82	7	5.24	10
Library staff are readily available to assist me	5.79	8	5.37	5
Printing, scanning and photocopying facilities in the Library meet my needs	5.79	9	5.23	11
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.75	10	5.03	15
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.71	11	5.00	18
The Library website is easy to use	5.70	12	5.01	16
The Library catalogue is easy to use	5.68	13	5.01	17
A computer is available when I need one	5.67	14	4.87	24
The items I'm looking for on the Library shelves are usually there	5.67	15	4.88	23
When I am away from campus I can access the Library resources and services I need	5.66	16	4.89	22
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.65	17	5.22	12
The Library website provides useful information	5.56	18	4.93	21
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.50	19	5.31	7
Face to face enquiry services meet my needs	5.49	20	5.28	8
Library signage is clear	5.47	21	4.96	19
I can find a place in the Library to work in a group when I need to	5.46	22	4.81	26
Books and articles I have requested from other libraries and campuses are delivered promptly	5.37	23	5.06	13
Course specific resources (including short loans) meet my learning needs	5.36	24	4.95	20
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.33	25	5.03	14
The Library anticipates my learning and research needs	5.25	26	4.86	25
I am informed about Library services	5.08	27	4.52	28
Library workshops, classes and tutorials help me with my learning and research needs	4.80	28	4.67	27



## The University of Hong Kong Library User Survey, April 2017

Mean performance score – How often do you access the Library online? - Rarely (i.e. a few times a year)

1182 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Library staff treat me fairly and without discrimination	5.63	1	5.82	6
Library staff are approachable and helpful	5.50	2	5.86	5
Library staff provide accurate answers to my enquiries	5.50	3	5.87	4
The Library is a good place to study	5.48	4	6.02	2
Library staff are readily available to assist me	5.37	5	5.79	8
I can get wireless access in the Library when I need to	5.33	6	5.96	3
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.31	7	5.50	19
Face to face enquiry services meet my needs	5.28	8	5.49	20
I can find a quiet place in the Library to study when I need to	5.27	9	6.04	1
Opening hours meet my needs	5.24	10	5.82	7
Printing, scanning and photocopying facilities in the Library meet my needs	5.23	11	5.79	9
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.22	12	5.65	17
Books and articles I have requested from other libraries and campuses are delivered promptly	5.06	13	5.37	23
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.03	14	5.33	25
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.03	15	5.75	10
The Library website is easy to use	5.01	16	5.70	12
The Library catalogue is easy to use	5.01	17	5.68	13
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.00	18	5.71	11
Library signage is clear	4.96	19	5.47	21
Course specific resources (including short loans) meet my learning needs	4.95	20	5.36	24
The Library website provides useful information	4.93	21	5.56	18
When I am away from campus I can access the Library resources and services I need	4.89	22	5.66	16
The items I'm looking for on the Library shelves are usually there	4.88	23	5.67	15
A computer is available when I need one	4.87	24	5.67	14
The Library anticipates my learning and research needs	4.86	25	5.25	26
I can find a place in the Library to work in a group when I need to	4.81	26	5.46	22
Library workshops, classes and tutorials help me with my learning and research needs	4.67	27	4.80	28
I am informed about Library services	4.52	28	5.08	27

## The University of Hong Kong Library User Survey, April 2017

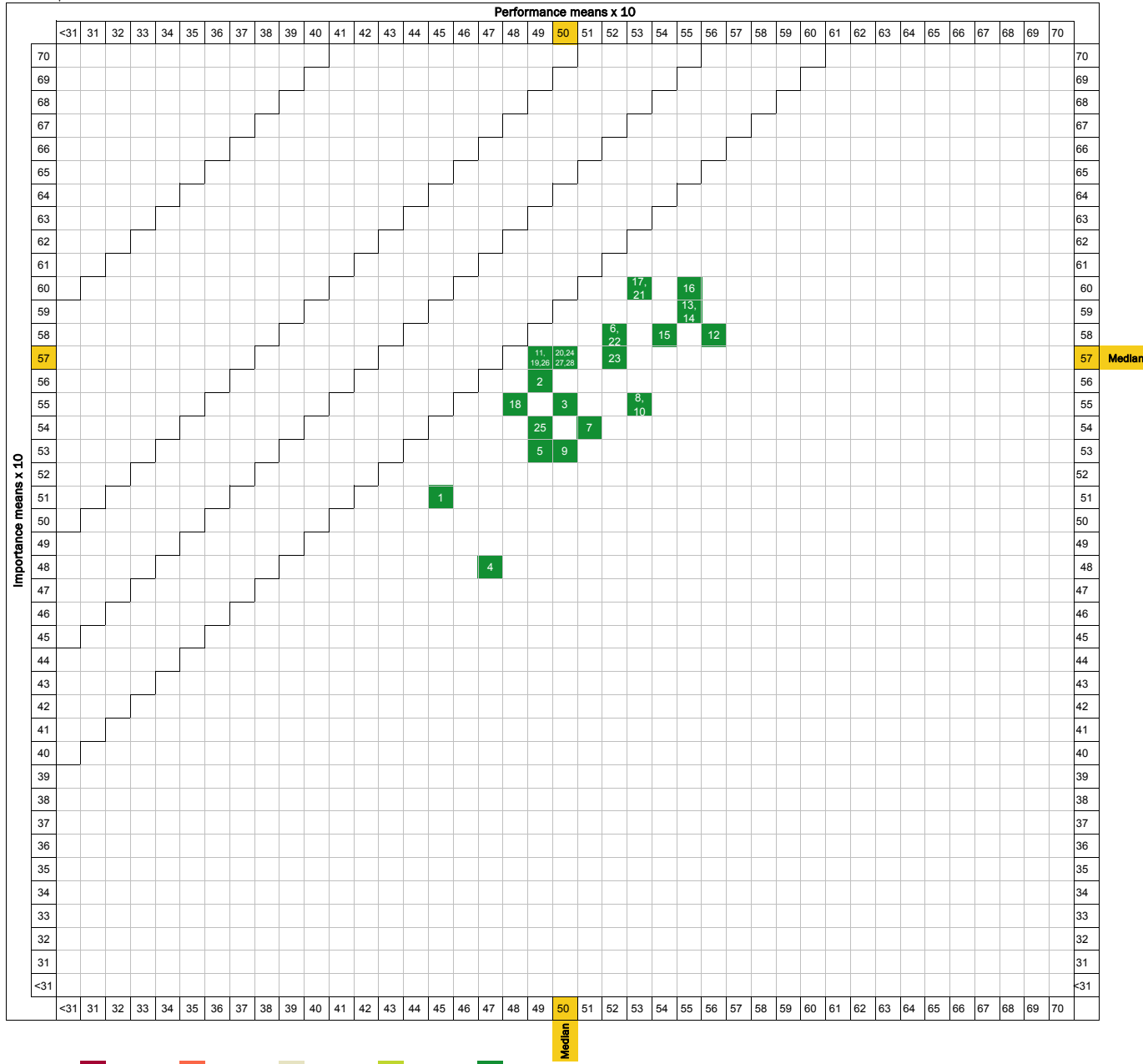
Mean gap scores – How often do you access the Library online? - Rarely (i.e. a few times a year)

1182 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
A computer is available when I need one	0.81	1	5.67	14
The items I'm looking for on the Library shelves are usually there	0.79	2	5.67	15
When I am away from campus I can access the Library resources and services I need	0.77	3	5.66	16
I can find a quiet place in the Library to study when I need to	0.76	4	6.04	1
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.72	5	5.75	10
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.71	6	5.71	11
The Library website is easy to use	0.68	7	5.70	12
The Library catalogue is easy to use	0.67	8	5.68	13
I can find a place in the Library to work in a group when I need to	0.65	9	5.46	22
The Library website provides useful information	0.63	10	5.56	18
I can get wireless access in the Library when I need to	0.62	11	5.96	3
Opening hours meet my needs	0.57	12	5.82	7
I am informed about Library services	0.57	13	5.08	27
Printing, scanning and photocopying facilities in the Library meet my needs	0.56	14	5.79	9
The Library is a good place to study	0.53	15	6.02	2
Library signage is clear	0.51	16	5.47	21
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.44	17	5.65	17
Library staff are readily available to assist me	0.43	18	5.79	8
Course specific resources (including short loans) meet my learning needs	0.41	19	5.36	24
The Library anticipates my learning and research needs	0.39	20	5.25	26
Library staff provide accurate answers to my enquiries	0.38	21	5.87	4
Library staff are approachable and helpful	0.36	22	5.86	5
Books and articles I have requested from other libraries and campuses are delivered promptly	0.31	23	5.37	23
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	0.30	24	5.33	25
Face to face enquiry services meet my needs	0.21	25	5.49	20
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	0.20	26	5.50	19
Library staff treat me fairly and without discrimination	0.19	27	5.82	6
Library workshops, classes and tutorials help me with my learning and research needs	0.13	28	4.80	28

# The University of Hong Kong Library User Survey, April 2017

Best practice categories gap grid — How often do you access the Library online? - Rarely (i.e. a few times a year)  
1182 responses



Legend: ■ Gap > 2.9 ■ Gap > 1.9 ■ Gap > 1.4 ■ Gap > 0.9 ■ Gap < 0.9

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Statements	
1	I am informed about Library services
2	The Library website provides useful information
3	Library signage is clear
4	Library workshops, classes and tutorials help me with my learning and research needs
5	The Library anticipates my learning and research needs
6	Opening hours meet my needs
7	Books and articles I have requested from other libraries and campuses are delivered promptly
8	Self Service (e.g. self check loans, requests, renewals, holds) meets my needs
9	Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs
10	Face to face enquiry services meet my needs
11	The items I'm looking for on the Library shelves are usually there
12	Library staff treat me fairly and without discrimination
13	Library staff are approachable and helpful
14	Library staff provide accurate answers to my enquiries
15	Library staff are readily available to assist me
16	The Library is a good place to study
17	I can find a quiet place in the Library to study when I need to
18	I can find a place in the Library to work in a group when I need to
19	A computer is available when I need one
20	Laptop facilities (e.g. desks, power) in the Library meet my needs
21	I can get wireless access in the Library when I need to
22	Printing, scanning and photocopying facilities in the Library meet my needs
23	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
24	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs
25	Course specific resources (including short loans) meet my learning needs
26	When I am away from campus I can access the Library resources and services I need
27	The Library website is easy to use
28	The Library catalogue is easy to use

The University of Hong Kong Library User Survey, April 2017

Top 10 factors – How often do you access the Library online? - Never

210 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
The Library is a good place to study	5.89	Library staff treat me fairly and without discrimination	5.53	I am informed about Library services	4.49	When I am away from campus I can access the Library resources and services I need	0.70
I can get wireless access in the Library when I need to	5.82	Library staff are approachable and helpful	5.51	Library workshops, classes and tutorials help me with my learning and research needs	4.57	I can get wireless access in the Library when I need to	0.68
I can find a quiet place in the Library to study when I need to	5.80	Library staff provide accurate answers to my enquiries	5.46	When I am away from campus I can access the Library resources and services I need	4.62	The Library catalogue is easy to use	0.63
Library staff are approachable and helpful	5.70	The Library is a good place to study	5.45	The Library website provides useful information	4.64	I can find a quiet place in the Library to study when I need to	0.61
Library staff provide accurate answers to my enquiries	5.65	Library staff are readily available to assist me	5.32	The Library anticipates my learning and research needs	4.66	Opening hours meet my needs	0.60
Opening hours meet my needs	5.64	Face to face enquiry services meet my needs	5.21	Course specific resources (including short loans) meet my learning needs	4.78	Printing, scanning and photocopying facilities in the Library meet my needs	0.59
Printing, scanning and photocopying facilities in the Library meet my needs	5.60	I can find a quiet place in the Library to study when I need to	5.18	The Library catalogue is easy to use	4.79	The Library website provides useful information	0.59
Library staff are readily available to assist me	5.59	I can get wireless access in the Library when I need to	5.15	Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my	4.83	I am informed about Library services	0.59
Library staff treat me fairly and without discrimination	5.58	Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.13	The Library website is easy to use	4.86	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.56
The items I'm looking for on the Library shelves are usually there	5.46	Library signage is clear	5.08	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	4.86	A computer is available when I need one	0.54

# The University of Hong Kong Library User Survey, April 2017

Mean importance scores — How often do you access the Library online? - Never

210 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
The Library is a good place to study	5.89	1	5.45	4
I can get wireless access in the Library when I need to	5.82	2	5.15	8
I can find a quiet place in the Library to study when I need to	5.80	3	5.18	7
Library staff are approachable and helpful	5.70	4	5.51	2
Library staff provide accurate answers to my enquiries	5.65	5	5.46	3
Opening hours meet my needs	5.64	6	5.04	11
Printing, scanning and photocopying facilities in the Library meet my needs	5.60	7	5.01	13
Library staff are readily available to assist me	5.59	8	5.32	5
Library staff treat me fairly and without discrimination	5.58	9	5.53	1
The items I'm looking for on the Library shelves are usually there	5.46	10	4.95	15
Face to face enquiry services meet my needs	5.42	11	5.21	6
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.42	12	4.86	19
The Library catalogue is easy to use	5.42	13	4.79	22
A computer is available when I need one	5.40	14	4.87	18
Library signage is clear	5.36	15	5.08	10
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.32	16	5.13	9
When I am away from campus I can access the Library resources and services I need	5.32	17	4.62	26
I can find a place in the Library to work in a group when I need to	5.29	18	4.87	17
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.28	19	4.95	14
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.28	20	4.90	16
The Library website is easy to use	5.28	21	4.86	20
The Library website provides useful information	5.23	22	4.64	25
Books and articles I have requested from other libraries and campuses are delivered promptly	5.22	23	5.01	12
Course specific resources (including short loans) meet my learning needs	5.19	24	4.78	23
The Library anticipates my learning and research needs	5.14	25	4.66	24
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.11	26	4.83	21
I am informed about Library services	5.08	27	4.49	28
Library workshops, classes and tutorials help me with my learning and research needs	4.79	28	4.57	27

## The University of Hong Kong Library User Survey, April 2017

Mean performance score – How often do you access the Library online? - Never

210 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Library staff treat me fairly and without discrimination	5.53	1	5.58	9
Library staff are approachable and helpful	5.51	2	5.70	4
Library staff provide accurate answers to my enquiries	5.46	3	5.65	5
The Library is a good place to study	5.45	4	5.89	1
Library staff are readily available to assist me	5.32	5	5.59	8
Face to face enquiry services meet my needs	5.21	6	5.42	11
I can find a quiet place in the Library to study when I need to	5.18	7	5.80	3
I can get wireless access in the Library when I need to	5.15	8	5.82	2
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.13	9	5.32	16
Library signage is clear	5.08	10	5.36	15
Opening hours meet my needs	5.04	11	5.64	6
Books and articles I have requested from other libraries and campuses are delivered promptly	5.01	12	5.22	23
Printing, scanning and photocopying facilities in the Library meet my needs	5.01	13	5.60	7
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	4.95	14	5.28	19
The items I'm looking for on the Library shelves are usually there	4.95	15	5.46	10
Laptop facilities (e.g. desks, power) in the Library meet my needs	4.90	16	5.28	20
I can find a place in the Library to work in a group when I need to	4.87	17	5.29	18
A computer is available when I need one	4.87	18	5.40	14
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	4.86	19	5.42	12
The Library website is easy to use	4.86	20	5.28	21
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	4.83	21	5.11	26
The Library catalogue is easy to use	4.79	22	5.42	13
Course specific resources (including short loans) meet my learning needs	4.78	23	5.19	24
The Library anticipates my learning and research needs	4.66	24	5.14	25
The Library website provides useful information	4.64	25	5.23	22
When I am away from campus I can access the Library resources and services I need	4.62	26	5.32	17
Library workshops, classes and tutorials help me with my learning and research needs	4.57	27	4.79	28
I am informed about Library services	4.49	28	5.08	27

# The University of Hong Kong Library User Survey, April 2017

Mean gap scores – How often do you access the Library online? - Never

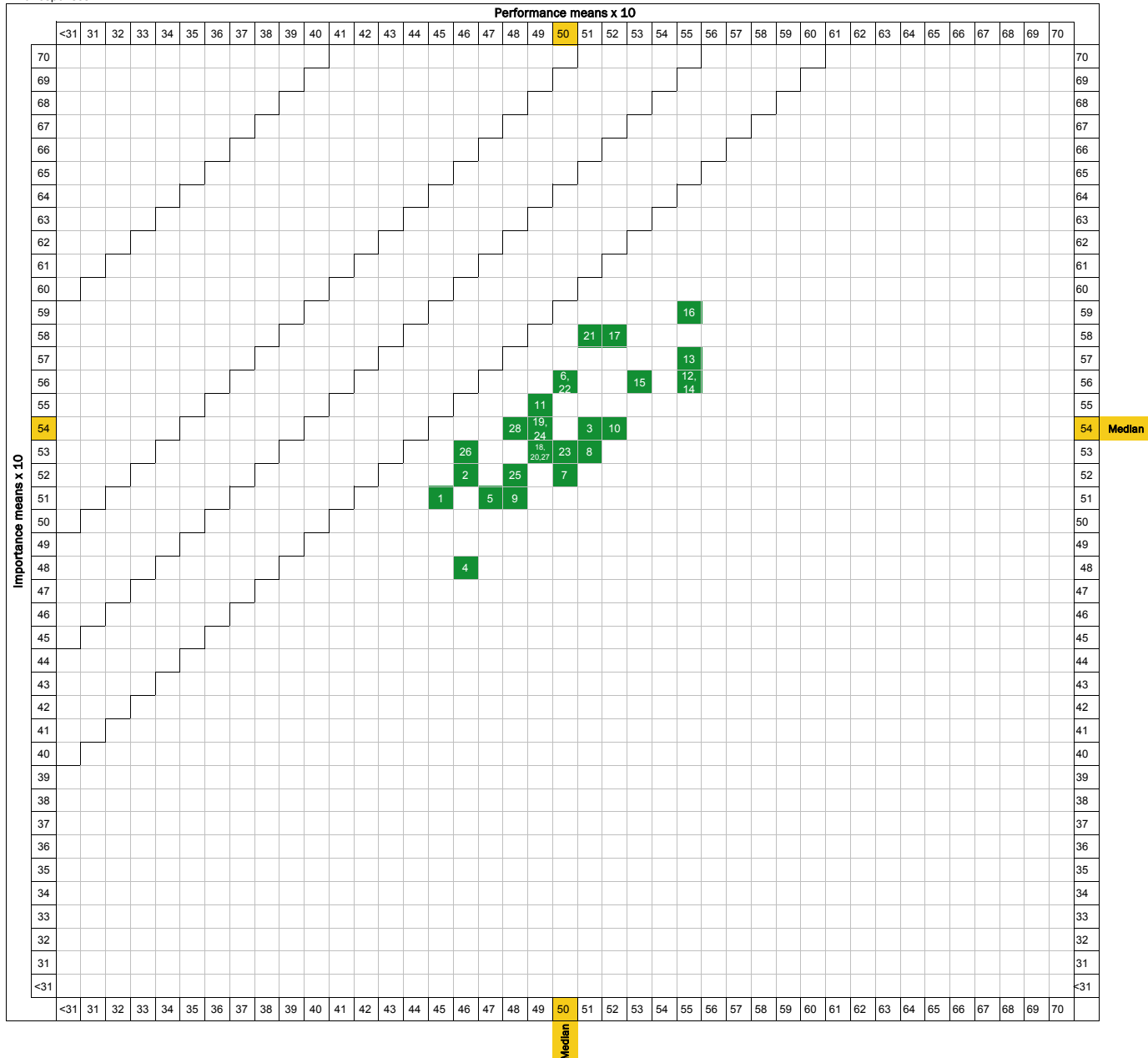
210 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
When I am away from campus I can access the Library resources and services I need	0.70	1	5.32	17
I can get wireless access in the Library when I need to	0.68	2	5.82	2
The Library catalogue is easy to use	0.63	3	5.42	13
I can find a quiet place in the Library to study when I need to	0.61	4	5.80	3
Opening hours meet my needs	0.60	5	5.64	6
Printing, scanning and photocopying facilities in the Library meet my needs	0.59	6	5.60	7
The Library website provides useful information	0.59	7	5.23	22
I am informed about Library services	0.59	8	5.08	27
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.56	9	5.42	12
A computer is available when I need one	0.54	10	5.40	14
The items I'm looking for on the Library shelves are usually there	0.51	11	5.46	10
The Library anticipates my learning and research needs	0.48	12	5.14	25
The Library is a good place to study	0.43	13	5.89	1
The Library website is easy to use	0.42	14	5.28	21
I can find a place in the Library to work in a group when I need to	0.42	15	5.29	18
Course specific resources (including short loans) meet my learning needs	0.41	16	5.19	24
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.38	17	5.28	20
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.33	18	5.28	19
Library signage is clear	0.28	19	5.36	15
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	0.28	20	5.11	26
Library staff are readily available to assist me	0.27	21	5.59	8
Library workshops, classes and tutorials help me with my learning and research needs	0.22	22	4.79	28
Face to face enquiry services meet my needs	0.22	23	5.42	11
Books and articles I have requested from other libraries and campuses are delivered promptly	0.20	24	5.22	23
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	0.19	25	5.32	16
Library staff provide accurate answers to my enquiries	0.19	26	5.65	5
Library staff are approachable and helpful	0.19	27	5.70	4
Library staff treat me fairly and without discrimination	0.05	28	5.58	9

# The University of Hong Kong Library User Survey, April 2017

Best practice categories gap grid — How often do you access the Library online? - Never

210 responses



Statements	
1	I am informed about Library services
2	The Library website provides useful information
3	Library signage is clear
4	Library workshops, classes and tutorials help me with my learning and research needs
5	The Library anticipates my learning and research needs
6	Opening hours meet my needs
7	Books and articles I have requested from other libraries and campuses are delivered promptly
8	Self Service (e.g. self check loans, requests, renewals, holds) meets my needs
9	Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs
10	Face to face enquiry services meet my needs
11	The items I'm looking for on the Library shelves are usually there
12	Library staff treat me fairly and without discrimination
13	Library staff are approachable and helpful
14	Library staff provide accurate answers to my enquiries
15	Library staff are readily available to assist me
16	The Library is a good place to study
17	I can find a quiet place in the Library to study when I need to
18	I can find a place in the Library to work in a group when I need to
19	A computer is available when I need one
20	Laptop facilities (e.g. desks, power) in the Library meet my needs
21	I can get wireless access in the Library when I need to
22	Printing, scanning and photocopying facilities in the Library meet my needs
23	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
24	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs
25	Course specific resources (including short loans) meet my learning needs
26	When I am away from campus I can access the Library resources and services I need
27	The Library website is easy to use
28	The Library catalogue is easy to use

Legend: ■ Gap > 2.9 ■ Gap > 1.9 ■ Gap > 1.4 ■ Gap > 0.9 ■ Gap < 0.9

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## The University of Hong Kong Library User Survey, April 2017

Top 5 importance scores by demographic

How often are you required to be on campus?

Unique factor

<b>Daily (955 responses)</b>	<b>Importance mean</b>
I can get wireless access in the Library when I need to	6.26
I can find a quiet place in the Library to study when I need to	6.20
The Library is a good place to study	6.18
Printing, scanning and photocopying facilities in the Library meet my needs	6.09
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	6.06
<b>2-4 days a week (1007 responses)</b>	<b>Importance mean</b>
I can get wireless access in the Library when I need to	6.12
I can find a quiet place in the Library to study when I need to	6.10
The Library is a good place to study	6.10
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.99
Printing, scanning and photocopying facilities in the Library meet my needs	5.99
<b>Weekly (357 responses)</b>	<b>Importance mean</b>
The Library is a good place to study	5.85
I can find a quiet place in the Library to study when I need to	5.85
I can get wireless access in the Library when I need to	5.75
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.75
<b>The Library website is easy to use</b>	<b>5.69</b>
<b>Fortnightly (140 responses)</b>	<b>Importance mean</b>
The Library is a good place to study	5.92
I can find a quiet place in the Library to study when I need to	5.84
I can get wireless access in the Library when I need to	5.80
Library staff provide accurate answers to my enquiries	5.80
<b>Library staff treat me fairly and without discrimination</b>	<b>5.78</b>
<b>Monthly (368 responses)</b>	<b>Importance mean</b>
The Library is a good place to study	5.97
I can find a quiet place in the Library to study when I need to	5.96
I can get wireless access in the Library when I need to	5.92
Library staff are approachable and helpful	5.83
Library staff provide accurate answers to my enquiries	5.82
<b>Rarely (i.e. a few times a year) (1072 responses)</b>	<b>Importance mean</b>
I can find a quiet place in the Library to study when I need to	6.08
The Library is a good place to study	6.06
Library staff provide accurate answers to my enquiries	5.97
I can get wireless access in the Library when I need to	5.96
Library staff are approachable and helpful	5.96
<b>Never (519 responses)</b>	<b>Importance mean</b>
I can get wireless access in the Library when I need to	6.03
I can find a quiet place in the Library to study when I need to	5.98
The Library is a good place to study	5.98
Library staff provide accurate answers to my enquiries	5.98
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.96

## The University of Hong Kong Library User Survey, April 2017

### Top 5 performance scores by demographic

How often are you required to be on campus?

Unique factor

<b>Daily (955 responses)</b>	<b>Performance mean</b>
Library staff treat me fairly and without discrimination	5.82
Library staff are approachable and helpful	5.74
Library staff are readily available to assist me	5.70
Library staff provide accurate answers to my enquiries	5.69
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.62
<b>2-4 days a week (1007 responses)</b>	<b>Performance mean</b>
Library staff treat me fairly and without discrimination	5.79
Library staff are approachable and helpful	5.64
Library staff provide accurate answers to my enquiries	5.64
Library staff are readily available to assist me	5.60
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.60
<b>Weekly (357 responses)</b>	<b>Performance mean</b>
Library staff provide accurate answers to my enquiries	5.55
Library staff treat me fairly and without discrimination	5.54
Library staff are approachable and helpful	5.51
The Library is a good place to study	5.50
I can get wireless access in the Library when I need to	5.46
<b>Fortnightly (140 responses)</b>	<b>Performance mean</b>
Library staff treat me fairly and without discrimination	5.63
The Library is a good place to study	5.59
Library staff provide accurate answers to my enquiries	5.52
Library staff are approachable and helpful	5.47
Library staff are readily available to assist me	5.44
<b>Monthly (368 responses)</b>	<b>Performance mean</b>
Library staff treat me fairly and without discrimination	5.66
Library staff provide accurate answers to my enquiries	5.61
The Library is a good place to study	5.60
Library staff are approachable and helpful	5.57
Library staff are readily available to assist me	5.56
<b>Rarely (i.e. a few times a year) (1072 responses)</b>	<b>Performance mean</b>
Library staff treat me fairly and without discrimination	5.73
Library staff are approachable and helpful	5.60
Library staff provide accurate answers to my enquiries	5.59
The Library is a good place to study	5.55
Library staff are readily available to assist me	5.48
<b>Never (519 responses)</b>	<b>Performance mean</b>
Library staff treat me fairly and without discrimination	5.71
Library staff provide accurate answers to my enquiries	5.64
Library staff are approachable and helpful	5.60
Library staff are readily available to assist me	5.52
The Library is a good place to study	5.52

## The University of Hong Kong Library User Survey, April 2017

### Top 5 gap scores by demographic

How often are you required to be on campus?

Unique factor

<b>Daily (955 responses)</b>	<b>Gap score</b>
The items I'm looking for on the Library shelves are usually there	0.90
A computer is available when I need one	0.87
I can find a place in the Library to work in a group when I need to	0.85
<b>I can get wireless access in the Library when I need to</b>	<b>0.84</b>
The Library catalogue is easy to use	0.82
<b>2-4 days a week (1007 responses)</b>	<b>Gap score</b>
A computer is available when I need one	0.78
I can find a place in the Library to work in a group when I need to	0.74
The items I'm looking for on the Library shelves are usually there	0.73
I can find a quiet place in the Library to study when I need to	0.72
The Library catalogue is easy to use	0.66
<b>Weekly (357 responses)</b>	<b>Gap score</b>
A computer is available when I need one	0.53
I can find a quiet place in the Library to study when I need to	0.49
When I am away from campus I can access the Library resources and services I need	0.47
The items I'm looking for on the Library shelves are usually there	0.47
Online resources (e.g. e-journals, databases, ebooks) meet my learning and research needs	0.46
<b>Fortnightly (140 responses)</b>	<b>Gap score</b>
When I am away from campus I can access the Library resources and services I need	0.73
The items I'm looking for on the Library shelves are usually there	0.70
<b>The Library website is easy to use</b>	<b>0.62</b>
A computer is available when I need one	0.62
<b>Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs</b>	<b>0.59</b>
<b>Monthly (368 responses)</b>	<b>Gap score</b>
Online resources (e.g. e-journals, databases, ebooks) meet my learning and research needs	0.63
The items I'm looking for on the Library shelves are usually there	0.63
A computer is available when I need one	0.62
I can find a quiet place in the Library to study when I need to	0.59
When I am away from campus I can access the Library resources and services I need	0.57
<b>Rarely (i.e. a few times a year) (1072 responses)</b>	<b>Gap score</b>
When I am away from campus I can access the Library resources and services I need	0.88
Online resources (e.g. e-journals, databases, ebooks) meet my learning and research needs	0.83
The items I'm looking for on the Library shelves are usually there	0.80
I can find a quiet place in the Library to study when I need to	0.71
A computer is available when I need one	0.69
<b>Never (519 responses)</b>	<b>Gap score</b>
Online resources (e.g. e-journals, databases, ebooks) meet my learning and research needs	1.07
The items I'm looking for on the Library shelves are usually there	1.01
When I am away from campus I can access the Library resources and services I need	0.98
A computer is available when I need one	0.81
The Library catalogue is easy to use	0.76

## The University of Hong Kong Library User Survey, April 2017

Top 10 factors — How often are you required to be on campus? - Daily

955 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.26	Library staff treat me fairly and without discrimination	5.82	The items I'm looking for on the Library shelves are usually there	4.97	The items I'm looking for on the Library shelves are usually there	0.90
I can find a quiet place in the Library to study when I need to	6.20	Library staff are approachable and helpful	5.74	A computer is available when I need one	4.97	A computer is available when I need one	0.87
The Library is a good place to study	6.18	Library staff are readily available to assist me	5.70	Library workshops, classes and tutorials help me with my learning and research needs	5.02	I can find a place in the Library to work in a group when I need to	0.85
Printing, scanning and photocopying facilities in the Library meet my needs	6.09	Library staff provide accurate answers to my enquiries	5.69	I can find a place in the Library to work in a group when I need to	5.04	I can get wireless access in the Library when I need to	0.84
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	6.06	Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.62	I am informed about Library services	5.06	The Library catalogue is easy to use	0.82
When I am away from campus I can access the Library resources and services I need	6.01	The Library is a good place to study	5.60	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.17	Printing, scanning and photocopying facilities in the Library meet my needs	0.80
The Library catalogue is easy to use	6.00	Face to face enquiry services meet my needs	5.46	The Library catalogue is easy to use	5.19	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.77
Library staff provide accurate answers to my enquiries	5.99	I can find a quiet place in the Library to study when I need to	5.44	Library signage is clear	5.19	I can find a quiet place in the Library to study when I need to	0.76
The Library website is easy to use	5.99	I can get wireless access in the Library when I need to	5.42	The Library anticipates my learning and research needs	5.21	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.70
Library staff are approachable and helpful	5.96	Books and articles I have requested from other libraries and campuses are delivered promptly	5.40	Course specific resources (including short loans) meet my learning needs	5.21	The Library website is easy to use	0.68

# The University of Hong Kong Library User Survey, April 2017

Mean importance scores — How often are you required to be on campus? - Daily

955 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.26	1	5.42	9
I can find a quiet place in the Library to study when I need to	6.20	2	5.44	8
The Library is a good place to study	6.18	3	5.60	6
Printing, scanning and photocopying facilities in the Library meet my needs	6.09	4	5.30	17
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	6.06	5	5.36	13
When I am away from campus I can access the Library resources and services I need	6.01	6	5.39	12
The Library catalogue is easy to use	6.00	7	5.19	22
Library staff provide accurate answers to my enquiries	5.99	8	5.69	4
The Library website is easy to use	5.99	9	5.31	15
Library staff are approachable and helpful	5.96	10	5.74	2
Library staff are readily available to assist me	5.94	11	5.70	3
Library staff treat me fairly and without discrimination	5.93	12	5.82	1
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.93	13	5.17	23
Opening hours meet my needs	5.92	14	5.32	14
I can find a place in the Library to work in a group when I need to	5.89	15	5.04	25
The items I'm looking for on the Library shelves are usually there	5.87	16	4.97	28
A computer is available when I need one	5.84	17	4.97	27
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.82	18	5.40	11
The Library website provides useful information	5.80	19	5.25	18
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.80	20	5.62	5
Course specific resources (including short loans) meet my learning needs	5.77	21	5.21	19
Library signage is clear	5.73	22	5.19	21
Books and articles I have requested from other libraries and campuses are delivered promptly	5.68	23	5.40	10
Face to face enquiry services meet my needs	5.63	24	5.46	7
The Library anticipates my learning and research needs	5.60	25	5.21	20
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.54	26	5.31	16
I am informed about Library services	5.49	27	5.06	24
Library workshops, classes and tutorials help me with my learning and research needs	5.16	28	5.02	26

## The University of Hong Kong Library User Survey, April 2017

Mean performance score — How often are you required to be on campus? - Daily

955 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Library staff treat me fairly and without discrimination	5.82	1	5.93	12
Library staff are approachable and helpful	5.74	2	5.96	10
Library staff are readily available to assist me	5.70	3	5.94	11
Library staff provide accurate answers to my enquiries	5.69	4	5.99	8
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.62	5	5.80	20
The Library is a good place to study	5.60	6	6.18	3
Face to face enquiry services meet my needs	5.46	7	5.63	24
I can find a quiet place in the Library to study when I need to	5.44	8	6.20	2
I can get wireless access in the Library when I need to	5.42	9	6.26	1
Books and articles I have requested from other libraries and campuses are delivered promptly	5.40	10	5.68	23
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.40	11	5.82	18
When I am away from campus I can access the Library resources and services I need	5.39	12	6.01	6
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.36	13	6.06	5
Opening hours meet my needs	5.32	14	5.92	14
The Library website is easy to use	5.31	15	5.99	9
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.31	16	5.54	26
Printing, scanning and photocopying facilities in the Library meet my needs	5.30	17	6.09	4
The Library website provides useful information	5.25	18	5.80	19
Course specific resources (including short loans) meet my learning needs	5.21	19	5.77	21
The Library anticipates my learning and research needs	5.21	20	5.60	25
Library signage is clear	5.19	21	5.73	22
The Library catalogue is easy to use	5.19	22	6.00	7
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.17	23	5.93	13
I am informed about Library services	5.06	24	5.49	27
I can find a place in the Library to work in a group when I need to	5.04	25	5.89	15
Library workshops, classes and tutorials help me with my learning and research needs	5.02	26	5.16	28
A computer is available when I need one	4.97	27	5.84	17
The items I'm looking for on the Library shelves are usually there	4.97	28	5.87	16

## The University of Hong Kong Library User Survey, April 2017

Mean gap scores – How often are you required to be on campus? - Daily

955 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
The items I'm looking for on the Library shelves are usually there	0.90	1	5.87	16
A computer is available when I need one	0.87	2	5.84	17
I can find a place in the Library to work in a group when I need to	0.85	3	5.89	15
I can get wireless access in the Library when I need to	0.84	4	6.26	1
The Library catalogue is easy to use	0.82	5	6.00	7
Printing, scanning and photocopying facilities in the Library meet my needs	0.80	6	6.09	4
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.77	7	5.93	13
I can find a quiet place in the Library to study when I need to	0.76	8	6.20	2
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.70	9	6.06	5
The Library website is easy to use	0.68	10	5.99	9
When I am away from campus I can access the Library resources and services I need	0.62	11	6.01	6
Opening hours meet my needs	0.61	12	5.92	14
The Library is a good place to study	0.57	13	6.18	3
Course specific resources (including short loans) meet my learning needs	0.56	14	5.77	21
The Library website provides useful information	0.55	15	5.80	19
Library signage is clear	0.53	16	5.73	22
I am informed about Library services	0.43	17	5.49	27
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.42	18	5.82	18
The Library anticipates my learning and research needs	0.39	19	5.60	25
Library staff provide accurate answers to my enquiries	0.30	20	5.99	8
Books and articles I have requested from other libraries and campuses are delivered promptly	0.28	21	5.68	23
Library staff are readily available to assist me	0.24	22	5.94	11
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	0.24	23	5.54	26
Library staff are approachable and helpful	0.21	24	5.96	10
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	0.17	25	5.80	20
Face to face enquiry services meet my needs	0.17	26	5.63	24
Library workshops, classes and tutorials help me with my learning and research needs	0.14	27	5.16	28
Library staff treat me fairly and without discrimination	0.11	28	5.93	12





## The University of Hong Kong Library User Survey, April 2017

Top 10 factors – How often are you required to be on campus? - 2-4 days a week

1007 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.12	Library staff treat me fairly and without discrimination	5.79	A computer is available when I need one	5.03	A computer is available when I need one	0.78
I can find a quiet place in the Library to study when I need to	6.10	Library staff are approachable and helpful	5.64	I am informed about Library services	5.05	I can find a place in the Library to work in a group when I need to	0.74
The Library is a good place to study	6.10	Library staff provide accurate answers to my enquiries	5.64	Library workshops, classes and tutorials help me with my learning and research needs	5.06	The items I'm looking for on the Library shelves are usually there	0.73
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.99	Library staff are readily available to assist me	5.60	I can find a place in the Library to work in a group when I need to	5.08	I can find a quiet place in the Library to study when I need to	0.72
Printing, scanning and photocopying facilities in the Library meet my needs	5.99	Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.60	The items I'm looking for on the Library shelves are usually there	5.09	The Library catalogue is easy to use	0.66
When I am away from campus I can access the Library resources and services I need	5.88	The Library is a good place to study	5.60	The Library catalogue is easy to use	5.14	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.65
Opening hours meet my needs	5.88	I can get wireless access in the Library when I need to	5.50	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.21	Printing, scanning and photocopying facilities in the Library meet my needs	0.65
The Library website is easy to use	5.83	Opening hours meet my needs	5.46	Course specific resources (including short loans) meet my learning needs	5.24	I can get wireless access in the Library when I need to	0.62
I can find a place in the Library to work in a group when I need to	5.83	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.43	Library signage is clear	5.24	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.60
Library staff provide accurate answers to my enquiries	5.82	Books and articles I have requested from other libraries and campuses are delivered promptly	5.39	The Library website provides useful information	5.25	The Library website is easy to use	0.55

## The University of Hong Kong Library User Survey, April 2017

Mean importance scores — How often are you required to be on campus? - 2-4 days a week

1007 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.12	1	5.50	7
I can find a quiet place in the Library to study when I need to	6.10	2	5.38	11
The Library is a good place to study	6.10	2	5.60	6
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.99	4	5.34	15
Printing, scanning and photocopying facilities in the Library meet my needs	5.99	5	5.34	14
When I am away from campus I can access the Library resources and services I need	5.88	6	5.35	13
Opening hours meet my needs	5.88	7	5.46	8
The Library website is easy to use	5.83	8	5.28	17
I can find a place in the Library to work in a group when I need to	5.83	9	5.08	25
Library staff provide accurate answers to my enquiries	5.82	10	5.64	3
The items I'm looking for on the Library shelves are usually there	5.82	11	5.09	24
Library staff are approachable and helpful	5.82	12	5.64	2
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.81	13	5.21	22
A computer is available when I need one	5.81	14	5.03	28
The Library catalogue is easy to use	5.80	15	5.14	23
Library staff are readily available to assist me	5.78	16	5.60	4
Library staff treat me fairly and without discrimination	5.77	17	5.79	1
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.73	18	5.43	9
The Library website provides useful information	5.70	19	5.25	19
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.66	20	5.60	5
Course specific resources (including short loans) meet my learning needs	5.64	21	5.24	21
The Library anticipates my learning and research needs	5.61	22	5.27	18
Books and articles I have requested from other libraries and campuses are delivered promptly	5.61	23	5.39	10
Library signage is clear	5.55	24	5.24	20
Face to face enquiry services meet my needs	5.48	25	5.38	12
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.36	26	5.31	16
I am informed about Library services	5.34	27	5.05	27
Library workshops, classes and tutorials help me with my learning and research needs	5.01	28	5.06	26

## The University of Hong Kong Library User Survey, April 2017

Mean performance score – How often are you required to be on campus? - 2-4 days a week

1007 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Library staff treat me fairly and without discrimination	5.79	1	5.77	17
Library staff are approachable and helpful	5.64	2	5.82	12
Library staff provide accurate answers to my enquiries	5.64	3	5.82	10
Library staff are readily available to assist me	5.60	4	5.78	16
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.60	5	5.66	20
The Library is a good place to study	5.60	6	6.10	2
I can get wireless access in the Library when I need to	5.50	7	6.12	1
Opening hours meet my needs	5.46	8	5.88	7
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.43	9	5.73	18
Books and articles I have requested from other libraries and campuses are delivered promptly	5.39	10	5.61	23
I can find a quiet place in the Library to study when I need to	5.38	11	6.10	2
Face to face enquiry services meet my needs	5.38	12	5.48	25
When I am away from campus I can access the Library resources and services I need	5.35	13	5.88	6
Printing, scanning and photocopying facilities in the Library meet my needs	5.34	14	5.99	5
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.34	15	5.99	4
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.31	16	5.36	26
The Library website is easy to use	5.28	17	5.83	8
The Library anticipates my learning and research needs	5.27	18	5.61	22
The Library website provides useful information	5.25	19	5.70	19
Library signage is clear	5.24	20	5.55	24
Course specific resources (including short loans) meet my learning needs	5.24	21	5.64	21
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.21	22	5.81	13
The Library catalogue is easy to use	5.14	23	5.80	15
The items I'm looking for on the Library shelves are usually there	5.09	24	5.82	11
I can find a place in the Library to work in a group when I need to	5.08	25	5.83	9
Library workshops, classes and tutorials help me with my learning and research needs	5.06	26	5.01	28
I am informed about Library services	5.05	27	5.34	27
A computer is available when I need one	5.03	28	5.81	14

## The University of Hong Kong Library User Survey, April 2017

Mean gap scores – How often are you required to be on campus? - 2-4 days a week

1007 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
A computer is available when I need one	0.78	1	5.81	14
I can find a place in the Library to work in a group when I need to	0.74	2	5.83	9
The items I'm looking for on the Library shelves are usually there	0.73	3	5.82	11
I can find a quiet place in the Library to study when I need to	0.72	4	6.10	2
The Library catalogue is easy to use	0.66	5	5.80	15
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.65	6	5.99	4
Printing, scanning and photocopying facilities in the Library meet my needs	0.65	7	5.99	5
I can get wireless access in the Library when I need to	0.62	8	6.12	1
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.60	9	5.81	13
The Library website is easy to use	0.55	10	5.83	8
When I am away from campus I can access the Library resources and services I need	0.53	11	5.88	6
The Library is a good place to study	0.50	12	6.10	2
The Library website provides useful information	0.44	13	5.70	19
Opening hours meet my needs	0.42	14	5.88	7
Course specific resources (including short loans) meet my learning needs	0.41	15	5.64	21
The Library anticipates my learning and research needs	0.34	16	5.61	22
Library signage is clear	0.31	17	5.55	24
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.29	18	5.73	18
I am informed about Library services	0.29	19	5.34	27
Books and articles I have requested from other libraries and campuses are delivered promptly	0.22	20	5.61	23
Library staff provide accurate answers to my enquiries	0.19	21	5.82	10
Library staff are readily available to assist me	0.18	22	5.78	16
Library staff are approachable and helpful	0.18	23	5.82	12
Face to face enquiry services meet my needs	0.10	24	5.48	25
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	0.06	25	5.66	20
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	0.05	26	5.36	26
Library staff treat me fairly and without discrimination	-0.01	27	5.77	17
Library workshops, classes and tutorials help me with my learning and research needs	-0.05	28	5.01	28



The University of Hong Kong Library User Survey, April 2017

Top 10 factors — How often are you required to be on campus? - Weekly

357 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
The Library is a good place to study	5.85	Library staff provide accurate answers to my enquiries	5.55	Library workshops, classes and tutorials help me with my learning and research needs	4.98	A computer is available when I need one	0.53
I can find a quiet place in the Library to study when I need to	5.85	Library staff treat me fairly and without discrimination	5.54	I am informed about Library services	5.07	I can find a quiet place in the Library to study when I need to	0.49
I can get wireless access in the Library when I need to	5.75	Library staff are approachable and helpful	5.51	A computer is available when I need one	5.10	When I am away from campus I can access the Library resources and services I need	0.47
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.75	The Library is a good place to study	5.50	The items I'm looking for on the Library shelves are usually there	5.11	The items I'm looking for on the Library shelves are usually there	0.47
The Library website is easy to use	5.69	I can get wireless access in the Library when I need to	5.46	I can find a place in the Library to work in a group when I need to	5.13	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.46
When I am away from campus I can access the Library resources and services I need	5.69	Face to face enquiry services meet my needs	5.42	The Library anticipates my learning and research needs	5.15	The Library catalogue is easy to use	0.42
The Library catalogue is easy to use	5.69	Library staff are readily available to assist me	5.42	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.18	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.41
Opening hours meet my needs	5.67	Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.40	Library signage is clear	5.19	The Library website is easy to use	0.40
Printing, scanning and photocopying facilities in the Library meet my needs	5.65	I can find a quiet place in the Library to study when I need to	5.36	Course specific resources (including short loans) meet my learning needs	5.19	The Library is a good place to study	0.35
Library staff provide accurate answers to my enquiries	5.65	Printing, scanning and photocopying facilities in the Library meet my needs	5.35	When I am away from campus I can access the Library resources and services I need	5.22	Opening hours meet my needs	0.32

# The University of Hong Kong Library User Survey, April 2017

Mean importance scores — How often are you required to be on campus? - Weekly

357 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
The Library is a good place to study	5.85	1	5.50	4
I can find a quiet place in the Library to study when I need to	5.85	2	5.36	9
I can get wireless access in the Library when I need to	5.75	3	5.46	5
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.75	4	5.29	13
The Library website is easy to use	5.69	5	5.29	14
When I am away from campus I can access the Library resources and services I need	5.69	6	5.22	19
The Library catalogue is easy to use	5.69	7	5.27	16
Opening hours meet my needs	5.67	8	5.35	11
Printing, scanning and photocopying facilities in the Library meet my needs	5.65	9	5.35	10
Library staff provide accurate answers to my enquiries	5.65	10	5.55	1
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.64	11	5.33	12
A computer is available when I need one	5.63	12	5.10	26
Library staff are approachable and helpful	5.59	13	5.51	3
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.59	14	5.18	22
Library staff treat me fairly and without discrimination	5.58	15	5.54	2
The items I'm looking for on the Library shelves are usually there	5.58	16	5.11	25
Library staff are readily available to assist me	5.58	17	5.42	7
The Library website provides useful information	5.57	18	5.28	15
Course specific resources (including short loans) meet my learning needs	5.51	19	5.19	20
Library signage is clear	5.49	20	5.19	21
Face to face enquiry services meet my needs	5.47	21	5.42	6
I can find a place in the Library to work in a group when I need to	5.42	22	5.13	24
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.41	23	5.40	8
Books and articles I have requested from other libraries and campuses are delivered promptly	5.41	24	5.26	17
The Library anticipates my learning and research needs	5.39	25	5.15	23
I am informed about Library services	5.35	26	5.07	27
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.34	27	5.25	18
Library workshops, classes and tutorials help me with my learning and research needs	5.03	28	4.98	28

## The University of Hong Kong Library User Survey, April 2017

Mean performance score — How often are you required to be on campus? - Weekly

357 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Library staff provide accurate answers to my enquiries	5.55	1	5.65	10
Library staff treat me fairly and without discrimination	5.54	2	5.58	15
Library staff are approachable and helpful	5.51	3	5.59	13
The Library is a good place to study	5.50	4	5.85	1
I can get wireless access in the Library when I need to	5.46	5	5.75	3
Face to face enquiry services meet my needs	5.42	6	5.47	21
Library staff are readily available to assist me	5.42	7	5.58	17
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.40	8	5.41	23
I can find a quiet place in the Library to study when I need to	5.36	9	5.85	2
Printing, scanning and photocopying facilities in the Library meet my needs	5.35	10	5.65	9
Opening hours meet my needs	5.35	11	5.67	8
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.33	12	5.64	11
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.29	13	5.75	4
The Library website is easy to use	5.29	14	5.69	5
The Library website provides useful information	5.28	15	5.57	18
The Library catalogue is easy to use	5.27	16	5.69	7
Books and articles I have requested from other libraries and campuses are delivered promptly	5.26	17	5.41	24
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.25	18	5.34	27
When I am away from campus I can access the Library resources and services I need	5.22	19	5.69	6
Course specific resources (including short loans) meet my learning needs	5.19	20	5.51	19
Library signage is clear	5.19	21	5.49	20
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.18	22	5.59	14
The Library anticipates my learning and research needs	5.15	23	5.39	25
I can find a place in the Library to work in a group when I need to	5.13	24	5.42	22
The items I'm looking for on the Library shelves are usually there	5.11	25	5.58	16
A computer is available when I need one	5.10	26	5.63	12
I am informed about Library services	5.07	27	5.35	26
Library workshops, classes and tutorials help me with my learning and research needs	4.98	28	5.03	28



## The University of Hong Kong Library User Survey, April 2017

Mean gap scores – How often are you required to be on campus? - Weekly

357 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
A computer is available when I need one	0.53	1	5.63	12
I can find a quiet place in the Library to study when I need to	0.49	2	5.85	2
When I am away from campus I can access the Library resources and services I need	0.47	3	5.69	6
The items I'm looking for on the Library shelves are usually there	0.47	4	5.58	16
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.46	5	5.75	4
The Library catalogue is easy to use	0.42	6	5.69	7
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.41	7	5.59	14
The Library website is easy to use	0.40	8	5.69	5
The Library is a good place to study	0.35	9	5.85	1
Opening hours meet my needs	0.32	10	5.67	8
Course specific resources (including short loans) meet my learning needs	0.32	11	5.51	19
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.31	12	5.64	11
Printing, scanning and photocopying facilities in the Library meet my needs	0.30	13	5.65	9
Library signage is clear	0.30	14	5.49	20
I can get wireless access in the Library when I need to	0.29	15	5.75	3
The Library website provides useful information	0.29	16	5.57	18
I can find a place in the Library to work in a group when I need to	0.29	17	5.42	22
I am informed about Library services	0.27	18	5.35	26
The Library anticipates my learning and research needs	0.24	19	5.39	25
Library staff are readily available to assist me	0.16	20	5.58	17
Books and articles I have requested from other libraries and campuses are delivered promptly	0.15	21	5.41	24
Library staff provide accurate answers to my enquiries	0.10	22	5.65	10
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	0.09	23	5.34	27
Library staff are approachable and helpful	0.09	24	5.59	13
Face to face enquiry services meet my needs	0.06	25	5.47	21
Library workshops, classes and tutorials help me with my learning and research needs	0.05	26	5.03	28
Library staff treat me fairly and without discrimination	0.04	27	5.58	15
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	0.01	28	5.41	23



## The University of Hong Kong Library User Survey, April 2017

Top 10 factors — How often are you required to be on campus? - Fortnightly

140 responses

						Factors rated top 10 in importance	
Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
The Library is a good place to study	5.92	Library staff treat me fairly and without discrimination	5.63	Library workshops, classes and tutorials help me with my learning and research needs	4.74	When I am away from campus I can access the Library resources and services I need	0.73
I can find a quiet place in the Library to study when I need to	5.84	The Library is a good place to study	5.59	I am informed about Library services	4.83	The items I'm looking for on the Library shelves are usually there	0.70
I can get wireless access in the Library when I need to	5.80	Library staff provide accurate answers to my enquiries	5.52	A computer is available when I need one	4.93	The Library website is easy to use	0.62
Library staff provide accurate answers to my enquiries	5.80	Library staff are approachable and helpful	5.47	Course specific resources (including short loans) meet my learning needs	4.94	A computer is available when I need one	0.62
Library staff treat me fairly and without discrimination	5.78	Library staff are readily available to assist me	5.44	When I am away from campus I can access the Library resources and services I need	4.96	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.59
Library staff are approachable and helpful	5.72	Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.37	The items I'm looking for on the Library shelves are usually there	4.97	The Library website provides useful information	0.57
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.71	I can get wireless access in the Library when I need to	5.35	The Library anticipates my learning and research needs	5.02	Library signage is clear	0.57
When I am away from campus I can access the Library resources and services I need	5.68	Face to face enquiry services meet my needs	5.32	Library signage is clear	5.03	I can find a quiet place in the Library to study when I need to	0.54
The Library website provides useful information	5.68	I can find a quiet place in the Library to study when I need to	5.30	Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my	5.05	I am informed about Library services	0.49
The Library website is easy to use	5.68	The Library catalogue is easy to use	5.15	The Library website is easy to use	5.06	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.48

## The University of Hong Kong Library User Survey, April 2017

Mean importance scores — How often are you required to be on campus? - Fortnightly

140 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
The Library is a good place to study	5.92	1	5.59	2
I can find a quiet place in the Library to study when I need to	5.84	2	5.30	9
I can get wireless access in the Library when I need to	5.80	3	5.35	7
Library staff provide accurate answers to my enquiries	5.80	4	5.52	3
Library staff treat me fairly and without discrimination	5.78	5	5.63	1
Library staff are approachable and helpful	5.72	6	5.47	4
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.71	7	5.12	13
When I am away from campus I can access the Library resources and services I need	5.68	8	4.96	24
The Library website provides useful information	5.68	9	5.11	14
The Library website is easy to use	5.68	10	5.06	19
The items I'm looking for on the Library shelves are usually there	5.67	11	4.97	23
Library staff are readily available to assist me	5.67	11	5.44	5
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.61	13	5.13	12
The Library catalogue is easy to use	5.61	14	5.15	10
Library signage is clear	5.60	15	5.03	21
Opening hours meet my needs	5.58	16	5.10	18
A computer is available when I need one	5.55	17	4.93	26
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.55	18	5.10	16
Printing, scanning and photocopying facilities in the Library meet my needs	5.53	19	5.10	15
Face to face enquiry services meet my needs	5.47	20	5.32	8
Books and articles I have requested from other libraries and campuses are delivered promptly	5.45	21	5.10	16
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.45	22	5.37	6
I can find a place in the Library to work in a group when I need to	5.41	23	5.13	11
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.36	24	5.05	20
I am informed about Library services	5.31	25	4.83	27
The Library anticipates my learning and research needs	5.31	26	5.02	22
Course specific resources (including short loans) meet my learning needs	5.21	27	4.94	25
Library workshops, classes and tutorials help me with my learning and research needs	4.90	28	4.74	28

## The University of Hong Kong Library User Survey, April 2017

Mean performance score – How often are you required to be on campus? - Fortnightly

140 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Library staff treat me fairly and without discrimination	5.63	1	5.78	5
The Library is a good place to study	5.59	2	5.92	1
Library staff provide accurate answers to my enquiries	5.52	3	5.80	4
Library staff are approachable and helpful	5.47	4	5.72	6
Library staff are readily available to assist me	5.44	5	5.67	11
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.37	6	5.45	22
I can get wireless access in the Library when I need to	5.35	7	5.80	3
Face to face enquiry services meet my needs	5.32	8	5.47	20
I can find a quiet place in the Library to study when I need to	5.30	9	5.84	2
The Library catalogue is easy to use	5.15	10	5.61	14
I can find a place in the Library to work in a group when I need to	5.13	11	5.41	23
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.13	12	5.61	13
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.12	13	5.71	7
The Library website provides useful information	5.11	14	5.68	9
Printing, scanning and photocopying facilities in the Library meet my needs	5.10	15	5.53	19
Books and articles I have requested from other libraries and campuses are delivered promptly	5.10	16	5.45	21
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.10	16	5.55	18
Opening hours meet my needs	5.10	18	5.58	16
The Library website is easy to use	5.06	19	5.68	10
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.05	20	5.36	24
Library signage is clear	5.03	21	5.60	15
The Library anticipates my learning and research needs	5.02	22	5.31	26
The items I'm looking for on the Library shelves are usually there	4.97	23	5.67	11
When I am away from campus I can access the Library resources and services I need	4.96	24	5.68	8
Course specific resources (including short loans) meet my learning needs	4.94	25	5.21	27
A computer is available when I need one	4.93	26	5.55	17
I am informed about Library services	4.83	27	5.31	25
Library workshops, classes and tutorials help me with my learning and research needs	4.74	28	4.90	28

## The University of Hong Kong Library User Survey, April 2017

Mean gap scores – How often are you required to be on campus? - Fortnightly

140 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
When I am away from campus I can access the Library resources and services I need	0.73	1	5.68	8
The items I'm looking for on the Library shelves are usually there	0.70	2	5.67	11
The Library website is easy to use	0.62	3	5.68	10
A computer is available when I need one	0.62	4	5.55	17
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.59	5	5.71	7
The Library website provides useful information	0.57	6	5.68	9
Library signage is clear	0.57	7	5.60	15
I can find a quiet place in the Library to study when I need to	0.54	8	5.84	2
I am informed about Library services	0.49	9	5.31	25
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.48	10	5.61	13
Opening hours meet my needs	0.47	11	5.58	16
The Library catalogue is easy to use	0.46	12	5.61	14
I can get wireless access in the Library when I need to	0.45	13	5.80	3
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.44	14	5.55	18
Printing, scanning and photocopying facilities in the Library meet my needs	0.43	15	5.53	19
Books and articles I have requested from other libraries and campuses are delivered promptly	0.35	16	5.45	21
The Library is a good place to study	0.33	17	5.92	1
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	0.31	18	5.36	24
The Library anticipates my learning and research needs	0.29	19	5.31	26
I can find a place in the Library to work in a group when I need to	0.27	20	5.41	23
Library staff provide accurate answers to my enquiries	0.27	21	5.80	4
Course specific resources (including short loans) meet my learning needs	0.26	22	5.21	27
Library staff are approachable and helpful	0.25	23	5.72	6
Library staff are readily available to assist me	0.23	24	5.67	11
Library workshops, classes and tutorials help me with my learning and research needs	0.16	25	4.90	28
Face to face enquiry services meet my needs	0.15	26	5.47	20
Library staff treat me fairly and without discrimination	0.14	27	5.78	5
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	0.08	28	5.45	22



## The University of Hong Kong Library User Survey, April 2017

Top 10 factors — How often are you required to be on campus? - Monthly

368 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
The Library is a good place to study	5.97	Library staff treat me fairly and without discrimination	5.66	I am informed about Library services	4.94	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.63
I can find a quiet place in the Library to study when I need to	5.96	Library staff provide accurate answers to my enquiries	5.61	Library workshops, classes and tutorials help me with my learning and research needs	4.98	The items I'm looking for on the Library shelves are usually there	0.63
I can get wireless access in the Library when I need to	5.92	The Library is a good place to study	5.60	The Library anticipates my learning and research needs	4.99	A computer is available when I need one	0.62
Library staff are approachable and helpful	5.83	Library staff are approachable and helpful	5.57	The items I'm looking for on the Library shelves are usually there	5.02	I can find a quiet place in the Library to study when I need to	0.59
Library staff provide accurate answers to my enquiries	5.82	Library staff are readily available to assist me	5.56	A computer is available when I need one	5.05	When I am away from campus I can access the Library resources and services I need	0.57
The Library catalogue is easy to use	5.79	I can get wireless access in the Library when I need to	5.50	Course specific resources (including short loans) meet my learning needs	5.08	The Library catalogue is easy to use	0.53
The Library website provides useful information	5.79	Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.39	Library signage is clear	5.10	The Library website provides useful information	0.52
Printing, scanning and photocopying facilities in the Library meet my needs	5.79	I can find a quiet place in the Library to study when I need to	5.37	When I am away from campus I can access the Library resources and services I need	5.13	Opening hours meet my needs	0.50
The Library website is easy to use	5.79	Face to face enquiry services meet my needs	5.35	I can find a place in the Library to work in a group when I need to	5.15	The Library website is easy to use	0.48
Library staff treat me fairly and without discrimination	5.78	Printing, scanning and photocopying facilities in the Library meet my needs	5.34	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.15	Printing, scanning and photocopying facilities in the Library meet my needs	0.45



# The University of Hong Kong Library User Survey, April 2017

Mean importance scores — How often are you required to be on campus? - Monthly

368 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
The Library is a good place to study	5.97	1	5.60	3
I can find a quiet place in the Library to study when I need to	5.96	2	5.37	8
I can get wireless access in the Library when I need to	5.92	3	5.50	6
Library staff are approachable and helpful	5.83	4	5.57	4
Library staff provide accurate answers to my enquiries	5.82	5	5.61	2
The Library catalogue is easy to use	5.79	6	5.26	16
The Library website provides useful information	5.79	7	5.27	15
Printing, scanning and photocopying facilities in the Library meet my needs	5.79	8	5.34	10
The Library website is easy to use	5.79	9	5.31	12
Library staff treat me fairly and without discrimination	5.78	10	5.66	1
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.78	11	5.15	19
Opening hours meet my needs	5.78	12	5.28	14
Library staff are readily available to assist me	5.77	13	5.56	5
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.72	14	5.30	13
When I am away from campus I can access the Library resources and services I need	5.70	15	5.13	21
A computer is available when I need one	5.68	16	5.05	24
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.68	17	5.23	17
The items I'm looking for on the Library shelves are usually there	5.65	18	5.02	25
Books and articles I have requested from other libraries and campuses are delivered promptly	5.59	19	5.32	11
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.53	20	5.39	7
Library signage is clear	5.52	21	5.10	22
Face to face enquiry services meet my needs	5.49	22	5.35	9
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.47	23	5.19	18
Course specific resources (including short loans) meet my learning needs	5.44	24	5.08	23
I can find a place in the Library to work in a group when I need to	5.44	25	5.15	20
The Library anticipates my learning and research needs	5.39	26	4.99	26
I am informed about Library services	5.34	27	4.94	28
Library workshops, classes and tutorials help me with my learning and research needs	5.07	28	4.98	27

## The University of Hong Kong Library User Survey, April 2017

Mean performance score — How often are you required to be on campus? - Monthly

368 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Library staff treat me fairly and without discrimination	5.66	1	5.78	10
Library staff provide accurate answers to my enquiries	5.61	2	5.82	5
The Library is a good place to study	5.60	3	5.97	1
Library staff are approachable and helpful	5.57	4	5.83	4
Library staff are readily available to assist me	5.56	5	5.77	13
I can get wireless access in the Library when I need to	5.50	6	5.92	3
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.39	7	5.53	20
I can find a quiet place in the Library to study when I need to	5.37	8	5.96	2
Face to face enquiry services meet my needs	5.35	9	5.49	22
Printing, scanning and photocopying facilities in the Library meet my needs	5.34	10	5.79	8
Books and articles I have requested from other libraries and campuses are delivered promptly	5.32	11	5.59	19
The Library website is easy to use	5.31	12	5.79	9
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.30	13	5.72	14
Opening hours meet my needs	5.28	14	5.78	12
The Library website provides useful information	5.27	15	5.79	7
The Library catalogue is easy to use	5.26	16	5.79	6
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.23	17	5.68	17
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.19	18	5.47	23
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.15	19	5.78	11
I can find a place in the Library to work in a group when I need to	5.15	20	5.44	25
When I am away from campus I can access the Library resources and services I need	5.13	21	5.70	15
Library signage is clear	5.10	22	5.52	21
Course specific resources (including short loans) meet my learning needs	5.08	23	5.44	24
A computer is available when I need one	5.05	24	5.68	16
The items I'm looking for on the Library shelves are usually there	5.02	25	5.65	18
The Library anticipates my learning and research needs	4.99	26	5.39	26
Library workshops, classes and tutorials help me with my learning and research needs	4.98	27	5.07	28
I am informed about Library services	4.94	28	5.34	27

## The University of Hong Kong Library User Survey, April 2017

Mean gap scores – How often are you required to be on campus? - Monthly

368 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.63	1	5.78	11
The items I'm looking for on the Library shelves are usually there	0.63	2	5.65	18
A computer is available when I need one	0.62	3	5.68	16
I can find a quiet place in the Library to study when I need to	0.59	4	5.96	2
When I am away from campus I can access the Library resources and services I need	0.57	5	5.70	15
The Library catalogue is easy to use	0.53	6	5.79	6
The Library website provides useful information	0.52	7	5.79	7
Opening hours meet my needs	0.50	8	5.78	12
The Library website is easy to use	0.48	9	5.79	9
Printing, scanning and photocopying facilities in the Library meet my needs	0.45	10	5.79	8
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.44	11	5.68	17
I can get wireless access in the Library when I need to	0.43	12	5.92	3
Library signage is clear	0.42	13	5.52	21
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.42	14	5.72	14
The Library anticipates my learning and research needs	0.40	15	5.39	26
I am informed about Library services	0.39	16	5.34	27
The Library is a good place to study	0.37	17	5.97	1
Course specific resources (including short loans) meet my learning needs	0.36	18	5.44	24
I can find a place in the Library to work in a group when I need to	0.29	19	5.44	25
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	0.28	20	5.47	23
Books and articles I have requested from other libraries and campuses are delivered promptly	0.27	21	5.59	19
Library staff are approachable and helpful	0.26	22	5.83	4
Library staff provide accurate answers to my enquiries	0.22	23	5.82	5
Library staff are readily available to assist me	0.21	24	5.77	13
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	0.14	25	5.53	20
Face to face enquiry services meet my needs	0.14	26	5.49	22
Library staff treat me fairly and without discrimination	0.12	27	5.78	10
Library workshops, classes and tutorials help me with my learning and research needs	0.08	28	5.07	28



## The University of Hong Kong Library User Survey, April 2017

Top 10 factors — How often are you required to be on campus? - Rarely (i.e. a few times a year)

1072 responses

						Factors rated top 10 in importance	
Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can find a quiet place in the Library to study when I need to	6.08	Library staff treat me fairly and without discrimination	5.73	I am informed about Library services	4.64	When I am away from campus I can access the Library resources and services I need	0.88
The Library is a good place to study	6.06	Library staff are approachable and helpful	5.60	Library workshops, classes and tutorials help me with my learning and research needs	4.70	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.83
Library staff provide accurate answers to my enquiries	5.97	Library staff provide accurate answers to my enquiries	5.59	I can find a place in the Library to work in a group when I need to	4.91	The items I'm looking for on the Library shelves are usually there	0.80
I can get wireless access in the Library when I need to	5.96	The Library is a good place to study	5.55	The Library anticipates my learning and research needs	4.92	I can find a quiet place in the Library to study when I need to	0.71
Library staff are approachable and helpful	5.96	Library staff are readily available to assist me	5.48	When I am away from campus I can access the Library resources and services I need	4.97	A computer is available when I need one	0.69
Library staff treat me fairly and without discrimination	5.94	Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.43	The items I'm looking for on the Library shelves are usually there	4.99	The Library catalogue is easy to use	0.66
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.93	I can get wireless access in the Library when I need to	5.42	Course specific resources (including short loans) meet my learning needs	5.01	The Library website provides useful information	0.63
Library staff are readily available to assist me	5.89	I can find a quiet place in the Library to study when I need to	5.37	A computer is available when I need one	5.01	The Library website is easy to use	0.63
Opening hours meet my needs	5.88	Opening hours meet my needs	5.34	Library signage is clear	5.06	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.58
When I am away from campus I can access the Library resources and services I need	5.85	Face to face enquiry services meet my needs	5.33	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.06	I can get wireless access in the Library when I need to	0.55

## The University of Hong Kong Library User Survey, April 2017

Mean importance scores — How often are you required to be on campus? - Rarely (i.e. a few times a year)

1072 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Library to study when I need to	6.08	1	5.37	8
The Library is a good place to study	6.06	2	5.55	4
Library staff provide accurate answers to my enquiries	5.97	3	5.59	3
I can get wireless access in the Library when I need to	5.96	4	5.42	7
Library staff are approachable and helpful	5.96	5	5.60	2
Library staff treat me fairly and without discrimination	5.94	6	5.73	1
Online resources (e.g. e-journals, databases, ebooks) meet my learning and research needs	5.93	7	5.10	18
Library staff are readily available to assist me	5.89	8	5.48	5
Opening hours meet my needs	5.88	9	5.34	9
When I am away from campus I can access the Library resources and services I need	5.85	10	4.97	24
The Library website is easy to use	5.84	11	5.22	13
The Library catalogue is easy to use	5.84	12	5.18	15
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.81	13	5.29	11
Printing, scanning and photocopying facilities in the Library meet my needs	5.80	14	5.29	12
The items I'm looking for on the Library shelves are usually there	5.80	15	4.99	23
The Library website provides useful information	5.74	16	5.11	17
A computer is available when I need one	5.70	17	5.01	21
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.64	18	5.43	6
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.64	19	5.06	19
Face to face enquiry services meet my needs	5.59	20	5.33	10
Library signage is clear	5.55	21	5.06	20
Books and articles I have requested from other libraries and campuses are delivered promptly	5.49	22	5.20	14
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.48	23	5.16	16
I can find a place in the Library to work in a group when I need to	5.40	24	4.91	26
Course specific resources (including short loans) meet my learning needs	5.40	25	5.01	22
The Library anticipates my learning and research needs	5.32	26	4.92	25
I am informed about Library services	5.16	27	4.64	28
Library workshops, classes and tutorials help me with my learning and research needs	4.79	28	4.70	27

## The University of Hong Kong Library User Survey, April 2017

Mean performance score – How often are you required to be on campus? - Rarely (i.e. a few times a year)

1072 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Library staff treat me fairly and without discrimination	5.73	1	5.94	6
Library staff are approachable and helpful	5.60	2	5.96	5
Library staff provide accurate answers to my enquiries	5.59	3	5.97	3
The Library is a good place to study	5.55	4	6.06	2
Library staff are readily available to assist me	5.48	5	5.89	8
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.43	6	5.64	18
I can get wireless access in the Library when I need to	5.42	7	5.96	4
I can find a quiet place in the Library to study when I need to	5.37	8	6.08	1
Opening hours meet my needs	5.34	9	5.88	9
Face to face enquiry services meet my needs	5.33	10	5.59	20
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.29	11	5.81	13
Printing, scanning and photocopying facilities in the Library meet my needs	5.29	12	5.80	14
The Library website is easy to use	5.22	13	5.84	11
Books and articles I have requested from other libraries and campuses are delivered promptly	5.20	14	5.49	22
The Library catalogue is easy to use	5.18	15	5.84	12
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.16	16	5.48	23
The Library website provides useful information	5.11	17	5.74	16
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.10	18	5.93	7
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.06	19	5.64	19
Library signage is clear	5.06	20	5.55	21
A computer is available when I need one	5.01	21	5.70	17
Course specific resources (including short loans) meet my learning needs	5.01	22	5.40	25
The items I'm looking for on the Library shelves are usually there	4.99	23	5.80	15
When I am away from campus I can access the Library resources and services I need	4.97	24	5.85	10
The Library anticipates my learning and research needs	4.92	25	5.32	26
I can find a place in the Library to work in a group when I need to	4.91	26	5.40	24
Library workshops, classes and tutorials help me with my learning and research needs	4.70	27	4.79	28
I am informed about Library services	4.64	28	5.16	27

## The University of Hong Kong Library User Survey, April 2017

Mean gap scores – How often are you required to be on campus? - Rarely (i.e. a few times a year)

1072 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
When I am away from campus I can access the Library resources and services I need	0.88	1	5.85	10
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.83	2	5.93	7
The items I'm looking for on the Library shelves are usually there	0.80	3	5.80	15
I can find a quiet place in the Library to study when I need to	0.71	4	6.08	1
A computer is available when I need one	0.69	5	5.70	17
The Library catalogue is easy to use	0.66	6	5.84	12
The Library website provides useful information	0.63	7	5.74	16
The Library website is easy to use	0.63	8	5.84	11
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.58	9	5.64	19
I can get wireless access in the Library when I need to	0.55	10	5.96	4
Opening hours meet my needs	0.54	11	5.88	9
I am informed about Library services	0.52	12	5.16	27
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.51	13	5.81	13
The Library is a good place to study	0.51	14	6.06	2
Printing, scanning and photocopying facilities in the Library meet my needs	0.51	15	5.80	14
I can find a place in the Library to work in a group when I need to	0.50	16	5.40	24
Library signage is clear	0.49	17	5.55	21
Library staff are readily available to assist me	0.41	18	5.89	8
The Library anticipates my learning and research needs	0.40	19	5.32	26
Course specific resources (including short loans) meet my learning needs	0.39	20	5.40	25
Library staff provide accurate answers to my enquiries	0.38	21	5.97	3
Library staff are approachable and helpful	0.36	22	5.96	5
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	0.32	23	5.48	23
Books and articles I have requested from other libraries and campuses are delivered promptly	0.29	24	5.49	22
Face to face enquiry services meet my needs	0.26	25	5.59	20
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	0.21	26	5.64	18
Library staff treat me fairly and without discrimination	0.20	27	5.94	6
Library workshops, classes and tutorials help me with my learning and research needs	0.09	28	4.79	28





## The University of Hong Kong Library User Survey, April 2017

Top 10 factors – How often are you required to be on campus? - Never

519 responses

						Factors rated top 10 in importance	
Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.03	Library staff treat me fairly and without discrimination	5.71	I am informed about Library services	4.60	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	1.07
I can find a quiet place in the Library to study when I need to	5.98	Library staff provide accurate answers to my enquiries	5.64	Library workshops, classes and tutorials help me with my learning and research needs	4.70	The items I'm looking for on the Library shelves are usually there	1.01
The Library is a good place to study	5.98	Library staff are approachable and helpful	5.60	I can find a place in the Library to work in a group when I need to	4.85	When I am away from campus I can access the Library resources and services I need	0.98
Library staff provide accurate answers to my enquiries	5.98	Library staff are readily available to assist me	5.52	The Library anticipates my learning and research needs	4.86	A computer is available when I need one	0.81
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.96	The Library is a good place to study	5.52	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	4.90	The Library catalogue is easy to use	0.76
The Library catalogue is easy to use	5.95	Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.48	A computer is available when I need one	4.91	The Library website is easy to use	0.70
Library staff are approachable and helpful	5.94	I can get wireless access in the Library when I need to	5.45	When I am away from campus I can access the Library resources and services I need	4.91	I can find a quiet place in the Library to study when I need to	0.69
Opening hours meet my needs	5.93	Face to face enquiry services meet my needs	5.42	The items I'm looking for on the Library shelves are usually there	4.91	The Library website provides useful information	0.66
Library staff are readily available to assist me	5.92	Printing, scanning and photocopying facilities in the Library meet my needs	5.29	Course specific resources (including short loans) meet my learning needs	4.99	Opening hours meet my needs	0.65
The items I'm looking for on the Library shelves are usually there	5.92	I can find a quiet place in the Library to study when I need to	5.29	The Library website provides useful information	5.07	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.60

# The University of Hong Kong Library User Survey, April 2017

Mean importance scores — How often are you required to be on campus? - Never

519 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.03	1	5.45	7
I can find a quiet place in the Library to study when I need to	5.98	2	5.29	10
The Library is a good place to study	5.98	3	5.52	5
Library staff provide accurate answers to my enquiries	5.98	4	5.64	2
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.96	5	4.90	24
The Library catalogue is easy to use	5.95	6	5.19	14
Library staff are approachable and helpful	5.94	7	5.60	3
Opening hours meet my needs	5.93	8	5.28	11
Library staff are readily available to assist me	5.92	9	5.52	4
The items I'm looking for on the Library shelves are usually there	5.92	10	4.91	21
When I am away from campus I can access the Library resources and services I need	5.89	11	4.91	22
Printing, scanning and photocopying facilities in the Library meet my needs	5.89	12	5.29	9
The Library website is easy to use	5.89	13	5.19	15
Library staff treat me fairly and without discrimination	5.87	14	5.71	1
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.76	15	5.25	12
The Library website provides useful information	5.73	16	5.07	19
A computer is available when I need one	5.71	17	4.91	23
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.71	18	5.48	6
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.68	19	5.08	18
Face to face enquiry services meet my needs	5.64	20	5.42	8
Books and articles I have requested from other libraries and campuses are delivered promptly	5.57	21	5.24	13
Library signage is clear	5.53	22	5.17	16
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.51	23	5.14	17
Course specific resources (including short loans) meet my learning needs	5.31	24	4.99	20
The Library anticipates my learning and research needs	5.31	25	4.86	25
I can find a place in the Library to work in a group when I need to	5.26	26	4.85	26
I am informed about Library services	5.19	27	4.60	28
Library workshops, classes and tutorials help me with my learning and research needs	4.76	28	4.70	27

## The University of Hong Kong Library User Survey, April 2017

Mean performance score — How often are you required to be on campus? - Never

519 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Library staff treat me fairly and without discrimination	5.71	1	5.87	14
Library staff provide accurate answers to my enquiries	5.64	2	5.98	4
Library staff are approachable and helpful	5.60	3	5.94	7
Library staff are readily available to assist me	5.52	4	5.92	9
The Library is a good place to study	5.52	5	5.98	3
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.48	6	5.71	18
I can get wireless access in the Library when I need to	5.45	7	6.03	1
Face to face enquiry services meet my needs	5.42	8	5.64	20
Printing, scanning and photocopying facilities in the Library meet my needs	5.29	9	5.89	12
I can find a quiet place in the Library to study when I need to	5.29	10	5.98	2
Opening hours meet my needs	5.28	11	5.93	8
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.25	12	5.76	15
Books and articles I have requested from other libraries and campuses are delivered promptly	5.24	13	5.57	21
The Library catalogue is easy to use	5.19	14	5.95	6
The Library website is easy to use	5.19	15	5.89	13
Library signage is clear	5.17	16	5.53	22
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	5.14	17	5.51	23
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.08	18	5.68	19
The Library website provides useful information	5.07	19	5.73	16
Course specific resources (including short loans) meet my learning needs	4.99	20	5.31	24
The items I'm looking for on the Library shelves are usually there	4.91	21	5.92	10
When I am away from campus I can access the Library resources and services I need	4.91	22	5.89	11
A computer is available when I need one	4.91	23	5.71	17
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	4.90	24	5.96	5
The Library anticipates my learning and research needs	4.86	25	5.31	25
I can find a place in the Library to work in a group when I need to	4.85	26	5.26	26
Library workshops, classes and tutorials help me with my learning and research needs	4.70	27	4.76	28
I am informed about Library services	4.60	28	5.19	27

# The University of Hong Kong Library User Survey, April 2017

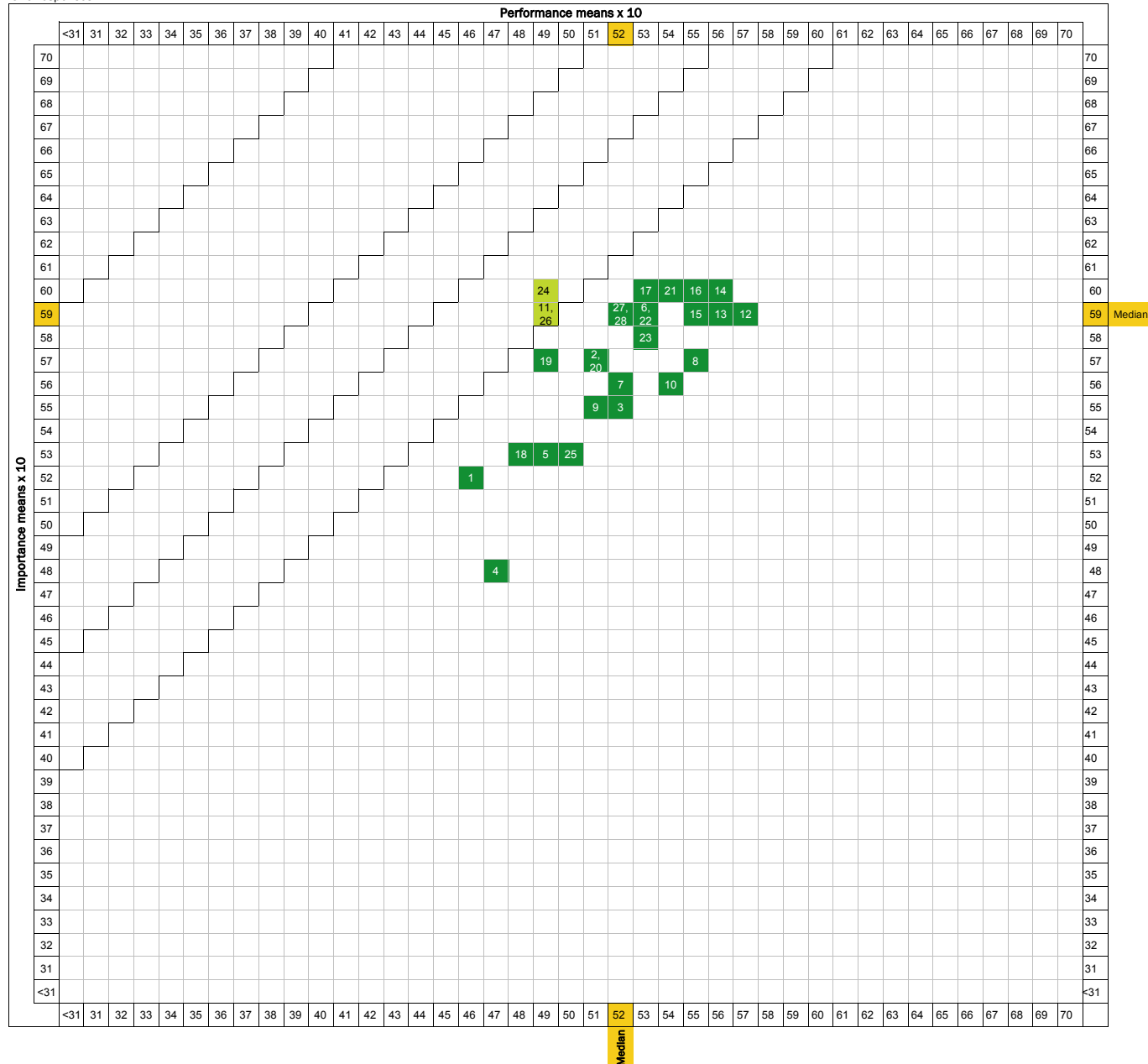
Mean gap scores – How often are you required to be on campus? - Never

519 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	1.07	1	5.96	5
The items I'm looking for on the Library shelves are usually there	1.01	2	5.92	10
When I am away from campus I can access the Library resources and services I need	0.98	3	5.89	11
A computer is available when I need one	0.81	4	5.71	17
The Library catalogue is easy to use	0.76	5	5.95	6
The Library website is easy to use	0.70	6	5.89	13
I can find a quiet place in the Library to study when I need to	0.69	7	5.98	2
The Library website provides useful information	0.66	8	5.73	16
Opening hours meet my needs	0.65	9	5.93	8
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.60	10	5.68	19
Printing, scanning and photocopying facilities in the Library meet my needs	0.60	11	5.89	12
I am informed about Library services	0.59	12	5.19	27
I can get wireless access in the Library when I need to	0.58	13	6.03	1
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.51	14	5.76	15
The Library is a good place to study	0.46	15	5.98	3
The Library anticipates my learning and research needs	0.45	16	5.31	25
I can find a place in the Library to work in a group when I need to	0.42	17	5.26	26
Library staff are readily available to assist me	0.40	18	5.92	9
Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs	0.38	19	5.51	23
Library signage is clear	0.36	20	5.53	22
Library staff provide accurate answers to my enquiries	0.34	21	5.98	4
Library staff are approachable and helpful	0.33	22	5.94	7
Books and articles I have requested from other libraries and campuses are delivered promptly	0.33	23	5.57	21
Course specific resources (including short loans) meet my learning needs	0.32	24	5.31	24
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	0.23	25	5.71	18
Face to face enquiry services meet my needs	0.22	26	5.64	20
Library staff treat me fairly and without discrimination	0.16	27	5.87	14
Library workshops, classes and tutorials help me with my learning and research needs	0.06	28	4.76	28

# The University of Hong Kong Library User Survey, April 2017

Best practice categories gap grid – How often are you required to be on campus? - Never  
519 responses



Statement
1 I am informed about Library services
2 The Library website provides useful information
3 Library signage is clear
4 Library workshops, classes and tutorials help me with my learning and research needs
5 The Library anticipates my learning and research needs
6 Opening hours meet my needs
7 Books and articles I have requested from other libraries and campuses are delivered promptly
8 Self Service (e.g. self check loans, requests, renewals, holds) meets my needs
9 Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs
10 Face to face enquiry services meet my needs
11 The items I'm looking for on the Library shelves are usually there
12 Library staff treat me fairly and without discrimination
13 Library staff are approachable and helpful
14 Library staff provide accurate answers to my enquiries
15 Library staff are readily available to assist me
16 The Library is a good place to study
17 I can find a quiet place in the Library to study when I need to
18 I can find a place in the Library to work in a group when I need to
19 A computer is available when I need one
20 Laptop facilities (e.g. desks, power) in the Library meet my needs
21 I can get wireless access in the Library when I need to
22 Printing, scanning and photocopying facilities in the Library meet my needs
23 Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
24 Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs
25 Course specific resources (including short loans) meet my learning needs
26 When I am away from campus I can access the Library resources and services I need
27 The Library website is easy to use
28 The Library catalogue is easy to use

Legend: ■ Gap > 2.9 ■ Gap > 1.9 ■ Gap > 1.4 ■ Gap > 0.9 ■ Gap < 0.9

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