



The University of Hong Kong  
**Libraries**

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research  
consulting

# The University of Hong Kong Library User Survey Report

Scope: All respondents  
November 2019

Sponsorship: **ExLibris**  
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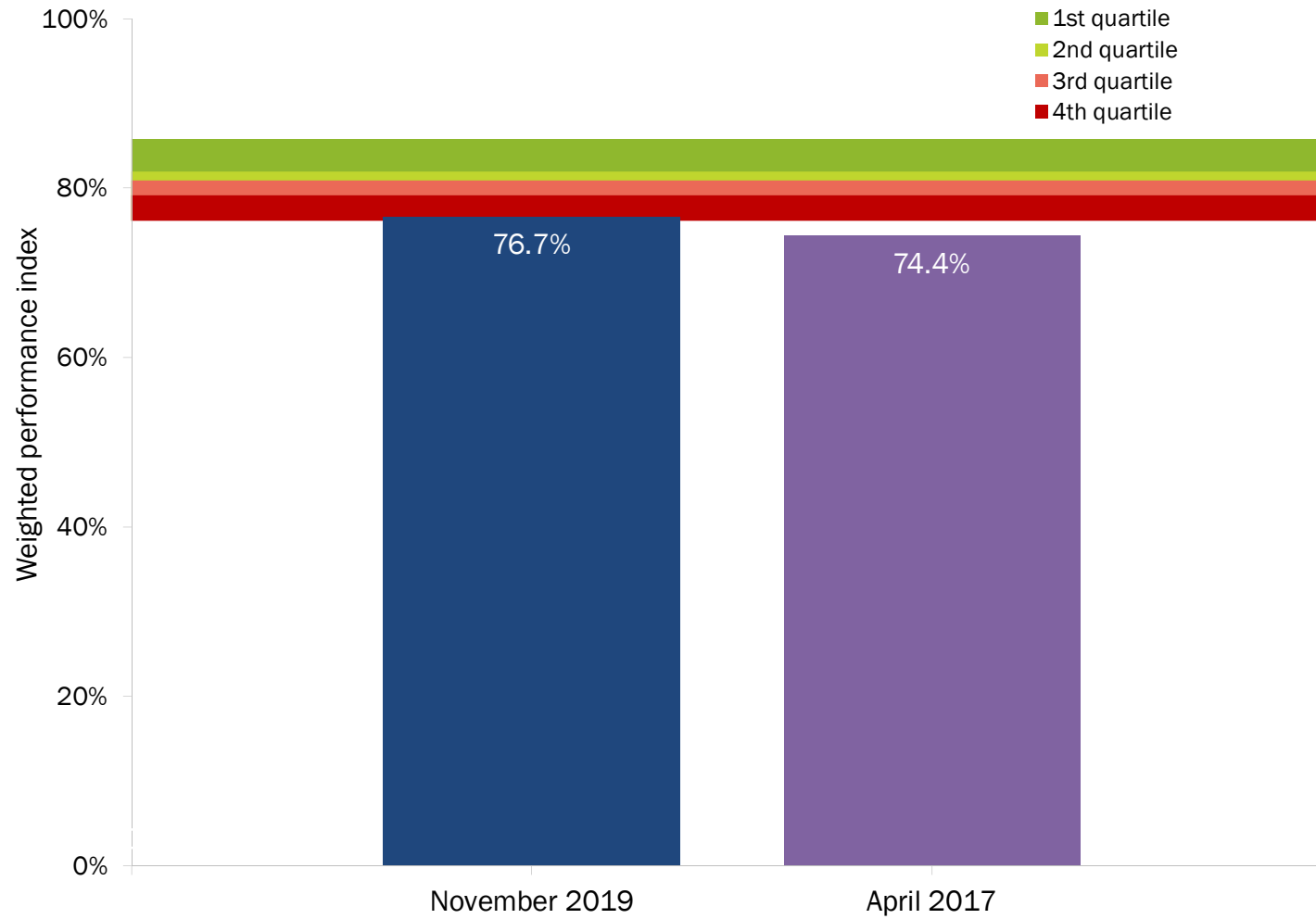
| The University of Hong Kong Library User Survey, November 2019                       |      |       |
|--|------|-------|
| Response statistics  |      |       |
| Total  | 6533 |       |
| Which Library do you use most?   | n    | %     |
| Main Library   | 5008 | 76.7% |
| Dental Library   | 149  | 2.3%  |
| Tin Ka Ping Education Library  | 157  | 2.4%  |
| Fung Ping Shan Library   | 95   | 1.5%  |
| Lui Che Woo Law Library  | 335  | 5.1%  |
| Yu Chun Keung Medical Library  | 658  | 10.1% |
| Music Library  | 128  | 2.0%  |
| Unspecified  | 3    | 0.0%  |
| Which category describes you?  |      |       |
| HKU current staff or student - Architecture  | 126  | 1.9%  |
| HKU current staff or student - Arts  | 342  | 5.2%  |
| HKU current staff or student - Business and Economics                                | 334  | 5.1%  |
| HKU current staff or student - Dentistry   | 94   | 1.4%  |
| HKU current staff or student - Education   | 266  | 4.1%  |
| HKU current staff or student - Engineering   | 396  | 6.1%  |
| HKU current staff or student - Law   | 177  | 2.7%  |
| HKU current staff or student - Medicine  | 631  | 9.7%  |
| HKU current staff or student - Science   | 427  | 6.5%  |
| HKU current staff or student - Social Sciences                                       | 302  | 4.6%  |
| HKU current staff or student - Other   | 133  | 2.0%  |
| SPACE - Student  | 1110 | 17.0% |
| SPACE - Staff  | 148  | 2.3%  |
| CENTENNIAL COLLEGE - Student   | 583  | 8.9%  |
| CENTENNIAL COLLEGE - Staff   | 95   | 1.5%  |
| OTHERS - Alumni  | 1152 | 17.6% |
| OTHERS - Circle of Friends member  | 122  | 1.9%  |
| OTHERS - Other   | 92   | 1.4%  |
| Unspecified  | 3    | 0.0%  |
| Which of the following best describes you if you are a current HKU staff or student? |      |       |
| Undergraduate student  | 2853 | 43.7% |
| Postgraduate student   | 1424 | 21.8% |
| Academic staff   | 413  | 6.3%  |
| Non-academic staff   | 524  | 8.0%  |
| Not Applicable   | 1316 | 20.1% |
| Unspecified  | 3    | 0.0%  |
| How often do you come into the Library?  |      |       |
| Daily  | 645  | 9.9%  |
| 2-4 days a week  | 1730 | 26.5% |
| Weekly   | 1352 | 20.7% |
| Fortnightly  | 374  | 5.7%  |
| Monthly  | 1052 | 16.1% |
| Rarely (i.e. a few times a year)   | 1284 | 19.7% |
| Never  | 93   | 1.4%  |
| Unspecified  | 3    | 0.0%  |
| How often do you access the Library online?  |      |       |
| Daily  | 826  | 12.6% |
| 2-4 days a week  | 1478 | 22.6% |
| Weekly   | 1350 | 20.7% |
| Fortnightly  | 475  | 7.3%  |
| Monthly  | 917  | 14.0% |
| Rarely (i.e. a few times a year)   | 1231 | 18.8% |
| Never  | 253  | 3.9%  |
| Unspecified  | 3    | 0.0%  |
| How often are you required to be on campus?  |      |       |
| Daily  | 2254 | 34.5% |
| 2-4 days a week  | 2078 | 31.8% |
| Weekly   | 444  | 6.8%  |
| Fortnightly  | 111  | 1.7%  |
| Monthly  | 327  | 5.0%  |
| Rarely (i.e. a few times a year)   | 924  | 14.1% |
| Never  | 392  | 6.0%  |
| Unspecified  | 3    | 0.0%  |

The University of Hong Kong Library User Survey, November 2019

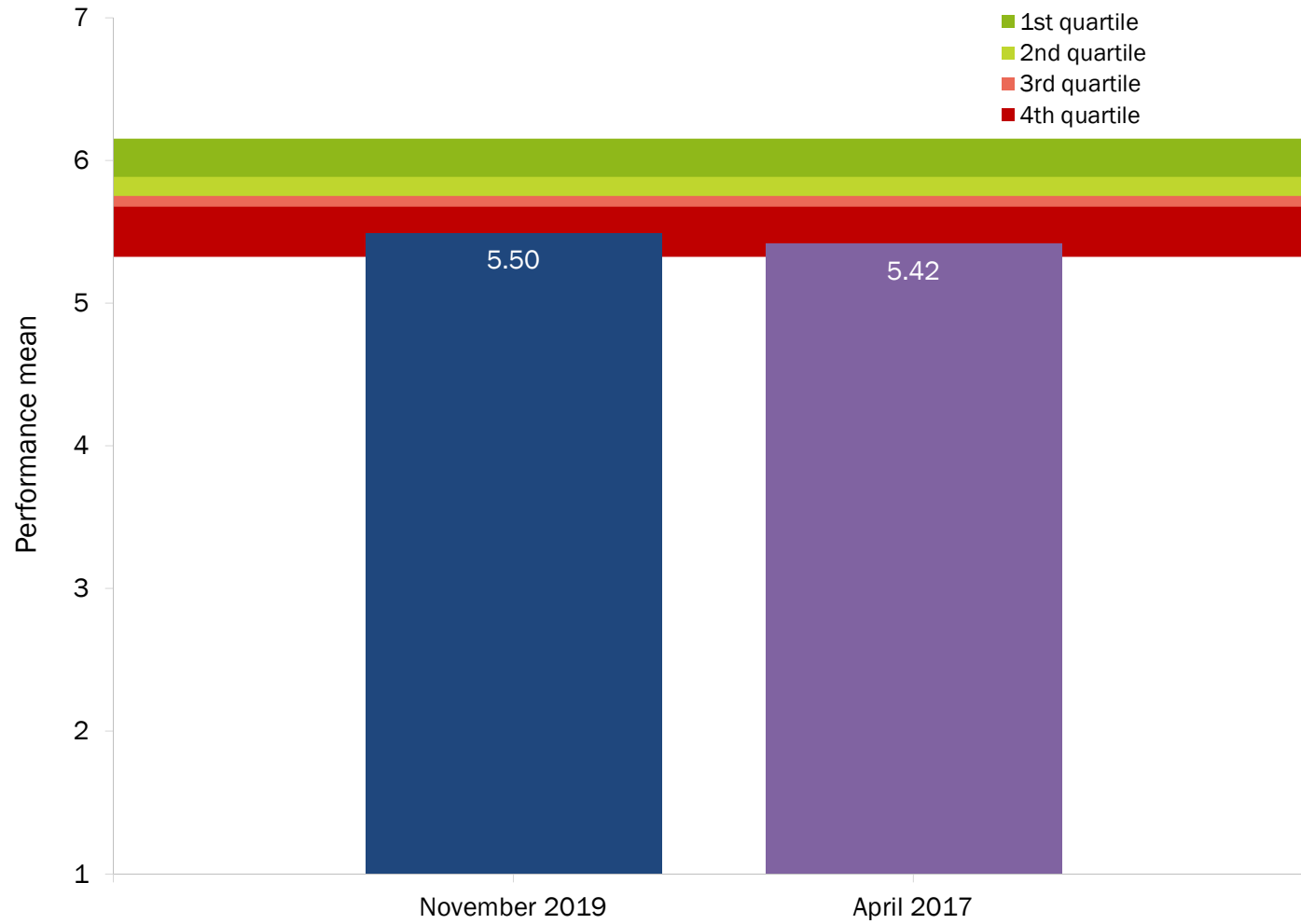
Weighted performance index

|                               | 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>    |
| November 2019                 | 74.4%         | 77.4%            | 76.5%                  | 77.5%                 | 76.7%          |
| April 2017                    | 72.6%         | 75.2%            | 74.5%                  | 74.5%                 | 74.4%          |
| Highest performer in database | 84.2%         | 85.6%            | 87.2%                  | 85.8%                 | 85.8%          |
| Median                        | 78.6%         | 82.3%            | 78.7%                  | 82.3%                 | 80.9%          |
| Lowest performer in database  | 73.2%         | 78.5%            | 67.8%                  | 78.8%                 | 75.9%          |

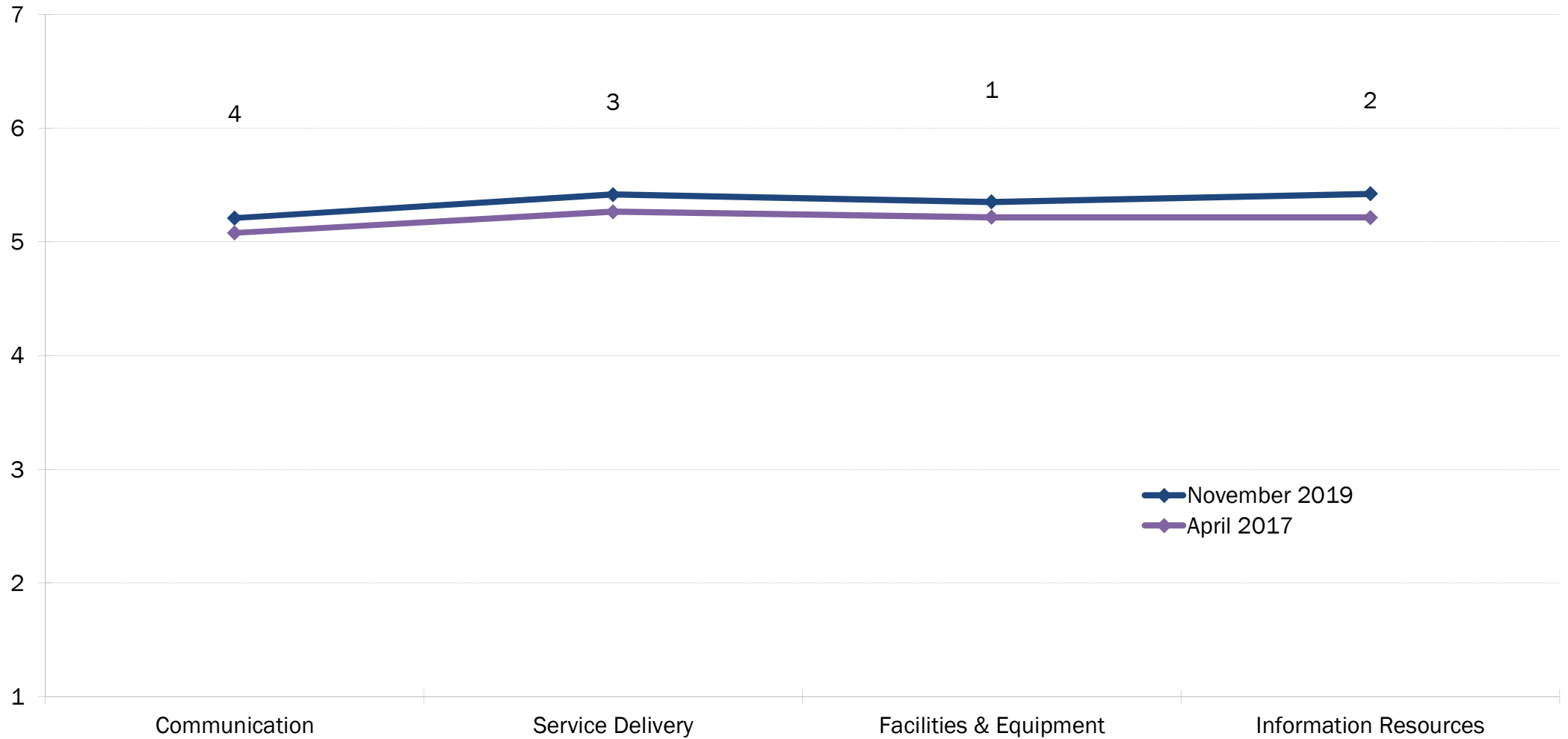
The University of Hong Kong Library User Survey, November 2019  
Weighted performance index



The University of Hong Kong Library User Survey, November 2019  
Overall how satisfied are you with the Library?

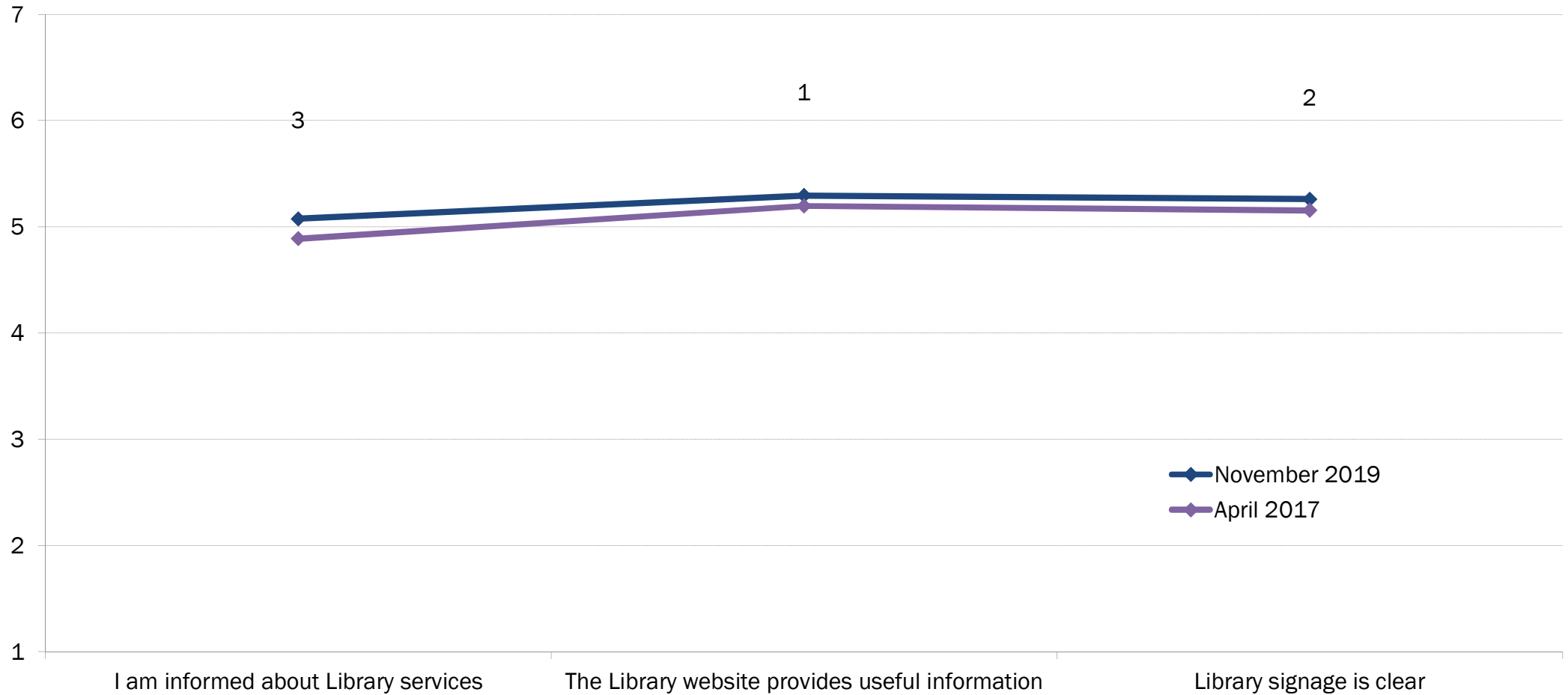


The University of Hong Kong Library User Survey, November 2019  
Best practice categories graph



Best practice categories

The University of Hong Kong Library User Survey, November 2019  
Best practice categories graph

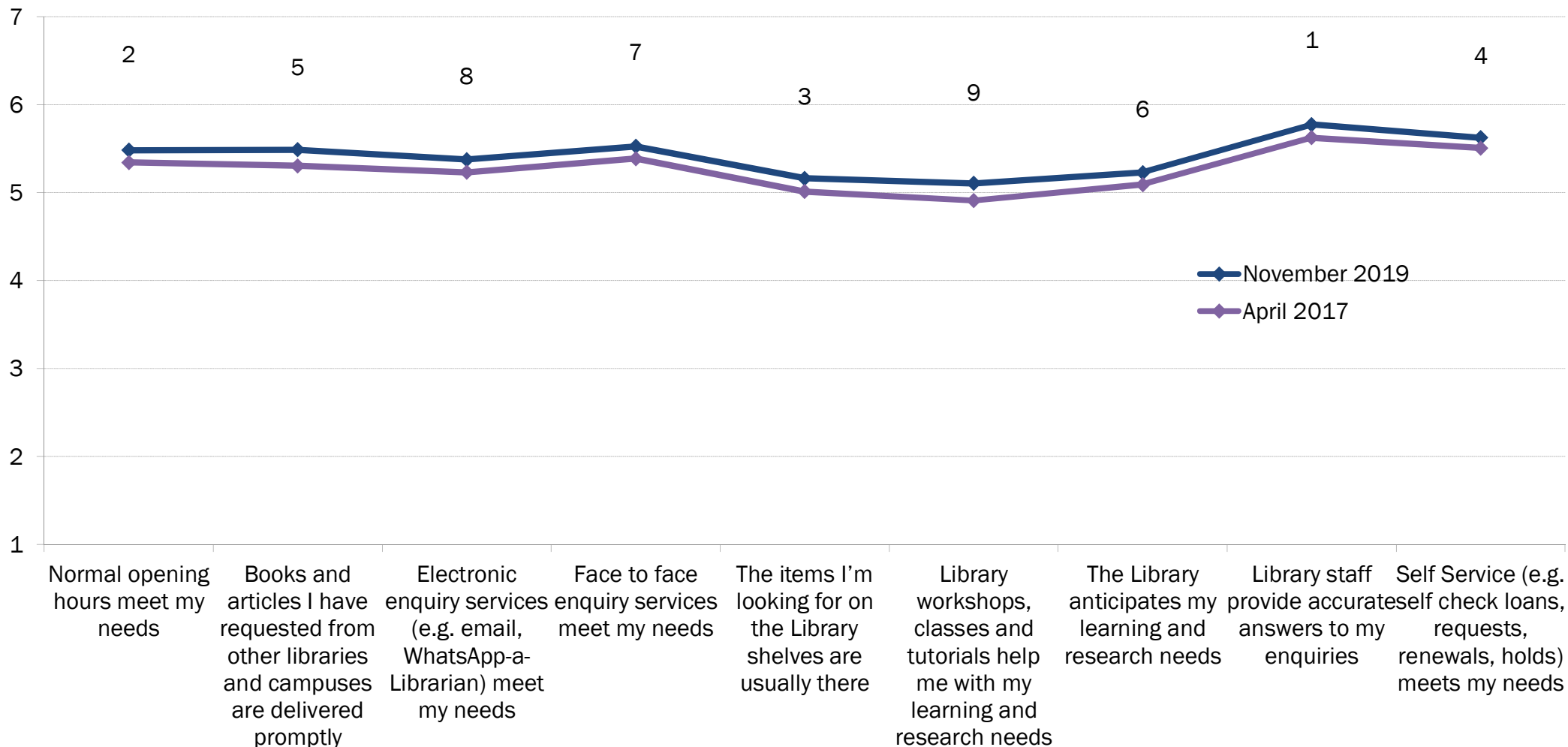


Communication



The University of Hong Kong Library User Survey, November 2019

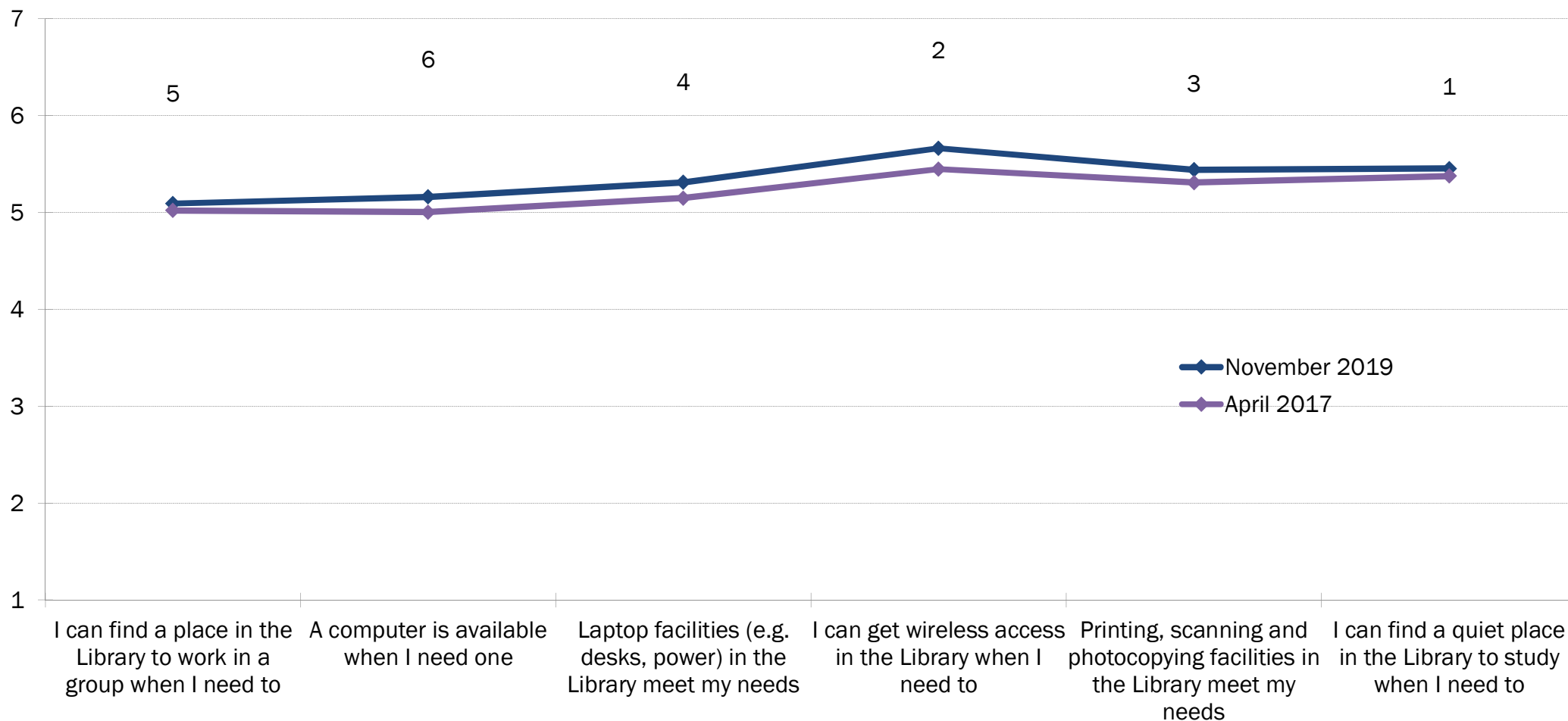
Best practice categories graph



Service Delivery

The University of Hong Kong Library User Survey, November 2019

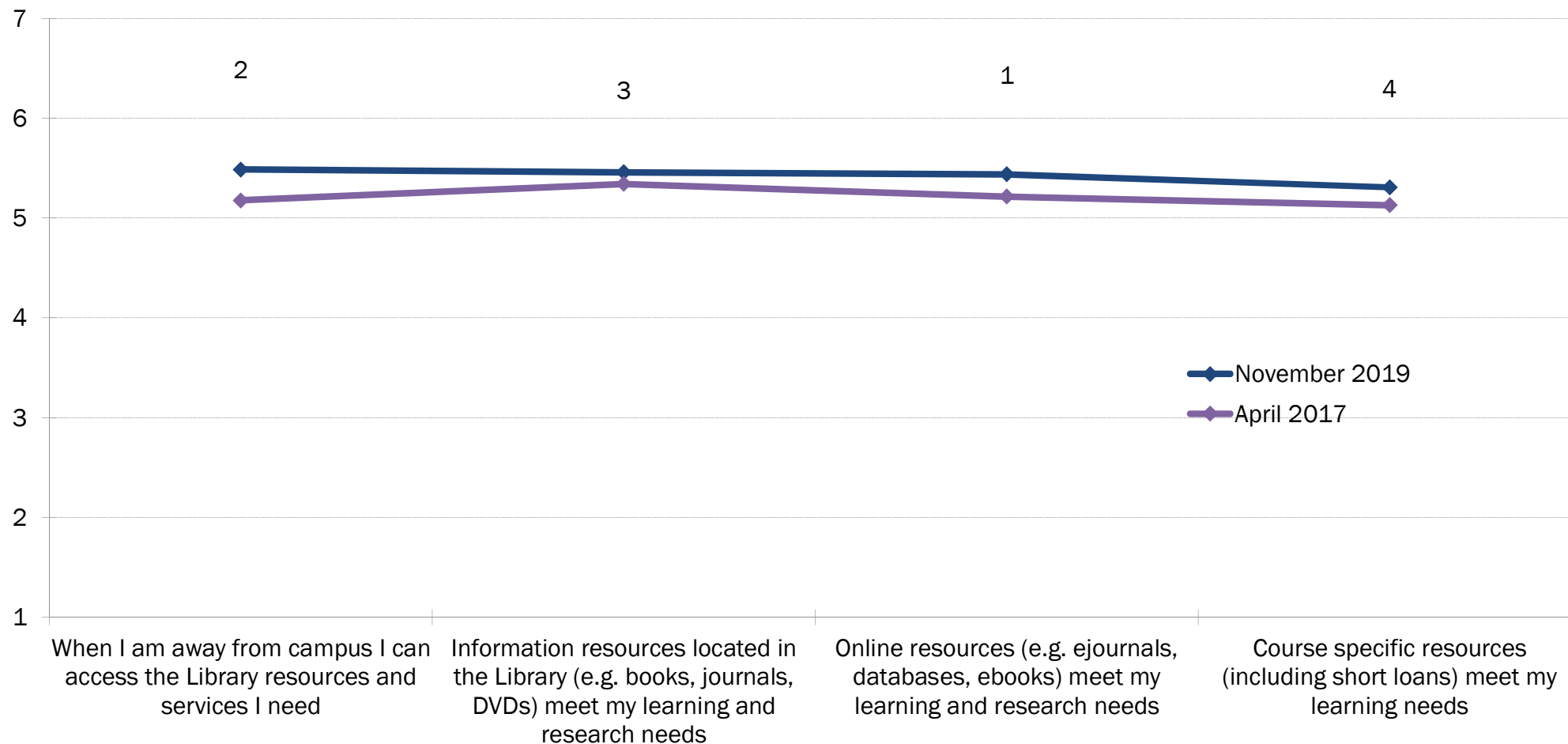
Best practice categories graph



Facilities & Equipment

The University of Hong Kong Library User Survey, November 2019

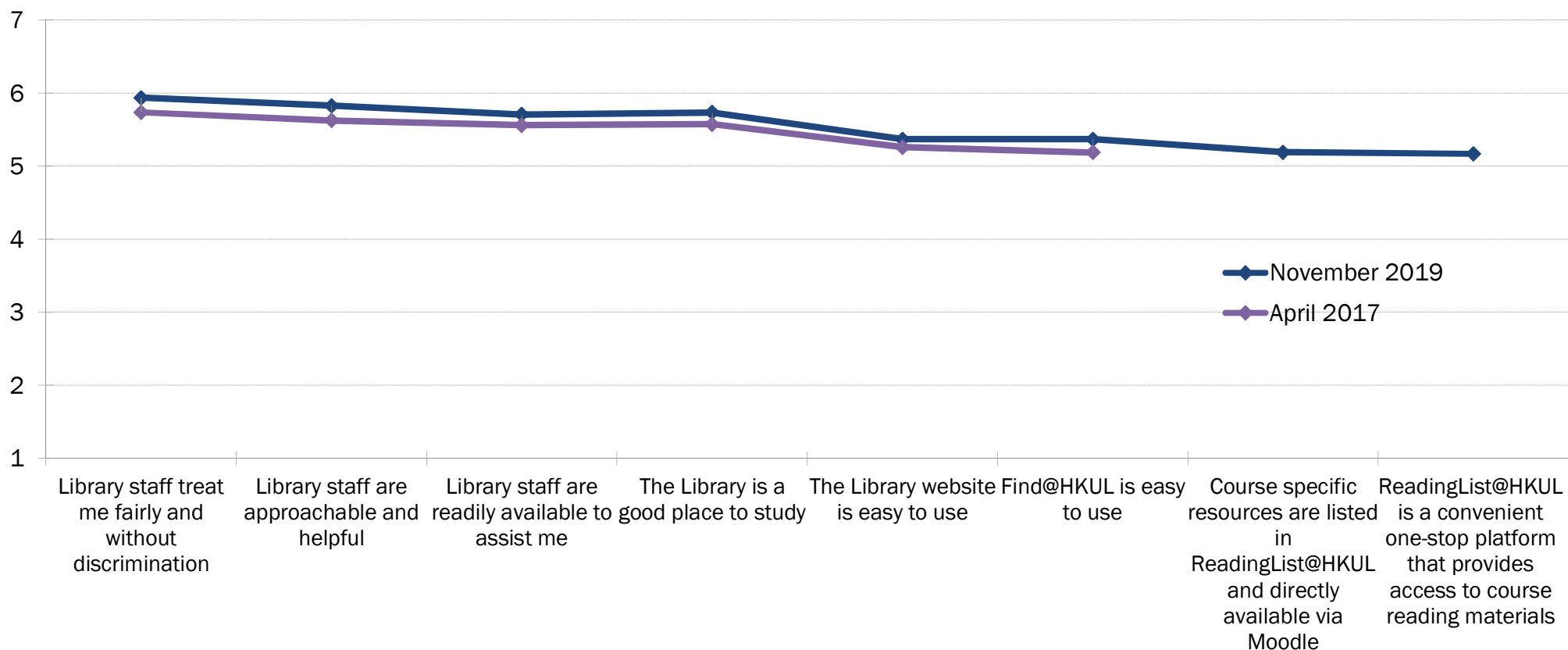
Best practice categories graph



Information Resources

The University of Hong Kong Library User Survey, November 2019

Best practice categories graph

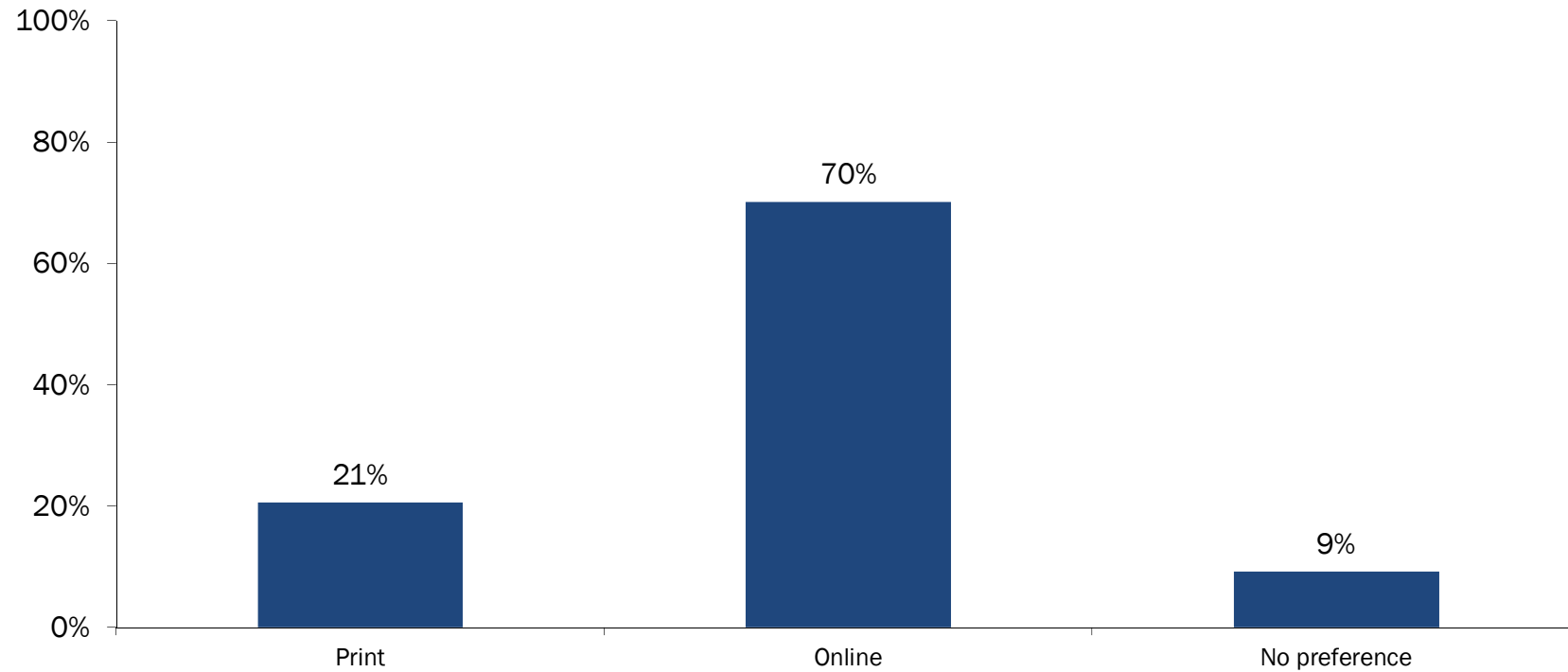


Specific criteria (I)

## Format Preferences

The University of Hong Kong Library User Survey, November 2019

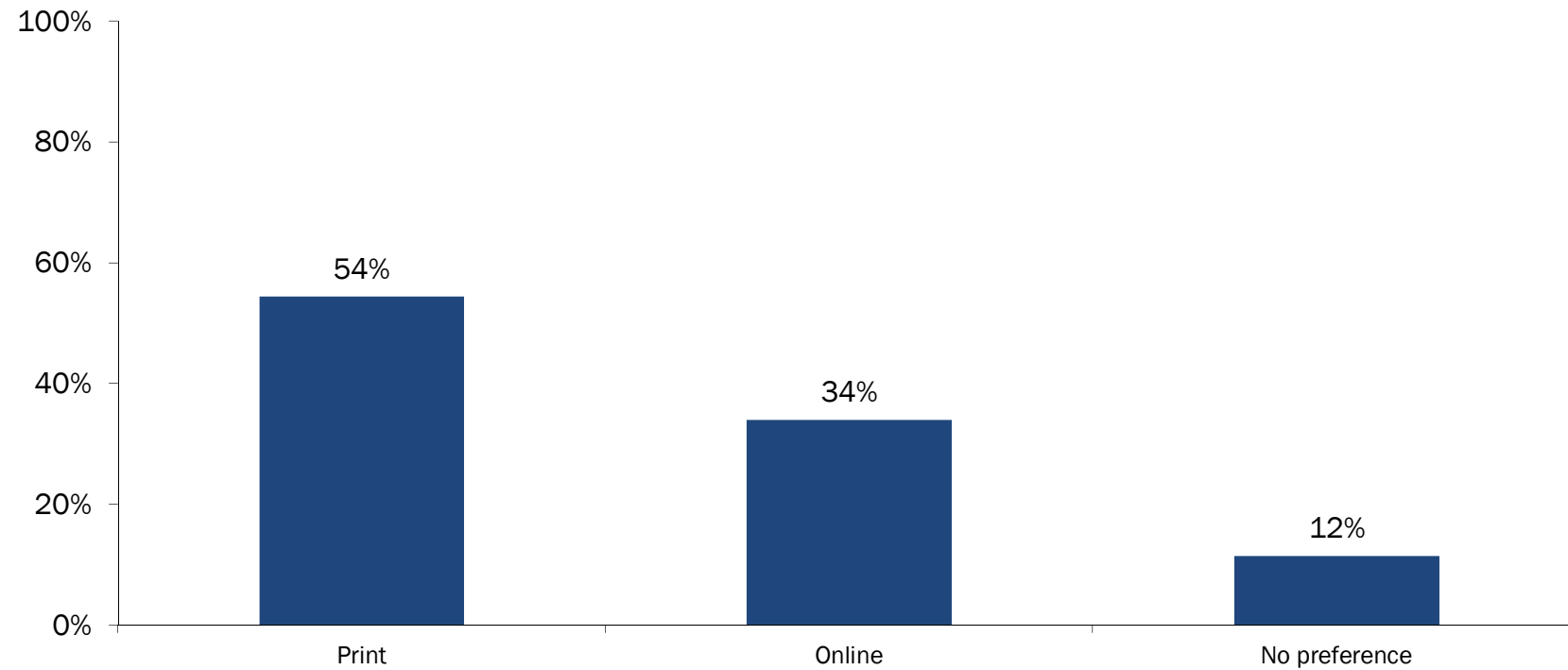
If both printed and electronic versions of resources are available, which format do you prefer to use for 'Journals'?



Total responses: 6199 respondents

The University of Hong Kong Library User Survey, November 2019

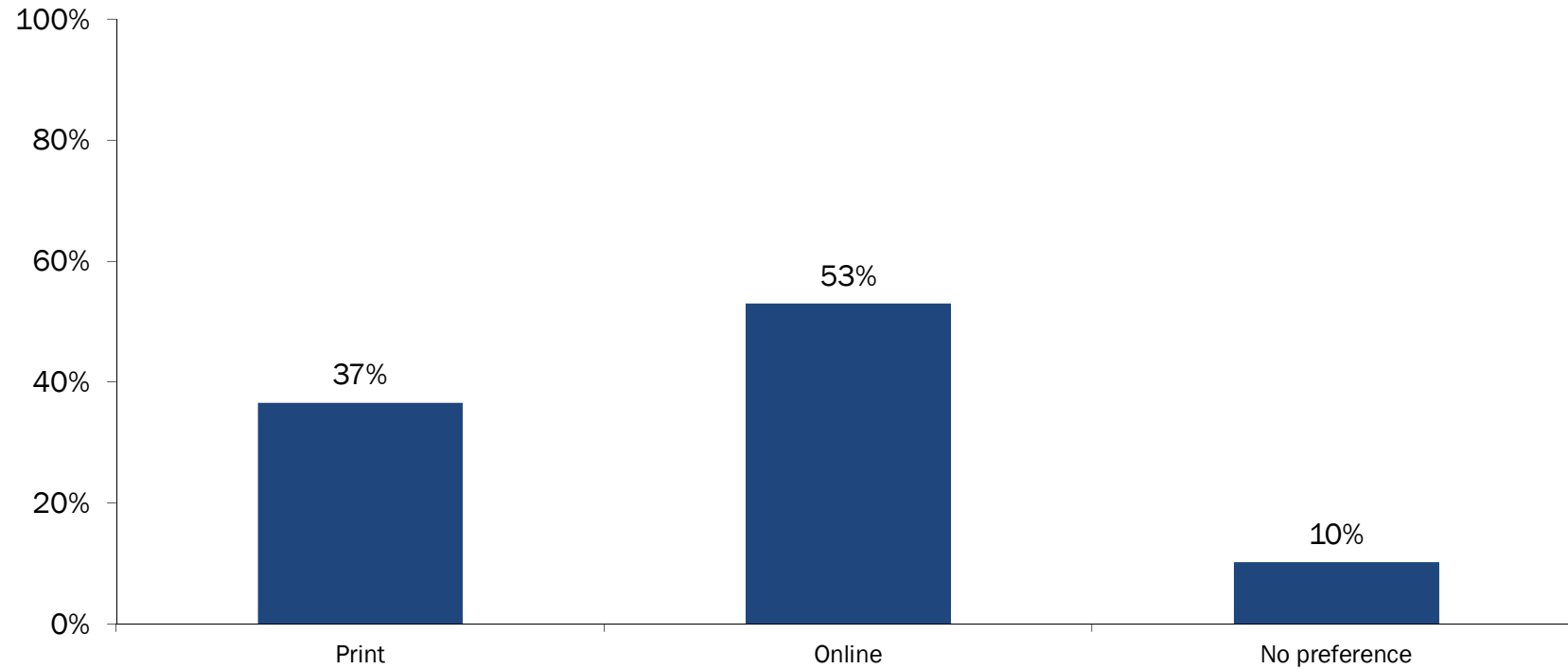
If both printed and electronic versions of resources are available, which format do you prefer to use for 'Books for leisure'?



Total responses: 6199 respondents

The University of Hong Kong Library User Survey, November 2019

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

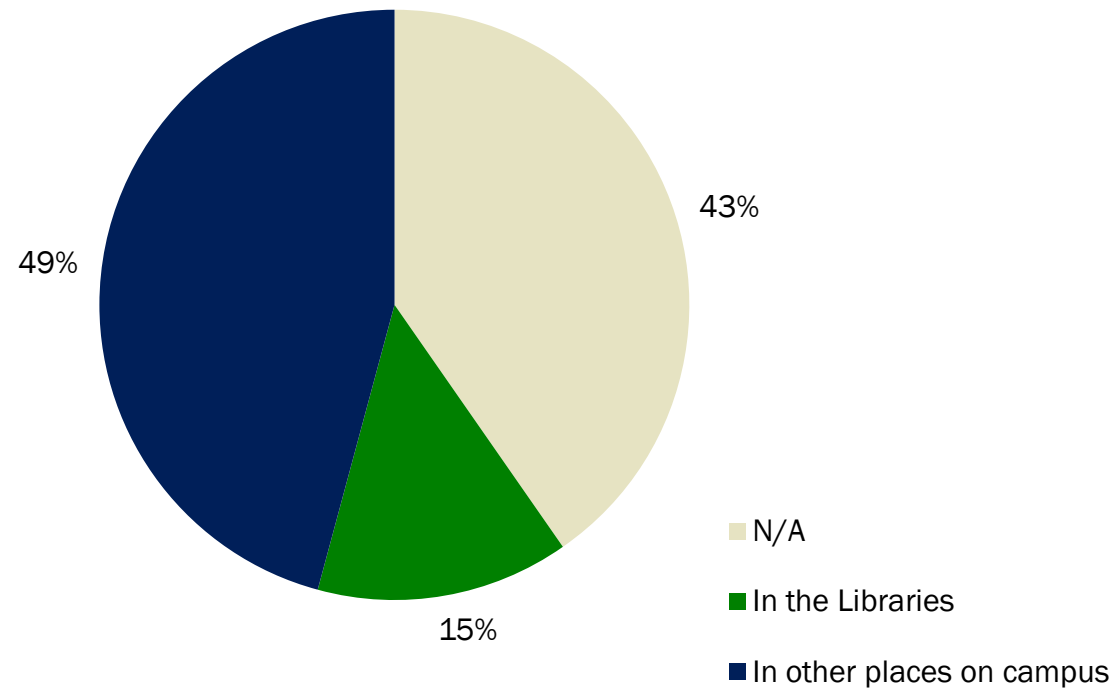


Total responses: 6199 respondents

## Your Normal Activities

The University of Hong Kong Library User Survey, November 2019

I frequently undertake the following activities: Playing video, computer, or mobile games (e.g. Youtube/VR)  
(multiple choice)

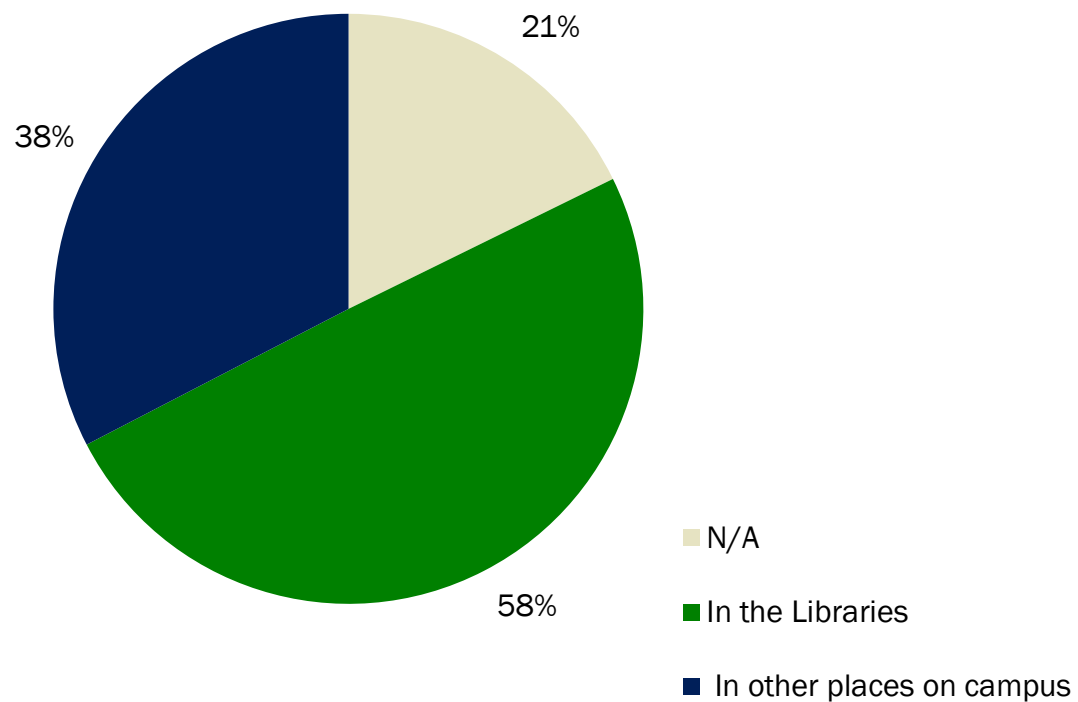


Total responses: 6076 respondents



The University of Hong Kong Library User Survey, November 2019

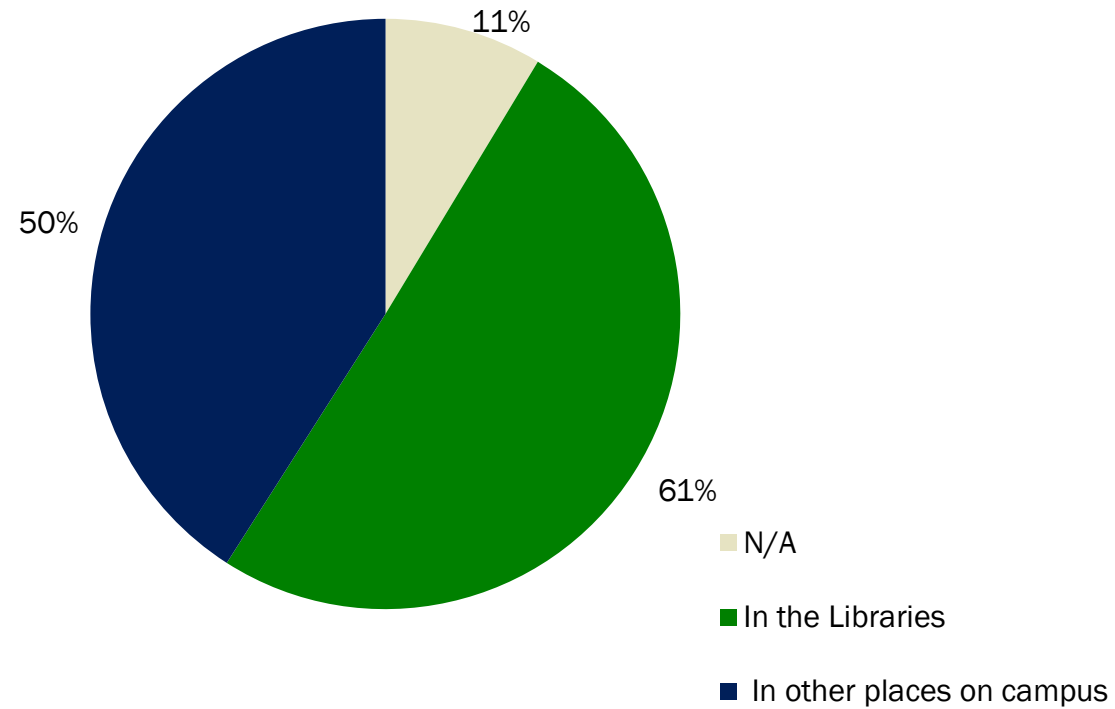
I frequently undertake the following activities: General study or research without accessing the web  
(multiple choice)



Total responses: 6087 respondents

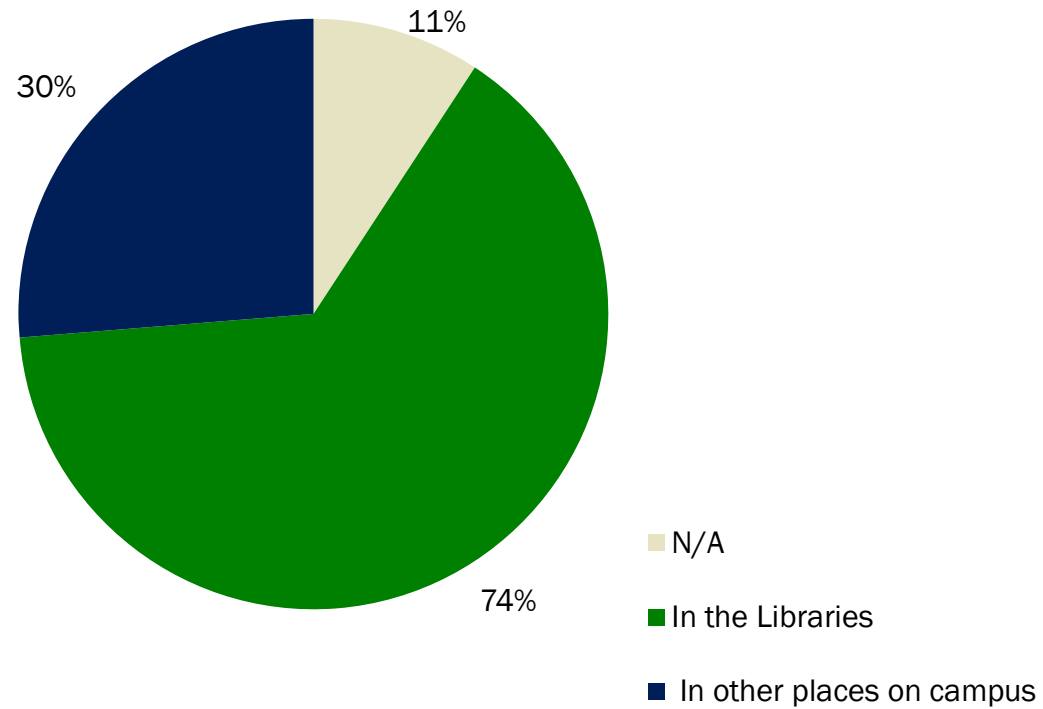
The University of Hong Kong Library User Survey, November 2019

I frequently undertake the following activities: General study or research using internet sources  
(multiple choice)



Total responses: 6108 respondents

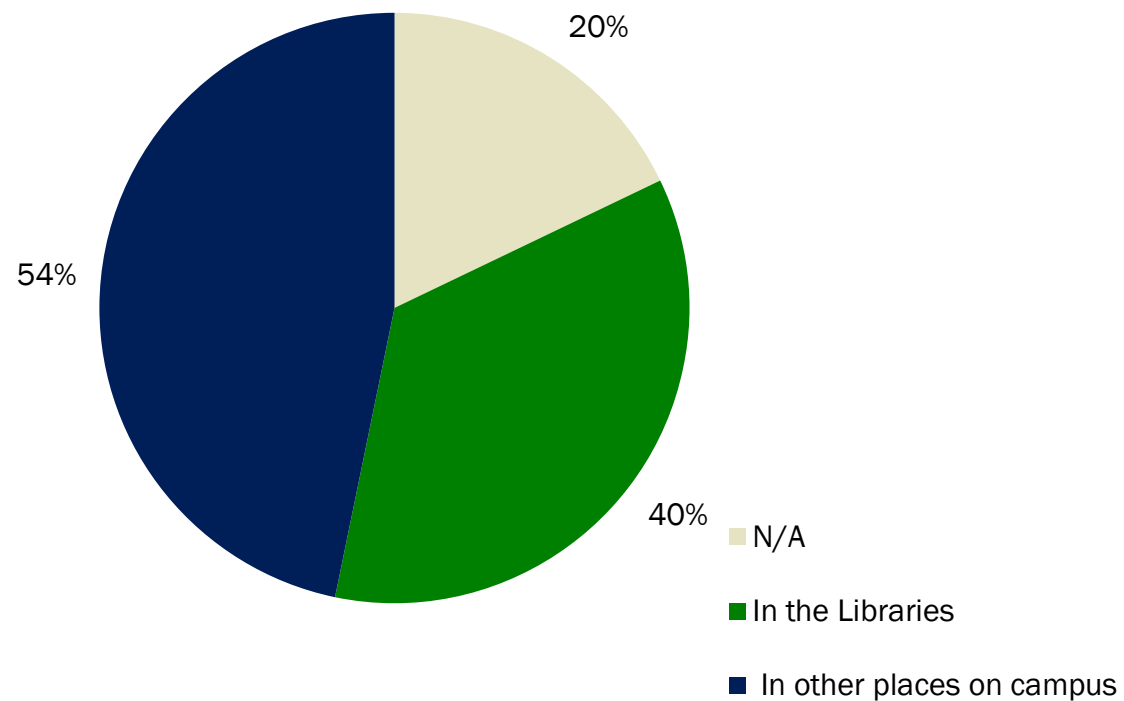
The University of Hong Kong Library User Survey, November 2019  
I frequently undertake the following activities: Quiet Study  
(multiple choice)



Total responses: 6109 respondents

The University of Hong Kong Library User Survey, November 2019

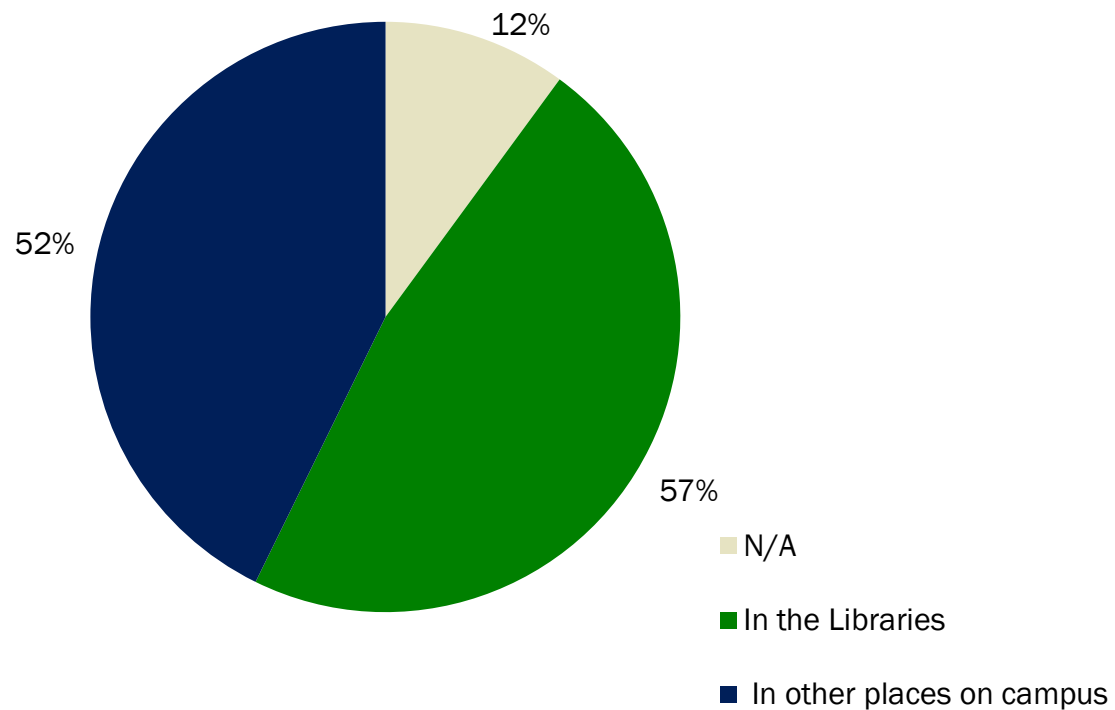
I frequently undertake the following activities: Collaborative study (e.g. Group Discussion/Group Project)  
(multiple choice)



Total responses: 6077 respondents

The University of Hong Kong Library User Survey, November 2019

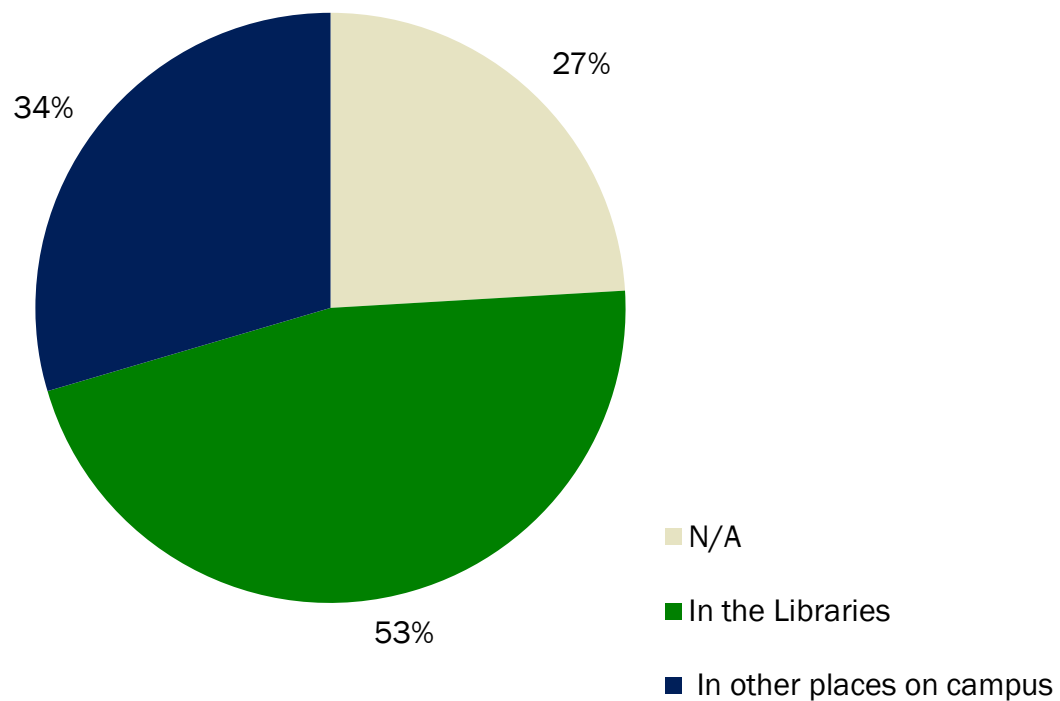
I frequently undertake the following activities: Search for materials and services on the Library website  
(multiple choice)



Total responses: 6103 respondents

The University of Hong Kong Library User Survey, November 2019

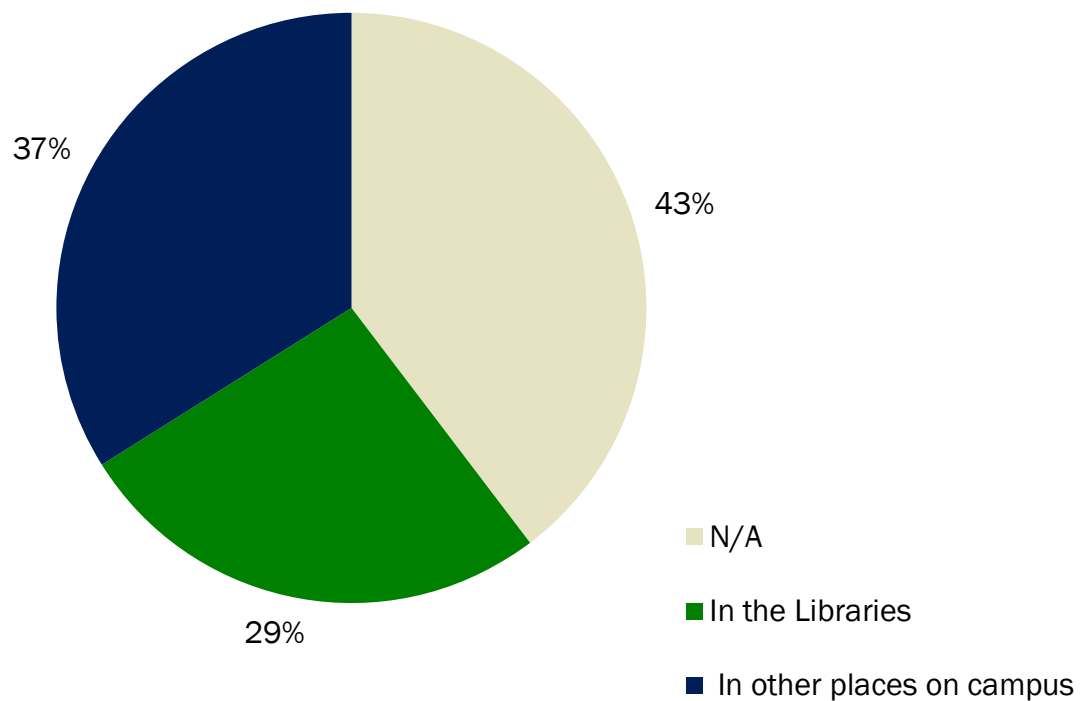
I frequently undertake the following activities: uPrint (i.e. Libraries' new charging system for printers/copiers)  
(multiple choice)



Total responses: 6077 respondents

The University of Hong Kong Library User Survey, November 2019

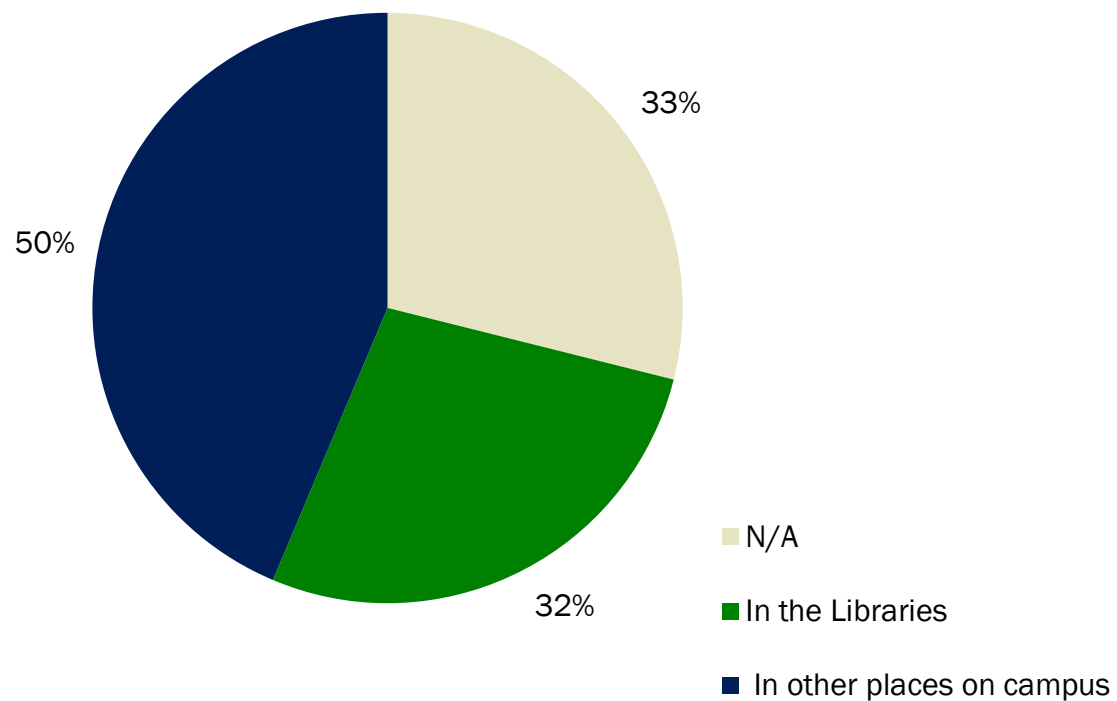
I frequently undertake the following activities: Participate in learning activities (e.g. student learning festival, consultation, workshops)  
(multiple choice)



Total responses: 6061 respondents

The University of Hong Kong Library User Survey, November 2019

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

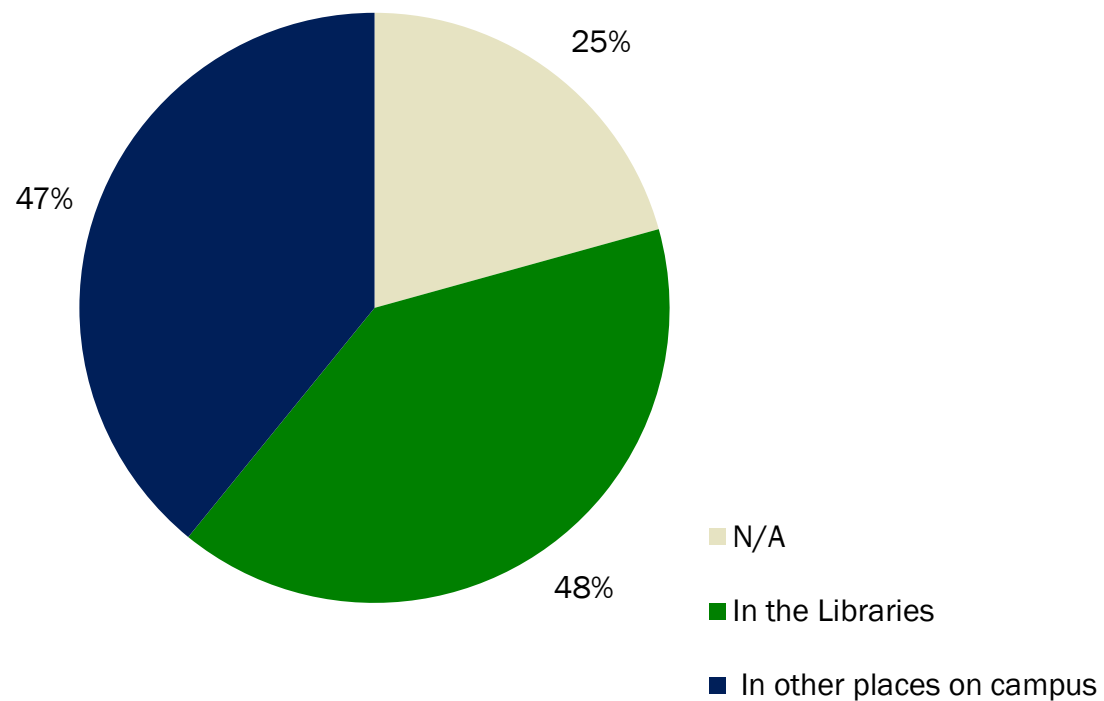


Total responses: 6080 respondents



The University of Hong Kong Library User Survey, November 2019

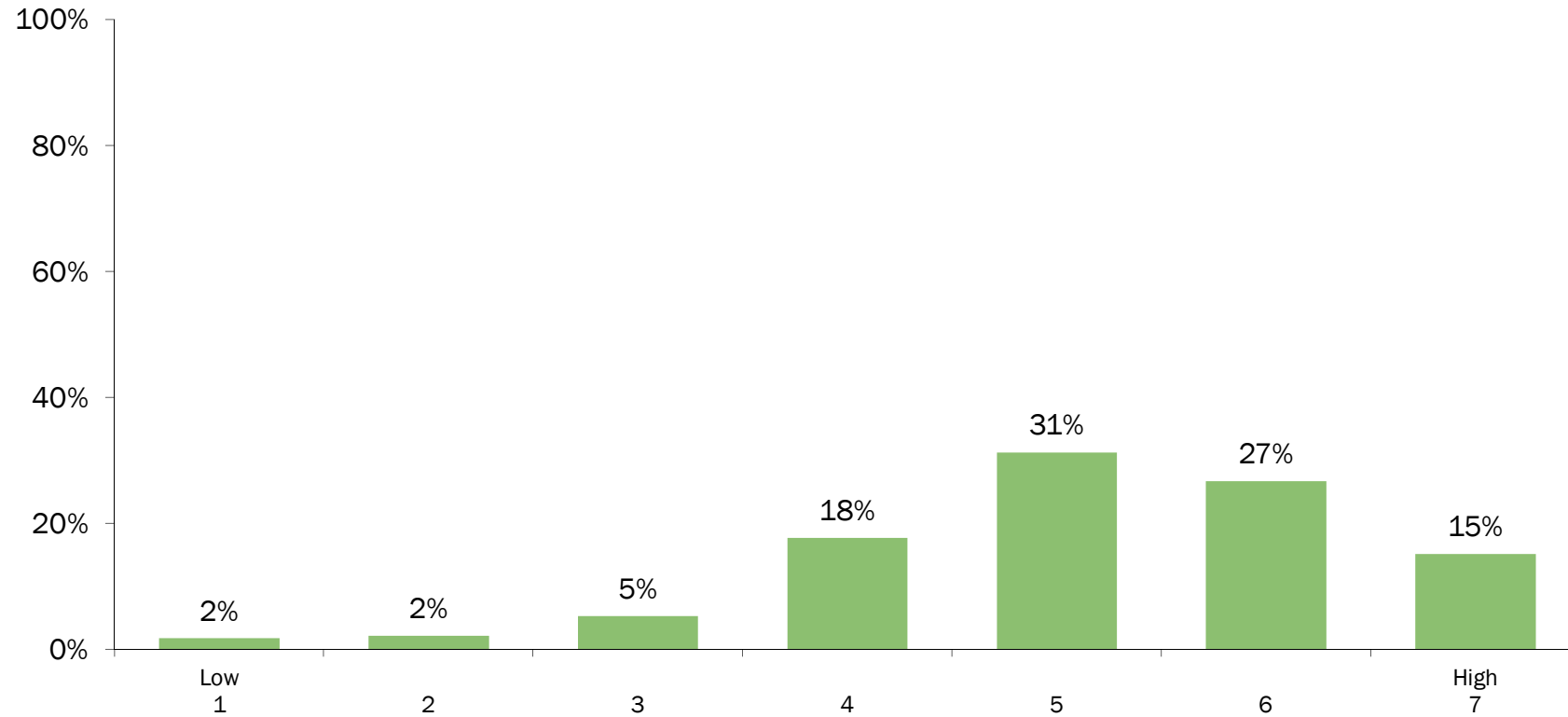
I frequently undertake the following activities: Participate in research activities (e.g. searching journals)  
(multiple choice)



Total responses: 6100 respondents

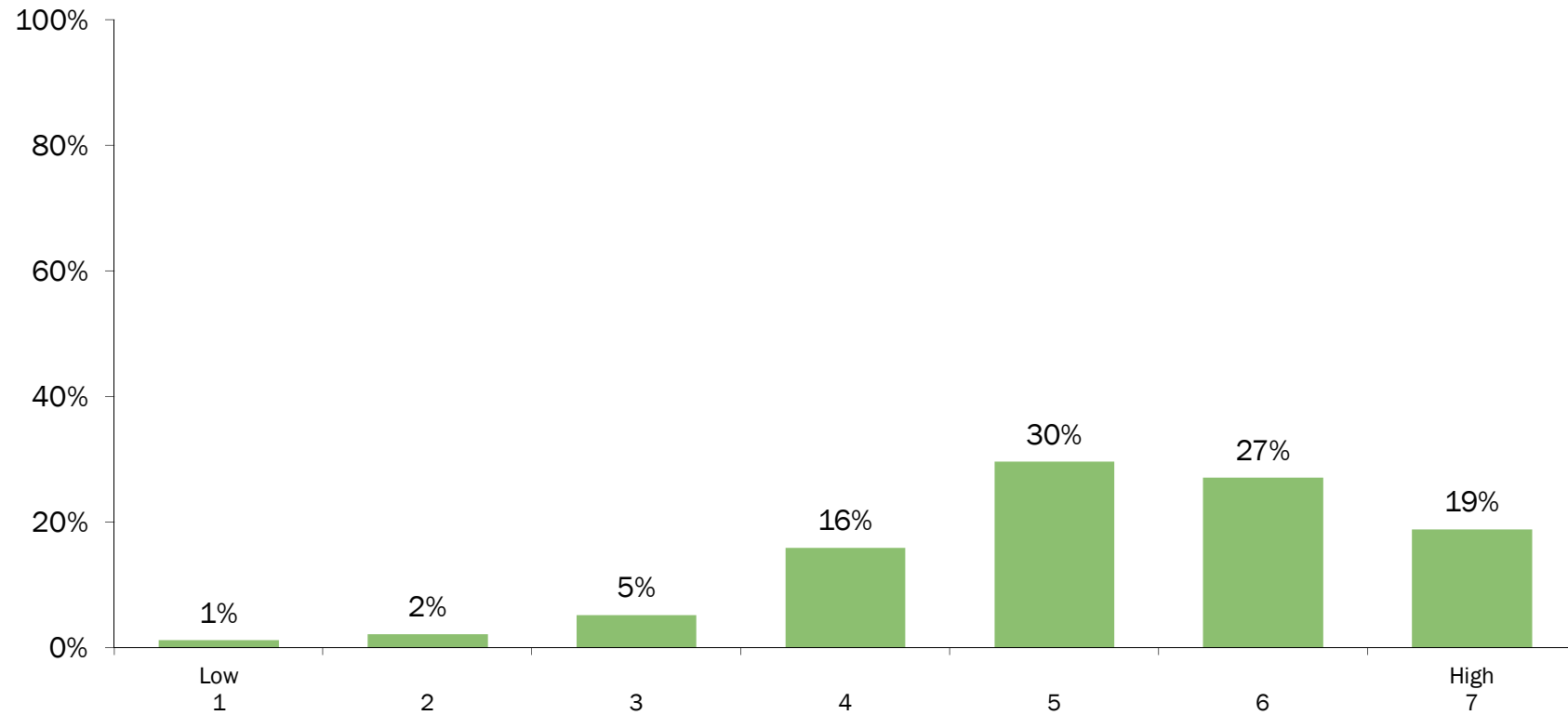
## New Learning Spaces

The University of Hong Kong Library User Survey, November 2019  
How satisfied are you with the renovation of Ingenium on 2/F of Main Library?



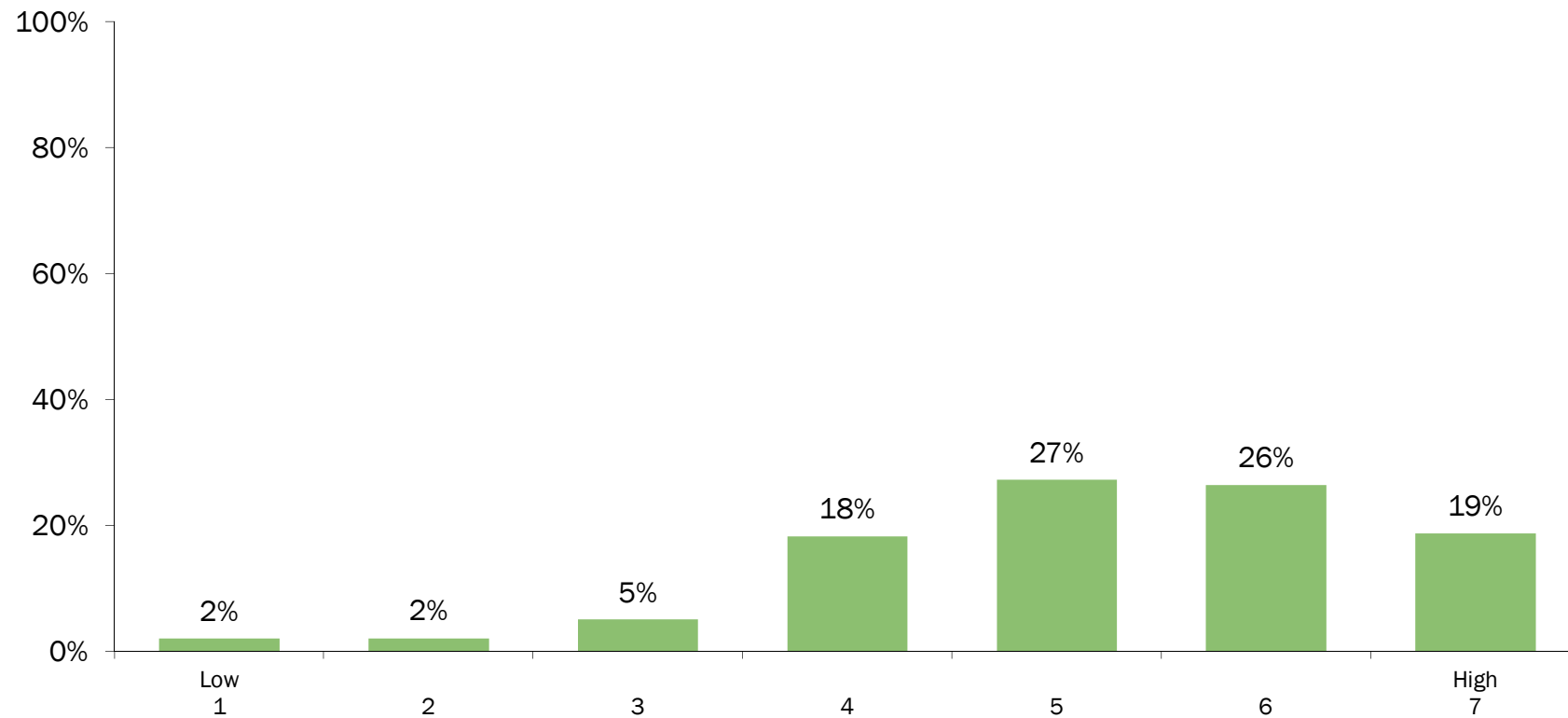
Total responses: 4415 respondents

The University of Hong Kong Library User Survey, November 2019  
How satisfied are you with the renovation of G/F of Main Library?



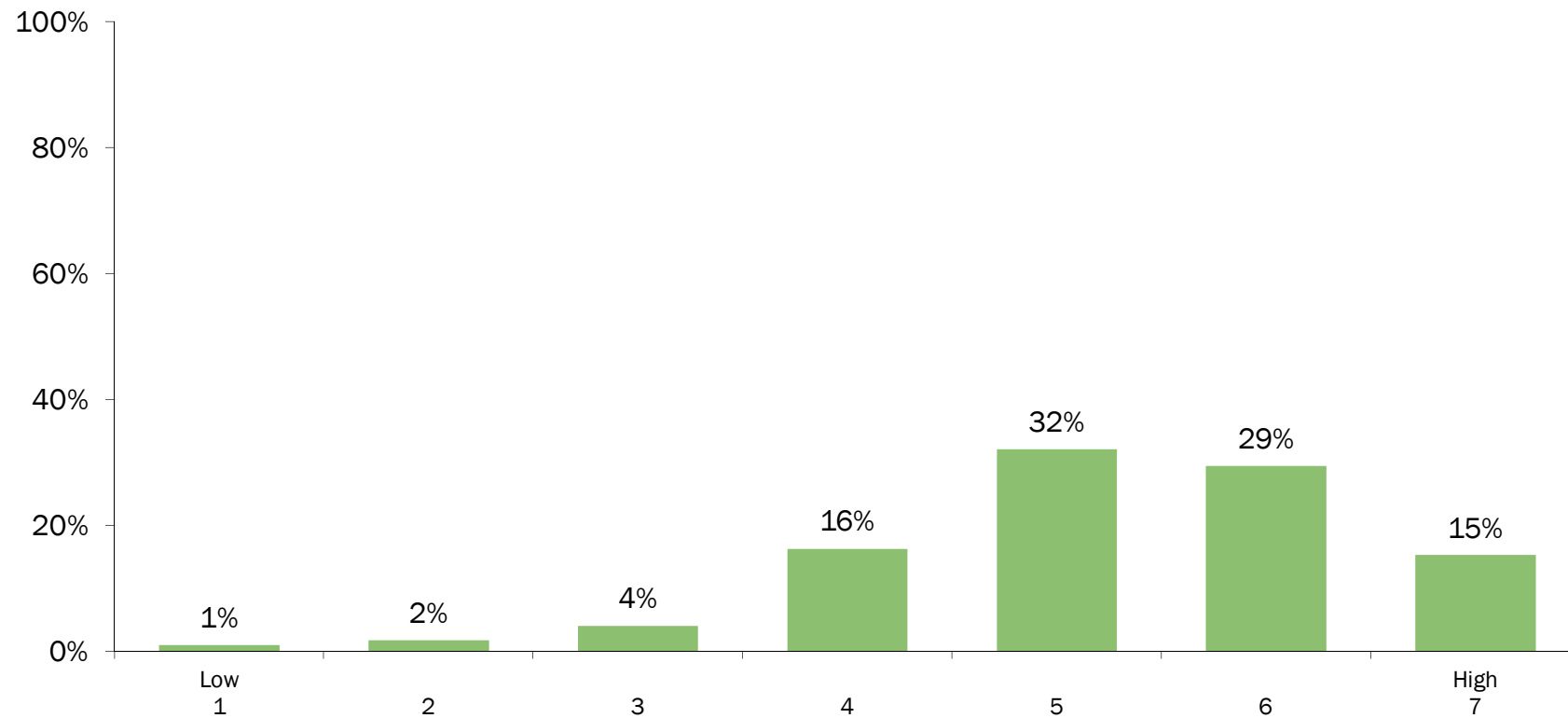
Total responses: 4952 respondents

The University of Hong Kong Library User Survey, November 2019  
How satisfied are you with the renovation of G/F of the Medical Library?



Total responses: 2701 respondents

The University of Hong Kong Library User Survey, November 2019  
Overall how satisfied are you with the new Library Renovation?



Total responses: 4927 respondents

## The University of Hong Kong Library User Survey, November 2019

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 <b>6533</b> |      |      |        |
|---|-------------------|------|------|--------|
|   | Importance        |      |      |        |
|   | Mean              | Rank | #    | %      |
| Library staff provide accurate answers to my enquiries  | 5.47              | 1    | 453  | 6.93%  |
| Library staff treat me fairly and without discrimination  | 5.46              | 2    | 432  | 6.61%  |
| Library staff are approachable and helpful  | 5.40              | 3    | 360  | 5.51%  |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.29              | 4    | 452  | 6.92%  |
| Library staff are readily available to assist me  | 5.24              | 5    | 413  | 6.32%  |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 5.23              | 6    | 381  | 5.83%  |
| When I am away from campus I can access the Library resources and services I need                             | 5.21              | 7    | 415  | 6.35%  |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.17              | 8    | 897  | 13.73% |
| The Library website is easy to use  | 5.13              | 9    | 255  | 3.90%  |
| I can get wireless access in the Library when I need to   | 5.11              | 10   | 331  | 5.07%  |
| I can find a quiet place in the Library to study when I need to   | 5.09              | 11   | 284  | 4.35%  |
| The Library is a good place to study  | 5.08              | 12   | 286  | 4.38%  |
| The items I'm looking for on the Library shelves are usually there  | 5.08              | 13   | 493  | 7.55%  |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.02              | 14   | 539  | 8.25%  |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.02              | 15   | 675  | 10.33% |
| Course specific resources (including short loans) meet my learning needs                                      | 4.96              | 16   | 939  | 14.37% |
| Normal opening hours meet my needs  | 4.94              | 17   | 237  | 3.63%  |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 4.92              | 18   | 518  | 7.93%  |
| I can find a place in the Library to work in a group when I need to   | 4.86              | 19   | 554  | 8.48%  |
| A computer is available when I need one   | 4.86              | 20   | 504  | 7.71%  |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 4.85              | 21   | 1031 | 15.78% |
| Face to face enquiry services meet my needs   | 4.83              | 22   | 658  | 10.07% |
| Find@HKUL is easy to use  | 4.83              | 23   | 357  | 5.46%  |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 4.82              | 24   | 886  | 13.56% |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 4.78              | 25   | 1031 | 15.78% |
| Library signage is clear  | 4.73              | 26   | 266  | 4.07%  |
| The Library website provides useful information   | 4.66              | 27   | 254  | 3.89%  |
| The Library anticipates my learning and research needs  | 4.61              | 28   | 467  | 7.15%  |
| I am informed about Library services  | 4.41              | 29   | 357  | 5.46%  |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 4.25              | 30   | 858  | 13.13% |

## The University of Hong Kong Library User Survey, November 2019

Top 10 factors – All respondents

6533 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   | 6.16 | Library staff treat me fairly and without discrimination                                     | 5.94 | I am informed about Library services  | 5.08 | I can find a quiet place in the Library to study when I need to                          | 0.69 |
| I can find a quiet place in the Library to study when I need to                          | 6.15 | Library staff are approachable and helpful   | 5.83 | I can find a place in the Library to work in a group when I need to                                 | 5.09 | I can find a place in the Library to work in a group when I need to                      | 0.63 |
| I can get wireless access in the Library when I need to                                  | 6.14 | Library staff provide accurate answers to my enquiries                                       | 5.77 | Library workshops, classes and tutorials help me with my learning and research needs                | 5.10 | Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 0.59 |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 6.03 | The Library is a good place to study   | 5.73 | A computer is available when I need one   | 5.16 | The items I'm looking for on the Library shelves are usually there                       | 0.57 |
| Printing, scanning and photocopying facilities in the Library meet my needs              | 5.97 | Library staff are readily available to assist me   | 5.71 | The items I'm looking for on the Library shelves are usually there                                  | 5.16 | Find@HKUL is easy to use   | 0.56 |
| Library staff provide accurate answers to my enquiries                                   | 5.95 | I can get wireless access in the Library when I need to                                      | 5.66 | ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials | 5.17 | Printing, scanning and photocopying facilities in the Library meet my needs              | 0.53 |
| Library staff treat me fairly and without discrimination                                 | 5.94 | Self Service (e.g. self check loans, requests, renewals, holds) meets my needs               | 5.62 | Course specific resources are listed in ReadingList@HKUL and directly available via Moodle          | 5.19 | The Library website is easy to use   | 0.51 |
| Library staff are approachable and helpful   | 5.94 | Face to face enquiry services meet my needs  | 5.52 | The Library anticipates my learning and research needs  | 5.23 | Laptop facilities (e.g. desks, power) in the Library meet my needs                       | 0.49 |
| When I am away from campus I can access the Library resources and services I need        | 5.93 | When I am away from campus I can access the Library resources and services I need            | 5.49 | Library signage is clear  | 5.26 | I can get wireless access in the Library when I need to                                  | 0.48 |
| Find@HKUL is easy to use   | 5.93 | Books and articles I have requested from other libraries and campuses are delivered promptly | 5.49 | The Library website provides useful information   | 5.29 | A computer is available when I need one  | 0.45 |

## The University of Hong Kong Library User Survey, November 2019

Mean importance scores – All respondents

6533 responses

|   | Importance |      | Performance |      |
|---|------------|------|-------------|------|
|   | Mean       | Rank | Mean        | Rank |
| The Library is a good place to study  | 6.16       | 1    | 5.73        | 4    |
| I can find a quiet place in the Library to study when I need to   | 6.15       | 2    | 5.45        | 13   |
| I can get wireless access in the Library when I need to   | 6.14       | 3    | 5.66        | 6    |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 6.03       | 4    | 5.44        | 15   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.97       | 5    | 5.44        | 14   |
| Library staff provide accurate answers to my enquiries  | 5.95       | 6    | 5.77        | 3    |
| Library staff treat me fairly and without discrimination  | 5.94       | 7    | 5.94        | 1    |
| Library staff are approachable and helpful  | 5.94       | 8    | 5.83        | 2    |
| When I am away from campus I can access the Library resources and services I need                             | 5.93       | 9    | 5.49        | 9    |
| Find@HKUL is easy to use  | 5.93       | 10   | 5.37        | 18   |
| The Library website is easy to use  | 5.88       | 11   | 5.37        | 17   |
| Normal opening hours meet my needs  | 5.87       | 12   | 5.48        | 11   |
| Library staff are readily available to assist me  | 5.86       | 13   | 5.71        | 5    |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.80       | 14   | 5.31        | 19   |
| The items I'm looking for on the Library shelves are usually there  | 5.73       | 15   | 5.16        | 26   |
| The Library website provides useful information   | 5.73       | 16   | 5.29        | 21   |
| I can find a place in the Library to work in a group when I need to   | 5.72       | 17   | 5.09        | 29   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.70       | 18   | 5.62        | 7    |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.68       | 19   | 5.46        | 12   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.65       | 20   | 5.49        | 10   |
| A computer is available when I need one   | 5.61       | 21   | 5.16        | 27   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.59       | 22   | 5.31        | 20   |
| Library signage is clear  | 5.59       | 23   | 5.26        | 22   |
| The Library anticipates my learning and research needs  | 5.53       | 24   | 5.23        | 23   |
| Face to face enquiry services meet my needs   | 5.52       | 25   | 5.52        | 8    |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.52       | 26   | 5.19        | 24   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.47       | 27   | 5.17        | 25   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.43       | 28   | 5.37        | 16   |
| I am informed about Library services  | 5.28       | 29   | 5.08        | 30   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 5.07       | 30   | 5.10        | 28   |



## The University of Hong Kong Library User Survey, November 2019

Mean performance score — All respondents

6533 responses

|   | Performance |      | Importance |      |
|---|-------------|------|------------|------|
|   | Mean        | Rank | Mean       | Rank |
| Library staff treat me fairly and without discrimination  | 5.94        | 1    | 5.94       | 7    |
| Library staff are approachable and helpful  | 5.83        | 2    | 5.94       | 8    |
| Library staff provide accurate answers to my enquiries  | 5.77        | 3    | 5.95       | 6    |
| The Library is a good place to study  | 5.73        | 4    | 6.16       | 1    |
| Library staff are readily available to assist me  | 5.71        | 5    | 5.86       | 13   |
| I can get wireless access in the Library when I need to   | 5.66        | 6    | 6.14       | 3    |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.62        | 7    | 5.70       | 18   |
| Face to face enquiry services meet my needs   | 5.52        | 8    | 5.52       | 25   |
| When I am away from campus I can access the Library resources and services I need                             | 5.49        | 9    | 5.93       | 9    |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.49        | 10   | 5.65       | 20   |
| Normal opening hours meet my needs  | 5.48        | 11   | 5.87       | 12   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.46        | 12   | 5.68       | 19   |
| I can find a quiet place in the Library to study when I need to   | 5.45        | 13   | 6.15       | 2    |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.44        | 14   | 5.97       | 5    |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 5.44        | 15   | 6.03       | 4    |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.37        | 16   | 5.43       | 28   |
| The Library website is easy to use  | 5.37        | 17   | 5.88       | 11   |
| Find@HKUL is easy to use  | 5.37        | 18   | 5.93       | 10   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.31        | 19   | 5.80       | 14   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.31        | 20   | 5.59       | 22   |
| The Library website provides useful information   | 5.29        | 21   | 5.73       | 16   |
| Library signage is clear  | 5.26        | 22   | 5.59       | 23   |
| The Library anticipates my learning and research needs  | 5.23        | 23   | 5.53       | 24   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.19        | 24   | 5.52       | 26   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.17        | 25   | 5.47       | 27   |
| The items I'm looking for on the Library shelves are usually there  | 5.16        | 26   | 5.73       | 15   |
| A computer is available when I need one   | 5.16        | 27   | 5.61       | 21   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 5.10        | 28   | 5.07       | 30   |
| I can find a place in the Library to work in a group when I need to   | 5.09        | 29   | 5.72       | 17   |
| I am informed about Library services  | 5.08        | 30   | 5.28       | 29   |

## The University of Hong Kong Library User Survey, November 2019

Mean gap scores — All respondents

6533 responses

|   | Gap   |      | Importance |      |
|---|-------|------|------------|------|
|   | Mean  | Rank | Mean       | Rank |
| I can find a quiet place in the Library to study when I need to   | 0.69  | 1    | 6.15       | 2    |
| I can find a place in the Library to work in a group when I need to   | 0.63  | 2    | 5.72       | 17   |
| Online resources (e.g. e-journals, databases, ebooks) meet my learning and research needs                     | 0.59  | 3    | 6.03       | 4    |
| The items I'm looking for on the Library shelves are usually there  | 0.57  | 4    | 5.73       | 15   |
| Find@HKUL is easy to use  | 0.56  | 5    | 5.93       | 10   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 0.53  | 6    | 5.97       | 5    |
| The Library website is easy to use  | 0.51  | 7    | 5.88       | 11   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 0.49  | 8    | 5.80       | 14   |
| I can get wireless access in the Library when I need to   | 0.48  | 9    | 6.14       | 3    |
| A computer is available when I need one   | 0.45  | 10   | 5.61       | 21   |
| When I am away from campus I can access the Library resources and services I need                             | 0.45  | 11   | 5.93       | 9    |
| The Library website provides useful information   | 0.43  | 12   | 5.73       | 16   |
| The Library is a good place to study  | 0.43  | 13   | 6.16       | 1    |
| Normal opening hours meet my needs  | 0.39  | 14   | 5.87       | 12   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 0.33  | 15   | 5.52       | 26   |
| Library signage is clear  | 0.33  | 16   | 5.59       | 23   |
| The Library anticipates my learning and research needs  | 0.30  | 17   | 5.53       | 24   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 0.30  | 18   | 5.47       | 27   |
| Course specific resources (including short loans) meet my learning needs                                      | 0.29  | 19   | 5.59       | 22   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 0.22  | 20   | 5.68       | 19   |
| I am informed about Library services  | 0.21  | 21   | 5.28       | 29   |
| Library staff provide accurate answers to my enquiries  | 0.18  | 22   | 5.95       | 6    |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 0.16  | 23   | 5.65       | 20   |
| Library staff are readily available to assist me  | 0.15  | 24   | 5.86       | 13   |
| Library staff are approachable and helpful  | 0.11  | 25   | 5.94       | 8    |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 0.08  | 26   | 5.70       | 18   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 0.05  | 27   | 5.43       | 28   |
| Library staff treat me fairly and without discrimination  | 0.00  | 28   | 5.94       | 7    |
| Face to face enquiry services meet my needs   | 0.00  | 29   | 5.52       | 25   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | -0.03 | 30   | 5.07       | 30   |



## The University of Hong Kong Library User Survey, November 2019

Top 5 importance scores by demographic

Which Library do you use most?

Unique factor

| <b>Main Library (5008 responses)</b>   | <b>Importance mean</b> |
|--|------------------------|
| The Library is a good place to study   | 6.15                   |
| I can find a quiet place in the Library to study when I need to                          | 6.12                   |
| I can get wireless access in the Library when I need to                                  | 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              | 5.93                   |
| <b>Dental Library (149 responses)</b>  | <b>Importance mean</b> |
| I can get wireless access in the Library when I need to                                  | 6.17                   |
| 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 | 6.14                   |
| The Library is a good place to study   | 6.09                   |
| Library staff are approachable and helpful   | 6.01                   |
| <b>Tin Ka Ping Education Library (157 responses)</b>                                     | <b>Importance mean</b> |
| <b>Find@HKUL is easy to use</b>  | <b>6.15</b>            |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 6.12                   |
| Printing, scanning and photocopying facilities in the Library meet my needs              | 6.06                   |
| When I am away from campus I can access the Library resources and services I need        | 6.04                   |
| Library staff are approachable and helpful   | 6.03                   |
| <b>Fung Ping Shan Library (95 responses)</b>   | <b>Importance mean</b> |
| The Library is a good place to study   | 6.33                   |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 6.31                   |
| I can find a quiet place in the Library to study when I need to                          | 6.27                   |
| When I am away from campus I can access the Library resources and services I need        | 6.20                   |
| I can get wireless access in the Library when I need to                                  | 6.19                   |
| <b>Lui Che Woo Law Library (335 responses)</b>   | <b>Importance mean</b> |
| I can get wireless access in the Library when I need to                                  | 6.39                   |
| The Library is a good place to study   | 6.37                   |
| I can find a quiet place in the Library to study when I need to                          | 6.36                   |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 6.23                   |
| When I am away from campus I can access the Library resources and services I need        | 6.16                   |
| <b>Yu Chun Keung Medical Library (658 responses)</b>                                     | <b>Importance mean</b> |
| I can get wireless access in the Library when I need to                                  | 6.31                   |
| I can find a quiet place in the Library to study when I need to                          | 6.29                   |
| The Library is a good place to study   | 6.28                   |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 6.18                   |
| Printing, scanning and photocopying facilities in the Library meet my needs              | 6.10                   |
| <b>Music Library (128 responses)</b>   | <b>Importance mean</b> |
| I can get wireless access in the Library when I need to                                  | 6.20                   |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 6.06                   |
| Printing, scanning and photocopying facilities in the Library meet my needs              | 6.02                   |
| When I am away from campus I can access the Library resources and services I need        | 6.02                   |
| <b>Library staff provide accurate answers to my enquiries</b>                            | <b>6.02</b>            |

| <b>The University of Hong Kong Library User Survey, November 2019</b>          |                         |
|--|-------------------------|
| Top 5 performance scores by demographic  |                         |
| Which Library do you use most?   |                         |
|  | Unique factor           |
| <b>Main Library (5008 responses)</b>   | <b>Performance mean</b> |
| Library staff treat me fairly and without discrimination                       | 5.89                    |
| Library staff are approachable and helpful                                     | 5.77                    |
| Library staff provide accurate answers to my enquiries                         | 5.73                    |
| The Library is a good place to study   | 5.71                    |
| Library staff are readily available to assist me                               | 5.64                    |
| <b>Dental Library (149 responses)</b>  | <b>Performance mean</b> |
| Library staff are approachable and helpful                                     | 6.04                    |
| Library staff treat me fairly and without discrimination                       | 6.01                    |
| Library staff provide accurate answers to my enquiries                         | 5.95                    |
| I can get wireless access in the Library when I need to                        | 5.91                    |
| Library staff are readily available to assist me                               | 5.89                    |
| <b>Tin Ka Ping Education Library (157 responses)</b>                           | <b>Performance mean</b> |
| Library staff treat me fairly and without discrimination                       | 6.11                    |
| Library staff are approachable and helpful                                     | 5.95                    |
| Library staff are readily available to assist me                               | 5.94                    |
| Library staff provide accurate answers to my enquiries                         | 5.90                    |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs | 5.85                    |
| <b>Fung Ping Shan Library (95 responses)</b>                                   | <b>Performance mean</b> |
| Library staff treat me fairly and without discrimination                       | 6.16                    |
| Library staff are approachable and helpful                                     | 6.11                    |
| Library staff provide accurate answers to my enquiries                         | 6.02                    |
| The Library is a good place to study   | 5.88                    |
| Face to face enquiry services meet my needs                                    | 5.85                    |
| <b>Lui Che Woo Law Library (335 responses)</b>                                 | <b>Performance mean</b> |
| Library staff treat me fairly and without discrimination                       | 6.02                    |
| Library staff are approachable and helpful                                     | 5.99                    |
| I can get wireless access in the Library when I need to                        | 5.95                    |
| Library staff are readily available to assist me                               | 5.88                    |
| Library staff provide accurate answers to my enquiries                         | 5.87                    |
| <b>Yu Chun Keung Medical Library (658 responses)</b>                           | <b>Performance mean</b> |
| Library staff treat me fairly and without discrimination                       | 6.10                    |
| Library staff are approachable and helpful                                     | 5.99                    |
| I can get wireless access in the Library when I need to                        | 5.94                    |
| Library staff provide accurate answers to my enquiries                         | 5.90                    |
| Library staff are readily available to assist me                               | 5.90                    |
| <b>Music Library (128 responses)</b>   | <b>Performance mean</b> |
| Library staff treat me fairly and without discrimination                       | 6.19                    |
| Library staff are readily available to assist me                               | 6.08                    |
| Library staff provide accurate answers to my enquiries                         | 6.05                    |
| Library staff are approachable and helpful                                     | 6.05                    |
| I can get wireless access in the Library when I need to                        | 5.95                    |

| <b>The University of Hong Kong Library User Survey, November 2019</b>                     |                  |
|---|------------------|
| Top 5 gap scores by demographic   |                  |
| Which Library do you use most?  |                  |
|   | Unique factor    |
| <b>Main Library (5008 responses)</b>  | <b>Gap score</b> |
| I can find a quiet place in the Library to study when I need to                           | 0.71             |
| I can find a place in the Library to work in a group when I need to                       | 0.64             |
| The items I'm looking for on the Library shelves are usually there                        | 0.60             |
| Online resources (e.g. e journals, databases, ebooks) meet my learning and research needs | 0.59             |
| Find@HKUL is easy to use  | 0.56             |
| <b>Dental Library (149 responses)</b>   | <b>Gap score</b> |
| Online resources (e.g. e journals, databases, ebooks) meet my learning and research needs | 0.74             |
| Printing, scanning and photocopying facilities in the Library meet my needs               | 0.52             |
| I can find a quiet place in the Library to study when I need to                           | 0.46             |
| Find@HKUL is easy to use  | 0.45             |
| The Library website is easy to use  | 0.45             |
| <b>Tin Ka Ping Education Library (157 responses)</b>                                      | <b>Gap score</b> |
| The items I'm looking for on the Library shelves are usually there                        | 0.74             |
| Printing, scanning and photocopying facilities in the Library meet my needs               | 0.73             |
| Find@HKUL is easy to use  | 0.64             |
| Online resources (e.g. e journals, 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                           | 0.58             |
| <b>Fung Ping Shan Library (95 responses)</b>  | <b>Gap score</b> |
| Online resources (e.g. e journals, databases, ebooks) meet my learning and research needs | 1.05             |
| Find@HKUL is easy to use  | 0.79             |
| The items I'm looking for on the Library shelves are usually there                        | 0.76             |
| The Library website provides useful information   | 0.74             |
| When I am away from campus I can access the Library resources and services I need         | 0.69             |
| <b>Lui Che Woo Law Library (335 responses)</b>  | <b>Gap score</b> |
| I can find a quiet place in the Library to study when I need to                           | 1.03             |
| Normal opening hours meet my needs  | 0.87             |
| Online resources (e.g. e journals, databases, ebooks) meet my learning and research needs | 0.83             |
| 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                        | 0.69             |
| <b>Yu Chun Keung Medical Library (658 responses)</b>                                      | <b>Gap score</b> |
| Printing, scanning and photocopying facilities in the Library meet my needs               | 0.73             |
| I can find a place in the Library to work in a group when I need to                       | 0.62             |
| The Library website is easy to use  | 0.57             |
| Find@HKUL is easy to use  | 0.57             |
| I can find a quiet place in the Library to study when I need to                           | 0.56             |
| <b>Music Library (128 responses)</b>  | <b>Gap score</b> |
| Normal opening hours meet my needs  | 0.54             |
| Online resources (e.g. e journals, databases, ebooks) meet my learning and research needs | 0.47             |
| When I am away from campus I can access the Library resources and services I need         | 0.41             |
| The items I'm looking for on the Library shelves are usually there                        | 0.34             |
| I can find a quiet place in the Library to study when I need to                           | 0.32             |

## The University of Hong Kong Library User Survey, November 2019

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

5008 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   | 6.15 | Library staff treat me fairly and without discrimination                          | 5.89 | I can find a place in the Library to work in a group when I need to                                 | 5.04 | I can find a quiet place in the Library to study when I need to                          | 0.71 |
| I can find a quiet place in the Library to study when I need to                          | 6.12 | Library staff are approachable and helpful  | 5.77 | I am informed about Library services  | 5.04 | I can find a place in the Library to work in a group when I need to                      | 0.64 |
| I can get wireless access in the Library when I need to                                  | 6.10 | Library staff provide accurate answers to my enquiries                            | 5.73 | 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                       | 0.60 |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 5.99 | The Library is a good place to study  | 5.71 | A computer is available when I need one   | 5.11 | Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 0.59 |
| Printing, scanning and photocopying facilities in the Library meet my needs              | 5.93 | Library staff are readily available to assist me                                  | 5.64 | The items I'm looking for on the Library shelves are usually there                                  | 5.12 | Find@HKUL is easy to use   | 0.56 |
| Library staff provide accurate answers to my enquiries                                   | 5.92 | I can get wireless access in the Library when I need to                           | 5.59 | ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials | 5.14 | Laptop facilities (e.g. desks, power) in the Library meet my needs                       | 0.53 |
| Library staff treat me fairly and without discrimination                                 | 5.92 | Self Service (e.g. self check loans, requests, renewals, holds) meets my needs    | 5.58 | Course specific resources are listed in ReadingList@HKUL and directly available via Moodle          | 5.16 | The Library website is easy to use   | 0.52 |
| Library staff are approachable and helpful   | 5.91 | Face to face enquiry services meet my needs                                       | 5.48 | The Library anticipates my learning and research needs  | 5.19 | I can get wireless access in the Library when I need to                                  | 0.51 |
| Find@HKUL is easy to use   | 5.89 | Normal opening hours meet my needs  | 5.45 | Library signage is clear  | 5.22 | Printing, scanning and photocopying facilities in the Library meet my needs              | 0.49 |
| When I am away from campus I can access the Library resources and services I need        | 5.89 | When I am away from campus I can access the Library resources and services I need | 5.45 | Laptop facilities (e.g. desks, power) in the Library meet my needs                                  | 5.23 | A computer is available when I need one  | 0.47 |

## The University of Hong Kong Library User Survey, November 2019

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

5008 responses

|   | Importance |      | Performance |      |
|---|------------|------|-------------|------|
|   | Mean       | Rank | Mean        | Rank |
| The Library is a good place to study  | 6.15       | 1    | 5.71        | 4    |
| I can find a quiet place in the Library to study when I need to   | 6.12       | 2    | 5.41        | 14   |
| I can get wireless access in the Library when I need to   | 6.10       | 3    | 5.59        | 6    |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 5.99       | 4    | 5.40        | 15   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.93       | 5    | 5.43        | 12   |
| Library staff provide accurate answers to my enquiries  | 5.92       | 6    | 5.73        | 3    |
| Library staff treat me fairly and without discrimination  | 5.92       | 7    | 5.89        | 1    |
| Library staff are approachable and helpful  | 5.91       | 8    | 5.77        | 2    |
| Find@HKUL is easy to use  | 5.89       | 9    | 5.33        | 17   |
| When I am away from campus I can access the Library resources and services I need                             | 5.89       | 10   | 5.45        | 10   |
| The Library website is easy to use  | 5.85       | 11   | 5.33        | 18   |
| Normal opening hours meet my needs  | 5.84       | 12   | 5.45        | 9    |
| Library staff are readily available to assist me  | 5.83       | 13   | 5.64        | 5    |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.76       | 14   | 5.23        | 21   |
| The items I'm looking for on the Library shelves are usually there  | 5.72       | 15   | 5.12        | 26   |
| The Library website provides useful information   | 5.71       | 16   | 5.26        | 19   |
| I can find a place in the Library to work in a group when I need to   | 5.68       | 17   | 5.04        | 30   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.68       | 18   | 5.58        | 7    |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.65       | 19   | 5.42        | 13   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.61       | 20   | 5.45        | 11   |
| Library signage is clear  | 5.59       | 21   | 5.22        | 22   |
| A computer is available when I need one   | 5.58       | 22   | 5.11        | 27   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.54       | 23   | 5.26        | 20   |
| The Library anticipates my learning and research needs  | 5.50       | 24   | 5.19        | 23   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.50       | 25   | 5.16        | 24   |
| Face to face enquiry services meet my needs   | 5.49       | 26   | 5.48        | 8    |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.46       | 27   | 5.14        | 25   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.41       | 28   | 5.34        | 16   |
| I am informed about Library services  | 5.26       | 29   | 5.04        | 29   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 5.06       | 30   | 5.06        | 28   |



## The University of Hong Kong Library User Survey, November 2019

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

5008 responses

|   | Performance |      | Importance |      |
|---|-------------|------|------------|------|
|   | Mean        | Rank | Mean       | Rank |
| Library staff treat me fairly and without discrimination  | 5.89        | 1    | 5.92       | 7    |
| Library staff are approachable and helpful  | 5.77        | 2    | 5.91       | 8    |
| Library staff provide accurate answers to my enquiries  | 5.73        | 3    | 5.92       | 6    |
| The Library is a good place to study  | 5.71        | 4    | 6.15       | 1    |
| Library staff are readily available to assist me  | 5.64        | 5    | 5.83       | 13   |
| I can get wireless access in the Library when I need to   | 5.59        | 6    | 6.10       | 3    |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.58        | 7    | 5.68       | 18   |
| Face to face enquiry services meet my needs   | 5.48        | 8    | 5.49       | 26   |
| Normal opening hours meet my needs  | 5.45        | 9    | 5.84       | 12   |
| When I am away from campus I can access the Library resources and services I need                             | 5.45        | 10   | 5.89       | 10   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.45        | 11   | 5.61       | 20   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.43        | 12   | 5.93       | 5    |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.42        | 13   | 5.65       | 19   |
| I can find a quiet place in the Library to study when I need to   | 5.41        | 14   | 6.12       | 2    |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 5.40        | 15   | 5.99       | 4    |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.34        | 16   | 5.41       | 28   |
| Find@HKUL is easy to use  | 5.33        | 17   | 5.89       | 9    |
| The Library website is easy to use  | 5.33        | 18   | 5.85       | 11   |
| The Library website provides useful information   | 5.26        | 19   | 5.71       | 16   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.26        | 20   | 5.54       | 23   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.23        | 21   | 5.76       | 14   |
| Library signage is clear  | 5.22        | 22   | 5.59       | 21   |
| The Library anticipates my learning and research needs  | 5.19        | 23   | 5.50       | 24   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.16        | 24   | 5.50       | 25   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.14        | 25   | 5.46       | 27   |
| The items I'm looking for on the Library shelves are usually there  | 5.12        | 26   | 5.72       | 15   |
| A computer is available when I need one   | 5.11        | 27   | 5.58       | 22   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 5.06        | 28   | 5.06       | 30   |
| I am informed about Library services  | 5.04        | 29   | 5.26       | 29   |
| I can find a place in the Library to work in a group when I need to   | 5.04        | 30   | 5.68       | 17   |

## The University of Hong Kong Library User Survey, November 2019

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

5008 responses

|   | Gap  |      | Importance |      |
|---|------|------|------------|------|
|   | Mean | Rank | Mean       | Rank |
| I can find a quiet place in the Library to study when I need to   | 0.71 | 1    | 6.12       | 2    |
| I can find a place in the Library to work in a group when I need to   | 0.64 | 2    | 5.68       | 17   |
| The items I'm looking for on the Library shelves are usually there  | 0.60 | 3    | 5.72       | 15   |
| Online resources (e.g. e-journals, databases, ebooks) meet my learning and research needs                     | 0.59 | 4    | 5.99       | 4    |
| Find@HKUL is easy to use  | 0.56 | 5    | 5.89       | 9    |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 0.53 | 6    | 5.76       | 14   |
| The Library website is easy to use  | 0.52 | 7    | 5.85       | 11   |
| I can get wireless access in the Library when I need to   | 0.51 | 8    | 6.10       | 3    |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 0.49 | 9    | 5.93       | 5    |
| A computer is available when I need one   | 0.47 | 10   | 5.58       | 22   |
| The Library website provides useful information   | 0.45 | 11   | 5.71       | 16   |
| The Library is a good place to study  | 0.44 | 12   | 6.15       | 1    |
| When I am away from campus I can access the Library resources and services I need                             | 0.43 | 13   | 5.89       | 10   |
| Normal opening hours meet my needs  | 0.38 | 14   | 5.84       | 12   |
| Library signage is clear  | 0.37 | 15   | 5.59       | 21   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 0.34 | 16   | 5.50       | 25   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 0.32 | 17   | 5.46       | 27   |
| The Library anticipates my learning and research needs  | 0.31 | 18   | 5.50       | 24   |
| Course specific resources (including short loans) meet my learning needs                                      | 0.28 | 19   | 5.54       | 23   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 0.23 | 20   | 5.65       | 19   |
| I am informed about Library services  | 0.21 | 21   | 5.26       | 29   |
| Library staff provide accurate answers to my enquiries  | 0.19 | 22   | 5.92       | 6    |
| Library staff are readily available to assist me  | 0.18 | 23   | 5.83       | 13   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 0.16 | 24   | 5.61       | 20   |
| Library staff are approachable and helpful  | 0.14 | 25   | 5.91       | 8    |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 0.09 | 26   | 5.68       | 18   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 0.07 | 27   | 5.41       | 28   |
| Library staff treat me fairly and without discrimination  | 0.03 | 28   | 5.92       | 7    |
| Face to face enquiry services meet my needs   | 0.01 | 29   | 5.49       | 26   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 0.00 | 30   | 5.06       | 30   |



## The University of Hong Kong Library User Survey, November 2019

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

149 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 are approachable and helpful  | 6.04 | I am informed about Library services  | 4.97 | Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 0.74 |
| 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                          | 6.01 | Library workshops, classes and tutorials help me with my learning and research needs                | 5.07 | Printing, scanning and photocopying facilities in the Library meet my needs              | 0.52 |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 6.14 | Library staff provide accurate answers to my enquiries                            | 5.95 | ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials | 5.11 | I can find a quiet place in the Library to study when I need to                          | 0.46 |
| The Library is a good place to study   | 6.09 | I can get wireless access in the Library when I need to                           | 5.91 | Course specific resources are listed in ReadingList@HKUL and directly available via Moodle          | 5.15 | Find@HKUL is easy to use   | 0.45 |
| Library staff are approachable and helpful   | 6.01 | Library staff are readily available to assist me                                  | 5.89 | The Library anticipates my learning and research needs  | 5.17 | The Library website is easy to use   | 0.45 |
| Find@HKUL is easy to use   | 5.94 | The Library is a good place to study  | 5.78 | The Library website provides useful information   | 5.25 | Normal opening hours meet my needs   | 0.43 |
| When I am away from campus I can access the Library resources and services I need        | 5.93 | I can find a quiet place in the Library to study when I need to                   | 5.68 | Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                        | 5.26 | I can find a place in the Library to work in a group when I need to                      | 0.42 |
| Library staff provide accurate answers to my enquiries                                   | 5.93 | Self Service (e.g. self check loans, requests, renewals, holds) meets my needs    | 5.65 | The items I'm looking for on the Library shelves are usually there                                  | 5.30 | The Library website provides useful information  | 0.40 |
| Printing, scanning and photocopying facilities in the Library meet my needs              | 5.93 | Face to face enquiry services meet my needs                                       | 5.60 | Normal opening hours meet my needs  | 5.31 | When I am away from campus I can access the Library resources and services I need        | 0.38 |
| Library staff treat me fairly and without discrimination                                 | 5.90 | When I am away from campus I can access the Library resources and services I need | 5.55 | Library signage is clear  | 5.33 | Course specific resources (including short loans) meet my learning needs                 | 0.35 |

## The University of Hong Kong Library User Survey, November 2019

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

149 responses

|   | Importance |      | Performance |      |
|---|------------|------|-------------|------|
|   | Mean       | Rank | Mean        | Rank |
| I can get wireless access in the Library when I need to   | 6.17       | 1    | 5.91        | 4    |
| I can find a quiet place in the Library to study when I need to   | 6.14       | 2    | 5.68        | 7    |
| Online resources (e.g. e-journals, databases, ebooks) meet my learning and research needs                     | 6.14       | 3    | 5.40        | 18   |
| The Library is a good place to study  | 6.09       | 4    | 5.78        | 6    |
| Library staff are approachable and helpful  | 6.01       | 5    | 6.04        | 1    |
| Find@HKUL is easy to use  | 5.94       | 6    | 5.49        | 12   |
| When I am away from campus I can access the Library resources and services I need                             | 5.93       | 7    | 5.55        | 10   |
| Library staff provide accurate answers to my enquiries  | 5.93       | 8    | 5.95        | 3    |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.93       | 9    | 5.41        | 16   |
| Library staff treat me fairly and without discrimination  | 5.90       | 10   | 6.01        | 2    |
| Library staff are readily available to assist me  | 5.89       | 11   | 5.89        | 5    |
| The Library website is easy to use  | 5.88       | 12   | 5.43        | 15   |
| I can find a place in the Library to work in a group when I need to   | 5.76       | 13   | 5.34        | 20   |
| Normal opening hours meet my needs  | 5.75       | 14   | 5.31        | 22   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.72       | 15   | 5.51        | 11   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.69       | 16   | 5.34        | 19   |
| The Library website provides useful information   | 5.65       | 17   | 5.25        | 25   |
| The items I'm looking for on the Library shelves are usually there  | 5.65       | 18   | 5.30        | 23   |
| A computer is available when I need one   | 5.65       | 19   | 5.40        | 17   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.64       | 20   | 5.48        | 13   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.63       | 21   | 5.65        | 8    |
| Face to face enquiry services meet my needs   | 5.60       | 22   | 5.60        | 9    |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.50       | 23   | 5.15        | 27   |
| Library signage is clear  | 5.45       | 24   | 5.33        | 21   |
| The Library anticipates my learning and research needs  | 5.42       | 25   | 5.17        | 26   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.41       | 26   | 5.47        | 14   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.30       | 27   | 5.26        | 24   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.28       | 28   | 5.11        | 28   |
| I am informed about Library services  | 5.26       | 29   | 4.97        | 30   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 4.93       | 30   | 5.07        | 29   |

## The University of Hong Kong Library User Survey, November 2019

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

149 responses

|   | Performance |      | Importance |      |
|---|-------------|------|------------|------|
|   | Mean        | Rank | Mean       | Rank |
| Library staff are approachable and helpful  | 6.04        | 1    | 6.01       | 5    |
| Library staff treat me fairly and without discrimination  | 6.01        | 2    | 5.90       | 10   |
| Library staff provide accurate answers to my enquiries  | 5.95        | 3    | 5.93       | 8    |
| I can get wireless access in the Library when I need to   | 5.91        | 4    | 6.17       | 1    |
| Library staff are readily available to assist me  | 5.89        | 5    | 5.89       | 11   |
| The Library is a good place to study  | 5.78        | 6    | 6.09       | 4    |
| I can find a quiet place in the Library to study when I need to   | 5.68        | 7    | 6.14       | 2    |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.65        | 8    | 5.63       | 21   |
| Face to face enquiry services meet my needs   | 5.60        | 9    | 5.60       | 22   |
| When I am away from campus I can access the Library resources and services I need                             | 5.55        | 10   | 5.93       | 7    |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.51        | 11   | 5.72       | 15   |
| Find@HKUL is easy to use  | 5.49        | 12   | 5.94       | 6    |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.48        | 13   | 5.64       | 20   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.47        | 14   | 5.41       | 26   |
| The Library website is easy to use  | 5.43        | 15   | 5.88       | 12   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.41        | 16   | 5.93       | 9    |
| A computer is available when I need one   | 5.40        | 17   | 5.65       | 19   |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 5.40        | 18   | 6.14       | 3    |
| Course specific resources (including short loans) meet my learning needs                                      | 5.34        | 19   | 5.69       | 16   |
| I can find a place in the Library to work in a group when I need to   | 5.34        | 20   | 5.76       | 13   |
| Library signage is clear  | 5.33        | 21   | 5.45       | 24   |
| Normal opening hours meet my needs  | 5.31        | 22   | 5.75       | 14   |
| The items I'm looking for on the Library shelves are usually there  | 5.30        | 23   | 5.65       | 18   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.26        | 24   | 5.30       | 27   |
| The Library website provides useful information   | 5.25        | 25   | 5.65       | 17   |
| The Library anticipates my learning and research needs  | 5.17        | 26   | 5.42       | 25   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.15        | 27   | 5.50       | 23   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.11        | 28   | 5.28       | 28   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 5.07        | 29   | 4.93       | 30   |
| I am informed about Library services  | 4.97        | 30   | 5.26       | 29   |

## The University of Hong Kong Library User Survey, November 2019

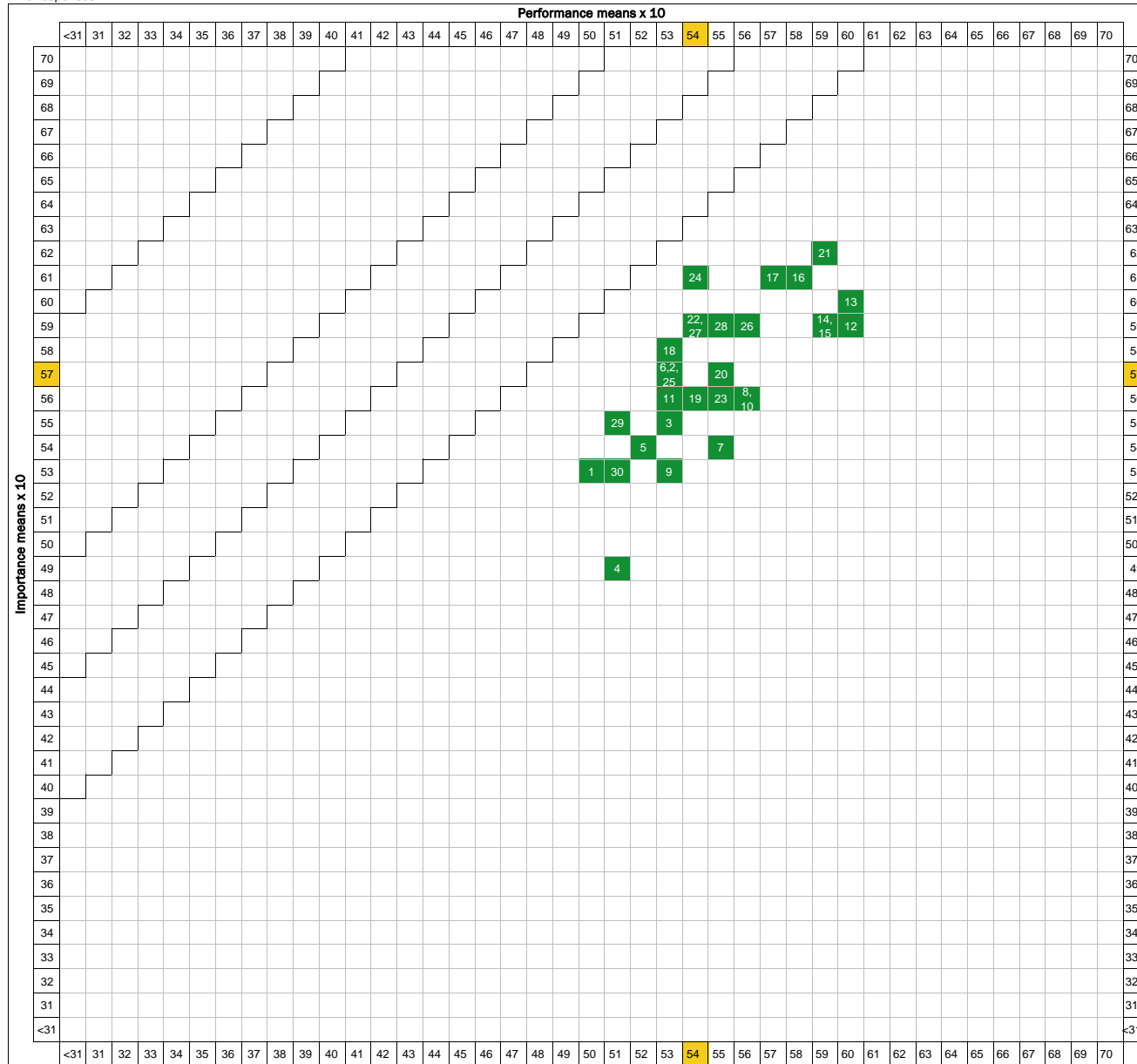
Mean gap scores — Which Library do you use most? - Dental Library

149 responses

|   | Gap   |      | Importance |      |
|---|-------|------|------------|------|
|   | Mean  | Rank | Mean       | Rank |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 0.74  | 1    | 6.14       | 3    |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 0.52  | 2    | 5.93       | 9    |
| I can find a quiet place in the Library to study when I need to   | 0.46  | 3    | 6.14       | 2    |
| Find@HKUL is easy to use  | 0.45  | 4    | 5.94       | 6    |
| The Library website is easy to use  | 0.45  | 5    | 5.88       | 12   |
| Normal opening hours meet my needs  | 0.43  | 6    | 5.75       | 14   |
| I can find a place in the Library to work in a group when I need to   | 0.42  | 7    | 5.76       | 13   |
| The Library website provides useful information   | 0.40  | 8    | 5.65       | 17   |
| When I am away from campus I can access the Library resources and services I need                             | 0.38  | 9    | 5.93       | 7    |
| Course specific resources (including short loans) meet my learning needs                                      | 0.35  | 10   | 5.69       | 16   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 0.35  | 11   | 5.50       | 23   |
| The items I'm looking for on the Library shelves are usually there  | 0.35  | 12   | 5.65       | 18   |
| The Library is a good place to study  | 0.31  | 13   | 6.09       | 4    |
| I am informed about Library services  | 0.29  | 14   | 5.26       | 29   |
| I can get wireless access in the Library when I need to   | 0.26  | 15   | 6.17       | 1    |
| The Library anticipates my learning and research needs  | 0.25  | 16   | 5.42       | 25   |
| A computer is available when I need one   | 0.24  | 17   | 5.65       | 19   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 0.21  | 18   | 5.72       | 15   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 0.18  | 19   | 5.28       | 28   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 0.15  | 20   | 5.64       | 20   |
| Library signage is clear  | 0.12  | 21   | 5.45       | 24   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 0.04  | 22   | 5.30       | 27   |
| Face to face enquiry services meet my needs   | 0.00  | 23   | 5.60       | 22   |
| Library staff are readily available to assist me  | 0.00  | 24   | 5.89       | 11   |
| Library staff provide accurate answers to my enquiries  | -0.02 | 25   | 5.93       | 8    |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | -0.02 | 26   | 5.63       | 21   |
| Library staff are approachable and helpful  | -0.03 | 27   | 6.01       | 5    |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | -0.06 | 28   | 5.41       | 26   |
| Library staff treat me fairly and without discrimination  | -0.12 | 29   | 5.90       | 10   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | -0.15 | 30   | 4.93       | 30   |

### The University of Hong Kong Library User Survey, November 2019

Best practice categories gap grid – Which Library do you use most? - Dental Library  
149 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          | Normal 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         | Find@HKUL is easy to use  |
| 29         | Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    |
| 30         | ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           |

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, November 2019

Top 10 factors – Which Library do you use most? - Tin Ka Ping Education Library

157 responses

Factors rated top 10 in importance

| Most important factors   | Mean | Highest performing factors  | Mean | Lowest performing factors   | Mean | Largest gaps (I - P)   | Mean |
|--|------|---|------|---|------|--|------|
| Find@HKUL is easy to use   | 6.15 | Library staff treat me fairly and without discrimination  | 6.11 | 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                       | 0.74 |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 6.12 | Library staff are approachable and helpful  | 5.95 | A computer is available when I need one   | 5.08 | Printing, scanning and photocopying facilities in the Library meet my needs              | 0.73 |
| Printing, scanning and photocopying facilities in the Library meet my needs              | 6.06 | Library staff are readily available to assist me  | 5.94 | Laptop facilities (e.g. desks, power) in the Library meet my needs                                  | 5.15 | Find@HKUL is easy to use   | 0.64 |
| When I am away from campus I can access the Library resources and services I need        | 6.04 | Library staff provide accurate answers to my enquiries  | 5.90 | ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials | 5.18 | Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 0.63 |
| Library staff are approachable and helpful   | 6.03 | Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.85 | Course specific resources are listed in ReadingList@HKUL and directly available via Moodle          | 5.23 | I can find a quiet place in the Library to study when I need to                          | 0.58 |
| I can get wireless access in the Library when I need to                                  | 6.02 | Face to face enquiry services meet my needs   | 5.69 | I am informed about Library services  | 5.25 | I can find a place in the Library to work in a group when I need to                      | 0.53 |
| Library staff provide accurate answers to my enquiries                                   | 6.02 | The Library is a good place to study  | 5.67 | Library signage is clear  | 5.30 | When I am away from campus I can access the Library resources and services I need        | 0.52 |
| Library staff are readily available to assist me   | 6.02 | Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.65 | Printing, scanning and photocopying facilities in the Library meet my needs                         | 5.33 | A computer is available when I need one  | 0.50 |
| The Library website is easy to use   | 6.01 | I can get wireless access in the Library when I need to   | 5.60 | I can find a place in the Library to work in a group when I need to                                 | 5.33 | The Library website is easy to use   | 0.50 |
| Library staff treat me fairly and without discrimination                                 | 6.01 | Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.53 | Library workshops, classes and tutorials help me with my learning and research needs                | 5.35 | Normal opening hours meet my needs   | 0.46 |

## The University of Hong Kong Library User Survey, November 2019

Mean importance scores – Which Library do you use most? - Tin Ka Ping Education Library

157 responses

|   | Importance |      | Performance |      |
|---|------------|------|-------------|------|
|   | Mean       | Rank | Mean        | Rank |
| Find@HKUL is easy to use  | 6.15       | 1    | 5.51        | 13   |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 6.12       | 2    | 5.50        | 15   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 6.06       | 3    | 5.33        | 23   |
| When I am away from campus I can access the Library resources and services I need                             | 6.04       | 4    | 5.52        | 12   |
| Library staff are approachable and helpful  | 6.03       | 5    | 5.95        | 2    |
| I can get wireless access in the Library when I need to   | 6.02       | 6    | 5.60        | 9    |
| Library staff provide accurate answers to my enquiries  | 6.02       | 7    | 5.90        | 4    |
| Library staff are readily available to assist me  | 6.02       | 8    | 5.94        | 3    |
| The Library website is easy to use  | 6.01       | 9    | 5.51        | 14   |
| Library staff treat me fairly and without discrimination  | 6.01       | 9    | 6.11        | 1    |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.96       | 11   | 5.85        | 5    |
| I can find a quiet place in the Library to study when I need to   | 5.95       | 12   | 5.37        | 18   |
| Normal opening hours meet my needs  | 5.93       | 13   | 5.47        | 16   |
| The Library is a good place to study  | 5.92       | 14   | 5.67        | 7    |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.91       | 15   | 5.65        | 8    |
| I can find a place in the Library to work in a group when I need to   | 5.86       | 16   | 5.33        | 22   |
| The items I'm looking for on the Library shelves are usually there  | 5.82       | 17   | 5.07        | 30   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.81       | 18   | 5.36        | 20   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.81       | 19   | 5.53        | 10   |
| Face to face enquiry services meet my needs   | 5.72       | 20   | 5.69        | 6    |
| The Library website provides useful information   | 5.70       | 21   | 5.39        | 17   |
| Library signage is clear  | 5.65       | 22   | 5.30        | 24   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.62       | 23   | 5.53        | 11   |
| A computer is available when I need one   | 5.58       | 24   | 5.08        | 29   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.56       | 25   | 5.15        | 28   |
| The Library anticipates my learning and research needs  | 5.54       | 26   | 5.37        | 19   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.45       | 27   | 5.18        | 27   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.44       | 28   | 5.23        | 26   |
| I am informed about Library services  | 5.42       | 29   | 5.25        | 25   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 5.39       | 30   | 5.35        | 21   |

## The University of Hong Kong Library User Survey, November 2019

Mean performance score — Which Library do you use most? - Tin Ka Ping Education Library

157 responses

|   | Performance |      | Importance |      |
|---|-------------|------|------------|------|
|   | Mean        | Rank | Mean       | Rank |
| Library staff treat me fairly and without discrimination  | 6.11        | 1    | 6.01       | 9    |
| Library staff are approachable and helpful  | 5.95        | 2    | 6.03       | 5    |
| Library staff are readily available to assist me  | 5.94        | 3    | 6.02       | 8    |
| Library staff provide accurate answers to my enquiries  | 5.90        | 4    | 6.02       | 7    |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.85        | 5    | 5.96       | 11   |
| Face to face enquiry services meet my needs   | 5.69        | 6    | 5.72       | 20   |
| The Library is a good place to study  | 5.67        | 7    | 5.92       | 14   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.65        | 8    | 5.91       | 15   |
| I can get wireless access in the Library when I need to   | 5.60        | 9    | 6.02       | 6    |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.53        | 10   | 5.81       | 19   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.53        | 11   | 5.62       | 23   |
| When I am away from campus I can access the Library resources and services I need                             | 5.52        | 12   | 6.04       | 4    |
| Find@HKUL is easy to use  | 5.51        | 13   | 6.15       | 1    |
| The Library website is easy to use  | 5.51        | 14   | 6.01       | 9    |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 5.50        | 15   | 6.12       | 2    |
| Normal opening hours meet my needs  | 5.47        | 16   | 5.93       | 13   |
| The Library website provides useful information   | 5.39        | 17   | 5.70       | 21   |
| I can find a quiet place in the Library to study when I need to   | 5.37        | 18   | 5.95       | 12   |
| The Library anticipates my learning and research needs  | 5.37        | 19   | 5.54       | 26   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.36        | 20   | 5.81       | 18   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 5.35        | 21   | 5.39       | 30   |
| I can find a place in the Library to work in a group when I need to   | 5.33        | 22   | 5.86       | 16   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.33        | 23   | 6.06       | 3    |
| Library signage is clear  | 5.30        | 24   | 5.65       | 22   |
| I am informed about Library services  | 5.25        | 25   | 5.42       | 29   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.23        | 26   | 5.44       | 28   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.18        | 27   | 5.45       | 27   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.15        | 28   | 5.56       | 25   |
| A computer is available when I need one   | 5.08        | 29   | 5.58       | 24   |
| The items I'm looking for on the Library shelves are usually there  | 5.07        | 30   | 5.82       | 17   |

## The University of Hong Kong Library User Survey, November 2019

Mean gap scores — Which Library do you use most? - Tin Ka Ping Education Library

157 responses

|   | Gap   |      | Importance |      |
|---|-------|------|------------|------|
|   | Mean  | Rank | Mean       | Rank |
| The items I'm looking for on the Library shelves are usually there  | 0.74  | 1    | 5.82       | 17   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 0.73  | 2    | 6.06       | 3    |
| Find@HKUL is easy to use  | 0.64  | 3    | 6.15       | 1    |
| Online resources (e.g. e-journals, databases, ebooks) meet my learning and research needs                     | 0.63  | 4    | 6.12       | 2    |
| I can find a quiet place in the Library to study when I need to   | 0.58  | 5    | 5.95       | 12   |
| I can find a place in the Library to work in a group when I need to   | 0.53  | 6    | 5.86       | 16   |
| When I am away from campus I can access the Library resources and services I need                             | 0.52  | 7    | 6.04       | 4    |
| A computer is available when I need one   | 0.50  | 8    | 5.58       | 24   |
| The Library website is easy to use  | 0.50  | 9    | 6.01       | 9    |
| Normal opening hours meet my needs  | 0.46  | 10   | 5.93       | 13   |
| Course specific resources (including short loans) meet my learning needs                                      | 0.45  | 11   | 5.81       | 18   |
| I can get wireless access in the Library when I need to   | 0.42  | 12   | 6.02       | 6    |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 0.41  | 13   | 5.56       | 25   |
| Library signage is clear  | 0.35  | 14   | 5.65       | 22   |
| The Library website provides useful information   | 0.32  | 15   | 5.70       | 21   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 0.27  | 16   | 5.45       | 27   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 0.27  | 17   | 5.81       | 19   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 0.26  | 18   | 5.91       | 15   |
| The Library is a good place to study  | 0.25  | 19   | 5.92       | 14   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 0.21  | 20   | 5.44       | 28   |
| I am informed about Library services  | 0.18  | 21   | 5.42       | 29   |
| The Library anticipates my learning and research needs  | 0.17  | 22   | 5.54       | 26   |
| Library staff provide accurate answers to my enquiries  | 0.12  | 23   | 6.02       | 7    |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 0.11  | 24   | 5.96       | 11   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 0.09  | 25   | 5.62       | 23   |
| Library staff are approachable and helpful  | 0.09  | 26   | 6.03       | 5    |
| Library staff are readily available to assist me  | 0.08  | 27   | 6.02       | 8    |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 0.04  | 28   | 5.39       | 30   |
| Face to face enquiry services meet my needs   | 0.03  | 29   | 5.72       | 20   |
| Library staff treat me fairly and without discrimination  | -0.10 | 30   | 6.01       | 9    |



## The University of Hong Kong Library User Survey, November 2019

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

95 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   | 6.33 | Library staff treat me fairly and without discrimination                       | 6.16 | Library workshops, classes and tutorials help me with my learning and research needs     | 4.98 | Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 1.05 |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 6.31 | Library staff are approachable and helpful                                     | 6.11 | I am informed about Library services   | 5.02 | Find@HKUL is easy to use   | 0.79 |
| I can find a quiet place in the Library to study when I need to                          | 6.27 | Library staff provide accurate answers to my enquiries                         | 6.02 | Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 5.25 | The items I'm looking for on the Library shelves are usually there                       | 0.76 |
| When I am away from campus I can access the Library resources and services I need        | 6.20 | The Library is a good place to study   | 5.88 | The items I'm looking for on the Library shelves are usually there                       | 5.28 | The Library website provides useful information  | 0.74 |
| I can get wireless access in the Library when I need to                                  | 6.19 | Face to face enquiry services meet my needs                                    | 5.85 | I can find a place in the Library to work in a group when I need to                      | 5.29 | When I am away from campus I can access the Library resources and services I need        | 0.69 |
| Find@HKUL is easy to use   | 6.18 | I can get wireless access in the Library when I need to                        | 5.85 | A computer is available when I need one  | 5.31 | Laptop facilities (e.g. desks, power) in the Library meet my needs                       | 0.64 |
| Library staff provide accurate answers to my enquiries                                   | 6.17 | Library staff are readily available to assist me                               | 5.83 | The Library website provides useful information  | 5.33 | A computer is available when I need one  | 0.61 |
| Printing, scanning and photocopying facilities in the Library meet my needs              | 6.17 | Self Service (e.g. self check loans, requests, renewals, holds) meets my needs | 5.74 | Find@HKUL is easy to use   | 5.39 | I can find a quiet place in the Library to study when I need to                          | 0.59 |
| Library staff are approachable and helpful   | 6.14 | Normal opening hours meet my needs   | 5.73 | The Library anticipates my learning and research needs                                   | 5.41 | Printing, scanning and photocopying facilities in the Library meet my needs              | 0.51 |
| Normal opening hours meet my needs   | 6.11 | I can find a quiet place in the Library to study when I need to                | 5.67 | Laptop facilities (e.g. desks, power) in the Library meet my needs                       | 5.42 | The Library website is easy to use   | 0.46 |

## The University of Hong Kong Library User Survey, November 2019

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

95 responses

|   | Importance |      | Performance |      |
|---|------------|------|-------------|------|
|   | Mean       | Rank | Mean        | Rank |
| The Library is a good place to study  | 6.33       | 1    | 5.88        | 4    |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 6.31       | 2    | 5.25        | 28   |
| I can find a quiet place in the Library to study when I need to   | 6.27       | 3    | 5.67        | 10   |
| When I am away from campus I can access the Library resources and services I need                             | 6.20       | 4    | 5.51        | 18   |
| I can get wireless access in the Library when I need to   | 6.19       | 5    | 5.85        | 6    |
| Find@HKUL is easy to use  | 6.18       | 6    | 5.39        | 23   |
| Library staff provide accurate answers to my enquiries  | 6.17       | 7    | 6.02        | 3    |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 6.17       | 8    | 5.66        | 12   |
| Library staff are approachable and helpful  | 6.14       | 9    | 6.11        | 2    |
| Normal opening hours meet my needs  | 6.11       | 10   | 5.73        | 9    |
| The Library website is easy to use  | 6.09       | 11   | 5.63        | 14   |
| The Library website provides useful information   | 6.07       | 12   | 5.33        | 24   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 6.07       | 13   | 5.42        | 21   |
| The items I'm looking for on the Library shelves are usually there  | 6.04       | 14   | 5.28        | 27   |
| Library staff treat me fairly and without discrimination  | 6.02       | 15   | 6.16        | 1    |
| Library staff are readily available to assist me  | 5.98       | 16   | 5.83        | 7    |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.96       | 17   | 5.56        | 17   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.93       | 18   | 5.48        | 20   |
| A computer is available when I need one   | 5.92       | 19   | 5.31        | 25   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.91       | 20   | 5.74        | 8    |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.88       | 21   | 5.67        | 11   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.87       | 22   | 5.60        | 15   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.86       | 23   | 5.58        | 16   |
| The Library anticipates my learning and research needs  | 5.84       | 24   | 5.41        | 22   |
| Face to face enquiry services meet my needs   | 5.83       | 25   | 5.85        | 5    |
| Library signage is clear  | 5.76       | 26   | 5.51        | 19   |
| I can find a place in the Library to work in a group when I need to   | 5.55       | 27   | 5.29        | 26   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.52       | 28   | 5.64        | 13   |
| I am informed about Library services  | 5.45       | 29   | 5.02        | 29   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 5.20       | 30   | 4.98        | 30   |

## The University of Hong Kong Library User Survey, November 2019

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

95 responses

|   | Performance |      | Importance |      |
|---|-------------|------|------------|------|
|   | Mean        | Rank | Mean       | Rank |
| Library staff treat me fairly and without discrimination  | 6.16        | 1    | 6.02       | 15   |
| Library staff are approachable and helpful  | 6.11        | 2    | 6.14       | 9    |
| Library staff provide accurate answers to my enquiries  | 6.02        | 3    | 6.17       | 7    |
| The Library is a good place to study  | 5.88        | 4    | 6.33       | 1    |
| Face to face enquiry services meet my needs   | 5.85        | 5    | 5.83       | 25   |
| I can get wireless access in the Library when I need to   | 5.85        | 6    | 6.19       | 5    |
| Library staff are readily available to assist me  | 5.83        | 7    | 5.98       | 16   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.74        | 8    | 5.91       | 20   |
| Normal opening hours meet my needs  | 5.73        | 9    | 6.11       | 10   |
| I can find a quiet place in the Library to study when I need to   | 5.67        | 10   | 6.27       | 3    |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.67        | 11   | 5.88       | 21   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.66        | 12   | 6.17       | 8    |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.64        | 13   | 5.52       | 28   |
| The Library website is easy to use  | 5.63        | 14   | 6.09       | 11   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.60        | 15   | 5.87       | 22   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.58        | 16   | 5.86       | 23   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.56        | 17   | 5.96       | 17   |
| When I am away from campus I can access the Library resources and services I need                             | 5.51        | 18   | 6.20       | 4    |
| Library signage is clear  | 5.51        | 19   | 5.76       | 26   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.48        | 20   | 5.93       | 18   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.42        | 21   | 6.07       | 13   |
| The Library anticipates my learning and research needs  | 5.41        | 22   | 5.84       | 24   |
| Find@HKUL is easy to use  | 5.39        | 23   | 6.18       | 6    |
| The Library website provides useful information   | 5.33        | 24   | 6.07       | 12   |
| A computer is available when I need one   | 5.31        | 25   | 5.92       | 19   |
| I can find a place in the Library to work in a group when I need to   | 5.29        | 26   | 5.55       | 27   |
| The items I'm looking for on the Library shelves are usually there  | 5.28        | 27   | 6.04       | 14   |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 5.25        | 28   | 6.31       | 2    |
| I am informed about Library services  | 5.02        | 29   | 5.45       | 29   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 4.98        | 30   | 5.20       | 30   |



## The University of Hong Kong Library User Survey, November 2019

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

95 responses

|   | Gap   |      | Importance |      |
|---|-------|------|------------|------|
|   | Mean  | Rank | Mean       | Rank |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 1.05  | 1    | 6.31       | 2    |
| Find@HKUL is easy to use  | 0.79  | 2    | 6.18       | 6    |
| The items I'm looking for on the Library shelves are usually there  | 0.76  | 3    | 6.04       | 14   |
| The Library website provides useful information   | 0.74  | 4    | 6.07       | 12   |
| When I am away from campus I can access the Library resources and services I need                             | 0.69  | 5    | 6.20       | 4    |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 0.64  | 6    | 6.07       | 13   |
| A computer is available when I need one   | 0.61  | 7    | 5.92       | 19   |
| I can find a quiet place in the Library to study when I need to   | 0.59  | 8    | 6.27       | 3    |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 0.51  | 9    | 6.17       | 8    |
| The Library website is easy to use  | 0.46  | 10   | 6.09       | 11   |
| Course specific resources (including short loans) meet my learning needs                                      | 0.45  | 11   | 5.93       | 18   |
| The Library is a good place to study  | 0.45  | 12   | 6.33       | 1    |
| The Library anticipates my learning and research needs  | 0.43  | 13   | 5.84       | 24   |
| I am informed about Library services  | 0.43  | 14   | 5.45       | 29   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 0.40  | 15   | 5.96       | 17   |
| Normal opening hours meet my needs  | 0.38  | 16   | 6.11       | 10   |
| I can get wireless access in the Library when I need to   | 0.35  | 17   | 6.19       | 5    |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 0.28  | 18   | 5.86       | 23   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 0.26  | 19   | 5.87       | 22   |
| I can find a place in the Library to work in a group when I need to   | 0.26  | 20   | 5.55       | 27   |
| Library signage is clear  | 0.25  | 21   | 5.76       | 26   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 0.21  | 22   | 5.20       | 30   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 0.21  | 23   | 5.88       | 21   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 0.17  | 24   | 5.91       | 20   |
| Library staff are readily available to assist me  | 0.15  | 25   | 5.98       | 16   |
| Library staff provide accurate answers to my enquiries  | 0.15  | 25   | 6.17       | 7    |
| Library staff are approachable and helpful  | 0.04  | 27   | 6.14       | 9    |
| Face to face enquiry services meet my needs   | -0.02 | 28   | 5.83       | 25   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | -0.12 | 29   | 5.52       | 28   |
| Library staff treat me fairly and without discrimination  | -0.14 | 30   | 6.02       | 15   |



## The University of Hong Kong Library User Survey, November 2019

Top 10 factors – Which Library do you use most? - Lui Che Woo Law Library

335 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                                  | 6.39 | Library staff treat me fairly and without discrimination                                     | 6.02 | I can find a place in the Library to work in a group when I need to                                 | 4.95 | I can find a quiet place in the Library to study when I need to                          | 1.03 |
| The Library is a good place to study   | 6.37 | Library staff are approachable and helpful   | 5.99 | I am informed about Library services  | 5.19 | Normal opening hours meet my needs   | 0.87 |
| I can find a quiet place in the Library to study when I need to                          | 6.36 | I can get wireless access in the Library when I need to                                      | 5.95 | The items I'm looking for on the Library shelves are usually there                                  | 5.20 | Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 0.83 |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 6.23 | Library staff are readily available to assist me   | 5.88 | Library workshops, classes and tutorials help me with my learning and research needs                | 5.21 | I can find a place in the Library to work in a group when I need to                      | 0.74 |
| When I am away from campus I can access the Library resources and services I need        | 6.16 | Library staff provide accurate answers to my enquiries                                       | 5.87 | A computer is available when I need one   | 5.22 | The items I'm looking for on the Library shelves are usually there                       | 0.69 |
| Library staff treat me fairly and without discrimination                                 | 6.15 | The Library is a good place to study   | 5.80 | ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials | 5.23 | When I am away from campus I can access the Library resources and services I need        | 0.69 |
| Printing, scanning and photocopying facilities in the Library meet my needs              | 6.14 | Self Service (e.g. self check loans, requests, renewals, holds) meets my needs               | 5.77 | Normal opening hours meet my needs  | 5.27 | Find@HKUL is easy to use   | 0.64 |
| Normal opening hours meet my needs   | 6.14 | Face to face enquiry services meet my needs  | 5.70 | The Library anticipates my learning and research needs  | 5.31 | Printing, scanning and photocopying facilities in the Library meet my needs              | 0.63 |
| Library staff are approachable and helpful   | 6.12 | Books and articles I have requested from other libraries and campuses are delivered promptly | 5.56 | Course specific resources are listed in ReadingList@HKUL and directly available via Moodle          | 5.31 | The Library is a good place to study   | 0.56 |
| Find@HKUL is easy to use   | 6.11 | The Library website is easy to use   | 5.53 | I can find a quiet place in the Library to study when I need to                                     | 5.33 | The Library website provides useful information  | 0.49 |

## The University of Hong Kong Library User Survey, November 2019

Mean importance scores – Which Library do you use most? - Lui Che Woo Law Library

335 responses

|   | Importance |      | Performance |      |
|---|------------|------|-------------|------|
|   | Mean       | Rank | Mean        | Rank |
| I can get wireless access in the Library when I need to   | 6.39       | 1    | 5.95        | 3    |
| The Library is a good place to study  | 6.37       | 2    | 5.80        | 6    |
| I can find a quiet place in the Library to study when I need to   | 6.36       | 3    | 5.33        | 21   |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 6.23       | 4    | 5.40        | 18   |
| When I am away from campus I can access the Library resources and services I need                             | 6.16       | 5    | 5.47        | 16   |
| Library staff treat me fairly and without discrimination  | 6.15       | 6    | 6.02        | 1    |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 6.14       | 7    | 5.52        | 12   |
| Normal opening hours meet my needs  | 6.14       | 8    | 5.27        | 24   |
| Library staff are approachable and helpful  | 6.12       | 9    | 5.99        | 2    |
| Find@HKUL is easy to use  | 6.11       | 10   | 5.47        | 15   |
| Library staff provide accurate answers to my enquiries  | 6.08       | 11   | 5.87        | 5    |
| Library staff are readily available to assist me  | 6.05       | 12   | 5.88        | 4    |
| The Library website is easy to use  | 6.00       | 13   | 5.53        | 10   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.95       | 14   | 5.53        | 11   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.91       | 15   | 5.77        | 7    |
| The items I'm looking for on the Library shelves are usually there  | 5.89       | 16   | 5.20        | 28   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.89       | 17   | 5.56        | 9    |
| The Library website provides useful information   | 5.88       | 18   | 5.39        | 19   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.81       | 19   | 5.48        | 14   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.76       | 20   | 5.38        | 20   |
| I can find a place in the Library to work in a group when I need to   | 5.69       | 21   | 4.95        | 30   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.69       | 22   | 5.31        | 22   |
| The Library anticipates my learning and research needs  | 5.67       | 23   | 5.31        | 23   |
| Face to face enquiry services meet my needs   | 5.65       | 24   | 5.70        | 8    |
| Library signage is clear  | 5.64       | 25   | 5.42        | 17   |
| A computer is available when I need one   | 5.60       | 26   | 5.22        | 26   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.59       | 27   | 5.23        | 25   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.53       | 28   | 5.51        | 13   |
| I am informed about Library services  | 5.46       | 29   | 5.19        | 29   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 5.04       | 30   | 5.21        | 27   |

## The University of Hong Kong Library User Survey, November 2019

Mean performance score — Which Library do you use most? - Lui Che Woo Law Library

335 responses

|   | Performance |      | Importance |      |
|---|-------------|------|------------|------|
|   | Mean        | Rank | Mean       | Rank |
| Library staff treat me fairly and without discrimination  | 6.02        | 1    | 6.15       | 6    |
| Library staff are approachable and helpful  | 5.99        | 2    | 6.12       | 9    |
| I can get wireless access in the Library when I need to   | 5.95        | 3    | 6.39       | 1    |
| Library staff are readily available to assist me  | 5.88        | 4    | 6.05       | 12   |
| Library staff provide accurate answers to my enquiries  | 5.87        | 5    | 6.08       | 11   |
| The Library is a good place to study  | 5.80        | 6    | 6.37       | 2    |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.77        | 7    | 5.91       | 15   |
| Face to face enquiry services meet my needs   | 5.70        | 8    | 5.65       | 24   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.56        | 9    | 5.89       | 17   |
| The Library website is easy to use  | 5.53        | 10   | 6.00       | 13   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.53        | 11   | 5.95       | 14   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.52        | 12   | 6.14       | 7    |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.51        | 13   | 5.53       | 28   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.48        | 14   | 5.81       | 19   |
| Find@HKUL is easy to use  | 5.47        | 15   | 6.11       | 10   |
| When I am away from campus I can access the Library resources and services I need                             | 5.47        | 16   | 6.16       | 5    |
| Library signage is clear  | 5.42        | 17   | 5.64       | 25   |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 5.40        | 18   | 6.23       | 4    |
| The Library website provides useful information   | 5.39        | 19   | 5.88       | 18   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.38        | 20   | 5.76       | 20   |
| I can find a quiet place in the Library to study when I need to   | 5.33        | 21   | 6.36       | 3    |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.31        | 22   | 5.69       | 22   |
| The Library anticipates my learning and research needs  | 5.31        | 23   | 5.67       | 23   |
| Normal opening hours meet my needs  | 5.27        | 24   | 6.14       | 8    |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.23        | 25   | 5.59       | 27   |
| A computer is available when I need one   | 5.22        | 26   | 5.60       | 26   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 5.21        | 27   | 5.04       | 30   |
| The items I'm looking for on the Library shelves are usually there  | 5.20        | 28   | 5.89       | 16   |
| I am informed about Library services  | 5.19        | 29   | 5.46       | 29   |
| I can find a place in the Library to work in a group when I need to   | 4.95        | 30   | 5.69       | 21   |

## The University of Hong Kong Library User Survey, November 2019

Mean gap scores — Which Library do you use most? - Lui Che Woo Law Library

335 responses

|   | Gap   |      | Importance |      |
|---|-------|------|------------|------|
|   | Mean  | Rank | Mean       | Rank |
| I can find a quiet place in the Library to study when I need to   | 1.03  | 1    | 6.36       | 3    |
| Normal opening hours meet my needs  | 0.87  | 2    | 6.14       | 8    |
| Online resources (e.g. e-journals, databases, ebooks) meet my learning and research needs                     | 0.83  | 3    | 6.23       | 4    |
| I can find a place in the Library to work in a group when I need to   | 0.74  | 4    | 5.69       | 21   |
| The items I'm looking for on the Library shelves are usually there  | 0.69  | 5    | 5.89       | 16   |
| When I am away from campus I can access the Library resources and services I need                             | 0.69  | 6    | 6.16       | 5    |
| Find@HKUL is easy to use  | 0.64  | 7    | 6.11       | 10   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 0.63  | 8    | 6.14       | 7    |
| The Library is a good place to study  | 0.56  | 9    | 6.37       | 2    |
| The Library website provides useful information   | 0.49  | 10   | 5.88       | 18   |
| The Library website is easy to use  | 0.47  | 11   | 6.00       | 13   |
| I can get wireless access in the Library when I need to   | 0.44  | 12   | 6.39       | 1    |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 0.42  | 13   | 5.95       | 14   |
| A computer is available when I need one   | 0.39  | 14   | 5.60       | 26   |
| Course specific resources (including short loans) meet my learning needs                                      | 0.38  | 15   | 5.76       | 20   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 0.38  | 16   | 5.69       | 22   |
| The Library anticipates my learning and research needs  | 0.36  | 17   | 5.67       | 23   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 0.36  | 18   | 5.59       | 27   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 0.33  | 19   | 5.81       | 19   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 0.33  | 20   | 5.89       | 17   |
| I am informed about Library services  | 0.27  | 21   | 5.46       | 29   |
| Library signage is clear  | 0.22  | 22   | 5.64       | 25   |
| Library staff provide accurate answers to my enquiries  | 0.21  | 23   | 6.08       | 11   |
| Library staff are readily available to assist me  | 0.18  | 24   | 6.05       | 12   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 0.14  | 25   | 5.91       | 15   |
| Library staff treat me fairly and without discrimination  | 0.13  | 26   | 6.15       | 6    |
| Library staff are approachable and helpful  | 0.13  | 27   | 6.12       | 9    |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 0.01  | 28   | 5.53       | 28   |
| Face to face enquiry services meet my needs   | -0.06 | 29   | 5.65       | 24   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | -0.18 | 30   | 5.04       | 30   |



## The University of Hong Kong Library User Survey, November 2019

Top 10 factors – Which Library do you use most? - Yu Chun Keung Medical Library

658 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                                 | 6.10 | I am informed about Library services  | 5.20 | Printing, scanning and photocopying facilities in the Library meet my needs              | 0.73 |
| I can find a quiet place in the Library to study when I need to                          | 6.29 | Library staff are approachable and helpful   | 5.99 | Library workshops, classes and tutorials help me with my learning and research needs                | 5.25 | I can find a place in the Library to work in a group when I need to                      | 0.62 |
| The Library is a good place to study   | 6.28 | I can get wireless access in the Library when I need to                                  | 5.94 | ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials | 5.27 | The Library website is easy to use   | 0.57 |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 6.18 | Library staff provide accurate answers to my enquiries                                   | 5.90 | Course specific resources are listed in ReadingList@HKUL and directly available via Moodle          | 5.31 | Find@HKUL is easy to use   | 0.57 |
| Printing, scanning and photocopying facilities in the Library meet my needs              | 6.10 | Library staff are readily available to assist me   | 5.90 | I can find a place in the Library to work in a group when I need to                                 | 5.34 | I can find a quiet place in the Library to study when I need to                          | 0.56 |
| When I am away from campus I can access the Library resources and services I need        | 6.09 | The Library is a good place to study   | 5.86 | A computer is available when I need one   | 5.34 | Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 0.45 |
| Library staff provide accurate answers to my enquiries                                   | 6.02 | Normal opening hours meet my needs   | 5.81 | The items I'm looking for on the Library shelves are usually there                                  | 5.36 | A computer is available when I need one  | 0.45 |
| Find@HKUL is easy to use   | 6.02 | I can find a quiet place in the Library to study when I need to                          | 5.73 | Library signage is clear  | 5.37 | The Library is a good place to study   | 0.42 |
| The Library website is easy to use   | 5.99 | Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 5.73 | Printing, scanning and photocopying facilities in the Library meet my needs                         | 5.37 | When I am away from campus I can access the Library resources and services I need        | 0.39 |
| Library staff are approachable and helpful   | 5.98 | Self Service (e.g. self check loans, requests, renewals, holds) meets my needs           | 5.71 | The Library anticipates my learning and research needs  | 5.37 | I can get wireless access in the Library when I need to                                  | 0.37 |



## The University of Hong Kong Library User Survey, November 2019

Mean importance scores – Which Library do you use most? - Yu Chun Keung Medical Library

658 responses

|   | Importance |      | Performance |      |
|---|------------|------|-------------|------|
|   | Mean       | Rank | Mean        | Rank |
| I can get wireless access in the Library when I need to   | 6.31       | 1    | 5.94        | 3    |
| I can find a quiet place in the Library to study when I need to   | 6.29       | 2    | 5.73        | 8    |
| The Library is a good place to study  | 6.28       | 3    | 5.86        | 6    |
| Online resources (e.g. e-journals, databases, ebooks) meet my learning and research needs                     | 6.18       | 4    | 5.73        | 9    |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 6.10       | 5    | 5.37        | 22   |
| When I am away from campus I can access the Library resources and services I need                             | 6.09       | 6    | 5.70        | 11   |
| Library staff provide accurate answers to my enquiries  | 6.02       | 7    | 5.90        | 4    |
| Find@HKUL is easy to use  | 6.02       | 8    | 5.45        | 17   |
| The Library website is easy to use  | 5.99       | 9    | 5.42        | 19   |
| Library staff are approachable and helpful  | 5.98       | 10   | 5.99        | 2    |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.98       | 11   | 5.67        | 12   |
| I can find a place in the Library to work in a group when I need to   | 5.96       | 12   | 5.34        | 26   |
| Library staff treat me fairly and without discrimination  | 5.96       | 13   | 6.10        | 1    |
| Normal opening hours meet my needs  | 5.94       | 14   | 5.81        | 7    |
| Library staff are readily available to assist me  | 5.93       | 15   | 5.90        | 5    |
| A computer is available when I need one   | 5.79       | 16   | 5.34        | 25   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.74       | 17   | 5.55        | 16   |
| The Library website provides useful information   | 5.74       | 18   | 5.39        | 20   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.70       | 19   | 5.63        | 13   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.70       | 20   | 5.61        | 14   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.69       | 21   | 5.71        | 10   |
| The items I'm looking for on the Library shelves are usually there  | 5.64       | 22   | 5.36        | 24   |
| The Library anticipates my learning and research needs  | 5.63       | 23   | 5.37        | 21   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.60       | 24   | 5.31        | 27   |
| Library signage is clear  | 5.54       | 25   | 5.37        | 23   |
| Face to face enquiry services meet my needs   | 5.50       | 26   | 5.58        | 15   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.48       | 27   | 5.27        | 28   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.43       | 28   | 5.43        | 18   |
| I am informed about Library services  | 5.28       | 29   | 5.20        | 30   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 5.10       | 30   | 5.25        | 29   |

## The University of Hong Kong Library User Survey, November 2019

Mean performance score — Which Library do you use most? - Yu Chun Keung Medical Library

658 responses

|   | Performance |      | Importance |      |
|---|-------------|------|------------|------|
|   | Mean        | Rank | Mean       | Rank |
| Library staff treat me fairly and without discrimination  | 6.10        | 1    | 5.96       | 13   |
| Library staff are approachable and helpful  | 5.99        | 2    | 5.98       | 10   |
| I can get wireless access in the Library when I need to   | 5.94        | 3    | 6.31       | 1    |
| Library staff provide accurate answers to my enquiries  | 5.90        | 4    | 6.02       | 7    |
| Library staff are readily available to assist me  | 5.90        | 5    | 5.93       | 15   |
| The Library is a good place to study  | 5.86        | 6    | 6.28       | 3    |
| Normal opening hours meet my needs  | 5.81        | 7    | 5.94       | 14   |
| I can find a quiet place in the Library to study when I need to   | 5.73        | 8    | 6.29       | 2    |
| Online resources (e.g. e-journals, databases, ebooks) meet my learning and research needs                     | 5.73        | 9    | 6.18       | 4    |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.71        | 10   | 5.69       | 21   |
| When I am away from campus I can access the Library resources and services I need                             | 5.70        | 11   | 6.09       | 6    |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.67        | 12   | 5.98       | 11   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.63        | 13   | 5.70       | 19   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.61        | 14   | 5.70       | 20   |
| Face to face enquiry services meet my needs   | 5.58        | 15   | 5.50       | 26   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.55        | 16   | 5.74       | 17   |
| Find@HKUL is easy to use  | 5.45        | 17   | 6.02       | 8    |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.43        | 18   | 5.43       | 28   |
| The Library website is easy to use  | 5.42        | 19   | 5.99       | 9    |
| The Library website provides useful information   | 5.39        | 20   | 5.74       | 18   |
| The Library anticipates my learning and research needs  | 5.37        | 21   | 5.63       | 23   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.37        | 22   | 6.10       | 5    |
| Library signage is clear  | 5.37        | 23   | 5.54       | 25   |
| The items I'm looking for on the Library shelves are usually there  | 5.36        | 24   | 5.64       | 22   |
| A computer is available when I need one   | 5.34        | 25   | 5.79       | 16   |
| I can find a place in the Library to work in a group when I need to   | 5.34        | 26   | 5.96       | 12   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.31        | 27   | 5.60       | 24   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.27        | 28   | 5.48       | 27   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 5.25        | 29   | 5.10       | 30   |
| I am informed about Library services  | 5.20        | 30   | 5.28       | 29   |

## The University of Hong Kong Library User Survey, November 2019

Mean gap scores — Which Library do you use most? - Yu Chun Keung Medical Library

658 responses

|   | Gap   |      | Importance |      |
|---|-------|------|------------|------|
|   | Mean  | Rank | Mean       | Rank |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 0.73  | 1    | 6.10       | 5    |
| I can find a place in the Library to work in a group when I need to   | 0.62  | 2    | 5.96       | 12   |
| The Library website is easy to use  | 0.57  | 3    | 5.99       | 9    |
| Find@HKUL is easy to use  | 0.57  | 4    | 6.02       | 8    |
| I can find a quiet place in the Library to study when I need to   | 0.56  | 5    | 6.29       | 2    |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 0.45  | 6    | 6.18       | 4    |
| A computer is available when I need one   | 0.45  | 7    | 5.79       | 16   |
| The Library is a good place to study  | 0.42  | 8    | 6.28       | 3    |
| When I am away from campus I can access the Library resources and services I need                             | 0.39  | 9    | 6.09       | 6    |
| I can get wireless access in the Library when I need to   | 0.37  | 10   | 6.31       | 1    |
| The Library website provides useful information   | 0.35  | 11   | 5.74       | 18   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 0.31  | 12   | 5.98       | 11   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 0.29  | 13   | 5.60       | 24   |
| The items I'm looking for on the Library shelves are usually there  | 0.28  | 14   | 5.64       | 22   |
| The Library anticipates my learning and research needs  | 0.26  | 15   | 5.63       | 23   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 0.22  | 16   | 5.48       | 27   |
| Course specific resources (including short loans) meet my learning needs                                      | 0.19  | 17   | 5.74       | 17   |
| Library signage is clear  | 0.17  | 18   | 5.54       | 25   |
| Normal opening hours meet my needs  | 0.13  | 19   | 5.94       | 14   |
| Library staff provide accurate answers to my enquiries  | 0.12  | 20   | 6.02       | 7    |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 0.09  | 21   | 5.70       | 20   |
| I am informed about Library services  | 0.08  | 22   | 5.28       | 29   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 0.08  | 23   | 5.70       | 19   |
| Library staff are readily available to assist me  | 0.03  | 24   | 5.93       | 15   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 0.01  | 25   | 5.43       | 28   |
| Library staff are approachable and helpful  | -0.01 | 26   | 5.98       | 10   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | -0.02 | 27   | 5.69       | 21   |
| Face to face enquiry services meet my needs   | -0.07 | 28   | 5.50       | 26   |
| Library staff treat me fairly and without discrimination  | -0.14 | 29   | 5.96       | 13   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | -0.15 | 30   | 5.10       | 30   |



## The University of Hong Kong Library User Survey, November 2019

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

128 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                                  | 6.20 | Library staff treat me fairly and without discrimination                                     | 6.19 | Library workshops, classes and tutorials help me with my learning and research needs                | 5.30 | Normal opening hours meet my needs   | 0.54 |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 6.06 | Library staff are readily available to assist me   | 6.08 | ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials | 5.30 | Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 0.47 |
| Printing, scanning and photocopying facilities in the Library meet my needs              | 6.02 | Library staff provide accurate answers to my enquiries                                       | 6.05 | Course specific resources are listed in ReadingList@HKUL and directly available via Moodle          | 5.30 | When I am away from campus I can access the Library resources and services I need        | 0.41 |
| When I am away from campus I can access the Library resources and services I need        | 6.02 | Library staff are approachable and helpful   | 6.05 | I am informed about Library services  | 5.34 | The items I'm looking for on the Library shelves are usually there                       | 0.34 |
| Library staff provide accurate answers to my enquiries                                   | 6.02 | I can get wireless access in the Library when I need to                                      | 5.95 | Normal opening hours meet my needs  | 5.46 | I can find a quiet place in the Library to study when I need to                          | 0.32 |
| Normal opening hours meet my needs   | 6.00 | Self Service (e.g. self check loans, requests, renewals, holds) meets my needs               | 5.94 | The Library anticipates my learning and research needs  | 5.50 | Find@HKUL is easy to use   | 0.26 |
| Library staff are approachable and helpful   | 5.99 | The Library is a good place to study   | 5.91 | The items I'm looking for on the Library shelves are usually there                                  | 5.51 | Printing, scanning and photocopying facilities in the Library meet my needs              | 0.26 |
| Library staff treat me fairly and without discrimination                                 | 5.99 | Face to face enquiry services meet my needs  | 5.90 | I can find a place in the Library to work in a group when I need to                                 | 5.51 | I can get wireless access in the Library when I need to                                  | 0.26 |
| The Library is a good place to study   | 5.96 | Books and articles I have requested from other libraries and campuses are delivered promptly | 5.85 | A computer is available when I need one   | 5.52 | A computer is available when I need one  | 0.25 |
| Find@HKUL is easy to use   | 5.95 | Printing, scanning and photocopying facilities in the Library meet my needs                  | 5.76 | Library signage is clear  | 5.53 | Course specific resources (including short loans) meet my learning needs                 | 0.24 |

## The University of Hong Kong Library User Survey, November 2019

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

128 responses

|   | Importance |      | Performance |      |
|---|------------|------|-------------|------|
|   | Mean       | Rank | Mean        | Rank |
| I can get wireless access in the Library when I need to   | 6.20       | 1    | 5.95        | 5    |
| Online resources (e.g. e-journals, databases, ebooks) meet my learning and research needs                     | 6.06       | 2    | 5.60        | 17   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 6.02       | 3    | 5.76        | 10   |
| When I am away from campus I can access the Library resources and services I need                             | 6.02       | 4    | 5.61        | 16   |
| Library staff provide accurate answers to my enquiries  | 6.02       | 5    | 6.05        | 3    |
| Normal opening hours meet my needs  | 6.00       | 6    | 5.46        | 26   |
| Library staff are approachable and helpful  | 5.99       | 7    | 6.05        | 4    |
| Library staff treat me fairly and without discrimination  | 5.99       | 8    | 6.19        | 1    |
| The Library is a good place to study  | 5.96       | 9    | 5.91        | 7    |
| Find@HKUL is easy to use  | 5.95       | 10   | 5.68        | 13   |
| Face to face enquiry services meet my needs   | 5.92       | 11   | 5.90        | 8    |
| The Library website is easy to use  | 5.91       | 12   | 5.73        | 11   |
| Library staff are readily available to assist me  | 5.90       | 13   | 6.08        | 2    |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.89       | 14   | 5.85        | 9    |
| I can find a quiet place in the Library to study when I need to   | 5.88       | 15   | 5.57        | 20   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.85       | 16   | 5.61        | 15   |
| The items I'm looking for on the Library shelves are usually there  | 5.84       | 17   | 5.51        | 24   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.83       | 18   | 5.71        | 12   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.83       | 19   | 5.94        | 6    |
| A computer is available when I need one   | 5.77       | 20   | 5.52        | 22   |
| The Library website provides useful information   | 5.75       | 21   | 5.58        | 18   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.74       | 22   | 5.57        | 19   |
| I can find a place in the Library to work in a group when I need to   | 5.74       | 23   | 5.51        | 23   |
| Library signage is clear  | 5.65       | 24   | 5.53        | 21   |
| I am informed about Library services  | 5.56       | 25   | 5.34        | 27   |
| The Library anticipates my learning and research needs  | 5.52       | 26   | 5.50        | 25   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.49       | 27   | 5.66        | 14   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.38       | 28   | 5.30        | 28   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.37       | 29   | 5.30        | 29   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 5.17       | 30   | 5.30        | 30   |

## The University of Hong Kong Library User Survey, November 2019

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

128 responses

|   | Performance |      | Importance |      |
|---|-------------|------|------------|------|
|   | Mean        | Rank | Mean       | Rank |
| Library staff treat me fairly and without discrimination  | 6.19        | 1    | 5.99       | 8    |
| Library staff are readily available to assist me  | 6.08        | 2    | 5.90       | 13   |
| Library staff provide accurate answers to my enquiries  | 6.05        | 3    | 6.02       | 5    |
| Library staff are approachable and helpful  | 6.05        | 4    | 5.99       | 7    |
| I can get wireless access in the Library when I need to   | 5.95        | 5    | 6.20       | 1    |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.94        | 6    | 5.83       | 19   |
| The Library is a good place to study  | 5.91        | 7    | 5.96       | 9    |
| Face to face enquiry services meet my needs   | 5.90        | 8    | 5.92       | 11   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.85        | 9    | 5.89       | 14   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.76        | 10   | 6.02       | 3    |
| The Library website is easy to use  | 5.73        | 11   | 5.91       | 12   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.71        | 12   | 5.83       | 18   |
| Find@HKUL is easy to use  | 5.68        | 13   | 5.95       | 10   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.66        | 14   | 5.49       | 27   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.61        | 15   | 5.85       | 16   |
| When I am away from campus I can access the Library resources and services I need                             | 5.61        | 16   | 6.02       | 4    |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 5.60        | 17   | 6.06       | 2    |
| The Library website provides useful information   | 5.58        | 18   | 5.75       | 21   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.57        | 19   | 5.74       | 22   |
| I can find a quiet place in the Library to study when I need to   | 5.57        | 20   | 5.88       | 15   |
| Library signage is clear  | 5.53        | 21   | 5.65       | 24   |
| A computer is available when I need one   | 5.52        | 22   | 5.77       | 20   |
| I can find a place in the Library to work in a group when I need to   | 5.51        | 23   | 5.74       | 23   |
| The items I'm looking for on the Library shelves are usually there  | 5.51        | 24   | 5.84       | 17   |
| The Library anticipates my learning and research needs  | 5.50        | 25   | 5.52       | 26   |
| Normal opening hours meet my needs  | 5.46        | 26   | 6.00       | 6    |
| I am informed about Library services  | 5.34        | 27   | 5.56       | 25   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.30        | 28   | 5.38       | 28   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.30        | 29   | 5.37       | 29   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 5.30        | 30   | 5.17       | 30   |

## The University of Hong Kong Library User Survey, November 2019

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

128 responses

|   | Gap   |      | Importance |      |
|---|-------|------|------------|------|
|   | Mean  | Rank | Mean       | Rank |
| Normal opening hours meet my needs  | 0.54  | 1    | 6.00       | 6    |
| Online resources (e.g. e-journals, databases, ebooks) meet my learning and research needs                     | 0.47  | 2    | 6.06       | 2    |
| When I am away from campus I can access the Library resources and services I need                             | 0.41  | 3    | 6.02       | 4    |
| The items I'm looking for on the Library shelves are usually there  | 0.34  | 4    | 5.84       | 17   |
| I can find a quiet place in the Library to study when I need to   | 0.32  | 5    | 5.88       | 15   |
| Find@HKUL is easy to use  | 0.26  | 6    | 5.95       | 10   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 0.26  | 7    | 6.02       | 3    |
| I can get wireless access in the Library when I need to   | 0.26  | 8    | 6.20       | 1    |
| A computer is available when I need one   | 0.25  | 9    | 5.77       | 20   |
| Course specific resources (including short loans) meet my learning needs                                      | 0.24  | 10   | 5.85       | 16   |
| I can find a place in the Library to work in a group when I need to   | 0.22  | 11   | 5.74       | 23   |
| I am informed about Library services  | 0.22  | 12   | 5.56       | 25   |
| The Library website is easy to use  | 0.19  | 13   | 5.91       | 12   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 0.17  | 14   | 5.74       | 22   |
| The Library website provides useful information   | 0.17  | 15   | 5.75       | 21   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 0.13  | 16   | 5.83       | 18   |
| Library signage is clear  | 0.12  | 17   | 5.65       | 24   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 0.07  | 18   | 5.38       | 28   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 0.07  | 19   | 5.37       | 29   |
| The Library is a good place to study  | 0.05  | 20   | 5.96       | 9    |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 0.04  | 21   | 5.89       | 14   |
| The Library anticipates my learning and research needs  | 0.02  | 22   | 5.52       | 26   |
| Face to face enquiry services meet my needs   | 0.02  | 23   | 5.92       | 11   |
| Library staff provide accurate answers to my enquiries  | -0.03 | 24   | 6.02       | 5    |
| Library staff are approachable and helpful  | -0.06 | 25   | 5.99       | 7    |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | -0.11 | 26   | 5.83       | 19   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | -0.13 | 27   | 5.17       | 30   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | -0.17 | 28   | 5.49       | 27   |
| Library staff are readily available to assist me  | -0.18 | 29   | 5.90       | 13   |
| Library staff treat me fairly and without discrimination  | -0.20 | 30   | 5.99       | 8    |





| <b>The University of Hong Kong Library User Survey, November 2019</b>                     |                        |
|---|------------------------|
| Top 5 importance scores by demographic  |                        |
| Which category describes you?   | Unique factor          |
| <b>HKU current staff or student - Architecture (126 responses)</b>                        | <b>Importance mean</b> |
| Find@HKUL is easy to use  | 6.11                   |
| 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                   |
| Library staff provide accurate answers to my enquiries                                    | 6.10                   |
| Online resources (e.g. e-journals, databases, ebooks) meet my learning and research needs | 6.06                   |
| <b>HKU current staff or student - Arts (342 responses)</b>                                | <b>Importance mean</b> |
| I can get wireless access in the Library when I need to                                   | 6.38                   |
| Online resources (e.g. e-journals, databases, ebooks) meet my learning and research needs | 6.35                   |
| When I am away from campus I can access the Library resources and services I need         | 6.31                   |
| Find@HKUL is easy to use  | 6.27                   |
| Printing, scanning and photocopying facilities in the Library meet my needs               | 6.26                   |
| <b>HKU current staff or student - Business and Economics (334 responses)</b>              | <b>Importance mean</b> |
| The Library is a good place to study  | 6.38                   |
| I can find a quiet place in the Library to study when I need to                           | 6.35                   |
| I can get wireless access in the Library when I need to                                   | 6.30                   |
| Printing, scanning and photocopying facilities in the Library meet my needs               | 6.23                   |
| I can find a place in the Library to work in a group when I need to                       | 6.12                   |
| <b>HKU current staff or student - Dentistry (94 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                           | 6.18                   |
| Online resources (e.g. e-journals, databases, ebooks) meet my learning and research needs | 6.13                   |
| Find@HKUL is easy to use  | 6.04                   |
| The Library is a good place to study  | 6.04                   |
| <b>HKU current staff or student - Education (266 responses)</b>                           | <b>Importance mean</b> |
| Online resources (e.g. e-journals, databases, ebooks) meet my learning and research needs | 6.39                   |
| I can get wireless access in the Library when I need to                                   | 6.32                   |
| When I am away from campus I can access the Library resources and services I need         | 6.25                   |
| Find@HKUL is easy to use  | 6.25                   |
| Printing, scanning and photocopying facilities in the Library meet my needs               | 6.23                   |
| <b>HKU current staff or student - Engineering (396 responses)</b>                         | <b>Importance mean</b> |
| The Library is a good place to study  | 6.30                   |
| 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                           | 6.25                   |
| Printing, scanning and photocopying facilities in the Library meet my needs               | 6.05                   |
| Library staff treat me fairly and without discrimination                                  | 6.00                   |
| <b>HKU current staff or student - Law (177 responses)</b>                                 | <b>Importance mean</b> |
| I can get wireless access in the Library when I need to                                   | 6.61                   |
| I can find a quiet place in the Library to study when I need to                           | 6.55                   |
| The Library is a good place to study  | 6.48                   |
| Online resources (e.g. e-journals, databases, ebooks) meet my learning and research needs | 6.45                   |
| When I am away from campus I can access the Library resources and services I need         | 6.39                   |

| <b>The University of Hong Kong Library User Survey, November 2019</b>                    |                        |
|--|------------------------|
| Top 5 importance scores by demographic   |                        |
| Which category describes you?  | Unique factor          |
| <b>HKU current staff or student - Medicine (631 responses)</b>                           | <b>Importance mean</b> |
| I can get wireless access in the Library when I need to                                  | 6.35                   |
| I can find a quiet place in the Library to study when I need to                          | 6.32                   |
| The Library is a good place to study   | 6.27                   |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 6.20                   |
| Printing, scanning and photocopying facilities in the Library meet my needs              | 6.15                   |
| <b>HKU current staff or student - Science (427 responses)</b>                            | <b>Importance mean</b> |
| The Library is a good place to study   | 6.31                   |
| I can find a quiet place in the Library to study when I need to                          | 6.30                   |
| I can get wireless access in the Library when I need to                                  | 6.29                   |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 6.11                   |
| Printing, scanning and photocopying facilities in the Library meet my needs              | 6.09                   |
| <b>HKU current staff or student - Social Sciences (302 responses)</b>                    | <b>Importance mean</b> |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 6.34                   |
| I can get wireless access in the Library when I need to                                  | 6.25                   |
| When I am away from campus I can access the Library resources and services I need        | 6.21                   |
| Find@HKUL is easy to use   | 6.18                   |
| I can find a quiet place in the Library to study when I need to                          | 6.14                   |
| <b>HKU current staff or student - Other (133 responses)</b>                              | <b>Importance mean</b> |
| I can get wireless access in the Library when I need to                                  | 6.18                   |
| The Library is a good place to study   | 6.13                   |
| Library staff provide accurate answers to my enquiries                                   | 6.03                   |
| Library staff treat me fairly and without discrimination                                 | 5.99                   |
| I can find a quiet place in the Library to study when I need to                          | 5.98                   |
| <b>SPACE - Student (1110 responses)</b>  | <b>Importance mean</b> |
| The Library is a good place to study   | 6.04                   |
| 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 | 5.86                   |
| I can get wireless access in the Library when I need to                                  | 5.85                   |
| Printing, scanning and photocopying facilities in the Library meet my needs              | 5.85                   |
| <b>SPACE - Staff (148 responses)</b>   | <b>Importance mean</b> |
| Library staff provide accurate answers to my enquiries                                   | 6.10                   |
| 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                                  | 6.04                   |
| Library staff are approachable and helpful   | 6.04                   |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 6.02                   |
| <b>CENTENNIAL COLLEGE - Student (583 responses)</b>                                      | <b>Importance mean</b> |
| The Library is a good place to study   | 6.18                   |
| I can find a quiet place in the Library to study when I need to                          | 6.10                   |
| I can get wireless access in the Library when I need to                                  | 6.04                   |
| Printing, scanning and photocopying facilities in the Library meet my needs              | 5.97                   |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 5.91                   |

## The University of Hong Kong Library User Survey, November 2019

Top 5 importance scores by demographic

Which category describes you?

Unique factor

| <b>CENTENNIAL COLLEGE - Staff (95 responses)</b>   | <b>Importance mean</b> |
|--|------------------------|
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 6.02                   |
| Library staff treat me fairly and without discrimination                                 | 6.02                   |
| I can get wireless access in the Library when I need to                                  | 5.98                   |
| <b>The Library website is easy to use</b>  | <b>5.94</b>            |
| Library staff provide accurate answers to my enquiries                                   | 5.94                   |
| <b>OTHERS - Alumni (1152 responses)</b>  | <b>Importance mean</b> |
| The Library is a good place to study   | 6.11                   |
| I can find a quiet place in the Library to study when I need to                          | 6.01                   |
| I can get wireless access in the Library when I need to                                  | 6.00                   |
| Library staff provide accurate answers to my enquiries                                   | 5.95                   |
| Library staff treat me fairly and without discrimination                                 | 5.92                   |
| <b>OTHERS - Circle of Friends member (122 responses)</b>                                 | <b>Importance mean</b> |
| I can find a quiet place in the Library to study when I need to                          | 5.95                   |
| Library staff treat me fairly and without discrimination                                 | 5.93                   |
| Library staff are approachable and helpful   | 5.93                   |
| I can get wireless access in the Library when I need to                                  | 5.90                   |
| Library staff provide accurate answers to my enquiries                                   | 5.88                   |
| <b>OTHERS - Other (92 responses)</b>   | <b>Importance mean</b> |
| Library staff are approachable and helpful   | 6.06                   |
| When I am away from campus I can access the Library resources and services I need        | 6.06                   |
| Library staff treat me fairly and without discrimination                                 | 6.05                   |
| The Library is a good place to study   | 6.04                   |
| I can get wireless access in the Library when I need to                                  | 6.03                   |

| <b>The University of Hong Kong Library User Survey, November 2019</b>             |                         |
|---|-------------------------|
| Top 5 performance scores by demographic   |                         |
| Which category describes you?   | Unique factor           |
| <b>HKU current staff or student - Architecture (126 responses)</b>                | <b>Performance mean</b> |
| Library staff treat me fairly and without discrimination                          | 6.00                    |
| Library staff are approachable and helpful  | 5.88                    |
| Library staff provide accurate answers to my enquiries                            | 5.78                    |
| Library staff are readily available to assist me                                  | 5.75                    |
| The Library is a good place to study  | 5.64                    |
| <b>HKU current staff or student - Arts (342 responses)</b>                        | <b>Performance mean</b> |
| Library staff treat me fairly and without discrimination                          | 6.33                    |
| Library staff provide accurate answers to my enquiries                            | 6.11                    |
| Library staff are approachable and helpful  | 6.08                    |
| Library staff are readily available to assist me                                  | 6.02                    |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs    | 6.00                    |
| <b>HKU current staff or student - Business and Economics (334 responses)</b>      | <b>Performance mean</b> |
| Library staff treat me fairly and without discrimination                          | 5.93                    |
| Library staff are approachable and helpful  | 5.79                    |
| Library staff provide accurate answers to my enquiries                            | 5.65                    |
| Library staff are readily available to assist me                                  | 5.64                    |
| The Library is a good place to study  | 5.63                    |
| <b>HKU current staff or student - Dentistry (94 responses)</b>                    | <b>Performance mean</b> |
| Library staff are approachable and helpful  | 6.04                    |
| Library staff provide accurate answers to my enquiries                            | 5.99                    |
| Library staff treat me fairly and without discrimination                          | 5.97                    |
| Library staff are readily available to assist me                                  | 5.91                    |
| I can get wireless access in the Library when I need to                           | 5.89                    |
| <b>HKU current staff or student - Education (266 responses)</b>                   | <b>Performance mean</b> |
| Library staff treat me fairly and without discrimination                          | 6.10                    |
| Library staff are approachable and helpful  | 5.95                    |
| Library staff provide accurate answers to my enquiries                            | 5.95                    |
| Library staff are readily available to assist me                                  | 5.91                    |
| When I am away from campus I can access the Library resources and services I need | 5.84                    |
| <b>HKU current staff or student - Engineering (396 responses)</b>                 | <b>Performance mean</b> |
| Library staff treat me fairly and without discrimination                          | 6.05                    |
| Library staff are approachable and helpful  | 5.85                    |
| Library staff provide accurate answers to my enquiries                            | 5.83                    |
| The Library is a good place to study  | 5.76                    |
| Library staff are readily available to assist me                                  | 5.73                    |
| <b>HKU current staff or student - Law (177 responses)</b>                         | <b>Performance mean</b> |
| Library staff treat me fairly and without discrimination                          | 6.13                    |
| Library staff are approachable and helpful  | 6.08                    |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs    | 6.05                    |
| I can get wireless access in the Library when I need to                           | 6.04                    |
| Library staff are readily available to assist me                                  | 6.04                    |

| <b>The University of Hong Kong Library User Survey, November 2019</b> |                         |
|---|-------------------------|
| Top 5 performance scores by demographic                               |                         |
| Which category describes you?   | Unique factor           |
| <b>HKU current staff or student - Medicine (631 responses)</b>        | <b>Performance mean</b> |
| Library staff treat me fairly and without discrimination              | 6.10                    |
| Library staff are approachable and helpful                            | 5.98                    |
| I can get wireless access in the Library when I need to               | 5.90                    |
| Library staff provide accurate answers to my enquiries                | 5.89                    |
| Library staff are readily available to assist me                      | 5.88                    |
| <b>HKU current staff or student - Science (427 responses)</b>         | <b>Performance mean</b> |
| Library staff treat me fairly and without discrimination              | 5.90                    |
| Library staff are approachable and helpful                            | 5.79                    |
| Library staff provide accurate answers to my enquiries                | 5.72                    |
| The Library is a good place to study                                  | 5.72                    |
| Library staff are readily available to assist me                      | 5.70                    |
| <b>HKU current staff or student - Social Sciences (302 responses)</b> | <b>Performance mean</b> |
| Library staff treat me fairly and without discrimination              | 6.13                    |
| Library staff are approachable and helpful                            | 5.95                    |
| Library staff provide accurate answers to my enquiries                | 5.82                    |
| Library staff are readily available to assist me                      | 5.80                    |
| I can get wireless access in the Library when I need to               | 5.77                    |
| <b>HKU current staff or student - Other (133 responses)</b>           | <b>Performance mean</b> |
| Library staff treat me fairly and without discrimination              | 5.68                    |
| Library staff provide accurate answers to my enquiries                | 5.66                    |
| Normal opening hours meet my needs                                    | 5.60                    |
| Library staff are approachable and helpful                            | 5.58                    |
| The Library is a good place to study                                  | 5.52                    |
| <b>SPACE - Student (1110 responses)</b>                               | <b>Performance mean</b> |
| The Library is a good place to study                                  | 5.78                    |
| Library staff treat me fairly and without discrimination              | 5.68                    |
| I can get wireless access in the Library when I need to               | 5.66                    |
| Library staff are approachable and helpful                            | 5.64                    |
| I can find a quiet place in the Library to study when I need to       | 5.62                    |
| <b>SPACE - Staff (148 responses)</b>                                  | <b>Performance mean</b> |
| Library staff treat me fairly and without discrimination              | 5.84                    |
| I can get wireless access in the Library when I need to               | 5.77                    |
| Library staff provide accurate answers to my enquiries                | 5.76                    |
| Library staff are approachable and helpful                            | 5.76                    |
| The Library is a good place to study                                  | 5.68                    |
| <b>CENTENNIAL COLLEGE - Student (583 responses)</b>                   | <b>Performance mean</b> |
| Library staff treat me fairly and without discrimination              | 5.91                    |
| Library staff are approachable and helpful                            | 5.86                    |
| Library staff provide accurate answers to my enquiries                | 5.78                    |
| The Library is a good place to study                                  | 5.76                    |
| Library staff are readily available to assist me                      | 5.74                    |

| <b>The University of Hong Kong Library User Survey, November 2019</b><br>Top 5 performance scores by demographic<br>Which category describes you? |                         |
|---|-------------------------|
|   | Unique factor           |
| <b>CENTENNIAL COLLEGE - Staff (95 responses)</b>  | <b>Performance mean</b> |
| I can get wireless access in the Library when I need to   | 5.80                    |
| Library staff are approachable and helpful  | 5.74                    |
| Library staff treat me fairly and without discrimination  | 5.74                    |
| When I am away from campus I can access the Library resources and services I need   | 5.70                    |
| Books and articles I have requested from other libraries and campuses are delivered promptly  | 5.67                    |
| <b>OTHERS - Alumni (1152 responses)</b>   | <b>Performance mean</b> |
| Library staff treat me fairly and without discrimination  | 5.90                    |
| The Library is a good place to study  | 5.77                    |
| Library staff are approachable and helpful  | 5.75                    |
| Library staff provide accurate answers to my enquiries  | 5.73                    |
| Library staff are readily available to assist me  | 5.60                    |
| <b>OTHERS - Circle of Friends member (122 responses)</b>  | <b>Performance mean</b> |
| Library staff are approachable and helpful  | 5.84                    |
| Library staff provide accurate answers to my enquiries  | 5.76                    |
| Library staff treat me fairly and without discrimination  | 5.76                    |
| The Library is a good place to study  | 5.69                    |
| I can find a quiet place in the Library to study when I need to   | 5.57                    |
| <b>OTHERS - Other (92 responses)</b>  | <b>Performance mean</b> |
| Library staff treat me fairly and without discrimination  | 6.03                    |
| Library staff are approachable and helpful  | 5.87                    |
| The Library is a good place to study  | 5.83                    |
| Library staff provide accurate answers to my enquiries  | 5.78                    |
| Library staff are readily available to assist me  | 5.76                    |

| <b>The University of Hong Kong Library User Survey, November 2019</b>                     |                  |
|---|------------------|
| Top 5 gap scores by demographic   |                  |
| Which category describes you?   | Unique factor    |
| <b>HKU current staff or student - Architecture (126 responses)</b>                        | <b>Gap score</b> |
| The items I'm looking for on the Library shelves are usually there                        | 0.92             |
| Printing, scanning and photocopying facilities in the Library meet my needs               | 0.74             |
| I can find a quiet place in the Library to study when I need to                           | 0.65             |
| Library signage is clear  | 0.64             |
| I can find a place in the Library to work in a group when I need to                       | 0.60             |
| <b>HKU current staff or student - Arts (342 responses)</b>                                | <b>Gap score</b> |
| The items I'm looking for on the Library shelves are usually there                        | 0.94             |
| Online resources (e.g. e-journals, databases, ebooks) meet my learning and research needs | 0.84             |
| I can find a quiet place in the Library to study when I need to                           | 0.83             |
| Find@HKUL is easy to use  | 0.79             |
| The Library website is easy to use  | 0.71             |
| <b>HKU current staff or student - Business and Economics (334 responses)</b>              | <b>Gap score</b> |
| I can find a place in the Library to work in a group when I need to                       | 1.33             |
| I can find a quiet place in the Library to study when I need to                           | 1.19             |
| I can get wireless access in the Library when I need to                                   | 0.88             |
| Normal opening hours meet my needs  | 0.86             |
| Laptop facilities (e.g. desks, power) in the Library meet my needs                        | 0.78             |
| <b>HKU current staff or student - Dentistry (94 responses)</b>                            | <b>Gap score</b> |
| Online resources (e.g. e-journals, databases, ebooks) meet my learning and research needs | 0.74             |
| 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               | 0.52             |
| I can find a place in the Library to work in a group when I need to                       | 0.49             |
| Normal opening hours meet my needs  | 0.46             |
| <b>HKU current staff or student - Education (266 responses)</b>                           | <b>Gap score</b> |
| I can find a place in the Library to work in a group when I need to                       | 0.92             |
| I can find a quiet place in the Library to study when I need to                           | 0.83             |
| The items I'm looking for on the Library shelves are usually there                        | 0.73             |
| Online resources (e.g. e-journals, databases, ebooks) meet my learning and research needs | 0.70             |
| Find@HKUL is easy to use  | 0.57             |
| <b>HKU current staff or student - Engineering (396 responses)</b>                         | <b>Gap score</b> |
| I can find a place in the Library to work in a group when I need to                       | 0.97             |
| 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                                   | 0.75             |
| Laptop facilities (e.g. desks, power) in the Library meet my needs                        | 0.67             |
| Online resources (e.g. e-journals, databases, ebooks) meet my learning and research needs | 0.57             |
| <b>HKU current staff or student - Law (177 responses)</b>                                 | <b>Gap score</b> |
| I can find a quiet place in the Library to study when I need to                           | 1.22             |
| I can find a place in the Library to work in a group when I need to                       | 1.10             |
| Normal opening hours meet my needs  | 0.86             |
| The Library is a good place to study  | 0.80             |
| Find@HKUL is easy to use  | 0.78             |



| <b>The University of Hong Kong Library User Survey, November 2019</b>                    |                  |
|--|------------------|
| Top 5 gap scores by demographic  |                  |
| Which category describes you?  | Unique factor    |
| <b>HKU current staff or student - Medicine (631 responses)</b>                           | <b>Gap score</b> |
| Printing, scanning and photocopying facilities in the Library meet my needs              | 0.77             |
| I can find a place in the Library to work in a group when I need to                      | 0.73             |
| I can find a quiet place in the Library to study when I need to                          | 0.73             |
| Find@HKUL is easy to use   | 0.62             |
| The Library website is easy to use   | 0.53             |
| <b>HKU current staff or student - Science (427 responses)</b>                            | <b>Gap score</b> |
| I can find a quiet place in the Library to study when I need to                          | 1.04             |
| I can find a place in the Library to work in a group when I need to                      | 0.95             |
| Laptop facilities (e.g. desks, power) in the Library meet my needs                       | 0.81             |
| Find@HKUL is easy to use   | 0.69             |
| I can get wireless access in the Library when I need to                                  | 0.66             |
| <b>HKU current staff or student - Social Sciences (302 responses)</b>                    | <b>Gap score</b> |
| I can find a quiet place in the Library to study when I need to                          | 1.02             |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 0.93             |
| I can find a place in the Library to work in a group when I need to                      | 0.89             |
| The items I'm looking for on the Library shelves are usually there                       | 0.86             |
| Find@HKUL is easy to use   | 0.82             |
| <b>HKU current staff or student - Other (133 responses)</b>                              | <b>Gap score</b> |
| Library signage is clear   | 0.81             |
| The items I'm looking for on the Library shelves are usually there                       | 0.78             |
| The Library website is easy to use   | 0.74             |
| Find@HKUL is easy to use   | 0.72             |
| I can get wireless access in the Library when I need to                                  | 0.68             |
| <b>SPACE - Student (1110 responses)</b>  | <b>Gap score</b> |
| I can find a quiet place in the Library to study when I need to                          | 0.40             |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 0.35             |
| I can find a place in the Library to work in a group when I need to                      | 0.29             |
| The items I'm looking for on the Library shelves are usually there                       | 0.29             |
| Normal opening hours meet my needs   | 0.28             |
| <b>SPACE - Staff (148 responses)</b>   | <b>Gap score</b> |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 0.73             |
| The Library website is easy to use   | 0.68             |
| Find@HKUL is easy to use   | 0.65             |
| Library signage is clear   | 0.64             |
| The items I'm looking for on the Library shelves are usually there                       | 0.62             |
| <b>CENTENNIAL COLLEGE - Student (583 responses)</b>                                      | <b>Gap score</b> |
| I can find a quiet place in the Library to study when I need to                          | 0.65             |
| I can find a place in the Library to work in a group when I need to                      | 0.61             |
| Printing, scanning and photocopying facilities in the Library meet my needs              | 0.57             |
| The items I'm looking for on the Library shelves are usually there                       | 0.47             |
| Laptop facilities (e.g. desks, power) in the Library meet my needs                       | 0.44             |

| <b>The University of Hong Kong Library User Survey, November 2019</b><br>Top 5 gap scores by demographic<br>Which category describes you? |                  |
|---|------------------|
|   | Unique factor    |
| <b>CENTENNIAL COLLEGE - Staff (95 responses)</b>  | <b>Gap score</b> |
| The Library website is easy to use  | 0.58             |
| Find@HKUL is easy to use  | 0.53             |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs  | 0.44             |
| I can find a quiet place in the Library to study when I need to   | 0.41             |
| The items I'm looking for on the Library shelves are usually there  | 0.41             |
| <b>OTHERS - Alumni (1152 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. ejournals, databases, ebooks) meet my learning and research needs  | 0.81             |
| Find@HKUL is easy to use  | 0.73             |
| The items I'm looking for on the Library shelves are usually there  | 0.72             |
| A computer is available when I need one   | 0.63             |
| <b>OTHERS - Circle of Friends member (122 responses)</b>  | <b>Gap score</b> |
| When I am away from campus I can access the Library resources and services I need   | 0.99             |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs  | 0.96             |
| Find@HKUL is easy to use  | 0.69             |
| A computer is available when I need one   | 0.58             |
| Normal opening hours meet my needs  | 0.52             |
| <b>OTHERS - Other (92 responses)</b>  | <b>Gap score</b> |
| Library signage is clear  | 0.59             |
| A computer is available when I need one   | 0.57             |
| Find@HKUL is easy to use  | 0.56             |
| When I am away from campus I can access the Library resources and services I need   | 0.42             |
| Printing, scanning and photocopying facilities in the Library meet my needs   | 0.41             |

## The University of Hong Kong Library User Survey, November 2019

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

126 responses

Factors rated top 10 in importance

| Most important factors   | Mean | Highest performing factors   | Mean | Lowest performing factors   | Mean | Largest gaps (I - P)   | Mean |
|--|------|--|------|---|------|--|------|
| Find@HKUL is easy to use   | 6.11 | Library staff treat me fairly and without discrimination                                     | 6.00 | A computer is available when I need one   | 4.84 | The items I'm looking for on the Library shelves are usually there                         | 0.92 |
| I can find a quiet place in the Library to study when I need to                          | 6.11 | Library staff are approachable and helpful   | 5.88 | I can find a place in the Library to work in a group when I need to                                 | 4.93 | Printing, scanning and photocopying facilities in the Library meet my needs                | 0.74 |
| The Library is a good place to study   | 6.10 | Library staff provide accurate answers to my enquiries                                       | 5.78 | The items I'm looking for on the Library shelves are usually there                                  | 5.04 | I can find a quiet place in the Library to study when I need to                            | 0.65 |
| Library staff provide accurate answers to my enquiries                                   | 6.10 | Library staff are readily available to assist me   | 5.75 | Laptop facilities (e.g. desks, power) in the Library meet my needs                                  | 5.04 | Library signage is clear   | 0.64 |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 6.06 | The Library is a good place to study   | 5.64 | I am informed about Library services  | 5.13 | I can find a place in the Library to work in a group when I need to                        | 0.60 |
| I can get wireless access in the Library when I need to                                  | 6.05 | Self Service (e.g. self check loans, requests, renewals, holds) meets my needs               | 5.64 | Library signage is clear  | 5.17 | Laptop facilities (e.g. desks, power) in the Library meet my needs                         | 0.59 |
| Normal opening hours meet my needs   | 6.03 | I can get wireless access in the Library when I need to                                      | 5.61 | Library workshops, classes and tutorials help me with my learning and research needs                | 5.17 | A computer is available when I need one  | 0.56 |
| Library staff treat me fairly and without discrimination                                 | 6.00 | Find@HKUL is easy to use   | 5.61 | Printing, scanning and photocopying facilities in the Library meet my needs                         | 5.19 | Find@HKUL is easy to use   | 0.50 |
| Library staff are readily available to assist me   | 5.96 | Normal opening hours meet my needs   | 5.60 | ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials | 5.20 | Course specific resources are listed in ReadingList@HKUL and directly available via Moodle | 0.50 |
| The Library website provides useful information  | 5.96 | Books and articles I have requested from other libraries and campuses are delivered promptly | 5.59 | Course specific resources are listed in ReadingList@HKUL and directly available via Moodle          | 5.24 | Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs   | 0.49 |

## The University of Hong Kong Library User Survey, November 2019

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

126 responses

|   | Importance |      | Performance |      |
|---|------------|------|-------------|------|
|   | Mean       | Rank | Mean        | Rank |
| Find@HKUL is easy to use  | 6.11       | 1    | 5.61        | 8    |
| I can find a quiet place in the Library to study when I need to   | 6.11       | 2    | 5.46        | 15   |
| The Library is a good place to study  | 6.10       | 3    | 5.64        | 5    |
| Library staff provide accurate answers to my enquiries  | 6.10       | 3    | 5.78        | 3    |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 6.06       | 5    | 5.58        | 12   |
| I can get wireless access in the Library when I need to   | 6.05       | 6    | 5.61        | 7    |
| Normal opening hours meet my needs  | 6.03       | 7    | 5.60        | 9    |
| Library staff treat me fairly and without discrimination  | 6.00       | 8    | 6.00        | 1    |
| Library staff are readily available to assist me  | 5.96       | 9    | 5.75        | 4    |
| The Library website provides useful information   | 5.96       | 10   | 5.48        | 14   |
| Library staff are approachable and helpful  | 5.95       | 11   | 5.88        | 2    |
| The items I'm looking for on the Library shelves are usually there  | 5.95       | 12   | 5.04        | 28   |
| When I am away from campus I can access the Library resources and services I need                             | 5.94       | 13   | 5.58        | 11   |
| The Library website is easy to use  | 5.93       | 14   | 5.45        | 16   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.93       | 15   | 5.19        | 23   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.85       | 16   | 5.52        | 13   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.83       | 17   | 5.64        | 6    |
| Library signage is clear  | 5.81       | 18   | 5.17        | 25   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.74       | 19   | 5.24        | 21   |
| The Library anticipates my learning and research needs  | 5.71       | 20   | 5.33        | 19   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.71       | 21   | 5.59        | 10   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.63       | 22   | 5.04        | 27   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.60       | 23   | 5.30        | 20   |
| I can find a place in the Library to work in a group when I need to   | 5.53       | 24   | 4.93        | 29   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.52       | 25   | 5.33        | 18   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.50       | 26   | 5.20        | 22   |
| Face to face enquiry services meet my needs   | 5.48       | 27   | 5.41        | 17   |
| I am informed about Library services  | 5.41       | 28   | 5.13        | 26   |
| A computer is available when I need one   | 5.40       | 29   | 4.84        | 30   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 5.05       | 30   | 5.17        | 24   |

## The University of Hong Kong Library User Survey, November 2019

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

126 responses

|   | Performance |      | Importance |      |
|---|-------------|------|------------|------|
|   | Mean        | Rank | Mean       | Rank |
| Library staff treat me fairly and without discrimination  | 6.00        | 1    | 6.00       | 8    |
| Library staff are approachable and helpful  | 5.88        | 2    | 5.95       | 11   |
| Library staff provide accurate answers to my enquiries  | 5.78        | 3    | 6.10       | 3    |
| Library staff are readily available to assist me  | 5.75        | 4    | 5.96       | 9    |
| The Library is a good place to study  | 5.64        | 5    | 6.10       | 3    |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.64        | 6    | 5.83       | 17   |
| I can get wireless access in the Library when I need to   | 5.61        | 7    | 6.05       | 6    |
| Find@HKUL is easy to use  | 5.61        | 8    | 6.11       | 1    |
| Normal opening hours meet my needs  | 5.60        | 9    | 6.03       | 7    |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.59        | 10   | 5.71       | 21   |
| When I am away from campus I can access the Library resources and services I need                             | 5.58        | 11   | 5.94       | 13   |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 5.58        | 12   | 6.06       | 5    |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.52        | 13   | 5.85       | 16   |
| The Library website provides useful information   | 5.48        | 14   | 5.96       | 10   |
| I can find a quiet place in the Library to study when I need to   | 5.46        | 15   | 6.11       | 2    |
| The Library website is easy to use  | 5.45        | 16   | 5.93       | 14   |
| Face to face enquiry services meet my needs   | 5.41        | 17   | 5.48       | 27   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.33        | 18   | 5.52       | 25   |
| The Library anticipates my learning and research needs  | 5.33        | 19   | 5.71       | 20   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.30        | 20   | 5.60       | 23   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.24        | 21   | 5.74       | 19   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.20        | 22   | 5.50       | 26   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.19        | 23   | 5.93       | 15   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 5.17        | 24   | 5.05       | 30   |
| Library signage is clear  | 5.17        | 25   | 5.81       | 18   |
| I am informed about Library services  | 5.13        | 26   | 5.41       | 28   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.04        | 27   | 5.63       | 22   |
| The items I'm looking for on the Library shelves are usually there  | 5.04        | 28   | 5.95       | 12   |
| I can find a place in the Library to work in a group when I need to   | 4.93        | 29   | 5.53       | 24   |
| A computer is available when I need one   | 4.84        | 30   | 5.40       | 29   |

## The University of Hong Kong Library User Survey, November 2019

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

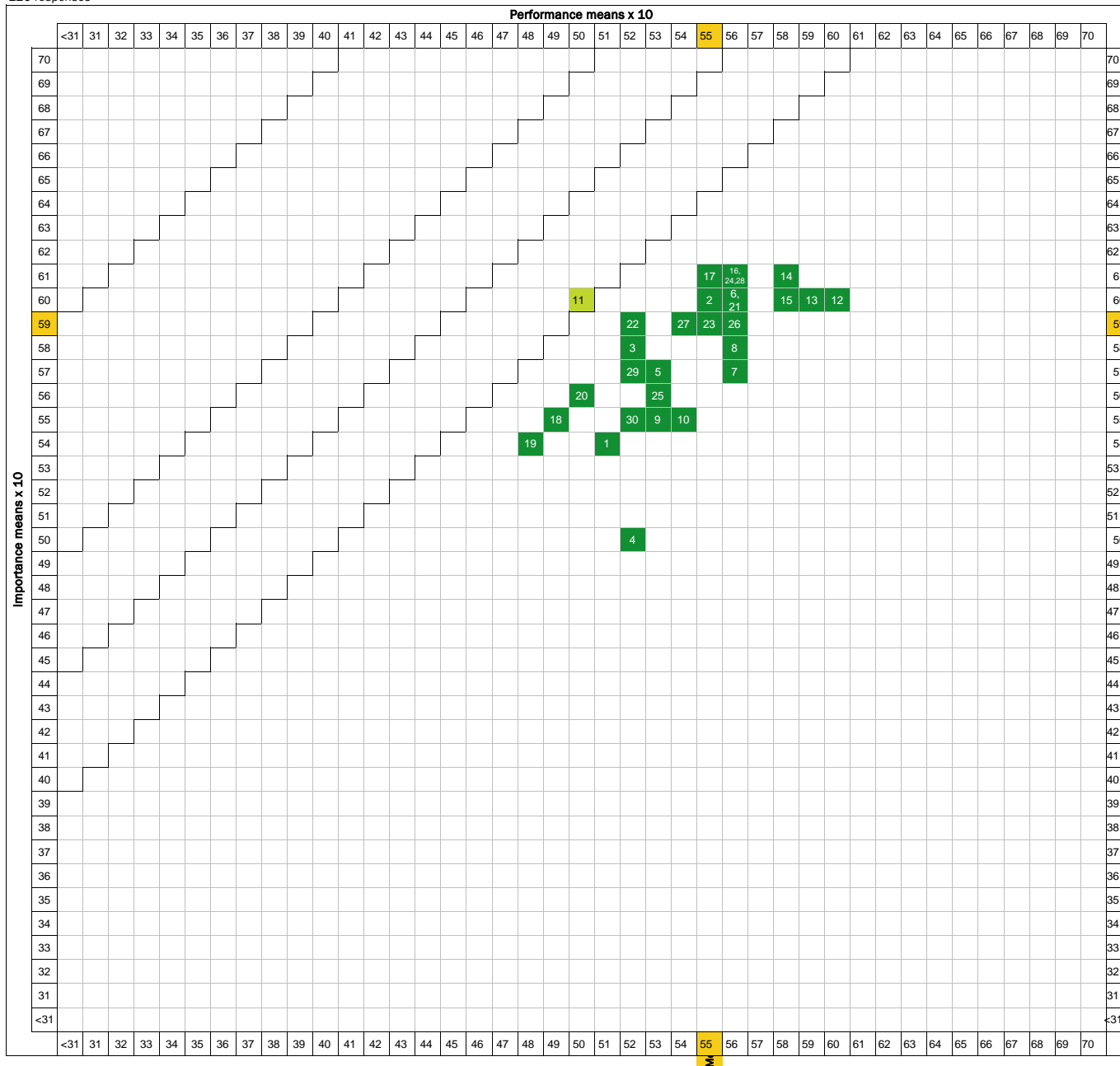
126 responses

|   | Gap   |      | Importance |      |
|---|-------|------|------------|------|
|   | Mean  | Rank | Mean       | Rank |
| The items I'm looking for on the Library shelves are usually there  | 0.92  | 1    | 5.95       | 12   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 0.74  | 2    | 5.93       | 15   |
| I can find a quiet place in the Library to study when I need to   | 0.65  | 3    | 6.11       | 2    |
| Library signage is clear  | 0.64  | 4    | 5.81       | 18   |
| I can find a place in the Library to work in a group when I need to   | 0.60  | 5    | 5.53       | 24   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 0.59  | 6    | 5.63       | 22   |
| A computer is available when I need one   | 0.56  | 7    | 5.40       | 29   |
| Find@HKUL is easy to use  | 0.50  | 8    | 6.11       | 1    |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 0.50  | 9    | 5.74       | 19   |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 0.49  | 10   | 6.06       | 5    |
| The Library website provides useful information   | 0.48  | 11   | 5.96       | 10   |
| The Library website is easy to use  | 0.48  | 12   | 5.93       | 14   |
| The Library is a good place to study  | 0.46  | 13   | 6.10       | 3    |
| I can get wireless access in the Library when I need to   | 0.43  | 14   | 6.05       | 6    |
| Normal opening hours meet my needs  | 0.43  | 15   | 6.03       | 7    |
| The Library anticipates my learning and research needs  | 0.38  | 16   | 5.71       | 20   |
| When I am away from campus I can access the Library resources and services I need                             | 0.37  | 17   | 5.94       | 13   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 0.33  | 18   | 5.85       | 16   |
| Library staff provide accurate answers to my enquiries  | 0.32  | 19   | 6.10       | 3    |
| Course specific resources (including short loans) meet my learning needs                                      | 0.30  | 20   | 5.60       | 23   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 0.30  | 21   | 5.50       | 26   |
| I am informed about Library services  | 0.27  | 22   | 5.41       | 28   |
| Library staff are readily available to assist me  | 0.21  | 23   | 5.96       | 9    |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 0.19  | 24   | 5.83       | 17   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 0.19  | 25   | 5.52       | 25   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 0.12  | 26   | 5.71       | 21   |
| Library staff are approachable and helpful  | 0.08  | 27   | 5.95       | 11   |
| Face to face enquiry services meet my needs   | 0.07  | 28   | 5.48       | 27   |
| Library staff treat me fairly and without discrimination  | 0.00  | 29   | 6.00       | 8    |
| Library workshops, classes and tutorials help me with my learning and research needs                          | -0.12 | 30   | 5.05       | 30   |

### The University of Hong Kong Library User Survey, November 2019

Best practice categories gap grid — Which category describes you? - HKU current staff or student - Architecture

126 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 Normal 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 Find@HKUL is easy to use  |
| 29 Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    |
| 30 ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           |

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

## The University of Hong Kong Library User Survey, November 2019

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

342 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                                  | 6.38 | Library staff treat me fairly and without discrimination                                     | 6.33 | Course specific resources are listed in ReadingList@HKUL and directly available via Moodle          | 5.03 | The items I'm looking for on the Library shelves are usually there                         | 0.94 |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 6.35 | Library staff provide accurate answers to my enquiries                                       | 6.11 | ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials | 5.07 | Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs   | 0.84 |
| When I am away from campus I can access the Library resources and services I need        | 6.31 | Library staff are approachable and helpful   | 6.08 | A computer is available when I need one   | 5.08 | I can find a quiet place in the Library to study when I need to                            | 0.83 |
| Find@HKUL is easy to use   | 6.27 | Library staff are readily available to assist me   | 6.02 | I am informed about Library services  | 5.15 | Find@HKUL is easy to use   | 0.79 |
| Printing, scanning and photocopying facilities in the Library meet my needs              | 6.26 | Self Service (e.g. self check loans, requests, renewals, holds) meets my needs               | 6.00 | I can find a place in the Library to work in a group when I need to                                 | 5.22 | The Library website is easy to use   | 0.71 |
| Library staff treat me fairly and without discrimination                                 | 6.26 | Face to face enquiry services meet my needs  | 5.84 | The items I'm looking for on the Library shelves are usually there                                  | 5.26 | Laptop facilities (e.g. desks, power) in the Library meet my needs                         | 0.68 |
| I can find a quiet place in the Library to study when I need to                          | 6.24 | I can get wireless access in the Library when I need to                                      | 5.83 | Library workshops, classes and tutorials help me with my learning and research needs                | 5.26 | Printing, scanning and photocopying facilities in the Library meet my needs                | 0.68 |
| Library staff are approachable and helpful   | 6.22 | Normal opening hours meet my needs   | 5.81 | Library signage is clear  | 5.26 | A computer is available when I need one  | 0.63 |
| The Library is a good place to study   | 6.22 | Books and articles I have requested from other libraries and campuses are delivered promptly | 5.77 | Laptop facilities (e.g. desks, power) in the Library meet my needs                                  | 5.28 | Course specific resources are listed in ReadingList@HKUL and directly available via Moodle | 0.61 |
| Library staff provide accurate answers to my enquiries                                   | 6.21 | The Library is a good place to study   | 5.75 | The Library anticipates my learning and research needs  | 5.37 | I can find a place in the Library to work in a group when I need to                        | 0.61 |



## The University of Hong Kong Library User Survey, November 2019

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

342 responses

|   | Importance |      | Performance |      |
|---|------------|------|-------------|------|
|   | Mean       | Rank | Mean        | Rank |
| I can get wireless access in the Library when I need to   | 6.38       | 1    | 5.83        | 7    |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 6.35       | 2    | 5.51        | 15   |
| When I am away from campus I can access the Library resources and services I need                             | 6.31       | 3    | 5.74        | 11   |
| Find@HKUL is easy to use  | 6.27       | 4    | 5.48        | 16   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 6.26       | 5    | 5.59        | 14   |
| Library staff treat me fairly and without discrimination  | 6.26       | 6    | 6.33        | 1    |
| I can find a quiet place in the Library to study when I need to   | 6.24       | 7    | 5.41        | 19   |
| Library staff are approachable and helpful  | 6.22       | 8    | 6.08        | 3    |
| The Library is a good place to study  | 6.22       | 9    | 5.75        | 10   |
| Library staff provide accurate answers to my enquiries  | 6.21       | 10   | 6.11        | 2    |
| The items I'm looking for on the Library shelves are usually there  | 6.19       | 11   | 5.26        | 25   |
| The Library website is easy to use  | 6.18       | 12   | 5.47        | 17   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 6.11       | 13   | 5.77        | 9    |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 6.11       | 14   | 6.00        | 5    |
| Normal opening hours meet my needs  | 6.10       | 15   | 5.81        | 8    |
| Library staff are readily available to assist me  | 6.07       | 16   | 6.02        | 4    |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.98       | 17   | 5.69        | 12   |
| The Library website provides useful information   | 5.97       | 18   | 5.45        | 18   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.95       | 19   | 5.28        | 22   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.95       | 20   | 5.40        | 20   |
| I can find a place in the Library to work in a group when I need to   | 5.83       | 21   | 5.22        | 26   |
| Library signage is clear  | 5.76       | 22   | 5.26        | 23   |
| Face to face enquiry services meet my needs   | 5.72       | 23   | 5.84        | 6    |
| A computer is available when I need one   | 5.71       | 24   | 5.08        | 28   |
| The Library anticipates my learning and research needs  | 5.66       | 25   | 5.37        | 21   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.64       | 26   | 5.03        | 30   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.63       | 27   | 5.65        | 13   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.54       | 28   | 5.07        | 29   |
| I am informed about Library services  | 5.48       | 29   | 5.15        | 27   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 5.16       | 30   | 5.26        | 24   |

## The University of Hong Kong Library User Survey, November 2019

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

342 responses

|   | Performance |      | Importance |      |
|---|-------------|------|------------|------|
|   | Mean        | Rank | Mean       | Rank |
| Library staff treat me fairly and without discrimination  | 6.33        | 1    | 6.26       | 6    |
| Library staff provide accurate answers to my enquiries  | 6.11        | 2    | 6.21       | 10   |
| Library staff are approachable and helpful  | 6.08        | 3    | 6.22       | 8    |
| Library staff are readily available to assist me  | 6.02        | 4    | 6.07       | 16   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 6.00        | 5    | 6.11       | 14   |
| Face to face enquiry services meet my needs   | 5.84        | 6    | 5.72       | 23   |
| I can get wireless access in the Library when I need to   | 5.83        | 7    | 6.38       | 1    |
| Normal opening hours meet my needs  | 5.81        | 8    | 6.10       | 15   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.77        | 9    | 6.11       | 13   |
| The Library is a good place to study  | 5.75        | 10   | 6.22       | 9    |
| When I am away from campus I can access the Library resources and services I need                             | 5.74        | 11   | 6.31       | 3    |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.69        | 12   | 5.98       | 17   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.65        | 13   | 5.63       | 27   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.59        | 14   | 6.26       | 5    |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 5.51        | 15   | 6.35       | 2    |
| Find@HKUL is easy to use  | 5.48        | 16   | 6.27       | 4    |
| The Library website is easy to use  | 5.47        | 17   | 6.18       | 12   |
| The Library website provides useful information   | 5.45        | 18   | 5.97       | 18   |
| I can find a quiet place in the Library to study when I need to   | 5.41        | 19   | 6.24       | 7    |
| Course specific resources (including short loans) meet my learning needs                                      | 5.40        | 20   | 5.95       | 20   |
| The Library anticipates my learning and research needs  | 5.37        | 21   | 5.66       | 25   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.28        | 22   | 5.95       | 19   |
| Library signage is clear  | 5.26        | 23   | 5.76       | 22   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 5.26        | 24   | 5.16       | 30   |
| The items I'm looking for on the Library shelves are usually there  | 5.26        | 25   | 6.19       | 11   |
| I can find a place in the Library to work in a group when I need to   | 5.22        | 26   | 5.83       | 21   |
| I am informed about Library services  | 5.15        | 27   | 5.48       | 29   |
| A computer is available when I need one   | 5.08        | 28   | 5.71       | 24   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.07        | 29   | 5.54       | 28   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.03        | 30   | 5.64       | 26   |

## The University of Hong Kong Library User Survey, November 2019

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

342 responses

|   | Gap   |      | Importance |      |
|---|-------|------|------------|------|
|   | Mean  | Rank | Mean       | Rank |
| The items I'm looking for on the Library shelves are usually there  | 0.94  | 1    | 6.19       | 11   |
| Online resources (e.g. e-journals, databases, ebooks) meet my learning and research needs                     | 0.84  | 2    | 6.35       | 2    |
| I can find a quiet place in the Library to study when I need to   | 0.83  | 3    | 6.24       | 7    |
| Find@HKUL is easy to use  | 0.79  | 4    | 6.27       | 4    |
| The Library website is easy to use  | 0.71  | 5    | 6.18       | 12   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 0.68  | 6    | 5.95       | 19   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 0.68  | 7    | 6.26       | 5    |
| A computer is available when I need one   | 0.63  | 8    | 5.71       | 24   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 0.61  | 9    | 5.64       | 26   |
| I can find a place in the Library to work in a group when I need to   | 0.61  | 10   | 5.83       | 21   |
| When I am away from campus I can access the Library resources and services I need                             | 0.57  | 11   | 6.31       | 3    |
| I can get wireless access in the Library when I need to   | 0.56  | 12   | 6.38       | 1    |
| Course specific resources (including short loans) meet my learning needs                                      | 0.55  | 13   | 5.95       | 20   |
| The Library website provides useful information   | 0.52  | 14   | 5.97       | 18   |
| Library signage is clear  | 0.49  | 15   | 5.76       | 22   |
| The Library is a good place to study  | 0.47  | 16   | 6.22       | 9    |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 0.46  | 17   | 5.54       | 28   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 0.34  | 18   | 6.11       | 13   |
| I am informed about Library services  | 0.32  | 19   | 5.48       | 29   |
| Normal opening hours meet my needs  | 0.29  | 20   | 6.10       | 15   |
| The Library anticipates my learning and research needs  | 0.29  | 21   | 5.66       | 25   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 0.28  | 22   | 5.98       | 17   |
| Library staff are approachable and helpful  | 0.14  | 23   | 6.22       | 8    |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 0.11  | 24   | 6.11       | 14   |
| Library staff provide accurate answers to my enquiries  | 0.10  | 25   | 6.21       | 10   |
| Library staff are readily available to assist me  | 0.05  | 26   | 6.07       | 16   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | -0.02 | 27   | 5.63       | 27   |
| Library staff treat me fairly and without discrimination  | -0.07 | 28   | 6.26       | 6    |
| Library workshops, classes and tutorials help me with my learning and research needs                          | -0.10 | 29   | 5.16       | 30   |
| Face to face enquiry services meet my needs   | -0.12 | 30   | 5.72       | 23   |



## The University of Hong Kong Library User Survey, November 2019

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

334 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   | 6.38 | Library staff treat me fairly and without discrimination                                 | 5.93 | I can find a place in the Library to work in a group when I need to                  | 4.79 | I can find a place in the Library to work in a group when I need to         | 1.33 |
| I can find a quiet place in the Library to study when I need to                          | 6.35 | Library staff are approachable and helpful   | 5.79 | I am informed about Library services   | 4.89 | I can find a quiet place in the Library to study when I need to             | 1.19 |
| I can get wireless access in the Library when I need to                                  | 6.30 | Library staff provide accurate answers to my enquiries                                   | 5.65 | The Library anticipates my learning and research needs                               | 4.91 | I can get wireless access in the Library when I need to                     | 0.88 |
| Printing, scanning and photocopying facilities in the Library meet my needs              | 6.23 | Library staff are readily available to assist me   | 5.64 | The items I'm looking for on the Library shelves are usually there                   | 4.95 | Normal opening hours meet my needs  | 0.86 |
| I can find a place in the Library to work in a group when I need to                      | 6.12 | The Library is a good place to study   | 5.63 | Library workshops, classes and tutorials help me with my learning and research needs | 4.99 | Laptop facilities (e.g. desks, power) in the Library meet my needs          | 0.78 |
| Normal opening hours meet my needs   | 6.03 | Self Service (e.g. self check loans, requests, renewals, holds) meets my needs           | 5.55 | A computer is available when I need one  | 5.11 | Printing, scanning and photocopying facilities in the Library meet my needs | 0.75 |
| Library staff treat me fairly and without discrimination                                 | 5.97 | When I am away from campus I can access the Library resources and services I need        | 5.50 | Laptop facilities (e.g. desks, power) in the Library meet my needs                   | 5.13 | The Library is a good place to study  | 0.75 |
| Find@HKUL is easy to use   | 5.97 | Printing, scanning and photocopying facilities in the Library meet my needs              | 5.48 | The Library website provides useful information                                      | 5.15 | 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 | 5.93 | Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 5.47 | Normal opening hours meet my needs   | 5.16 | Find@HKUL is easy to use  | 0.59 |
| Library staff are approachable and helpful   | 5.92 | Face to face enquiry services meet my needs  | 5.43 | I can find a quiet place in the Library to study when I need to                      | 5.17 | The Library website is easy to use  | 0.59 |

## The University of Hong Kong Library User Survey, November 2019

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

334 responses

|   | Importance |      | Performance |      |
|---|------------|------|-------------|------|
|   | Mean       | Rank | Mean        | Rank |
| The Library is a good place to study  | 6.38       | 1    | 5.63        | 5    |
| I can find a quiet place in the Library to study when I need to   | 6.35       | 2    | 5.17        | 21   |
| I can get wireless access in the Library when I need to   | 6.30       | 3    | 5.42        | 11   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 6.23       | 4    | 5.48        | 8    |
| I can find a place in the Library to work in a group when I need to   | 6.12       | 5    | 4.79        | 30   |
| Normal opening hours meet my needs  | 6.03       | 6    | 5.16        | 22   |
| Library staff treat me fairly and without discrimination  | 5.97       | 7    | 5.93        | 1    |
| Find@HKUL is easy to use  | 5.97       | 8    | 5.38        | 13   |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 5.93       | 9    | 5.47        | 9    |
| Library staff are approachable and helpful  | 5.92       | 10   | 5.79        | 2    |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.91       | 11   | 5.13        | 24   |
| When I am away from campus I can access the Library resources and services I need                             | 5.88       | 12   | 5.50        | 7    |
| The Library website is easy to use  | 5.87       | 13   | 5.28        | 15   |
| Library staff provide accurate answers to my enquiries  | 5.85       | 14   | 5.65        | 3    |
| Library staff are readily available to assist me  | 5.81       | 15   | 5.64        | 4    |
| A computer is available when I need one   | 5.68       | 16   | 5.11        | 25   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.67       | 17   | 5.55        | 6    |
| The Library website provides useful information   | 5.65       | 18   | 5.15        | 23   |
| The items I'm looking for on the Library shelves are usually there  | 5.62       | 19   | 4.95        | 27   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.52       | 20   | 5.23        | 16   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.51       | 21   | 5.22        | 18   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.51       | 22   | 5.32        | 14   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.50       | 23   | 5.40        | 12   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.50       | 24   | 5.20        | 19   |
| Face to face enquiry services meet my needs   | 5.46       | 25   | 5.43        | 10   |
| Library signage is clear  | 5.45       | 26   | 5.22        | 17   |
| The Library anticipates my learning and research needs  | 5.44       | 27   | 4.91        | 28   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.30       | 28   | 5.19        | 20   |
| I am informed about Library services  | 5.21       | 29   | 4.89        | 29   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 4.80       | 30   | 4.99        | 26   |

## The University of Hong Kong Library User Survey, November 2019

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

334 responses

|   | Performance |      | Importance |      |
|---|-------------|------|------------|------|
|   | Mean        | Rank | Mean       | Rank |
| Library staff treat me fairly and without discrimination  | 5.93        | 1    | 5.97       | 7    |
| Library staff are approachable and helpful  | 5.79        | 2    | 5.92       | 10   |
| Library staff provide accurate answers to my enquiries  | 5.65        | 3    | 5.85       | 14   |
| Library staff are readily available to assist me  | 5.64        | 4    | 5.81       | 15   |
| The Library is a good place to study  | 5.63        | 5    | 6.38       | 1    |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.55        | 6    | 5.67       | 17   |
| When I am away from campus I can access the Library resources and services I need                             | 5.50        | 7    | 5.88       | 12   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.48        | 8    | 6.23       | 4    |
| Online resources (e.g. e-journals, databases, ebooks) meet my learning and research needs                     | 5.47        | 9    | 5.93       | 9    |
| Face to face enquiry services meet my needs   | 5.43        | 10   | 5.46       | 25   |
| I can get wireless access in the Library when I need to   | 5.42        | 11   | 6.30       | 3    |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.40        | 12   | 5.50       | 23   |
| Find@HKUL is easy to use  | 5.38        | 13   | 5.97       | 8    |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.32        | 14   | 5.51       | 22   |
| The Library website is easy to use  | 5.28        | 15   | 5.87       | 13   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.23        | 16   | 5.52       | 20   |
| Library signage is clear  | 5.22        | 17   | 5.45       | 26   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.22        | 18   | 5.51       | 21   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.20        | 19   | 5.50       | 24   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.19        | 20   | 5.30       | 28   |
| I can find a quiet place in the Library to study when I need to   | 5.17        | 21   | 6.35       | 2    |
| Normal opening hours meet my needs  | 5.16        | 22   | 6.03       | 6    |
| The Library website provides useful information   | 5.15        | 23   | 5.65       | 18   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.13        | 24   | 5.91       | 11   |
| A computer is available when I need one   | 5.11        | 25   | 5.68       | 16   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 4.99        | 26   | 4.80       | 30   |
| The items I'm looking for on the Library shelves are usually there  | 4.95        | 27   | 5.62       | 19   |
| The Library anticipates my learning and research needs  | 4.91        | 28   | 5.44       | 27   |
| I am informed about Library services  | 4.89        | 29   | 5.21       | 29   |
| I can find a place in the Library to work in a group when I need to   | 4.79        | 30   | 6.12       | 5    |

## The University of Hong Kong Library User Survey, November 2019

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

334 responses

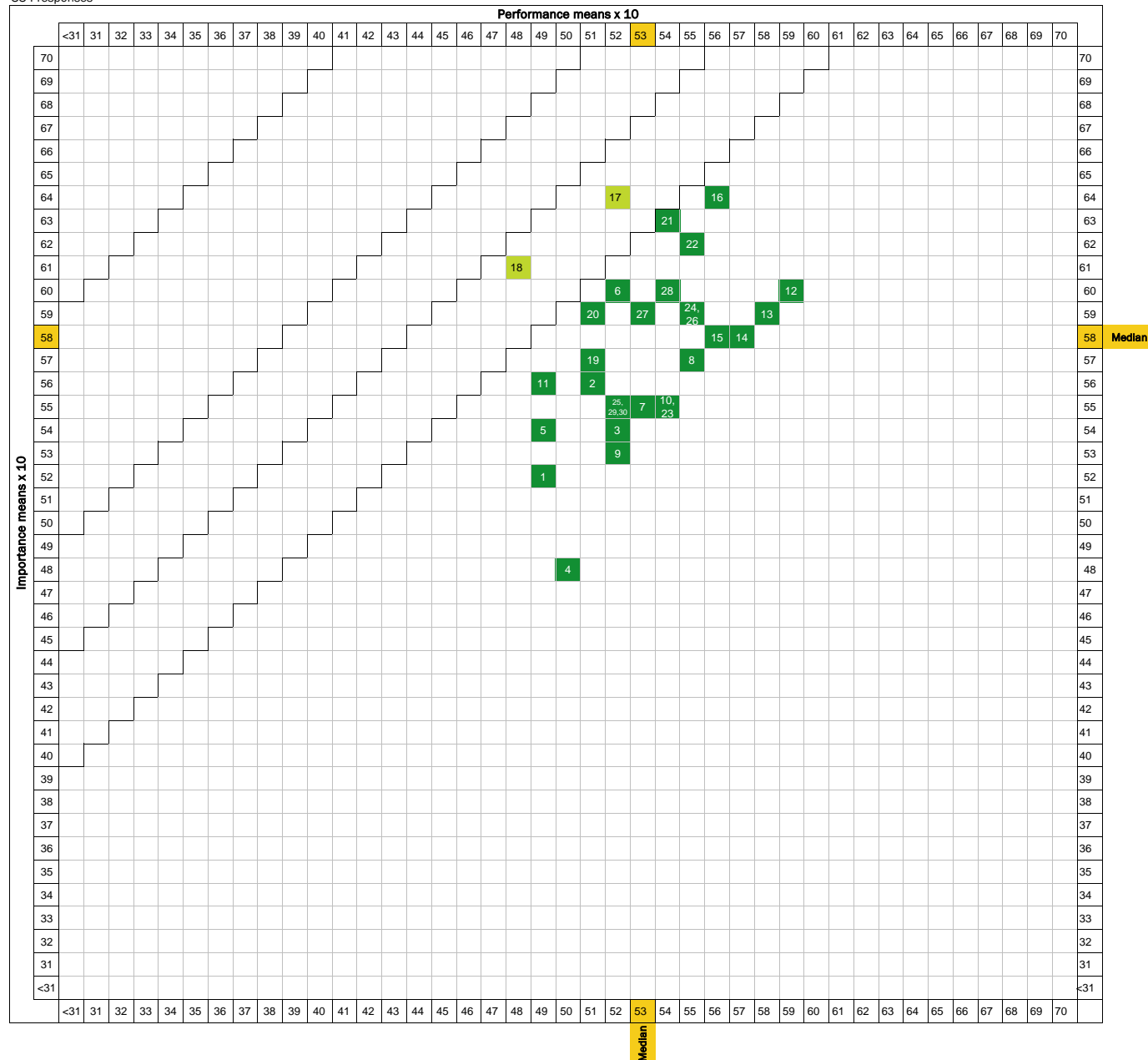
|   | Gap   |      | Importance |      |
|---|-------|------|------------|------|
|   | Mean  | Rank | Mean       | Rank |
| I can find a place in the Library to work in a group when I need to   | 1.33  | 1    | 6.12       | 5    |
| I can find a quiet place in the Library to study when I need to   | 1.19  | 2    | 6.35       | 2    |
| I can get wireless access in the Library when I need to   | 0.88  | 3    | 6.30       | 3    |
| Normal opening hours meet my needs  | 0.86  | 4    | 6.03       | 6    |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 0.78  | 5    | 5.91       | 11   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 0.75  | 6    | 6.23       | 4    |
| The Library is a good place to study  | 0.75  | 7    | 6.38       | 1    |
| The items I'm looking for on the Library shelves are usually there  | 0.68  | 8    | 5.62       | 19   |
| Find@HKUL is easy to use  | 0.59  | 9    | 5.97       | 8    |
| The Library website is easy to use  | 0.59  | 10   | 5.87       | 13   |
| A computer is available when I need one   | 0.57  | 11   | 5.68       | 16   |
| The Library anticipates my learning and research needs  | 0.53  | 12   | 5.44       | 27   |
| The Library website provides useful information   | 0.50  | 13   | 5.65       | 18   |
| Online resources (e.g. e-journals, databases, ebooks) meet my learning and research needs                     | 0.46  | 14   | 5.93       | 9    |
| When I am away from campus I can access the Library resources and services I need                             | 0.38  | 15   | 5.88       | 12   |
| I am informed about Library services  | 0.32  | 16   | 5.21       | 29   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 0.30  | 17   | 5.50       | 24   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 0.29  | 18   | 5.51       | 21   |
| Course specific resources (including short loans) meet my learning needs                                      | 0.29  | 19   | 5.52       | 20   |
| Library signage is clear  | 0.23  | 20   | 5.45       | 26   |
| Library staff provide accurate answers to my enquiries  | 0.19  | 21   | 5.85       | 14   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 0.18  | 22   | 5.51       | 22   |
| Library staff are readily available to assist me  | 0.17  | 23   | 5.81       | 15   |
| Library staff are approachable and helpful  | 0.13  | 24   | 5.92       | 10   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 0.12  | 25   | 5.67       | 17   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 0.11  | 26   | 5.30       | 28   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 0.10  | 27   | 5.50       | 23   |
| Library staff treat me fairly and without discrimination  | 0.04  | 28   | 5.97       | 7    |
| Face to face enquiry services meet my needs   | 0.03  | 29   | 5.46       | 25   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | -0.19 | 30   | 4.80       | 30   |



### The University of Hong Kong Library User Survey, November 2019

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

334 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          | Normal 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  |

## The University of Hong Kong Library User Survey, November 2019

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

94 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 are approachable and helpful  | 6.04 | Library workshops, classes and tutorials help me with my learning and research needs                | 4.99 | Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 0.74 |
| I can find a quiet place in the Library to study when I need to                          | 6.18 | Library staff provide accurate answers to my enquiries                            | 5.99 | I am informed about Library services  | 5.06 | 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 | 6.13 | Library staff treat me fairly and without discrimination                          | 5.97 | ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials | 5.17 | Printing, scanning and photocopying facilities in the Library meet my needs              | 0.52 |
| Find@HKUL is easy to use   | 6.04 | Library staff are readily available to assist me                                  | 5.91 | Course specific resources are listed in ReadingList@HKUL and directly available via Moodle          | 5.18 | I can find a place in the Library to work in a group when I need to                      | 0.49 |
| The Library is a good place to study   | 6.04 | I can get wireless access in the Library when I need to                           | 5.89 | The Library website provides useful information   | 5.22 | Normal opening hours meet my needs   | 0.46 |
| When I am away from campus I can access the Library resources and services I need        | 5.99 | When I am away from campus I can access the Library resources and services I need | 5.65 | Course specific resources (including short loans) meet my learning needs                            | 5.28 | Laptop facilities (e.g. desks, power) in the Library meet my needs                       | 0.46 |
| Library staff are approachable and helpful   | 5.91 | The Library is a good place to study  | 5.64 | The items I'm looking for on the Library shelves are usually there                                  | 5.29 | Find@HKUL is easy to use   | 0.45 |
| Library staff provide accurate answers to my enquiries                                   | 5.91 | Self Service (e.g. self check loans, requests, renewals, holds) meets my needs    | 5.63 | Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                        | 5.31 | I can get wireless access in the Library when I need to                                  | 0.41 |
| The Library website is easy to use   | 5.89 | Find@HKUL is easy to use  | 5.59 | The Library anticipates my learning and research needs  | 5.33 | The Library is a good place to study   | 0.39 |
| Normal opening hours meet my needs   | 5.88 | Face to face enquiry services meet my needs                                       | 5.58 | Library signage is clear  | 5.33 | Course specific resources (including short loans) meet my learning needs                 | 0.39 |

## The University of Hong Kong Library User Survey, November 2019

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

94 responses

|   | Importance |      | Performance |      |
|---|------------|------|-------------|------|
|   | Mean       | Rank | Mean        | Rank |
| I can get wireless access in the Library when I need to   | 6.30       | 1    | 5.89        | 5    |
| I can find a quiet place in the Library to study when I need to   | 6.18       | 2    | 5.58        | 11   |
| Online resources (e.g. e-journals, databases, ebooks) meet my learning and research needs                     | 6.13       | 3    | 5.40        | 17   |
| Find@HKUL is easy to use  | 6.04       | 4    | 5.59        | 9    |
| The Library is a good place to study  | 6.04       | 5    | 5.64        | 7    |
| When I am away from campus I can access the Library resources and services I need                             | 5.99       | 6    | 5.65        | 6    |
| Library staff are approachable and helpful  | 5.91       | 7    | 6.04        | 1    |
| Library staff provide accurate answers to my enquiries  | 5.91       | 8    | 5.99        | 2    |
| The Library website is easy to use  | 5.89       | 9    | 5.55        | 12   |
| Normal opening hours meet my needs  | 5.88       | 10   | 5.42        | 15   |
| Library staff treat me fairly and without discrimination  | 5.88       | 11   | 5.97        | 3    |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.87       | 12   | 5.41        | 16   |
| Library staff are readily available to assist me  | 5.86       | 13   | 5.91        | 4    |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.86       | 14   | 5.33        | 20   |
| I can find a place in the Library to work in a group when I need to   | 5.85       | 15   | 5.36        | 19   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.67       | 16   | 5.28        | 25   |
| A computer is available when I need one   | 5.58       | 17   | 5.39        | 18   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.57       | 18   | 5.63        | 8    |
| The Library website provides useful information   | 5.56       | 19   | 5.22        | 26   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.54       | 20   | 5.44        | 14   |
| The items I'm looking for on the Library shelves are usually there  | 5.53       | 21   | 5.29        | 24   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.49       | 22   | 5.50        | 13   |
| Face to face enquiry services meet my needs   | 5.46       | 23   | 5.58        | 10   |
| The Library anticipates my learning and research needs  | 5.41       | 24   | 5.33        | 22   |
| Library signage is clear  | 5.39       | 25   | 5.33        | 21   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.37       | 26   | 5.18        | 27   |
| I am informed about Library services  | 5.27       | 27   | 5.06        | 29   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.25       | 28   | 5.31        | 23   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.22       | 29   | 5.17        | 28   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 4.82       | 30   | 4.99        | 30   |

## The University of Hong Kong Library User Survey, November 2019

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

94 responses

|   | Performance |      | Importance |      |
|---|-------------|------|------------|------|
|   | Mean        | Rank | Mean       | Rank |
| Library staff are approachable and helpful  | 6.04        | 1    | 5.91       | 7    |
| Library staff provide accurate answers to my enquiries  | 5.99        | 2    | 5.91       | 8    |
| Library staff treat me fairly and without discrimination  | 5.97        | 3    | 5.88       | 11   |
| Library staff are readily available to assist me  | 5.91        | 4    | 5.86       | 13   |
| I can get wireless access in the Library when I need to   | 5.89        | 5    | 6.30       | 1    |
| When I am away from campus I can access the Library resources and services I need                             | 5.65        | 6    | 5.99       | 6    |
| The Library is a good place to study  | 5.64        | 7    | 6.04       | 5    |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.63        | 8    | 5.57       | 18   |
| Find@HKUL is easy to use  | 5.59        | 9    | 6.04       | 4    |
| Face to face enquiry services meet my needs   | 5.58        | 10   | 5.46       | 23   |
| I can find a quiet place in the Library to study when I need to   | 5.58        | 11   | 6.18       | 2    |
| The Library website is easy to use  | 5.55        | 12   | 5.89       | 9    |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.50        | 13   | 5.49       | 22   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.44        | 14   | 5.54       | 20   |
| Normal opening hours meet my needs  | 5.42        | 15   | 5.88       | 10   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.41        | 16   | 5.87       | 12   |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 5.40        | 17   | 6.13       | 3    |
| A computer is available when I need one   | 5.39        | 18   | 5.58       | 17   |
| I can find a place in the Library to work in a group when I need to   | 5.36        | 19   | 5.85       | 15   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.33        | 20   | 5.86       | 14   |
| Library signage is clear  | 5.33        | 21   | 5.39       | 25   |
| The Library anticipates my learning and research needs  | 5.33        | 22   | 5.41       | 24   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.31        | 23   | 5.25       | 28   |
| The items I'm looking for on the Library shelves are usually there  | 5.29        | 24   | 5.53       | 21   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.28        | 25   | 5.67       | 16   |
| The Library website provides useful information   | 5.22        | 26   | 5.56       | 19   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.18        | 27   | 5.37       | 26   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.17        | 28   | 5.22       | 29   |
| I am informed about Library services  | 5.06        | 29   | 5.27       | 27   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 4.99        | 30   | 4.82       | 30   |

## The University of Hong Kong Library User Survey, November 2019

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

94 responses

|   | Gap   |      | Importance |      |
|---|-------|------|------------|------|
|   | Mean  | Rank | Mean       | Rank |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 0.74  | 1    | 6.13       | 3    |
| I can find a quiet place in the Library to study when I need to   | 0.60  | 2    | 6.18       | 2    |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 0.52  | 3    | 5.86       | 14   |
| I can find a place in the Library to work in a group when I need to   | 0.49  | 4    | 5.85       | 15   |
| Normal opening hours meet my needs  | 0.46  | 5    | 5.88       | 10   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 0.46  | 6    | 5.87       | 12   |
| Find@HKUL is easy to use  | 0.45  | 7    | 6.04       | 4    |
| I can get wireless access in the Library when I need to   | 0.41  | 8    | 6.30       | 1    |
| The Library is a good place to study  | 0.39  | 9    | 6.04       | 5    |
| Course specific resources (including short loans) meet my learning needs                                      | 0.39  | 10   | 5.67       | 16   |
| When I am away from campus I can access the Library resources and services I need                             | 0.34  | 11   | 5.99       | 6    |
| The Library website is easy to use  | 0.34  | 12   | 5.89       | 9    |
| The Library website provides useful information   | 0.34  | 13   | 5.56       | 19   |
| The items I'm looking for on the Library shelves are usually there  | 0.24  | 14   | 5.53       | 21   |
| I am informed about Library services  | 0.21  | 15   | 5.27       | 27   |
| A computer is available when I need one   | 0.19  | 16   | 5.58       | 17   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 0.19  | 17   | 5.37       | 26   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 0.10  | 18   | 5.54       | 20   |
| The Library anticipates my learning and research needs  | 0.09  | 19   | 5.41       | 24   |
| Library signage is clear  | 0.06  | 20   | 5.39       | 25   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 0.05  | 21   | 5.22       | 29   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | -0.01 | 22   | 5.49       | 22   |
| Library staff are readily available to assist me  | -0.05 | 23   | 5.86       | 13   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | -0.05 | 24   | 5.57       | 18   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | -0.06 | 25   | 5.25       | 28   |
| Library staff provide accurate answers to my enquiries  | -0.08 | 26   | 5.91       | 8    |
| Library staff treat me fairly and without discrimination  | -0.09 | 27   | 5.88       | 11   |
| Face to face enquiry services meet my needs   | -0.12 | 28   | 5.46       | 23   |
| Library staff are approachable and helpful  | -0.14 | 29   | 5.91       | 7    |
| Library workshops, classes and tutorials help me with my learning and research needs                          | -0.17 | 30   | 4.82       | 30   |



## The University of Hong Kong Library User Survey, November 2019

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

266 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 | 6.39 | Library staff treat me fairly and without discrimination                                     | 6.10 | I can find a place in the Library to work in a group when I need to                                 | 5.20 | I can find a place in the Library to work in a group when I need to                      | 0.92 |
| I can get wireless access in the Library when I need to                                  | 6.32 | Library staff are approachable and helpful   | 5.95 | Library signage is clear  | 5.21 | I can find a quiet place in the Library to study when I need to                          | 0.83 |
| When I am away from campus I can access the Library resources and services I need        | 6.25 | Library staff provide accurate answers to my enquiries                                       | 5.95 | The items I'm looking for on the Library shelves are usually there                                  | 5.25 | The items I'm looking for on the Library shelves are usually there                       | 0.73 |
| Find@HKUL is easy to use   | 6.25 | Library staff are readily available to assist me   | 5.91 | Course specific resources are listed in ReadingList@HKUL and directly available via Moodle          | 5.31 | Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 0.70 |
| Printing, scanning and photocopying facilities in the Library meet my needs              | 6.23 | When I am away from campus I can access the Library resources and services I need            | 5.84 | A computer is available when I need one   | 5.33 | Find@HKUL is easy to use   | 0.57 |
| I can find a quiet place in the Library to study when I need to                          | 6.22 | The Library is a good place to study   | 5.82 | ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials | 5.34 | Laptop facilities (e.g. desks, power) in the Library meet my needs                       | 0.57 |
| The Library is a good place to study   | 6.22 | Self Service (e.g. self check loans, requests, renewals, holds) meets my needs               | 5.82 | Library workshops, classes and tutorials help me with my learning and research needs                | 5.35 | I can get wireless access in the Library when I need to                                  | 0.56 |
| Library staff treat me fairly and without discrimination                                 | 6.22 | I can get wireless access in the Library when I need to                                      | 5.77 | I am informed about Library services  | 5.37 | Printing, scanning and photocopying facilities in the Library meet my needs              | 0.55 |
| Library staff are approachable and helpful   | 6.20 | Face to face enquiry services meet my needs  | 5.70 | Laptop facilities (e.g. desks, power) in the Library meet my needs                                  | 5.38 | The Library website is easy to use   | 0.53 |
| Library staff provide accurate answers to my enquiries                                   | 6.19 | Books and articles I have requested from other libraries and campuses are delivered promptly | 5.70 | The Library anticipates my learning and research needs  | 5.38 | The Library website provides useful information  | 0.52 |

## The University of Hong Kong Library User Survey, November 2019

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

266 responses

|   | Importance |      | Performance |      |
|---|------------|------|-------------|------|
|   | Mean       | Rank | Mean        | Rank |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 6.39       | 1    | 5.69        | 12   |
| I can get wireless access in the Library when I need to   | 6.32       | 2    | 5.77        | 8    |
| When I am away from campus I can access the Library resources and services I need                             | 6.25       | 3    | 5.84        | 5    |
| Find@HKUL is easy to use  | 6.25       | 4    | 5.67        | 15   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 6.23       | 5    | 5.68        | 14   |
| I can find a quiet place in the Library to study when I need to   | 6.22       | 6    | 5.39        | 20   |
| The Library is a good place to study  | 6.22       | 7    | 5.82        | 6    |
| Library staff treat me fairly and without discrimination  | 6.22       | 8    | 6.10        | 1    |
| Library staff are approachable and helpful  | 6.20       | 9    | 5.95        | 2    |
| Library staff provide accurate answers to my enquiries  | 6.19       | 10   | 5.95        | 3    |
| The Library website is easy to use  | 6.14       | 11   | 5.61        | 16   |
| I can find a place in the Library to work in a group when I need to   | 6.12       | 12   | 5.20        | 30   |
| Library staff are readily available to assist me  | 6.11       | 13   | 5.91        | 4    |
| The Library website provides useful information   | 6.03       | 14   | 5.51        | 18   |
| Normal opening hours meet my needs  | 6.00       | 15   | 5.68        | 13   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 6.00       | 16   | 5.70        | 11   |
| The items I'm looking for on the Library shelves are usually there  | 5.97       | 17   | 5.25        | 28   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.95       | 18   | 5.82        | 7    |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.95       | 19   | 5.38        | 22   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.93       | 20   | 5.70        | 10   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.91       | 21   | 5.47        | 19   |
| A computer is available when I need one   | 5.84       | 22   | 5.33        | 26   |
| Face to face enquiry services meet my needs   | 5.79       | 23   | 5.70        | 9    |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.76       | 24   | 5.31        | 27   |
| The Library anticipates my learning and research needs  | 5.76       | 25   | 5.38        | 21   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.73       | 26   | 5.34        | 25   |
| Library signage is clear  | 5.71       | 27   | 5.21        | 29   |
| I am informed about Library services  | 5.69       | 28   | 5.37        | 23   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.66       | 29   | 5.55        | 17   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 5.58       | 30   | 5.35        | 24   |



## The University of Hong Kong Library User Survey, November 2019

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

266 responses

|   | Performance |      | Importance |      |
|---|-------------|------|------------|------|
|   | Mean        | Rank | Mean       | Rank |
| Library staff treat me fairly and without discrimination  | 6.10        | 1    | 6.22       | 8    |
| Library staff are approachable and helpful  | 5.95        | 2    | 6.20       | 9    |
| Library staff provide accurate answers to my enquiries  | 5.95        | 3    | 6.19       | 10   |
| Library staff are readily available to assist me  | 5.91        | 4    | 6.11       | 13   |
| When I am away from campus I can access the Library resources and services I need                             | 5.84        | 5    | 6.25       | 3    |
| The Library is a good place to study  | 5.82        | 6    | 6.22       | 7    |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.82        | 7    | 5.95       | 18   |
| I can get wireless access in the Library when I need to   | 5.77        | 8    | 6.32       | 2    |
| Face to face enquiry services meet my needs   | 5.70        | 9    | 5.79       | 23   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.70        | 10   | 5.93       | 20   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.70        | 11   | 6.00       | 16   |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 5.69        | 12   | 6.39       | 1    |
| Normal opening hours meet my needs  | 5.68        | 13   | 6.00       | 15   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.68        | 14   | 6.23       | 5    |
| Find@HKUL is easy to use  | 5.67        | 15   | 6.25       | 4    |
| The Library website is easy to use  | 5.61        | 16   | 6.14       | 11   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.55        | 17   | 5.66       | 29   |
| The Library website provides useful information   | 5.51        | 18   | 6.03       | 14   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.47        | 19   | 5.91       | 21   |
| I can find a quiet place in the Library to study when I need to   | 5.39        | 20   | 6.22       | 6    |
| The Library anticipates my learning and research needs  | 5.38        | 21   | 5.76       | 25   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.38        | 22   | 5.95       | 19   |
| I am informed about Library services  | 5.37        | 23   | 5.69       | 28   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 5.35        | 24   | 5.58       | 30   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.34        | 25   | 5.73       | 26   |
| A computer is available when I need one   | 5.33        | 26   | 5.84       | 22   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.31        | 27   | 5.76       | 24   |
| The items I'm looking for on the Library shelves are usually there  | 5.25        | 28   | 5.97       | 17   |
| Library signage is clear  | 5.21        | 29   | 5.71       | 27   |
| I can find a place in the Library to work in a group when I need to   | 5.20        | 30   | 6.12       | 12   |

## The University of Hong Kong Library User Survey, November 2019

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

266 responses

|   | Gap  |      | Importance |      |
|---|------|------|------------|------|
|   | Mean | Rank | Mean       | Rank |
| I can find a place in the Library to work in a group when I need to   | 0.92 | 1    | 6.12       | 12   |
| I can find a quiet place in the Library to study when I need to   | 0.83 | 2    | 6.22       | 6    |
| The items I'm looking for on the Library shelves are usually there  | 0.73 | 3    | 5.97       | 17   |
| Online resources (e.g. e-journals, databases, ebooks) meet my learning and research needs                     | 0.70 | 4    | 6.39       | 1    |
| Find@HKUL is easy to use  | 0.57 | 5    | 6.25       | 4    |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 0.57 | 6    | 5.95       | 19   |
| I can get wireless access in the Library when I need to   | 0.56 | 7    | 6.32       | 2    |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 0.55 | 8    | 6.23       | 5    |
| The Library website is easy to use  | 0.53 | 9    | 6.14       | 11   |
| The Library website provides useful information   | 0.52 | 10   | 6.03       | 14   |
| A computer is available when I need one   | 0.51 | 11   | 5.84       | 22   |
| Library signage is clear  | 0.50 | 12   | 5.71       | 27   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 0.44 | 13   | 5.76       | 24   |
| Course specific resources (including short loans) meet my learning needs                                      | 0.44 | 14   | 5.91       | 21   |
| When I am away from campus I can access the Library resources and services I need                             | 0.41 | 15   | 6.25       | 3    |
| The Library is a good place to study  | 0.40 | 16   | 6.22       | 7    |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 0.39 | 17   | 5.73       | 26   |
| The Library anticipates my learning and research needs  | 0.37 | 18   | 5.76       | 25   |
| I am informed about Library services  | 0.33 | 19   | 5.69       | 28   |
| Normal opening hours meet my needs  | 0.32 | 20   | 6.00       | 15   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 0.30 | 21   | 6.00       | 16   |
| Library staff are approachable and helpful  | 0.24 | 22   | 6.20       | 9    |
| Library staff provide accurate answers to my enquiries  | 0.24 | 23   | 6.19       | 10   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 0.23 | 24   | 5.93       | 20   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 0.23 | 25   | 5.58       | 30   |
| Library staff are readily available to assist me  | 0.20 | 26   | 6.11       | 13   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 0.14 | 27   | 5.95       | 18   |
| Library staff treat me fairly and without discrimination  | 0.11 | 28   | 6.22       | 8    |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 0.11 | 29   | 5.66       | 29   |
| Face to face enquiry services meet my needs   | 0.08 | 30   | 5.79       | 23   |



## The University of Hong Kong Library User Survey, November 2019

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

396 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   | 6.30 | Library staff treat me fairly and without discrimination                                     | 6.05 | I can find a place in the Library to work in a group when I need to                                 | 4.92 | I can find a place in the Library to work in a group when I need to                      | 0.97 |
| I can get wireless access in the Library when I need to                                  | 6.26 | Library staff are approachable and helpful   | 5.85 | ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials | 5.05 | I can find a quiet place in the Library to study when I need to                          | 0.93 |
| I can find a quiet place in the Library to study when I need to                          | 6.25 | Library staff provide accurate answers to my enquiries                                       | 5.83 | Course specific resources are listed in ReadingList@HKUL and directly available via Moodle          | 5.06 | I can get wireless access in the Library when I need to                                  | 0.75 |
| Printing, scanning and photocopying facilities in the Library meet my needs              | 6.05 | The Library is a good place to study   | 5.76 | I am informed about Library services  | 5.09 | Laptop facilities (e.g. desks, power) in the Library meet my needs                       | 0.67 |
| Library staff treat me fairly and without discrimination                                 | 6.00 | Library staff are readily available to assist me   | 5.73 | Library workshops, classes and tutorials help me with my learning and research needs                | 5.09 | Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 0.57 |
| Library staff are approachable and helpful   | 5.99 | Self Service (e.g. self check loans, requests, renewals, holds) meets my needs               | 5.66 | A computer is available when I need one   | 5.09 | The Library is a good place to study   | 0.54 |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 5.95 | Face to face enquiry services meet my needs  | 5.60 | Laptop facilities (e.g. desks, power) in the Library meet my needs                                  | 5.11 | The items I'm looking for on the Library shelves are usually there                       | 0.52 |
| Normal opening hours meet my needs   | 5.93 | Printing, scanning and photocopying facilities in the Library meet my needs                  | 5.54 | The items I'm looking for on the Library shelves are usually there                                  | 5.13 | Printing, scanning and photocopying facilities in the Library meet my needs              | 0.51 |
| Library staff provide accurate answers to my enquiries                                   | 5.91 | Books and articles I have requested from other libraries and campuses are delivered promptly | 5.52 | The Library anticipates my learning and research needs  | 5.26 | The Library website is easy to use   | 0.47 |
| I can find a place in the Library to work in a group when I need to                      | 5.89 | I can get wireless access in the Library when I need to                                      | 5.52 | Library signage is clear  | 5.26 | Normal opening hours meet my needs   | 0.47 |

## The University of Hong Kong Library User Survey, November 2019

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

396 responses

|   | Importance |      | Performance |      |
|---|------------|------|-------------|------|
|   | Mean       | Rank | Mean        | Rank |
| The Library is a good place to study  | 6.30       | 1    | 5.76        | 4    |
| I can get wireless access in the Library when I need to   | 6.26       | 2    | 5.52        | 10   |
| I can find a quiet place in the Library to study when I need to   | 6.25       | 3    | 5.31        | 17   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 6.05       | 4    | 5.54        | 8    |
| Library staff treat me fairly and without discrimination  | 6.00       | 5    | 6.05        | 1    |
| Library staff are approachable and helpful  | 5.99       | 6    | 5.85        | 2    |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 5.95       | 7    | 5.38        | 15   |
| Normal opening hours meet my needs  | 5.93       | 8    | 5.46        | 13   |
| Library staff provide accurate answers to my enquiries  | 5.91       | 9    | 5.83        | 3    |
| I can find a place in the Library to work in a group when I need to   | 5.89       | 10   | 4.92        | 30   |
| When I am away from campus I can access the Library resources and services I need                             | 5.86       | 11   | 5.49        | 11   |
| Library staff are readily available to assist me  | 5.84       | 12   | 5.73        | 5    |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.77       | 13   | 5.11        | 24   |
| Find@HKUL is easy to use  | 5.75       | 14   | 5.39        | 14   |
| The Library website is easy to use  | 5.74       | 15   | 5.27        | 20   |
| The Library website provides useful information   | 5.69       | 16   | 5.28        | 19   |
| Library signage is clear  | 5.68       | 17   | 5.26        | 21   |
| The items I'm looking for on the Library shelves are usually there  | 5.65       | 18   | 5.13        | 23   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.63       | 19   | 5.66        | 6    |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.57       | 20   | 5.48        | 12   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.52       | 21   | 5.52        | 9    |
| Course specific resources (including short loans) meet my learning needs                                      | 5.52       | 22   | 5.30        | 18   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.47       | 23   | 5.06        | 28   |
| Face to face enquiry services meet my needs   | 5.44       | 24   | 5.60        | 7    |
| The Library anticipates my learning and research needs  | 5.44       | 25   | 5.26        | 22   |
| A computer is available when I need one   | 5.43       | 26   | 5.09        | 25   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.39       | 27   | 5.05        | 29   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.24       | 28   | 5.33        | 16   |
| I am informed about Library services  | 5.24       | 29   | 5.09        | 27   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 4.85       | 30   | 5.09        | 26   |

## The University of Hong Kong Library User Survey, November 2019

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

396 responses

|   | Performance |      | Importance |      |
|---|-------------|------|------------|------|
|   | Mean        | Rank | Mean       | Rank |
| Library staff treat me fairly and without discrimination  | 6.05        | 1    | 6.00       | 5    |
| Library staff are approachable and helpful  | 5.85        | 2    | 5.99       | 6    |
| Library staff provide accurate answers to my enquiries  | 5.83        | 3    | 5.91       | 9    |
| The Library is a good place to study  | 5.76        | 4    | 6.30       | 1    |
| Library staff are readily available to assist me  | 5.73        | 5    | 5.84       | 12   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.66        | 6    | 5.63       | 19   |
| Face to face enquiry services meet my needs   | 5.60        | 7    | 5.44       | 24   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.54        | 8    | 6.05       | 4    |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.52        | 9    | 5.52       | 21   |
| I can get wireless access in the Library when I need to   | 5.52        | 10   | 6.26       | 2    |
| When I am away from campus I can access the Library resources and services I need                             | 5.49        | 11   | 5.86       | 11   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.48        | 12   | 5.57       | 20   |
| Normal opening hours meet my needs  | 5.46        | 13   | 5.93       | 8    |
| Find@HKUL is easy to use  | 5.39        | 14   | 5.75       | 14   |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 5.38        | 15   | 5.95       | 7    |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.33        | 16   | 5.24       | 28   |
| I can find a quiet place in the Library to study when I need to   | 5.31        | 17   | 6.25       | 3    |
| Course specific resources (including short loans) meet my learning needs                                      | 5.30        | 18   | 5.52       | 22   |
| The Library website provides useful information   | 5.28        | 19   | 5.69       | 16   |
| The Library website is easy to use  | 5.27        | 20   | 5.74       | 15   |
| Library signage is clear  | 5.26        | 21   | 5.68       | 17   |
| The Library anticipates my learning and research needs  | 5.26        | 22   | 5.44       | 25   |
| The items I'm looking for on the Library shelves are usually there  | 5.13        | 23   | 5.65       | 18   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.11        | 24   | 5.77       | 13   |
| A computer is available when I need one   | 5.09        | 25   | 5.43       | 26   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 5.09        | 26   | 4.85       | 30   |
| I am informed about Library services  | 5.09        | 27   | 5.24       | 29   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.06        | 28   | 5.47       | 23   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.05        | 29   | 5.39       | 27   |
| I can find a place in the Library to work in a group when I need to   | 4.92        | 30   | 5.89       | 10   |

## The University of Hong Kong Library User Survey, November 2019

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

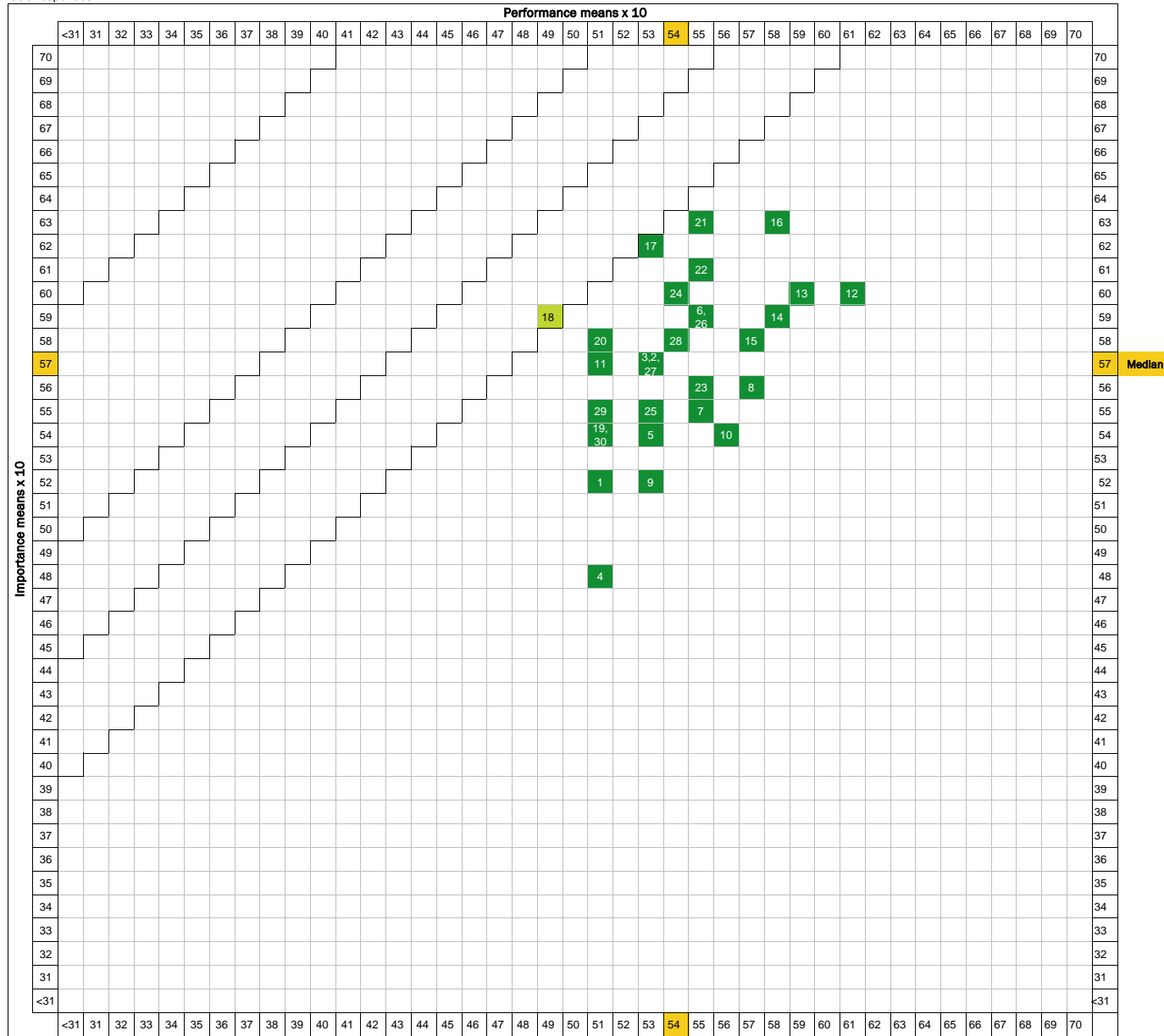
396 responses

|   | Gap   |      | Importance |      |
|---|-------|------|------------|------|
|   | Mean  | Rank | Mean       | Rank |
| I can find a place in the Library to work in a group when I need to   | 0.97  | 1    | 5.89       | 10   |
| I can find a quiet place in the Library to study when I need to   | 0.93  | 2    | 6.25       | 3    |
| I can get wireless access in the Library when I need to   | 0.75  | 3    | 6.26       | 2    |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 0.67  | 4    | 5.77       | 13   |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 0.57  | 5    | 5.95       | 7    |
| The Library is a good place to study  | 0.54  | 6    | 6.30       | 1    |
| The items I'm looking for on the Library shelves are usually there  | 0.52  | 7    | 5.65       | 18   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 0.51  | 8    | 6.05       | 4    |
| The Library website is easy to use  | 0.47  | 9    | 5.74       | 15   |
| Normal opening hours meet my needs  | 0.47  | 10   | 5.93       | 8    |
| The Library website provides useful information   | 0.42  | 11   | 5.69       | 16   |
| Library signage is clear  | 0.41  | 12   | 5.68       | 17   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 0.40  | 13   | 5.47       | 23   |
| When I am away from campus I can access the Library resources and services I need                             | 0.37  | 14   | 5.86       | 11   |
| Find@HKUL is easy to use  | 0.36  | 15   | 5.75       | 14   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 0.34  | 16   | 5.39       | 27   |
| A computer is available when I need one   | 0.33  | 17   | 5.43       | 26   |
| Course specific resources (including short loans) meet my learning needs                                      | 0.22  | 18   | 5.52       | 22   |
| The Library anticipates my learning and research needs  | 0.18  | 19   | 5.44       | 25   |
| I am informed about Library services  | 0.14  | 20   | 5.24       | 29   |
| Library staff are approachable and helpful  | 0.13  | 21   | 5.99       | 6    |
| Library staff are readily available to assist me  | 0.12  | 22   | 5.84       | 12   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 0.10  | 23   | 5.57       | 20   |
| Library staff provide accurate answers to my enquiries  | 0.08  | 24   | 5.91       | 9    |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 0.00  | 25   | 5.52       | 21   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | -0.03 | 26   | 5.63       | 19   |
| Library staff treat me fairly and without discrimination  | -0.06 | 27   | 6.00       | 5    |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | -0.08 | 28   | 5.24       | 28   |
| Face to face enquiry services meet my needs   | -0.16 | 29   | 5.44       | 24   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | -0.25 | 30   | 4.85       | 30   |

### The University of Hong Kong Library User Survey, November 2019

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

396 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 Normal 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 Find@HKUL is easy to use  |
| 29 Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    |
| 30 ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           |

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, November 2019

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

177 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                                  | 6.61 | Library staff treat me fairly and without discrimination                                     | 6.13 | I can find a place in the Library to work in a group when I need to                                 | 4.90 | I can find a quiet place in the Library to study when I need to                            | 1.22 |
| I can find a quiet place in the Library to study when I need to                          | 6.55 | Library staff are approachable and helpful   | 6.08 | ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials | 5.14 | I can find a place in the Library to work in a group when I need to                        | 1.10 |
| The Library is a good place to study   | 6.48 | Self Service (e.g. self check loans, requests, renewals, holds) meets my needs               | 6.05 | Library workshops, classes and tutorials help me with my learning and research needs                | 5.22 | Normal opening hours meet my needs   | 0.86 |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 6.45 | I can get wireless access in the Library when I need to                                      | 6.04 | Course specific resources are listed in ReadingList@HKUL and directly available via Moodle          | 5.25 | The Library is a good place to study   | 0.80 |
| When I am away from campus I can access the Library resources and services I need        | 6.39 | Library staff are readily available to assist me   | 6.04 | A computer is available when I need one   | 5.31 | Find@HKUL is easy to use   | 0.78 |
| Printing, scanning and photocopying facilities in the Library meet my needs              | 6.34 | Library staff provide accurate answers to my enquiries                                       | 5.97 | I can find a quiet place in the Library to study when I need to                                     | 5.32 | Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs   | 0.74 |
| Find@HKUL is easy to use   | 6.30 | When I am away from campus I can access the Library resources and services I need            | 5.87 | The Library anticipates my learning and research needs  | 5.37 | The items I'm looking for on the Library shelves are usually there                         | 0.74 |
| Library staff provide accurate answers to my enquiries                                   | 6.28 | Face to face enquiry services meet my needs  | 5.84 | The items I'm looking for on the Library shelves are usually there                                  | 5.37 | Printing, scanning and photocopying facilities in the Library meet my needs                | 0.71 |
| Normal opening hours meet my needs   | 6.26 | Books and articles I have requested from other libraries and campuses are delivered promptly | 5.83 | I am informed about Library services  | 5.39 | Course specific resources are listed in ReadingList@HKUL and directly available via Moodle | 0.62 |
| Library staff are approachable and helpful   | 6.25 | Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs     | 5.71 | Normal opening hours meet my needs  | 5.40 | Laptop facilities (e.g. desks, power) in the Library meet my needs                         | 0.61 |

## The University of Hong Kong Library User Survey, November 2019

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

177 responses

|   | Importance |      | Performance |      |
|---|------------|------|-------------|------|
|   | Mean       | Rank | Mean        | Rank |
| I can get wireless access in the Library when I need to   | 6.61       | 1    | 6.04        | 4    |
| I can find a quiet place in the Library to study when I need to   | 6.55       | 2    | 5.32        | 25   |
| The Library is a good place to study  | 6.48       | 3    | 5.69        | 11   |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 6.45       | 4    | 5.71        | 10   |
| When I am away from campus I can access the Library resources and services I need                             | 6.39       | 5    | 5.87        | 7    |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 6.34       | 6    | 5.63        | 14   |
| Find@HKUL is easy to use  | 6.30       | 7    | 5.52        | 19   |
| Library staff provide accurate answers to my enquiries  | 6.28       | 8    | 5.97        | 6    |
| Normal opening hours meet my needs  | 6.26       | 9    | 5.40        | 21   |
| Library staff are approachable and helpful  | 6.25       | 10   | 6.08        | 2    |
| Library staff are readily available to assist me  | 6.22       | 11   | 6.04        | 5    |
| The Library website is easy to use  | 6.21       | 12   | 5.63        | 13   |
| Library staff treat me fairly and without discrimination  | 6.18       | 13   | 6.13        | 1    |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 6.16       | 14   | 5.55        | 17   |
| The items I'm looking for on the Library shelves are usually there  | 6.10       | 15   | 5.37        | 23   |
| The Library website provides useful information   | 6.09       | 16   | 5.55        | 16   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 6.06       | 17   | 6.05        | 3    |
| Course specific resources (including short loans) meet my learning needs                                      | 6.05       | 18   | 5.51        | 20   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 6.04       | 19   | 5.83        | 9    |
| I can find a place in the Library to work in a group when I need to   | 6.01       | 20   | 4.90        | 30   |
| Library signage is clear  | 5.88       | 21   | 5.62        | 15   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.87       | 22   | 5.25        | 27   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.86       | 23   | 5.67        | 12   |
| Face to face enquiry services meet my needs   | 5.80       | 24   | 5.84        | 8    |
| I am informed about Library services  | 5.73       | 25   | 5.39        | 22   |
| The Library anticipates my learning and research needs  | 5.73       | 26   | 5.37        | 24   |
| A computer is available when I need one   | 5.62       | 27   | 5.31        | 26   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.60       | 28   | 5.14        | 29   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.53       | 29   | 5.52        | 18   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 5.09       | 30   | 5.22        | 28   |

## The University of Hong Kong Library User Survey, November 2019

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

177 responses

|   | Performance |      | Importance |      |
|---|-------------|------|------------|------|
|   | Mean        | Rank | Mean       | Rank |
| Library staff treat me fairly and without discrimination  | 6.13        | 1    | 6.18       | 13   |
| Library staff are approachable and helpful  | 6.08        | 2    | 6.25       | 10   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 6.05        | 3    | 6.06       | 17   |
| I can get wireless access in the Library when I need to   | 6.04        | 4    | 6.61       | 1    |
| Library staff are readily available to assist me  | 6.04        | 5    | 6.22       | 11   |
| Library staff provide accurate answers to my enquiries  | 5.97        | 6    | 6.28       | 8    |
| When I am away from campus I can access the Library resources and services I need                             | 5.87        | 7    | 6.39       | 5    |
| Face to face enquiry services meet my needs   | 5.84        | 8    | 5.80       | 24   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.83        | 9    | 6.04       | 19   |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 5.71        | 10   | 6.45       | 4    |
| The Library is a good place to study  | 5.69        | 11   | 6.48       | 3    |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.67        | 12   | 5.86       | 23   |
| The Library website is easy to use  | 5.63        | 13   | 6.21       | 12   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.63        | 14   | 6.34       | 6    |
| Library signage is clear  | 5.62        | 15   | 5.88       | 21   |
| The Library website provides useful information   | 5.55        | 16   | 6.09       | 16   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.55        | 17   | 6.16       | 14   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.52        | 18   | 5.53       | 29   |
| Find@HKUL is easy to use  | 5.52        | 19   | 6.30       | 7    |
| Course specific resources (including short loans) meet my learning needs                                      | 5.51        | 20   | 6.05       | 18   |
| Normal opening hours meet my needs  | 5.40        | 21   | 6.26       | 9    |
| I am informed about Library services  | 5.39        | 22   | 5.73       | 25   |
| The items I'm looking for on the Library shelves are usually there  | 5.37        | 23   | 6.10       | 15   |
| The Library anticipates my learning and research needs  | 5.37        | 24   | 5.73       | 26   |
| I can find a quiet place in the Library to study when I need to   | 5.32        | 25   | 6.55       | 2    |
| A computer is available when I need one   | 5.31        | 26   | 5.62       | 27   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.25        | 27   | 5.87       | 22   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 5.22        | 28   | 5.09       | 30   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.14        | 29   | 5.60       | 28   |
| I can find a place in the Library to work in a group when I need to   | 4.90        | 30   | 6.01       | 20   |

## The University of Hong Kong Library User Survey, November 2019

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

177 responses

|   | Gap   |      | Importance |      |
|---|-------|------|------------|------|
|   | Mean  | Rank | Mean       | Rank |
| I can find a quiet place in the Library to study when I need to   | 1.22  | 1    | 6.55       | 2    |
| I can find a place in the Library to work in a group when I need to   | 1.10  | 2    | 6.01       | 20   |
| Normal opening hours meet my needs  | 0.86  | 3    | 6.26       | 9    |
| The Library is a good place to study  | 0.80  | 4    | 6.48       | 3    |
| Find@HKUL is easy to use  | 0.78  | 5    | 6.30       | 7    |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 0.74  | 6    | 6.45       | 4    |
| The items I'm looking for on the Library shelves are usually there  | 0.74  | 7    | 6.10       | 15   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 0.71  | 8    | 6.34       | 6    |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 0.62  | 9    | 5.87       | 22   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 0.61  | 10   | 6.16       | 14   |
| The Library website is easy to use  | 0.59  | 11   | 6.21       | 12   |
| I can get wireless access in the Library when I need to   | 0.57  | 12   | 6.61       | 1    |
| The Library website provides useful information   | 0.54  | 13   | 6.09       | 16   |
| Course specific resources (including short loans) meet my learning needs                                      | 0.54  | 14   | 6.05       | 18   |
| When I am away from campus I can access the Library resources and services I need                             | 0.52  | 15   | 6.39       | 5    |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 0.46  | 16   | 5.60       | 28   |
| The Library anticipates my learning and research needs  | 0.36  | 17   | 5.73       | 26   |
| I am informed about Library services  | 0.34  | 18   | 5.73       | 25   |
| Library staff provide accurate answers to my enquiries  | 0.31  | 19   | 6.28       | 8    |
| A computer is available when I need one   | 0.31  | 20   | 5.62       | 27   |
| Library signage is clear  | 0.25  | 21   | 5.88       | 21   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 0.21  | 22   | 6.04       | 19   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 0.20  | 23   | 5.86       | 23   |
| Library staff are readily available to assist me  | 0.18  | 24   | 6.22       | 11   |
| Library staff are approachable and helpful  | 0.17  | 25   | 6.25       | 10   |
| Library staff treat me fairly and without discrimination  | 0.04  | 26   | 6.18       | 13   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 0.02  | 27   | 5.53       | 29   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 0.01  | 28   | 6.06       | 17   |
| Face to face enquiry services meet my needs   | -0.04 | 29   | 5.80       | 24   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | -0.12 | 30   | 5.09       | 30   |



## The University of Hong Kong Library User Survey, November 2019

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

631 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                                  | 6.35 | Library staff treat me fairly and without discrimination                                 | 6.10 | I am informed about Library services  | 5.19 | Printing, scanning and photocopying facilities in the Library meet my needs              | 0.77 |
| I can find a quiet place in the Library to study when I need to                          | 6.32 | Library staff are approachable and helpful   | 5.98 | Library workshops, classes and tutorials help me with my learning and research needs                | 5.21 | I can find a place in the Library to work in a group when I need to                      | 0.73 |
| The Library is a good place to study   | 6.27 | I can get wireless access in the Library when I need to                                  | 5.90 | A computer is available when I need one   | 5.23 | I can find a quiet place in the Library to study when I need to                          | 0.73 |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 6.20 | Library staff provide accurate answers to my enquiries                                   | 5.89 | I can find a place in the Library to work in a group when I need to                                 | 5.24 | Find@HKUL is easy to use   | 0.62 |
| Printing, scanning and photocopying facilities in the Library meet my needs              | 6.15 | Library staff are readily available to assist me   | 5.88 | ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials | 5.26 | The Library website is easy to use   | 0.53 |
| When I am away from campus I can access the Library resources and services I need        | 6.14 | Normal opening hours meet my needs   | 5.79 | Course specific resources are listed in ReadingList@HKUL and directly available via Moodle          | 5.32 | Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 0.50 |
| Find@HKUL is easy to use   | 6.10 | The Library is a good place to study   | 5.78 | The Library anticipates my learning and research needs  | 5.34 | A computer is available when I need one  | 0.49 |
| Library staff provide accurate answers to my enquiries                                   | 6.04 | When I am away from campus I can access the Library resources and services I need        | 5.71 | The items I'm looking for on the Library shelves are usually there                                  | 5.36 | The Library is a good place to study   | 0.49 |
| The Library website is easy to use   | 5.99 | Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 5.70 | Printing, scanning and photocopying facilities in the Library meet my needs                         | 5.38 | I can get wireless access in the Library when I need to                                  | 0.45 |
| Library staff are approachable and helpful   | 5.98 | Self Service (e.g. self check loans, requests, renewals, holds) meets my needs           | 5.69 | Library signage is clear  | 5.38 | Laptop facilities (e.g. desks, power) in the Library meet my needs                       | 0.44 |

## The University of Hong Kong Library User Survey, November 2019

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

631 responses

|   | Importance |      | Performance |      |
|---|------------|------|-------------|------|
|   | Mean       | Rank | Mean        | Rank |
| I can get wireless access in the Library when I need to   | 6.35       | 1    | 5.90        | 3    |
| I can find a quiet place in the Library to study when I need to   | 6.32       | 2    | 5.59        | 13   |
| The Library is a good place to study  | 6.27       | 3    | 5.78        | 7    |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 6.20       | 4    | 5.70        | 9    |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 6.15       | 5    | 5.38        | 22   |
| When I am away from campus I can access the Library resources and services I need                             | 6.14       | 6    | 5.71        | 8    |
| Find@HKUL is easy to use  | 6.10       | 7    | 5.49        | 16   |
| Library staff provide accurate answers to my enquiries  | 6.04       | 8    | 5.89        | 4    |
| The Library website is easy to use  | 5.99       | 9    | 5.47        | 19   |
| Library staff are approachable and helpful  | 5.98       | 10   | 5.98        | 2    |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.98       | 11   | 5.54        | 15   |
| I can find a place in the Library to work in a group when I need to   | 5.97       | 12   | 5.24        | 27   |
| Library staff treat me fairly and without discrimination  | 5.96       | 13   | 6.10        | 1    |
| Normal opening hours meet my needs  | 5.96       | 14   | 5.79        | 6    |
| Library staff are readily available to assist me  | 5.94       | 15   | 5.88        | 5    |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.77       | 16   | 5.59        | 12   |
| The Library website provides useful information   | 5.74       | 17   | 5.41        | 20   |
| A computer is available when I need one   | 5.72       | 18   | 5.23        | 28   |
| The items I'm looking for on the Library shelves are usually there  | 5.71       | 19   | 5.36        | 23   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.71       | 20   | 5.48        | 17   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.71       | 21   | 5.69        | 10   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.65       | 22   | 5.56        | 14   |
| The Library anticipates my learning and research needs  | 5.61       | 23   | 5.34        | 24   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.59       | 24   | 5.32        | 25   |
| Library signage is clear  | 5.55       | 25   | 5.38        | 21   |
| Face to face enquiry services meet my needs   | 5.51       | 26   | 5.63        | 11   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.44       | 27   | 5.26        | 26   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.42       | 28   | 5.47        | 18   |
| I am informed about Library services  | 5.27       | 29   | 5.19        | 30   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 5.12       | 30   | 5.21        | 29   |

## The University of Hong Kong Library User Survey, November 2019

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

631 responses

|   | Performance |      | Importance |      |
|---|-------------|------|------------|------|
|   | Mean        | Rank | Mean       | Rank |
| Library staff treat me fairly and without discrimination  | 6.10        | 1    | 5.96       | 13   |
| Library staff are approachable and helpful  | 5.98        | 2    | 5.98       | 10   |
| I can get wireless access in the Library when I need to   | 5.90        | 3    | 6.35       | 1    |
| Library staff provide accurate answers to my enquiries  | 5.89        | 4    | 6.04       | 8    |
| Library staff are readily available to assist me  | 5.88        | 5    | 5.94       | 15   |
| Normal opening hours meet my needs  | 5.79        | 6    | 5.96       | 14   |
| The Library is a good place to study  | 5.78        | 7    | 6.27       | 3    |
| When I am away from campus I can access the Library resources and services I need                             | 5.71        | 8    | 6.14       | 6    |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 5.70        | 9    | 6.20       | 4    |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.69        | 10   | 5.71       | 21   |
| Face to face enquiry services meet my needs   | 5.63        | 11   | 5.51       | 26   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.59        | 12   | 5.77       | 16   |
| I can find a quiet place in the Library to study when I need to   | 5.59        | 13   | 6.32       | 2    |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.56        | 14   | 5.65       | 22   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.54        | 15   | 5.98       | 11   |
| Find@HKUL is easy to use  | 5.49        | 16   | 6.10       | 7    |
| Course specific resources (including short loans) meet my learning needs                                      | 5.48        | 17   | 5.71       | 20   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.47        | 18   | 5.42       | 28   |
| The Library website is easy to use  | 5.47        | 19   | 5.99       | 9    |
| The Library website provides useful information   | 5.41        | 20   | 5.74       | 17   |
| Library signage is clear  | 5.38        | 21   | 5.55       | 25   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.38        | 22   | 6.15       | 5    |
| The items I'm looking for on the Library shelves are usually there  | 5.36        | 23   | 5.71       | 19   |
| The Library anticipates my learning and research needs  | 5.34        | 24   | 5.61       | 23   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.32        | 25   | 5.59       | 24   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.26        | 26   | 5.44       | 27   |
| I can find a place in the Library to work in a group when I need to   | 5.24        | 27   | 5.97       | 12   |
| A computer is available when I need one   | 5.23        | 28   | 5.72       | 18   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 5.21        | 29   | 5.12       | 30   |
| I am informed about Library services  | 5.19        | 30   | 5.27       | 29   |



## The University of Hong Kong Library User Survey, November 2019

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

631 responses

|   | Gap   |      | Importance |      |
|---|-------|------|------------|------|
|   | Mean  | Rank | Mean       | Rank |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 0.77  | 1    | 6.15       | 5    |
| I can find a place in the Library to work in a group when I need to   | 0.73  | 2    | 5.97       | 12   |
| I can find a quiet place in the Library to study when I need to   | 0.73  | 3    | 6.32       | 2    |
| Find@HKUL is easy to use  | 0.62  | 4    | 6.10       | 7    |
| The Library website is easy to use  | 0.53  | 5    | 5.99       | 9    |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 0.50  | 6    | 6.20       | 4    |
| A computer is available when I need one   | 0.49  | 7    | 5.72       | 18   |
| The Library is a good place to study  | 0.49  | 8    | 6.27       | 3    |
| I can get wireless access in the Library when I need to   | 0.45  | 9    | 6.35       | 1    |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 0.44  | 10   | 5.98       | 11   |
| When I am away from campus I can access the Library resources and services I need                             | 0.43  | 11   | 6.14       | 6    |
| The items I'm looking for on the Library shelves are usually there  | 0.35  | 12   | 5.71       | 19   |
| The Library website provides useful information   | 0.33  | 13   | 5.74       | 17   |
| The Library anticipates my learning and research needs  | 0.28  | 14   | 5.61       | 23   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 0.27  | 15   | 5.59       | 24   |
| Course specific resources (including short loans) meet my learning needs                                      | 0.23  | 16   | 5.71       | 20   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 0.18  | 17   | 5.44       | 27   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 0.18  | 18   | 5.77       | 16   |
| Library signage is clear  | 0.17  | 19   | 5.55       | 25   |
| Normal opening hours meet my needs  | 0.17  | 20   | 5.96       | 14   |
| Library staff provide accurate answers to my enquiries  | 0.15  | 21   | 6.04       | 8    |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 0.09  | 22   | 5.65       | 22   |
| I am informed about Library services  | 0.08  | 23   | 5.27       | 29   |
| Library staff are readily available to assist me  | 0.07  | 24   | 5.94       | 15   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 0.02  | 25   | 5.71       | 21   |
| Library staff are approachable and helpful  | 0.00  | 26   | 5.98       | 10   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | -0.05 | 27   | 5.42       | 28   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | -0.09 | 28   | 5.12       | 30   |
| Face to face enquiry services meet my needs   | -0.11 | 29   | 5.51       | 26   |
| Library staff treat me fairly and without discrimination  | -0.14 | 30   | 5.96       | 13   |



## The University of Hong Kong Library User Survey, November 2019

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

427 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   | 6.31 | Library staff treat me fairly and without discrimination                                     | 5.90 | I can find a place in the Library to work in a group when I need to                                 | 4.94 | I can find a quiet place in the Library to study when I need to                          | 1.04 |
| I can find a quiet place in the Library to study when I need to                          | 6.30 | Library staff are approachable and helpful   | 5.79 | A computer is available when I need one   | 4.95 | I can find a place in the Library to work in a group when I need to                      | 0.95 |
| I can get wireless access in the Library when I need to                                  | 6.29 | Library staff provide accurate answers to my enquiries                                       | 5.72 | Library workshops, classes and tutorials help me with my learning and research needs                | 5.01 | Laptop facilities (e.g. desks, power) in the Library meet my needs                       | 0.81 |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 6.11 | The Library is a good place to study   | 5.72 | ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials | 5.02 | Find@HKUL is easy to use   | 0.69 |
| Printing, scanning and photocopying facilities in the Library meet my needs              | 6.09 | Library staff are readily available to assist me   | 5.70 | I am informed about Library services  | 5.05 | I can get wireless access in the Library when I need to                                  | 0.66 |
| Normal opening hours meet my needs   | 6.00 | Self Service (e.g. self check loans, requests, renewals, holds) meets my needs               | 5.64 | Course specific resources are listed in ReadingList@HKUL and directly available via Moodle          | 5.09 | The Library website is easy to use   | 0.65 |
| Laptop facilities (e.g. desks, power) in the Library meet my needs                       | 5.97 | I can get wireless access in the Library when I need to                                      | 5.64 | The items I'm looking for on the Library shelves are usually there                                  | 5.13 | A computer is available when I need one  | 0.61 |
| Find@HKUL is easy to use   | 5.96 | When I am away from campus I can access the Library resources and services I need            | 5.62 | Laptop facilities (e.g. desks, power) in the Library meet my needs                                  | 5.16 | Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 0.61 |
| Library staff provide accurate answers to my enquiries                                   | 5.94 | Printing, scanning and photocopying facilities in the Library meet my needs                  | 5.59 | Library signage is clear  | 5.17 | The Library is a good place to study   | 0.59 |
| The Library website is easy to use   | 5.91 | Books and articles I have requested from other libraries and campuses are delivered promptly | 5.54 | The Library website provides useful information   | 5.17 | The items I'm looking for on the Library shelves are usually there                       | 0.56 |

## The University of Hong Kong Library User Survey, November 2019

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

427 responses

|   | Importance |      | Performance |      |
|---|------------|------|-------------|------|
|   | Mean       | Rank | Mean        | Rank |
| The Library is a good place to study  | 6.31       | 1    | 5.72        | 4    |
| I can find a quiet place in the Library to study when I need to   | 6.30       | 2    | 5.26        | 18   |
| I can get wireless access in the Library when I need to   | 6.29       | 3    | 5.64        | 7    |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 6.11       | 4    | 5.50        | 12   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 6.09       | 5    | 5.59        | 9    |
| Normal opening hours meet my needs  | 6.00       | 6    | 5.54        | 11   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.97       | 7    | 5.16        | 23   |
| Find@HKUL is easy to use  | 5.96       | 8    | 5.27        | 17   |
| Library staff provide accurate answers to my enquiries  | 5.94       | 9    | 5.72        | 3    |
| The Library website is easy to use  | 5.91       | 10   | 5.26        | 19   |
| Library staff treat me fairly and without discrimination  | 5.89       | 11   | 5.90        | 1    |
| When I am away from campus I can access the Library resources and services I need                             | 5.89       | 12   | 5.62        | 8    |
| I can find a place in the Library to work in a group when I need to   | 5.89       | 13   | 4.94        | 30   |
| Library staff are approachable and helpful  | 5.88       | 14   | 5.79        | 2    |
| Library staff are readily available to assist me  | 5.83       | 15   | 5.70        | 5    |
| The items I'm looking for on the Library shelves are usually there  | 5.69       | 16   | 5.13        | 24   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.68       | 17   | 5.64        | 6    |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.62       | 18   | 5.54        | 10   |
| The Library website provides useful information   | 5.62       | 19   | 5.17        | 21   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.62       | 19   | 5.31        | 16   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.58       | 21   | 5.44        | 13   |
| Library signage is clear  | 5.58       | 22   | 5.17        | 22   |
| A computer is available when I need one   | 5.56       | 23   | 4.95        | 29   |
| The Library anticipates my learning and research needs  | 5.55       | 24   | 5.21        | 20   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.54       | 25   | 5.02        | 27   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.51       | 26   | 5.09        | 25   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.39       | 27   | 5.36        | 15   |
| Face to face enquiry services meet my needs   | 5.32       | 28   | 5.40        | 14   |
| I am informed about Library services  | 5.22       | 29   | 5.05        | 26   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 4.81       | 30   | 5.01        | 28   |

## The University of Hong Kong Library User Survey, November 2019

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

427 responses

|   | Performance |      | Importance |      |
|---|-------------|------|------------|------|
|   | Mean        | Rank | Mean       | Rank |
| Library staff treat me fairly and without discrimination  | 5.90        | 1    | 5.89       | 11   |
| Library staff are approachable and helpful  | 5.79        | 2    | 5.88       | 14   |
| Library staff provide accurate answers to my enquiries  | 5.72        | 3    | 5.94       | 9    |
| The Library is a good place to study  | 5.72        | 4    | 6.31       | 1    |
| Library staff are readily available to assist me  | 5.70        | 5    | 5.83       | 15   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.64        | 6    | 5.68       | 17   |
| I can get wireless access in the Library when I need to   | 5.64        | 7    | 6.29       | 3    |
| When I am away from campus I can access the Library resources and services I need                             | 5.62        | 8    | 5.89       | 12   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.59        | 9    | 6.09       | 5    |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.54        | 10   | 5.62       | 18   |
| Normal opening hours meet my needs  | 5.54        | 11   | 6.00       | 6    |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 5.50        | 12   | 6.11       | 4    |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.44        | 13   | 5.58       | 21   |
| Face to face enquiry services meet my needs   | 5.40        | 14   | 5.32       | 28   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.36        | 15   | 5.39       | 27   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.31        | 16   | 5.62       | 19   |
| Find@HKUL is easy to use  | 5.27        | 17   | 5.96       | 8    |
| I can find a quiet place in the Library to study when I need to   | 5.26        | 18   | 6.30       | 2    |
| The Library website is easy to use  | 5.26        | 19   | 5.91       | 10   |
| The Library anticipates my learning and research needs  | 5.21        | 20   | 5.55       | 24   |
| The Library website provides useful information   | 5.17        | 21   | 5.62       | 19   |
| Library signage is clear  | 5.17        | 22   | 5.58       | 22   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.16        | 23   | 5.97       | 7    |
| The items I'm looking for on the Library shelves are usually there  | 5.13        | 24   | 5.69       | 16   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.09        | 25   | 5.51       | 26   |
| I am informed about Library services  | 5.05        | 26   | 5.22       | 29   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.02        | 27   | 5.54       | 25   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 5.01        | 28   | 4.81       | 30   |
| A computer is available when I need one   | 4.95        | 29   | 5.56       | 23   |
| I can find a place in the Library to work in a group when I need to   | 4.94        | 30   | 5.89       | 13   |

## The University of Hong Kong Library User Survey, November 2019

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

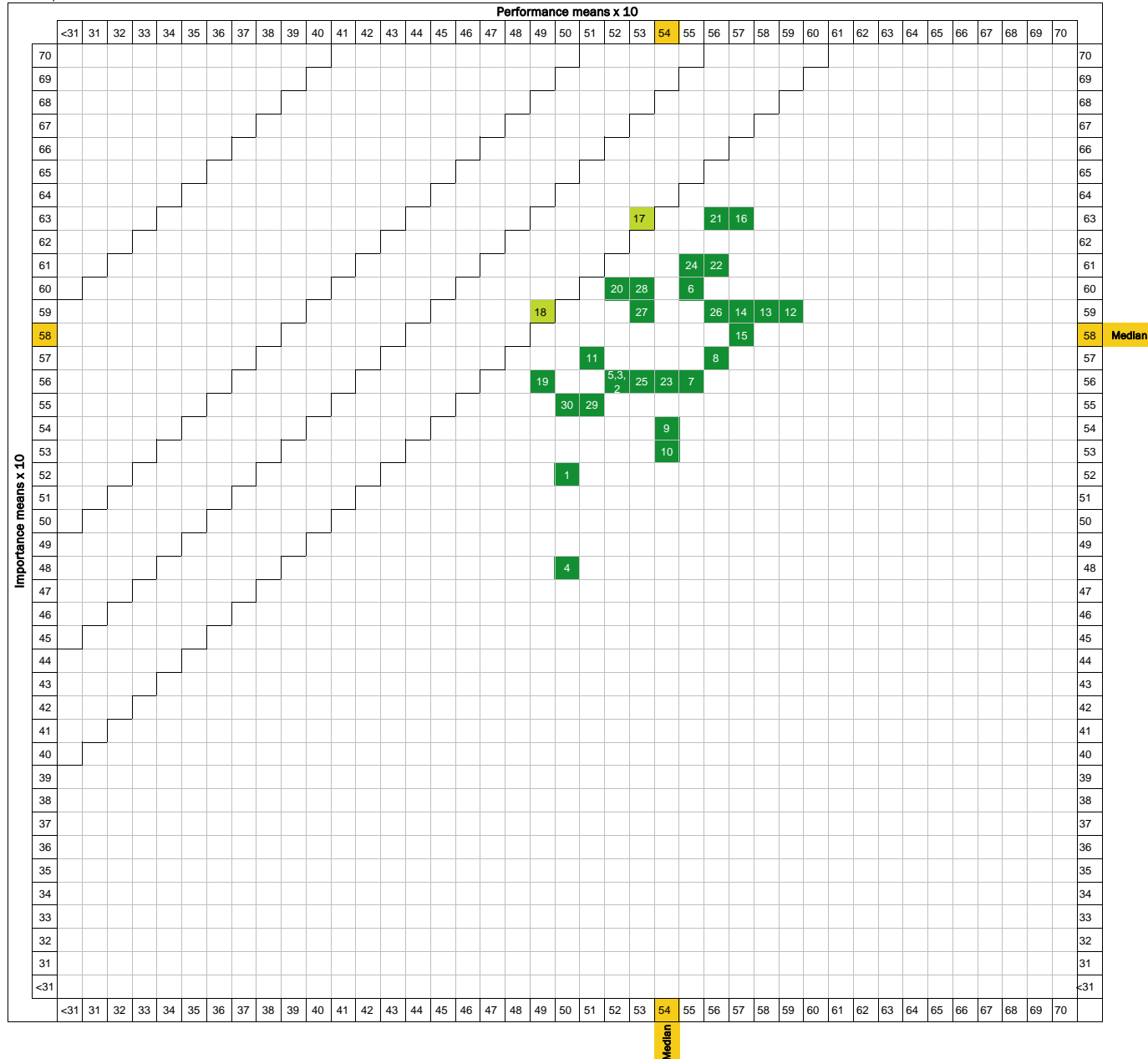
427 responses

|   | Gap   |      | Importance |      |
|---|-------|------|------------|------|
|   | Mean  | Rank | Mean       | Rank |
| I can find a quiet place in the Library to study when I need to   | 1.04  | 1    | 6.30       | 2    |
| I can find a place in the Library to work in a group when I need to   | 0.95  | 2    | 5.89       | 13   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 0.81  | 3    | 5.97       | 7    |
| Find@HKUL is easy to use  | 0.69  | 4    | 5.96       | 8    |
| I can get wireless access in the Library when I need to   | 0.66  | 5    | 6.29       | 3    |
| The Library website is easy to use  | 0.65  | 6    | 5.91       | 10   |
| A computer is available when I need one   | 0.61  | 7    | 5.56       | 23   |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 0.61  | 8    | 6.11       | 4    |
| The Library is a good place to study  | 0.59  | 9    | 6.31       | 1    |
| The items I'm looking for on the Library shelves are usually there  | 0.56  | 10   | 5.69       | 16   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 0.52  | 11   | 5.54       | 25   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 0.50  | 12   | 6.09       | 5    |
| Normal opening hours meet my needs  | 0.46  | 13   | 6.00       | 6    |
| The Library website provides useful information   | 0.45  | 14   | 5.62       | 19   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 0.42  | 15   | 5.51       | 26   |
| Library signage is clear  | 0.40  | 16   | 5.58       | 22   |
| The Library anticipates my learning and research needs  | 0.34  | 17   | 5.55       | 24   |
| Course specific resources (including short loans) meet my learning needs                                      | 0.31  | 18   | 5.62       | 19   |
| When I am away from campus I can access the Library resources and services I need                             | 0.27  | 19   | 5.89       | 12   |
| Library staff provide accurate answers to my enquiries  | 0.22  | 20   | 5.94       | 9    |
| I am informed about Library services  | 0.17  | 21   | 5.22       | 29   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 0.14  | 22   | 5.58       | 21   |
| Library staff are readily available to assist me  | 0.13  | 23   | 5.83       | 15   |
| Library staff are approachable and helpful  | 0.09  | 24   | 5.88       | 14   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 0.08  | 25   | 5.62       | 18   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 0.04  | 26   | 5.68       | 17   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 0.02  | 27   | 5.39       | 27   |
| Library staff treat me fairly and without discrimination  | 0.00  | 28   | 5.89       | 11   |
| Face to face enquiry services meet my needs   | -0.07 | 29   | 5.32       | 28   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | -0.20 | 30   | 4.81       | 30   |

### The University of Hong Kong Library User Survey, November 2019

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

427 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 Normal 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 Find@HKUL is easy to use  |
| 29 Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    |
| 30 ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           |

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, November 2019

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

302 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 | 6.34 | Library staff treat me fairly and without discrimination                                     | 6.13 | ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials | 4.80 | I can find a quiet place in the Library to study when I need to                                     | 1.02 |
| I can get wireless access in the Library when I need to                                  | 6.25 | Library staff are approachable and helpful   | 5.95 | Course specific resources are listed in ReadingList@HKUL and directly available via Moodle          | 4.84 | Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs            | 0.93 |
| When I am away from campus I can access the Library resources and services I need        | 6.21 | Library staff provide accurate answers to my enquiries                                       | 5.82 | I can find a place in the Library to work in a group when I need to                                 | 4.93 | I can find a place in the Library to work in a group when I need to                                 | 0.89 |
| Find@HKUL is easy to use   | 6.18 | Library staff are readily available to assist me   | 5.80 | The items I'm looking for on the Library shelves are usually there                                  | 5.05 | 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                          | 6.14 | I can get wireless access in the Library when I need to                                      | 5.77 | A computer is available when I need one   | 5.06 | Find@HKUL is easy to use  | 0.82 |
| Library staff are approachable and helpful   | 6.10 | When I am away from campus I can access the Library resources and services I need            | 5.63 | Library workshops, classes and tutorials help me with my learning and research needs                | 5.10 | The Library website is easy to use  | 0.77 |
| The Library is a good place to study   | 6.10 | Self Service (e.g. self check loans, requests, renewals, holds) meets my needs               | 5.63 | I can find a quiet place in the Library to study when I need to                                     | 5.12 | ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials | 0.74 |
| Library staff provide accurate answers to my enquiries                                   | 6.10 | Normal opening hours meet my needs   | 5.54 | Course specific resources (including short loans) meet my learning needs                            | 5.13 | Printing, scanning and photocopying facilities in the Library meet my needs                         | 0.71 |
| Library staff treat me fairly and without discrimination                                 | 6.08 | The Library is a good place to study   | 5.52 | I am informed about Library services  | 5.17 | Course specific resources are listed in ReadingList@HKUL and directly available via Moodle          | 0.71 |
| The Library website is easy to use   | 6.06 | Books and articles I have requested from other libraries and campuses are delivered promptly | 5.51 | The Library anticipates my learning and research needs  | 5.18 | Course specific resources (including short loans) meet my learning needs                            | 0.69 |



## The University of Hong Kong Library User Survey, November 2019

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

302 responses

|   | Importance |      | Performance |      |
|---|------------|------|-------------|------|
|   | Mean       | Rank | Mean        | Rank |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 6.34       | 1    | 5.40        | 13   |
| I can get wireless access in the Library when I need to   | 6.25       | 2    | 5.77        | 5    |
| When I am away from campus I can access the Library resources and services I need                             | 6.21       | 3    | 5.63        | 6    |
| Find@HKUL is easy to use  | 6.18       | 4    | 5.35        | 14   |
| I can find a quiet place in the Library to study when I need to   | 6.14       | 5    | 5.12        | 24   |
| Library staff are approachable and helpful  | 6.10       | 6    | 5.95        | 2    |
| The Library is a good place to study  | 6.10       | 7    | 5.52        | 9    |
| Library staff provide accurate answers to my enquiries  | 6.10       | 8    | 5.82        | 3    |
| Library staff treat me fairly and without discrimination  | 6.08       | 9    | 6.13        | 1    |
| The Library website is easy to use  | 6.06       | 10   | 5.29        | 17   |
| Library staff are readily available to assist me  | 5.99       | 11   | 5.80        | 4    |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.98       | 12   | 5.27        | 18   |
| Normal opening hours meet my needs  | 5.96       | 13   | 5.54        | 8    |
| The Library website provides useful information   | 5.95       | 14   | 5.32        | 16   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.91       | 15   | 5.25        | 19   |
| The items I'm looking for on the Library shelves are usually there  | 5.91       | 16   | 5.05        | 27   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.86       | 17   | 5.51        | 10   |
| I can find a place in the Library to work in a group when I need to   | 5.83       | 18   | 4.93        | 28   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.82       | 19   | 5.13        | 23   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.81       | 20   | 5.33        | 15   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.80       | 21   | 5.63        | 7    |
| Library signage is clear  | 5.68       | 22   | 5.21        | 20   |
| The Library anticipates my learning and research needs  | 5.62       | 23   | 5.18        | 21   |
| A computer is available when I need one   | 5.58       | 24   | 5.06        | 26   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.56       | 25   | 5.45        | 11   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.55       | 26   | 4.84        | 29   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.54       | 27   | 4.80        | 30   |
| I am informed about Library services  | 5.45       | 28   | 5.17        | 22   |
| Face to face enquiry services meet my needs   | 5.45       | 29   | 5.44        | 12   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 5.23       | 30   | 5.10        | 25   |

## The University of Hong Kong Library User Survey, November 2019

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

302 responses

|   | Performance |      | Importance |      |
|---|-------------|------|------------|------|
|   | Mean        | Rank | Mean       | Rank |
| Library staff treat me fairly and without discrimination  | 6.13        | 1    | 6.08       | 9    |
| Library staff are approachable and helpful  | 5.95        | 2    | 6.10       | 6    |
| Library staff provide accurate answers to my enquiries  | 5.82        | 3    | 6.10       | 8    |
| Library staff are readily available to assist me  | 5.80        | 4    | 5.99       | 11   |
| I can get wireless access in the Library when I need to   | 5.77        | 5    | 6.25       | 2    |
| When I am away from campus I can access the Library resources and services I need                             | 5.63        | 6    | 6.21       | 3    |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.63        | 7    | 5.80       | 21   |
| Normal opening hours meet my needs  | 5.54        | 8    | 5.96       | 13   |
| The Library is a good place to study  | 5.52        | 9    | 6.10       | 7    |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.51        | 10   | 5.86       | 17   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.45        | 11   | 5.56       | 25   |
| Face to face enquiry services meet my needs   | 5.44        | 12   | 5.45       | 29   |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 5.40        | 13   | 6.34       | 1    |
| Find@HKUL is easy to use  | 5.35        | 14   | 6.18       | 4    |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.33        | 15   | 5.81       | 20   |
| The Library website provides useful information   | 5.32        | 16   | 5.95       | 14   |
| The Library website is easy to use  | 5.29        | 17   | 6.06       | 10   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.27        | 18   | 5.98       | 12   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.25        | 19   | 5.91       | 15   |
| Library signage is clear  | 5.21        | 20   | 5.68       | 22   |
| The Library anticipates my learning and research needs  | 5.18        | 21   | 5.62       | 23   |
| I am informed about Library services  | 5.17        | 22   | 5.45       | 28   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.13        | 23   | 5.82       | 19   |
| I can find a quiet place in the Library to study when I need to   | 5.12        | 24   | 6.14       | 5    |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 5.10        | 25   | 5.23       | 30   |
| A computer is available when I need one   | 5.06        | 26   | 5.58       | 24   |
| The items I'm looking for on the Library shelves are usually there  | 5.05        | 27   | 5.91       | 16   |
| I can find a place in the Library to work in a group when I need to   | 4.93        | 28   | 5.83       | 18   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 4.84        | 29   | 5.55       | 26   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 4.80        | 30   | 5.54       | 27   |

## The University of Hong Kong Library User Survey, November 2019

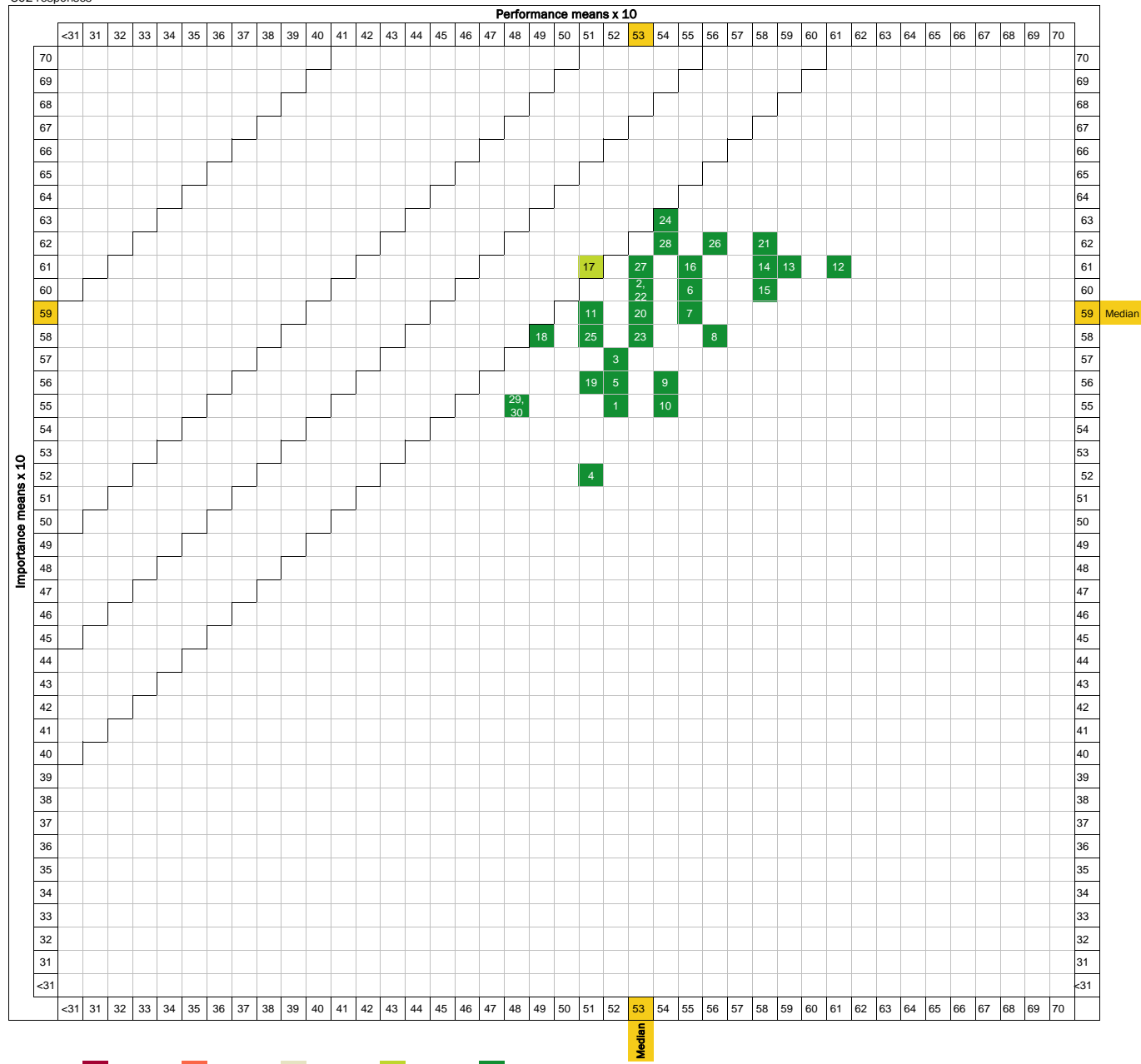
Mean gap scores — Which category describes you? - HKU current staff or student - Social Sciences

302 responses

|   | Gap   |      | Importance |      |
|---|-------|------|------------|------|
|   | Mean  | Rank | Mean       | Rank |
| I can find a quiet place in the Library to study when I need to   | 1.02  | 1    | 6.14       | 5    |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 0.93  | 2    | 6.34       | 1    |
| I can find a place in the Library to work in a group when I need to   | 0.89  | 3    | 5.83       | 18   |
| The items I'm looking for on the Library shelves are usually there  | 0.86  | 4    | 5.91       | 16   |
| Find@HKUL is easy to use  | 0.82  | 5    | 6.18       | 4    |
| The Library website is easy to use  | 0.77  | 6    | 6.06       | 10   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 0.74  | 7    | 5.54       | 27   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 0.71  | 8    | 5.98       | 12   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 0.71  | 9    | 5.55       | 26   |
| Course specific resources (including short loans) meet my learning needs                                      | 0.69  | 10   | 5.82       | 19   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 0.66  | 11   | 5.91       | 15   |
| The Library website provides useful information   | 0.63  | 12   | 5.95       | 14   |
| The Library is a good place to study  | 0.58  | 13   | 6.10       | 7    |
| When I am away from campus I can access the Library resources and services I need                             | 0.57  | 14   | 6.21       | 3    |
| A computer is available when I need one   | 0.52  | 15   | 5.58       | 24   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 0.48  | 16   | 5.81       | 20   |
| I can get wireless access in the Library when I need to   | 0.47  | 17   | 6.25       | 2    |
| Library signage is clear  | 0.47  | 18   | 5.68       | 22   |
| The Library anticipates my learning and research needs  | 0.45  | 19   | 5.62       | 23   |
| Normal opening hours meet my needs  | 0.42  | 20   | 5.96       | 13   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 0.35  | 21   | 5.86       | 17   |
| I am informed about Library services  | 0.29  | 22   | 5.45       | 28   |
| Library staff provide accurate answers to my enquiries  | 0.28  | 23   | 6.10       | 8    |
| Library staff are readily available to assist me  | 0.19  | 24   | 5.99       | 11   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 0.17  | 25   | 5.80       | 21   |
| Library staff are approachable and helpful  | 0.15  | 26   | 6.10       | 6    |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 0.13  | 27   | 5.23       | 30   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 0.11  | 28   | 5.56       | 25   |
| Face to face enquiry services meet my needs   | 0.01  | 29   | 5.45       | 29   |
| Library staff treat me fairly and without discrimination  | -0.05 | 30   | 6.08       | 9    |

The University of Hong Kong Library User Survey, November 2019

Best practice categories gap grid – Which category describes you? - HKU current staff or student - Social Sciences  
302 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 Normal 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 Find@HKUL is easy to use  |
| 29 Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    |
| 30 ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           |

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

### The University of Hong Kong Library User Survey, November 2019

Top 10 factors – Which category describes you? - HKU current staff or student - Other  
133 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                        | 6.18 | Library staff treat me fairly and without discrimination                                     | 5.68 | Library workshops, classes and tutorials help me with my learning and research needs                | 4.90 | Library signage is clear  | 0.81 |
| The Library is a good place to study   | 6.13 | Library staff provide accurate answers to my enquiries                                       | 5.66 | Library signage is clear  | 4.92 | The items I'm looking for on the Library shelves are usually there  | 0.78 |
| Library staff provide accurate answers to my enquiries                         | 6.03 | Normal opening hours meet my needs   | 5.60 | I can find a place in the Library to work in a group when I need to                                 | 4.97 | The Library website is easy to use                                  | 0.74 |
| Library staff treat me fairly and without discrimination                       | 5.99 | Library staff are approachable and helpful   | 5.58 | I am informed about Library services  | 4.98 | Find@HKUL is easy to use  | 0.72 |
| 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   | 5.52 | The Library website provides useful information   | 5.00 | I can get wireless access in the Library when I need to             | 0.68 |
| Library staff are approachable and helpful                                     | 5.97 | I can get wireless access in the Library when I need to                                      | 5.50 | ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials | 5.03 | The Library website provides useful information                     | 0.64 |
| Library staff are readily available to assist me                               | 5.92 | Self Service (e.g. self check loans, requests, renewals, holds) meets my needs               | 5.49 | Find@HKUL is easy to use  | 5.06 | A computer is available when I need one                             | 0.60 |
| The items I'm looking for on the Library shelves are usually there             | 5.88 | Library staff are readily available to assist me   | 5.48 | Course specific resources are listed in ReadingList@HKUL and directly available via Moodle          | 5.06 | The Library is a good place to study                                | 0.60 |
| The Library website is easy to use   | 5.84 | I can find a quiet place in the Library to study when I need to                              | 5.41 | The Library anticipates my learning and research needs  | 5.07 | I can find a place in the Library to work in a group when I need to | 0.60 |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs | 5.83 | Books and articles I have requested from other libraries and campuses are delivered promptly | 5.38 | A computer is available when I need one   | 5.08 | I can find a quiet place in the Library to study when I need to     | 0.57 |

## The University of Hong Kong Library User Survey, November 2019

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

133 responses

|   | Importance |      | Performance |      |
|---|------------|------|-------------|------|
|   | Mean       | Rank | Mean        | Rank |
| I can get wireless access in the Library when I need to   | 6.18       | 1    | 5.50        | 6    |
| The Library is a good place to study  | 6.13       | 2    | 5.52        | 5    |
| Library staff provide accurate answers to my enquiries  | 6.03       | 3    | 5.66        | 2    |
| Library staff treat me fairly and without discrimination  | 5.99       | 4    | 5.68        | 1    |
| I can find a quiet place in the Library to study when I need to   | 5.98       | 5    | 5.41        | 9    |
| Library staff are approachable and helpful  | 5.97       | 6    | 5.58        | 4    |
| Library staff are readily available to assist me  | 5.92       | 7    | 5.48        | 8    |
| The items I'm looking for on the Library shelves are usually there  | 5.88       | 8    | 5.10        | 19   |
| The Library website is easy to use  | 5.84       | 9    | 5.10        | 19   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.83       | 10   | 5.49        | 7    |
| Normal opening hours meet my needs  | 5.80       | 11   | 5.60        | 3    |
| When I am away from campus I can access the Library resources and services I need                             | 5.80       | 12   | 5.36        | 11   |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 5.79       | 13   | 5.33        | 13   |
| Find@HKUL is easy to use  | 5.78       | 14   | 5.06        | 24   |
| Library signage is clear  | 5.73       | 15   | 4.92        | 29   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.70       | 16   | 5.30        | 14   |
| A computer is available when I need one   | 5.68       | 17   | 5.08        | 21   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.66       | 18   | 5.23        | 15   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.66       | 19   | 5.20        | 16   |
| The Library website provides useful information   | 5.64       | 20   | 5.00        | 26   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.59       | 21   | 5.38        | 10   |
| I can find a place in the Library to work in a group when I need to   | 5.57       | 22   | 4.97        | 28   |
| Face to face enquiry services meet my needs   | 5.53       | 23   | 5.35        | 12   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.47       | 24   | 5.16        | 17   |
| I am informed about Library services  | 5.42       | 25   | 4.98        | 27   |
| The Library anticipates my learning and research needs  | 5.37       | 26   | 5.07        | 22   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.31       | 27   | 5.15        | 18   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.22       | 28   | 5.06        | 23   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.22       | 29   | 5.03        | 25   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 5.05       | 30   | 4.90        | 30   |

## The University of Hong Kong Library User Survey, November 2019

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

133 responses

|   | Performance |      | Importance |      |
|---|-------------|------|------------|------|
|   | Mean        | Rank | Mean       | Rank |
| Library staff treat me fairly and without discrimination  | 5.68        | 1    | 5.99       | 4    |
| Library staff provide accurate answers to my enquiries  | 5.66        | 2    | 6.03       | 3    |
| Normal opening hours meet my needs  | 5.60        | 3    | 5.80       | 11   |
| Library staff are approachable and helpful  | 5.58        | 4    | 5.97       | 6    |
| The Library is a good place to study  | 5.52        | 5    | 6.13       | 2    |
| I can get wireless access in the Library when I need to   | 5.50        | 6    | 6.18       | 1    |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.49        | 7    | 5.83       | 10   |
| Library staff are readily available to assist me  | 5.48        | 8    | 5.92       | 7    |
| I can find a quiet place in the Library to study when I need to   | 5.41        | 9    | 5.98       | 5    |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.38        | 10   | 5.59       | 21   |
| When I am away from campus I can access the Library resources and services I need                             | 5.36        | 11   | 5.80       | 12   |
| Face to face enquiry services meet my needs   | 5.35        | 12   | 5.53       | 23   |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 5.33        | 13   | 5.79       | 13   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.30        | 14   | 5.70       | 16   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.23        | 15   | 5.66       | 18   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.20        | 16   | 5.66       | 19   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.16        | 17   | 5.47       | 24   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.15        | 18   | 5.31       | 27   |
| The Library website is easy to use  | 5.10        | 19   | 5.84       | 9    |
| The items I'm looking for on the Library shelves are usually there  | 5.10        | 19   | 5.88       | 8    |
| A computer is available when I need one   | 5.08        | 21   | 5.68       | 17   |
| The Library anticipates my learning and research needs  | 5.07        | 22   | 5.37       | 26   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.06        | 23   | 5.22       | 28   |
| Find@HKUL is easy to use  | 5.06        | 24   | 5.78       | 14   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.03        | 25   | 5.22       | 29   |
| The Library website provides useful information   | 5.00        | 26   | 5.64       | 20   |
| I am informed about Library services  | 4.98        | 27   | 5.42       | 25   |
| I can find a place in the Library to work in a group when I need to   | 4.97        | 28   | 5.57       | 22   |
| Library signage is clear  | 4.92        | 29   | 5.73       | 15   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 4.90        | 30   | 5.05       | 30   |

## The University of Hong Kong Library User Survey, November 2019

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

133 responses

|   | Gap  |      | Importance |      |
|---|------|------|------------|------|
|   | Mean | Rank | Mean       | Rank |
| Library signage is clear  | 0.81 | 1    | 5.73       | 15   |
| The items I'm looking for on the Library shelves are usually there  | 0.78 | 2    | 5.88       | 8    |
| The Library website is easy to use  | 0.74 | 3    | 5.84       | 9    |
| Find@HKUL is easy to use  | 0.72 | 4    | 5.78       | 14   |
| I can get wireless access in the Library when I need to   | 0.68 | 5    | 6.18       | 1    |
| The Library website provides useful information   | 0.64 | 6    | 5.64       | 20   |
| A computer is available when I need one   | 0.60 | 7    | 5.68       | 17   |
| The Library is a good place to study  | 0.60 | 8    | 6.13       | 2    |
| I can find a place in the Library to work in a group when I need to   | 0.60 | 9    | 5.57       | 22   |
| I can find a quiet place in the Library to study when I need to   | 0.57 | 10   | 5.98       | 5    |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 0.46 | 11   | 5.79       | 13   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 0.46 | 12   | 5.66       | 19   |
| Library staff are readily available to assist me  | 0.44 | 13   | 5.92       | 7    |
| I am informed about Library services  | 0.44 | 14   | 5.42       | 25   |
| When I am away from campus I can access the Library resources and services I need                             | 0.43 | 15   | 5.80       | 12   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 0.43 | 16   | 5.66       | 18   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 0.40 | 17   | 5.70       | 16   |
| Library staff are approachable and helpful  | 0.38 | 18   | 5.97       | 6    |
| Library staff provide accurate answers to my enquiries  | 0.37 | 19   | 6.03       | 3    |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 0.34 | 20   | 5.83       | 10   |
| Library staff treat me fairly and without discrimination  | 0.32 | 21   | 5.99       | 4    |
| Course specific resources (including short loans) meet my learning needs                                      | 0.31 | 22   | 5.47       | 24   |
| The Library anticipates my learning and research needs  | 0.29 | 23   | 5.37       | 26   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 0.21 | 24   | 5.59       | 21   |
| Normal opening hours meet my needs  | 0.20 | 25   | 5.80       | 11   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 0.19 | 26   | 5.22       | 29   |
| Face to face enquiry services meet my needs   | 0.18 | 27   | 5.53       | 23   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 0.17 | 28   | 5.31       | 27   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 0.16 | 29   | 5.22       | 28   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 0.15 | 30   | 5.05       | 30   |





## The University of Hong Kong Library User Survey, November 2019

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

1110 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   | 6.04 | The Library is a good place to study  | 5.78 | I am informed about Library services  | 5.08 | I can find a quiet place in the Library to study when I need to                          | 0.40 |
| I can find a quiet place in the Library to study when I need to                          | 6.01 | Library staff treat me fairly and without discrimination                          | 5.68 | The items I'm looking for on the Library shelves are usually there                                  | 5.20 | Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 0.35 |
| 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                           | 5.66 | Library workshops, classes and tutorials help me with my learning and research needs                | 5.23 | I can find a place in the Library to work in a group when I need to                      | 0.29 |
| I can get wireless access in the Library when I need to                                  | 5.85 | Library staff are approachable and helpful  | 5.64 | The Library website provides useful information   | 5.29 | The items I'm looking for on the Library shelves are usually there                       | 0.29 |
| Printing, scanning and photocopying facilities in the Library meet my needs              | 5.85 | I can find a quiet place in the Library to study when I need to                   | 5.62 | I can find a place in the Library to work in a group when I need to                                 | 5.30 | Normal opening hours meet my needs   | 0.28 |
| The Library website is easy to use   | 5.72 | Printing, scanning and photocopying facilities in the Library meet my needs       | 5.59 | The Library anticipates my learning and research needs  | 5.32 | The Library website provides useful information  | 0.28 |
| When I am away from campus I can access the Library resources and services I need        | 5.71 | Library staff provide accurate answers to my enquiries                            | 5.59 | Normal opening hours meet my needs  | 5.32 | The Library is a good place to study   | 0.26 |
| Find@HKUL is easy to use   | 5.70 | When I am away from campus I can access the Library resources and services I need | 5.56 | Books and articles I have requested from other libraries and campuses are delivered promptly        | 5.33 | Printing, scanning and photocopying facilities in the Library meet my needs              | 0.26 |
| Library staff are approachable and helpful   | 5.70 | Library staff are readily available to assist me                                  | 5.53 | Library signage is clear  | 5.34 | The Library website is easy to use   | 0.25 |
| Library staff treat me fairly and without discrimination                                 | 5.69 | Laptop facilities (e.g. desks, power) in the Library meet my needs                | 5.51 | ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials | 5.34 | Find@HKUL is easy to use   | 0.25 |

## The University of Hong Kong Library User Survey, November 2019

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

1110 responses

|   | Importance |      | Performance |      |
|---|------------|------|-------------|------|
|   | Mean       | Rank | Mean        | Rank |
| The Library is a good place to study  | 6.04       | 1    | 5.78        | 1    |
| I can find a quiet place in the Library to study when I need to   | 6.01       | 2    | 5.62        | 5    |
| Online resources (e.g. e-journals, databases, ebooks) meet my learning and research needs                     | 5.86       | 3    | 5.51        | 11   |
| I can get wireless access in the Library when I need to   | 5.85       | 4    | 5.66        | 3    |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.85       | 5    | 5.59        | 6    |
| The Library website is easy to use  | 5.72       | 6    | 5.47        | 13   |
| When I am away from campus I can access the Library resources and services I need                             | 5.71       | 7    | 5.56        | 8    |
| Find@HKUL is easy to use  | 5.70       | 8    | 5.46        | 14   |
| Library staff are approachable and helpful  | 5.70       | 9    | 5.64        | 4    |
| Library staff treat me fairly and without discrimination  | 5.69       | 10   | 5.68        | 2    |
| Library staff provide accurate answers to my enquiries  | 5.69       | 11   | 5.59        | 7    |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.67       | 12   | 5.51        | 10   |
| Library staff are readily available to assist me  | 5.64       | 13   | 5.53        | 9    |
| Normal opening hours meet my needs  | 5.60       | 14   | 5.32        | 24   |
| I can find a place in the Library to work in a group when I need to   | 5.59       | 15   | 5.30        | 26   |
| A computer is available when I need one   | 5.57       | 16   | 5.45        | 15   |
| The Library website provides useful information   | 5.57       | 17   | 5.29        | 27   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.55       | 18   | 5.48        | 12   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.54       | 19   | 5.37        | 19   |
| The Library anticipates my learning and research needs  | 5.53       | 20   | 5.32        | 25   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.51       | 21   | 5.37        | 18   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.50       | 22   | 5.34        | 21   |
| The items I'm looking for on the Library shelves are usually there  | 5.49       | 23   | 5.20        | 29   |
| Library signage is clear  | 5.48       | 24   | 5.34        | 22   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.46       | 25   | 5.43        | 16   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.40       | 26   | 5.33        | 23   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.32       | 27   | 5.38        | 17   |
| Face to face enquiry services meet my needs   | 5.31       | 28   | 5.35        | 20   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 5.22       | 29   | 5.23        | 28   |
| I am informed about Library services  | 5.17       | 30   | 5.08        | 30   |

## The University of Hong Kong Library User Survey, November 2019

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

1110 responses

|   | Performance |      | Importance |      |
|---|-------------|------|------------|------|
|   | Mean        | Rank | Mean       | Rank |
| The Library is a good place to study  | 5.78        | 1    | 6.04       | 1    |
| Library staff treat me fairly and without discrimination  | 5.68        | 2    | 5.69       | 10   |
| I can get wireless access in the Library when I need to   | 5.66        | 3    | 5.85       | 4    |
| Library staff are approachable and helpful  | 5.64        | 4    | 5.70       | 9    |
| I can find a quiet place in the Library to study when I need to   | 5.62        | 5    | 6.01       | 2    |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.59        | 6    | 5.85       | 5    |
| Library staff provide accurate answers to my enquiries  | 5.59        | 7    | 5.69       | 11   |
| When I am away from campus I can access the Library resources and services I need                             | 5.56        | 8    | 5.71       | 7    |
| Library staff are readily available to assist me  | 5.53        | 9    | 5.64       | 13   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.51        | 10   | 5.67       | 12   |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 5.51        | 11   | 5.86       | 3    |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.48        | 12   | 5.55       | 18   |
| The Library website is easy to use  | 5.47        | 13   | 5.72       | 6    |
| Find@HKUL is easy to use  | 5.46        | 14   | 5.70       | 8    |
| A computer is available when I need one   | 5.45        | 15   | 5.57       | 16   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.43        | 16   | 5.46       | 25   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.38        | 17   | 5.32       | 27   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.37        | 18   | 5.51       | 21   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.37        | 19   | 5.54       | 19   |
| Face to face enquiry services meet my needs   | 5.35        | 20   | 5.31       | 28   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.34        | 21   | 5.50       | 22   |
| Library signage is clear  | 5.34        | 22   | 5.48       | 24   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.33        | 23   | 5.40       | 26   |
| Normal opening hours meet my needs  | 5.32        | 24   | 5.60       | 14   |
| The Library anticipates my learning and research needs  | 5.32        | 25   | 5.53       | 20   |
| I can find a place in the Library to work in a group when I need to   | 5.30        | 26   | 5.59       | 15   |
| The Library website provides useful information   | 5.29        | 27   | 5.57       | 17   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 5.23        | 28   | 5.22       | 29   |
| The items I'm looking for on the Library shelves are usually there  | 5.20        | 29   | 5.49       | 23   |
| I am informed about Library services  | 5.08        | 30   | 5.17       | 30   |

## The University of Hong Kong Library User Survey, November 2019

Mean gap scores — Which category describes you? - SPACE - Student

1110 responses

|   | Gap   |      | Importance |      |
|---|-------|------|------------|------|
|   | Mean  | Rank | Mean       | Rank |
| I can find a quiet place in the Library to study when I need to   | 0.40  | 1    | 6.01       | 2    |
| Online resources (e.g. e-journals, databases, ebooks) meet my learning and research needs                     | 0.35  | 2    | 5.86       | 3    |
| I can find a place in the Library to work in a group when I need to   | 0.29  | 3    | 5.59       | 15   |
| The items I'm looking for on the Library shelves are usually there  | 0.29  | 4    | 5.49       | 23   |
| Normal opening hours meet my needs  | 0.28  | 5    | 5.60       | 14   |
| The Library website provides useful information   | 0.28  | 6    | 5.57       | 17   |
| The Library is a good place to study  | 0.26  | 7    | 6.04       | 1    |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 0.26  | 8    | 5.85       | 5    |
| The Library website is easy to use  | 0.25  | 9    | 5.72       | 6    |
| Find@HKUL is easy to use  | 0.25  | 10   | 5.70       | 8    |
| The Library anticipates my learning and research needs  | 0.22  | 11   | 5.53       | 20   |
| I can get wireless access in the Library when I need to   | 0.20  | 12   | 5.85       | 4    |
| Course specific resources (including short loans) meet my learning needs                                      | 0.17  | 13   | 5.54       | 19   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 0.16  | 14   | 5.50       | 22   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 0.15  | 15   | 5.67       | 12   |
| When I am away from campus I can access the Library resources and services I need                             | 0.15  | 16   | 5.71       | 7    |
| Library signage is clear  | 0.14  | 17   | 5.48       | 24   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 0.13  | 18   | 5.51       | 21   |
| A computer is available when I need one   | 0.12  | 19   | 5.57       | 16   |
| Library staff are readily available to assist me  | 0.11  | 20   | 5.64       | 13   |
| Library staff provide accurate answers to my enquiries  | 0.10  | 21   | 5.69       | 11   |
| I am informed about Library services  | 0.09  | 22   | 5.17       | 30   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 0.08  | 23   | 5.40       | 26   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 0.07  | 24   | 5.55       | 18   |
| Library staff are approachable and helpful  | 0.06  | 25   | 5.70       | 9    |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 0.03  | 26   | 5.46       | 25   |
| Library staff treat me fairly and without discrimination  | 0.02  | 27   | 5.69       | 10   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 0.00  | 28   | 5.22       | 29   |
| Face to face enquiry services meet my needs   | -0.04 | 29   | 5.31       | 28   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | -0.06 | 30   | 5.32       | 27   |



## The University of Hong Kong Library User Survey, November 2019

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

148 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                                   | 6.10 | Library staff treat me fairly and without discrimination                          | 5.84 | Library workshops, classes and tutorials help me with my learning and research needs                | 5.03 | Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 0.73 |
| 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                           | 5.77 | I am informed about Library services  | 5.03 | The Library website is easy to use   | 0.68 |
| I can get wireless access in the Library when I need to                                  | 6.04 | Library staff provide accurate answers to my enquiries                            | 5.76 | Library signage is clear  | 5.08 | Find@HKUL is easy to use   | 0.65 |
| Library staff are approachable and helpful   | 6.04 | Library staff are approachable and helpful  | 5.76 | I can find a place in the Library to work in a group when I need to                                 | 5.13 | Library signage is clear   | 0.64 |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 6.02 | The Library is a good place to study  | 5.68 | The Library anticipates my learning and research needs  | 5.14 | The items I'm looking for on the Library shelves are usually there                       | 0.62 |
| When I am away from campus I can access the Library resources and services I need        | 5.98 | Normal opening hours meet my needs  | 5.67 | Course specific resources are listed in ReadingList@HKUL and directly available via Moodle          | 5.14 | I can find a quiet place in the Library to study when I need to                          | 0.48 |
| Library staff are readily available to assist me   | 5.98 | When I am away from campus I can access the Library resources and services I need | 5.60 | The items I'm looking for on the Library shelves are usually there                                  | 5.16 | The Library website provides useful information  | 0.47 |
| Library staff treat me fairly and without discrimination                                 | 5.96 | Library staff are readily available to assist me                                  | 5.60 | ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials | 5.18 | A computer is available when I need one  | 0.40 |
| The Library is a good place to study   | 5.94 | I can find a quiet place in the Library to study when I need to                   | 5.58 | The Library website is easy to use  | 5.22 | Library staff are readily available to assist me   | 0.38 |
| Find@HKUL is easy to use   | 5.90 | Self Service (e.g. self check loans, requests, renewals, holds) meets my needs    | 5.57 | A computer is available when I need one   | 5.24 | When I am away from campus I can access the Library resources and services I need        | 0.38 |

## The University of Hong Kong Library User Survey, November 2019

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

148 responses

|   | Importance |      | Performance |      |
|---|------------|------|-------------|------|
|   | Mean       | Rank | Mean        | Rank |
| Library staff provide accurate answers to my enquiries  | 6.10       | 1    | 5.76        | 3    |
| I can find a quiet place in the Library to study when I need to   | 6.06       | 2    | 5.58        | 9    |
| I can get wireless access in the Library when I need to   | 6.04       | 3    | 5.77        | 2    |
| Library staff are approachable and helpful  | 6.04       | 4    | 5.76        | 4    |
| Online resources (e.g. e-journals, databases, ebooks) meet my learning and research needs                     | 6.02       | 5    | 5.29        | 17   |
| When I am away from campus I can access the Library resources and services I need                             | 5.98       | 6    | 5.60        | 7    |
| Library staff are readily available to assist me  | 5.98       | 7    | 5.60        | 8    |
| Library staff treat me fairly and without discrimination  | 5.96       | 8    | 5.84        | 1    |
| The Library is a good place to study  | 5.94       | 9    | 5.68        | 5    |
| Find@HKUL is easy to use  | 5.90       | 10   | 5.26        | 20   |
| The Library website is easy to use  | 5.90       | 11   | 5.22        | 22   |
| The Library website provides useful information   | 5.80       | 12   | 5.33        | 16   |
| The items I'm looking for on the Library shelves are usually there  | 5.78       | 13   | 5.16        | 24   |
| Normal opening hours meet my needs  | 5.75       | 14   | 5.67        | 6    |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.74       | 15   | 5.44        | 12   |
| Library signage is clear  | 5.72       | 16   | 5.08        | 28   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.70       | 17   | 5.57        | 10   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.69       | 18   | 5.44        | 11   |
| Face to face enquiry services meet my needs   | 5.65       | 19   | 5.43        | 14   |
| A computer is available when I need one   | 5.64       | 20   | 5.24        | 21   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.62       | 21   | 5.43        | 13   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.58       | 22   | 5.29        | 18   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.55       | 23   | 5.34        | 15   |
| The Library anticipates my learning and research needs  | 5.44       | 24   | 5.14        | 26   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.42       | 25   | 5.28        | 19   |
| I can find a place in the Library to work in a group when I need to   | 5.34       | 26   | 5.13        | 27   |
| I am informed about Library services  | 5.32       | 27   | 5.03        | 29   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.31       | 28   | 5.18        | 23   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.29       | 29   | 5.14        | 25   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 5.15       | 30   | 5.03        | 30   |



## The University of Hong Kong Library User Survey, November 2019

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

148 responses

|   | Performance |      | Importance |      |
|---|-------------|------|------------|------|
|   | Mean        | Rank | Mean       | Rank |
| Library staff treat me fairly and without discrimination  | 5.84        | 1    | 5.96       | 8    |
| I can get wireless access in the Library when I need to   | 5.77        | 2    | 6.04       | 3    |
| Library staff provide accurate answers to my enquiries  | 5.76        | 3    | 6.10       | 1    |
| Library staff are approachable and helpful  | 5.76        | 4    | 6.04       | 4    |
| The Library is a good place to study  | 5.68        | 5    | 5.94       | 9    |
| Normal opening hours meet my needs  | 5.67        | 6    | 5.75       | 14   |
| When I am away from campus I can access the Library resources and services I need                             | 5.60        | 7    | 5.98       | 6    |
| Library staff are readily available to assist me  | 5.60        | 8    | 5.98       | 7    |
| I can find a quiet place in the Library to study when I need to   | 5.58        | 9    | 6.06       | 2    |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.57        | 10   | 5.70       | 17   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.44        | 11   | 5.69       | 18   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.44        | 12   | 5.74       | 15   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.43        | 13   | 5.62       | 21   |
| Face to face enquiry services meet my needs   | 5.43        | 14   | 5.65       | 19   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.34        | 15   | 5.55       | 23   |
| The Library website provides useful information   | 5.33        | 16   | 5.80       | 12   |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 5.29        | 17   | 6.02       | 5    |
| Course specific resources (including short loans) meet my learning needs                                      | 5.29        | 18   | 5.58       | 22   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.28        | 19   | 5.42       | 25   |
| Find@HKUL is easy to use  | 5.26        | 20   | 5.90       | 10   |
| A computer is available when I need one   | 5.24        | 21   | 5.64       | 20   |
| The Library website is easy to use  | 5.22        | 22   | 5.90       | 11   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.18        | 23   | 5.31       | 28   |
| The items I'm looking for on the Library shelves are usually there  | 5.16        | 24   | 5.78       | 13   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.14        | 25   | 5.29       | 29   |
| The Library anticipates my learning and research needs  | 5.14        | 26   | 5.44       | 24   |
| I can find a place in the Library to work in a group when I need to   | 5.13        | 27   | 5.34       | 26   |
| Library signage is clear  | 5.08        | 28   | 5.72       | 16   |
| I am informed about Library services  | 5.03        | 29   | 5.32       | 27   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 5.03        | 30   | 5.15       | 30   |

## The University of Hong Kong Library User Survey, November 2019

Mean gap scores — Which category describes you? - SPACE - Staff

148 responses

|   | Gap  |      | Importance |      |
|---|------|------|------------|------|
|   | Mean | Rank | Mean       | Rank |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 0.73 | 1    | 6.02       | 5    |
| The Library website is easy to use  | 0.68 | 2    | 5.90       | 11   |
| Find@HKUL is easy to use  | 0.65 | 3    | 5.90       | 10   |
| Library signage is clear  | 0.64 | 4    | 5.72       | 16   |
| The items I'm looking for on the Library shelves are usually there  | 0.62 | 5    | 5.78       | 13   |
| I can find a quiet place in the Library to study when I need to   | 0.48 | 6    | 6.06       | 2    |
| The Library website provides useful information   | 0.47 | 7    | 5.80       | 12   |
| A computer is available when I need one   | 0.40 | 8    | 5.64       | 20   |
| Library staff are readily available to assist me  | 0.38 | 9    | 5.98       | 7    |
| When I am away from campus I can access the Library resources and services I need                             | 0.38 | 10   | 5.98       | 6    |
| Library staff provide accurate answers to my enquiries  | 0.33 | 11   | 6.10       | 1    |
| The Library anticipates my learning and research needs  | 0.30 | 12   | 5.44       | 24   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 0.30 | 13   | 5.74       | 15   |
| Course specific resources (including short loans) meet my learning needs                                      | 0.29 | 14   | 5.58       | 22   |
| I am informed about Library services  | 0.29 | 15   | 5.32       | 27   |
| Library staff are approachable and helpful  | 0.28 | 16   | 6.04       | 4    |
| I can get wireless access in the Library when I need to   | 0.27 | 17   | 6.04       | 3    |
| The Library is a good place to study  | 0.27 | 18   | 5.94       | 9    |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 0.25 | 19   | 5.69       | 18   |
| Face to face enquiry services meet my needs   | 0.22 | 20   | 5.65       | 19   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 0.21 | 21   | 5.55       | 23   |
| I can find a place in the Library to work in a group when I need to   | 0.21 | 22   | 5.34       | 26   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 0.18 | 23   | 5.62       | 21   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 0.15 | 24   | 5.42       | 25   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 0.14 | 25   | 5.29       | 29   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 0.14 | 26   | 5.70       | 17   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 0.13 | 27   | 5.31       | 28   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 0.13 | 28   | 5.15       | 30   |
| Library staff treat me fairly and without discrimination  | 0.13 | 29   | 5.96       | 8    |
| Normal opening hours meet my needs  | 0.07 | 30   | 5.75       | 14   |



## The University of Hong Kong Library User Survey, November 2019

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

583 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   | 6.18 | Library staff treat me fairly and without discrimination                                 | 5.91 | The items I'm looking for on the Library shelves are usually there                                  | 5.08 | I can find a quiet place in the Library to study when I need to                          | 0.65 |
| I can find a quiet place in the Library to study when I need to                          | 6.10 | Library staff are approachable and helpful   | 5.86 | I am informed about Library services  | 5.09 | I can find a place in the Library to work in a group when I need to                      | 0.61 |
| I can get wireless access in the Library when I need to                                  | 6.04 | Library staff provide accurate answers to my enquiries                                   | 5.78 | Library workshops, classes and tutorials help me with my learning and research needs                | 5.11 | Printing, scanning and photocopying facilities in the Library meet my needs              | 0.57 |
| Printing, scanning and photocopying facilities in the Library meet my needs              | 5.97 | The Library is a good place to study   | 5.76 | I can find a place in the Library to work in a group when I need to                                 | 5.12 | The items I'm looking for on the Library shelves are usually there                       | 0.47 |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 5.91 | Library staff are readily available to assist me   | 5.74 | A computer is available when I need one   | 5.15 | Laptop facilities (e.g. desks, power) in the Library meet my needs                       | 0.44 |
| Library staff are approachable and helpful   | 5.91 | Self Service (e.g. self check loans, requests, renewals, holds) meets my needs           | 5.63 | ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials | 5.25 | A computer is available when I need one  | 0.44 |
| Library staff provide accurate answers to my enquiries                                   | 5.88 | I can get wireless access in the Library when I need to                                  | 5.62 | Library signage is clear  | 5.26 | I can get wireless access in the Library when I need to                                  | 0.42 |
| Library staff treat me fairly and without discrimination                                 | 5.88 | When I am away from campus I can access the Library resources and services I need        | 5.54 | The Library website provides useful information   | 5.28 | The Library is a good place to study   | 0.41 |
| Find@HKUL is easy to use   | 5.88 | Face to face enquiry services meet my needs  | 5.54 | The Library anticipates my learning and research needs  | 5.30 | Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 0.41 |
| Normal opening hours meet my needs   | 5.85 | Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 5.50 | Course specific resources are listed in ReadingList@HKUL and directly available via Moodle          | 5.31 | Find@HKUL is easy to use   | 0.38 |

## The University of Hong Kong Library User Survey, November 2019

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

583 responses

|   | Importance |      | Performance |      |
|---|------------|------|-------------|------|
|   | Mean       | Rank | Mean        | Rank |
| The Library is a good place to study  | 6.18       | 1    | 5.76        | 4    |
| I can find a quiet place in the Library to study when I need to   | 6.10       | 2    | 5.45        | 14   |
| I can get wireless access in the Library when I need to   | 6.04       | 3    | 5.62        | 7    |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.97       | 4    | 5.39        | 18   |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 5.91       | 5    | 5.50        | 10   |
| Library staff are approachable and helpful  | 5.91       | 6    | 5.86        | 2    |
| Library staff provide accurate answers to my enquiries  | 5.88       | 7    | 5.78        | 3    |
| Library staff treat me fairly and without discrimination  | 5.88       | 8    | 5.91        | 1    |
| Find@HKUL is easy to use  | 5.88       | 9    | 5.50        | 11   |
| Normal opening hours meet my needs  | 5.85       | 10   | 5.47        | 13   |
| When I am away from campus I can access the Library resources and services I need                             | 5.83       | 11   | 5.54        | 8    |
| Library staff are readily available to assist me  | 5.82       | 12   | 5.74        | 5    |
| The Library website is easy to use  | 5.80       | 13   | 5.49        | 12   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.77       | 14   | 5.32        | 20   |
| I can find a place in the Library to work in a group when I need to   | 5.73       | 15   | 5.12        | 27   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.66       | 16   | 5.63        | 6    |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.62       | 17   | 5.31        | 21   |
| The Library website provides useful information   | 5.60       | 18   | 5.28        | 23   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.59       | 19   | 5.43        | 15   |
| A computer is available when I need one   | 5.59       | 20   | 5.15        | 26   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.56       | 21   | 5.25        | 25   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.56       | 22   | 5.42        | 16   |
| The Library anticipates my learning and research needs  | 5.55       | 23   | 5.30        | 22   |
| Library signage is clear  | 5.55       | 24   | 5.26        | 24   |
| The items I'm looking for on the Library shelves are usually there  | 5.55       | 25   | 5.08        | 30   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.51       | 26   | 5.38        | 19   |
| Face to face enquiry services meet my needs   | 5.45       | 27   | 5.54        | 9    |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.42       | 28   | 5.42        | 17   |
| I am informed about Library services  | 5.33       | 29   | 5.09        | 29   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 5.17       | 30   | 5.11        | 28   |

## The University of Hong Kong Library User Survey, November 2019

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

583 responses

|   | Performance |      | Importance |      |
|---|-------------|------|------------|------|
|   | Mean        | Rank | Mean       | Rank |
| Library staff treat me fairly and without discrimination  | 5.91        | 1    | 5.88       | 8    |
| Library staff are approachable and helpful  | 5.86        | 2    | 5.91       | 6    |
| Library staff provide accurate answers to my enquiries  | 5.78        | 3    | 5.88       | 7    |
| The Library is a good place to study  | 5.76        | 4    | 6.18       | 1    |
| Library staff are readily available to assist me  | 5.74        | 5    | 5.82       | 12   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.63        | 6    | 5.66       | 16   |
| I can get wireless access in the Library when I need to   | 5.62        | 7    | 6.04       | 3    |
| When I am away from campus I can access the Library resources and services I need                             | 5.54        | 8    | 5.83       | 11   |
| Face to face enquiry services meet my needs   | 5.54        | 9    | 5.45       | 27   |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 5.50        | 10   | 5.91       | 5    |
| Find@HKUL is easy to use  | 5.50        | 11   | 5.88       | 9    |
| The Library website is easy to use  | 5.49        | 12   | 5.80       | 13   |
| Normal opening hours meet my needs  | 5.47        | 13   | 5.85       | 10   |
| I can find a quiet place in the Library to study when I need to   | 5.45        | 14   | 6.10       | 2    |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.43        | 15   | 5.59       | 19   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.42        | 16   | 5.56       | 22   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.42        | 17   | 5.42       | 28   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.39        | 18   | 5.97       | 4    |
| Course specific resources (including short loans) meet my learning needs                                      | 5.38        | 19   | 5.51       | 26   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.32        | 20   | 5.77       | 14   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.31        | 21   | 5.62       | 17   |
| The Library anticipates my learning and research needs  | 5.30        | 22   | 5.55       | 23   |
| The Library website provides useful information   | 5.28        | 23   | 5.60       | 18   |
| Library signage is clear  | 5.26        | 24   | 5.55       | 24   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.25        | 25   | 5.56       | 21   |
| A computer is available when I need one   | 5.15        | 26   | 5.59       | 20   |
| I can find a place in the Library to work in a group when I need to   | 5.12        | 27   | 5.73       | 15   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 5.11        | 28   | 5.17       | 30   |
| I am informed about Library services  | 5.09        | 29   | 5.33       | 29   |
| The items I'm looking for on the Library shelves are usually there  | 5.08        | 30   | 5.55       | 25   |

## The University of Hong Kong Library User Survey, November 2019

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

583 responses

|   | Gap   |      | Importance |      |
|---|-------|------|------------|------|
|   | Mean  | Rank | Mean       | Rank |
| I can find a quiet place in the Library to study when I need to   | 0.65  | 1    | 6.10       | 2    |
| I can find a place in the Library to work in a group when I need to   | 0.61  | 2    | 5.73       | 15   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 0.57  | 3    | 5.97       | 4    |
| The items I'm looking for on the Library shelves are usually there  | 0.47  | 4    | 5.55       | 25   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 0.44  | 5    | 5.77       | 14   |
| A computer is available when I need one   | 0.44  | 6    | 5.59       | 20   |
| I can get wireless access in the Library when I need to   | 0.42  | 7    | 6.04       | 3    |
| The Library is a good place to study  | 0.41  | 8    | 6.18       | 1    |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 0.41  | 9    | 5.91       | 5    |
| Find@HKUL is easy to use  | 0.38  | 10   | 5.88       | 9    |
| Normal opening hours meet my needs  | 0.38  | 11   | 5.85       | 10   |
| The Library website is easy to use  | 0.32  | 12   | 5.80       | 13   |
| The Library website provides useful information   | 0.31  | 13   | 5.60       | 18   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 0.31  | 14   | 5.56       | 21   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 0.31  | 15   | 5.62       | 17   |
| Library signage is clear  | 0.29  | 16   | 5.55       | 24   |
| When I am away from campus I can access the Library resources and services I need                             | 0.29  | 17   | 5.83       | 11   |
| The Library anticipates my learning and research needs  | 0.26  | 18   | 5.55       | 23   |
| I am informed about Library services  | 0.24  | 19   | 5.33       | 29   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 0.17  | 20   | 5.59       | 19   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 0.14  | 21   | 5.56       | 22   |
| Course specific resources (including short loans) meet my learning needs                                      | 0.12  | 22   | 5.51       | 26   |
| Library staff provide accurate answers to my enquiries  | 0.10  | 23   | 5.88       | 7    |
| Library staff are readily available to assist me  | 0.08  | 24   | 5.82       | 12   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 0.06  | 25   | 5.17       | 30   |
| Library staff are approachable and helpful  | 0.05  | 26   | 5.91       | 6    |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 0.03  | 27   | 5.66       | 16   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 0.00  | 28   | 5.42       | 28   |
| Library staff treat me fairly and without discrimination  | -0.03 | 29   | 5.88       | 8    |
| Face to face enquiry services meet my needs   | -0.09 | 30   | 5.45       | 27   |





## The University of Hong Kong Library User Survey, November 2019

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

95 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 | 6.02 | I can get wireless access in the Library when I need to                                      | 5.80 | A computer is available when I need one   | 5.10 | The Library website is easy to use   | 0.58 |
| Library staff treat me fairly and without discrimination                                 | 6.02 | Library staff are approachable and helpful   | 5.74 | The Library anticipates my learning and research needs  | 5.17 | Find@HKUL is easy to use   | 0.53 |
| I can get wireless access in the Library when I need to                                  | 5.98 | Library staff treat me fairly and without discrimination                                     | 5.74 | The items I'm looking for on the Library shelves are usually there  | 5.23 | Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 0.44 |
| The Library website is easy to use   | 5.94 | When I am away from campus I can access the Library resources and services I need            | 5.70 | Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.24 | I can find a quiet place in the Library to study when I need to                          | 0.41 |
| Library staff provide accurate answers to my enquiries                                   | 5.94 | Books and articles I have requested from other libraries and campuses are delivered promptly | 5.67 | I can find a place in the Library to work in a group when I need to   | 5.27 | The items I'm looking for on the Library shelves are usually there                       | 0.41 |
| When I am away from campus I can access the Library resources and services I need        | 5.93 | Normal opening hours meet my needs   | 5.66 | Library workshops, classes and tutorials help me with my learning and research needs                          | 5.27 | The Library website provides useful information  | 0.39 |
| Find@HKUL is easy to use   | 5.91 | The Library is a good place to study   | 5.66 | Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.29 | A computer is available when I need one  | 0.36 |
| The Library website provides useful information  | 5.90 | Self Service (e.g. self check loans, requests, renewals, holds) meets my needs               | 5.63 | Course specific resources (including short loans) meet my learning needs                                      | 5.32 | Printing, scanning and photocopying facilities in the Library meet my needs              | 0.36 |
| Library staff are approachable and helpful   | 5.89 | Library staff provide accurate answers to my enquiries                                       | 5.61 | Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.34 | Library staff provide accurate answers to my enquiries                                   | 0.33 |
| I can find a quiet place in the Library to study when I need to                          | 5.84 | Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my                       | 5.60 | The Library website is easy to use  | 5.36 | I can find a place in the Library to work in a group when I need to                      | 0.31 |

## The University of Hong Kong Library User Survey, November 2019

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

95 responses

|   | Importance |      | Performance |      |
|---|------------|------|-------------|------|
|   | Mean       | Rank | Mean        | Rank |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 6.02       | 1    | 5.59        | 11   |
| Library staff treat me fairly and without discrimination  | 6.02       | 2    | 5.74        | 3    |
| I can get wireless access in the Library when I need to   | 5.98       | 3    | 5.80        | 1    |
| The Library website is easy to use  | 5.94       | 4    | 5.36        | 21   |
| Library staff provide accurate answers to my enquiries  | 5.94       | 5    | 5.61        | 9    |
| When I am away from campus I can access the Library resources and services I need                             | 5.93       | 6    | 5.70        | 4    |
| Find@HKUL is easy to use  | 5.91       | 7    | 5.37        | 20   |
| The Library website provides useful information   | 5.90       | 8    | 5.51        | 14   |
| Library staff are approachable and helpful  | 5.89       | 9    | 5.74        | 2    |
| I can find a quiet place in the Library to study when I need to   | 5.84       | 10   | 5.43        | 16   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.83       | 11   | 5.63        | 8    |
| The Library is a good place to study  | 5.81       | 12   | 5.66        | 7    |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.78       | 13   | 5.42        | 17   |
| Library staff are readily available to assist me  | 5.77       | 14   | 5.57        | 12   |
| Normal opening hours meet my needs  | 5.75       | 15   | 5.66        | 6    |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.74       | 16   | 5.67        | 5    |
| Face to face enquiry services meet my needs   | 5.70       | 17   | 5.52        | 13   |
| Library signage is clear  | 5.66       | 18   | 5.41        | 18   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.65       | 19   | 5.60        | 10   |
| The items I'm looking for on the Library shelves are usually there  | 5.64       | 20   | 5.23        | 28   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.63       | 21   | 5.34        | 22   |
| I can find a place in the Library to work in a group when I need to   | 5.58       | 22   | 5.27        | 25   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.50       | 23   | 5.38        | 19   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.46       | 24   | 5.29        | 24   |
| A computer is available when I need one   | 5.46       | 25   | 5.10        | 30   |
| I am informed about Library services  | 5.46       | 26   | 5.43        | 15   |
| The Library anticipates my learning and research needs  | 5.45       | 27   | 5.17        | 29   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.38       | 28   | 5.24        | 27   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.34       | 29   | 5.32        | 23   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 5.24       | 30   | 5.27        | 25   |

## The University of Hong Kong Library User Survey, November 2019

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

95 responses

|   | Performance |      | Importance |      |
|---|-------------|------|------------|------|
|   | Mean        | Rank | Mean       | Rank |
| I can get wireless access in the Library when I need to   | 5.80        | 1    | 5.98       | 3    |
| Library staff are approachable and helpful  | 5.74        | 2    | 5.89       | 9    |
| Library staff treat me fairly and without discrimination  | 5.74        | 3    | 6.02       | 2    |
| When I am away from campus I can access the Library resources and services I need                             | 5.70        | 4    | 5.93       | 6    |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.67        | 5    | 5.74       | 16   |
| Normal opening hours meet my needs  | 5.66        | 6    | 5.75       | 15   |
| The Library is a good place to study  | 5.66        | 7    | 5.81       | 12   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.63        | 8    | 5.83       | 11   |
| Library staff provide accurate answers to my enquiries  | 5.61        | 9    | 5.94       | 5    |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.60        | 10   | 5.65       | 19   |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 5.59        | 11   | 6.02       | 1    |
| Library staff are readily available to assist me  | 5.57        | 12   | 5.77       | 14   |
| Face to face enquiry services meet my needs   | 5.52        | 13   | 5.70       | 17   |
| The Library website provides useful information   | 5.51        | 14   | 5.90       | 8    |
| I am informed about Library services  | 5.43        | 15   | 5.46       | 26   |
| I can find a quiet place in the Library to study when I need to   | 5.43        | 16   | 5.84       | 10   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.42        | 17   | 5.78       | 13   |
| Library signage is clear  | 5.41        | 18   | 5.66       | 18   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.38        | 19   | 5.50       | 23   |
| Find@HKUL is easy to use  | 5.37        | 20   | 5.91       | 7    |
| The Library website is easy to use  | 5.36        | 21   | 5.94       | 4    |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.34        | 22   | 5.63       | 21   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.32        | 23   | 5.34       | 29   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.29        | 24   | 5.46       | 24   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 5.27        | 25   | 5.24       | 30   |
| I can find a place in the Library to work in a group when I need to   | 5.27        | 25   | 5.58       | 22   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.24        | 27   | 5.38       | 28   |
| The items I'm looking for on the Library shelves are usually there  | 5.23        | 28   | 5.64       | 20   |
| The Library anticipates my learning and research needs  | 5.17        | 29   | 5.45       | 27   |
| A computer is available when I need one   | 5.10        | 30   | 5.46       | 25   |

## The University of Hong Kong Library User Survey, November 2019

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

95 responses

|   | Gap   |      | Importance |      |
|---|-------|------|------------|------|
|   | Mean  | Rank | Mean       | Rank |
| The Library website is easy to use  | 0.58  | 1    | 5.94       | 4    |
| Find@HKUL is easy to use  | 0.53  | 2    | 5.91       | 7    |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 0.44  | 3    | 6.02       | 1    |
| I can find a quiet place in the Library to study when I need to   | 0.41  | 4    | 5.84       | 10   |
| The items I'm looking for on the Library shelves are usually there  | 0.41  | 5    | 5.64       | 20   |
| The Library website provides useful information   | 0.39  | 6    | 5.90       | 8    |
| A computer is available when I need one   | 0.36  | 7    | 5.46       | 25   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 0.36  | 8    | 5.78       | 13   |
| Library staff provide accurate answers to my enquiries  | 0.33  | 9    | 5.94       | 5    |
| I can find a place in the Library to work in a group when I need to   | 0.31  | 10   | 5.58       | 22   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 0.29  | 11   | 5.63       | 21   |
| Library staff treat me fairly and without discrimination  | 0.28  | 12   | 6.02       | 2    |
| The Library anticipates my learning and research needs  | 0.28  | 13   | 5.45       | 27   |
| Library signage is clear  | 0.25  | 14   | 5.66       | 18   |
| When I am away from campus I can access the Library resources and services I need                             | 0.23  | 15   | 5.93       | 6    |
| Library staff are readily available to assist me  | 0.20  | 16   | 5.77       | 14   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 0.20  | 17   | 5.83       | 11   |
| I can get wireless access in the Library when I need to   | 0.18  | 18   | 5.98       | 3    |
| Face to face enquiry services meet my needs   | 0.18  | 19   | 5.70       | 17   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 0.17  | 20   | 5.46       | 24   |
| The Library is a good place to study  | 0.15  | 21   | 5.81       | 12   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 0.14  | 22   | 5.38       | 28   |
| Library staff are approachable and helpful  | 0.14  | 23   | 5.89       | 9    |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 0.12  | 24   | 5.50       | 23   |
| Normal opening hours meet my needs  | 0.09  | 25   | 5.75       | 15   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 0.07  | 26   | 5.74       | 16   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 0.04  | 27   | 5.65       | 19   |
| I am informed about Library services  | 0.03  | 28   | 5.46       | 26   |
| Course specific resources (including short loans) meet my learning needs                                      | 0.02  | 29   | 5.34       | 29   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | -0.02 | 30   | 5.24       | 30   |



## The University of Hong Kong Library User Survey, November 2019

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

1,152 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   | 6.11 | Library staff treat me fairly and without discrimination                                     | 5.90 | Library workshops, classes and tutorials help me with my learning and research needs                | 4.87 | When I am away from campus I can access the Library resources and services I need        | 0.88 |
| I can find a quiet place in the Library to study when I need to                          | 6.01 | The Library is a good place to study   | 5.77 | I am informed about Library services  | 4.87 | Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 0.81 |
| I can get wireless access in the Library when I need to                                  | 6.00 | Library staff are approachable and helpful   | 5.75 | When I am away from campus I can access the Library resources and services I need                   | 4.92 | Find@HKUL is easy to use   | 0.73 |
| Library staff provide accurate answers to my enquiries                                   | 5.95 | Library staff provide accurate answers to my enquiries                                       | 5.73 | A computer is available when I need one   | 4.98 | The items I'm looking for on the Library shelves are usually there                       | 0.72 |
| Library staff treat me fairly and without discrimination                                 | 5.92 | 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                                 | 4.98 | A computer is available when I need one  | 0.63 |
| Library staff are approachable and helpful   | 5.91 | Self Service (e.g. self check loans, requests, renewals, holds) meets my needs               | 5.57 | ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials | 4.99 | The Library website is easy to use   | 0.61 |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 5.88 | Face to face enquiry services meet my needs  | 5.52 | Course specific resources are listed in ReadingList@HKUL and directly available via Moodle          | 5.01 | The Library website provides useful information  | 0.54 |
| Library staff are readily available to assist me   | 5.82 | I can find a quiet place in the Library to study when I need to                              | 5.52 | Find@HKUL is easy to use  | 5.06 | I can find a quiet place in the Library to study when I need to                          | 0.50 |
| Normal opening hours meet my needs   | 5.81 | 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                                  | 5.07 | Laptop facilities (e.g. desks, power) in the Library meet my needs                       | 0.49 |
| When I am away from campus I can access the Library resources and services I need        | 5.80 | Books and articles I have requested from other libraries and campuses are delivered promptly | 5.42 | Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs            | 5.07 | Printing, scanning and photocopying facilities in the Library meet my needs              | 0.49 |

## The University of Hong Kong Library User Survey, November 2019

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

1152 responses

|   | Importance |      | Performance |      |
|---|------------|------|-------------|------|
|   | Mean       | Rank | Mean        | Rank |
| The Library is a good place to study  | 6.11       | 1    | 5.77        | 2    |
| I can find a quiet place in the Library to study when I need to   | 6.01       | 2    | 5.52        | 8    |
| I can get wireless access in the Library when I need to   | 6.00       | 3    | 5.51        | 9    |
| Library staff provide accurate answers to my enquiries  | 5.95       | 4    | 5.73        | 4    |
| Library staff treat me fairly and without discrimination  | 5.92       | 5    | 5.90        | 1    |
| Library staff are approachable and helpful  | 5.91       | 6    | 5.75        | 3    |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 5.88       | 7    | 5.07        | 21   |
| Library staff are readily available to assist me  | 5.82       | 8    | 5.60        | 5    |
| Normal opening hours meet my needs  | 5.81       | 9    | 5.35        | 11   |
| When I am away from campus I can access the Library resources and services I need                             | 5.80       | 10   | 4.92        | 28   |
| The Library website is easy to use  | 5.79       | 11   | 5.18        | 17   |
| The items I'm looking for on the Library shelves are usually there  | 5.79       | 12   | 5.07        | 22   |
| Find@HKUL is easy to use  | 5.79       | 13   | 5.06        | 23   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.73       | 14   | 5.24        | 14   |
| The Library website provides useful information   | 5.73       | 15   | 5.19        | 16   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.71       | 16   | 5.34        | 12   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.69       | 17   | 5.57        | 6    |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.65       | 18   | 5.15        | 18   |
| Face to face enquiry services meet my needs   | 5.63       | 19   | 5.52        | 7    |
| A computer is available when I need one   | 5.61       | 20   | 4.98        | 27   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.59       | 21   | 5.42        | 10   |
| Library signage is clear  | 5.54       | 22   | 5.21        | 15   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.45       | 23   | 5.25        | 13   |
| The Library anticipates my learning and research needs  | 5.39       | 24   | 5.07        | 20   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.39       | 25   | 5.08        | 19   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.32       | 26   | 5.01        | 24   |
| I can find a place in the Library to work in a group when I need to   | 5.32       | 27   | 4.98        | 26   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.28       | 28   | 4.99        | 25   |
| I am informed about Library services  | 5.11       | 29   | 4.87        | 29   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 4.88       | 30   | 4.87        | 30   |

## The University of Hong Kong Library User Survey, November 2019

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

1152 responses

|   | Performance |      | Importance |      |
|---|-------------|------|------------|------|
|   | Mean        | Rank | Mean       | Rank |
| Library staff treat me fairly and without discrimination  | 5.90        | 1    | 5.92       | 5    |
| The Library is a good place to study  | 5.77        | 2    | 6.11       | 1    |
| Library staff are approachable and helpful  | 5.75        | 3    | 5.91       | 6    |
| Library staff provide accurate answers to my enquiries  | 5.73        | 4    | 5.95       | 4    |
| Library staff are readily available to assist me  | 5.60        | 5    | 5.82       | 8    |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.57        | 6    | 5.69       | 17   |
| Face to face enquiry services meet my needs   | 5.52        | 7    | 5.63       | 19   |
| I can find a quiet place in the Library to study when I need to   | 5.52        | 8    | 6.01       | 2    |
| I can get wireless access in the Library when I need to   | 5.51        | 9    | 6.00       | 3    |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.42        | 10   | 5.59       | 21   |
| Normal opening hours meet my needs  | 5.35        | 11   | 5.81       | 9    |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.34        | 12   | 5.71       | 16   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.25        | 13   | 5.45       | 23   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.24        | 14   | 5.73       | 14   |
| Library signage is clear  | 5.21        | 15   | 5.54       | 22   |
| The Library website provides useful information   | 5.19        | 16   | 5.73       | 15   |
| The Library website is easy to use  | 5.18        | 17   | 5.79       | 11   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.15        | 18   | 5.65       | 18   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.08        | 19   | 5.39       | 25   |
| The Library anticipates my learning and research needs  | 5.07        | 20   | 5.39       | 24   |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 5.07        | 21   | 5.88       | 7    |
| The items I'm looking for on the Library shelves are usually there  | 5.07        | 22   | 5.79       | 12   |
| Find@HKUL is easy to use  | 5.06        | 23   | 5.79       | 13   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.01        | 24   | 5.32       | 26   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 4.99        | 25   | 5.28       | 28   |
| I can find a place in the Library to work in a group when I need to   | 4.98        | 26   | 5.32       | 27   |
| A computer is available when I need one   | 4.98        | 27   | 5.61       | 20   |
| When I am away from campus I can access the Library resources and services I need                             | 4.92        | 28   | 5.80       | 10   |
| I am informed about Library services  | 4.87        | 29   | 5.11       | 29   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 4.87        | 30   | 4.88       | 30   |



## The University of Hong Kong Library User Survey, November 2019

Mean gap scores — Which category describes you? - OTHERS - Alumni

1152 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    | 5.80       | 10   |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 0.81 | 2    | 5.88       | 7    |
| Find@HKUL is easy to use  | 0.73 | 3    | 5.79       | 13   |
| The items I'm looking for on the Library shelves are usually there  | 0.72 | 4    | 5.79       | 12   |
| A computer is available when I need one   | 0.63 | 5    | 5.61       | 20   |
| The Library website is easy to use  | 0.61 | 6    | 5.79       | 11   |
| The Library website provides useful information   | 0.54 | 7    | 5.73       | 15   |
| I can find a quiet place in the Library to study when I need to   | 0.50 | 8    | 6.01       | 2    |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 0.49 | 9    | 5.65       | 18   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 0.49 | 10   | 5.73       | 14   |
| I can get wireless access in the Library when I need to   | 0.49 | 11   | 6.00       | 3    |
| Normal opening hours meet my needs  | 0.46 | 12   | 5.81       | 9    |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 0.37 | 13   | 5.71       | 16   |
| The Library is a good place to study  | 0.35 | 14   | 6.11       | 1    |
| I can find a place in the Library to work in a group when I need to   | 0.34 | 15   | 5.32       | 27   |
| Library signage is clear  | 0.33 | 16   | 5.54       | 22   |
| The Library anticipates my learning and research needs  | 0.32 | 17   | 5.39       | 24   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 0.31 | 18   | 5.32       | 26   |
| Course specific resources (including short loans) meet my learning needs                                      | 0.31 | 19   | 5.39       | 25   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 0.29 | 20   | 5.28       | 28   |
| I am informed about Library services  | 0.24 | 21   | 5.11       | 29   |
| Library staff are readily available to assist me  | 0.22 | 22   | 5.82       | 8    |
| Library staff provide accurate answers to my enquiries  | 0.22 | 23   | 5.95       | 4    |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 0.20 | 24   | 5.45       | 23   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 0.17 | 25   | 5.59       | 21   |
| Library staff are approachable and helpful  | 0.16 | 26   | 5.91       | 6    |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 0.12 | 27   | 5.69       | 17   |
| Face to face enquiry services meet my needs   | 0.11 | 28   | 5.63       | 19   |
| Library staff treat me fairly and without discrimination  | 0.02 | 29   | 5.92       | 5    |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 0.01 | 30   | 4.88       | 30   |



## The University of Hong Kong Library User Survey, November 2019

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

122 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                          | 5.95 | Library staff are approachable and helpful  | 5.84 | When I am away from campus I can access the Library resources and services I need          | 4.78 | When I am away from campus I can access the Library resources and services I need        | 0.99 |
| Library staff treat me fairly and without discrimination                                 | 5.93 | Library staff provide accurate answers to my enquiries  | 5.76 | Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs   | 4.86 | Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 0.96 |
| Library staff are approachable and helpful   | 5.93 | Library staff treat me fairly and without discrimination  | 5.76 | The Library anticipates my learning and research needs                                     | 4.88 | Find@HKUL is easy to use   | 0.69 |
| I can get wireless access in the Library when I need to                                  | 5.90 | The Library is a good place to study  | 5.69 | Library workshops, classes and tutorials help me with my learning and research needs       | 4.94 | A computer is available when I need one  | 0.58 |
| Library staff provide accurate answers to my enquiries                                   | 5.88 | I can find a quiet place in the Library to study when I need to   | 5.57 | I am informed about Library services   | 4.97 | Normal opening hours meet my needs   | 0.52 |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 5.82 | Face to face enquiry services meet my needs   | 5.55 | Course specific resources are listed in ReadingList@HKUL and directly available via Moodle | 5.03 | The Library website provides useful information  | 0.51 |
| Find@HKUL is easy to use   | 5.81 | Library staff are readily available to assist me  | 5.55 | A computer is available when I need one  | 5.03 | Printing, scanning and photocopying facilities in the Library meet my needs              | 0.49 |
| The Library is a good place to study   | 5.79 | I can get wireless access in the Library when I need to   | 5.51 | Find@HKUL is easy to use   | 5.12 | The items I'm looking for on the Library shelves are usually there                       | 0.48 |
| When I am away from campus I can access the Library resources and services I need        | 5.76 | Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.40 | Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs               | 5.13 | The Library website is easy to use   | 0.48 |
| Printing, scanning and photocopying facilities in the Library meet my needs              | 5.75 | Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.33 | Course specific resources (including short loans) meet my learning needs                   | 5.17 | The Library anticipates my learning and research needs                                   | 0.48 |

## The University of Hong Kong Library User Survey, November 2019

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

122 responses

|   | Importance |      | Performance |      |
|---|------------|------|-------------|------|
|   | Mean       | Rank | Mean        | Rank |
| I can find a quiet place in the Library to study when I need to   | 5.95       | 1    | 5.57        | 5    |
| Library staff treat me fairly and without discrimination  | 5.93       | 2    | 5.76        | 3    |
| Library staff are approachable and helpful  | 5.93       | 2    | 5.84        | 1    |
| I can get wireless access in the Library when I need to   | 5.90       | 4    | 5.51        | 8    |
| Library staff provide accurate answers to my enquiries  | 5.88       | 5    | 5.76        | 2    |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 5.82       | 6    | 4.86        | 29   |
| Find@HKUL is easy to use  | 5.81       | 7    | 5.12        | 23   |
| The Library is a good place to study  | 5.79       | 8    | 5.69        | 4    |
| When I am away from campus I can access the Library resources and services I need                             | 5.76       | 9    | 4.78        | 30   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.75       | 10   | 5.27        | 12   |
| Normal opening hours meet my needs  | 5.75       | 11   | 5.23        | 16   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.74       | 12   | 5.33        | 10   |
| The items I'm looking for on the Library shelves are usually there  | 5.73       | 13   | 5.25        | 13   |
| Library staff are readily available to assist me  | 5.73       | 14   | 5.55        | 7    |
| Face to face enquiry services meet my needs   | 5.71       | 15   | 5.55        | 6    |
| The Library website provides useful information   | 5.70       | 16   | 5.19        | 19   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.70       | 17   | 5.28        | 11   |
| The Library website is easy to use  | 5.69       | 18   | 5.21        | 17   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.61       | 19   | 5.40        | 9    |
| A computer is available when I need one   | 5.61       | 20   | 5.03        | 24   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.56       | 21   | 5.23        | 15   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.51       | 22   | 5.13        | 22   |
| Library signage is clear  | 5.48       | 23   | 5.17        | 20   |
| The Library anticipates my learning and research needs  | 5.35       | 24   | 4.88        | 28   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.35       | 25   | 5.17        | 21   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.31       | 26   | 5.03        | 25   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.27       | 27   | 5.20        | 18   |
| I can find a place in the Library to work in a group when I need to   | 5.17       | 28   | 5.24        | 14   |
| I am informed about Library services  | 5.14       | 29   | 4.97        | 26   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 5.08       | 30   | 4.94        | 27   |

## The University of Hong Kong Library User Survey, November 2019

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

122 responses

|   | Performance |      | Importance |      |
|---|-------------|------|------------|------|
|   | Mean        | Rank | Mean       | Rank |
| Library staff are approachable and helpful  | 5.84        | 1    | 5.93       | 2    |
| Library staff provide accurate answers to my enquiries  | 5.76        | 2    | 5.88       | 5    |
| Library staff treat me fairly and without discrimination  | 5.76        | 3    | 5.93       | 2    |
| The Library is a good place to study  | 5.69        | 4    | 5.79       | 8    |
| I can find a quiet place in the Library to study when I need to   | 5.57        | 5    | 5.95       | 1    |
| Face to face enquiry services meet my needs   | 5.55        | 6    | 5.71       | 15   |
| Library staff are readily available to assist me  | 5.55        | 7    | 5.73       | 14   |
| I can get wireless access in the Library when I need to   | 5.51        | 8    | 5.90       | 4    |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.40        | 9    | 5.61       | 19   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.33        | 10   | 5.74       | 12   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.28        | 11   | 5.70       | 17   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.27        | 12   | 5.75       | 10   |
| The items I'm looking for on the Library shelves are usually there  | 5.25        | 13   | 5.73       | 13   |
| I can find a place in the Library to work in a group when I need to   | 5.24        | 14   | 5.17       | 28   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.23        | 15   | 5.56       | 21   |
| Normal opening hours meet my needs  | 5.23        | 16   | 5.75       | 11   |
| The Library website is easy to use  | 5.21        | 17   | 5.69       | 18   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.20        | 18   | 5.27       | 27   |
| The Library website provides useful information   | 5.19        | 19   | 5.70       | 16   |
| Library signage is clear  | 5.17        | 20   | 5.48       | 23   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.17        | 21   | 5.35       | 25   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.13        | 22   | 5.51       | 22   |
| Find@HKUL is easy to use  | 5.12        | 23   | 5.81       | 7    |
| A computer is available when I need one   | 5.03        | 24   | 5.61       | 20   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.03        | 25   | 5.31       | 26   |
| I am informed about Library services  | 4.97        | 26   | 5.14       | 29   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 4.94        | 27   | 5.08       | 30   |
| The Library anticipates my learning and research needs  | 4.88        | 28   | 5.35       | 24   |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 4.86        | 29   | 5.82       | 6    |
| When I am away from campus I can access the Library resources and services I need                             | 4.78        | 30   | 5.76       | 9    |

## The University of Hong Kong Library User Survey, November 2019

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

122 responses

|   | Gap   |      | Importance |      |
|---|-------|------|------------|------|
|   | Mean  | Rank | Mean       | Rank |
| When I am away from campus I can access the Library resources and services I need                             | 0.99  | 1    | 5.76       | 9    |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 0.96  | 2    | 5.82       | 6    |
| Find@HKUL is easy to use  | 0.69  | 3    | 5.81       | 7    |
| A computer is available when I need one   | 0.58  | 4    | 5.61       | 20   |
| Normal opening hours meet my needs  | 0.52  | 5    | 5.75       | 11   |
| The Library website provides useful information   | 0.51  | 6    | 5.70       | 16   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 0.49  | 7    | 5.75       | 10   |
| The items I'm looking for on the Library shelves are usually there  | 0.48  | 8    | 5.73       | 13   |
| The Library website is easy to use  | 0.48  | 9    | 5.69       | 18   |
| The Library anticipates my learning and research needs  | 0.48  | 10   | 5.35       | 24   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 0.42  | 11   | 5.70       | 17   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 0.41  | 12   | 5.74       | 12   |
| I can get wireless access in the Library when I need to   | 0.39  | 13   | 5.90       | 4    |
| I can find a quiet place in the Library to study when I need to   | 0.38  | 14   | 5.95       | 1    |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 0.38  | 15   | 5.51       | 22   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 0.33  | 16   | 5.56       | 21   |
| Library signage is clear  | 0.31  | 17   | 5.48       | 23   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 0.28  | 18   | 5.31       | 26   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 0.22  | 19   | 5.61       | 19   |
| Course specific resources (including short loans) meet my learning needs                                      | 0.19  | 20   | 5.35       | 25   |
| Library staff are readily available to assist me  | 0.18  | 21   | 5.73       | 14   |
| Library staff treat me fairly and without discrimination  | 0.17  | 22   | 5.93       | 2    |
| I am informed about Library services  | 0.16  | 23   | 5.14       | 29   |
| Face to face enquiry services meet my needs   | 0.16  | 24   | 5.71       | 15   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 0.14  | 25   | 5.08       | 30   |
| Library staff provide accurate answers to my enquiries  | 0.12  | 26   | 5.88       | 5    |
| The Library is a good place to study  | 0.09  | 27   | 5.79       | 8    |
| Library staff are approachable and helpful  | 0.09  | 28   | 5.93       | 2    |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 0.07  | 29   | 5.27       | 27   |
| I can find a place in the Library to work in a group when I need to   | -0.06 | 30   | 5.17       | 28   |



## The University of Hong Kong Library User Survey, November 2019

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

92 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 are approachable and helpful   | 6.06 | Library staff treat me fairly and without discrimination                                     | 6.03 | Library workshops, classes and tutorials help me with my learning and research needs                | 4.95 | Library signage is clear  | 0.59 |
| When I am away from campus I can access the Library resources and services I need        | 6.06 | Library staff are approachable and helpful   | 5.87 | Course specific resources are listed in ReadingList@HKUL and directly available via Moodle          | 5.07 | A computer is available when I need one   | 0.57 |
| Library staff treat me fairly and without discrimination                                 | 6.05 | The Library is a good place to study   | 5.83 | ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials | 5.15 | Find@HKUL is easy to use  | 0.56 |
| The Library is a good place to study   | 6.04 | Library staff provide accurate answers to my enquiries                                       | 5.78 | Library signage is clear  | 5.17 | When I am away from campus I can access the Library resources and services I need                             | 0.42 |
| I can get wireless access in the Library when I need to                                  | 6.03 | Library staff are readily available to assist me   | 5.76 | I am informed about Library services  | 5.20 | Printing, scanning and photocopying facilities in the Library meet my needs                                   | 0.41 |
| I can find a quiet place in the Library to study when I need to                          | 6.03 | Face to face enquiry services meet my needs  | 5.74 | The Library anticipates my learning and research needs  | 5.21 | The Library website is easy to use  | 0.40 |
| 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                              | 5.69 | I can find a place in the Library to work in a group when I need to                                 | 5.22 | I can get wireless access in the Library when I need to   | 0.38 |
| Library staff are readily available to assist me   | 5.99 | Self Service (e.g. self check loans, requests, renewals, holds) meets my needs               | 5.68 | A computer is available when I need one   | 5.25 | Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 0.35 |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 5.95 | Books and articles I have requested from other libraries and campuses are delivered promptly | 5.65 | Find@HKUL is easy to use  | 5.30 | Normal opening hours meet my needs  | 0.34 |
| Normal opening hours meet my needs   | 5.94 | I can get wireless access in the Library when I need to                                      | 5.64 | Course specific resources (including short loans) meet my learning needs                            | 5.31 | I can find a quiet place in the Library to study when I need to   | 0.33 |



## The University of Hong Kong Library User Survey, November 2019

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

92 responses

|   | Importance |      | Performance |      |
|---|------------|------|-------------|------|
|   | Mean       | Rank | Mean        | Rank |
| Library staff are approachable and helpful  | 6.06       | 1    | 5.87        | 2    |
| When I am away from campus I can access the Library resources and services I need                             | 6.06       | 2    | 5.64        | 11   |
| Library staff treat me fairly and without discrimination  | 6.05       | 3    | 6.03        | 1    |
| The Library is a good place to study  | 6.04       | 4    | 5.83        | 3    |
| I can get wireless access in the Library when I need to   | 6.03       | 5    | 5.64        | 10   |
| I can find a quiet place in the Library to study when I need to   | 6.03       | 6    | 5.69        | 7    |
| Library staff provide accurate answers to my enquiries  | 5.99       | 7    | 5.78        | 4    |
| Library staff are readily available to assist me  | 5.99       | 8    | 5.76        | 5    |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 5.95       | 9    | 5.62        | 12   |
| Normal opening hours meet my needs  | 5.94       | 10   | 5.61        | 13   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.87       | 11   | 5.46        | 18   |
| Find@HKUL is easy to use  | 5.85       | 12   | 5.30        | 22   |
| The Library website is easy to use  | 5.83       | 13   | 5.43        | 19   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.83       | 14   | 5.65        | 9    |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.83       | 15   | 5.48        | 17   |
| A computer is available when I need one   | 5.82       | 16   | 5.25        | 23   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.81       | 17   | 5.53        | 15   |
| Library signage is clear  | 5.76       | 18   | 5.17        | 27   |
| Face to face enquiry services meet my needs   | 5.75       | 19   | 5.74        | 6    |
| The items I'm looking for on the Library shelves are usually there  | 5.74       | 20   | 5.55        | 14   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.72       | 21   | 5.68        | 8    |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.66       | 22   | 5.50        | 16   |
| The Library website provides useful information   | 5.63       | 23   | 5.36        | 20   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.40       | 24   | 5.31        | 21   |
| The Library anticipates my learning and research needs  | 5.39       | 25   | 5.21        | 25   |
| I can find a place in the Library to work in a group when I need to   | 5.33       | 26   | 5.22        | 24   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.30       | 27   | 5.15        | 28   |
| I am informed about Library services  | 5.27       | 28   | 5.20        | 26   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.26       | 29   | 5.07        | 29   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 4.82       | 30   | 4.95        | 30   |

## The University of Hong Kong Library User Survey, November 2019

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

92 responses

|   | Performance |      | Importance |      |
|---|-------------|------|------------|------|
|   | Mean        | Rank | Mean       | Rank |
| Library staff treat me fairly and without discrimination  | 6.03        | 1    | 6.05       | 3    |
| Library staff are approachable and helpful  | 5.87        | 2    | 6.06       | 1    |
| The Library is a good place to study  | 5.83        | 3    | 6.04       | 4    |
| Library staff provide accurate answers to my enquiries  | 5.78        | 4    | 5.99       | 7    |
| Library staff are readily available to assist me  | 5.76        | 5    | 5.99       | 8    |
| Face to face enquiry services meet my needs   | 5.74        | 6    | 5.75       | 19   |
| I can find a quiet place in the Library to study when I need to   | 5.69        | 7    | 6.03       | 6    |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.68        | 8    | 5.72       | 21   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.65        | 9    | 5.83       | 14   |
| I can get wireless access in the Library when I need to   | 5.64        | 10   | 6.03       | 5    |
| When I am away from campus I can access the Library resources and services I need                             | 5.64        | 11   | 6.06       | 2    |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 5.62        | 12   | 5.95       | 9    |
| Normal opening hours meet my needs  | 5.61        | 13   | 5.94       | 10   |
| The items I'm looking for on the Library shelves are usually there  | 5.55        | 14   | 5.74       | 20   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.53        | 15   | 5.81       | 17   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.50        | 16   | 5.66       | 22   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.48        | 17   | 5.83       | 15   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.46        | 18   | 5.87       | 11   |
| The Library website is easy to use  | 5.43        | 19   | 5.83       | 13   |
| The Library website provides useful information   | 5.36        | 20   | 5.63       | 23   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.31        | 21   | 5.40       | 24   |
| Find@HKUL is easy to use  | 5.30        | 22   | 5.85       | 12   |
| A computer is available when I need one   | 5.25        | 23   | 5.82       | 16   |
| I can find a place in the Library to work in a group when I need to   | 5.22        | 24   | 5.33       | 26   |
| The Library anticipates my learning and research needs  | 5.21        | 25   | 5.39       | 25   |
| I am informed about Library services  | 5.20        | 26   | 5.27       | 28   |
| Library signage is clear  | 5.17        | 27   | 5.76       | 18   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.15        | 28   | 5.30       | 27   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.07        | 29   | 5.26       | 29   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 4.95        | 30   | 4.82       | 30   |

## The University of Hong Kong Library User Survey, November 2019

Mean gap scores — Which category describes you? - OTHERS - Other

92 responses

|   | Gap   |      | Importance |      |
|---|-------|------|------------|------|
|   | Mean  | Rank | Mean       | Rank |
| Library signage is clear  | 0.59  | 1    | 5.76       | 18   |
| A computer is available when I need one   | 0.57  | 2    | 5.82       | 16   |
| Find@HKUL is easy to use  | 0.56  | 3    | 5.85       | 12   |
| When I am away from campus I can access the Library resources and services I need                             | 0.42  | 4    | 6.06       | 2    |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 0.41  | 5    | 5.87       | 11   |
| The Library website is easy to use  | 0.40  | 6    | 5.83       | 13   |
| I can get wireless access in the Library when I need to   | 0.38  | 7    | 6.03       | 5    |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 0.35  | 8    | 5.83       | 15   |
| Normal opening hours meet my needs  | 0.34  | 9    | 5.94       | 10   |
| I can find a quiet place in the Library to study when I need to   | 0.33  | 10   | 6.03       | 6    |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 0.33  | 11   | 5.95       | 9    |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 0.28  | 12   | 5.81       | 17   |
| The Library website provides useful information   | 0.27  | 13   | 5.63       | 23   |
| Library staff are readily available to assist me  | 0.23  | 14   | 5.99       | 8    |
| The Library is a good place to study  | 0.21  | 15   | 6.04       | 4    |
| Library staff provide accurate answers to my enquiries  | 0.20  | 16   | 5.99       | 7    |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 0.19  | 17   | 5.26       | 29   |
| Library staff are approachable and helpful  | 0.19  | 18   | 6.06       | 1    |
| The items I'm looking for on the Library shelves are usually there  | 0.19  | 19   | 5.74       | 20   |
| The Library anticipates my learning and research needs  | 0.18  | 20   | 5.39       | 25   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 0.18  | 21   | 5.83       | 14   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 0.16  | 22   | 5.66       | 22   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 0.14  | 23   | 5.30       | 27   |
| I can find a place in the Library to work in a group when I need to   | 0.11  | 24   | 5.33       | 26   |
| Course specific resources (including short loans) meet my learning needs                                      | 0.09  | 25   | 5.40       | 24   |
| I am informed about Library services  | 0.07  | 26   | 5.27       | 28   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 0.04  | 27   | 5.72       | 21   |
| Library staff treat me fairly and without discrimination  | 0.01  | 28   | 6.05       | 3    |
| Face to face enquiry services meet my needs   | 0.00  | 29   | 5.75       | 19   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | -0.13 | 30   | 4.82       | 30   |



| <b>The University of Hong Kong Library User Survey, November 2019</b>                     |                        |
|---|------------------------|
| Top 5 importance scores by demographic  |                        |
| Which of the following best describes you if you are a current HKU staff or student?      |                        |
|   | <b>Unique factor</b>   |
| <b>Undergraduate student (2853 responses)</b>   | <b>Importance mean</b> |
| The Library is a good place to study  | 6.21                   |
| I can find a quiet place in the Library to study when I need to                           | 6.20                   |
| I can get wireless access in the Library when I need to                                   | 6.09                   |
| <b>Printing, scanning and photocopying facilities in the Library meet my needs</b>        | <b>6.06</b>            |
| Online resources (e.g. e-journals, databases, ebooks) meet my learning and research needs | 5.90                   |
| <b>Postgraduate student (1424 responses)</b>  | <b>Importance mean</b> |
| I can get wireless access in the Library when I need to                                   | 6.34                   |
| Online resources (e.g. e-journals, databases, ebooks) meet my learning and research needs | 6.32                   |
| The Library is a good place to study  | 6.26                   |
| I can find a quiet place in the Library to study when I need to                           | 6.23                   |
| When I am away from campus I can access the Library resources and services I need         | 6.22                   |
| <b>Academic staff (413 responses)</b>   | <b>Importance mean</b> |
| Online resources (e.g. e-journals, databases, ebooks) meet my learning and research needs | 6.48                   |
| When I am away from campus I can access the Library resources and services I need         | 6.38                   |
| I can get wireless access in the Library when I need to                                   | 6.34                   |
| <b>Find@HKUL is easy to use</b>   | <b>6.21</b>            |
| Library staff provide accurate answers to my enquiries                                    | 6.20                   |
| <b>Non-academic staff (524 responses)</b>   | <b>Importance mean</b> |
| I can get wireless access in the Library when I need to                                   | 6.00                   |
| I can find a quiet place in the Library to study when I need to                           | 5.94                   |
| The Library is a good place to study  | 5.91                   |
| Library staff provide accurate answers to my enquiries                                    | 5.90                   |
| <b>Library staff are approachable and helpful</b>   | <b>5.86</b>            |
| <b>Not Applicable (1316 responses)</b>  | <b>Importance mean</b> |
| The Library is a good place to study  | 6.08                   |
| I can find a quiet place in the Library to study when I need to                           | 6.03                   |
| I can get wireless access in the Library when I need to                                   | 6.00                   |
| Library staff provide accurate answers to my enquiries                                    | 5.92                   |
| <b>Library staff treat me fairly and without discrimination</b>                           | <b>5.92</b>            |

| <b>The University of Hong Kong Library User Survey, November 2019</b><br>Top 5 performance scores by demographic<br>Which of the following best describes you if you are a current HKU staff or student? |                         |
|--|-------------------------|
|  | Unique factor           |
| <b>Undergraduate student (2853 responses)</b>  | <b>Performance mean</b> |
| Library staff treat me fairly and without discrimination   | 5.86                    |
| Library staff are approachable and helpful   | 5.75                    |
| The Library is a good place to study   | 5.70                    |
| Library staff provide accurate answers to my enquiries   | 5.67                    |
| Library staff are readily available to assist me   | 5.63                    |
| <b>Postgraduate student (1424 responses)</b>   | <b>Performance mean</b> |
| Library staff treat me fairly and without discrimination   | 6.10                    |
| Library staff are approachable and helpful   | 6.05                    |
| Library staff provide accurate answers to my enquiries   | 5.99                    |
| Library staff are readily available to assist me   | 5.95                    |
| I can get wireless access in the Library when I need to  | 5.95                    |
| <b>Academic staff (413 responses)</b>  | <b>Performance mean</b> |
| Library staff treat me fairly and without discrimination   | 6.17                    |
| I can get wireless access in the Library when I need to  | 6.07                    |
| Library staff provide accurate answers to my enquiries   | 6.01                    |
| Library staff are approachable and helpful   | 5.99                    |
| Library staff are readily available to assist me   | 5.96                    |
| <b>Non-academic staff (524 responses)</b>  | <b>Performance mean</b> |
| Library staff treat me fairly and without discrimination   | 5.77                    |
| <b>Normal opening hours meet my needs</b>  | <b>5.68</b>             |
| I can get wireless access in the Library when I need to  | 5.67                    |
| Library staff are approachable and helpful   | 5.66                    |
| Library staff provide accurate answers to my enquiries   | 5.63                    |
| <b>Not Applicable (1316 responses)</b>   | <b>Performance mean</b> |
| Library staff treat me fairly and without discrimination   | 5.90                    |
| Library staff are approachable and helpful   | 5.76                    |
| The Library is a good place to study   | 5.74                    |
| Library staff provide accurate answers to my enquiries   | 5.72                    |
| Library staff are readily available to assist me   | 5.59                    |

| <b>The University of Hong Kong Library User Survey, November 2019</b>                    |                      |
|--|----------------------|
| Top 5 gap scores by demographic  |                      |
| Which of the following best describes you if you are a current HKU staff or student?     |                      |
|  | <b>Unique factor</b> |
| <b>Undergraduate student (2853 responses)</b>  | <b>Gap score</b>     |
| I can find a place in the Library to work in a group when I need to                      | 0.87                 |
| I can find a quiet place in the Library to study when I need to                          | 0.85                 |
| Printing, scanning and photocopying facilities in the Library meet my needs              | 0.64                 |
| I can get wireless access in the Library when I need to                                  | 0.58                 |
| Laptop facilities (e.g. desks, power) in the Library meet my needs                       | 0.57                 |
| <b>Postgraduate student (1424 responses)</b>   | <b>Gap score</b>     |
| I can find a quiet place in the Library to study when I need to                          | 0.71                 |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 0.63                 |
| The items I'm looking for on the Library shelves are usually there                       | 0.58                 |
| Find@HKUL is easy to use   | 0.54                 |
| I can find a place in the Library to work in a group when I need to                      | 0.53                 |
| <b>Academic staff (413 responses)</b>  | <b>Gap score</b>     |
| Find@HKUL is easy to use   | 1.04                 |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 0.98                 |
| The Library website is easy to use   | 0.94                 |
| The items I'm looking for on the Library shelves are usually there                       | 0.69                 |
| The Library website provides useful information  | 0.67                 |
| <b>Non-academic staff (524 responses)</b>  | <b>Gap score</b>     |
| The Library website is easy to use   | 0.70                 |
| Find@HKUL is easy to use   | 0.69                 |
| The items I'm looking for on the Library shelves are usually there                       | 0.59                 |
| Library signage is clear   | 0.56                 |
| The Library website provides useful information  | 0.54                 |
| <b>Not Applicable (1316 responses)</b>   | <b>Gap score</b>     |
| When I am away from campus I can access the Library resources and services I need        | 0.86                 |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 0.82                 |
| Find@HKUL is easy to use   | 0.68                 |
| The items I'm looking for on the Library shelves are usually there                       | 0.64                 |
| A computer is available when I need one  | 0.60                 |

## The University of Hong Kong Library User Survey, November 2019

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

2853 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   | 6.21 | Library staff treat me fairly and without discrimination                                 | 5.86 | I am informed about Library services  | 4.94 | I can find a place in the Library to work in a group when I need to                      | 0.87 |
| I can find a quiet place in the Library to study when I need to                          | 6.20 | Library staff are approachable and helpful   | 5.75 | Library workshops, classes and tutorials help me with my learning and research needs                | 4.96 | I can find a quiet place in the Library to study when I need to                          | 0.85 |
| I can get wireless access in the Library when I need to                                  | 6.09 | The Library is a good place to study   | 5.70 | I can find a place in the Library to work in a group when I need to                                 | 4.97 | Printing, scanning and photocopying facilities in the Library meet my needs              | 0.64 |
| Printing, scanning and photocopying facilities in the Library meet my needs              | 6.06 | Library staff provide accurate answers to my enquiries                                   | 5.67 | A computer is available when I need one   | 5.07 | I can get wireless access in the Library when I need to                                  | 0.58 |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 5.90 | Library staff are readily available to assist me   | 5.63 | ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials | 5.08 | Laptop facilities (e.g. desks, power) in the Library meet my needs                       | 0.57 |
| Normal opening hours meet my needs   | 5.88 | Self Service (e.g. self check loans, requests, renewals, holds) meets my needs           | 5.55 | The items I'm looking for on the Library shelves are usually there                                  | 5.08 | The Library is a good place to study   | 0.52 |
| Find@HKUL is easy to use   | 5.86 | When I am away from campus I can access the Library resources and services I need        | 5.52 | Course specific resources are listed in ReadingList@HKUL and directly available via Moodle          | 5.11 | The items I'm looking for on the Library shelves are usually there                       | 0.50 |
| Library staff are approachable and helpful   | 5.85 | I can get wireless access in the Library when I need to                                  | 5.52 | The Library website provides useful information   | 5.18 | A computer is available when I need one  | 0.49 |
| I can find a place in the Library to work in a group when I need to                      | 5.84 | Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 5.46 | The Library anticipates my learning and research needs  | 5.21 | Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 0.44 |
| Library staff provide accurate answers to my enquiries                                   | 5.83 | Normal opening hours meet my needs   | 5.44 | Library signage is clear  | 5.23 | Normal opening hours meet my needs   | 0.44 |



## The University of Hong Kong Library User Survey, November 2019

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

Undergraduate student

2853 responses

|   | Importance |      | Performance |      |
|---|------------|------|-------------|------|
|   | Mean       | Rank | Mean        | Rank |
| The Library is a good place to study  | 6.21       | 1    | 5.70        | 3    |
| I can find a quiet place in the Library to study when I need to   | 6.20       | 2    | 5.35        | 17   |
| I can get wireless access in the Library when I need to   | 6.09       | 3    | 5.52        | 8    |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 6.06       | 4    | 5.42        | 12   |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 5.90       | 5    | 5.46        | 9    |
| Normal opening hours meet my needs  | 5.88       | 6    | 5.44        | 10   |
| Find@HKUL is easy to use  | 5.86       | 7    | 5.43        | 11   |
| Library staff are approachable and helpful  | 5.85       | 8    | 5.75        | 2    |
| I can find a place in the Library to work in a group when I need to   | 5.84       | 9    | 4.97        | 28   |
| Library staff provide accurate answers to my enquiries  | 5.83       | 10   | 5.67        | 4    |
| Library staff treat me fairly and without discrimination  | 5.82       | 11   | 5.86        | 1    |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.81       | 12   | 5.24        | 20   |
| When I am away from campus I can access the Library resources and services I need                             | 5.78       | 13   | 5.52        | 7    |
| The Library website is easy to use  | 5.76       | 14   | 5.38        | 15   |
| Library staff are readily available to assist me  | 5.75       | 15   | 5.63        | 5    |
| The items I'm looking for on the Library shelves are usually there  | 5.59       | 16   | 5.08        | 25   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.57       | 17   | 5.55        | 6    |
| A computer is available when I need one   | 5.55       | 18   | 5.07        | 27   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.54       | 19   | 5.24        | 19   |
| The Library website provides useful information   | 5.53       | 20   | 5.18        | 23   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.49       | 21   | 5.41        | 13   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.48       | 22   | 5.35        | 16   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.47       | 23   | 5.11        | 24   |
| Library signage is clear  | 5.46       | 24   | 5.23        | 21   |
| The Library anticipates my learning and research needs  | 5.46       | 25   | 5.21        | 22   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.39       | 26   | 5.08        | 26   |
| Face to face enquiry services meet my needs   | 5.33       | 27   | 5.39        | 14   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.23       | 28   | 5.28        | 18   |
| I am informed about Library services  | 5.15       | 29   | 4.94        | 30   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 4.84       | 30   | 4.96        | 29   |

## The University of Hong Kong Library User Survey, November 2019

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

2853 responses

|   | Performance |      | Importance |      |
|---|-------------|------|------------|------|
|   | Mean        | Rank | Mean       | Rank |
| Library staff treat me fairly and without discrimination  | 5.86        | 1    | 5.82       | 11   |
| Library staff are approachable and helpful  | 5.75        | 2    | 5.85       | 8    |
| The Library is a good place to study  | 5.70        | 3    | 6.21       | 1    |
| Library staff provide accurate answers to my enquiries  | 5.67        | 4    | 5.83       | 10   |
| Library staff are readily available to assist me  | 5.63        | 5    | 5.75       | 15   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.55        | 6    | 5.57       | 17   |
| When I am away from campus I can access the Library resources and services I need                             | 5.52        | 7    | 5.78       | 13   |
| I can get wireless access in the Library when I need to   | 5.52        | 8    | 6.09       | 3    |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 5.46        | 9    | 5.90       | 5    |
| Normal opening hours meet my needs  | 5.44        | 10   | 5.88       | 6    |
| Find@HKUL is easy to use  | 5.43        | 11   | 5.86       | 7    |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.42        | 12   | 6.06       | 4    |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.41        | 13   | 5.49       | 21   |
| Face to face enquiry services meet my needs   | 5.39        | 14   | 5.33       | 27   |
| The Library website is easy to use  | 5.38        | 15   | 5.76       | 14   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.35        | 16   | 5.48       | 22   |
| I can find a quiet place in the Library to study when I need to   | 5.35        | 17   | 6.20       | 2    |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.28        | 18   | 5.23       | 28   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.24        | 19   | 5.54       | 19   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.24        | 20   | 5.81       | 12   |
| Library signage is clear  | 5.23        | 21   | 5.46       | 24   |
| The Library anticipates my learning and research needs  | 5.21        | 22   | 5.46       | 25   |
| The Library website provides useful information   | 5.18        | 23   | 5.53       | 20   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.11        | 24   | 5.47       | 23   |
| The items I'm looking for on the Library shelves are usually there  | 5.08        | 25   | 5.59       | 16   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.08        | 26   | 5.39       | 26   |
| A computer is available when I need one   | 5.07        | 27   | 5.55       | 18   |
| I can find a place in the Library to work in a group when I need to   | 4.97        | 28   | 5.84       | 9    |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 4.96        | 29   | 4.84       | 30   |
| I am informed about Library services  | 4.94        | 30   | 5.15       | 29   |

## The University of Hong Kong Library User Survey, November 2019

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

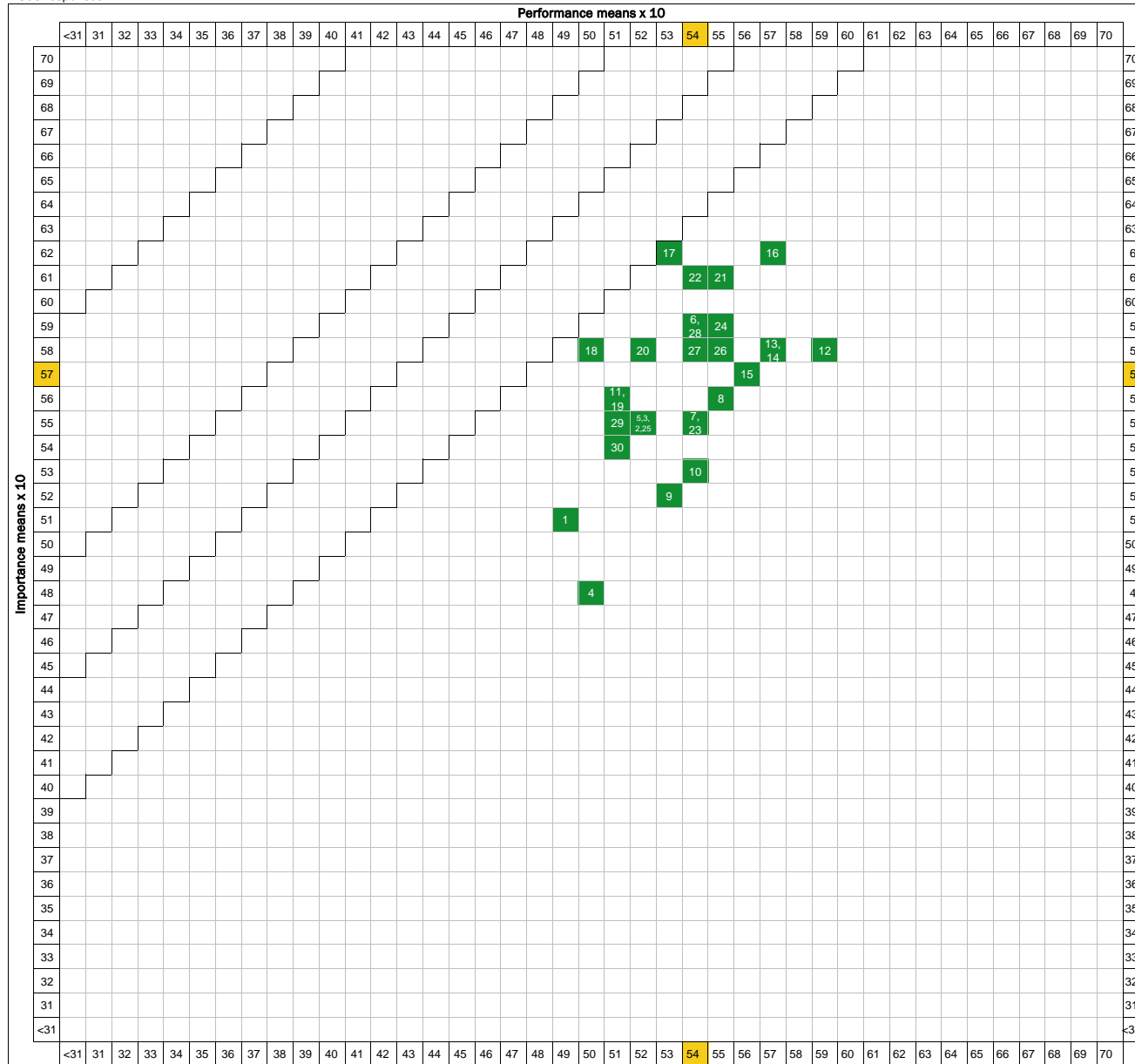
2853 responses

|   | Gap   |      | Importance |      |
|---|-------|------|------------|------|
|   | Mean  | Rank | Mean       | Rank |
| I can find a place in the Library to work in a group when I need to   | 0.87  | 1    | 5.84       | 9    |
| I can find a quiet place in the Library to study when I need to   | 0.85  | 2    | 6.20       | 2    |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 0.64  | 3    | 6.06       | 4    |
| I can get wireless access in the Library when I need to   | 0.58  | 4    | 6.09       | 3    |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 0.57  | 5    | 5.81       | 12   |
| The Library is a good place to study  | 0.52  | 6    | 6.21       | 1    |
| The items I'm looking for on the Library shelves are usually there  | 0.50  | 7    | 5.59       | 16   |
| A computer is available when I need one   | 0.49  | 8    | 5.55       | 18   |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 0.44  | 9    | 5.90       | 5    |
| Normal opening hours meet my needs  | 0.44  | 10   | 5.88       | 6    |
| Find@HKUL is easy to use  | 0.43  | 11   | 5.86       | 7    |
| The Library website is easy to use  | 0.38  | 12   | 5.76       | 14   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 0.36  | 13   | 5.47       | 23   |
| The Library website provides useful information   | 0.35  | 14   | 5.53       | 20   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 0.32  | 15   | 5.39       | 26   |
| Course specific resources (including short loans) meet my learning needs                                      | 0.29  | 16   | 5.54       | 19   |
| When I am away from campus I can access the Library resources and services I need                             | 0.26  | 17   | 5.78       | 13   |
| The Library anticipates my learning and research needs  | 0.25  | 18   | 5.46       | 25   |
| Library signage is clear  | 0.24  | 19   | 5.46       | 24   |
| I am informed about Library services  | 0.20  | 20   | 5.15       | 29   |
| Library staff provide accurate answers to my enquiries  | 0.16  | 21   | 5.83       | 10   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 0.13  | 22   | 5.48       | 22   |
| Library staff are readily available to assist me  | 0.11  | 23   | 5.75       | 15   |
| Library staff are approachable and helpful  | 0.10  | 24   | 5.85       | 8    |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 0.08  | 25   | 5.49       | 21   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 0.02  | 26   | 5.57       | 17   |
| Library staff treat me fairly and without discrimination  | -0.04 | 27   | 5.82       | 11   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | -0.05 | 28   | 5.23       | 28   |
| Face to face enquiry services meet my needs   | -0.06 | 29   | 5.33       | 27   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | -0.13 | 30   | 4.84       | 30   |

### The University of Hong Kong Library User Survey, November 2019

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

2853 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          | Normal 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         | Find@HKUL is easy to use  |
| 29         | Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    |
| 30         | ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           |

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, November 2019

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

1424 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                                  | 6.34 | Library staff treat me fairly and without discrimination                                     | 6.10 | The items I'm looking for on the Library shelves are usually there                                  | 5.30 | I can find a quiet place in the Library to study when I need to                          | 0.71 |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 6.32 | Library staff are approachable and helpful   | 6.05 | I can find a place in the Library to work in a group when I need to                                 | 5.34 | Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 0.63 |
| The Library is a good place to study   | 6.26 | Library staff provide accurate answers to my enquiries                                       | 5.99 | ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials | 5.41 | The items I'm looking for on the Library shelves are usually there                       | 0.58 |
| I can find a quiet place in the Library to study when I need to                          | 6.23 | Library staff are readily available to assist me   | 5.95 | I am informed about Library services  | 5.43 | Find@HKUL is easy to use   | 0.54 |
| When I am away from campus I can access the Library resources and services I need        | 6.22 | I can get wireless access in the Library when I need to                                      | 5.95 | The Library anticipates my learning and research needs  | 5.43 | I can find a place in the Library to work in a group when I need to                      | 0.53 |
| Find@HKUL is easy to use   | 6.15 | The Library is a good place to study   | 5.84 | A computer is available when I need one   | 5.44 | The Library website is easy to use   | 0.51 |
| Library staff treat me fairly and without discrimination                                 | 6.15 | Self Service (e.g. self check loans, requests, renewals, holds) meets my needs               | 5.80 | Course specific resources are listed in ReadingList@HKUL and directly available via Moodle          | 5.45 | Normal opening hours meet my needs   | 0.47 |
| Library staff provide accurate answers to my enquiries                                   | 6.14 | When I am away from campus I can access the Library resources and services I need            | 5.77 | Library signage is clear  | 5.46 | When I am away from campus I can access the Library resources and services I need        | 0.45 |
| The Library website is easy to use   | 6.13 | Face to face enquiry services meet my needs  | 5.75 | Normal opening hours meet my needs  | 5.49 | Printing, scanning and photocopying facilities in the Library meet my needs              | 0.42 |
| Library staff are approachable and helpful   | 6.13 | Books and articles I have requested from other libraries and campuses are delivered promptly | 5.72 | Library workshops, classes and tutorials help me with my learning and research needs                | 5.50 | The Library is a good place to study   | 0.42 |

## The University of Hong Kong Library User Survey, November 2019

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

Postgraduate student

1424 responses

|   | Importance |      | Performance |      |
|---|------------|------|-------------|------|
|   | Mean       | Rank | Mean        | Rank |
| I can get wireless access in the Library when I need to   | 6.34       | 1    | 5.95        | 5    |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 6.32       | 2    | 5.69        | 11   |
| The Library is a good place to study  | 6.26       | 3    | 5.84        | 6    |
| I can find a quiet place in the Library to study when I need to   | 6.23       | 4    | 5.53        | 18   |
| When I am away from campus I can access the Library resources and services I need                             | 6.22       | 5    | 5.77        | 8    |
| Find@HKUL is easy to use  | 6.15       | 6    | 5.62        | 15   |
| Library staff treat me fairly and without discrimination  | 6.15       | 7    | 6.10        | 1    |
| Library staff provide accurate answers to my enquiries  | 6.14       | 8    | 5.99        | 3    |
| The Library website is easy to use  | 6.13       | 9    | 5.61        | 16   |
| Library staff are approachable and helpful  | 6.13       | 10   | 6.05        | 2    |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 6.10       | 11   | 5.67        | 13   |
| Library staff are readily available to assist me  | 6.06       | 12   | 5.95        | 4    |
| The Library website provides useful information   | 6.00       | 13   | 5.60        | 17   |
| Normal opening hours meet my needs  | 5.96       | 14   | 5.49        | 22   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.92       | 15   | 5.52        | 20   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.90       | 16   | 5.68        | 12   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.89       | 17   | 5.80        | 7    |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.89       | 18   | 5.72        | 10   |
| The items I'm looking for on the Library shelves are usually there  | 5.88       | 19   | 5.30        | 30   |
| I can find a place in the Library to work in a group when I need to   | 5.87       | 20   | 5.34        | 29   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.85       | 21   | 5.45        | 24   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.82       | 22   | 5.52        | 19   |
| Library signage is clear  | 5.80       | 23   | 5.46        | 23   |
| The Library anticipates my learning and research needs  | 5.78       | 24   | 5.43        | 26   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.75       | 25   | 5.41        | 28   |
| Face to face enquiry services meet my needs   | 5.71       | 26   | 5.75        | 9    |
| A computer is available when I need one   | 5.71       | 27   | 5.44        | 25   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.67       | 28   | 5.62        | 14   |
| I am informed about Library services  | 5.62       | 29   | 5.43        | 27   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 5.55       | 30   | 5.50        | 21   |

## The University of Hong Kong Library User Survey, November 2019

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

1424 responses

|   | Performance |      | Importance |      |
|---|-------------|------|------------|------|
|   | Mean        | Rank | Mean       | Rank |
| Library staff treat me fairly and without discrimination  | 6.10        | 1    | 6.15       | 7    |
| Library staff are approachable and helpful  | 6.05        | 2    | 6.13       | 10   |
| Library staff provide accurate answers to my enquiries  | 5.99        | 3    | 6.14       | 8    |
| Library staff are readily available to assist me  | 5.95        | 4    | 6.06       | 12   |
| I can get wireless access in the Library when I need to   | 5.95        | 5    | 6.34       | 1    |
| The Library is a good place to study  | 5.84        | 6    | 6.26       | 3    |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.80        | 7    | 5.89       | 17   |
| When I am away from campus I can access the Library resources and services I need                             | 5.77        | 8    | 6.22       | 5    |
| Face to face enquiry services meet my needs   | 5.75        | 9    | 5.71       | 26   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.72        | 10   | 5.89       | 18   |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 5.69        | 11   | 6.32       | 2    |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.68        | 12   | 5.90       | 16   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.67        | 13   | 6.10       | 11   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.62        | 14   | 5.67       | 28   |
| Find@HKUL is easy to use  | 5.62        | 15   | 6.15       | 6    |
| The Library website is easy to use  | 5.61        | 16   | 6.13       | 9    |
| The Library website provides useful information   | 5.60        | 17   | 6.00       | 13   |
| I can find a quiet place in the Library to study when I need to   | 5.53        | 18   | 6.23       | 4    |
| Course specific resources (including short loans) meet my learning needs                                      | 5.52        | 19   | 5.82       | 22   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.52        | 20   | 5.92       | 15   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 5.50        | 21   | 5.55       | 30   |
| Normal opening hours meet my needs  | 5.49        | 22   | 5.96       | 14   |
| Library signage is clear  | 5.46        | 23   | 5.80       | 23   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.45        | 24   | 5.85       | 21   |
| A computer is available when I need one   | 5.44        | 25   | 5.71       | 27   |
| The Library anticipates my learning and research needs  | 5.43        | 26   | 5.78       | 24   |
| I am informed about Library services  | 5.43        | 27   | 5.62       | 29   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.41        | 28   | 5.75       | 25   |
| I can find a place in the Library to work in a group when I need to   | 5.34        | 29   | 5.87       | 20   |
| The items I'm looking for on the Library shelves are usually there  | 5.30        | 30   | 5.88       | 19   |

## The University of Hong Kong Library User Survey, November 2019

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

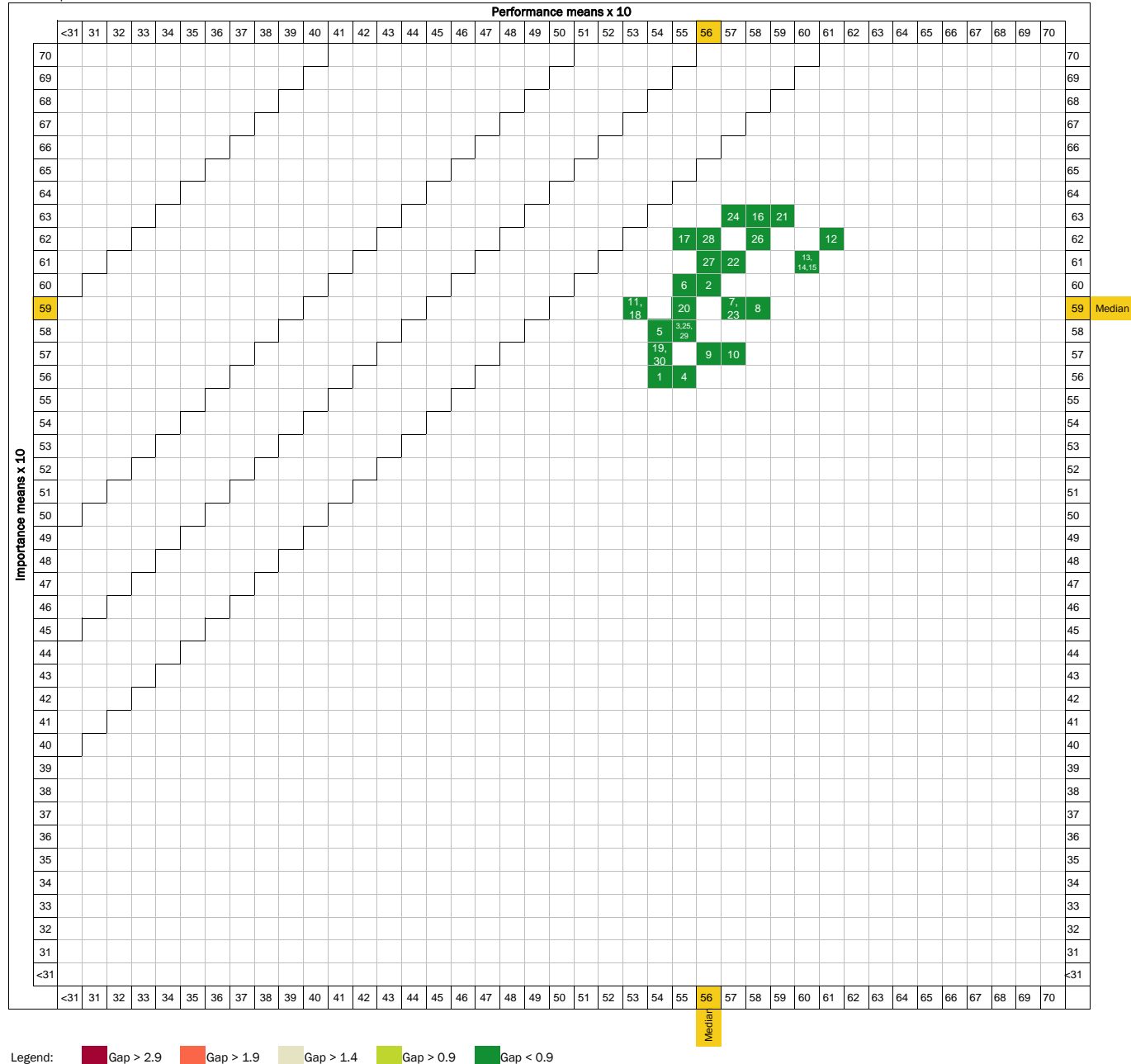
1424 responses

|   | Gap   |      | Importance |      |
|---|-------|------|------------|------|
|   | Mean  | Rank | Mean       | Rank |
| I can find a quiet place in the Library to study when I need to   | 0.71  | 1    | 6.23       | 4    |
| Online resources (e.g. e-journals, databases, ebooks) meet my learning and research needs                     | 0.63  | 2    | 6.32       | 2    |
| The items I'm looking for on the Library shelves are usually there  | 0.58  | 3    | 5.88       | 19   |
| Find@HKUL is easy to use  | 0.54  | 4    | 6.15       | 6    |
| I can find a place in the Library to work in a group when I need to   | 0.53  | 5    | 5.87       | 20   |
| The Library website is easy to use  | 0.51  | 6    | 6.13       | 9    |
| Normal opening hours meet my needs  | 0.47  | 7    | 5.96       | 14   |
| When I am away from campus I can access the Library resources and services I need                             | 0.45  | 8    | 6.22       | 5    |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 0.42  | 9    | 6.10       | 11   |
| The Library is a good place to study  | 0.42  | 10   | 6.26       | 3    |
| The Library website provides useful information   | 0.40  | 11   | 6.00       | 13   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 0.40  | 12   | 5.92       | 15   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 0.40  | 13   | 5.85       | 21   |
| I can get wireless access in the Library when I need to   | 0.39  | 14   | 6.34       | 1    |
| The Library anticipates my learning and research needs  | 0.35  | 15   | 5.78       | 24   |
| Library signage is clear  | 0.34  | 16   | 5.80       | 23   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 0.34  | 17   | 5.75       | 25   |
| Course specific resources (including short loans) meet my learning needs                                      | 0.30  | 18   | 5.82       | 22   |
| A computer is available when I need one   | 0.26  | 19   | 5.71       | 27   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 0.22  | 20   | 5.90       | 16   |
| I am informed about Library services  | 0.19  | 21   | 5.62       | 29   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 0.17  | 22   | 5.89       | 18   |
| Library staff provide accurate answers to my enquiries  | 0.14  | 23   | 6.14       | 8    |
| Library staff are readily available to assist me  | 0.11  | 24   | 6.06       | 12   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 0.09  | 25   | 5.89       | 17   |
| Library staff are approachable and helpful  | 0.08  | 26   | 6.13       | 10   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 0.06  | 27   | 5.55       | 30   |
| Library staff treat me fairly and without discrimination  | 0.05  | 28   | 6.15       | 7    |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 0.05  | 29   | 5.67       | 28   |
| Face to face enquiry services meet my needs   | -0.04 | 30   | 5.71       | 26   |



### The University of Hong Kong Library User Survey, November 2019

Best practice categories gap grid — Which of the following best describes you if you are a current HKU staff or student? - Postgraduate student  
1424 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          | Normal 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         | Find@HKUL is easy to use  |
| 29         | Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    |
| 30         | ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           |

## The University of Hong Kong Library User Survey, November 2019

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

413 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     | 6.48 | Library staff treat me fairly and without discrimination                                     | 6.17 | Find@HKUL is easy to use  | 5.17 | Find@HKUL is easy to use  | 1.04 |
| When I am away from campus I can access the Library resources and services I need            | 6.38 | I can get wireless access in the Library when I need to                                      | 6.07 | Course specific resources are listed in ReadingList@HKUL and directly available via Moodle          | 5.18 | Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 0.98 |
| I can get wireless access in the Library when I need to                                      | 6.34 | Library staff provide accurate answers to my enquiries                                       | 6.01 | Library signage is clear  | 5.21 | The Library website is easy to use  | 0.94 |
| Find@HKUL is easy to use   | 6.21 | Library staff are approachable and helpful   | 5.99 | ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials | 5.23 | The items I'm looking for on the Library shelves are usually there  | 0.69 |
| Library staff provide accurate answers to my enquiries                                       | 6.20 | Library staff are readily available to assist me   | 5.96 | The Library website is easy to use  | 5.23 | The Library website provides useful information   | 0.67 |
| Library staff treat me fairly and without discrimination                                     | 6.19 | Normal opening hours meet my needs   | 5.88 | The Library anticipates my learning and research needs  | 5.24 | Library signage is clear  | 0.61 |
| Library staff are approachable and helpful   | 6.19 | Books and articles I have requested from other libraries and campuses are delivered promptly | 5.84 | A computer is available when I need one   | 5.28 | When I am away from campus I can access the Library resources and services I need                             | 0.59 |
| The Library website is easy to use   | 6.17 | Self Service (e.g. self check loans, requests, renewals, holds) meets my needs               | 5.81 | Library workshops, classes and tutorials help me with my learning and research needs                | 5.28 | The Library anticipates my learning and research needs  | 0.57 |
| Books and articles I have requested from other libraries and campuses are delivered promptly | 6.16 | When I am away from campus I can access the Library resources and services I need            | 5.79 | I can find a place in the Library to work in a group when I need to                                 | 5.33 | Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 0.56 |
| The Library website provides useful information  | 6.14 | The Library is a good place to study   | 5.75 | The items I'm looking for on the Library shelves are usually there                                  | 5.36 | I can find a quiet place in the Library to study when I need to   | 0.43 |

## The University of Hong Kong Library User Survey, November 2019

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

413 responses

|   | Importance |      | Performance |      |
|---|------------|------|-------------|------|
|   | Mean       | Rank | Mean        | Rank |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 6.48       | 1    | 5.50        | 16   |
| When I am away from campus I can access the Library resources and services I need                             | 6.38       | 2    | 5.79        | 9    |
| I can get wireless access in the Library when I need to   | 6.34       | 3    | 6.07        | 2    |
| Find@HKUL is easy to use  | 6.21       | 4    | 5.17        | 30   |
| Library staff provide accurate answers to my enquiries  | 6.20       | 5    | 6.01        | 3    |
| Library staff treat me fairly and without discrimination  | 6.19       | 6    | 6.17        | 1    |
| Library staff are approachable and helpful  | 6.19       | 7    | 5.99        | 4    |
| The Library website is easy to use  | 6.17       | 8    | 5.23        | 26   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 6.16       | 9    | 5.84        | 7    |
| The Library website provides useful information   | 6.14       | 10   | 5.47        | 17   |
| Library staff are readily available to assist me  | 6.13       | 11   | 5.96        | 5    |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 6.12       | 12   | 5.56        | 13   |
| The items I'm looking for on the Library shelves are usually there  | 6.05       | 13   | 5.36        | 21   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 6.05       | 14   | 5.81        | 8    |
| I can find a quiet place in the Library to study when I need to   | 6.05       | 15   | 5.62        | 12   |
| The Library is a good place to study  | 5.98       | 16   | 5.75        | 10   |
| Normal opening hours meet my needs  | 5.91       | 17   | 5.88        | 6    |
| Face to face enquiry services meet my needs   | 5.86       | 18   | 5.72        | 11   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.84       | 19   | 5.43        | 20   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.84       | 20   | 5.51        | 15   |
| Library signage is clear  | 5.82       | 21   | 5.21        | 28   |
| The Library anticipates my learning and research needs  | 5.81       | 22   | 5.24        | 25   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.81       | 23   | 5.45        | 18   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.70       | 24   | 5.52        | 14   |
| A computer is available when I need one   | 5.68       | 25   | 5.28        | 24   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.61       | 26   | 5.23        | 27   |
| I am informed about Library services  | 5.60       | 27   | 5.43        | 19   |
| I can find a place in the Library to work in a group when I need to   | 5.55       | 28   | 5.33        | 22   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.50       | 29   | 5.18        | 29   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 5.43       | 30   | 5.28        | 23   |

## The University of Hong Kong Library User Survey, November 2019

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

413 responses

|   | Performance |      | Importance |      |
|---|-------------|------|------------|------|
|   | Mean        | Rank | Mean       | Rank |
| Library staff treat me fairly and without discrimination  | 6.17        | 1    | 6.19       | 6    |
| I can get wireless access in the Library when I need to   | 6.07        | 2    | 6.34       | 3    |
| Library staff provide accurate answers to my enquiries  | 6.01        | 3    | 6.20       | 5    |
| Library staff are approachable and helpful  | 5.99        | 4    | 6.19       | 7    |
| Library staff are readily available to assist me  | 5.96        | 5    | 6.13       | 11   |
| Normal opening hours meet my needs  | 5.88        | 6    | 5.91       | 17   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.84        | 7    | 6.16       | 9    |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.81        | 8    | 6.05       | 14   |
| When I am away from campus I can access the Library resources and services I need                             | 5.79        | 9    | 6.38       | 2    |
| The Library is a good place to study  | 5.75        | 10   | 5.98       | 16   |
| Face to face enquiry services meet my needs   | 5.72        | 11   | 5.86       | 18   |
| I can find a quiet place in the Library to study when I need to   | 5.62        | 12   | 6.05       | 15   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.56        | 13   | 6.12       | 12   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.52        | 14   | 5.70       | 24   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.51        | 15   | 5.84       | 20   |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 5.50        | 16   | 6.48       | 1    |
| The Library website provides useful information   | 5.47        | 17   | 6.14       | 10   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.45        | 18   | 5.81       | 23   |
| I am informed about Library services  | 5.43        | 19   | 5.60       | 27   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.43        | 20   | 5.84       | 19   |
| The items I'm looking for on the Library shelves are usually there  | 5.36        | 21   | 6.05       | 13   |
| I can find a place in the Library to work in a group when I need to   | 5.33        | 22   | 5.55       | 28   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 5.28        | 23   | 5.43       | 30   |
| A computer is available when I need one   | 5.28        | 24   | 5.68       | 25   |
| The Library anticipates my learning and research needs  | 5.24        | 25   | 5.81       | 22   |
| The Library website is easy to use  | 5.23        | 26   | 6.17       | 8    |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.23        | 27   | 5.61       | 26   |
| Library signage is clear  | 5.21        | 28   | 5.82       | 21   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.18        | 29   | 5.50       | 29   |
| Find@HKUL is easy to use  | 5.17        | 30   | 6.21       | 4    |

## The University of Hong Kong Library User Survey, November 2019

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

413 responses

|   | Gap  |      | Importance |      |
|---|------|------|------------|------|
|   | Mean | Rank | Mean       | Rank |
| Find@HKUL is easy to use  | 1.04 | 1    | 6.21       | 4    |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 0.98 | 2    | 6.48       | 1    |
| The Library website is easy to use  | 0.94 | 3    | 6.17       | 8    |
| The items I'm looking for on the Library shelves are usually there  | 0.69 | 4    | 6.05       | 13   |
| The Library website provides useful information   | 0.67 | 5    | 6.14       | 10   |
| Library signage is clear  | 0.61 | 6    | 5.82       | 21   |
| When I am away from campus I can access the Library resources and services I need                             | 0.59 | 7    | 6.38       | 2    |
| The Library anticipates my learning and research needs  | 0.57 | 8    | 5.81       | 22   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 0.56 | 9    | 6.12       | 12   |
| I can find a quiet place in the Library to study when I need to   | 0.43 | 10   | 6.05       | 15   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 0.41 | 11   | 5.84       | 19   |
| A computer is available when I need one   | 0.41 | 12   | 5.68       | 25   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 0.38 | 13   | 5.61       | 26   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 0.35 | 14   | 5.81       | 23   |
| Course specific resources (including short loans) meet my learning needs                                      | 0.33 | 15   | 5.84       | 20   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 0.32 | 16   | 6.16       | 9    |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 0.31 | 17   | 5.50       | 29   |
| I can get wireless access in the Library when I need to   | 0.27 | 18   | 6.34       | 3    |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 0.24 | 19   | 6.05       | 14   |
| The Library is a good place to study  | 0.22 | 20   | 5.98       | 16   |
| I can find a place in the Library to work in a group when I need to   | 0.21 | 21   | 5.55       | 28   |
| Library staff are approachable and helpful  | 0.20 | 22   | 6.19       | 7    |
| Library staff provide accurate answers to my enquiries  | 0.19 | 23   | 6.20       | 5    |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 0.17 | 24   | 5.70       | 24   |
| Library staff are readily available to assist me  | 0.17 | 25   | 6.13       | 11   |
| I am informed about Library services  | 0.17 | 26   | 5.60       | 27   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 0.15 | 27   | 5.43       | 30   |
| Face to face enquiry services meet my needs   | 0.15 | 28   | 5.86       | 18   |
| Normal opening hours meet my needs  | 0.03 | 29   | 5.91       | 17   |
| Library staff treat me fairly and without discrimination  | 0.02 | 30   | 6.19       | 6    |



## The University of Hong Kong Library User Survey, November 2019

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

524 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                                  | 6.00 | Library staff treat me fairly and without discrimination                                     | 5.77 | Library workshops, classes and tutorials help me with my learning and research needs                | 4.94 | The Library website is easy to use   | 0.70 |
| I can find a quiet place in the Library to study when I need to                          | 5.94 | Normal opening hours meet my needs   | 5.68 | The Library anticipates my learning and research needs  | 4.99 | Find@HKUL is easy to use   | 0.69 |
| The Library is a good place to study   | 5.91 | I can get wireless access in the Library when I need to                                      | 5.67 | I am informed about Library services  | 5.00 | The items I'm looking for on the Library shelves are usually there                       | 0.59 |
| Library staff provide accurate answers to my enquiries                                   | 5.90 | Library staff are approachable and helpful   | 5.66 | Library signage is clear  | 5.04 | Library signage is clear   | 0.56 |
| Library staff are approachable and helpful   | 5.86 | Library staff provide accurate answers to my enquiries                                       | 5.63 | A computer is available when I need one   | 5.06 | The Library website provides useful information  | 0.54 |
| Library staff treat me fairly and without discrimination                                 | 5.83 | The Library is a good place to study   | 5.59 | ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials | 5.09 | I can find a quiet place in the Library to study when I need to                          | 0.53 |
| The Library website is easy to use   | 5.82 | Self Service (e.g. self check loans, requests, renewals, holds) meets my needs               | 5.53 | The items I'm looking for on the Library shelves are usually there                                  | 5.09 | A computer is available when I need one  | 0.50 |
| Library staff are readily available to assist me   | 5.81 | Library staff are readily available to assist me   | 5.52 | Course specific resources are listed in ReadingList@HKUL and directly available via Moodle          | 5.10 | Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 0.48 |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 5.81 | Books and articles I have requested from other libraries and campuses are delivered promptly | 5.45 | Find@HKUL is easy to use  | 5.11 | I can find a place in the Library to work in a group when I need to                      | 0.44 |
| When I am away from campus I can access the Library resources and services I need        | 5.80 | When I am away from campus I can access the Library resources and services I need            | 5.43 | I can find a place in the Library to work in a group when I need to                                 | 5.11 | When I am away from campus I can access the Library resources and services I need        | 0.38 |

## The University of Hong Kong Library User Survey, November 2019

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

524 responses

|   | Importance |      | Performance |      |
|---|------------|------|-------------|------|
|   | Mean       | Rank | Mean        | Rank |
| I can get wireless access in the Library when I need to   | 6.00       | 1    | 5.67        | 3    |
| I can find a quiet place in the Library to study when I need to   | 5.94       | 2    | 5.42        | 11   |
| The Library is a good place to study  | 5.91       | 3    | 5.59        | 6    |
| Library staff provide accurate answers to my enquiries  | 5.90       | 4    | 5.63        | 5    |
| Library staff are approachable and helpful  | 5.86       | 5    | 5.66        | 4    |
| Library staff treat me fairly and without discrimination  | 5.83       | 6    | 5.77        | 1    |
| The Library website is easy to use  | 5.82       | 7    | 5.13        | 20   |
| Library staff are readily available to assist me  | 5.81       | 8    | 5.52        | 8    |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 5.81       | 9    | 5.33        | 13   |
| When I am away from campus I can access the Library resources and services I need                             | 5.80       | 10   | 5.43        | 10   |
| Find@HKUL is easy to use  | 5.79       | 11   | 5.11        | 22   |
| Normal opening hours meet my needs  | 5.72       | 12   | 5.68        | 2    |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.72       | 13   | 5.53        | 7    |
| The Library website provides useful information   | 5.69       | 14   | 5.16        | 18   |
| The items I'm looking for on the Library shelves are usually there  | 5.68       | 15   | 5.09        | 24   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.61       | 16   | 5.45        | 9    |
| Library signage is clear  | 5.60       | 17   | 5.04        | 27   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.60       | 18   | 5.28        | 14   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.57       | 19   | 5.25        | 16   |
| A computer is available when I need one   | 5.56       | 20   | 5.06        | 26   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.56       | 21   | 5.20        | 17   |
| I can find a place in the Library to work in a group when I need to   | 5.55       | 22   | 5.11        | 21   |
| Face to face enquiry services meet my needs   | 5.47       | 23   | 5.41        | 12   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.43       | 24   | 5.26        | 15   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.39       | 25   | 5.14        | 19   |
| I am informed about Library services  | 5.24       | 26   | 5.00        | 28   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.24       | 27   | 5.09        | 25   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.21       | 28   | 5.10        | 23   |
| The Library anticipates my learning and research needs  | 5.19       | 29   | 4.99        | 29   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 4.99       | 30   | 4.94        | 30   |



## The University of Hong Kong Library User Survey, November 2019

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

524 responses

|   | Performance |      | Importance |      |
|---|-------------|------|------------|------|
|   | Mean        | Rank | Mean       | Rank |
| Library staff treat me fairly and without discrimination  | 5.77        | 1    | 5.83       | 6    |
| Normal opening hours meet my needs  | 5.68        | 2    | 5.72       | 12   |
| I can get wireless access in the Library when I need to   | 5.67        | 3    | 6.00       | 1    |
| Library staff are approachable and helpful  | 5.66        | 4    | 5.86       | 5    |
| Library staff provide accurate answers to my enquiries  | 5.63        | 5    | 5.90       | 4    |
| The Library is a good place to study  | 5.59        | 6    | 5.91       | 3    |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.53        | 7    | 5.72       | 13   |
| Library staff are readily available to assist me  | 5.52        | 8    | 5.81       | 8    |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.45        | 9    | 5.61       | 16   |
| When I am away from campus I can access the Library resources and services I need                             | 5.43        | 10   | 5.80       | 10   |
| I can find a quiet place in the Library to study when I need to   | 5.42        | 11   | 5.94       | 2    |
| Face to face enquiry services meet my needs   | 5.41        | 12   | 5.47       | 23   |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 5.33        | 13   | 5.81       | 9    |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.28        | 14   | 5.60       | 18   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.26        | 15   | 5.43       | 24   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.25        | 16   | 5.57       | 19   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.20        | 17   | 5.56       | 21   |
| The Library website provides useful information   | 5.16        | 18   | 5.69       | 14   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.14        | 19   | 5.39       | 25   |
| The Library website is easy to use  | 5.13        | 20   | 5.82       | 7    |
| I can find a place in the Library to work in a group when I need to   | 5.11        | 21   | 5.55       | 22   |
| Find@HKUL is easy to use  | 5.11        | 22   | 5.79       | 11   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.10        | 23   | 5.21       | 28   |
| The items I'm looking for on the Library shelves are usually there  | 5.09        | 24   | 5.68       | 15   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.09        | 25   | 5.24       | 27   |
| A computer is available when I need one   | 5.06        | 26   | 5.56       | 20   |
| Library signage is clear  | 5.04        | 27   | 5.60       | 17   |
| I am informed about Library services  | 5.00        | 28   | 5.24       | 26   |
| The Library anticipates my learning and research needs  | 4.99        | 29   | 5.19       | 29   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 4.94        | 30   | 4.99       | 30   |

## The University of Hong Kong Library User Survey, November 2019

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

524 responses

|   | Gap  |      | Importance |      |
|---|------|------|------------|------|
|   | Mean | Rank | Mean       | Rank |
| The Library website is easy to use  | 0.70 | 1    | 5.82       | 7    |
| Find@HKUL is easy to use  | 0.69 | 2    | 5.79       | 11   |
| The items I'm looking for on the Library shelves are usually there  | 0.59 | 3    | 5.68       | 15   |
| Library signage is clear  | 0.56 | 4    | 5.60       | 17   |
| The Library website provides useful information   | 0.54 | 5    | 5.69       | 14   |
| I can find a quiet place in the Library to study when I need to   | 0.53 | 6    | 5.94       | 2    |
| A computer is available when I need one   | 0.50 | 7    | 5.56       | 20   |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 0.48 | 8    | 5.81       | 9    |
| I can find a place in the Library to work in a group when I need to   | 0.44 | 9    | 5.55       | 22   |
| When I am away from campus I can access the Library resources and services I need                             | 0.38 | 10   | 5.80       | 10   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 0.36 | 11   | 5.56       | 21   |
| I can get wireless access in the Library when I need to   | 0.33 | 12   | 6.00       | 1    |
| The Library is a good place to study  | 0.33 | 13   | 5.91       | 3    |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 0.33 | 14   | 5.57       | 19   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 0.32 | 15   | 5.60       | 18   |
| Library staff are readily available to assist me  | 0.29 | 16   | 5.81       | 8    |
| Library staff provide accurate answers to my enquiries  | 0.27 | 17   | 5.90       | 4    |
| Course specific resources (including short loans) meet my learning needs                                      | 0.26 | 18   | 5.39       | 25   |
| I am informed about Library services  | 0.24 | 19   | 5.24       | 26   |
| The Library anticipates my learning and research needs  | 0.20 | 20   | 5.19       | 29   |
| Library staff are approachable and helpful  | 0.19 | 21   | 5.86       | 5    |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 0.18 | 22   | 5.72       | 13   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 0.18 | 23   | 5.43       | 24   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 0.16 | 24   | 5.61       | 16   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 0.15 | 25   | 5.24       | 27   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 0.11 | 26   | 5.21       | 28   |
| Face to face enquiry services meet my needs   | 0.07 | 27   | 5.47       | 23   |
| Library staff treat me fairly and without discrimination  | 0.06 | 28   | 5.83       | 6    |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 0.05 | 29   | 4.99       | 30   |
| Normal opening hours meet my needs  | 0.04 | 30   | 5.72       | 12   |



## The University of Hong Kong Library User Survey, November 2019

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

1316 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   | 6.08 | Library staff treat me fairly and without discrimination                                     | 5.90 | I am informed about Library services  | 4.88 | When I am away from campus I can access the Library resources and services I need        | 0.86 |
| I can find a quiet place in the Library to study when I need to                          | 6.03 | Library staff are approachable and helpful   | 5.76 | Library workshops, classes and tutorials help me with my learning and research needs                | 4.89 | Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 0.82 |
| I can get wireless access in the Library when I need to                                  | 6.00 | The Library is a good place to study   | 5.74 | When I am away from campus I can access the Library resources and services I need                   | 4.97 | Find@HKUL is easy to use   | 0.68 |
| Library staff provide accurate answers to my enquiries                                   | 5.92 | Library staff provide accurate answers to my enquiries                                       | 5.72 | I can find a place in the Library to work in a group when I need to                                 | 5.01 | The items I'm looking for on the Library shelves are usually there                       | 0.64 |
| Library staff treat me fairly and without discrimination                                 | 5.92 | Library staff are readily available to assist me   | 5.59 | A computer is available when I need one   | 5.04 | A computer is available when I need one  | 0.60 |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 5.90 | I can find a quiet place in the Library to study when I need to                              | 5.57 | Course specific resources are listed in ReadingList@HKUL and directly available via Moodle          | 5.06 | The Library website is easy to use   | 0.58 |
| Library staff are approachable and helpful   | 5.88 | Self Service (e.g. self check loans, requests, renewals, holds) meets my needs               | 5.55 | ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials | 5.07 | The Library website provides useful information  | 0.52 |
| When I am away from campus I can access the Library resources and services I need        | 5.83 | I can get wireless access in the Library when I need to                                      | 5.52 | Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs            | 5.08 | Printing, scanning and photocopying facilities in the Library meet my needs              | 0.49 |
| Normal opening hours meet my needs   | 5.81 | Face to face enquiry services meet my needs  | 5.52 | The Library anticipates my learning and research needs  | 5.10 | I can get wireless access in the Library when I need to                                  | 0.48 |
| Library staff are readily available to assist me   | 5.80 | Books and articles I have requested from other libraries and campuses are delivered promptly | 5.38 | Find@HKUL is easy to use  | 5.10 | I can find a quiet place in the Library to study when I need to                          | 0.46 |

## The University of Hong Kong Library User Survey, November 2019

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

1316 responses

|   | Importance |      | Performance |      |
|---|------------|------|-------------|------|
|   | Mean       | Rank | Mean        | Rank |
| The Library is a good place to study  | 6.08       | 1    | 5.74        | 3    |
| I can find a quiet place in the Library to study when I need to   | 6.03       | 2    | 5.57        | 6    |
| I can get wireless access in the Library when I need to   | 6.00       | 3    | 5.52        | 8    |
| Library staff provide accurate answers to my enquiries  | 5.92       | 4    | 5.72        | 4    |
| Library staff treat me fairly and without discrimination  | 5.92       | 5    | 5.90        | 1    |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 5.90       | 6    | 5.08        | 23   |
| Library staff are approachable and helpful  | 5.88       | 7    | 5.76        | 2    |
| When I am away from campus I can access the Library resources and services I need                             | 5.83       | 8    | 4.97        | 28   |
| Normal opening hours meet my needs  | 5.81       | 9    | 5.37        | 11   |
| Library staff are readily available to assist me  | 5.80       | 10   | 5.59        | 5    |
| The Library website is easy to use  | 5.78       | 11   | 5.20        | 17   |
| The items I'm looking for on the Library shelves are usually there  | 5.78       | 12   | 5.14        | 20   |
| Find@HKUL is easy to use  | 5.78       | 13   | 5.10        | 21   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.76       | 14   | 5.28        | 14   |
| The Library website provides useful information   | 5.72       | 15   | 5.20        | 18   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.69       | 16   | 5.36        | 12   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.68       | 17   | 5.23        | 15   |
| A computer is available when I need one   | 5.64       | 18   | 5.04        | 26   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.64       | 19   | 5.55        | 7    |
| Face to face enquiry services meet my needs   | 5.58       | 20   | 5.52        | 9    |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.55       | 21   | 5.38        | 10   |
| Library signage is clear  | 5.53       | 22   | 5.21        | 16   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.45       | 23   | 5.28        | 13   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.41       | 24   | 5.17        | 19   |
| The Library anticipates my learning and research needs  | 5.41       | 25   | 5.10        | 22   |
| I can find a place in the Library to work in a group when I need to   | 5.30       | 26   | 5.01        | 27   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.29       | 27   | 5.06        | 25   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.28       | 28   | 5.07        | 24   |
| I am informed about Library services  | 5.11       | 29   | 4.88        | 30   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 4.88       | 30   | 4.89        | 29   |

## The University of Hong Kong Library User Survey, November 2019

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

1316 responses

|   | Performance |      | Importance |      |
|---|-------------|------|------------|------|
|   | Mean        | Rank | Mean       | Rank |
| Library staff treat me fairly and without discrimination  | 5.90        | 1    | 5.92       | 5    |
| Library staff are approachable and helpful  | 5.76        | 2    | 5.88       | 7    |
| The Library is a good place to study  | 5.74        | 3    | 6.08       | 1    |
| Library staff provide accurate answers to my enquiries  | 5.72        | 4    | 5.92       | 4    |
| Library staff are readily available to assist me  | 5.59        | 5    | 5.80       | 10   |
| I can find a quiet place in the Library to study when I need to   | 5.57        | 6    | 6.03       | 2    |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.55        | 7    | 5.64       | 19   |
| I can get wireless access in the Library when I need to   | 5.52        | 8    | 6.00       | 3    |
| Face to face enquiry services meet my needs   | 5.52        | 9    | 5.58       | 20   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.38        | 10   | 5.55       | 21   |
| Normal opening hours meet my needs  | 5.37        | 11   | 5.81       | 9    |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.36        | 12   | 5.69       | 16   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.28        | 13   | 5.45       | 23   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.28        | 14   | 5.76       | 14   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.23        | 15   | 5.68       | 17   |
| Library signage is clear  | 5.21        | 16   | 5.53       | 22   |
| The Library website is easy to use  | 5.20        | 17   | 5.78       | 11   |
| The Library website provides useful information   | 5.20        | 18   | 5.72       | 15   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.17        | 19   | 5.41       | 24   |
| The items I'm looking for on the Library shelves are usually there  | 5.14        | 20   | 5.78       | 12   |
| Find@HKUL is easy to use  | 5.10        | 21   | 5.78       | 13   |
| The Library anticipates my learning and research needs  | 5.10        | 22   | 5.41       | 25   |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 5.08        | 23   | 5.90       | 6    |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.07        | 24   | 5.28       | 28   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.06        | 25   | 5.29       | 27   |
| A computer is available when I need one   | 5.04        | 26   | 5.64       | 18   |
| I can find a place in the Library to work in a group when I need to   | 5.01        | 27   | 5.30       | 26   |
| When I am away from campus I can access the Library resources and services I need                             | 4.97        | 28   | 5.83       | 8    |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 4.89        | 29   | 4.88       | 30   |
| I am informed about Library services  | 4.88        | 30   | 5.11       | 29   |

## The University of Hong Kong Library User Survey, November 2019

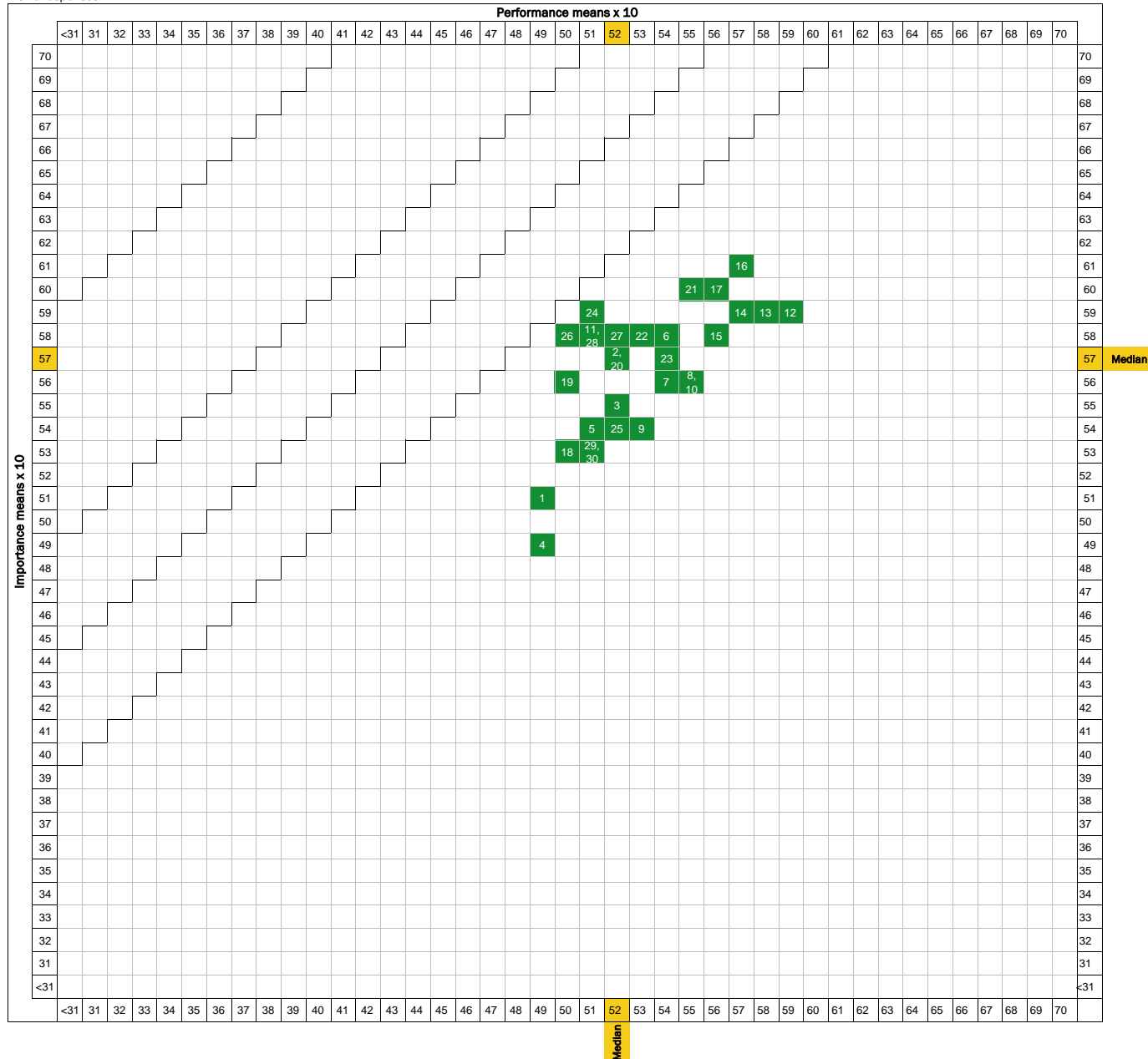
Mean gap scores — Which of the following best describes you if you are a current HKU staff or student? - Not Applicable

1316 responses

|   | Gap   |      | Importance |      |
|---|-------|------|------------|------|
|   | Mean  | Rank | Mean       | Rank |
| When I am away from campus I can access the Library resources and services I need                             | 0.86  | 1    | 5.83       | 8    |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 0.82  | 2    | 5.90       | 6    |
| Find@HKUL is easy to use  | 0.68  | 3    | 5.78       | 13   |
| The items I'm looking for on the Library shelves are usually there  | 0.64  | 4    | 5.78       | 12   |
| A computer is available when I need one   | 0.60  | 5    | 5.64       | 18   |
| The Library website is easy to use  | 0.58  | 6    | 5.78       | 11   |
| The Library website provides useful information   | 0.52  | 7    | 5.72       | 15   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 0.49  | 8    | 5.76       | 14   |
| I can get wireless access in the Library when I need to   | 0.48  | 9    | 6.00       | 3    |
| I can find a quiet place in the Library to study when I need to   | 0.46  | 10   | 6.03       | 2    |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 0.45  | 11   | 5.68       | 17   |
| Normal opening hours meet my needs  | 0.44  | 12   | 5.81       | 9    |
| The Library is a good place to study  | 0.34  | 13   | 6.08       | 1    |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 0.34  | 14   | 5.69       | 16   |
| Library signage is clear  | 0.33  | 15   | 5.53       | 22   |
| The Library anticipates my learning and research needs  | 0.31  | 16   | 5.41       | 25   |
| I can find a place in the Library to work in a group when I need to   | 0.29  | 17   | 5.30       | 26   |
| Course specific resources (including short loans) meet my learning needs                                      | 0.25  | 18   | 5.41       | 24   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 0.23  | 19   | 5.29       | 27   |
| I am informed about Library services  | 0.23  | 20   | 5.11       | 29   |
| Library staff are readily available to assist me  | 0.22  | 21   | 5.80       | 10   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 0.21  | 22   | 5.28       | 28   |
| Library staff provide accurate answers to my enquiries  | 0.20  | 23   | 5.92       | 4    |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 0.17  | 24   | 5.55       | 21   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 0.16  | 25   | 5.45       | 23   |
| Library staff are approachable and helpful  | 0.13  | 26   | 5.88       | 7    |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 0.09  | 27   | 5.64       | 19   |
| Face to face enquiry services meet my needs   | 0.06  | 28   | 5.58       | 20   |
| Library staff treat me fairly and without discrimination  | 0.01  | 29   | 5.92       | 5    |
| Library workshops, classes and tutorials help me with my learning and research needs                          | -0.01 | 30   | 4.88       | 30   |

### The University of Hong Kong Library User Survey, November 2019

Best practice categories gap grid – Which of the following best describes you if you are a current HKU staff or student? - Not Applicable  
1316 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 Normal 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 Find@HKUL is easy to use  |
| 29 Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    |
| 30 ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           |

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



## The University of Hong Kong Library User Survey, November 2019

Top 5 importance scores by demographic

How often do you come into the Library?

Unique factor

| <b>Daily (645 responses)</b>  | <b>Importance mean</b> |
|---|------------------------|
| The Library is a good place to study  | 6.59                   |
| I can find a quiet place in the Library to study when I need to                           | 6.48                   |
| I can get wireless access in the Library when I need to                                   | 6.35                   |
| Printing, scanning and photocopying facilities in the Library meet my needs               | 6.34                   |
| Online resources (e.g. e-journals, databases, ebooks) meet my learning and research needs | 6.20                   |
| <b>2-4 days a week (1730 responses)</b>   | <b>Importance mean</b> |
| The Library is a good place to study  | 6.34                   |
| I can find a quiet place in the Library to study when I need to                           | 6.30                   |
| I can get wireless access in the Library when I need to                                   | 6.24                   |
| Printing, scanning and photocopying facilities in the Library meet my needs               | 6.11                   |
| Online resources (e.g. e-journals, databases, ebooks) meet my learning and research needs | 6.00                   |
| <b>Weekly (1352 responses)</b>  | <b>Importance mean</b> |
| I can get wireless access in the Library when I need to                                   | 6.12                   |
| 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                           | 6.10                   |
| Printing, scanning and photocopying facilities in the Library meet my needs               | 6.00                   |
| Online resources (e.g. e-journals, databases, ebooks) meet my learning and research needs | 5.99                   |
| <b>Fortnightly (374 responses)</b>  | <b>Importance mean</b> |
| I can get wireless access in the Library when I need to                                   | 6.21                   |
| Online resources (e.g. e-journals, databases, ebooks) meet my learning and research needs | 6.19                   |
| When I am away from campus I can access the Library resources and services I need         | 6.10                   |
| 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                                    | 6.06                   |
| <b>Monthly (1052 responses)</b>   | <b>Importance mean</b> |
| Online resources (e.g. e-journals, databases, ebooks) meet my learning and research needs | 6.07                   |
| I can get wireless access in the Library when I need to                                   | 6.06                   |
| 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  | 6.05                   |
| When I am away from campus I can access the Library resources and services I need         | 5.99                   |
| <b>Rarely (i.e. a few times a year) (1284 responses)</b>                                  | <b>Importance mean</b> |
| I can get wireless access in the Library when I need to                                   | 5.97                   |
| Online resources (e.g. e-journals, databases, ebooks) meet my learning and research needs | 5.96                   |
| I can find a quiet place in the Library to study when I need to                           | 5.90                   |
| The Library is a good place to study  | 5.89                   |
| When I am away from campus I can access the Library resources and services I need         | 5.89                   |
| <b>Never (93 responses)</b>   | <b>Importance mean</b> |
| The Library website is easy to use  | 5.80                   |
| Online resources (e.g. e-journals, databases, ebooks) meet my learning and research needs | 5.78                   |
| Find@HKUL is easy to use  | 5.65                   |
| Library staff are approachable and helpful  | 5.56                   |
| I can get wireless access in the Library when I need to                                   | 5.55                   |

| <b>The University of Hong Kong Library User Survey, November 2019</b>       |                         |
|---|-------------------------|
| Top 5 performance scores by demographic                                     |                         |
| How often do you come into the Library?                                     |                         |
|   | Unique factor           |
| <b>Daily (645 responses)</b>  | <b>Performance mean</b> |
| Library staff are approachable and helpful                                  | 6.11                    |
| Library staff treat me fairly and without discrimination                    | 6.08                    |
| Library staff are readily available to assist me                            | 6.05                    |
| The Library is a good place to study  | 6.05                    |
| Library staff provide accurate answers to my enquiries                      | 6.02                    |
| <b>2-4 days a week (1730 responses)</b>                                     | <b>Performance mean</b> |
| Library staff treat me fairly and without discrimination                    | 6.01                    |
| Library staff are approachable and helpful                                  | 5.90                    |
| Library staff provide accurate answers to my enquiries                      | 5.83                    |
| The Library is a good place to study  | 5.83                    |
| Library staff are readily available to assist me                            | 5.80                    |
| <b>Weekly (1352 responses)</b>  | <b>Performance mean</b> |
| Library staff treat me fairly and without discrimination                    | 5.90                    |
| Library staff are approachable and helpful                                  | 5.77                    |
| Library staff provide accurate answers to my enquiries                      | 5.74                    |
| Library staff are readily available to assist me                            | 5.65                    |
| I can get wireless access in the Library when I need to                     | 5.65                    |
| <b>Fortnightly (374 responses)</b>  | <b>Performance mean</b> |
| Library staff treat me fairly and without discrimination                    | 6.03                    |
| Library staff are approachable and helpful                                  | 5.86                    |
| Library staff provide accurate answers to my enquiries                      | 5.78                    |
| I can get wireless access in the Library when I need to                     | 5.74                    |
| Library staff are readily available to assist me                            | 5.72                    |
| <b>Monthly (1052 responses)</b>   | <b>Performance mean</b> |
| Library staff treat me fairly and without discrimination                    | 5.96                    |
| Library staff are approachable and helpful                                  | 5.80                    |
| Library staff provide accurate answers to my enquiries                      | 5.77                    |
| I can get wireless access in the Library when I need to                     | 5.74                    |
| The Library is a good place to study  | 5.72                    |
| <b>Rarely (i.e. a few times a year) (1284 responses)</b>                    | <b>Performance mean</b> |
| Library staff treat me fairly and without discrimination                    | 5.78                    |
| Library staff are approachable and helpful                                  | 5.67                    |
| Library staff provide accurate answers to my enquiries                      | 5.64                    |
| The Library is a good place to study  | 5.63                    |
| I can get wireless access in the Library when I need to                     | 5.58                    |
| <b>Never (93 responses)</b>   | <b>Performance mean</b> |
| Library staff are approachable and helpful                                  | 5.51                    |
| Library staff treat me fairly and without discrimination                    | 5.39                    |
| Laptop facilities (e.g. desks, power) in the Library meet my needs          | 5.37                    |
| The Library is a good place to study  | 5.37                    |
| Printing, scanning and photocopying facilities in the Library meet my needs | 5.34                    |

| <b>The University of Hong Kong Library User Survey, November 2019</b>                     |                  |
|---|------------------|
| Top 5 gap scores by demographic   |                  |
| How often do you come into the Library?   | Unique factor    |
| <b>Daily (645 responses)</b>  | <b>Gap score</b> |
| I can find a quiet place in the Library to study when I need to                           | 1.05             |
| Normal opening hours meet my needs  | 0.86             |
| I can find a place in the Library to work in a group when I need to                       | 0.82             |
| I can get wireless access in the Library when I need to                                   | 0.68             |
| The Library is a good place to study  | 0.53             |
| <b>2-4 days a week (1730 responses)</b>   | <b>Gap score</b> |
| I can find a quiet place in the Library to study when I need to                           | 0.86             |
| I can find a place in the Library to work in a group when I need to                       | 0.83             |
| Printing, scanning and photocopying facilities in the Library meet my needs               | 0.62             |
| Laptop facilities (e.g. desks, power) in the Library meet my needs                        | 0.58             |
| I can get wireless access in the Library when I need to                                   | 0.57             |
| <b>Weekly (1352 responses)</b>  | <b>Gap score</b> |
| 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               | 0.64             |
| Find@HKUL is easy to use  | 0.62             |
| I can find a place in the Library to work in a group when I need to                       | 0.61             |
| The items I'm looking for on the Library shelves are usually there                        | 0.61             |
| <b>Fortnightly (374 responses)</b>  | <b>Gap score</b> |
| Online resources (e.g. e-journals, databases, ebooks) meet my learning and research needs | 0.81             |
| The items I'm looking for on the Library shelves are usually there                        | 0.78             |
| Find@HKUL is easy to use  | 0.77             |
| I can find a quiet place in the Library to study when I need to                           | 0.74             |
| I can find a place in the Library to work in a group when I need to                       | 0.73             |
| <b>Monthly (1052 responses)</b>   | <b>Gap score</b> |
| Online resources (e.g. e-journals, databases, ebooks) meet my learning and research needs | 0.69             |
| Find@HKUL is easy to use  | 0.62             |
| When I am away from campus I can access the Library resources and services I need         | 0.61             |
| The Library website is easy to use  | 0.57             |
| The items I'm looking for on the Library shelves are usually there                        | 0.53             |
| <b>Rarely (i.e. a few times a year) (1284 responses)</b>                                  | <b>Gap score</b> |
| Online resources (e.g. e-journals, databases, ebooks) meet my learning and research needs | 0.76             |
| When I am away from campus I can access the Library resources and services I need         | 0.70             |
| The Library website is easy to use  | 0.66             |
| Find@HKUL is easy to use  | 0.65             |
| The items I'm looking for on the Library shelves are usually there                        | 0.64             |
| <b>Never (93 responses)</b>   | <b>Gap score</b> |
| The Library website is easy to use  | 0.76             |
| Online resources (e.g. e-journals, databases, ebooks) meet my learning and research needs | 0.74             |
| The items I'm looking for on the Library shelves are usually there                        | 0.58             |
| The Library website provides useful information   | 0.55             |
| Find@HKUL is easy to use  | 0.37             |

## The University of Hong Kong Library User Survey, November 2019

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

645 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   | 6.59 | Library staff are approachable and helpful  | 6.11 | I can find a place in the Library to work in a group when I need to                                 | 5.28 | I can find a quiet place in the Library to study when I need to                          | 1.05 |
| I can find a quiet place in the Library to study when I need to                          | 6.48 | Library staff treat me fairly and without discrimination  | 6.08 | Normal opening hours meet my needs  | 5.30 | Normal opening hours meet my needs   | 0.86 |
| I can get wireless access in the Library when I need to                                  | 6.35 | Library staff are readily available to assist me  | 6.05 | The items I'm looking for on the Library shelves are usually there                                  | 5.39 | I can find a place in the Library to work in a group when I need to                      | 0.82 |
| Printing, scanning and photocopying facilities in the Library meet my needs              | 6.34 | The Library is a good place to study  | 6.05 | Library workshops, classes and tutorials help me with my learning and research needs                | 5.43 | I can get wireless access in the Library when I need to                                  | 0.68 |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 6.20 | Library staff provide accurate answers to my enquiries  | 6.02 | I can find a quiet place in the Library to study when I need to                                     | 5.43 | The Library is a good place to study   | 0.53 |
| Library staff provide accurate answers to my enquiries                                   | 6.20 | Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.96 | ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials | 5.44 | The items I'm looking for on the Library shelves are usually there                       | 0.49 |
| Library staff are approachable and helpful   | 6.19 | Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.94 | I am informed about Library services  | 5.45 | Laptop facilities (e.g. desks, power) in the Library meet my needs                       | 0.48 |
| Library staff treat me fairly and without discrimination                                 | 6.17 | When I am away from campus I can access the Library resources and services I need                             | 5.83 | Course specific resources are listed in ReadingList@HKUL and directly available via Moodle          | 5.50 | Printing, scanning and photocopying facilities in the Library meet my needs              | 0.39 |
| Normal opening hours meet my needs   | 6.16 | Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 5.82 | The Library anticipates my learning and research needs  | 5.53 | Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 0.38 |
| Library staff are readily available to assist me   | 6.11 | Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.82 | A computer is available when I need one   | 5.54 | Find@HKUL is easy to use   | 0.37 |

## The University of Hong Kong Library User Survey, November 2019

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

645 responses

|   | Importance |      | Performance |      |
|---|------------|------|-------------|------|
|   | Mean       | Rank | Mean        | Rank |
| The Library is a good place to study  | 6.59       | 1    | 6.05        | 4    |
| I can find a quiet place in the Library to study when I need to   | 6.48       | 2    | 5.43        | 26   |
| I can get wireless access in the Library when I need to   | 6.35       | 3    | 5.68        | 16   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 6.34       | 4    | 5.94        | 7    |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 6.20       | 5    | 5.82        | 9    |
| Library staff provide accurate answers to my enquiries  | 6.20       | 6    | 6.02        | 5    |
| Library staff are approachable and helpful  | 6.19       | 7    | 6.11        | 1    |
| Library staff treat me fairly and without discrimination  | 6.17       | 8    | 6.08        | 2    |
| Normal opening hours meet my needs  | 6.16       | 9    | 5.30        | 29   |
| Library staff are readily available to assist me  | 6.11       | 10   | 6.05        | 3    |
| Find@HKUL is easy to use  | 6.10       | 11   | 5.72        | 12   |
| I can find a place in the Library to work in a group when I need to   | 6.10       | 12   | 5.28        | 30   |
| The Library website is easy to use  | 6.07       | 13   | 5.78        | 11   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 6.05       | 14   | 5.57        | 19   |
| When I am away from campus I can access the Library resources and services I need                             | 6.03       | 15   | 5.83        | 8    |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.93       | 16   | 5.96        | 6    |
| Course specific resources (including short loans) meet my learning needs                                      | 5.89       | 17   | 5.71        | 13   |
| The items I'm looking for on the Library shelves are usually there  | 5.88       | 18   | 5.39        | 28   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.86       | 19   | 5.82        | 10   |
| The Library website provides useful information   | 5.86       | 20   | 5.55        | 20   |
| The Library anticipates my learning and research needs  | 5.85       | 21   | 5.53        | 22   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.84       | 22   | 5.69        | 15   |
| A computer is available when I need one   | 5.83       | 23   | 5.54        | 21   |
| Library signage is clear  | 5.76       | 24   | 5.57        | 18   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.74       | 25   | 5.50        | 23   |
| I am informed about Library services  | 5.66       | 26   | 5.45        | 24   |
| Face to face enquiry services meet my needs   | 5.65       | 27   | 5.71        | 14   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.63       | 28   | 5.44        | 25   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.52       | 29   | 5.63        | 17   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 5.39       | 30   | 5.43        | 27   |

## The University of Hong Kong Library User Survey, November 2019

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

645 responses

|   | Performance |      | Importance |      |
|---|-------------|------|------------|------|
|   | Mean        | Rank | Mean       | Rank |
| Library staff are approachable and helpful  | 6.11        | 1    | 6.19       | 7    |
| Library staff treat me fairly and without discrimination  | 6.08        | 2    | 6.17       | 8    |
| Library staff are readily available to assist me  | 6.05        | 3    | 6.11       | 10   |
| The Library is a good place to study  | 6.05        | 4    | 6.59       | 1    |
| Library staff provide accurate answers to my enquiries  | 6.02        | 5    | 6.20       | 6    |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.96        | 6    | 5.93       | 16   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.94        | 7    | 6.34       | 4    |
| When I am away from campus I can access the Library resources and services I need                             | 5.83        | 8    | 6.03       | 15   |
| Online resources (e.g. e-journals, databases, ebooks) meet my learning and research needs                     | 5.82        | 9    | 6.20       | 5    |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.82        | 10   | 5.86       | 19   |
| The Library website is easy to use  | 5.78        | 11   | 6.07       | 13   |
| Find@HKUL is easy to use  | 5.72        | 12   | 6.10       | 11   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.71        | 13   | 5.89       | 17   |
| Face to face enquiry services meet my needs   | 5.71        | 14   | 5.65       | 27   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.69        | 15   | 5.84       | 22   |
| I can get wireless access in the Library when I need to   | 5.68        | 16   | 6.35       | 3    |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.63        | 17   | 5.52       | 29   |
| Library signage is clear  | 5.57        | 18   | 5.76       | 24   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.57        | 19   | 6.05       | 14   |
| The Library website provides useful information   | 5.55        | 20   | 5.86       | 20   |
| A computer is available when I need one   | 5.54        | 21   | 5.83       | 23   |
| The Library anticipates my learning and research needs  | 5.53        | 22   | 5.85       | 21   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.50        | 23   | 5.74       | 25   |
| I am informed about Library services  | 5.45        | 24   | 5.66       | 26   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.44        | 25   | 5.63       | 28   |
| I can find a quiet place in the Library to study when I need to   | 5.43        | 26   | 6.48       | 2    |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 5.43        | 27   | 5.39       | 30   |
| The items I'm looking for on the Library shelves are usually there  | 5.39        | 28   | 5.88       | 18   |
| Normal opening hours meet my needs  | 5.30        | 29   | 6.16       | 9    |
| I can find a place in the Library to work in a group when I need to   | 5.28        | 30   | 6.10       | 12   |

## The University of Hong Kong Library User Survey, November 2019

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

645 responses

|   | Gap   |      | Importance |      |
|---|-------|------|------------|------|
|   | Mean  | Rank | Mean       | Rank |
| I can find a quiet place in the Library to study when I need to   | 1.05  | 1    | 6.48       | 2    |
| Normal opening hours meet my needs  | 0.86  | 2    | 6.16       | 9    |
| I can find a place in the Library to work in a group when I need to   | 0.82  | 3    | 6.10       | 12   |
| I can get wireless access in the Library when I need to   | 0.68  | 4    | 6.35       | 3    |
| The Library is a good place to study  | 0.53  | 5    | 6.59       | 1    |
| The items I'm looking for on the Library shelves are usually there  | 0.49  | 6    | 5.88       | 18   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 0.48  | 7    | 6.05       | 14   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 0.39  | 8    | 6.34       | 4    |
| Online resources (e.g. e-journals, databases, ebooks) meet my learning and research needs                     | 0.38  | 9    | 6.20       | 5    |
| Find@HKUL is easy to use  | 0.37  | 10   | 6.10       | 11   |
| The Library anticipates my learning and research needs  | 0.32  | 11   | 5.85       | 21   |
| The Library website provides useful information   | 0.30  | 12   | 5.86       | 20   |
| A computer is available when I need one   | 0.29  | 13   | 5.83       | 23   |
| The Library website is easy to use  | 0.29  | 14   | 6.07       | 13   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 0.24  | 15   | 5.74       | 25   |
| I am informed about Library services  | 0.21  | 16   | 5.66       | 26   |
| When I am away from campus I can access the Library resources and services I need                             | 0.20  | 17   | 6.03       | 15   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 0.19  | 18   | 5.63       | 28   |
| Library signage is clear  | 0.19  | 19   | 5.76       | 24   |
| Library staff provide accurate answers to my enquiries  | 0.19  | 20   | 6.20       | 6    |
| Course specific resources (including short loans) meet my learning needs                                      | 0.18  | 21   | 5.89       | 17   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 0.14  | 22   | 5.84       | 22   |
| Library staff treat me fairly and without discrimination  | 0.10  | 23   | 6.17       | 8    |
| Library staff are approachable and helpful  | 0.08  | 24   | 6.19       | 7    |
| Library staff are readily available to assist me  | 0.06  | 25   | 6.11       | 10   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 0.04  | 26   | 5.86       | 19   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | -0.03 | 27   | 5.93       | 16   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | -0.04 | 28   | 5.39       | 30   |
| Face to face enquiry services meet my needs   | -0.06 | 29   | 5.65       | 27   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | -0.11 | 30   | 5.52       | 29   |





## The University of Hong Kong Library User Survey, November 2019

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

1730 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   | 6.34 | Library staff treat me fairly and without discrimination                                 | 6.01 | I can find a place in the Library to work in a group when I need to                                 | 5.11 | I can find a quiet place in the Library to study when I need to                          | 0.86 |
| I can find a quiet place in the Library to study when I need to                          | 6.30 | Library staff are approachable and helpful   | 5.90 | I am informed about Library services  | 5.11 | I can find a place in the Library to work in a group when I need to                      | 0.83 |
| I can get wireless access in the Library when I need to                                  | 6.24 | Library staff provide accurate answers to my enquiries                                   | 5.83 | Library workshops, classes and tutorials help me with my learning and research needs                | 5.14 | Printing, scanning and photocopying facilities in the Library meet my needs              | 0.62 |
| Printing, scanning and photocopying facilities in the Library meet my needs              | 6.11 | The Library is a good place to study   | 5.83 | The items I'm looking for on the Library shelves are usually there                                  | 5.17 | Laptop facilities (e.g. desks, power) in the Library meet my needs                       | 0.58 |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 6.00 | Library staff are readily available to assist me   | 5.80 | A computer is available when I need one   | 5.19 | I can get wireless access in the Library when I need to                                  | 0.57 |
| Normal opening hours meet my needs   | 6.00 | I can get wireless access in the Library when I need to                                  | 5.67 | Course specific resources are listed in ReadingList@HKUL and directly available via Moodle          | 5.22 | The Library is a good place to study   | 0.52 |
| Find@HKUL is easy to use   | 5.95 | Self Service (e.g. self check loans, requests, renewals, holds) meets my needs           | 5.64 | ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials | 5.23 | The items I'm looking for on the Library shelves are usually there                       | 0.50 |
| Library staff treat me fairly and without discrimination                                 | 5.95 | When I am away from campus I can access the Library resources and services I need        | 5.59 | The Library website provides useful information   | 5.28 | Normal opening hours meet my needs   | 0.49 |
| Library staff are approachable and helpful   | 5.94 | Face to face enquiry services meet my needs  | 5.58 | The Library anticipates my learning and research needs  | 5.30 | Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 0.49 |
| I can find a place in the Library to work in a group when I need to                      | 5.94 | Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 5.51 | Laptop facilities (e.g. desks, power) in the Library meet my needs                                  | 5.33 | A computer is available when I need one  | 0.45 |

## The University of Hong Kong Library User Survey, November 2019

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

1730 responses

|   | Importance |      | Performance |      |
|---|------------|------|-------------|------|
|   | Mean       | Rank | Mean        | Rank |
| The Library is a good place to study  | 6.34       | 1    | 5.83        | 4    |
| I can find a quiet place in the Library to study when I need to   | 6.30       | 2    | 5.44        | 17   |
| I can get wireless access in the Library when I need to   | 6.24       | 3    | 5.67        | 6    |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 6.11       | 4    | 5.49        | 15   |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 6.00       | 5    | 5.51        | 10   |
| Normal opening hours meet my needs  | 6.00       | 6    | 5.51        | 13   |
| Find@HKUL is easy to use  | 5.95       | 7    | 5.50        | 14   |
| Library staff treat me fairly and without discrimination  | 5.95       | 8    | 6.01        | 1    |
| Library staff are approachable and helpful  | 5.94       | 9    | 5.90        | 2    |
| I can find a place in the Library to work in a group when I need to   | 5.94       | 10   | 5.11        | 30   |
| Library staff provide accurate answers to my enquiries  | 5.93       | 11   | 5.83        | 3    |
| When I am away from campus I can access the Library resources and services I need                             | 5.91       | 12   | 5.59        | 8    |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.90       | 13   | 5.33        | 21   |
| The Library website is easy to use  | 5.86       | 14   | 5.45        | 16   |
| Library staff are readily available to assist me  | 5.85       | 15   | 5.80        | 5    |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.67       | 16   | 5.64        | 7    |
| The items I'm looking for on the Library shelves are usually there  | 5.66       | 17   | 5.17        | 27   |
| A computer is available when I need one   | 5.65       | 18   | 5.19        | 26   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.64       | 19   | 5.36        | 19   |
| The Library website provides useful information   | 5.63       | 20   | 5.28        | 23   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.60       | 21   | 5.22        | 25   |
| Library signage is clear  | 5.59       | 22   | 5.34        | 20   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.59       | 23   | 5.51        | 11   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.58       | 24   | 5.51        | 12   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.54       | 25   | 5.23        | 24   |
| The Library anticipates my learning and research needs  | 5.53       | 26   | 5.30        | 22   |
| Face to face enquiry services meet my needs   | 5.47       | 27   | 5.58        | 9    |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.37       | 28   | 5.36        | 18   |
| I am informed about Library services  | 5.32       | 29   | 5.11        | 29   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 4.99       | 30   | 5.14        | 28   |

## The University of Hong Kong Library User Survey, November 2019

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

1730 responses

|   | Performance |      | Importance |      |
|---|-------------|------|------------|------|
|   | Mean        | Rank | Mean       | Rank |
| Library staff treat me fairly and without discrimination  | 6.01        | 1    | 5.95       | 8    |
| Library staff are approachable and helpful  | 5.90        | 2    | 5.94       | 9    |
| Library staff provide accurate answers to my enquiries  | 5.83        | 3    | 5.93       | 11   |
| The Library is a good place to study  | 5.83        | 4    | 6.34       | 1    |
| Library staff are readily available to assist me  | 5.80        | 5    | 5.85       | 15   |
| I can get wireless access in the Library when I need to   | 5.67        | 6    | 6.24       | 3    |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.64        | 7    | 5.67       | 16   |
| When I am away from campus I can access the Library resources and services I need                             | 5.59        | 8    | 5.91       | 12   |
| Face to face enquiry services meet my needs   | 5.58        | 9    | 5.47       | 27   |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 5.51        | 10   | 6.00       | 5    |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.51        | 11   | 5.59       | 23   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.51        | 12   | 5.58       | 24   |
| Normal opening hours meet my needs  | 5.51        | 13   | 6.00       | 6    |
| Find@HKUL is easy to use  | 5.50        | 14   | 5.95       | 7    |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.49        | 15   | 6.11       | 4    |
| The Library website is easy to use  | 5.45        | 16   | 5.86       | 14   |
| I can find a quiet place in the Library to study when I need to   | 5.44        | 17   | 6.30       | 2    |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.36        | 18   | 5.37       | 28   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.36        | 19   | 5.64       | 19   |
| Library signage is clear  | 5.34        | 20   | 5.59       | 22   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.33        | 21   | 5.90       | 13   |
| The Library anticipates my learning and research needs  | 5.30        | 22   | 5.53       | 26   |
| The Library website provides useful information   | 5.28        | 23   | 5.63       | 20   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.23        | 24   | 5.54       | 25   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.22        | 25   | 5.60       | 21   |
| A computer is available when I need one   | 5.19        | 26   | 5.65       | 18   |
| The items I'm looking for on the Library shelves are usually there  | 5.17        | 27   | 5.66       | 17   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 5.14        | 28   | 4.99       | 30   |
| I am informed about Library services  | 5.11        | 29   | 5.32       | 29   |
| I can find a place in the Library to work in a group when I need to   | 5.11        | 30   | 5.94       | 10   |

## The University of Hong Kong Library User Survey, November 2019

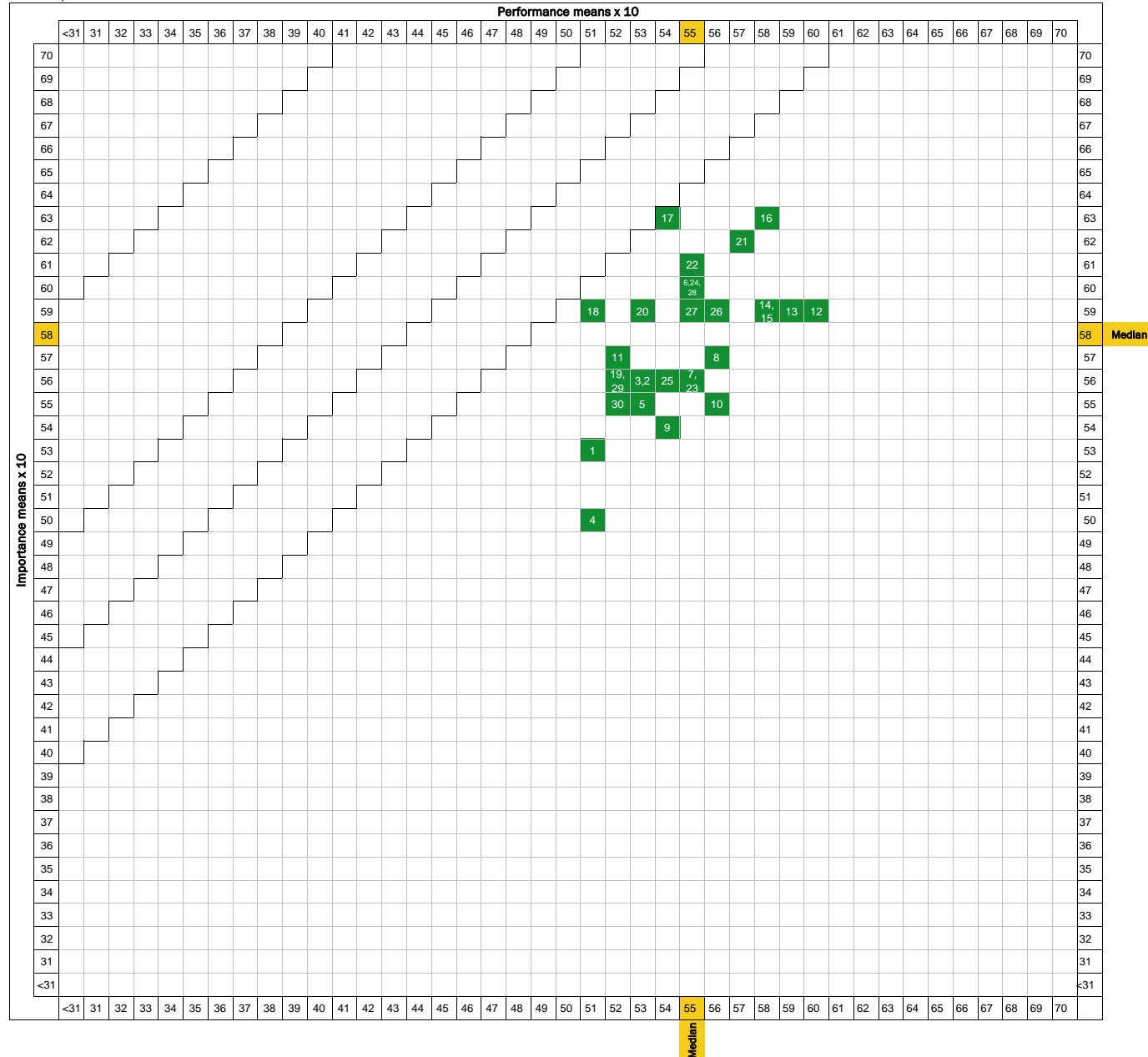
Mean gap scores — How often do you come into the Library? - 2-4 days a week

1730 responses

|   | Gap   |      | Importance |      |
|---|-------|------|------------|------|
|   | Mean  | Rank | Mean       | Rank |
| I can find a quiet place in the Library to study when I need to   | 0.86  | 1    | 6.30       | 2    |
| I can find a place in the Library to work in a group when I need to   | 0.83  | 2    | 5.94       | 10   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 0.62  | 3    | 6.11       | 4    |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 0.58  | 4    | 5.90       | 13   |
| I can get wireless access in the Library when I need to   | 0.57  | 5    | 6.24       | 3    |
| The Library is a good place to study  | 0.52  | 6    | 6.34       | 1    |
| The items I'm looking for on the Library shelves are usually there  | 0.50  | 7    | 5.66       | 17   |
| Normal opening hours meet my needs  | 0.49  | 8    | 6.00       | 6    |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 0.49  | 9    | 6.00       | 5    |
| A computer is available when I need one   | 0.45  | 10   | 5.65       | 18   |
| Find@HKUL is easy to use  | 0.45  | 11   | 5.95       | 7    |
| The Library website is easy to use  | 0.41  | 12   | 5.86       | 14   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 0.37  | 13   | 5.60       | 21   |
| The Library website provides useful information   | 0.36  | 14   | 5.63       | 20   |
| When I am away from campus I can access the Library resources and services I need                             | 0.31  | 15   | 5.91       | 12   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 0.31  | 16   | 5.54       | 25   |
| Course specific resources (including short loans) meet my learning needs                                      | 0.29  | 17   | 5.64       | 19   |
| Library signage is clear  | 0.25  | 18   | 5.59       | 22   |
| The Library anticipates my learning and research needs  | 0.24  | 19   | 5.53       | 26   |
| I am informed about Library services  | 0.21  | 20   | 5.32       | 29   |
| Library staff provide accurate answers to my enquiries  | 0.10  | 21   | 5.93       | 11   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 0.08  | 22   | 5.59       | 23   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 0.07  | 23   | 5.58       | 24   |
| Library staff are readily available to assist me  | 0.05  | 24   | 5.85       | 15   |
| Library staff are approachable and helpful  | 0.04  | 25   | 5.94       | 9    |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 0.03  | 26   | 5.67       | 16   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 0.01  | 27   | 5.37       | 28   |
| Library staff treat me fairly and without discrimination  | -0.06 | 28   | 5.95       | 8    |
| Face to face enquiry services meet my needs   | -0.11 | 29   | 5.47       | 27   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | -0.15 | 30   | 4.99       | 30   |

### The University of Hong Kong Library User Survey, November 2019

Best practice categories gap grid — How often do you come into the Library? - 2-4 days a week  
1730 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          | Normal 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         | Find@HKUL is easy to use  |
| 29         | Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    |
| 30         | ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           |

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, November 2019

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

1352 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                          | 5.90 | I can find a place in the Library to work in a group when I need to                                 | 5.10 | I can find a quiet place in the Library to study when I need to                          | 0.69 |
| The Library is a good place to study   | 6.10 | Library staff are approachable and helpful  | 5.77 | Library workshops, classes and tutorials help me with my learning and research needs                | 5.10 | Printing, scanning and photocopying facilities in the Library meet my needs              | 0.64 |
| I can find a quiet place in the Library to study when I need to                          | 6.10 | Library staff provide accurate answers to my enquiries                            | 5.74 | ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials | 5.10 | Find@HKUL is easy to use   | 0.62 |
| Printing, scanning and photocopying facilities in the Library meet my needs              | 6.00 | Library staff are readily available to assist me                                  | 5.65 | I am informed about Library services  | 5.11 | I can find a place in the Library to work in a group when I need to                      | 0.61 |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 5.99 | I can get wireless access in the Library when I need to                           | 5.65 | The items I'm looking for on the Library shelves are usually there                                  | 5.12 | The items I'm looking for on the Library shelves are usually there                       | 0.61 |
| Library staff treat me fairly and without discrimination                                 | 5.94 | The Library is a good place to study  | 5.65 | A computer is available when I need one   | 5.13 | Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 0.55 |
| Library staff provide accurate answers to my enquiries                                   | 5.93 | Self Service (e.g. self check loans, requests, renewals, holds) meets my needs    | 5.57 | Course specific resources are listed in ReadingList@HKUL and directly available via Moodle          | 5.15 | The Library website is easy to use   | 0.53 |
| Library staff are approachable and helpful   | 5.92 | When I am away from campus I can access the Library resources and services I need | 5.54 | Library signage is clear  | 5.20 | Laptop facilities (e.g. desks, power) in the Library meet my needs                       | 0.49 |
| Find@HKUL is easy to use   | 5.91 | Normal opening hours meet my needs  | 5.53 | The Library anticipates my learning and research needs  | 5.23 | I can get wireless access in the Library when I need to                                  | 0.47 |
| When I am away from campus I can access the Library resources and services I need        | 5.90 | Face to face enquiry services meet my needs                                       | 5.49 | The Library website provides useful information   | 5.29 | A computer is available when I need one  | 0.47 |

## The University of Hong Kong Library User Survey, November 2019

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

1352 responses

|   | Importance |      | Performance |      |
|---|------------|------|-------------|------|
|   | Mean       | Rank | Mean        | Rank |
| I can get wireless access in the Library when I need to   | 6.12       | 1    | 5.65        | 5    |
| The Library is a good place to study  | 6.10       | 2    | 5.65        | 6    |
| I can find a quiet place in the Library to study when I need to   | 6.10       | 3    | 5.41        | 14   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 6.00       | 4    | 5.36        | 16   |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 5.99       | 5    | 5.44        | 13   |
| Library staff treat me fairly and without discrimination  | 5.94       | 6    | 5.90        | 1    |
| Library staff provide accurate answers to my enquiries  | 5.93       | 7    | 5.74        | 3    |
| Library staff are approachable and helpful  | 5.92       | 8    | 5.77        | 2    |
| Find@HKUL is easy to use  | 5.91       | 9    | 5.29        | 19   |
| When I am away from campus I can access the Library resources and services I need                             | 5.90       | 10   | 5.54        | 8    |
| Normal opening hours meet my needs  | 5.88       | 11   | 5.53        | 9    |
| The Library website is easy to use  | 5.84       | 12   | 5.31        | 18   |
| Library staff are readily available to assist me  | 5.83       | 13   | 5.65        | 4    |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.81       | 14   | 5.32        | 17   |
| The items I'm looking for on the Library shelves are usually there  | 5.73       | 15   | 5.12        | 26   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.72       | 16   | 5.57        | 7    |
| I can find a place in the Library to work in a group when I need to   | 5.70       | 17   | 5.10        | 30   |
| The Library website provides useful information   | 5.69       | 18   | 5.29        | 21   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.68       | 19   | 5.45        | 12   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.63       | 20   | 5.45        | 11   |
| A computer is available when I need one   | 5.60       | 21   | 5.13        | 25   |
| Library signage is clear  | 5.58       | 22   | 5.20        | 23   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.57       | 23   | 5.29        | 20   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.52       | 24   | 5.15        | 24   |
| Face to face enquiry services meet my needs   | 5.52       | 25   | 5.49        | 10   |
| The Library anticipates my learning and research needs  | 5.52       | 26   | 5.23        | 22   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.45       | 27   | 5.10        | 28   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.39       | 28   | 5.39        | 15   |
| I am informed about Library services  | 5.32       | 29   | 5.11        | 27   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 5.08       | 30   | 5.10        | 29   |

## The University of Hong Kong Library User Survey, November 2019

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

1352 responses

|   | Performance |      | Importance |      |
|---|-------------|------|------------|------|
|   | Mean        | Rank | Mean       | Rank |
| Library staff treat me fairly and without discrimination  | 5.90        | 1    | 5.94       | 6    |
| Library staff are approachable and helpful  | 5.77        | 2    | 5.92       | 8    |
| Library staff provide accurate answers to my enquiries  | 5.74        | 3    | 5.93       | 7    |
| Library staff are readily available to assist me  | 5.65        | 4    | 5.83       | 13   |
| I can get wireless access in the Library when I need to   | 5.65        | 5    | 6.12       | 1    |
| The Library is a good place to study  | 5.65        | 6    | 6.10       | 2    |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.57        | 7    | 5.72       | 16   |
| When I am away from campus I can access the Library resources and services I need                             | 5.54        | 8    | 5.90       | 10   |
| Normal opening hours meet my needs  | 5.53        | 9    | 5.88       | 11   |
| Face to face enquiry services meet my needs   | 5.49        | 10   | 5.52       | 25   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.45        | 11   | 5.63       | 20   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.45        | 12   | 5.68       | 19   |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 5.44        | 13   | 5.99       | 5    |
| I can find a quiet place in the Library to study when I need to   | 5.41        | 14   | 6.10       | 3    |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.39        | 15   | 5.39       | 28   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.36        | 16   | 6.00       | 4    |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.32        | 17   | 5.81       | 14   |
| The Library website is easy to use  | 5.31        | 18   | 5.84       | 12   |
| Find@HKUL is easy to use  | 5.29        | 19   | 5.91       | 9    |
| Course specific resources (including short loans) meet my learning needs                                      | 5.29        | 20   | 5.57       | 23   |
| The Library website provides useful information   | 5.29        | 21   | 5.69       | 18   |
| The Library anticipates my learning and research needs  | 5.23        | 22   | 5.52       | 26   |
| Library signage is clear  | 5.20        | 23   | 5.58       | 22   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.15        | 24   | 5.52       | 24   |
| A computer is available when I need one   | 5.13        | 25   | 5.60       | 21   |
| The items I'm looking for on the Library shelves are usually there  | 5.12        | 26   | 5.73       | 15   |
| I am informed about Library services  | 5.11        | 27   | 5.32       | 29   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.10        | 28   | 5.45       | 27   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 5.10        | 29   | 5.08       | 30   |
| I can find a place in the Library to work in a group when I need to   | 5.10        | 30   | 5.70       | 17   |



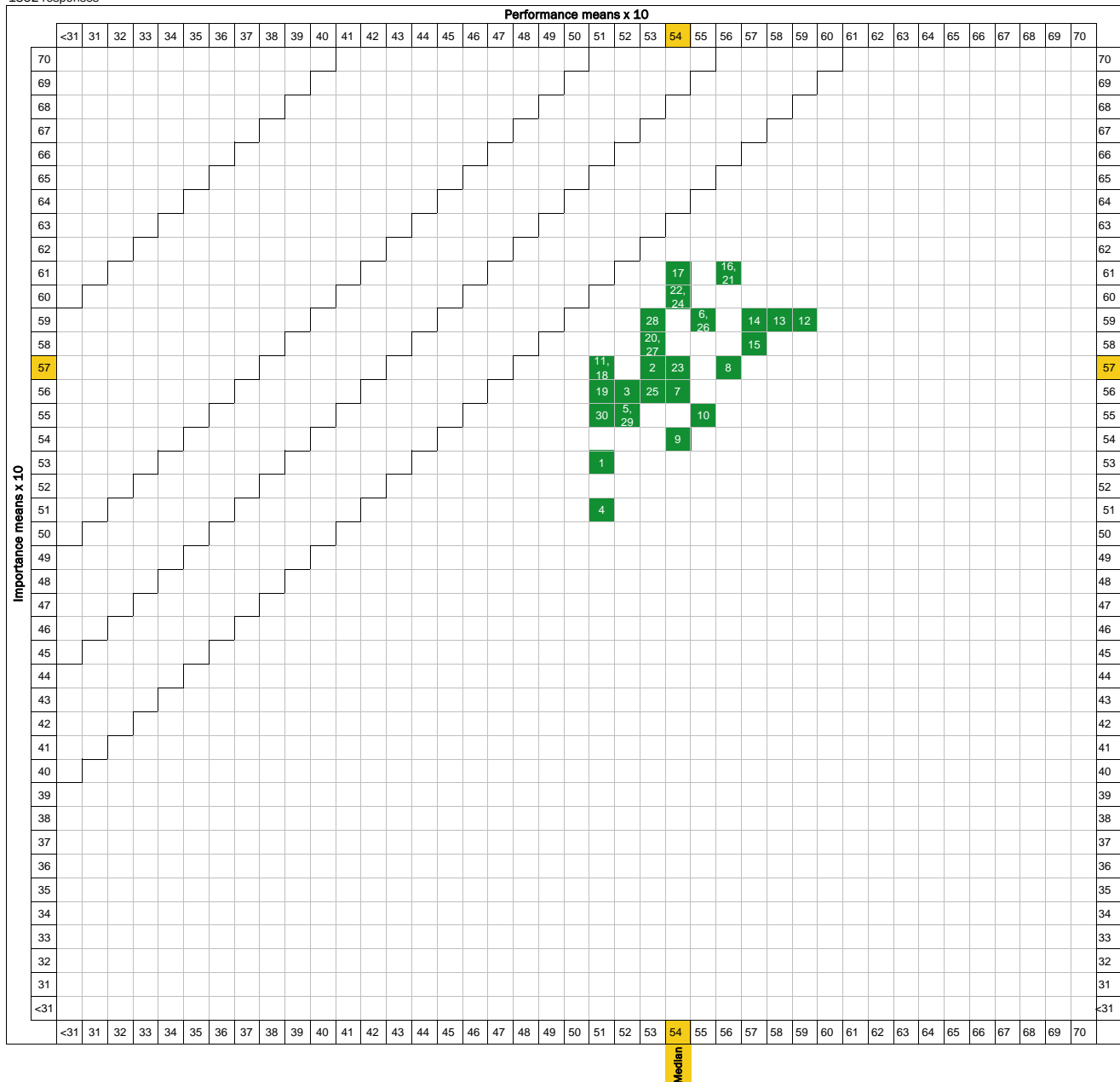
## The University of Hong Kong Library User Survey, November 2019

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

1352 responses

|   | Gap   |      | Importance |      |
|---|-------|------|------------|------|
|   | Mean  | Rank | Mean       | Rank |
| I can find a quiet place in the Library to study when I need to   | 0.69  | 1    | 6.10       | 3    |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 0.64  | 2    | 6.00       | 4    |
| Find@HKUL is easy to use  | 0.62  | 3    | 5.91       | 9    |
| I can find a place in the Library to work in a group when I need to   | 0.61  | 4    | 5.70       | 17   |
| The items I'm looking for on the Library shelves are usually there  | 0.61  | 5    | 5.73       | 15   |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 0.55  | 6    | 5.99       | 5    |
| The Library website is easy to use  | 0.53  | 7    | 5.84       | 12   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 0.49  | 8    | 5.81       | 14   |
| I can get wireless access in the Library when I need to   | 0.47  | 9    | 6.12       | 1    |
| A computer is available when I need one   | 0.47  | 10   | 5.60       | 21   |
| The Library is a good place to study  | 0.46  | 11   | 6.10       | 2    |
| The Library website provides useful information   | 0.40  | 12   | 5.69       | 18   |
| Library signage is clear  | 0.38  | 13   | 5.58       | 22   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 0.37  | 14   | 5.52       | 24   |
| When I am away from campus I can access the Library resources and services I need                             | 0.35  | 15   | 5.90       | 10   |
| Normal opening hours meet my needs  | 0.35  | 16   | 5.88       | 11   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 0.35  | 17   | 5.45       | 27   |
| The Library anticipates my learning and research needs  | 0.29  | 18   | 5.52       | 26   |
| Course specific resources (including short loans) meet my learning needs                                      | 0.28  | 19   | 5.57       | 23   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 0.23  | 20   | 5.68       | 19   |
| I am informed about Library services  | 0.21  | 21   | 5.32       | 29   |
| Library staff provide accurate answers to my enquiries  | 0.19  | 22   | 5.93       | 7    |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 0.18  | 23   | 5.63       | 20   |
| Library staff are readily available to assist me  | 0.18  | 24   | 5.83       | 13   |
| Library staff are approachable and helpful  | 0.16  | 25   | 5.92       | 8    |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 0.14  | 26   | 5.72       | 16   |
| Library staff treat me fairly and without discrimination  | 0.05  | 27   | 5.94       | 6    |
| Face to face enquiry services meet my needs   | 0.03  | 28   | 5.52       | 25   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 0.00  | 29   | 5.39       | 28   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | -0.02 | 30   | 5.08       | 30   |

The University of Hong Kong Library User Survey, November 2019  
 Best practice categories gap grid — How often do you come into the Library? - Weekly  
 1352 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          | Normal 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         | Find@HKUL is easy to use  |
| 29         | Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    |
| 30         | ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           |

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

## The University of Hong Kong Library User Survey, November 2019

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

374 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 treat me fairly and without discrimination                                     | 6.03 | I can find a place in the Library to work in a group when I need to                                 | 4.92 | 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 | 6.19 | Library staff are approachable and helpful   | 5.86 | A computer is available when I need one   | 5.00 | 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        | 6.10 | Library staff provide accurate answers to my enquiries                                       | 5.78 | Course specific resources are listed in ReadingList@HKUL and directly available via Moodle          | 5.03 | Find@HKUL is easy to use   | 0.77 |
| 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                                      | 5.74 | ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials | 5.03 | I can find a quiet place in the Library to study when I need to                          | 0.74 |
| Library staff provide accurate answers to my enquiries                                   | 6.06 | Library staff are readily available to assist me   | 5.72 | The items I'm looking for on the Library shelves are usually there                                  | 5.08 | I can find a place in the Library to work in a group when I need to                      | 0.73 |
| Library staff are approachable and helpful   | 6.04 | Self Service (e.g. self check loans, requests, renewals, holds) meets my needs               | 5.63 | Library workshops, classes and tutorials help me with my learning and research needs                | 5.10 | The Library website is easy to use   | 0.61 |
| Library staff treat me fairly and without discrimination                                 | 6.04 | Books and articles I have requested from other libraries and campuses are delivered promptly | 5.61 | 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                       | 0.59 |
| Find@HKUL is easy to use   | 6.03 | Face to face enquiry services meet my needs  | 5.59 | The Library anticipates my learning and research needs  | 5.13 | When I am away from campus I can access the Library resources and services I need        | 0.58 |
| The Library is a good place to study   | 6.01 | Normal opening hours meet my needs   | 5.57 | Course specific resources (including short loans) meet my learning needs                            | 5.13 | The Library website provides useful information  | 0.57 |
| Library staff are readily available to assist me   | 5.95 | When I am away from campus I can access the Library resources and services I need            | 5.53 | I am informed about Library services  | 5.14 | The Library is a good place to study   | 0.57 |

## The University of Hong Kong Library User Survey, November 2019

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

374 responses

|   | Importance |      | Performance |      |
|---|------------|------|-------------|------|
|   | Mean       | Rank | Mean        | Rank |
| I can get wireless access in the Library when I need to   | 6.21       | 1    | 5.74        | 4    |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 6.19       | 2    | 5.38        | 14   |
| When I am away from campus I can access the Library resources and services I need                             | 6.10       | 3    | 5.53        | 10   |
| I can find a quiet place in the Library to study when I need to   | 6.09       | 4    | 5.36        | 15   |
| Library staff provide accurate answers to my enquiries  | 6.06       | 5    | 5.78        | 3    |
| Library staff are approachable and helpful  | 6.04       | 6    | 5.86        | 2    |
| Library staff treat me fairly and without discrimination  | 6.04       | 7    | 6.03        | 1    |
| Find@HKUL is easy to use  | 6.03       | 8    | 5.26        | 18   |
| The Library is a good place to study  | 6.01       | 9    | 5.44        | 11   |
| Library staff are readily available to assist me  | 5.95       | 10   | 5.72        | 5    |
| The Library website is easy to use  | 5.90       | 11   | 5.29        | 17   |
| The Library website provides useful information   | 5.86       | 12   | 5.29        | 16   |
| The items I'm looking for on the Library shelves are usually there  | 5.86       | 13   | 5.08        | 26   |
| Normal opening hours meet my needs  | 5.84       | 14   | 5.57        | 9    |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.82       | 15   | 5.40        | 12   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.81       | 16   | 5.61        | 7    |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.74       | 17   | 5.63        | 6    |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.73       | 18   | 5.25        | 19   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.71       | 19   | 5.13        | 24   |
| Library signage is clear  | 5.66       | 20   | 5.16        | 20   |
| I can find a place in the Library to work in a group when I need to   | 5.65       | 21   | 4.92        | 30   |
| Face to face enquiry services meet my needs   | 5.60       | 22   | 5.59        | 8    |
| Course specific resources (including short loans) meet my learning needs                                      | 5.54       | 23   | 5.13        | 22   |
| The Library anticipates my learning and research needs  | 5.53       | 24   | 5.13        | 23   |
| A computer is available when I need one   | 5.50       | 25   | 5.00        | 29   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.49       | 26   | 5.39        | 13   |
| I am informed about Library services  | 5.33       | 27   | 5.14        | 21   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.33       | 28   | 5.03        | 28   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.28       | 29   | 5.03        | 27   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 5.20       | 30   | 5.10        | 25   |

## The University of Hong Kong Library User Survey, November 2019

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

374 responses

|   | Performance |      | Importance |      |
|---|-------------|------|------------|------|
|   | Mean        | Rank | Mean       | Rank |
| Library staff treat me fairly and without discrimination  | 6.03        | 1    | 6.04       | 7    |
| Library staff are approachable and helpful  | 5.86        | 2    | 6.04       | 6    |
| Library staff provide accurate answers to my enquiries  | 5.78        | 3    | 6.06       | 5    |
| I can get wireless access in the Library when I need to   | 5.74        | 4    | 6.21       | 1    |
| Library staff are readily available to assist me  | 5.72        | 5    | 5.95       | 10   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.63        | 6    | 5.74       | 17   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.61        | 7    | 5.81       | 16   |
| Face to face enquiry services meet my needs   | 5.59        | 8    | 5.60       | 22   |
| Normal opening hours meet my needs  | 5.57        | 9    | 5.84       | 14   |
| When I am away from campus I can access the Library resources and services I need                             | 5.53        | 10   | 6.10       | 3    |
| The Library is a good place to study  | 5.44        | 11   | 6.01       | 9    |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.40        | 12   | 5.82       | 15   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.39        | 13   | 5.49       | 26   |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 5.38        | 14   | 6.19       | 2    |
| I can find a quiet place in the Library to study when I need to   | 5.36        | 15   | 6.09       | 4    |
| The Library website provides useful information   | 5.29        | 16   | 5.86       | 12   |
| The Library website is easy to use  | 5.29        | 17   | 5.90       | 11   |
| Find@HKUL is easy to use  | 5.26        | 18   | 6.03       | 8    |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.25        | 19   | 5.73       | 18   |
| Library signage is clear  | 5.16        | 20   | 5.66       | 20   |
| I am informed about Library services  | 5.14        | 21   | 5.33       | 27   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.13        | 22   | 5.54       | 23   |
| The Library anticipates my learning and research needs  | 5.13        | 23   | 5.53       | 24   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.13        | 24   | 5.71       | 19   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 5.10        | 25   | 5.20       | 30   |
| The items I'm looking for on the Library shelves are usually there  | 5.08        | 26   | 5.86       | 13   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.03        | 27   | 5.28       | 29   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.03        | 28   | 5.33       | 28   |
| A computer is available when I need one   | 5.00        | 29   | 5.50       | 25   |
| I can find a place in the Library to work in a group when I need to   | 4.92        | 30   | 5.65       | 21   |

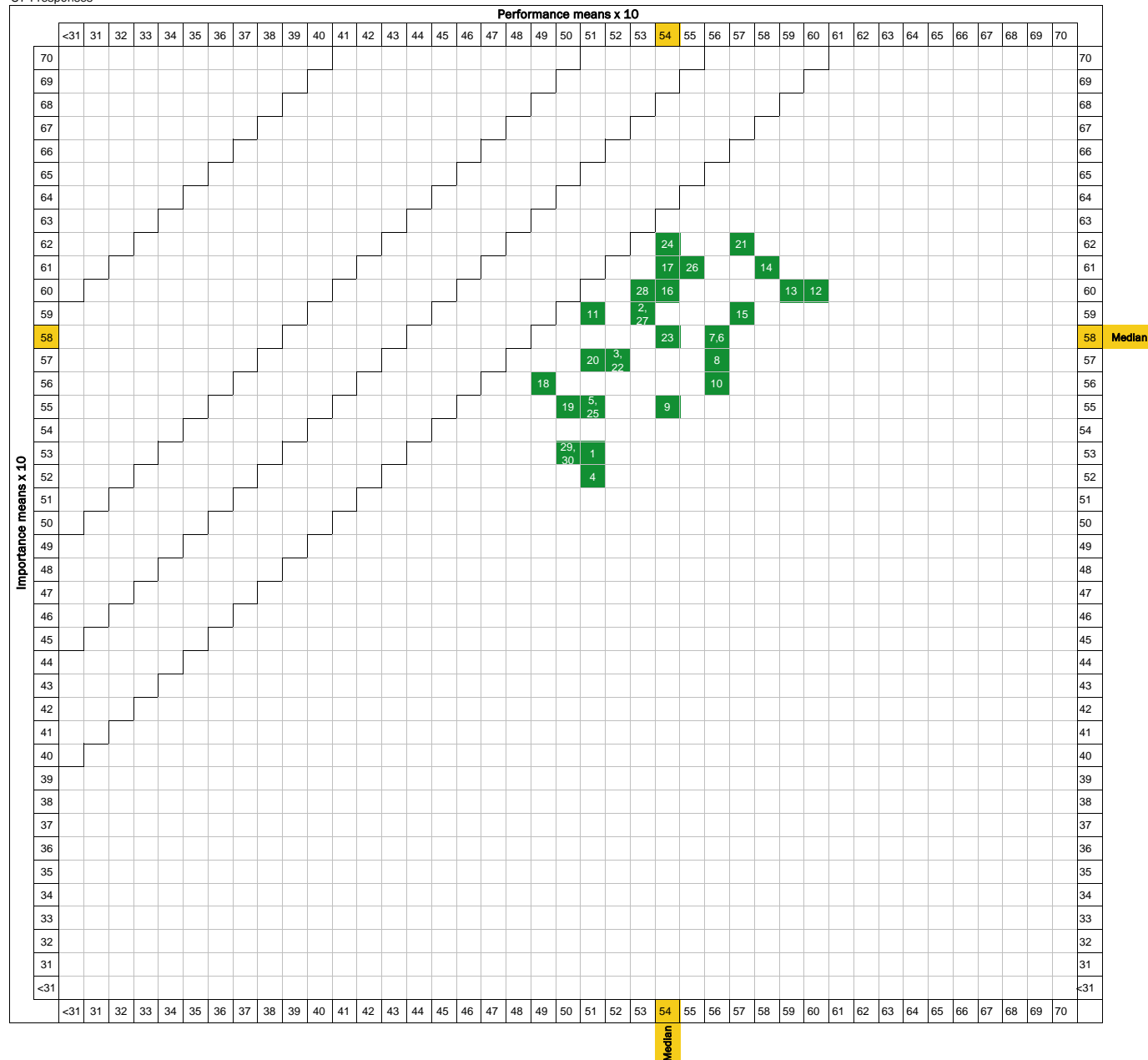
## The University of Hong Kong Library User Survey, November 2019

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

374 responses

|   | Gap  |      | Importance |      |
|---|------|------|------------|------|
|   | Mean | Rank | Mean       | Rank |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 0.81 | 1    | 6.19       | 2    |
| The items I'm looking for on the Library shelves are usually there  | 0.78 | 2    | 5.86       | 13   |
| Find@HKUL is easy to use  | 0.77 | 3    | 6.03       | 8    |
| I can find a quiet place in the Library to study when I need to   | 0.74 | 4    | 6.09       | 4    |
| I can find a place in the Library to work in a group when I need to   | 0.73 | 5    | 5.65       | 21   |
| The Library website is easy to use  | 0.61 | 6    | 5.90       | 11   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 0.59 | 7    | 5.71       | 19   |
| When I am away from campus I can access the Library resources and services I need                             | 0.58 | 8    | 6.10       | 3    |
| The Library website provides useful information   | 0.57 | 9    | 5.86       | 12   |
| The Library is a good place to study  | 0.57 | 10   | 6.01       | 9    |
| Library signage is clear  | 0.50 | 11   | 5.66       | 20   |
| A computer is available when I need one   | 0.50 | 12   | 5.50       | 25   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 0.49 | 13   | 5.73       | 18   |
| I can get wireless access in the Library when I need to   | 0.47 | 14   | 6.21       | 1    |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 0.42 | 15   | 5.82       | 15   |
| The Library anticipates my learning and research needs  | 0.41 | 16   | 5.53       | 24   |
| Course specific resources (including short loans) meet my learning needs                                      | 0.40 | 17   | 5.54       | 23   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 0.30 | 18   | 5.33       | 28   |
| Library staff provide accurate answers to my enquiries  | 0.28 | 19   | 6.06       | 5    |
| Normal opening hours meet my needs  | 0.27 | 20   | 5.84       | 14   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 0.25 | 21   | 5.28       | 29   |
| Library staff are readily available to assist me  | 0.22 | 22   | 5.95       | 10   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 0.21 | 23   | 5.81       | 16   |
| I am informed about Library services  | 0.18 | 24   | 5.33       | 27   |
| Library staff are approachable and helpful  | 0.18 | 25   | 6.04       | 6    |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 0.11 | 26   | 5.74       | 17   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 0.10 | 27   | 5.49       | 26   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 0.10 | 28   | 5.20       | 30   |
| Face to face enquiry services meet my needs   | 0.01 | 29   | 5.60       | 22   |
| Library staff treat me fairly and without discrimination  | 0.01 | 30   | 6.04       | 7    |

The University of Hong Kong Library User Survey, November 2019  
 Best practice categories gap grid — How often do you come into the Library? - Fortnightly  
 374 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 Normal 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 Find@HKUL is easy to use  |
| 29 Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    |
| 30 ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           |

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, November 2019

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

1052 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 | 6.07 | Library staff treat me fairly and without discrimination                       | 5.96 | I am informed about Library services  | 5.07 | Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 0.69 |
| I can get wireless access in the Library when I need to                                  | 6.06 | Library staff are approachable and helpful                                     | 5.80 | Library workshops, classes and tutorials help me with my learning and research needs                | 5.10 | Find@HKUL is easy to use   | 0.62 |
| I can find a quiet place in the Library to study when I need to                          | 6.05 | Library staff provide accurate answers to my enquiries                         | 5.77 | 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        | 0.61 |
| The Library is a good place to study   | 6.05 | I can get wireless access in the Library when I need to                        | 5.74 | I can find a place in the Library to work in a group when I need to                                 | 5.12 | The Library website is easy to use   | 0.57 |
| When I am away from campus I can access the Library resources and services I need        | 5.99 | The Library is a good place to study   | 5.72 | The Library anticipates my learning and research needs  | 5.21 | The items I'm looking for on the Library shelves are usually there                       | 0.53 |
| Find@HKUL is easy to use   | 5.95 | Library staff are readily available to assist me                               | 5.68 | ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials | 5.21 | A computer is available when I need one  | 0.51 |
| Library staff provide accurate answers to my enquiries                                   | 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                                  | 5.23 | I can find a quiet place in the Library to study when I need to                          | 0.49 |
| The Library website is easy to use   | 5.93 | Normal opening hours meet my needs   | 5.58 | Course specific resources are listed in ReadingList@HKUL and directly available via Moodle          | 5.24 | The Library website provides useful information  | 0.46 |
| Library staff treat me fairly and without discrimination                                 | 5.92 | I can find a quiet place in the Library to study when I need to                | 5.56 | Course specific resources (including short loans) meet my learning needs                            | 5.27 | Printing, scanning and photocopying facilities in the Library meet my needs              | 0.45 |
| Library staff are approachable and helpful   | 5.91 | Face to face enquiry services meet my needs                                    | 5.54 | Library signage is clear  | 5.28 | I can find a place in the Library to work in a group when I need to                      | 0.41 |



## The University of Hong Kong Library User Survey, November 2019

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

1052 responses

|   | Importance |      | Performance |      |
|---|------------|------|-------------|------|
|   | Mean       | Rank | Mean        | Rank |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 6.07       | 1    | 5.38        | 13   |
| I can get wireless access in the Library when I need to   | 6.06       | 2    | 5.74        | 4    |
| I can find a quiet place in the Library to study when I need to   | 6.05       | 3    | 5.56        | 9    |
| The Library is a good place to study  | 6.05       | 4    | 5.72        | 5    |
| When I am away from campus I can access the Library resources and services I need                             | 5.99       | 5    | 5.38        | 14   |
| Find@HKUL is easy to use  | 5.95       | 6    | 5.33        | 19   |
| Library staff provide accurate answers to my enquiries  | 5.94       | 7    | 5.77        | 3    |
| The Library website is easy to use  | 5.93       | 8    | 5.36        | 18   |
| Library staff treat me fairly and without discrimination  | 5.92       | 9    | 5.96        | 1    |
| Library staff are approachable and helpful  | 5.91       | 10   | 5.80        | 2    |
| Library staff are readily available to assist me  | 5.85       | 11   | 5.68        | 6    |
| The Library website provides useful information   | 5.83       | 12   | 5.36        | 16   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.81       | 13   | 5.36        | 17   |
| Normal opening hours meet my needs  | 5.78       | 14   | 5.58        | 8    |
| The items I'm looking for on the Library shelves are usually there  | 5.76       | 15   | 5.23        | 24   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.75       | 16   | 5.42        | 12   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.73       | 17   | 5.64        | 7    |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.70       | 18   | 5.49        | 11   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.69       | 19   | 5.31        | 20   |
| A computer is available when I need one   | 5.62       | 20   | 5.10        | 28   |
| Library signage is clear  | 5.59       | 21   | 5.28        | 21   |
| Face to face enquiry services meet my needs   | 5.59       | 22   | 5.54        | 10   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.55       | 23   | 5.27        | 22   |
| The Library anticipates my learning and research needs  | 5.54       | 24   | 5.21        | 26   |
| I can find a place in the Library to work in a group when I need to   | 5.53       | 25   | 5.12        | 27   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.52       | 26   | 5.37        | 15   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.50       | 27   | 5.24        | 23   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.49       | 28   | 5.21        | 25   |
| I am informed about Library services  | 5.27       | 29   | 5.07        | 30   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 5.15       | 30   | 5.10        | 29   |

## The University of Hong Kong Library User Survey, November 2019

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

1052 responses

|   | Performance |      | Importance |      |
|---|-------------|------|------------|------|
|   | Mean        | Rank | Mean       | Rank |
| Library staff treat me fairly and without discrimination  | 5.96        | 1    | 5.92       | 9    |
| Library staff are approachable and helpful  | 5.80        | 2    | 5.91       | 10   |
| Library staff provide accurate answers to my enquiries  | 5.77        | 3    | 5.94       | 7    |
| I can get wireless access in the Library when I need to   | 5.74        | 4    | 6.06       | 2    |
| The Library is a good place to study  | 5.72        | 5    | 6.05       | 4    |
| Library staff are readily available to assist me  | 5.68        | 6    | 5.85       | 11   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.64        | 7    | 5.73       | 17   |
| Normal opening hours meet my needs  | 5.58        | 8    | 5.78       | 14   |
| I can find a quiet place in the Library to study when I need to   | 5.56        | 9    | 6.05       | 3    |
| Face to face enquiry services meet my needs   | 5.54        | 10   | 5.59       | 22   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.49        | 11   | 5.70       | 18   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.42        | 12   | 5.75       | 16   |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 5.38        | 13   | 6.07       | 1    |
| When I am away from campus I can access the Library resources and services I need                             | 5.38        | 14   | 5.99       | 5    |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.37        | 15   | 5.52       | 26   |
| The Library website provides useful information   | 5.36        | 16   | 5.83       | 12   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.36        | 17   | 5.81       | 13   |
| The Library website is easy to use  | 5.36        | 18   | 5.93       | 8    |
| Find@HKUL is easy to use  | 5.33        | 19   | 5.95       | 6    |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.31        | 20   | 5.69       | 19   |
| Library signage is clear  | 5.28        | 21   | 5.59       | 21   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.27        | 22   | 5.55       | 23   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.24        | 23   | 5.50       | 27   |
| The items I'm looking for on the Library shelves are usually there  | 5.23        | 24   | 5.76       | 15   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.21        | 25   | 5.49       | 28   |
| The Library anticipates my learning and research needs  | 5.21        | 26   | 5.54       | 24   |
| I can find a place in the Library to work in a group when I need to   | 5.12        | 27   | 5.53       | 25   |
| A computer is available when I need one   | 5.10        | 28   | 5.62       | 20   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 5.10        | 29   | 5.15       | 30   |
| I am informed about Library services  | 5.07        | 30   | 5.27       | 29   |

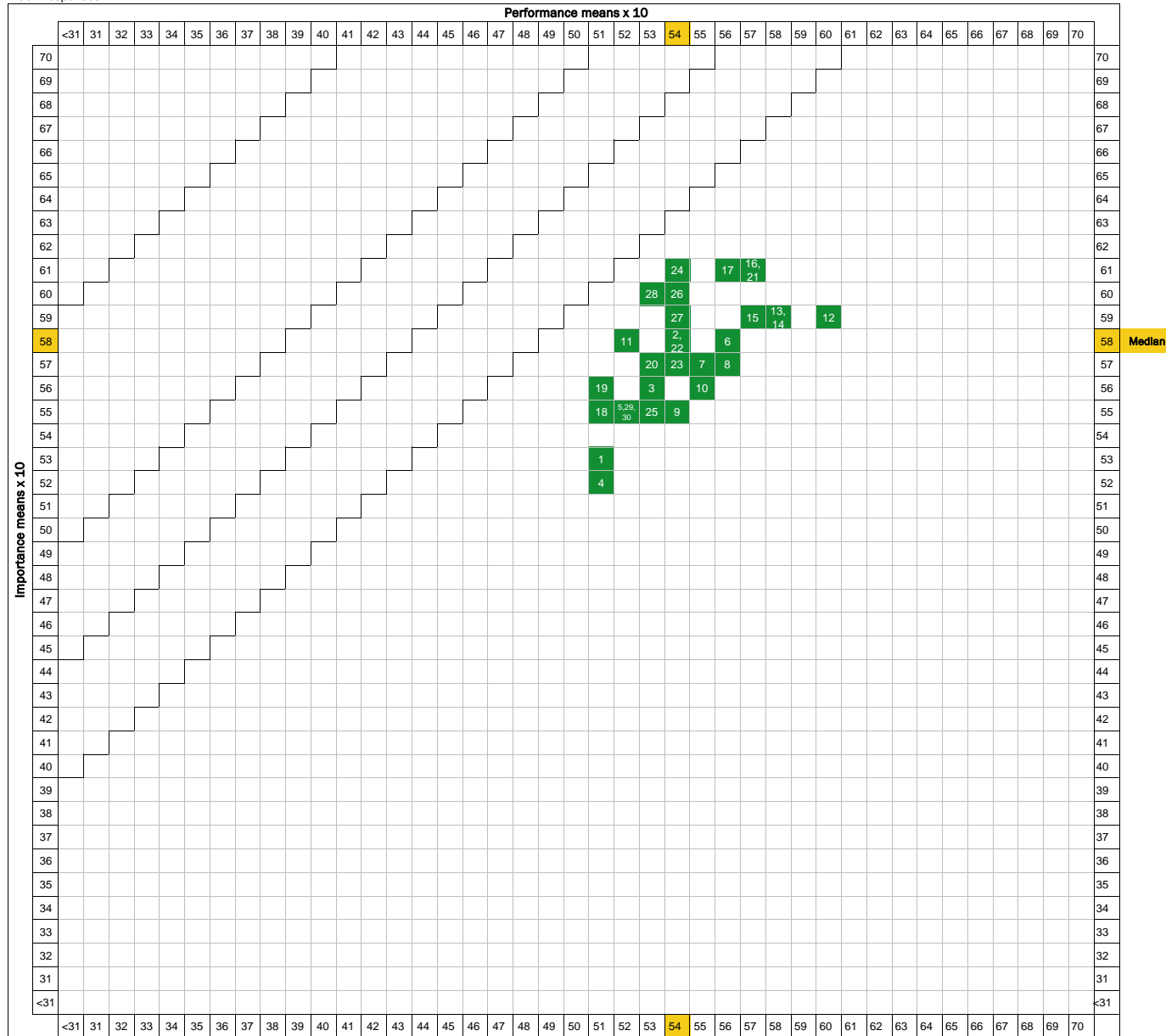
## The University of Hong Kong Library User Survey, November 2019

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

1052 responses

|   | Gap   |      | Importance |      |
|---|-------|------|------------|------|
|   | Mean  | Rank | Mean       | Rank |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 0.69  | 1    | 6.07       | 1    |
| Find@HKUL is easy to use  | 0.62  | 2    | 5.95       | 6    |
| When I am away from campus I can access the Library resources and services I need                             | 0.61  | 3    | 5.99       | 5    |
| The Library website is easy to use  | 0.57  | 4    | 5.93       | 8    |
| The items I'm looking for on the Library shelves are usually there  | 0.53  | 5    | 5.76       | 15   |
| A computer is available when I need one   | 0.51  | 6    | 5.62       | 20   |
| I can find a quiet place in the Library to study when I need to   | 0.49  | 7    | 6.05       | 3    |
| The Library website provides useful information   | 0.46  | 8    | 5.83       | 12   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 0.45  | 9    | 5.81       | 13   |
| I can find a place in the Library to work in a group when I need to   | 0.41  | 10   | 5.53       | 25   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 0.37  | 11   | 5.69       | 19   |
| The Library anticipates my learning and research needs  | 0.34  | 12   | 5.54       | 24   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 0.33  | 13   | 5.75       | 16   |
| The Library is a good place to study  | 0.33  | 14   | 6.05       | 4    |
| I can get wireless access in the Library when I need to   | 0.32  | 15   | 6.06       | 2    |
| Library signage is clear  | 0.32  | 16   | 5.59       | 21   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 0.28  | 17   | 5.49       | 28   |
| Course specific resources (including short loans) meet my learning needs                                      | 0.28  | 18   | 5.55       | 23   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 0.26  | 19   | 5.50       | 27   |
| I am informed about Library services  | 0.20  | 20   | 5.27       | 29   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 0.20  | 21   | 5.70       | 18   |
| Normal opening hours meet my needs  | 0.20  | 22   | 5.78       | 14   |
| Library staff provide accurate answers to my enquiries  | 0.17  | 23   | 5.94       | 7    |
| Library staff are readily available to assist me  | 0.17  | 24   | 5.85       | 11   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 0.16  | 25   | 5.52       | 26   |
| Library staff are approachable and helpful  | 0.11  | 26   | 5.91       | 10   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 0.09  | 27   | 5.73       | 17   |
| Face to face enquiry services meet my needs   | 0.05  | 28   | 5.59       | 22   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 0.05  | 29   | 5.15       | 30   |
| Library staff treat me fairly and without discrimination  | -0.04 | 30   | 5.92       | 9    |

**The University of Hong Kong Library User Survey, November 2019**  
 Best practice categories gap grid — How often do you come into the Library? - Monthly  
 1052 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 Normal 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 Find@HKUL is easy to use  |
| 29 Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    |
| 30 ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           |

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, November 2019

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

1284 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                                  | 5.97 | Library staff treat me fairly and without discrimination                       | 5.78 | I am informed about Library services  | 4.81 | Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 0.76 |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 5.96 | Library staff are approachable and helpful                                     | 5.67 | Library workshops, classes and tutorials help me with my learning and research needs                | 4.85 | When I am away from campus I can access the Library resources and services I need        | 0.70 |
| I can find a quiet place in the Library to study when I need to                          | 5.90 | Library staff provide accurate answers to my enquiries                         | 5.64 | ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials | 4.96 | The Library website is easy to use   | 0.66 |
| The Library is a good place to study   | 5.89 | 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                                 | 4.97 | Find@HKUL is easy to use   | 0.65 |
| When I am away from campus I can access the Library resources and services I need        | 5.89 | I can get wireless access in the Library when I need to                        | 5.58 | Course specific resources are listed in ReadingList@HKUL and directly available via Moodle          | 4.99 | The items I'm looking for on the Library shelves are usually there                       | 0.64 |
| Library staff provide accurate answers to my enquiries                                   | 5.87 | Library staff are readily available to assist me                               | 5.49 | The Library anticipates my learning and research needs  | 5.01 | The Library website provides useful information  | 0.56 |
| Library staff are approachable and helpful   | 5.84 | Self Service (e.g. self check loans, requests, renewals, holds) meets my needs | 5.47 | A computer is available when I need one   | 5.02 | A computer is available when I need one  | 0.48 |
| Library staff treat me fairly and without discrimination                                 | 5.81 | I can find a quiet place in the Library to study when I need to                | 5.47 | The items I'm looking for on the Library shelves are usually there                                  | 5.07 | Printing, scanning and photocopying facilities in the Library meet my needs              | 0.43 |
| The Library website is easy to use   | 5.81 | Normal opening hours meet my needs   | 5.40 | Library signage is clear  | 5.08 | I can find a quiet place in the Library to study when I need to                          | 0.42 |
| Find@HKUL is easy to use   | 5.78 | Face to face enquiry services meet my needs                                    | 5.38 | Course specific resources (including short loans) meet my learning needs                            | 5.09 | Laptop facilities (e.g. desks, power) in the Library meet my needs                       | 0.41 |

## The University of Hong Kong Library User Survey, November 2019

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

1284 responses

|   | Importance |      | Performance |      |
|---|------------|------|-------------|------|
|   | Mean       | Rank | Mean        | Rank |
| I can get wireless access in the Library when I need to   | 5.97       | 1    | 5.58        | 5    |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 5.96       | 2    | 5.20        | 15   |
| I can find a quiet place in the Library to study when I need to   | 5.90       | 3    | 5.47        | 8    |
| The Library is a good place to study  | 5.89       | 4    | 5.63        | 4    |
| When I am away from campus I can access the Library resources and services I need                             | 5.89       | 5    | 5.19        | 16   |
| Library staff provide accurate answers to my enquiries  | 5.87       | 6    | 5.64        | 3    |
| Library staff are approachable and helpful  | 5.84       | 7    | 5.67        | 2    |
| Library staff treat me fairly and without discrimination  | 5.81       | 8    | 5.78        | 1    |
| The Library website is easy to use  | 5.81       | 9    | 5.15        | 19   |
| Find@HKUL is easy to use  | 5.78       | 10   | 5.13        | 20   |
| Library staff are readily available to assist me  | 5.76       | 11   | 5.49        | 6    |
| The Library website provides useful information   | 5.73       | 12   | 5.16        | 18   |
| The items I'm looking for on the Library shelves are usually there  | 5.71       | 13   | 5.07        | 23   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.70       | 14   | 5.26        | 13   |
| Normal opening hours meet my needs  | 5.65       | 15   | 5.40        | 9    |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.62       | 16   | 5.28        | 12   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.59       | 17   | 5.47        | 7    |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.58       | 18   | 5.36        | 11   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.58       | 19   | 5.17        | 17   |
| A computer is available when I need one   | 5.50       | 20   | 5.02        | 24   |
| Library signage is clear  | 5.48       | 21   | 5.08        | 22   |
| Face to face enquiry services meet my needs   | 5.46       | 22   | 5.38        | 10   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.44       | 23   | 5.09        | 21   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.41       | 24   | 5.26        | 14   |
| The Library anticipates my learning and research needs  | 5.35       | 25   | 5.01        | 25   |
| I can find a place in the Library to work in a group when I need to   | 5.33       | 26   | 4.97        | 27   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.31       | 27   | 4.99        | 26   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.29       | 28   | 4.96        | 28   |
| I am informed about Library services  | 5.03       | 29   | 4.81        | 30   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 4.90       | 30   | 4.85        | 29   |

## The University of Hong Kong Library User Survey, November 2019

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

1284 responses

|   | Performance |      | Importance |      |
|---|-------------|------|------------|------|
|   | Mean        | Rank | Mean       | Rank |
| Library staff treat me fairly and without discrimination  | 5.78        | 1    | 5.81       | 8    |
| Library staff are approachable and helpful  | 5.67        | 2    | 5.84       | 7    |
| Library staff provide accurate answers to my enquiries  | 5.64        | 3    | 5.87       | 6    |
| The Library is a good place to study  | 5.63        | 4    | 5.89       | 4    |
| I can get wireless access in the Library when I need to   | 5.58        | 5    | 5.97       | 1    |
| Library staff are readily available to assist me  | 5.49        | 6    | 5.76       | 11   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.47        | 7    | 5.59       | 17   |
| I can find a quiet place in the Library to study when I need to   | 5.47        | 8    | 5.90       | 3    |
| Normal opening hours meet my needs  | 5.40        | 9    | 5.65       | 15   |
| Face to face enquiry services meet my needs   | 5.38        | 10   | 5.46       | 22   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.36        | 11   | 5.58       | 18   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.28        | 12   | 5.62       | 16   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.26        | 13   | 5.70       | 14   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.26        | 14   | 5.41       | 24   |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 5.20        | 15   | 5.96       | 2    |
| When I am away from campus I can access the Library resources and services I need                             | 5.19        | 16   | 5.89       | 5    |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.17        | 17   | 5.58       | 19   |
| The Library website provides useful information   | 5.16        | 18   | 5.73       | 12   |
| The Library website is easy to use  | 5.15        | 19   | 5.81       | 9    |
| Find@HKUL is easy to use  | 5.13        | 20   | 5.78       | 10   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.09        | 21   | 5.44       | 23   |
| Library signage is clear  | 5.08        | 22   | 5.48       | 21   |
| The items I'm looking for on the Library shelves are usually there  | 5.07        | 23   | 5.71       | 13   |
| A computer is available when I need one   | 5.02        | 24   | 5.50       | 20   |
| The Library anticipates my learning and research needs  | 5.01        | 25   | 5.35       | 25   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 4.99        | 26   | 5.31       | 27   |
| I can find a place in the Library to work in a group when I need to   | 4.97        | 27   | 5.33       | 26   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 4.96        | 28   | 5.29       | 28   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 4.85        | 29   | 4.90       | 30   |
| I am informed about Library services  | 4.81        | 30   | 5.03       | 29   |

## The University of Hong Kong Library User Survey, November 2019

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

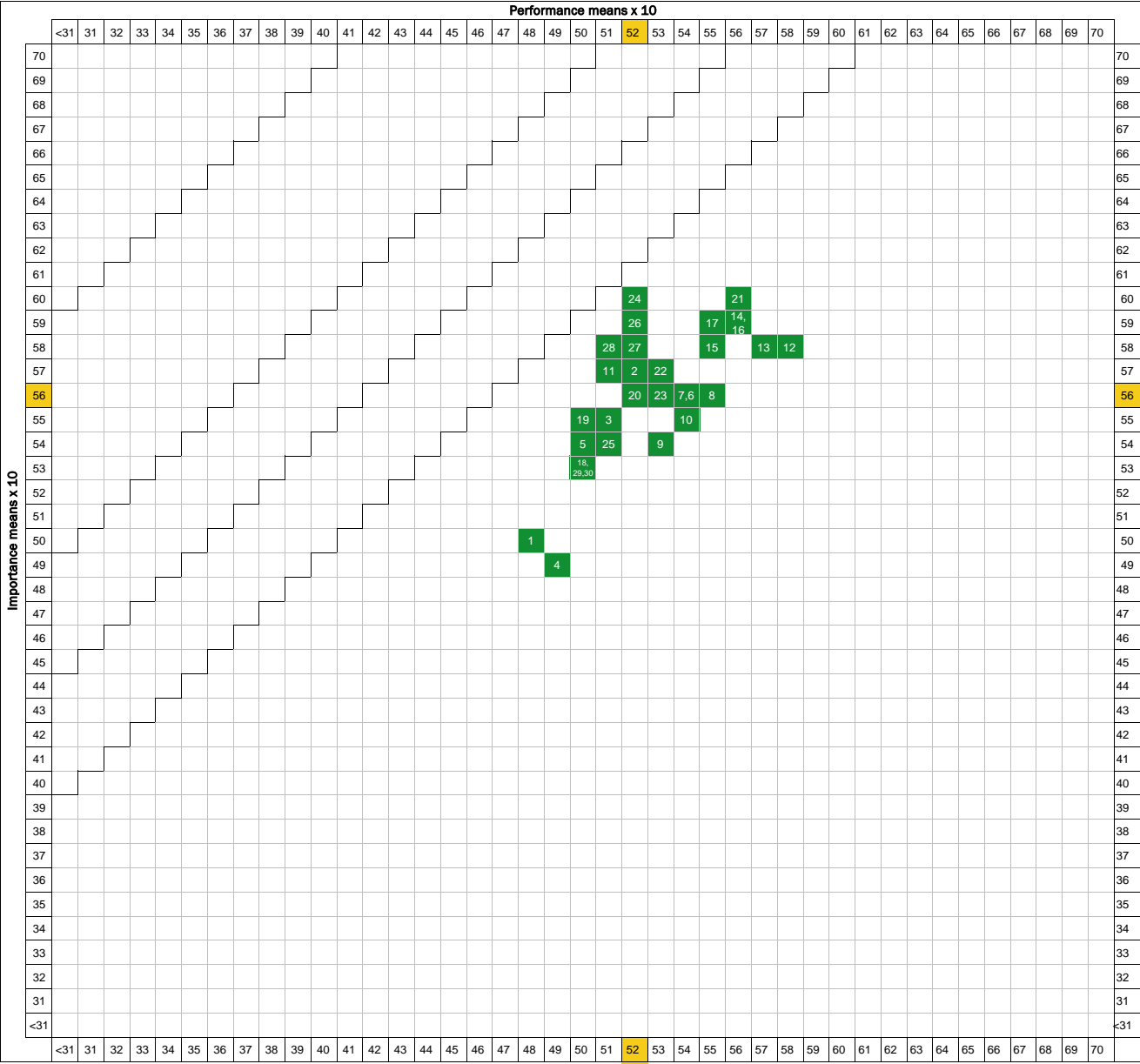
1284 responses

|   | Gap  |      | Importance |      |
|---|------|------|------------|------|
|   | Mean | Rank | Mean       | Rank |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 0.76 | 1    | 5.96       | 2    |
| When I am away from campus I can access the Library resources and services I need                             | 0.70 | 2    | 5.89       | 5    |
| The Library website is easy to use  | 0.66 | 3    | 5.81       | 9    |
| Find@HKUL is easy to use  | 0.65 | 4    | 5.78       | 10   |
| The items I'm looking for on the Library shelves are usually there  | 0.64 | 5    | 5.71       | 13   |
| The Library website provides useful information   | 0.56 | 6    | 5.73       | 12   |
| A computer is available when I need one   | 0.48 | 7    | 5.50       | 20   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 0.43 | 8    | 5.70       | 14   |
| I can find a quiet place in the Library to study when I need to   | 0.42 | 9    | 5.90       | 3    |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 0.41 | 10   | 5.58       | 19   |
| Library signage is clear  | 0.41 | 11   | 5.48       | 21   |
| I can get wireless access in the Library when I need to   | 0.38 | 12   | 5.97       | 1    |
| I can find a place in the Library to work in a group when I need to   | 0.36 | 13   | 5.33       | 26   |
| Course specific resources (including short loans) meet my learning needs                                      | 0.35 | 14   | 5.44       | 23   |
| The Library anticipates my learning and research needs  | 0.35 | 15   | 5.35       | 25   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 0.34 | 16   | 5.62       | 16   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 0.32 | 17   | 5.29       | 28   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 0.32 | 18   | 5.31       | 27   |
| Library staff are readily available to assist me  | 0.27 | 19   | 5.76       | 11   |
| The Library is a good place to study  | 0.26 | 20   | 5.89       | 4    |
| Normal opening hours meet my needs  | 0.25 | 21   | 5.65       | 15   |
| Library staff provide accurate answers to my enquiries  | 0.23 | 22   | 5.87       | 6    |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 0.22 | 23   | 5.58       | 18   |
| I am informed about Library services  | 0.22 | 24   | 5.03       | 29   |
| Library staff are approachable and helpful  | 0.17 | 25   | 5.84       | 7    |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 0.15 | 26   | 5.41       | 24   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 0.12 | 27   | 5.59       | 17   |
| Face to face enquiry services meet my needs   | 0.08 | 28   | 5.46       | 22   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 0.05 | 29   | 4.90       | 30   |
| Library staff treat me fairly and without discrimination  | 0.03 | 30   | 5.81       | 8    |



# The University of Hong Kong Library User Survey, November 2019

Best practice categories gap grid — How often do you come into the Library? - Rarely (i.e. a few times a year)  
1284 responses



Legend: Gap > 2.9 (Red) Gap > 1.9 (Orange) Gap > 1.4 (Light Green) Gap > 0.9 (Dark Green) Gap < 0.9 (Lightest Green)

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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          | Normal 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         | Find@HKUL is easy to use  |
| 29         | Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    |
| 30         | ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           |

## The University of Hong Kong Library User Survey, November 2019

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

93 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 website is easy to use   | 5.80 | Library staff are approachable and helpful                                  | 5.51 | I am informed about Library services  | 4.32 | The Library website is easy to use   | 0.76 |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 5.78 | Library staff treat me fairly and without discrimination                    | 5.39 | The items I'm looking for on the Library shelves are usually there  | 4.69 | Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs     | 0.74 |
| Find@HKUL is easy to use   | 5.65 | Laptop facilities (e.g. desks, power) in the Library meet my needs          | 5.37 | The Library website provides useful information   | 4.76 | The items I'm looking for on the Library shelves are usually there                           | 0.58 |
| Library staff are approachable and helpful   | 5.56 | The Library is a good place to study  | 5.37 | Books and articles I have requested from other libraries and campuses are delivered promptly                  | 4.91 | The Library website provides useful information  | 0.55 |
| I can get wireless access in the Library when I need to                                  | 5.55 | Printing, scanning and photocopying facilities in the Library meet my needs | 5.34 | Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 4.91 | Find@HKUL is easy to use   | 0.37 |
| I can find a quiet place in the Library to study when I need to                          | 5.55 | I can get wireless access in the Library when I need to                     | 5.34 | Normal opening hours meet my needs  | 4.94 | Course specific resources are listed in ReadingList@HKUL and directly available via Moodle   | 0.34 |
| When I am away from campus I can access the Library resources and services I need        | 5.54 | A computer is available when I need one                                     | 5.31 | Library workshops, classes and tutorials help me with my learning and research needs                          | 4.95 | When I am away from campus I can access the Library resources and services I need            | 0.34 |
| The Library is a good place to study   | 5.51 | Library staff are readily available to assist me                            | 5.29 | Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my  | 4.96 | I can find a quiet place in the Library to study when I need to                              | 0.30 |
| Library staff treat me fairly and without discrimination                                 | 5.48 | Find@HKUL is easy to use  | 5.28 | Course specific resources (including short loans) meet my learning needs                                      | 4.97 | Books and articles I have requested from other libraries and campuses are delivered promptly | 0.25 |
| Library staff are readily available to assist me   | 5.44 | I can find a quiet place in the Library to study when I need to             | 5.25 | The Library anticipates my learning and research needs  | 4.98 | I am informed about Library services   | 0.24 |

## The University of Hong Kong Library User Survey, November 2019

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

93 responses

|   | Importance |      | Performance |      |
|---|------------|------|-------------|------|
|   | Mean       | Rank | Mean        | Rank |
| The Library website is easy to use  | 5.80       | 1    | 5.04        | 19   |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 5.78       | 2    | 5.04        | 18   |
| Find@HKUL is easy to use  | 5.65       | 3    | 5.28        | 9    |
| Library staff are approachable and helpful  | 5.56       | 4    | 5.51        | 1    |
| I can get wireless access in the Library when I need to   | 5.55       | 5    | 5.34        | 6    |
| I can find a quiet place in the Library to study when I need to   | 5.55       | 6    | 5.25        | 10   |
| When I am away from campus I can access the Library resources and services I need                             | 5.54       | 7    | 5.20        | 12   |
| The Library is a good place to study  | 5.51       | 8    | 5.37        | 4    |
| Library staff treat me fairly and without discrimination  | 5.48       | 9    | 5.39        | 2    |
| Library staff are readily available to assist me  | 5.44       | 10   | 5.29        | 8    |
| Library staff provide accurate answers to my enquiries  | 5.43       | 11   | 5.21        | 11   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.40       | 12   | 5.34        | 5    |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.37       | 13   | 5.37        | 3    |
| Library signage is clear  | 5.36       | 14   | 5.13        | 14   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.34       | 15   | 5.00        | 20   |
| The Library website provides useful information   | 5.31       | 16   | 4.76        | 28   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.28       | 17   | 5.15        | 13   |
| The items I'm looking for on the Library shelves are usually there  | 5.27       | 18   | 4.69        | 29   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.26       | 19   | 5.05        | 17   |
| I can find a place in the Library to work in a group when I need to   | 5.25       | 20   | 5.08        | 15   |
| A computer is available when I need one   | 5.22       | 21   | 5.31        | 7    |
| The Library anticipates my learning and research needs  | 5.17       | 22   | 4.98        | 21   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.16       | 23   | 4.91        | 27   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.15       | 24   | 4.96        | 23   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.11       | 25   | 4.91        | 26   |
| Normal opening hours meet my needs  | 5.11       | 26   | 4.94        | 25   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.06       | 27   | 4.97        | 22   |
| Face to face enquiry services meet my needs   | 4.98       | 28   | 5.07        | 16   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 4.93       | 29   | 4.95        | 24   |
| I am informed about Library services  | 4.55       | 30   | 4.32        | 30   |

## The University of Hong Kong Library User Survey, November 2019

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

93 responses

|   | Performance |      | Importance |      |
|---|-------------|------|------------|------|
|   | Mean        | Rank | Mean       | Rank |
| Library staff are approachable and helpful  | 5.51        | 1    | 5.56       | 4    |
| Library staff treat me fairly and without discrimination  | 5.39        | 2    | 5.48       | 9    |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.37        | 3    | 5.37       | 13   |
| The Library is a good place to study  | 5.37        | 4    | 5.51       | 8    |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.34        | 5    | 5.40       | 12   |
| I can get wireless access in the Library when I need to   | 5.34        | 6    | 5.55       | 5    |
| A computer is available when I need one   | 5.31        | 7    | 5.22       | 21   |
| Library staff are readily available to assist me  | 5.29        | 8    | 5.44       | 10   |
| Find@HKUL is easy to use  | 5.28        | 9    | 5.65       | 3    |
| I can find a quiet place in the Library to study when I need to   | 5.25        | 10   | 5.55       | 6    |
| Library staff provide accurate answers to my enquiries  | 5.21        | 11   | 5.43       | 11   |
| When I am away from campus I can access the Library resources and services I need                             | 5.20        | 12   | 5.54       | 7    |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.15        | 13   | 5.28       | 17   |
| Library signage is clear  | 5.13        | 14   | 5.36       | 14   |
| I can find a place in the Library to work in a group when I need to   | 5.08        | 15   | 5.25       | 20   |
| Face to face enquiry services meet my needs   | 5.07        | 16   | 4.98       | 28   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.05        | 17   | 5.26       | 19   |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 5.04        | 18   | 5.78       | 2    |
| The Library website is easy to use  | 5.04        | 19   | 5.80       | 1    |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.00        | 20   | 5.34       | 15   |
| The Library anticipates my learning and research needs  | 4.98        | 21   | 5.17       | 22   |
| Course specific resources (including short loans) meet my learning needs                                      | 4.97        | 22   | 5.06       | 27   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 4.96        | 23   | 5.15       | 24   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 4.95        | 24   | 4.93       | 29   |
| Normal opening hours meet my needs  | 4.94        | 25   | 5.11       | 26   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 4.91        | 26   | 5.11       | 25   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 4.91        | 27   | 5.16       | 23   |
| The Library website provides useful information   | 4.76        | 28   | 5.31       | 16   |
| The items I'm looking for on the Library shelves are usually there  | 4.69        | 29   | 5.27       | 18   |
| I am informed about Library services  | 4.32        | 30   | 4.55       | 30   |

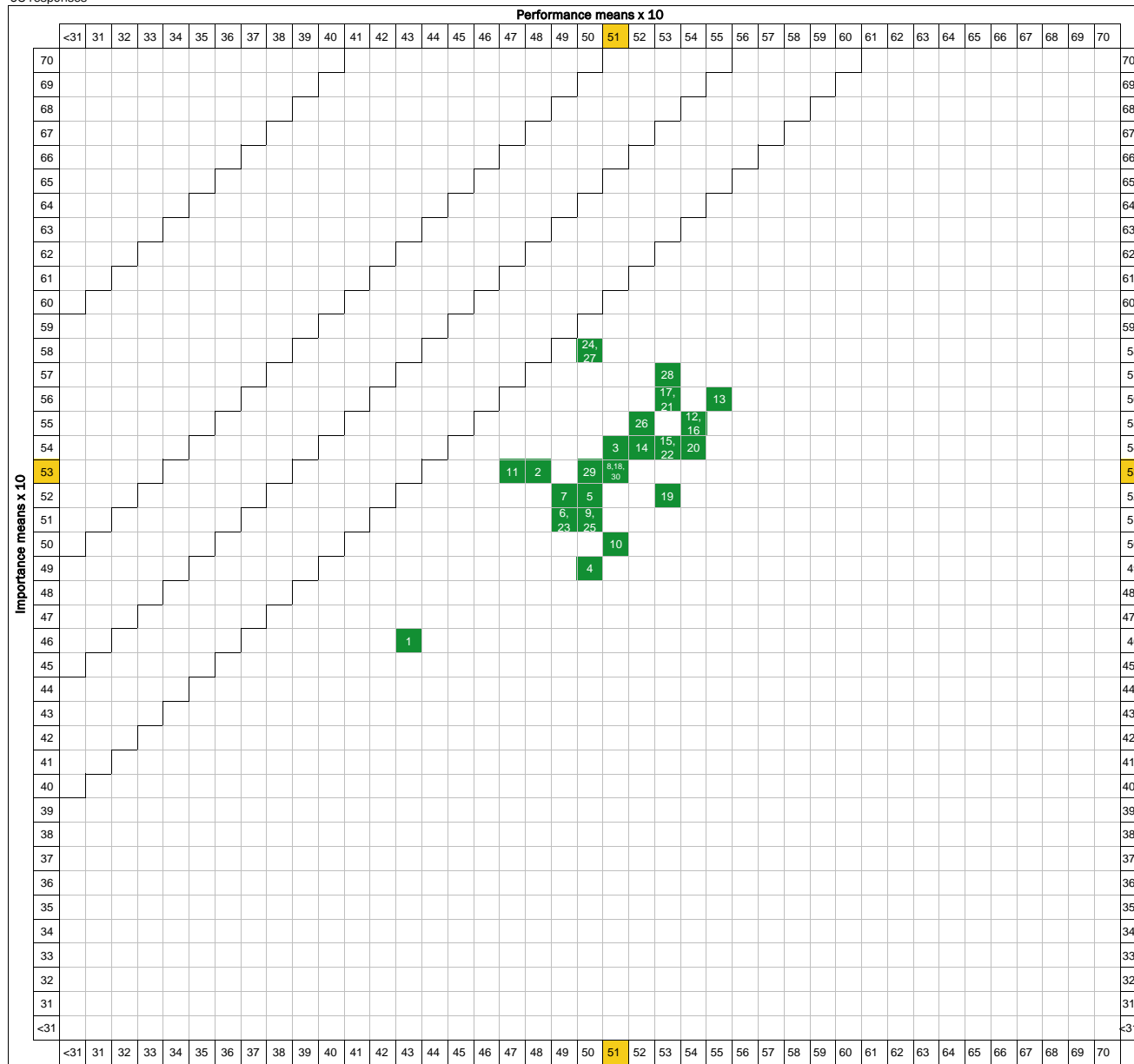
## The University of Hong Kong Library User Survey, November 2019

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

93 responses

|   | Gap   |      | Importance |      |
|---|-------|------|------------|------|
|   | Mean  | Rank | Mean       | Rank |
| The Library website is easy to use  | 0.76  | 1    | 5.80       | 1    |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 0.74  | 2    | 5.78       | 2    |
| The items I'm looking for on the Library shelves are usually there  | 0.58  | 3    | 5.27       | 18   |
| The Library website provides useful information   | 0.55  | 4    | 5.31       | 16   |
| Find@HKUL is easy to use  | 0.37  | 5    | 5.65       | 3    |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 0.34  | 6    | 5.34       | 15   |
| When I am away from campus I can access the Library resources and services I need                             | 0.34  | 7    | 5.54       | 7    |
| I can find a quiet place in the Library to study when I need to   | 0.30  | 8    | 5.55       | 6    |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 0.25  | 9    | 5.16       | 23   |
| I am informed about Library services  | 0.24  | 10   | 4.55       | 30   |
| Library signage is clear  | 0.23  | 11   | 5.36       | 14   |
| Library staff provide accurate answers to my enquiries  | 0.21  | 12   | 5.43       | 11   |
| I can get wireless access in the Library when I need to   | 0.21  | 13   | 5.55       | 5    |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 0.21  | 14   | 5.26       | 19   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 0.20  | 15   | 5.11       | 25   |
| The Library anticipates my learning and research needs  | 0.19  | 16   | 5.17       | 22   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 0.19  | 17   | 5.15       | 24   |
| Normal opening hours meet my needs  | 0.17  | 18   | 5.11       | 26   |
| I can find a place in the Library to work in a group when I need to   | 0.17  | 19   | 5.25       | 20   |
| Library staff are readily available to assist me  | 0.16  | 20   | 5.44       | 10   |
| The Library is a good place to study  | 0.15  | 21   | 5.51       | 8    |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 0.13  | 22   | 5.28       | 17   |
| Library staff treat me fairly and without discrimination  | 0.09  | 23   | 5.48       | 9    |
| Course specific resources (including short loans) meet my learning needs                                      | 0.09  | 24   | 5.06       | 27   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 0.06  | 25   | 5.40       | 12   |
| Library staff are approachable and helpful  | 0.04  | 26   | 5.56       | 4    |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 0.00  | 27   | 5.37       | 13   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | -0.02 | 28   | 4.93       | 29   |
| A computer is available when I need one   | -0.08 | 29   | 5.22       | 21   |
| Face to face enquiry services meet my needs   | -0.09 | 30   | 4.98       | 28   |

**The University of Hong Kong Library User Survey, November 2019**  
 Best practice categories gap grid — How often do you come into the Library? - Never  
 93 responses



**Statements**

- I am informed about Library services
- The Library website provides useful information
- Library signage is clear
- Library workshops, classes and tutorials help me with my learning and research needs
- The Library anticipates my learning and research needs
- Normal opening hours meet my needs
- Books and articles I have requested from other libraries and campuses are delivered promptly
- Self Service (e.g. self check loans, requests, renewals, holds) meets my needs
- Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs
- Face to face enquiry services meet my needs
- The items I'm looking for on the Library shelves are usually there
- Library staff treat me fairly and without discrimination
- Library staff are approachable and helpful
- Library staff provide accurate answers to my enquiries
- Library staff are readily available to assist me
- The Library is a good place to study
- I can find a quiet place in the Library to study when I need to
- I can find a place in the Library to work in a group when I need to
- A computer is available when I need one
- Laptop facilities (e.g. desks, power) in the Library meet my needs
- I can get wireless access in the Library when I need to
- Printing, scanning and photocopying facilities in the Library meet my needs
- Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
- Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs
- Course specific resources (including short loans) meet my learning needs
- When I am away from campus I can access the Library resources and services I need
- The Library website is easy to use
- Find@HKUL is easy to use
- Course specific resources are listed in ReadingList@HKUL and directly available via Moodle
- ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials

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

| <b>The University of Hong Kong Library User Survey, November 2019</b>                    |                        |
|--|------------------------|
| Top 5 importance scores by demographic   |                        |
| How often do you access the Library online?  |                        |
|  | <b>Unique factor</b>   |
| <b>Daily (826 responses)</b>   | <b>Importance mean</b> |
| I can get wireless access in the Library when I need to                                  | 6.46                   |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 6.41                   |
| The Library is a good place to study   | 6.37                   |
| <b>When I am away from campus I can access the Library resources and services I need</b> | <b>6.33</b>            |
| I can find a quiet place in the Library to study when I need to                          | 6.31                   |
| <b>2-4 days a week (1478 responses)</b>  | <b>Importance mean</b> |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 6.24                   |
| I can get wireless access in the Library when I need to                                  | 6.22                   |
| I can find a quiet place in the Library to study when I need to                          | 6.22                   |
| The Library is a good place to study   | 6.21                   |
| <b>Find@HKUL is easy to use</b>  | <b>6.14</b>            |
| <b>Weekly (1350 responses)</b>   | <b>Importance mean</b> |
| The Library is a good place to study   | 6.19                   |
| I can find a quiet place in the Library to study when I need to                          | 6.19                   |
| 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 | 6.06                   |
| Printing, scanning and photocopying facilities in the Library meet my needs              | 6.03                   |
| <b>Fortnightly (475 responses)</b>   | <b>Importance mean</b> |
| I can find a quiet place in the Library to study when I need to                          | 6.03                   |
| I can get wireless access in the Library when I need to                                  | 6.02                   |
| The Library is a good place to study   | 5.97                   |
| Printing, scanning and photocopying facilities in the Library meet my needs              | 5.91                   |
| Library staff are approachable and helpful   | 5.87                   |
| <b>Monthly (917 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                          | 6.06                   |
| I can get wireless access in the Library when I need to                                  | 6.02                   |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 5.90                   |
| Library staff are approachable and helpful   | 5.87                   |
| <b>Rarely (i.e. a few times a year) (1231 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                          | 6.02                   |
| I can get wireless access in the Library when I need to                                  | 5.96                   |
| Library staff provide accurate answers to my enquiries                                   | 5.82                   |
| <b>Library staff treat me fairly and without discrimination</b>                          | <b>5.78</b>            |
| <b>Never (253 responses)</b>   | <b>Importance mean</b> |
| I can find a quiet place in the Library to study when I need to                          | 6.03                   |
| The Library is a good place to study   | 5.97                   |
| I can get wireless access in the Library when I need to                                  | 5.90                   |
| Printing, scanning and photocopying facilities in the Library meet my needs              | 5.80                   |
| Library staff provide accurate answers to my enquiries                                   | 5.68                   |

| <b>The University of Hong Kong Library User Survey, November 2019</b>          |                         |
|--|-------------------------|
| Top 5 performance scores by demographic  |                         |
| How often do you access the Library online?                                    |                         |
|  | <b>Unique factor</b>    |
| <b>Daily (826 responses)</b>   | <b>Performance mean</b> |
| Library staff treat me fairly and without discrimination                       | 6.15                    |
| Library staff are approachable and helpful                                     | 6.11                    |
| Library staff provide accurate answers to my enquiries                         | 6.08                    |
| Library staff are readily available to assist me                               | 6.04                    |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs | 5.99                    |
| <b>2-4 days a week (1478 responses)</b>  | <b>Performance mean</b> |
| Library staff treat me fairly and without discrimination                       | 6.03                    |
| Library staff are approachable and helpful                                     | 5.94                    |
| Library staff provide accurate answers to my enquiries                         | 5.84                    |
| Library staff are readily available to assist me                               | 5.82                    |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs | 5.74                    |
| <b>Weekly (1350 responses)</b>   | <b>Performance mean</b> |
| Library staff treat me fairly and without discrimination                       | 6.00                    |
| Library staff are approachable and helpful                                     | 5.87                    |
| Library staff provide accurate answers to my enquiries                         | 5.84                    |
| The Library is a good place to study   | 5.79                    |
| Library staff are readily available to assist me                               | 5.77                    |
| <b>Fortnightly (475 responses)</b>   | <b>Performance mean</b> |
| Library staff treat me fairly and without discrimination                       | 5.85                    |
| Library staff are approachable and helpful                                     | 5.70                    |
| Library staff provide accurate answers to my enquiries                         | 5.68                    |
| Library staff are readily available to assist me                               | 5.62                    |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs | 5.52                    |
| <b>Monthly (917 responses)</b>   | <b>Performance mean</b> |
| Library staff treat me fairly and without discrimination                       | 5.87                    |
| Library staff are approachable and helpful                                     | 5.74                    |
| The Library is a good place to study   | 5.70                    |
| Library staff provide accurate answers to my enquiries                         | 5.69                    |
| I can get wireless access in the Library when I need to                        | 5.63                    |
| <b>Rarely (i.e. a few times a year) (1231 responses)</b>                       | <b>Performance mean</b> |
| Library staff treat me fairly and without discrimination                       | 5.75                    |
| The Library is a good place to study   | 5.67                    |
| Library staff are approachable and helpful                                     | 5.62                    |
| Library staff provide accurate answers to my enquiries                         | 5.57                    |
| I can get wireless access in the Library when I need to                        | 5.47                    |
| <b>Never (253 responses)</b>   | <b>Performance mean</b> |
| The Library is a good place to study   | 5.60                    |
| Library staff treat me fairly and without discrimination                       | 5.51                    |
| Library staff are approachable and helpful                                     | 5.48                    |
| I can find a quiet place in the Library to study when I need to                | 5.44                    |
| Library staff provide accurate answers to my enquiries                         | 5.42                    |



| <b>The University of Hong Kong Library User Survey, November 2019</b>                    |                  |
|--|------------------|
| Top 5 gap scores by demographic  |                  |
| How often do you access the Library online?  |                  |
|  | Unique factor    |
| <b>Daily (826 responses)</b>   | <b>Gap score</b> |
| I can find a quiet place in the Library to study when I need to                          | 0.79             |
| Find@HKUL is easy to use   | 0.67             |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 0.66             |
| The items I'm looking for on the Library shelves are usually there                       | 0.66             |
| I can find a place in the Library to work in a group when I need to                      | 0.57             |
| <b>2-4 days a week (1478 responses)</b>  | <b>Gap score</b> |
| I can find a quiet place in the Library to study when I need to                          | 0.77             |
| I can find a place in the Library to work in a group when I need to                      | 0.70             |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 0.69             |
| Printing, scanning and photocopying facilities in the Library meet my needs              | 0.62             |
| Find@HKUL is easy to use   | 0.62             |
| <b>Weekly (1350 responses)</b>   | <b>Gap score</b> |
| 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                          | 0.68             |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 0.54             |
| The items I'm looking for on the Library shelves are usually there                       | 0.52             |
| Printing, scanning and photocopying facilities in the Library meet my needs              | 0.52             |
| <b>Fortnightly (475 responses)</b>   | <b>Gap score</b> |
| I can find a quiet place in the Library to study when I need to                          | 0.81             |
| The items I'm looking for on the Library shelves are usually there                       | 0.60             |
| I can find a place in the Library to work in a group when I need to                      | 0.59             |
| Printing, scanning and photocopying facilities in the Library meet my needs              | 0.58             |
| Laptop facilities (e.g. desks, power) in the Library meet my needs                       | 0.55             |
| <b>Monthly (917 responses)</b>   | <b>Gap score</b> |
| Find@HKUL is easy to use   | 0.61             |
| A computer is available when I need one  | 0.58             |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 0.58             |
| The Library website is easy to use   | 0.57             |
| I can find a quiet place in the Library to study when I need to                          | 0.56             |
| <b>Rarely (i.e. a few times a year) (1231 responses)</b>                                 | <b>Gap score</b> |
| When I am away from campus I can access the Library resources and services I need        | 0.66             |
| I can find a quiet place in the Library to study when I need to                          | 0.62             |
| I can find a place in the Library to work in a group when I need to                      | 0.60             |
| A computer is available when I need one  | 0.56             |
| The items I'm looking for on the Library shelves are usually there                       | 0.56             |
| <b>Never (253 responses)</b>   | <b>Gap score</b> |
| Printing, scanning and photocopying facilities in the Library meet my needs              | 0.65             |
| I can find a quiet place in the Library to study when I need to                          | 0.59             |
| A computer is available when I need one  | 0.58             |
| I can get wireless access in the Library when I need to                                  | 0.55             |
| The items I'm looking for on the Library shelves are usually there                       | 0.54             |

## The University of Hong Kong Library User Survey, November 2019

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

826 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                                  | 6.46 | Library staff treat me fairly and without discrimination                                     | 6.15 | The items I'm looking for on the Library shelves are usually there                                  | 5.39 | I can find a quiet place in the Library to study when I need to                          | 0.79 |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 6.41 | Library staff are approachable and helpful   | 6.11 | I can find a place in the Library to work in a group when I need to                                 | 5.40 | Find@HKUL is easy to use   | 0.67 |
| The Library is a good place to study   | 6.37 | 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                                     | 5.52 | Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 0.66 |
| When I am away from campus I can access the Library resources and services I need        | 6.33 | Library staff are readily available to assist me   | 6.04 | ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials | 5.53 | The items I'm looking for on the Library shelves are usually there                       | 0.66 |
| I can find a quiet place in the Library to study when I need to                          | 6.31 | Self Service (e.g. self check loans, requests, renewals, holds) meets my needs               | 5.99 | A computer is available when I need one   | 5.53 | I can find a place in the Library to work in a group when I need to                      | 0.57 |
| Find@HKUL is easy to use   | 6.31 | I can get wireless access in the Library when I need to                                      | 5.97 | Library signage is clear  | 5.54 | The Library website is easy to use   | 0.49 |
| Library staff treat me fairly and without discrimination                                 | 6.27 | The Library is a good place to study   | 5.94 | Library workshops, classes and tutorials help me with my learning and research needs                | 5.58 | I can get wireless access in the Library when I need to                                  | 0.48 |
| Library staff provide accurate answers to my enquiries                                   | 6.25 | When I am away from campus I can access the Library resources and services I need            | 5.94 | Course specific resources are listed in ReadingList@HKUL and directly available via Moodle          | 5.60 | The Library website provides useful information  | 0.44 |
| The Library website is easy to use   | 6.25 | Books and articles I have requested from other libraries and campuses are delivered promptly | 5.87 | I am informed about Library services  | 5.62 | The Library is a good place to study   | 0.43 |
| Library staff are approachable and helpful   | 6.24 | Face to face enquiry services meet my needs  | 5.85 | Laptop facilities (e.g. desks, power) in the Library meet my needs                                  | 5.63 | Normal opening hours meet my needs   | 0.41 |

## The University of Hong Kong Library User Survey, November 2019

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

826 responses

|   | Importance |      | Performance |      |
|---|------------|------|-------------|------|
|   | Mean       | Rank | Mean        | Rank |
| I can get wireless access in the Library when I need to   | 6.46       | 1    | 5.97        | 6    |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 6.41       | 2    | 5.75        | 14   |
| The Library is a good place to study  | 6.37       | 3    | 5.94        | 7    |
| When I am away from campus I can access the Library resources and services I need                             | 6.33       | 4    | 5.94        | 8    |
| I can find a quiet place in the Library to study when I need to   | 6.31       | 5    | 5.52        | 28   |
| Find@HKUL is easy to use  | 6.31       | 6    | 5.64        | 18   |
| Library staff treat me fairly and without discrimination  | 6.27       | 7    | 6.15        | 1    |
| Library staff provide accurate answers to my enquiries  | 6.25       | 8    | 6.08        | 3    |
| The Library website is easy to use  | 6.25       | 9    | 5.75        | 15   |
| Library staff are approachable and helpful  | 6.24       | 10   | 6.11        | 2    |
| The Library website provides useful information   | 6.19       | 11   | 5.74        | 16   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 6.17       | 12   | 5.83        | 11   |
| Library staff are readily available to assist me  | 6.17       | 13   | 6.04        | 4    |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 6.12       | 14   | 5.99        | 5    |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 6.10       | 15   | 5.87        | 9    |
| Normal opening hours meet my needs  | 6.05       | 16   | 5.64        | 19   |
| The items I'm looking for on the Library shelves are usually there  | 6.05       | 17   | 5.39        | 30   |
| The Library anticipates my learning and research needs  | 6.03       | 18   | 5.63        | 20   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 6.03       | 19   | 5.82        | 12   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 6.00       | 20   | 5.63        | 21   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.98       | 21   | 5.69        | 17   |
| I can find a place in the Library to work in a group when I need to   | 5.97       | 22   | 5.40        | 29   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.88       | 23   | 5.60        | 23   |
| Library signage is clear  | 5.87       | 24   | 5.54        | 25   |
| I am informed about Library services  | 5.86       | 25   | 5.62        | 22   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.85       | 26   | 5.76        | 13   |
| Face to face enquiry services meet my needs   | 5.78       | 27   | 5.85        | 10   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.78       | 28   | 5.53        | 27   |
| A computer is available when I need one   | 5.75       | 29   | 5.53        | 26   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 5.60       | 30   | 5.58        | 24   |

## The University of Hong Kong Library User Survey, November 2019

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

826 responses

|   | Performance |      | Importance |      |
|---|-------------|------|------------|------|
|   | Mean        | Rank | Mean       | Rank |
| Library staff treat me fairly and without discrimination  | 6.15        | 1    | 6.27       | 7    |
| Library staff are approachable and helpful  | 6.11        | 2    | 6.24       | 10   |
| Library staff provide accurate answers to my enquiries  | 6.08        | 3    | 6.25       | 8    |
| Library staff are readily available to assist me  | 6.04        | 4    | 6.17       | 13   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.99        | 5    | 6.12       | 14   |
| I can get wireless access in the Library when I need to   | 5.97        | 6    | 6.46       | 1    |
| The Library is a good place to study  | 5.94        | 7    | 6.37       | 3    |
| When I am away from campus I can access the Library resources and services I need                             | 5.94        | 8    | 6.33       | 4    |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.87        | 9    | 6.10       | 15   |
| Face to face enquiry services meet my needs   | 5.85        | 10   | 5.78       | 27   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.83        | 11   | 6.17       | 12   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.82        | 12   | 6.03       | 19   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.76        | 13   | 5.85       | 26   |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 5.75        | 14   | 6.41       | 2    |
| The Library website is easy to use  | 5.75        | 15   | 6.25       | 9    |
| The Library website provides useful information   | 5.74        | 16   | 6.19       | 11   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.69        | 17   | 5.98       | 21   |
| Find@HKUL is easy to use  | 5.64        | 18   | 6.31       | 6    |
| Normal opening hours meet my needs  | 5.64        | 19   | 6.05       | 16   |
| The Library anticipates my learning and research needs  | 5.63        | 20   | 6.03       | 18   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.63        | 21   | 6.00       | 20   |
| I am informed about Library services  | 5.62        | 22   | 5.86       | 25   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.60        | 23   | 5.88       | 23   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 5.58        | 24   | 5.60       | 30   |
| Library signage is clear  | 5.54        | 25   | 5.87       | 24   |
| A computer is available when I need one   | 5.53        | 26   | 5.75       | 29   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.53        | 27   | 5.78       | 28   |
| I can find a quiet place in the Library to study when I need to   | 5.52        | 28   | 6.31       | 5    |
| I can find a place in the Library to work in a group when I need to   | 5.40        | 29   | 5.97       | 22   |
| The items I'm looking for on the Library shelves are usually there  | 5.39        | 30   | 6.05       | 17   |

## The University of Hong Kong Library User Survey, November 2019

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

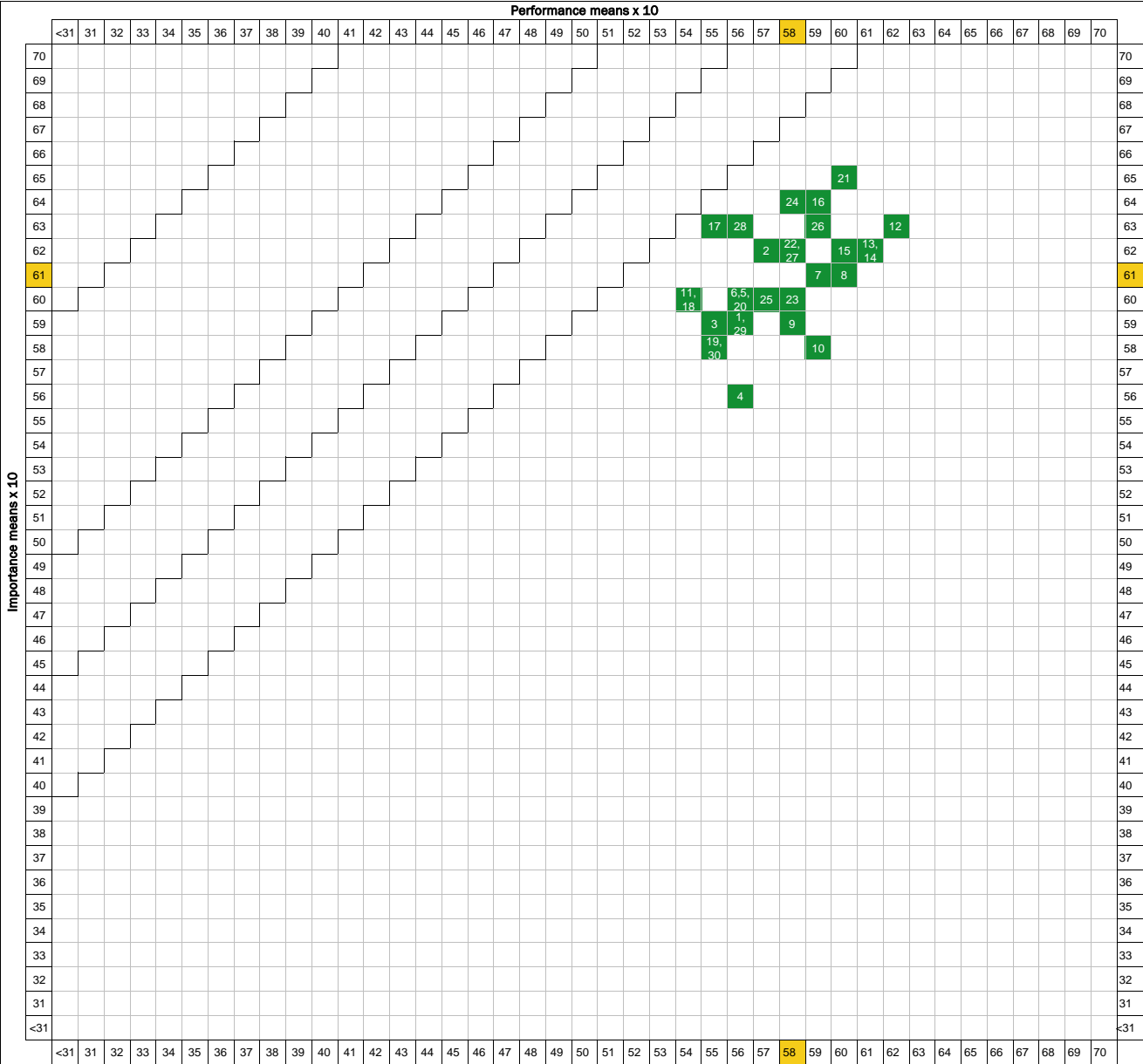
826 responses

|   | Gap   |      | Importance |      |
|---|-------|------|------------|------|
|   | Mean  | Rank | Mean       | Rank |
| I can find a quiet place in the Library to study when I need to   | 0.79  | 1    | 6.31       | 5    |
| Find@HKUL is easy to use  | 0.67  | 2    | 6.31       | 6    |
| Online resources (e.g. e-journals, databases, ebooks) meet my learning and research needs                     | 0.66  | 3    | 6.41       | 2    |
| The items I'm looking for on the Library shelves are usually there  | 0.66  | 4    | 6.05       | 17   |
| I can find a place in the Library to work in a group when I need to   | 0.57  | 5    | 5.97       | 22   |
| The Library website is easy to use  | 0.49  | 6    | 6.25       | 9    |
| I can get wireless access in the Library when I need to   | 0.48  | 7    | 6.46       | 1    |
| The Library website provides useful information   | 0.44  | 8    | 6.19       | 11   |
| The Library is a good place to study  | 0.43  | 9    | 6.37       | 3    |
| Normal opening hours meet my needs  | 0.41  | 10   | 6.05       | 16   |
| The Library anticipates my learning and research needs  | 0.40  | 11   | 6.03       | 18   |
| When I am away from campus I can access the Library resources and services I need                             | 0.40  | 12   | 6.33       | 4    |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 0.37  | 13   | 6.00       | 20   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 0.34  | 14   | 6.17       | 12   |
| Library signage is clear  | 0.33  | 15   | 5.87       | 24   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 0.28  | 16   | 5.88       | 23   |
| Course specific resources (including short loans) meet my learning needs                                      | 0.28  | 17   | 5.98       | 21   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 0.24  | 18   | 5.78       | 28   |
| I am informed about Library services  | 0.24  | 19   | 5.86       | 25   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 0.23  | 20   | 6.10       | 15   |
| A computer is available when I need one   | 0.22  | 21   | 5.75       | 29   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 0.21  | 22   | 6.03       | 19   |
| Library staff provide accurate answers to my enquiries  | 0.17  | 23   | 6.25       | 8    |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 0.13  | 24   | 6.12       | 14   |
| Library staff are readily available to assist me  | 0.13  | 25   | 6.17       | 13   |
| Library staff are approachable and helpful  | 0.13  | 26   | 6.24       | 10   |
| Library staff treat me fairly and without discrimination  | 0.12  | 27   | 6.27       | 7    |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 0.10  | 28   | 5.85       | 26   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 0.02  | 29   | 5.60       | 30   |
| Face to face enquiry services meet my needs   | -0.07 | 30   | 5.78       | 27   |

# The University of Hong Kong Library User Survey, November 2019

Best practice categories gap grid — How often do you access the Library online? - Daily

826 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 Normal 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 Find@HKUL is easy to use  |
| 29 Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    |
| 30 ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           |

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

## The University of Hong Kong Library User Survey, November 2019

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

1478 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 | 6.24 | Library staff treat me fairly and without discrimination                                     | 6.03 | I can find a place in the Library to work in a group when I need to                                 | 5.14 | I can find a quiet place in the Library to study when I need to                          | 0.77 |
| I can get wireless access in the Library when I need to                                  | 6.22 | Library staff are approachable and helpful   | 5.94 | A computer is available when I need one   | 5.21 | I can find a place in the Library to work in a group when I need to                      | 0.70 |
| I can find a quiet place in the Library to study when I need to                          | 6.22 | Library staff provide accurate answers to my enquiries                                       | 5.84 | ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials | 5.21 | Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 0.69 |
| The Library is a good place to study   | 6.21 | Library staff are readily available to assist me   | 5.82 | Course specific resources are listed in ReadingList@HKUL and directly available via Moodle          | 5.23 | Printing, scanning and photocopying facilities in the Library meet my needs              | 0.62 |
| Find@HKUL is easy to use   | 6.14 | Self Service (e.g. self check loans, requests, renewals, holds) meets my needs               | 5.74 | The items I'm looking for on the Library shelves are usually there                                  | 5.23 | Find@HKUL is easy to use   | 0.62 |
| When I am away from campus I can access the Library resources and services I need        | 6.12 | The Library is a good place to study   | 5.73 | I am informed about Library services  | 5.25 | The items I'm looking for on the Library shelves are usually there                       | 0.61 |
| Printing, scanning and photocopying facilities in the Library meet my needs              | 6.07 | When I am away from campus I can access the Library resources and services I need            | 5.69 | Library workshops, classes and tutorials help me with my learning and research needs                | 5.26 | Laptop facilities (e.g. desks, power) in the Library meet my needs                       | 0.55 |
| The Library website is easy to use   | 6.04 | I can get wireless access in the Library when I need to                                      | 5.67 | Library signage is clear  | 5.29 | I can get wireless access in the Library when I need to                                  | 0.55 |
| Library staff provide accurate answers to my enquiries                                   | 6.03 | Books and articles I have requested from other libraries and campuses are delivered promptly | 5.61 | Laptop facilities (e.g. desks, power) in the Library meet my needs                                  | 5.33 | The Library website is easy to use   | 0.52 |
| Library staff are approachable and helpful   | 6.01 | Face to face enquiry services meet my needs  | 5.60 | The Library anticipates my learning and research needs  | 5.34 | The Library is a good place to study   | 0.49 |

## The University of Hong Kong Library User Survey, November 2019

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

1478 responses

|   | Importance |      | Performance |      |
|---|------------|------|-------------|------|
|   | Mean       | Rank | Mean        | Rank |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 6.24       | 1    | 5.55        | 11   |
| I can get wireless access in the Library when I need to   | 6.22       | 2    | 5.67        | 8    |
| I can find a quiet place in the Library to study when I need to   | 6.22       | 3    | 5.45        | 17   |
| The Library is a good place to study  | 6.21       | 4    | 5.73        | 6    |
| Find@HKUL is easy to use  | 6.14       | 5    | 5.52        | 14   |
| When I am away from campus I can access the Library resources and services I need                             | 6.12       | 6    | 5.69        | 7    |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 6.07       | 7    | 5.45        | 18   |
| The Library website is easy to use  | 6.04       | 8    | 5.52        | 13   |
| Library staff provide accurate answers to my enquiries  | 6.03       | 9    | 5.84        | 3    |
| Library staff are approachable and helpful  | 6.01       | 10   | 5.94        | 2    |
| Library staff treat me fairly and without discrimination  | 6.00       | 11   | 6.03        | 1    |
| Normal opening hours meet my needs  | 5.99       | 12   | 5.51        | 15   |
| Library staff are readily available to assist me  | 5.93       | 13   | 5.82        | 4    |
| The Library website provides useful information   | 5.90       | 14   | 5.43        | 19   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.87       | 15   | 5.33        | 22   |
| The items I'm looking for on the Library shelves are usually there  | 5.84       | 16   | 5.23        | 26   |
| I can find a place in the Library to work in a group when I need to   | 5.84       | 17   | 5.14        | 30   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.81       | 18   | 5.74        | 5    |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.78       | 19   | 5.61        | 9    |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.77       | 20   | 5.54        | 12   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.75       | 21   | 5.38        | 20   |
| The Library anticipates my learning and research needs  | 5.69       | 22   | 5.34        | 21   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.65       | 23   | 5.23        | 27   |
| Library signage is clear  | 5.64       | 24   | 5.29        | 23   |
| A computer is available when I need one   | 5.63       | 25   | 5.21        | 29   |
| Face to face enquiry services meet my needs   | 5.57       | 26   | 5.60        | 10   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.55       | 27   | 5.21        | 28   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.48       | 28   | 5.47        | 16   |
| I am informed about Library services  | 5.46       | 29   | 5.25        | 25   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 5.23       | 30   | 5.26        | 24   |



## The University of Hong Kong Library User Survey, November 2019

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

1478 responses

|   | Performance |      | Importance |      |
|---|-------------|------|------------|------|
|   | Mean        | Rank | Mean       | Rank |
| Library staff treat me fairly and without discrimination  | 6.03        | 1    | 6.00       | 11   |
| Library staff are approachable and helpful  | 5.94        | 2    | 6.01       | 10   |
| Library staff provide accurate answers to my enquiries  | 5.84        | 3    | 6.03       | 9    |
| Library staff are readily available to assist me  | 5.82        | 4    | 5.93       | 13   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.74        | 5    | 5.81       | 18   |
| The Library is a good place to study  | 5.73        | 6    | 6.21       | 4    |
| When I am away from campus I can access the Library resources and services I need                             | 5.69        | 7    | 6.12       | 6    |
| I can get wireless access in the Library when I need to   | 5.67        | 8    | 6.22       | 2    |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.61        | 9    | 5.78       | 19   |
| Face to face enquiry services meet my needs   | 5.60        | 10   | 5.57       | 26   |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 5.55        | 11   | 6.24       | 1    |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.54        | 12   | 5.77       | 20   |
| The Library website is easy to use  | 5.52        | 13   | 6.04       | 8    |
| Find@HKUL is easy to use  | 5.52        | 14   | 6.14       | 5    |
| Normal opening hours meet my needs  | 5.51        | 15   | 5.99       | 12   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.47        | 16   | 5.48       | 28   |
| I can find a quiet place in the Library to study when I need to   | 5.45        | 17   | 6.22       | 3    |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.45        | 18   | 6.07       | 7    |
| The Library website provides useful information   | 5.43        | 19   | 5.90       | 14   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.38        | 20   | 5.75       | 21   |
| The Library anticipates my learning and research needs  | 5.34        | 21   | 5.69       | 22   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.33        | 22   | 5.87       | 15   |
| Library signage is clear  | 5.29        | 23   | 5.64       | 24   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 5.26        | 24   | 5.23       | 30   |
| I am informed about Library services  | 5.25        | 25   | 5.46       | 29   |
| The items I'm looking for on the Library shelves are usually there  | 5.23        | 26   | 5.84       | 16   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.23        | 27   | 5.65       | 23   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.21        | 28   | 5.55       | 27   |
| A computer is available when I need one   | 5.21        | 29   | 5.63       | 25   |
| I can find a place in the Library to work in a group when I need to   | 5.14        | 30   | 5.84       | 17   |

## The University of Hong Kong Library User Survey, November 2019

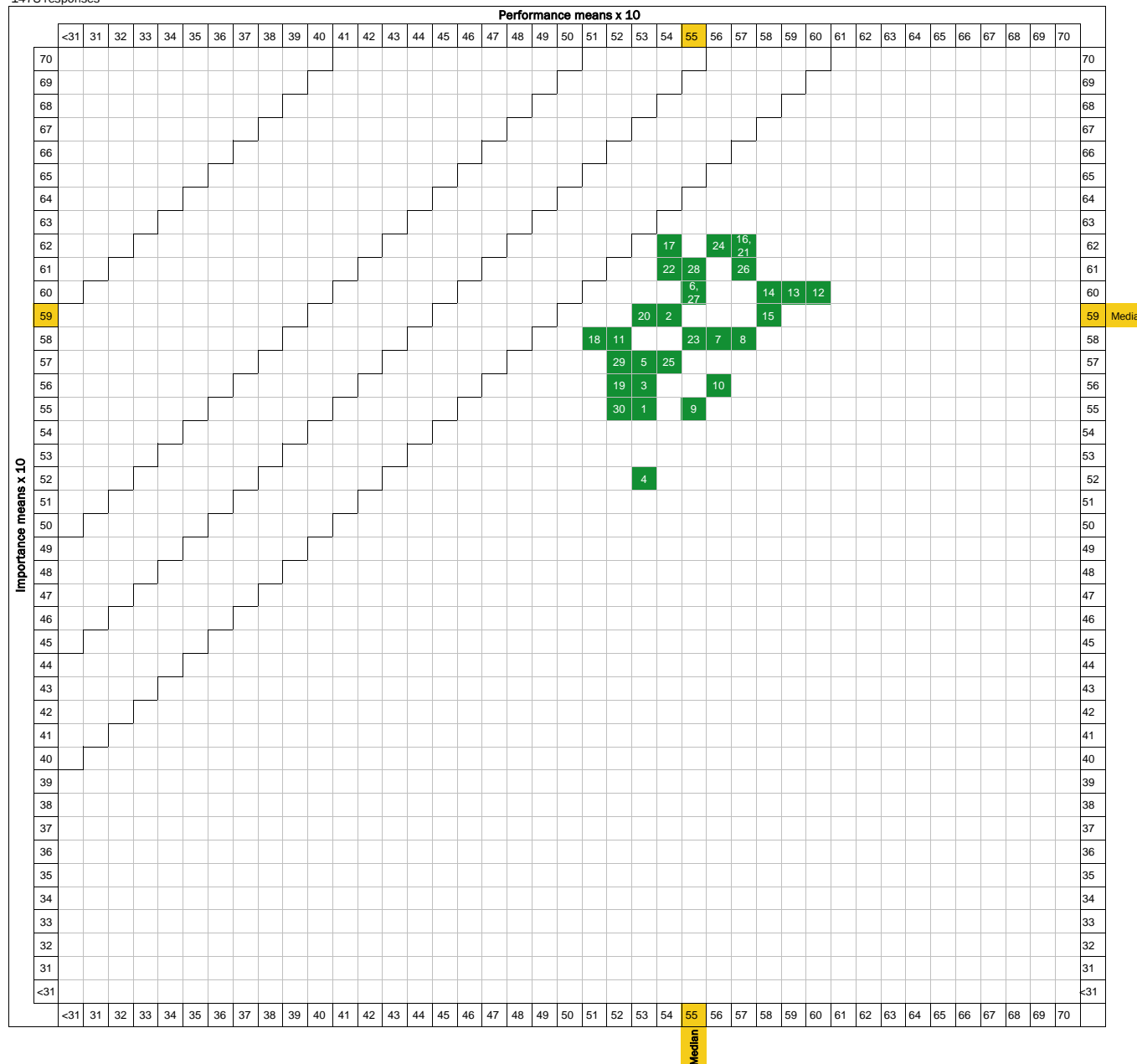
Mean gap scores — How often do you access the Library online? - 2-4 days a week

1478 responses

|   | Gap   |      | Importance |      |
|---|-------|------|------------|------|
|   | Mean  | Rank | Mean       | Rank |
| I can find a quiet place in the Library to study when I need to   | 0.77  | 1    | 6.22       | 3    |
| I can find a place in the Library to work in a group when I need to   | 0.70  | 2    | 5.84       | 17   |
| Online resources (e.g. e-journals, databases, ebooks) meet my learning and research needs                     | 0.69  | 3    | 6.24       | 1    |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 0.62  | 4    | 6.07       | 7    |
| Find@HKUL is easy to use  | 0.62  | 5    | 6.14       | 5    |
| The items I'm looking for on the Library shelves are usually there  | 0.61  | 6    | 5.84       | 16   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 0.55  | 7    | 5.87       | 15   |
| I can get wireless access in the Library when I need to   | 0.55  | 8    | 6.22       | 2    |
| The Library website is easy to use  | 0.52  | 9    | 6.04       | 8    |
| The Library is a good place to study  | 0.49  | 10   | 6.21       | 4    |
| Normal opening hours meet my needs  | 0.48  | 11   | 5.99       | 12   |
| The Library website provides useful information   | 0.47  | 12   | 5.90       | 14   |
| When I am away from campus I can access the Library resources and services I need                             | 0.44  | 13   | 6.12       | 6    |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 0.43  | 14   | 5.65       | 23   |
| A computer is available when I need one   | 0.42  | 15   | 5.63       | 25   |
| Course specific resources (including short loans) meet my learning needs                                      | 0.36  | 16   | 5.75       | 21   |
| The Library anticipates my learning and research needs  | 0.35  | 17   | 5.69       | 22   |
| Library signage is clear  | 0.34  | 18   | 5.64       | 24   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 0.34  | 19   | 5.55       | 27   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 0.23  | 20   | 5.77       | 20   |
| I am informed about Library services  | 0.20  | 21   | 5.46       | 29   |
| Library staff provide accurate answers to my enquiries  | 0.19  | 22   | 6.03       | 9    |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 0.17  | 23   | 5.78       | 19   |
| Library staff are readily available to assist me  | 0.12  | 24   | 5.93       | 13   |
| Library staff are approachable and helpful  | 0.08  | 25   | 6.01       | 10   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 0.07  | 26   | 5.81       | 18   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 0.01  | 27   | 5.48       | 28   |
| Face to face enquiry services meet my needs   | -0.03 | 28   | 5.57       | 26   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | -0.03 | 29   | 5.23       | 30   |
| Library staff treat me fairly and without discrimination  | -0.04 | 30   | 6.00       | 11   |

### The University of Hong Kong Library User Survey, November 2019

Best practice categories gap grid – How often do you access the Library online? - 2-4 days a week  
1478 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          | Normal 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         | Find@HKUL is easy to use  |
| 29         | Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    |
| 30         | ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           |

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

## The University of Hong Kong Library User Survey, November 2019

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

1350 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   | 6.19 | Library staff treat me fairly and without discrimination                          | 6.00 | I am informed about Library services  | 5.09 | 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                          | 6.19 | Library staff are approachable and helpful  | 5.87 | 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                          | 0.68 |
| I can get wireless access in the Library when I need to                                  | 6.17 | Library staff provide accurate answers to my enquiries                            | 5.84 | I can find a place in the Library to work in a group when I need to                                 | 5.14 | Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 0.54 |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 6.06 | The Library is a good place to study  | 5.79 | ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials | 5.17 | The items I'm looking for on the Library shelves are usually there                       | 0.52 |
| Printing, scanning and photocopying facilities in the Library meet my needs              | 6.03 | Library staff are readily available to assist me                                  | 5.77 | The items I'm looking for on the Library shelves are usually there                                  | 5.20 | Printing, scanning and photocopying facilities in the Library meet my needs              | 0.52 |
| Library staff treat me fairly and without discrimination                                 | 5.97 | I can get wireless access in the Library when I need to                           | 5.74 | Course specific resources are listed in ReadingList@HKUL and directly available via Moodle          | 5.20 | Find@HKUL is easy to use   | 0.49 |
| Library staff provide accurate answers to my enquiries                                   | 5.96 | Self Service (e.g. self check loans, requests, renewals, holds) meets my needs    | 5.66 | The Library anticipates my learning and research needs  | 5.25 | The Library website is easy to use   | 0.48 |
| Library staff are approachable and helpful   | 5.95 | When I am away from campus I can access the Library resources and services I need | 5.63 | A computer is available when I need one   | 5.27 | Laptop facilities (e.g. desks, power) in the Library meet my needs                       | 0.46 |
| Find@HKUL is easy to use   | 5.95 | Face to face enquiry services meet my needs                                       | 5.56 | Library signage is clear  | 5.30 | I can get wireless access in the Library when I need to                                  | 0.43 |
| When I am away from campus I can access the Library resources and services I need        | 5.94 | Normal opening hours meet my needs  | 5.55 | The Library website provides useful information   | 5.33 | The Library website provides useful information  | 0.42 |

## The University of Hong Kong Library User Survey, November 2019

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

1350 responses

|   | Importance |      | Performance |      |
|---|------------|------|-------------|------|
|   | Mean       | Rank | Mean        | Rank |
| The Library is a good place to study  | 6.19       | 1    | 5.79        | 4    |
| I can find a quiet place in the Library to study when I need to   | 6.19       | 2    | 5.51        | 14   |
| I can get wireless access in the Library when I need to   | 6.17       | 3    | 5.74        | 6    |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 6.06       | 4    | 5.52        | 13   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 6.03       | 5    | 5.52        | 12   |
| Library staff treat me fairly and without discrimination  | 5.97       | 6    | 6.00        | 1    |
| Library staff provide accurate answers to my enquiries  | 5.96       | 7    | 5.84        | 3    |
| Library staff are approachable and helpful  | 5.95       | 8    | 5.87        | 2    |
| Find@HKUL is easy to use  | 5.95       | 9    | 5.46        | 16   |
| When I am away from campus I can access the Library resources and services I need                             | 5.94       | 10   | 5.63        | 8    |
| Normal opening hours meet my needs  | 5.89       | 11   | 5.55        | 10   |
| The Library website is easy to use  | 5.88       | 12   | 5.40        | 18   |
| Library staff are readily available to assist me  | 5.88       | 13   | 5.77        | 5    |
| I can find a place in the Library to work in a group when I need to   | 5.84       | 14   | 5.14        | 28   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.81       | 15   | 5.35        | 20   |
| The Library website provides useful information   | 5.75       | 16   | 5.33        | 21   |
| The items I'm looking for on the Library shelves are usually there  | 5.72       | 17   | 5.20        | 26   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.70       | 18   | 5.66        | 7    |
| A computer is available when I need one   | 5.67       | 19   | 5.27        | 23   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.67       | 20   | 5.51        | 15   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.63       | 21   | 5.55        | 11   |
| Library signage is clear  | 5.61       | 22   | 5.30        | 22   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.61       | 23   | 5.36        | 19   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.53       | 24   | 5.20        | 25   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.52       | 25   | 5.17        | 27   |
| The Library anticipates my learning and research needs  | 5.52       | 26   | 5.25        | 24   |
| Face to face enquiry services meet my needs   | 5.46       | 27   | 5.56        | 9    |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.42       | 28   | 5.44        | 17   |
| I am informed about Library services  | 5.28       | 29   | 5.09        | 30   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 5.02       | 30   | 5.13        | 29   |

## The University of Hong Kong Library User Survey, November 2019

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

1350 responses

|   | Performance |      | Importance |      |
|---|-------------|------|------------|------|
|   | Mean        | Rank | Mean       | Rank |
| Library staff treat me fairly and without discrimination  | 6.00        | 1    | 5.97       | 6    |
| Library staff are approachable and helpful  | 5.87        | 2    | 5.95       | 8    |
| Library staff provide accurate answers to my enquiries  | 5.84        | 3    | 5.96       | 7    |
| The Library is a good place to study  | 5.79        | 4    | 6.19       | 1    |
| Library staff are readily available to assist me  | 5.77        | 5    | 5.88       | 13   |
| I can get wireless access in the Library when I need to   | 5.74        | 6    | 6.17       | 3    |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.66        | 7    | 5.70       | 18   |
| When I am away from campus I can access the Library resources and services I need                             | 5.63        | 8    | 5.94       | 10   |
| Face to face enquiry services meet my needs   | 5.56        | 9    | 5.46       | 27   |
| Normal opening hours meet my needs  | 5.55        | 10   | 5.89       | 11   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.55        | 11   | 5.63       | 21   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.52        | 12   | 6.03       | 5    |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 5.52        | 13   | 6.06       | 4    |
| I can find a quiet place in the Library to study when I need to   | 5.51        | 14   | 6.19       | 2    |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.51        | 15   | 5.67       | 20   |
| Find@HKUL is easy to use  | 5.46        | 16   | 5.95       | 9    |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.44        | 17   | 5.42       | 28   |
| The Library website is easy to use  | 5.40        | 18   | 5.88       | 12   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.36        | 19   | 5.61       | 23   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.35        | 20   | 5.81       | 15   |
| The Library website provides useful information   | 5.33        | 21   | 5.75       | 16   |
| Library signage is clear  | 5.30        | 22   | 5.61       | 22   |
| A computer is available when I need one   | 5.27        | 23   | 5.67       | 19   |
| The Library anticipates my learning and research needs  | 5.25        | 24   | 5.52       | 26   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.20        | 25   | 5.53       | 24   |
| The items I'm looking for on the Library shelves are usually there  | 5.20        | 26   | 5.72       | 17   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.17        | 27   | 5.52       | 25   |
| I can find a place in the Library to work in a group when I need to   | 5.14        | 28   | 5.84       | 14   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 5.13        | 29   | 5.02       | 30   |
| I am informed about Library services  | 5.09        | 30   | 5.28       | 29   |

## The University of Hong Kong Library User Survey, November 2019

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

1350 responses

|   | Gap   |      | Importance |      |
|---|-------|------|------------|------|
|   | Mean  | Rank | Mean       | Rank |
| I can find a place in the Library to work in a group when I need to   | 0.69  | 1    | 5.84       | 14   |
| I can find a quiet place in the Library to study when I need to   | 0.68  | 2    | 6.19       | 2    |
| Online resources (e.g. e-journals, databases, ebooks) meet my learning and research needs                     | 0.54  | 3    | 6.06       | 4    |
| The items I'm looking for on the Library shelves are usually there  | 0.52  | 4    | 5.72       | 17   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 0.52  | 5    | 6.03       | 5    |
| Find@HKUL is easy to use  | 0.49  | 6    | 5.95       | 9    |
| The Library website is easy to use  | 0.48  | 7    | 5.88       | 12   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 0.46  | 8    | 5.81       | 15   |
| I can get wireless access in the Library when I need to   | 0.43  | 9    | 6.17       | 3    |
| The Library website provides useful information   | 0.42  | 10   | 5.75       | 16   |
| The Library is a good place to study  | 0.40  | 11   | 6.19       | 1    |
| A computer is available when I need one   | 0.40  | 12   | 5.67       | 19   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 0.36  | 13   | 5.52       | 25   |
| Normal opening hours meet my needs  | 0.34  | 14   | 5.89       | 11   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 0.33  | 15   | 5.53       | 24   |
| When I am away from campus I can access the Library resources and services I need                             | 0.31  | 16   | 5.94       | 10   |
| Library signage is clear  | 0.31  | 17   | 5.61       | 22   |
| The Library anticipates my learning and research needs  | 0.27  | 18   | 5.52       | 26   |
| Course specific resources (including short loans) meet my learning needs                                      | 0.25  | 19   | 5.61       | 23   |
| I am informed about Library services  | 0.19  | 20   | 5.28       | 29   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 0.16  | 21   | 5.67       | 20   |
| Library staff provide accurate answers to my enquiries  | 0.12  | 22   | 5.96       | 7    |
| Library staff are readily available to assist me  | 0.11  | 23   | 5.88       | 13   |
| Library staff are approachable and helpful  | 0.08  | 24   | 5.95       | 8    |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 0.08  | 25   | 5.63       | 21   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 0.04  | 26   | 5.70       | 18   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | -0.02 | 27   | 5.42       | 28   |
| Library staff treat me fairly and without discrimination  | -0.03 | 28   | 5.97       | 6    |
| Face to face enquiry services meet my needs   | -0.11 | 29   | 5.46       | 27   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | -0.11 | 30   | 5.02       | 30   |





## The University of Hong Kong Library User Survey, November 2019

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

475 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                          | 6.03 | Library staff treat me fairly and without discrimination                          | 5.85 | Library workshops, classes and tutorials help me with my learning and research needs                | 4.84 | I can find a quiet place in the Library to study when I need to                          | 0.81 |
| I can get wireless access in the Library when I need to                                  | 6.02 | Library staff are approachable and helpful  | 5.70 | I am informed about Library services  | 4.92 | The items I'm looking for on the Library shelves are usually there                       | 0.60 |
| The Library is a good place to study   | 5.97 | Library staff provide accurate answers to my enquiries                            | 5.68 | A computer is available when I need one   | 4.93 | I can find a place in the Library to work in a group when I need to                      | 0.59 |
| Printing, scanning and photocopying facilities in the Library meet my needs              | 5.91 | Library staff are readily available to assist me                                  | 5.62 | I can find a place in the Library to work in a group when I need to                                 | 4.94 | Printing, scanning and photocopying facilities in the Library meet my needs              | 0.58 |
| Library staff are approachable and helpful   | 5.87 | Self Service (e.g. self check loans, requests, renewals, holds) meets my needs    | 5.52 | The Library anticipates my learning and research needs  | 5.01 | Laptop facilities (e.g. desks, power) in the Library meet my needs                       | 0.55 |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 5.84 | 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                                  | 5.06 | A computer is available when I need one  | 0.53 |
| Library staff treat me fairly and without discrimination                                 | 5.83 | The Library is a good place to study  | 5.51 | ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials | 5.07 | Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 0.52 |
| Library staff provide accurate answers to my enquiries                                   | 5.83 | Face to face enquiry services meet my needs                                       | 5.45 | Course specific resources are listed in ReadingList@HKUL and directly available via Moodle          | 5.10 | I can get wireless access in the Library when I need to                                  | 0.51 |
| Find@HKUL is easy to use   | 5.81 | Normal opening hours meet my  | 5.42 | Library signage is clear  | 5.14 | Find@HKUL is easy to use   | 0.47 |
| When I am away from campus I can access the Library resources and services I need        | 5.76 | When I am away from campus I can access the Library resources and services I need | 5.37 | Laptop facilities (e.g. desks, power) in the Library meet my needs                                  | 5.15 | The Library is a good place to study   | 0.46 |

## The University of Hong Kong Library User Survey, November 2019

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

475 responses

|   | Importance |      | Performance |      |
|---|------------|------|-------------|------|
|   | Mean       | Rank | Mean        | Rank |
| I can find a quiet place in the Library to study when I need to   | 6.03       | 1    | 5.22        | 18   |
| I can get wireless access in the Library when I need to   | 6.02       | 2    | 5.51        | 6    |
| The Library is a good place to study  | 5.97       | 3    | 5.51        | 7    |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.91       | 4    | 5.33        | 13   |
| Library staff are approachable and helpful  | 5.87       | 5    | 5.70        | 2    |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 5.84       | 6    | 5.31        | 14   |
| Library staff treat me fairly and without discrimination  | 5.83       | 7    | 5.85        | 1    |
| Library staff provide accurate answers to my enquiries  | 5.83       | 8    | 5.68        | 3    |
| Find@HKUL is easy to use  | 5.81       | 9    | 5.33        | 11   |
| When I am away from campus I can access the Library resources and services I need                             | 5.76       | 10   | 5.37        | 10   |
| Normal opening hours meet my needs  | 5.72       | 11   | 5.42        | 9    |
| Library staff are readily available to assist me  | 5.71       | 12   | 5.62        | 4    |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.69       | 13   | 5.15        | 21   |
| The Library website is easy to use  | 5.69       | 14   | 5.26        | 17   |
| The items I'm looking for on the Library shelves are usually there  | 5.67       | 15   | 5.06        | 25   |
| The Library website provides useful information   | 5.60       | 16   | 5.20        | 19   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.57       | 17   | 5.52        | 5    |
| I can find a place in the Library to work in a group when I need to   | 5.53       | 18   | 4.94        | 27   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.50       | 19   | 5.33        | 12   |
| A computer is available when I need one   | 5.47       | 20   | 4.93        | 28   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.45       | 21   | 5.30        | 15   |
| Face to face enquiry services meet my needs   | 5.45       | 22   | 5.45        | 8    |
| Library signage is clear  | 5.44       | 23   | 5.14        | 22   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.41       | 24   | 5.10        | 23   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.37       | 25   | 5.17        | 20   |
| The Library anticipates my learning and research needs  | 5.35       | 26   | 5.01        | 26   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.35       | 27   | 5.07        | 24   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.19       | 28   | 5.26        | 16   |
| I am informed about Library services  | 5.10       | 29   | 4.92        | 29   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 4.74       | 30   | 4.84        | 30   |

## The University of Hong Kong Library User Survey, November 2019

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

475 responses

|   | Performance |      | Importance |      |
|---|-------------|------|------------|------|
|   | Mean        | Rank | Mean       | Rank |
| Library staff treat me fairly and without discrimination  | 5.85        | 1    | 5.83       | 7    |
| Library staff are approachable and helpful  | 5.70        | 2    | 5.87       | 5    |
| Library staff provide accurate answers to my enquiries  | 5.68        | 3    | 5.83       | 8    |
| Library staff are readily available to assist me  | 5.62        | 4    | 5.71       | 12   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.52        | 5    | 5.57       | 17   |
| I can get wireless access in the Library when I need to   | 5.51        | 6    | 6.02       | 2    |
| The Library is a good place to study  | 5.51        | 7    | 5.97       | 3    |
| Face to face enquiry services meet my needs   | 5.45        | 8    | 5.45       | 22   |
| Normal opening hours meet my needs  | 5.42        | 9    | 5.72       | 11   |
| When I am away from campus I can access the Library resources and services I need                             | 5.37        | 10   | 5.76       | 10   |
| Find@HKUL is easy to use  | 5.33        | 11   | 5.81       | 9    |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.33        | 12   | 5.50       | 19   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.33        | 13   | 5.91       | 4    |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 5.31        | 14   | 5.84       | 6    |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.30        | 15   | 5.45       | 21   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.26        | 16   | 5.19       | 28   |
| The Library website is easy to use  | 5.26        | 17   | 5.69       | 14   |
| I can find a quiet place in the Library to study when I need to   | 5.22        | 18   | 6.03       | 1    |
| The Library website provides useful information   | 5.20        | 19   | 5.60       | 16   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.17        | 20   | 5.37       | 25   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.15        | 21   | 5.69       | 13   |
| Library signage is clear  | 5.14        | 22   | 5.44       | 23   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.10        | 23   | 5.41       | 24   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.07        | 24   | 5.35       | 27   |
| The items I'm looking for on the Library shelves are usually there  | 5.06        | 25   | 5.67       | 15   |
| The Library anticipates my learning and research needs  | 5.01        | 26   | 5.35       | 26   |
| I can find a place in the Library to work in a group when I need to   | 4.94        | 27   | 5.53       | 18   |
| A computer is available when I need one   | 4.93        | 28   | 5.47       | 20   |
| I am informed about Library services  | 4.92        | 29   | 5.10       | 29   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 4.84        | 30   | 4.74       | 30   |

## The University of Hong Kong Library User Survey, November 2019

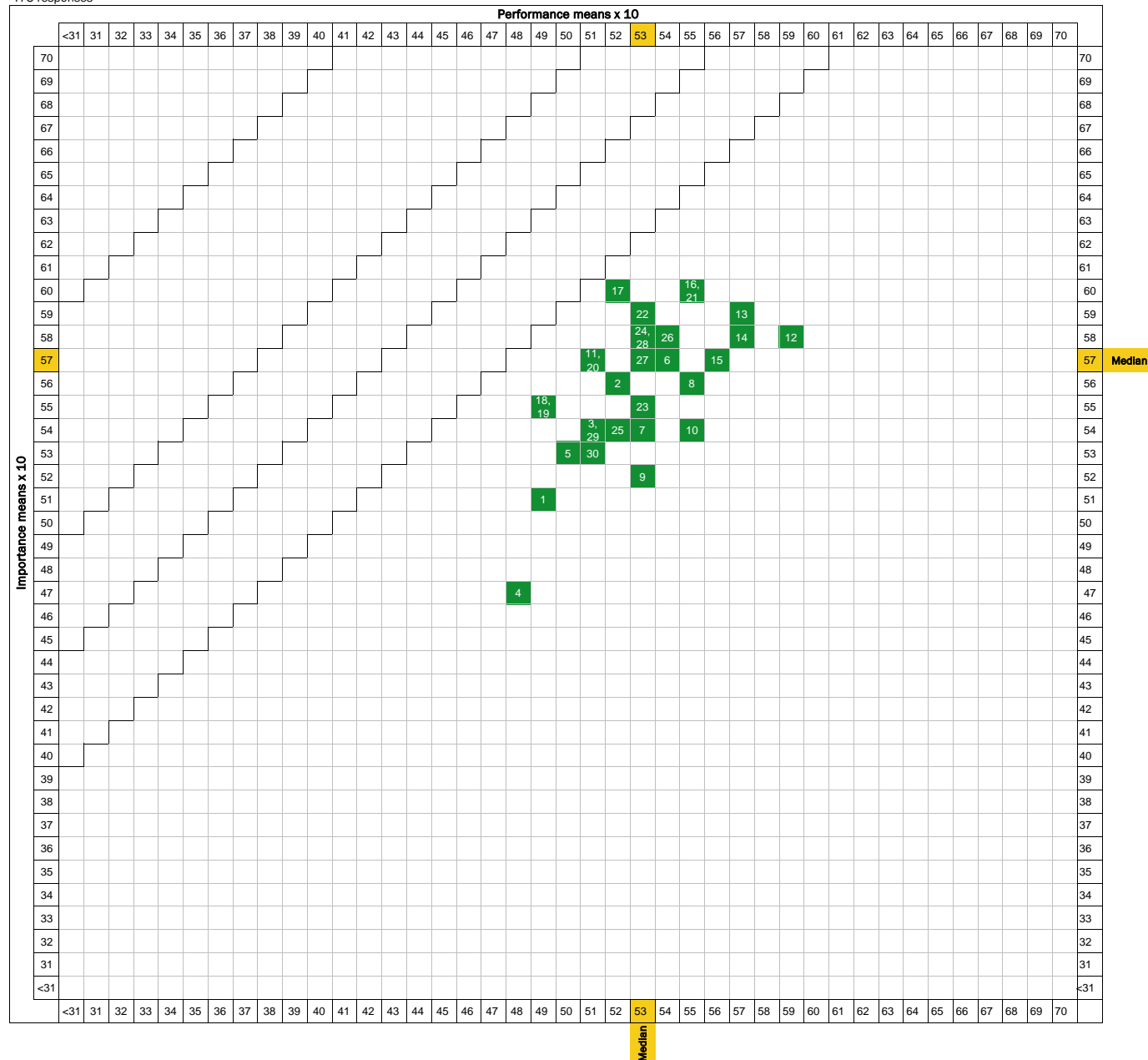
Mean gap scores — How often do you access the Library online? - Fortnightly

475 responses

|   | Gap   |      | Importance |      |
|---|-------|------|------------|------|
|   | Mean  | Rank | Mean       | Rank |
| I can find a quiet place in the Library to study when I need to   | 0.81  | 1    | 6.03       | 1    |
| The items I'm looking for on the Library shelves are usually there  | 0.60  | 2    | 5.67       | 15   |
| I can find a place in the Library to work in a group when I need to   | 0.59  | 3    | 5.53       | 18   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 0.58  | 4    | 5.91       | 4    |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 0.55  | 5    | 5.69       | 13   |
| A computer is available when I need one   | 0.53  | 6    | 5.47       | 20   |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 0.52  | 7    | 5.84       | 6    |
| I can get wireless access in the Library when I need to   | 0.51  | 8    | 6.02       | 2    |
| Find@HKUL is easy to use  | 0.47  | 9    | 5.81       | 9    |
| The Library is a good place to study  | 0.46  | 10   | 5.97       | 3    |
| The Library website is easy to use  | 0.43  | 11   | 5.69       | 14   |
| The Library website provides useful information   | 0.39  | 12   | 5.60       | 16   |
| When I am away from campus I can access the Library resources and services I need                             | 0.39  | 13   | 5.76       | 10   |
| The Library anticipates my learning and research needs  | 0.34  | 14   | 5.35       | 26   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 0.31  | 15   | 5.41       | 24   |
| Library signage is clear  | 0.30  | 16   | 5.44       | 23   |
| Normal opening hours meet my needs  | 0.29  | 17   | 5.72       | 11   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 0.28  | 18   | 5.35       | 27   |
| Course specific resources (including short loans) meet my learning needs                                      | 0.21  | 19   | 5.37       | 25   |
| I am informed about Library services  | 0.18  | 20   | 5.10       | 29   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 0.17  | 21   | 5.50       | 19   |
| Library staff are approachable and helpful  | 0.17  | 22   | 5.87       | 5    |
| Library staff provide accurate answers to my enquiries  | 0.15  | 23   | 5.83       | 8    |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 0.15  | 24   | 5.45       | 21   |
| Library staff are readily available to assist me  | 0.09  | 25   | 5.71       | 12   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 0.04  | 26   | 5.57       | 17   |
| Face to face enquiry services meet my needs   | -0.01 | 27   | 5.45       | 22   |
| Library staff treat me fairly and without discrimination  | -0.02 | 28   | 5.83       | 7    |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | -0.07 | 29   | 5.19       | 28   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | -0.10 | 30   | 4.74       | 30   |

### The University of Hong Kong Library User Survey, November 2019

Best practice categories gap grid — How often do you access the Library online? - Fortnightly  
475 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          | Normal 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         | Find@HKUL is easy to use  |
| 29         | Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    |
| 30         | ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           |

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, November 2019

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

917 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                       | 5.87 | Library workshops, classes and tutorials help me with my learning and research needs                | 4.95 | Find@HKUL is easy to use   | 0.61 |
| I can find a quiet place in the Library to study when I need to                          | 6.06 | Library staff are approachable and helpful                                     | 5.74 | I am informed about Library services  | 4.96 | A computer is available when I need one  | 0.58 |
| I can get wireless access in the Library when I need to                                  | 6.02 | The Library is a good place to study   | 5.70 | I can find a place in the Library to work in a group when I need to                                 | 5.03 | Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 0.58 |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 5.90 | Library staff provide accurate answers to my enquiries                         | 5.69 | A computer is available when I need one   | 5.06 | The Library website is easy to use   | 0.57 |
| Library staff are approachable and helpful   | 5.87 | I can get wireless access in the Library when I need to                        | 5.63 | Course specific resources are listed in ReadingList@HKUL and directly available via Moodle          | 5.09 | I can find a quiet place in the Library to study when I need to                          | 0.56 |
| Find@HKUL is easy to use   | 5.86 | Library staff are readily available to assist me                               | 5.61 | The Library anticipates my learning and research needs  | 5.13 | I can find a place in the Library to work in a group when I need to                      | 0.54 |
| Library staff treat me fairly and without discrimination                                 | 5.85 | Self Service (e.g. self check loans, requests, renewals, holds) meets my needs | 5.55 | The items I'm looking for on the Library shelves are usually there                                  | 5.13 | Printing, scanning and photocopying facilities in the Library meet my needs              | 0.54 |
| Printing, scanning and photocopying facilities in the Library meet my needs              | 5.84 | I can find a quiet place in the Library to study when I need to                | 5.49 | ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials | 5.13 | The items I'm looking for on the Library shelves are usually there                       | 0.51 |
| The Library website is easy to use   | 5.84 | Normal opening hours meet my needs   | 5.45 | The Library website provides useful information   | 5.21 | When I am away from campus I can access the Library resources and services I need        | 0.50 |
| Library staff provide accurate answers to my enquiries                                   | 5.84 | Face to face enquiry services meet my needs                                    | 5.41 | Library signage is clear  | 5.23 | The Library website provides useful information  | 0.44 |

## The University of Hong Kong Library User Survey, November 2019

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

917 responses

|   | Importance |      | Performance |      |
|---|------------|------|-------------|------|
|   | Mean       | Rank | Mean        | Rank |
| The Library is a good place to study  | 6.09       | 1    | 5.70        | 3    |
| I can find a quiet place in the Library to study when I need to   | 6.06       | 2    | 5.49        | 8    |
| I can get wireless access in the Library when I need to   | 6.02       | 3    | 5.63        | 5    |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 5.90       | 4    | 5.32        | 14   |
| Library staff are approachable and helpful  | 5.87       | 5    | 5.74        | 2    |
| Find@HKUL is easy to use  | 5.86       | 6    | 5.25        | 19   |
| Library staff treat me fairly and without discrimination  | 5.85       | 7    | 5.87        | 1    |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.84       | 8    | 5.30        | 16   |
| The Library website is easy to use  | 5.84       | 9    | 5.27        | 18   |
| Library staff provide accurate answers to my enquiries  | 5.84       | 10   | 5.69        | 4    |
| Normal opening hours meet my needs  | 5.82       | 11   | 5.45        | 9    |
| When I am away from campus I can access the Library resources and services I need                             | 5.81       | 12   | 5.31        | 15   |
| Library staff are readily available to assist me  | 5.77       | 13   | 5.61        | 6    |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.75       | 14   | 5.32        | 13   |
| A computer is available when I need one   | 5.65       | 15   | 5.06        | 27   |
| The Library website provides useful information   | 5.65       | 16   | 5.21        | 22   |
| The items I'm looking for on the Library shelves are usually there  | 5.64       | 17   | 5.13        | 24   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.63       | 18   | 5.55        | 7    |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.59       | 19   | 5.35        | 12   |
| Library signage is clear  | 5.59       | 20   | 5.23        | 21   |
| I can find a place in the Library to work in a group when I need to   | 5.57       | 21   | 5.03        | 28   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.56       | 22   | 5.36        | 11   |
| Face to face enquiry services meet my needs   | 5.50       | 23   | 5.41        | 10   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.49       | 24   | 5.23        | 20   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.37       | 25   | 5.13        | 23   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.37       | 26   | 5.09        | 26   |
| The Library anticipates my learning and research needs  | 5.36       | 27   | 5.13        | 25   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.35       | 28   | 5.28        | 17   |
| I am informed about Library services  | 5.20       | 29   | 4.96        | 29   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 4.99       | 30   | 4.95        | 30   |

## The University of Hong Kong Library User Survey, November 2019

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

917 responses

|   | Performance |      | Importance |      |
|---|-------------|------|------------|------|
|   | Mean        | Rank | Mean       | Rank |
| Library staff treat me fairly and without discrimination  | 5.87        | 1    | 5.85       | 7    |
| Library staff are approachable and helpful  | 5.74        | 2    | 5.87       | 5    |
| The Library is a good place to study  | 5.70        | 3    | 6.09       | 1    |
| Library staff provide accurate answers to my enquiries  | 5.69        | 4    | 5.84       | 10   |
| I can get wireless access in the Library when I need to   | 5.63        | 5    | 6.02       | 3    |
| Library staff are readily available to assist me  | 5.61        | 6    | 5.77       | 13   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.55        | 7    | 5.63       | 18   |
| I can find a quiet place in the Library to study when I need to   | 5.49        | 8    | 6.06       | 2    |
| Normal opening hours meet my needs  | 5.45        | 9    | 5.82       | 11   |
| Face to face enquiry services meet my needs   | 5.41        | 10   | 5.50       | 23   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.36        | 11   | 5.56       | 22   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.35        | 12   | 5.59       | 19   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.32        | 13   | 5.75       | 14   |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 5.32        | 14   | 5.90       | 4    |
| When I am away from campus I can access the Library resources and services I need                             | 5.31        | 15   | 5.81       | 12   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.30        | 16   | 5.84       | 8    |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.28        | 17   | 5.35       | 28   |
| The Library website is easy to use  | 5.27        | 18   | 5.84       | 9    |
| Find@HKUL is easy to use  | 5.25        | 19   | 5.86       | 6    |
| Course specific resources (including short loans) meet my learning needs                                      | 5.23        | 20   | 5.49       | 24   |
| Library signage is clear  | 5.23        | 21   | 5.59       | 20   |
| The Library website provides useful information   | 5.21        | 22   | 5.65       | 16   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.13        | 23   | 5.37       | 25   |
| The items I'm looking for on the Library shelves are usually there  | 5.13        | 24   | 5.64       | 17   |
| The Library anticipates my learning and research needs  | 5.13        | 25   | 5.36       | 27   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.09        | 26   | 5.37       | 26   |
| A computer is available when I need one   | 5.06        | 27   | 5.65       | 15   |
| I can find a place in the Library to work in a group when I need to   | 5.03        | 28   | 5.57       | 21   |
| I am informed about Library services  | 4.96        | 29   | 5.20       | 29   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 4.95        | 30   | 4.99       | 30   |



## The University of Hong Kong Library User Survey, November 2019

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

917 responses

|   | Gap   |      | Importance |      |
|---|-------|------|------------|------|
|   | Mean  | Rank | Mean       | Rank |
| Find@HKUL is easy to use  | 0.61  | 1    | 5.86       | 6    |
| A computer is available when I need one   | 0.58  | 2    | 5.65       | 15   |
| Online resources (e.g. e-journals, databases, ebooks) meet my learning and research needs                     | 0.58  | 3    | 5.90       | 4    |
| The Library website is easy to use  | 0.57  | 4    | 5.84       | 9    |
| I can find a quiet place in the Library to study when I need to   | 0.56  | 5    | 6.06       | 2    |
| I can find a place in the Library to work in a group when I need to   | 0.54  | 6    | 5.57       | 21   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 0.54  | 7    | 5.84       | 8    |
| The items I'm looking for on the Library shelves are usually there  | 0.51  | 8    | 5.64       | 17   |
| When I am away from campus I can access the Library resources and services I need                             | 0.50  | 9    | 5.81       | 12   |
| The Library website provides useful information   | 0.44  | 10   | 5.65       | 16   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 0.42  | 11   | 5.75       | 14   |
| The Library is a good place to study  | 0.39  | 12   | 6.09       | 1    |
| I can get wireless access in the Library when I need to   | 0.39  | 13   | 6.02       | 3    |
| Normal opening hours meet my needs  | 0.37  | 14   | 5.82       | 11   |
| Library signage is clear  | 0.36  | 15   | 5.59       | 20   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 0.29  | 16   | 5.37       | 26   |
| Course specific resources (including short loans) meet my learning needs                                      | 0.26  | 17   | 5.49       | 24   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 0.24  | 18   | 5.37       | 25   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 0.23  | 19   | 5.59       | 19   |
| I am informed about Library services  | 0.23  | 20   | 5.20       | 29   |
| The Library anticipates my learning and research needs  | 0.23  | 21   | 5.36       | 27   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 0.20  | 22   | 5.56       | 22   |
| Library staff are readily available to assist me  | 0.15  | 23   | 5.77       | 13   |
| Library staff provide accurate answers to my enquiries  | 0.15  | 24   | 5.84       | 10   |
| Library staff are approachable and helpful  | 0.13  | 25   | 5.87       | 5    |
| Face to face enquiry services meet my needs   | 0.08  | 26   | 5.50       | 23   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 0.08  | 27   | 5.63       | 18   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 0.07  | 28   | 5.35       | 28   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 0.04  | 29   | 4.99       | 30   |
| Library staff treat me fairly and without discrimination  | -0.03 | 30   | 5.85       | 7    |



## The University of Hong Kong Library User Survey, November 2019

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

1231 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                       | 5.75 | I am informed about Library services  | 4.69 | When I am away from campus I can access the Library resources and services I need        | 0.66 |
| I can find a quiet place in the Library to study when I need to                          | 6.02 | The Library is a good place to study   | 5.67 | Library workshops, classes and tutorials help me with my learning and research needs                | 4.75 | I can find a quiet place in the Library to study when I need to                          | 0.62 |
| I can get wireless access in the Library when I need to                                  | 5.96 | Library staff are approachable and helpful                                     | 5.62 | 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                      | 0.60 |
| Library staff provide accurate answers to my enquiries                                   | 5.82 | Library staff provide accurate answers to my enquiries                         | 5.57 | A computer is available when I need one   | 4.93 | A computer is available when I need one  | 0.56 |
| Library staff treat me fairly and without discrimination                                 | 5.78 | I can get wireless access in the Library when I need to                        | 5.47 | ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials | 4.93 | The items I'm looking for on the Library shelves are usually there                       | 0.56 |
| Library staff are approachable and helpful   | 5.77 | Library staff are readily available to assist me                               | 5.44 | The Library website provides useful information   | 4.95 | Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 0.55 |
| Printing, scanning and photocopying facilities in the Library meet my needs              | 5.75 | I can find a quiet place in the Library to study when I need to                | 5.41 | Course specific resources are listed in ReadingList@HKUL and directly available via Moodle          | 4.95 | The Library website is easy to use   | 0.55 |
| Normal opening hours meet my needs   | 5.74 | Normal opening hours meet my needs   | 5.38 | When I am away from campus I can access the Library resources and services I need                   | 4.95 | Laptop facilities (e.g. desks, power) in the Library meet my needs                       | 0.54 |
| Library staff are readily available to assist me   | 5.71 | Self Service (e.g. self check loans, requests, renewals, holds) meets my needs | 5.36 | The Library anticipates my learning and research needs  | 4.98 | Find@HKUL is easy to use   | 0.51 |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 5.69 | Face to face enquiry services meet my needs                                    | 5.35 | Course specific resources (including short loans) meet my learning needs                            | 4.99 | Printing, scanning and photocopying facilities in the Library meet my needs              | 0.50 |

## The University of Hong Kong Library User Survey, November 2019

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

1231 responses

|   | Importance |      | Performance |      |
|---|------------|------|-------------|------|
|   | Mean       | Rank | Mean        | Rank |
| The Library is a good place to study  | 6.09       | 1    | 5.67        | 2    |
| I can find a quiet place in the Library to study when I need to   | 6.02       | 2    | 5.41        | 7    |
| I can get wireless access in the Library when I need to   | 5.96       | 3    | 5.47        | 5    |
| Library staff provide accurate answers to my enquiries  | 5.82       | 4    | 5.57        | 4    |
| Library staff treat me fairly and without discrimination  | 5.78       | 5    | 5.75        | 1    |
| Library staff are approachable and helpful  | 5.77       | 6    | 5.62        | 3    |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.75       | 7    | 5.25        | 11   |
| Normal opening hours meet my needs  | 5.74       | 8    | 5.38        | 8    |
| Library staff are readily available to assist me  | 5.71       | 9    | 5.44        | 6    |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 5.69       | 10   | 5.14        | 14   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.66       | 11   | 5.12        | 16   |
| The Library website is easy to use  | 5.61       | 12   | 5.07        | 17   |
| When I am away from campus I can access the Library resources and services I need                             | 5.61       | 13   | 4.95        | 23   |
| The items I'm looking for on the Library shelves are usually there  | 5.56       | 14   | 5.00        | 20   |
| Find@HKUL is easy to use  | 5.53       | 15   | 5.02        | 19   |
| I can find a place in the Library to work in a group when I need to   | 5.50       | 16   | 4.91        | 28   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.50       | 17   | 5.22        | 12   |
| A computer is available when I need one   | 5.49       | 18   | 4.93        | 27   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.47       | 19   | 5.36        | 9    |
| Library signage is clear  | 5.44       | 20   | 5.12        | 15   |
| Face to face enquiry services meet my needs   | 5.42       | 21   | 5.35        | 10   |
| The Library website provides useful information   | 5.39       | 22   | 4.95        | 25   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.38       | 23   | 5.19        | 13   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.28       | 24   | 4.99        | 21   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.27       | 25   | 5.07        | 18   |
| The Library anticipates my learning and research needs  | 5.23       | 26   | 4.98        | 22   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.23       | 27   | 4.95        | 24   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.19       | 28   | 4.93        | 26   |
| I am informed about Library services  | 4.91       | 29   | 4.69        | 30   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 4.76       | 30   | 4.75        | 29   |

## The University of Hong Kong Library User Survey, November 2019

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

1231 responses

|   | Performance |      | Importance |      |
|---|-------------|------|------------|------|
|   | Mean        | Rank | Mean       | Rank |
| Library staff treat me fairly and without discrimination  | 5.75        | 1    | 5.78       | 5    |
| The Library is a good place to study  | 5.67        | 2    | 6.09       | 1    |
| Library staff are approachable and helpful  | 5.62        | 3    | 5.77       | 6    |
| Library staff provide accurate answers to my enquiries  | 5.57        | 4    | 5.82       | 4    |
| I can get wireless access in the Library when I need to   | 5.47        | 5    | 5.96       | 3    |
| Library staff are readily available to assist me  | 5.44        | 6    | 5.71       | 9    |
| I can find a quiet place in the Library to study when I need to   | 5.41        | 7    | 6.02       | 2    |
| Normal opening hours meet my needs  | 5.38        | 8    | 5.74       | 8    |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.36        | 9    | 5.47       | 19   |
| Face to face enquiry services meet my needs   | 5.35        | 10   | 5.42       | 21   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.25        | 11   | 5.75       | 7    |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.22        | 12   | 5.50       | 17   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.19        | 13   | 5.38       | 23   |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 5.14        | 14   | 5.69       | 10   |
| Library signage is clear  | 5.12        | 15   | 5.44       | 20   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.12        | 16   | 5.66       | 11   |
| The Library website is easy to use  | 5.07        | 17   | 5.61       | 12   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.07        | 18   | 5.27       | 25   |
| Find@HKUL is easy to use  | 5.02        | 19   | 5.53       | 15   |
| The items I'm looking for on the Library shelves are usually there  | 5.00        | 20   | 5.56       | 14   |
| Course specific resources (including short loans) meet my learning needs                                      | 4.99        | 21   | 5.28       | 24   |
| The Library anticipates my learning and research needs  | 4.98        | 22   | 5.23       | 26   |
| When I am away from campus I can access the Library resources and services I need                             | 4.95        | 23   | 5.61       | 13   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 4.95        | 24   | 5.23       | 27   |
| The Library website provides useful information   | 4.95        | 25   | 5.39       | 22   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 4.93        | 26   | 5.19       | 28   |
| A computer is available when I need one   | 4.93        | 27   | 5.49       | 18   |
| I can find a place in the Library to work in a group when I need to   | 4.91        | 28   | 5.50       | 16   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 4.75        | 29   | 4.76       | 30   |
| I am informed about Library services  | 4.69        | 30   | 4.91       | 29   |

## The University of Hong Kong Library User Survey, November 2019

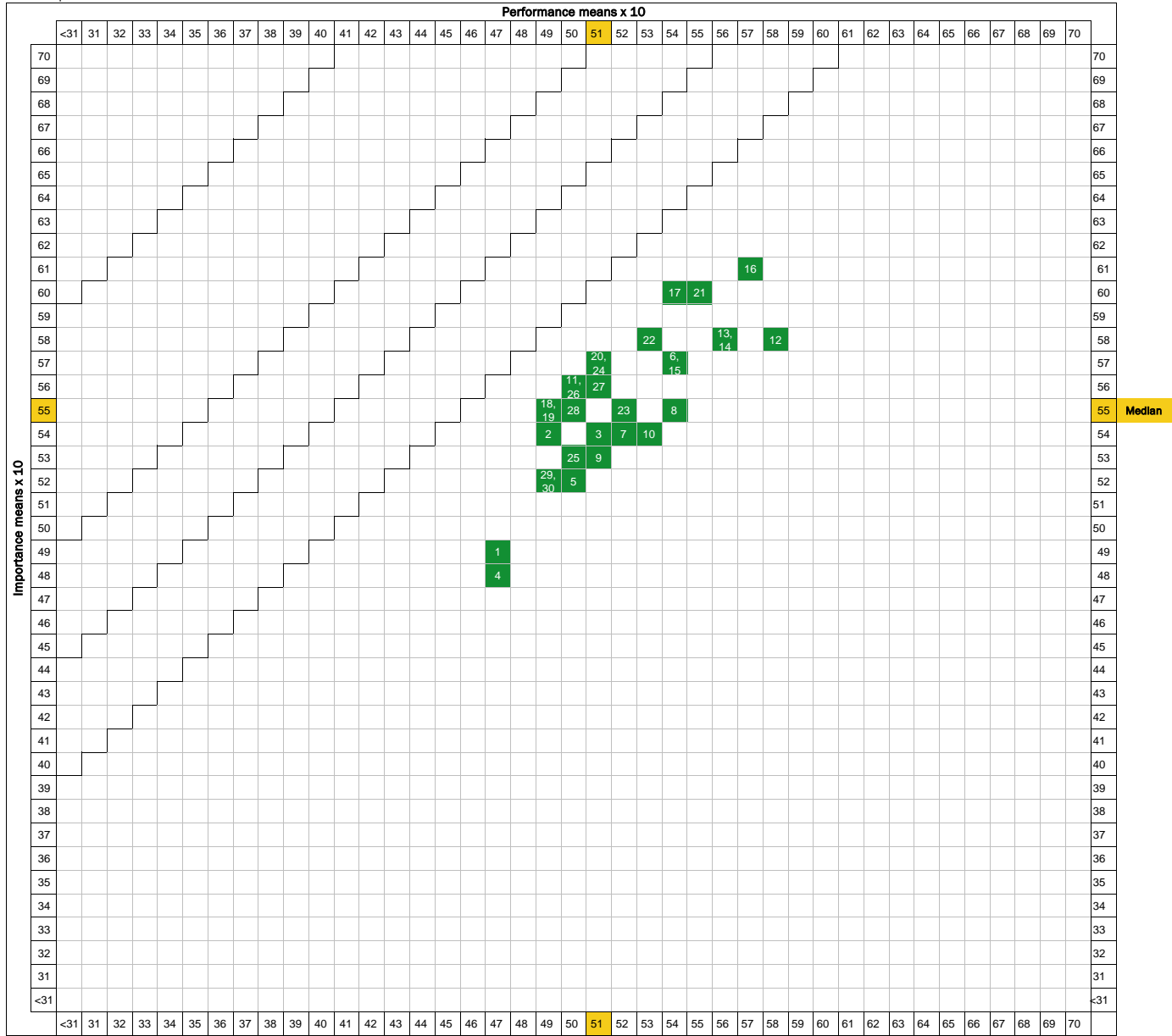
Mean gap scores — How often do you access the Library online? - Rarely (i.e. a few times a year)

1231 responses

|   | Gap  |      | Importance |      |
|---|------|------|------------|------|
|   | Mean | Rank | Mean       | Rank |
| When I am away from campus I can access the Library resources and services I need                             | 0.66 | 1    | 5.61       | 13   |
| I can find a quiet place in the Library to study when I need to   | 0.62 | 2    | 6.02       | 2    |
| I can find a place in the Library to work in a group when I need to   | 0.60 | 3    | 5.50       | 16   |
| A computer is available when I need one   | 0.56 | 4    | 5.49       | 18   |
| The items I'm looking for on the Library shelves are usually there  | 0.56 | 5    | 5.56       | 14   |
| Online resources (e.g. eJournals, databases, ebooks) meet my learning and research needs                      | 0.55 | 6    | 5.69       | 10   |
| The Library website is easy to use  | 0.55 | 7    | 5.61       | 12   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 0.54 | 8    | 5.66       | 11   |
| Find@HKUL is easy to use  | 0.51 | 9    | 5.53       | 15   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 0.50 | 10   | 5.75       | 7    |
| I can get wireless access in the Library when I need to   | 0.48 | 11   | 5.96       | 3    |
| The Library website provides useful information   | 0.45 | 12   | 5.39       | 22   |
| The Library is a good place to study  | 0.41 | 13   | 6.09       | 1    |
| Normal opening hours meet my needs  | 0.36 | 14   | 5.74       | 8    |
| Library signage is clear  | 0.32 | 15   | 5.44       | 20   |
| Course specific resources (including short loans) meet my learning needs                                      | 0.29 | 16   | 5.28       | 24   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 0.28 | 17   | 5.23       | 27   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 0.28 | 18   | 5.50       | 17   |
| Library staff are readily available to assist me  | 0.27 | 19   | 5.71       | 9    |
| The Library anticipates my learning and research needs  | 0.26 | 20   | 5.23       | 26   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 0.25 | 21   | 5.19       | 28   |
| Library staff provide accurate answers to my enquiries  | 0.25 | 22   | 5.82       | 4    |
| I am informed about Library services  | 0.22 | 23   | 4.91       | 29   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 0.20 | 24   | 5.27       | 25   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 0.19 | 25   | 5.38       | 23   |
| Library staff are approachable and helpful  | 0.14 | 26   | 5.77       | 6    |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 0.11 | 27   | 5.47       | 19   |
| Face to face enquiry services meet my needs   | 0.08 | 28   | 5.42       | 21   |
| Library staff treat me fairly and without discrimination  | 0.02 | 29   | 5.78       | 5    |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 0.01 | 30   | 4.76       | 30   |

### The University of Hong Kong Library User Survey, November 2019

Best practice categories gap grid – How often do you access the Library online? - Rarely (i.e. a few times a year)  
12311 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          | Normal 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         | Find@HKUL is easy to use  |
| 29         | Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    |
| 30         | ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           |

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, November 2019

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

253 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             | 6.03 | The Library is a good place to study  | 5.60 | Library workshops, classes and tutorials help me with my learning and research needs                | 4.55 | Printing, scanning and photocopying facilities in the Library meet my needs       | 0.65 |
| The Library is a good place to study  | 5.97 | Library staff treat me fairly and without discrimination                    | 5.51 | I am informed about Library services  | 4.57 | I can find a quiet place in the Library to study when I need to                   | 0.59 |
| I can get wireless access in the Library when I need to                     | 5.90 | Library staff are approachable and helpful                                  | 5.48 | ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials | 4.61 | A computer is available when I need one   | 0.58 |
| Printing, scanning and photocopying facilities in the Library meet my needs | 5.80 | I can find a quiet place in the Library to study when I need to             | 5.44 | Find@HKUL is easy to use  | 4.72 | I can get wireless access in the Library when I need to                           | 0.55 |
| Library staff provide accurate answers to my enquiries                      | 5.68 | Library staff provide accurate answers to my enquiries                      | 5.42 | I can find a place in the Library to work in a group when I need to                                 | 4.72 | The items I'm looking for on the Library shelves are usually there                | 0.54 |
| Library staff are approachable and helpful                                  | 5.65 | Library staff are readily available to assist me                            | 5.35 | The Library website is easy to use  | 4.72 | Normal opening hours meet my needs  | 0.53 |
| Library staff treat me fairly and without discrimination                    | 5.64 | I can get wireless access in the Library when I need to                     | 5.34 | Course specific resources are listed in ReadingList@HKUL and directly available via Moodle          | 4.75 | The Library website is easy to use  | 0.52 |
| Normal opening hours meet my needs  | 5.63 | Printing, scanning and photocopying facilities in the Library meet my needs | 5.15 | The items I'm looking for on the Library shelves are usually there                                  | 4.76 | I can find a place in the Library to work in a group when I need to               | 0.52 |
| Library staff are readily available to assist me                            | 5.60 | Normal opening hours meet my needs  | 5.11 | The Library website provides useful information   | 4.79 | Laptop facilities (e.g. desks, power) in the Library meet my needs                | 0.42 |
| Laptop facilities (e.g. desks, power) in the Library meet my needs          | 5.50 | Face to face enquiry services meet my needs                                 | 5.10 | The Library anticipates my learning and research needs  | 4.82 | When I am away from campus I can access the Library resources and services I need | 0.41 |



## The University of Hong Kong Library User Survey, November 2019

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

253 responses

|   | Importance |      | Performance |      |
|---|------------|------|-------------|------|
|   | Mean       | Rank | Mean        | Rank |
| I can find a quiet place in the Library to study when I need to   | 6.03       | 1    | 5.44        | 4    |
| The Library is a good place to study  | 5.97       | 2    | 5.60        | 1    |
| I can get wireless access in the Library when I need to   | 5.90       | 3    | 5.34        | 7    |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.80       | 4    | 5.15        | 8    |
| Library staff provide accurate answers to my enquiries  | 5.68       | 5    | 5.42        | 5    |
| Library staff are approachable and helpful  | 5.65       | 6    | 5.48        | 3    |
| Library staff treat me fairly and without discrimination  | 5.64       | 7    | 5.51        | 2    |
| Normal opening hours meet my needs  | 5.63       | 8    | 5.11        | 9    |
| Library staff are readily available to assist me  | 5.60       | 9    | 5.35        | 6    |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.50       | 10   | 5.08        | 11   |
| A computer is available when I need one   | 5.42       | 11   | 4.84        | 18   |
| Face to face enquiry services meet my needs   | 5.34       | 12   | 5.10        | 10   |
| The items I'm looking for on the Library shelves are usually there  | 5.30       | 13   | 4.76        | 23   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.27       | 14   | 5.04        | 12   |
| The Library website is easy to use  | 5.24       | 15   | 4.72        | 25   |
| When I am away from campus I can access the Library resources and services I need                             | 5.24       | 16   | 4.83        | 20   |
| I can find a place in the Library to work in a group when I need to   | 5.24       | 17   | 4.72        | 26   |
| Library signage is clear  | 5.21       | 18   | 4.87        | 15   |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 5.19       | 19   | 4.83        | 19   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.10       | 20   | 4.84        | 17   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.08       | 21   | 4.97        | 13   |
| Find@HKUL is easy to use  | 5.05       | 22   | 4.72        | 27   |
| The Library website provides useful information   | 5.01       | 23   | 4.79        | 22   |
| The Library anticipates my learning and research needs  | 4.98       | 24   | 4.82        | 21   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 4.96       | 25   | 4.75        | 24   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 4.95       | 26   | 4.61        | 28   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 4.94       | 27   | 4.90        | 14   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 4.93       | 28   | 4.86        | 16   |
| I am informed about Library services  | 4.69       | 29   | 4.57        | 29   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 4.56       | 30   | 4.55        | 30   |

## The University of Hong Kong Library User Survey, November 2019

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

253 responses

|   | Performance |      | Importance |      |
|---|-------------|------|------------|------|
|   | Mean        | Rank | Mean       | Rank |
| The Library is a good place to study  | 5.60        | 1    | 5.97       | 2    |
| Library staff treat me fairly and without discrimination  | 5.51        | 2    | 5.64       | 7    |
| Library staff are approachable and helpful  | 5.48        | 3    | 5.65       | 6    |
| I can find a quiet place in the Library to study when I need to   | 5.44        | 4    | 6.03       | 1    |
| Library staff provide accurate answers to my enquiries  | 5.42        | 5    | 5.68       | 5    |
| Library staff are readily available to assist me  | 5.35        | 6    | 5.60       | 9    |
| I can get wireless access in the Library when I need to   | 5.34        | 7    | 5.90       | 3    |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.15        | 8    | 5.80       | 4    |
| Normal opening hours meet my needs  | 5.11        | 9    | 5.63       | 8    |
| Face to face enquiry services meet my needs   | 5.10        | 10   | 5.34       | 12   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.08        | 11   | 5.50       | 10   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.04        | 12   | 5.27       | 14   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 4.97        | 13   | 5.08       | 21   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 4.90        | 14   | 4.94       | 27   |
| Library signage is clear  | 4.87        | 15   | 5.21       | 18   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 4.86        | 16   | 4.93       | 28   |
| Course specific resources (including short loans) meet my learning needs                                      | 4.84        | 17   | 5.10       | 20   |
| A computer is available when I need one   | 4.84        | 18   | 5.42       | 11   |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 4.83        | 19   | 5.19       | 19   |
| When I am away from campus I can access the Library resources and services I need                             | 4.83        | 20   | 5.24       | 16   |
| The Library anticipates my learning and research needs  | 4.82        | 21   | 4.98       | 24   |
| The Library website provides useful information   | 4.79        | 22   | 5.01       | 23   |
| The items I'm looking for on the Library shelves are usually there  | 4.76        | 23   | 5.30       | 13   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 4.75        | 24   | 4.96       | 25   |
| The Library website is easy to use  | 4.72        | 25   | 5.24       | 15   |
| I can find a place in the Library to work in a group when I need to   | 4.72        | 26   | 5.24       | 17   |
| Find@HKUL is easy to use  | 4.72        | 27   | 5.05       | 22   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 4.61        | 28   | 4.95       | 26   |
| I am informed about Library services  | 4.57        | 29   | 4.69       | 29   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 4.55        | 30   | 4.56       | 30   |

## The University of Hong Kong Library User Survey, November 2019

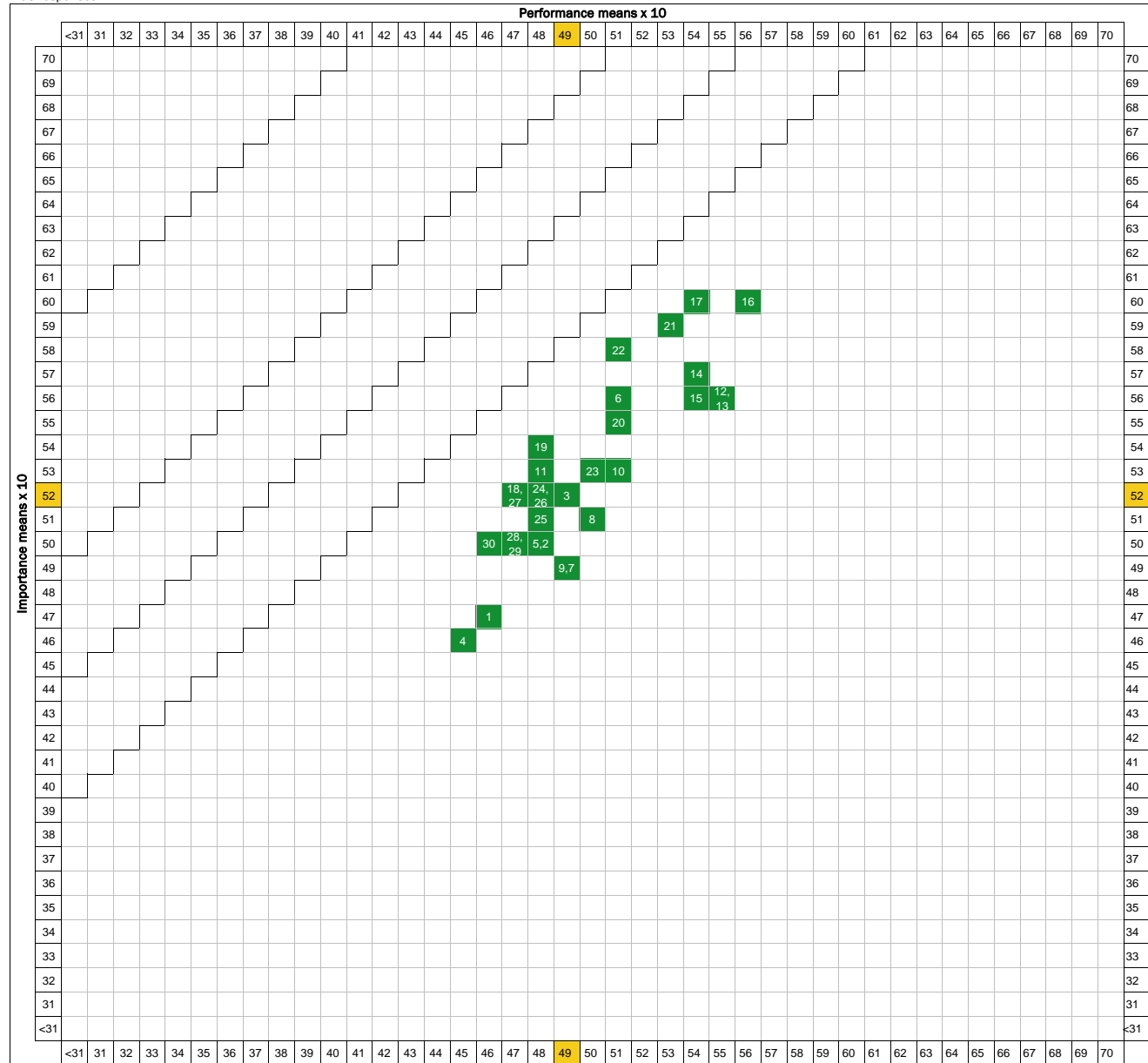
Mean gap scores — How often do you access the Library online? - Never

253 responses

|   | Gap  |      | Importance |      |
|---|------|------|------------|------|
|   | Mean | Rank | Mean       | Rank |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 0.65 | 1    | 5.80       | 4    |
| I can find a quiet place in the Library to study when I need to   | 0.59 | 2    | 6.03       | 1    |
| A computer is available when I need one   | 0.58 | 3    | 5.42       | 11   |
| I can get wireless access in the Library when I need to   | 0.55 | 4    | 5.90       | 3    |
| The items I'm looking for on the Library shelves are usually there  | 0.54 | 5    | 5.30       | 13   |
| Normal opening hours meet my needs  | 0.53 | 6    | 5.63       | 8    |
| The Library website is easy to use  | 0.52 | 7    | 5.24       | 15   |
| I can find a place in the Library to work in a group when I need to   | 0.52 | 8    | 5.24       | 17   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 0.42 | 9    | 5.50       | 10   |
| When I am away from campus I can access the Library resources and services I need                             | 0.41 | 10   | 5.24       | 16   |
| The Library is a good place to study  | 0.37 | 11   | 5.97       | 2    |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 0.36 | 12   | 5.19       | 19   |
| Library signage is clear  | 0.34 | 13   | 5.21       | 18   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 0.34 | 14   | 4.95       | 26   |
| Find@HKUL is easy to use  | 0.33 | 15   | 5.05       | 22   |
| Library staff provide accurate answers to my enquiries  | 0.27 | 16   | 5.68       | 5    |
| Course specific resources (including short loans) meet my learning needs                                      | 0.26 | 17   | 5.10       | 20   |
| Library staff are readily available to assist me  | 0.25 | 18   | 5.60       | 9    |
| Face to face enquiry services meet my needs   | 0.23 | 19   | 5.34       | 12   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 0.23 | 20   | 5.27       | 14   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 0.22 | 21   | 4.96       | 25   |
| The Library website provides useful information   | 0.21 | 22   | 5.01       | 23   |
| Library staff are approachable and helpful  | 0.17 | 23   | 5.65       | 6    |
| The Library anticipates my learning and research needs  | 0.16 | 24   | 4.98       | 24   |
| Library staff treat me fairly and without discrimination  | 0.12 | 25   | 5.64       | 7    |
| I am informed about Library services  | 0.12 | 26   | 4.69       | 29   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 0.11 | 27   | 5.08       | 21   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 0.08 | 28   | 4.93       | 28   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 0.04 | 29   | 4.94       | 27   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 0.01 | 30   | 4.56       | 30   |

The University of Hong Kong Library User Survey, November 2019

Best practice categories gap grid — How often do you access the Library online? - Never  
253 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 Normal 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 Find@HKUL is easy to use  |
| 29 Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    |
| 30 ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           |

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

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| <b>The University of Hong Kong Library User Survey, November 2019</b><br>Top 5 importance scores by demographic<br>How often are you required to be on campus? |                        |
|--|------------------------|
|  | <b>Unique factor</b>   |
| <b>Daily (2254 responses)</b>  | <b>Importance mean</b> |
| The Library is a good place to study   | 6.27                   |
| I can get wireless access in the Library when I need to  | 6.27                   |
| I can find a quiet place in the Library to study when I need to  | 6.25                   |
| Online resources (e.g. e journals, databases, ebooks) meet my learning and research needs  | 6.12                   |
| Printing, scanning and photocopying facilities in the Library meet my needs  | 6.07                   |
| <b>2-4 days a week (2078 responses)</b>  | <b>Importance mean</b> |
| The Library is a good place to study   | 6.24                   |
| 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  | 6.11                   |
| Online resources (e.g. e journals, databases, ebooks) meet my learning and research needs  | 6.10                   |
| <b>Weekly (444 responses)</b>  | <b>Importance mean</b> |
| The Library is a good place to study   | 5.91                   |
| I can get wireless access in the Library when I need to  | 5.91                   |
| I can find a quiet place in the Library to study when I need to  | 5.89                   |
| Online resources (e.g. e journals, databases, ebooks) meet my learning and research needs  | 5.81                   |
| Library staff provide accurate answers to my enquiries   | 5.75                   |
| <b>Fortnightly (111 responses)</b>   | <b>Importance mean</b> |
| Library staff are approachable and helpful   | 5.83                   |
| Library staff provide accurate answers to my enquiries   | 5.81                   |
| Library staff treat me fairly and without discrimination   | 5.79                   |
| Library staff are readily available to assist me   | 5.75                   |
| I can get wireless access in the Library when I need to  | 5.74                   |
| <b>Monthly (327 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   | 5.92                   |
| Library staff provide accurate answers to my enquiries   | 5.87                   |
| Library staff are approachable and helpful   | 5.85                   |
| Library staff treat me fairly and without discrimination   | 5.84                   |
| <b>Rarely (i.e. a few times a year) (924 responses)</b>  | <b>Importance mean</b> |
| The Library is a good place to study   | 6.04                   |
| I can find a quiet place in the Library to study when I need to  | 5.99                   |
| I can get wireless access in the Library when I need to  | 5.96                   |
| Online resources (e.g. e journals, databases, ebooks) meet my learning and research needs  | 5.86                   |
| Library staff are approachable and helpful   | 5.85                   |
| <b>Never (392 responses)</b>   | <b>Importance mean</b> |
| I can get wireless access in the Library when I need to  | 6.06                   |
| 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                   |
| Online resources (e.g. e journals, databases, ebooks) meet my learning and research needs  | 6.01                   |
| Library staff provide accurate answers to my enquiries   | 5.94                   |

| <b>The University of Hong Kong Library User Survey, November 2019</b><br>Top 5 performance scores by demographic<br>How often are you required to be on campus? |                         |
|---|-------------------------|
|   | Unique factor           |
| <b>Daily (2254 responses)</b>   | <b>Performance mean</b> |
| Library staff treat me fairly and without discrimination  | 6.04                    |
| Library staff are approachable and helpful  | 5.94                    |
| Library staff provide accurate answers to my enquiries  | 5.88                    |
| Library staff are readily available to assist me  | 5.84                    |
| The Library is a good place to study  | 5.79                    |
| <b>2-4 days a week (2078 responses)</b>   | <b>Performance mean</b> |
| Library staff treat me fairly and without discrimination  | 5.98                    |
| Library staff are approachable and helpful  | 5.86                    |
| Library staff provide accurate answers to my enquiries  | 5.81                    |
| Library staff are readily available to assist me  | 5.76                    |
| The Library is a good place to study  | 5.73                    |
| <b>Weekly (444 responses)</b>   | <b>Performance mean</b> |
| Library staff treat me fairly and without discrimination  | 5.67                    |
| The Library is a good place to study  | 5.67                    |
| Library staff are approachable and helpful  | 5.62                    |
| I can get wireless access in the Library when I need to   | 5.62                    |
| Library staff provide accurate answers to my enquiries  | 5.54                    |
| <b>Fortnightly (111 responses)</b>  | <b>Performance mean</b> |
| Library staff treat me fairly and without discrimination  | 5.69                    |
| Library staff are approachable and helpful  | 5.51                    |
| Library staff provide accurate answers to my enquiries  | 5.49                    |
| Library staff are readily available to assist me  | 5.46                    |
| The Library is a good place to study  | 5.41                    |
| <b>Monthly (327 responses)</b>  | <b>Performance mean</b> |
| Library staff treat me fairly and without discrimination  | 5.78                    |
| Library staff are approachable and helpful  | 5.74                    |
| Library staff provide accurate answers to my enquiries  | 5.72                    |
| The Library is a good place to study  | 5.65                    |
| Library staff are readily available to assist me  | 5.57                    |
| <b>Rarely (i.e. a few times a year) (924 responses)</b>   | <b>Performance mean</b> |
| Library staff treat me fairly and without discrimination  | 5.80                    |
| The Library is a good place to study  | 5.72                    |
| Library staff are approachable and helpful  | 5.68                    |
| Library staff provide accurate answers to my enquiries  | 5.64                    |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs  | 5.52                    |
| <b>Never (392 responses)</b>  | <b>Performance mean</b> |
| Library staff treat me fairly and without discrimination  | 5.93                    |
| Library staff are approachable and helpful  | 5.76                    |
| Library staff provide accurate answers to my enquiries  | 5.74                    |
| The Library is a good place to study  | 5.69                    |
| I can get wireless access in the Library when I need to   | 5.58                    |

| <b>The University of Hong Kong Library User Survey, November 2019</b>                     |                  |
|---|------------------|
| Top 5 gap scores by demographic   |                  |
| How often are you required to be on campus?   | Unique factor    |
| <b>Daily (2254 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                       | 0.74             |
| The items I'm looking for on the Library shelves are usually there                        | 0.58             |
| Find@HKUL is easy to use  | 0.54             |
| Online resources (e.g. e-journals, databases, ebooks) meet my learning and research needs | 0.54             |
| <b>2-4 days a week (2078 responses)</b>   | <b>Gap score</b> |
| I can find a place in the Library to work in a group when I need to                       | 0.81             |
| I can find a quiet place in the Library to study when I need to                           | 0.81             |
| Printing, scanning and photocopying facilities in the Library meet my needs               | 0.65             |
| The items I'm looking for on the Library shelves are usually there                        | 0.58             |
| Online resources (e.g. e-journals, databases, ebooks) meet my learning and research needs | 0.58             |
| <b>Weekly (444 responses)</b>   | <b>Gap score</b> |
| Find@HKUL is easy to use  | 0.54             |
| I can find a quiet place in the Library to study when I need to                           | 0.41             |
| Library signage is clear  | 0.41             |
| Online resources (e.g. e-journals, databases, ebooks) meet my learning and research needs | 0.40             |
| The Library website is easy to use  | 0.40             |
| <b>Fortnightly (111 responses)</b>  | <b>Gap score</b> |
| Online resources (e.g. e-journals, databases, ebooks) meet my learning and research needs | 0.86             |
| Find@HKUL is easy to use  | 0.74             |
| Laptop facilities (e.g. desks, power) in the Library meet my needs                        | 0.70             |
| The items I'm looking for on the Library shelves are usually there                        | 0.69             |
| The Library website is easy to use  | 0.68             |
| <b>Monthly (327 responses)</b>  | <b>Gap score</b> |
| Online resources (e.g. e-journals, databases, ebooks) meet my learning and research needs | 0.66             |
| When I am away from campus I can access the Library resources and services I need         | 0.57             |
| Find@HKUL is easy to use  | 0.52             |
| A computer is available when I need one   | 0.50             |
| The items I'm looking for on the Library shelves are usually there                        | 0.49             |
| <b>Rarely (i.e. a few times a year) (924 responses)</b>                                   | <b>Gap score</b> |
| When I am away from campus I can access the Library resources and services I need         | 0.75             |
| Online resources (e.g. e-journals, databases, ebooks) meet my learning and research needs | 0.68             |
| Find@HKUL is easy to use  | 0.60             |
| The items I'm looking for on the Library shelves are usually there                        | 0.57             |
| The Library website is easy to use  | 0.55             |
| <b>Never (392 responses)</b>  | <b>Gap score</b> |
| When I am away from campus I can access the Library resources and services I need         | 1.00             |
| Online resources (e.g. e-journals, databases, ebooks) meet my learning and research needs | 0.94             |
| Find@HKUL is easy to use  | 0.83             |
| The items I'm looking for on the Library shelves are usually there                        | 0.70             |
| The Library website is easy to use  | 0.70             |

## The University of Hong Kong Library User Survey, November 2019

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

2254 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   | 6.27 | Library staff treat me fairly and without discrimination                                     | 6.04 | I can find a place in the Library to work in a group when I need to                                 | 5.14 | I can find a quiet place in the Library to study when I need to                          | 0.80 |
| I can get wireless access in the Library when I need to                                  | 6.27 | Library staff are approachable and helpful   | 5.94 | Library workshops, classes and tutorials help me with my learning and research needs                | 5.20 | I can find a place in the Library to work in a group when I need to                      | 0.74 |
| I can find a quiet place in the Library to study when I need to                          | 6.25 | Library staff provide accurate answers to my enquiries                                       | 5.88 | I am informed about Library services  | 5.22 | The items I'm looking for on the Library shelves are usually there                       | 0.58 |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 6.12 | Library staff are readily available to assist me   | 5.84 | The items I'm looking for on the Library shelves are usually there                                  | 5.24 | Find@HKUL is easy to use   | 0.54 |
| Printing, scanning and photocopying facilities in the Library meet my needs              | 6.07 | The Library is a good place to study   | 5.79 | ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials | 5.24 | Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 0.54 |
| Library staff provide accurate answers to my enquiries                                   | 6.05 | I can get wireless access in the Library when I need to                                      | 5.76 | A computer is available when I need one   | 5.26 | The Library website is easy to use   | 0.52 |
| Library staff are approachable and helpful   | 6.05 | Self Service (e.g. self check loans, requests, renewals, holds) meets my needs               | 5.73 | The Library anticipates my learning and research needs  | 5.28 | Printing, scanning and photocopying facilities in the Library meet my needs              | 0.51 |
| Library staff treat me fairly and without discrimination                                 | 6.03 | When I am away from campus I can access the Library resources and services I need            | 5.68 | Course specific resources are listed in ReadingList@HKUL and directly available via Moodle          | 5.28 | I can get wireless access in the Library when I need to                                  | 0.51 |
| Find@HKUL is easy to use   | 6.01 | Face to face enquiry services meet my needs  | 5.62 | Library signage is clear  | 5.36 | Laptop facilities (e.g. desks, power) in the Library meet my needs                       | 0.49 |
| Normal opening hours meet my needs   | 6.00 | Books and articles I have requested from other libraries and campuses are delivered promptly | 5.61 | The Library website provides useful information   | 5.38 | The Library is a good place to study   | 0.48 |



## The University of Hong Kong Library User Survey, November 2019

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

2254 responses

|   | Importance |      | Performance |      |
|---|------------|------|-------------|------|
|   | Mean       | Rank | Mean        | Rank |
| The Library is a good place to study  | 6.27       | 1    | 5.79        | 5    |
| I can get wireless access in the Library when I need to   | 6.27       | 2    | 5.76        | 6    |
| I can find a quiet place in the Library to study when I need to   | 6.25       | 3    | 5.45        | 17   |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 6.12       | 4    | 5.59        | 11   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 6.07       | 5    | 5.56        | 13   |
| Library staff provide accurate answers to my enquiries  | 6.05       | 6    | 5.88        | 3    |
| Library staff are approachable and helpful  | 6.05       | 7    | 5.94        | 2    |
| Library staff treat me fairly and without discrimination  | 6.03       | 8    | 6.04        | 1    |
| Find@HKUL is easy to use  | 6.01       | 9    | 5.47        | 15   |
| Normal opening hours meet my needs  | 6.00       | 10   | 5.58        | 12   |
| When I am away from campus I can access the Library resources and services I need                             | 5.99       | 11   | 5.68        | 8    |
| Library staff are readily available to assist me  | 5.97       | 12   | 5.84        | 4    |
| The Library website is easy to use  | 5.96       | 13   | 5.43        | 19   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.91       | 14   | 5.42        | 20   |
| I can find a place in the Library to work in a group when I need to   | 5.88       | 15   | 5.14        | 30   |
| The items I'm looking for on the Library shelves are usually there  | 5.82       | 16   | 5.24        | 27   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.81       | 17   | 5.73        | 7    |
| The Library website provides useful information   | 5.79       | 18   | 5.38        | 21   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.75       | 19   | 5.61        | 10   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.72       | 20   | 5.56        | 14   |
| Library signage is clear  | 5.68       | 21   | 5.36        | 22   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.68       | 22   | 5.44        | 18   |
| A computer is available when I need one   | 5.66       | 23   | 5.26        | 25   |
| The Library anticipates my learning and research needs  | 5.60       | 24   | 5.28        | 24   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.59       | 25   | 5.28        | 23   |
| Face to face enquiry services meet my needs   | 5.54       | 26   | 5.62        | 9    |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.52       | 27   | 5.24        | 26   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.44       | 28   | 5.47        | 16   |
| I am informed about Library services  | 5.39       | 29   | 5.22        | 28   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 5.10       | 30   | 5.20        | 29   |

## The University of Hong Kong Library User Survey, November 2019

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

2254 responses

|   | Performance |      | Importance |      |
|---|-------------|------|------------|------|
|   | Mean        | Rank | Mean       | Rank |
| Library staff treat me fairly and without discrimination  | 6.04        | 1    | 6.03       | 8    |
| Library staff are approachable and helpful  | 5.94        | 2    | 6.05       | 7    |
| Library staff provide accurate answers to my enquiries  | 5.88        | 3    | 6.05       | 6    |
| Library staff are readily available to assist me  | 5.84        | 4    | 5.97       | 12   |
| The Library is a good place to study  | 5.79        | 5    | 6.27       | 1    |
| I can get wireless access in the Library when I need to   | 5.76        | 6    | 6.27       | 2    |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.73        | 7    | 5.81       | 17   |
| When I am away from campus I can access the Library resources and services I need                             | 5.68        | 8    | 5.99       | 11   |
| Face to face enquiry services meet my needs   | 5.62        | 9    | 5.54       | 26   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.61        | 10   | 5.75       | 19   |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 5.59        | 11   | 6.12       | 4    |
| Normal opening hours meet my needs  | 5.58        | 12   | 6.00       | 10   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.56        | 13   | 6.07       | 5    |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.56        | 14   | 5.72       | 20   |
| Find@HKUL is easy to use  | 5.47        | 15   | 6.01       | 9    |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.47        | 16   | 5.44       | 28   |
| I can find a quiet place in the Library to study when I need to   | 5.45        | 17   | 6.25       | 3    |
| Course specific resources (including short loans) meet my learning needs                                      | 5.44        | 18   | 5.68       | 22   |
| The Library website is easy to use  | 5.43        | 19   | 5.96       | 13   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.42        | 20   | 5.91       | 14   |
| The Library website provides useful information   | 5.38        | 21   | 5.79       | 18   |
| Library signage is clear  | 5.36        | 22   | 5.68       | 21   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.28        | 23   | 5.59       | 25   |
| The Library anticipates my learning and research needs  | 5.28        | 24   | 5.60       | 24   |
| A computer is available when I need one   | 5.26        | 25   | 5.66       | 23   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.24        | 26   | 5.52       | 27   |
| The items I'm looking for on the Library shelves are usually there  | 5.24        | 27   | 5.82       | 16   |
| I am informed about Library services  | 5.22        | 28   | 5.39       | 29   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 5.20        | 29   | 5.10       | 30   |
| I can find a place in the Library to work in a group when I need to   | 5.14        | 30   | 5.88       | 15   |

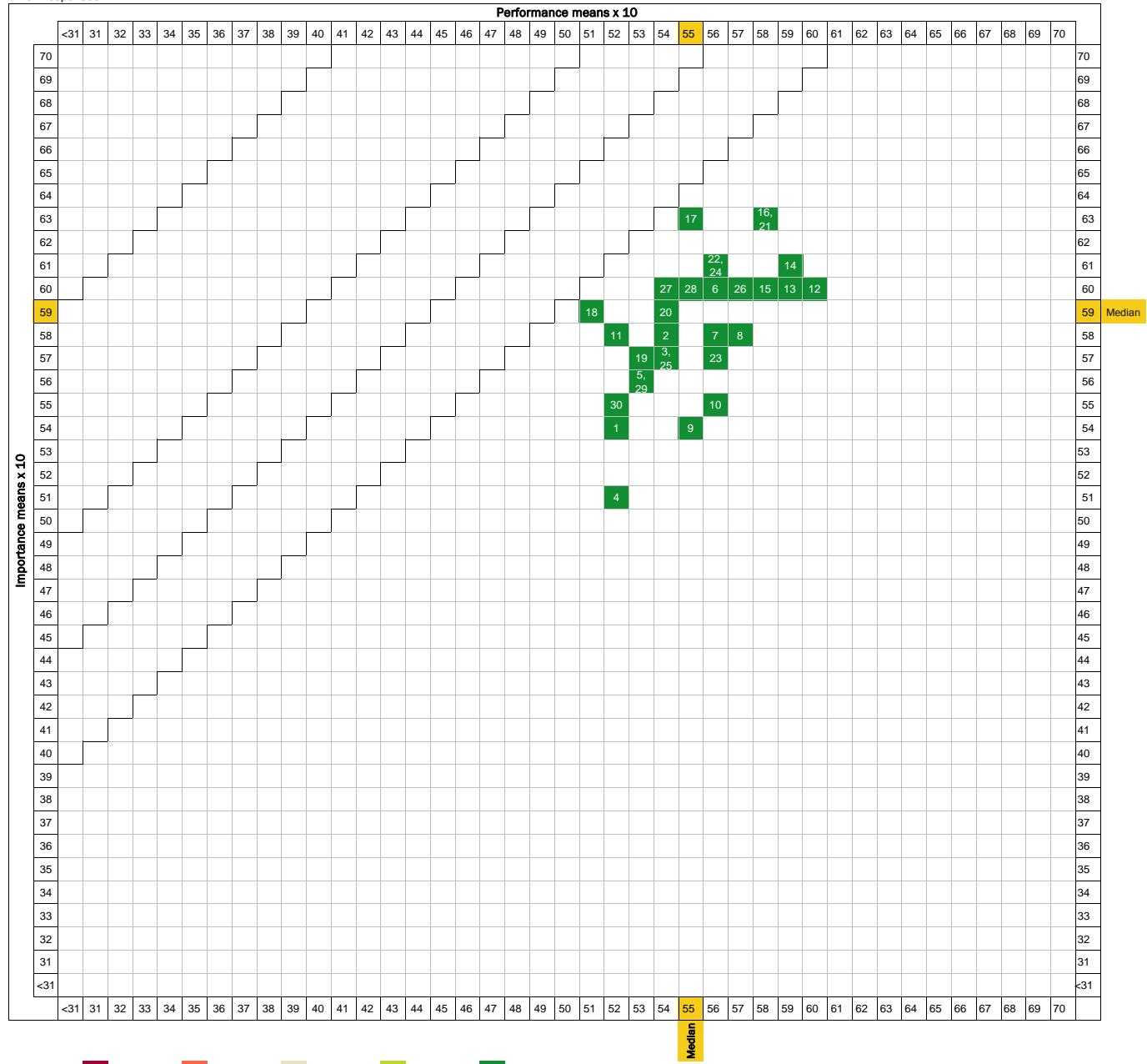
## The University of Hong Kong Library User Survey, November 2019

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

2254 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    | 6.25       | 3    |
| I can find a place in the Library to work in a group when I need to   | 0.74  | 2    | 5.88       | 15   |
| The items I'm looking for on the Library shelves are usually there  | 0.58  | 3    | 5.82       | 16   |
| Find@HKUL is easy to use  | 0.54  | 4    | 6.01       | 9    |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 0.54  | 5    | 6.12       | 4    |
| The Library website is easy to use  | 0.52  | 6    | 5.96       | 13   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 0.51  | 7    | 6.07       | 5    |
| I can get wireless access in the Library when I need to   | 0.51  | 8    | 6.27       | 2    |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 0.49  | 9    | 5.91       | 14   |
| The Library is a good place to study  | 0.48  | 10   | 6.27       | 1    |
| Normal opening hours meet my needs  | 0.41  | 11   | 6.00       | 10   |
| The Library website provides useful information   | 0.41  | 12   | 5.79       | 18   |
| A computer is available when I need one   | 0.40  | 13   | 5.66       | 23   |
| The Library anticipates my learning and research needs  | 0.32  | 14   | 5.60       | 24   |
| Library signage is clear  | 0.32  | 15   | 5.68       | 21   |
| When I am away from campus I can access the Library resources and services I need                             | 0.31  | 16   | 5.99       | 11   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 0.31  | 17   | 5.59       | 25   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 0.28  | 18   | 5.52       | 27   |
| Course specific resources (including short loans) meet my learning needs                                      | 0.24  | 19   | 5.68       | 22   |
| Library staff provide accurate answers to my enquiries  | 0.18  | 20   | 6.05       | 6    |
| I am informed about Library services  | 0.17  | 21   | 5.39       | 29   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 0.16  | 22   | 5.72       | 20   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 0.14  | 23   | 5.75       | 19   |
| Library staff are readily available to assist me  | 0.13  | 24   | 5.97       | 12   |
| Library staff are approachable and helpful  | 0.11  | 25   | 6.05       | 7    |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 0.08  | 26   | 5.81       | 17   |
| Library staff treat me fairly and without discrimination  | -0.01 | 27   | 6.03       | 8    |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | -0.03 | 28   | 5.44       | 28   |
| Face to face enquiry services meet my needs   | -0.08 | 29   | 5.54       | 26   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | -0.10 | 30   | 5.10       | 30   |

**The University of Hong Kong Library User Survey, November 2019**  
 Best practice categories gap grid – How often are you required to be on campus? - Daily  
 2254 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 Normal 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 Find@HKUL is easy to use
- 29 Course specific resources are listed in ReadingList@HKUL and directly available via Moodle
- 30 ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials

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

## The University of Hong Kong Library User Survey, November 2019

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

2078 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   | 6.24 | 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                                 | 5.06 | I can find a place in the Library to work in a group when I need to                      | 0.81 |
| I can find a quiet place in the Library to study when I need to                          | 6.22 | Library staff are approachable and helpful   | 5.86 | I am informed about Library services  | 5.06 | I can find a quiet place in the Library to study when I need to                          | 0.81 |
| I can get wireless access in the Library when I need to                                  | 6.21 | Library staff provide accurate answers to my enquiries                                   | 5.81 | The items I'm looking for on the Library shelves are usually there                                  | 5.13 | Printing, scanning and photocopying facilities in the Library meet my needs              | 0.65 |
| Printing, scanning and photocopying facilities in the Library meet my needs              | 6.11 | Library staff are readily available to assist me   | 5.76 | Library workshops, classes and tutorials help me with my learning and research needs                | 5.13 | The items I'm looking for on the Library shelves are usually there                       | 0.58 |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 6.10 | The Library is a good place to study   | 5.73 | A computer is available when I need one   | 5.14 | Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 0.58 |
| When I am away from campus I can access the Library resources and services I need        | 6.02 | I can get wireless access in the Library when I need to                                  | 5.68 | Course specific resources are listed in ReadingList@HKUL and directly available via Moodle          | 5.19 | Laptop facilities (e.g. desks, power) in the Library meet my needs                       | 0.56 |
| Find@HKUL is easy to use   | 6.01 | Self Service (e.g. self check loans, requests, renewals, holds) meets my needs           | 5.65 | ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials | 5.21 | I can get wireless access in the Library when I need to                                  | 0.54 |
| Library staff treat me fairly and without discrimination                                 | 5.98 | When I am away from campus I can access the Library resources and services I need        | 5.63 | Library signage is clear  | 5.26 | Find@HKUL is easy to use   | 0.52 |
| Library staff are approachable and helpful   | 5.95 | Face to face enquiry services meet my needs  | 5.52 | Laptop facilities (e.g. desks, power) in the Library meet my needs                                  | 5.28 | The Library is a good place to study   | 0.51 |
| Library staff provide accurate answers to my enquiries                                   | 5.95 | Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 5.52 | The Library anticipates my learning and research needs  | 5.28 | A computer is available when I need one  | 0.48 |

## The University of Hong Kong Library User Survey, November 2019

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

2078 responses

|   | Importance |      | Performance |      |
|---|------------|------|-------------|------|
|   | Mean       | Rank | Mean        | Rank |
| The Library is a good place to study  | 6.24       | 1    | 5.73        | 5    |
| I can find a quiet place in the Library to study when I need to   | 6.22       | 2    | 5.42        | 17   |
| I can get wireless access in the Library when I need to   | 6.21       | 3    | 5.68        | 6    |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 6.11       | 4    | 5.47        | 15   |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 6.10       | 5    | 5.52        | 10   |
| When I am away from campus I can access the Library resources and services I need                             | 6.02       | 6    | 5.63        | 8    |
| Find@HKUL is easy to use  | 6.01       | 7    | 5.49        | 13   |
| Library staff treat me fairly and without discrimination  | 5.98       | 8    | 5.98        | 1    |
| Library staff are approachable and helpful  | 5.95       | 9    | 5.86        | 2    |
| Library staff provide accurate answers to my enquiries  | 5.95       | 10   | 5.81        | 3    |
| The Library website is easy to use  | 5.93       | 11   | 5.46        | 16   |
| Normal opening hours meet my needs  | 5.90       | 12   | 5.49        | 11   |
| Library staff are readily available to assist me  | 5.88       | 13   | 5.76        | 4    |
| I can find a place in the Library to work in a group when I need to   | 5.87       | 14   | 5.06        | 30   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.84       | 15   | 5.28        | 22   |
| The Library website provides useful information   | 5.73       | 16   | 5.31        | 20   |
| The items I'm looking for on the Library shelves are usually there  | 5.71       | 17   | 5.13        | 28   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.70       | 18   | 5.65        | 7    |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.69       | 19   | 5.49        | 12   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.69       | 20   | 5.31        | 19   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.66       | 21   | 5.47        | 14   |
| A computer is available when I need one   | 5.62       | 22   | 5.14        | 26   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.60       | 23   | 5.19        | 25   |
| The Library anticipates my learning and research needs  | 5.59       | 24   | 5.28        | 21   |
| Library signage is clear  | 5.58       | 25   | 5.26        | 23   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.56       | 26   | 5.21        | 24   |
| Face to face enquiry services meet my needs   | 5.51       | 27   | 5.52        | 9    |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.44       | 28   | 5.39        | 18   |
| I am informed about Library services  | 5.32       | 29   | 5.06        | 29   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 5.15       | 30   | 5.13        | 27   |

## The University of Hong Kong Library User Survey, November 2019

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

2078 responses

|   | Performance |      | Importance |      |
|---|-------------|------|------------|------|
|   | Mean        | Rank | Mean       | Rank |
| Library staff treat me fairly and without discrimination  | 5.98        | 1    | 5.98       | 8    |
| Library staff are approachable and helpful  | 5.86        | 2    | 5.95       | 9    |
| Library staff provide accurate answers to my enquiries  | 5.81        | 3    | 5.95       | 10   |
| Library staff are readily available to assist me  | 5.76        | 4    | 5.88       | 13   |
| The Library is a good place to study  | 5.73        | 5    | 6.24       | 1    |
| I can get wireless access in the Library when I need to   | 5.68        | 6    | 6.21       | 3    |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.65        | 7    | 5.70       | 18   |
| When I am away from campus I can access the Library resources and services I need                             | 5.63        | 8    | 6.02       | 6    |
| Face to face enquiry services meet my needs   | 5.52        | 9    | 5.51       | 27   |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 5.52        | 10   | 6.10       | 5    |
| Normal opening hours meet my needs  | 5.49        | 11   | 5.90       | 12   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.49        | 12   | 5.69       | 19   |
| Find@HKUL is easy to use  | 5.49        | 13   | 6.01       | 7    |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.47        | 14   | 5.66       | 21   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.47        | 15   | 6.11       | 4    |
| The Library website is easy to use  | 5.46        | 16   | 5.93       | 11   |
| I can find a quiet place in the Library to study when I need to   | 5.42        | 17   | 6.22       | 2    |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.39        | 18   | 5.44       | 28   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.31        | 19   | 5.69       | 20   |
| The Library website provides useful information   | 5.31        | 20   | 5.73       | 16   |
| The Library anticipates my learning and research needs  | 5.28        | 21   | 5.59       | 24   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.28        | 22   | 5.84       | 15   |
| Library signage is clear  | 5.26        | 23   | 5.58       | 25   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.21        | 24   | 5.56       | 26   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.19        | 25   | 5.60       | 23   |
| A computer is available when I need one   | 5.14        | 26   | 5.62       | 22   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 5.13        | 27   | 5.15       | 30   |
| The items I'm looking for on the Library shelves are usually there  | 5.13        | 28   | 5.71       | 17   |
| I am informed about Library services  | 5.06        | 29   | 5.32       | 29   |
| I can find a place in the Library to work in a group when I need to   | 5.06        | 30   | 5.87       | 14   |

## The University of Hong Kong Library User Survey, November 2019

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

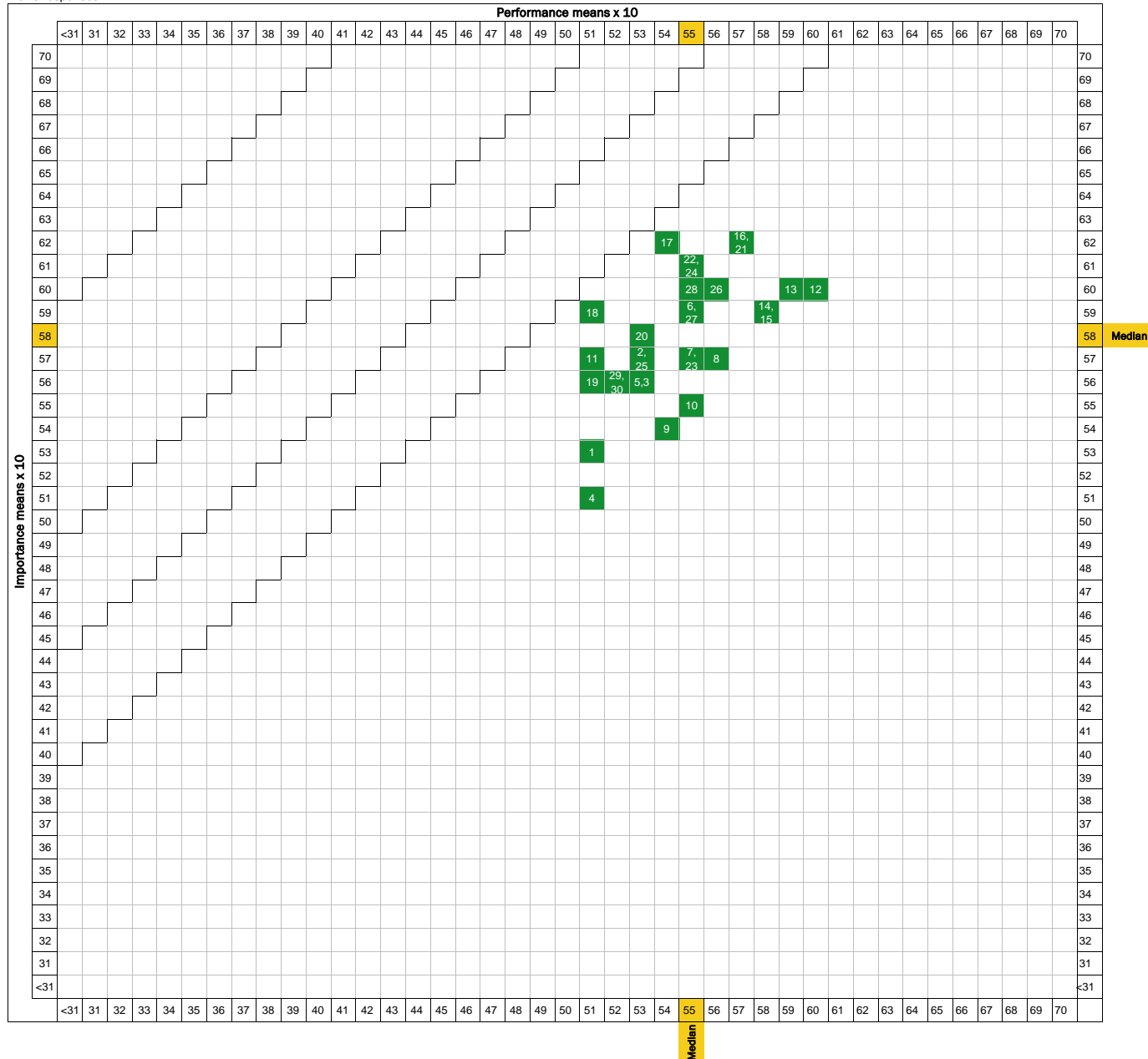
2078 responses

|   | Gap   |      | Importance |      |
|---|-------|------|------------|------|
|   | Mean  | Rank | Mean       | Rank |
| I can find a place in the Library to work in a group when I need to   | 0.81  | 1    | 5.87       | 14   |
| I can find a quiet place in the Library to study when I need to   | 0.81  | 2    | 6.22       | 2    |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 0.65  | 3    | 6.11       | 4    |
| The items I'm looking for on the Library shelves are usually there  | 0.58  | 4    | 5.71       | 17   |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 0.58  | 5    | 6.10       | 5    |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 0.56  | 6    | 5.84       | 15   |
| I can get wireless access in the Library when I need to   | 0.54  | 7    | 6.21       | 3    |
| Find@HKUL is easy to use  | 0.52  | 8    | 6.01       | 7    |
| The Library is a good place to study  | 0.51  | 9    | 6.24       | 1    |
| A computer is available when I need one   | 0.48  | 10   | 5.62       | 22   |
| The Library website is easy to use  | 0.47  | 11   | 5.93       | 11   |
| The Library website provides useful information   | 0.42  | 12   | 5.73       | 16   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 0.41  | 13   | 5.60       | 23   |
| Normal opening hours meet my needs  | 0.41  | 14   | 5.90       | 12   |
| When I am away from campus I can access the Library resources and services I need                             | 0.39  | 15   | 6.02       | 6    |
| Course specific resources (including short loans) meet my learning needs                                      | 0.38  | 16   | 5.69       | 20   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 0.36  | 17   | 5.56       | 26   |
| Library signage is clear  | 0.32  | 18   | 5.58       | 25   |
| The Library anticipates my learning and research needs  | 0.31  | 19   | 5.59       | 24   |
| I am informed about Library services  | 0.26  | 20   | 5.32       | 29   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 0.20  | 21   | 5.69       | 19   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 0.19  | 22   | 5.66       | 21   |
| Library staff provide accurate answers to my enquiries  | 0.14  | 23   | 5.95       | 10   |
| Library staff are readily available to assist me  | 0.12  | 24   | 5.88       | 13   |
| Library staff are approachable and helpful  | 0.09  | 25   | 5.95       | 9    |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 0.05  | 26   | 5.70       | 18   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 0.05  | 27   | 5.44       | 28   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 0.01  | 28   | 5.15       | 30   |
| Library staff treat me fairly and without discrimination  | 0.00  | 29   | 5.98       | 8    |
| Face to face enquiry services meet my needs   | -0.01 | 30   | 5.51       | 27   |



### The University of Hong Kong Library User Survey, November 2019

Best practice categories gap grid — How often are you required to be on campus? - 2-4 days a week  
2078 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 Normal 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 Find@HKUL is easy to use  |
| 29 Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    |
| 30 ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           |

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, November 2019

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

444 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   | 5.91 | Library staff treat me fairly and without discrimination                                     | 5.67 | ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials | 5.11 | Find@HKUL is easy to use  | 0.54 |
| I can get wireless access in the Library when I need to                                  | 5.91 | The Library is a good place to study   | 5.67 | Library workshops, classes and tutorials help me with my learning and research needs                | 5.12 | I can find a quiet place in the Library to study when I need to                                     | 0.41 |
| I can find a quiet place in the Library to study when I need to                          | 5.89 | Library staff are approachable and helpful   | 5.62 | I am informed about Library services  | 5.12 | Library signage is clear  | 0.41 |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 5.81 | I can get wireless access in the Library when I need to                                      | 5.62 | Library signage is clear  | 5.15 | Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs            | 0.40 |
| Library staff provide accurate answers to my enquiries                                   | 5.75 | Library staff provide accurate answers to my enquiries                                       | 5.54 | Course specific resources are listed in ReadingList@HKUL and directly available via Moodle          | 5.15 | The Library website is easy to use  | 0.40 |
| Find@HKUL is easy to use   | 5.75 | Library staff are readily available to assist me   | 5.52 | I can find a place in the Library to work in a group when I need to                                 | 5.16 | The Library website provides useful information   | 0.37 |
| When I am away from campus I can access the Library resources and services I need        | 5.74 | Self Service (e.g. self check loans, requests, renewals, holds) meets my needs               | 5.48 | The items I'm looking for on the Library shelves are usually there                                  | 5.19 | The items I'm looking for on the Library shelves are usually there                                  | 0.37 |
| Library staff treat me fairly and without discrimination                                 | 5.72 | I can find a quiet place in the Library to study when I need to                              | 5.47 | Find@HKUL is easy to use  | 5.21 | Printing, scanning and photocopying facilities in the Library meet my needs                         | 0.33 |
| Library staff are approachable and helpful   | 5.71 | Books and articles I have requested from other libraries and campuses are delivered promptly | 5.42 | The Library anticipates my learning and research needs  | 5.21 | Course specific resources are listed in ReadingList@HKUL and directly available via Moodle          | 0.32 |
| The Library website is easy to use   | 5.70 | When I am away from campus I can access the Library resources and services I need            | 5.42 | The Library website provides useful information   | 5.25 | ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials | 0.32 |

## The University of Hong Kong Library User Survey, November 2019

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

444 responses

|   | Importance |      | Performance |      |
|---|------------|------|-------------|------|
|   | Mean       | Rank | Mean        | Rank |
| The Library is a good place to study  | 5.91       | 1    | 5.67        | 2    |
| I can get wireless access in the Library when I need to   | 5.91       | 2    | 5.62        | 4    |
| I can find a quiet place in the Library to study when I need to   | 5.89       | 3    | 5.47        | 8    |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 5.81       | 4    | 5.41        | 11   |
| Library staff provide accurate answers to my enquiries  | 5.75       | 5    | 5.54        | 5    |
| Find@HKUL is easy to use  | 5.75       | 6    | 5.21        | 23   |
| When I am away from campus I can access the Library resources and services I need                             | 5.74       | 7    | 5.42        | 10   |
| Library staff treat me fairly and without discrimination  | 5.72       | 8    | 5.67        | 1    |
| Library staff are approachable and helpful  | 5.71       | 9    | 5.62        | 3    |
| The Library website is easy to use  | 5.70       | 10   | 5.31        | 17   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.67       | 11   | 5.34        | 16   |
| Normal opening hours meet my needs  | 5.66       | 12   | 5.35        | 15   |
| Library staff are readily available to assist me  | 5.63       | 13   | 5.52        | 6    |
| The Library website provides useful information   | 5.62       | 14   | 5.25        | 21   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.60       | 15   | 5.37        | 14   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.58       | 16   | 5.40        | 12   |
| The items I'm looking for on the Library shelves are usually there  | 5.56       | 17   | 5.19        | 24   |
| Library signage is clear  | 5.56       | 18   | 5.15        | 27   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.55       | 19   | 5.48        | 7    |
| A computer is available when I need one   | 5.54       | 20   | 5.29        | 19   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.48       | 21   | 5.42        | 9    |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.47       | 22   | 5.15        | 26   |
| I can find a place in the Library to work in a group when I need to   | 5.47       | 23   | 5.16        | 25   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.46       | 24   | 5.28        | 20   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.43       | 25   | 5.11        | 30   |
| Face to face enquiry services meet my needs   | 5.42       | 26   | 5.40        | 13   |
| The Library anticipates my learning and research needs  | 5.36       | 27   | 5.21        | 22   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.35       | 28   | 5.29        | 18   |
| I am informed about Library services  | 5.21       | 29   | 5.12        | 28   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 5.12       | 30   | 5.12        | 29   |

## The University of Hong Kong Library User Survey, November 2019

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

444 responses

|   | Performance |      | Importance |      |
|---|-------------|------|------------|------|
|   | Mean        | Rank | Mean       | Rank |
| Library staff treat me fairly and without discrimination  | 5.67        | 1    | 5.72       | 8    |
| The Library is a good place to study  | 5.67        | 2    | 5.91       | 1    |
| Library staff are approachable and helpful  | 5.62        | 3    | 5.71       | 9    |
| I can get wireless access in the Library when I need to   | 5.62        | 4    | 5.91       | 2    |
| Library staff provide accurate answers to my enquiries  | 5.54        | 5    | 5.75       | 5    |
| Library staff are readily available to assist me  | 5.52        | 6    | 5.63       | 13   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.48        | 7    | 5.55       | 19   |
| I can find a quiet place in the Library to study when I need to   | 5.47        | 8    | 5.89       | 3    |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.42        | 9    | 5.48       | 21   |
| When I am away from campus I can access the Library resources and services I need                             | 5.42        | 10   | 5.74       | 7    |
| Online resources (e.g. e-journals, databases, ebooks) meet my learning and research needs                     | 5.41        | 11   | 5.81       | 4    |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.40        | 12   | 5.58       | 16   |
| Face to face enquiry services meet my needs   | 5.40        | 13   | 5.42       | 26   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.37        | 14   | 5.60       | 15   |
| Normal opening hours meet my needs  | 5.35        | 15   | 5.66       | 12   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.34        | 16   | 5.67       | 11   |
| The Library website is easy to use  | 5.31        | 17   | 5.70       | 10   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.29        | 18   | 5.35       | 28   |
| A computer is available when I need one   | 5.29        | 19   | 5.54       | 20   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.28        | 20   | 5.46       | 24   |
| The Library website provides useful information   | 5.25        | 21   | 5.62       | 14   |
| The Library anticipates my learning and research needs  | 5.21        | 22   | 5.36       | 27   |
| Find@HKUL is easy to use  | 5.21        | 23   | 5.75       | 6    |
| The items I'm looking for on the Library shelves are usually there  | 5.19        | 24   | 5.56       | 17   |
| I can find a place in the Library to work in a group when I need to   | 5.16        | 25   | 5.47       | 23   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.15        | 26   | 5.47       | 22   |
| Library signage is clear  | 5.15        | 27   | 5.56       | 18   |
| I am informed about Library services  | 5.12        | 28   | 5.21       | 29   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 5.12        | 29   | 5.12       | 30   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.11        | 30   | 5.43       | 25   |

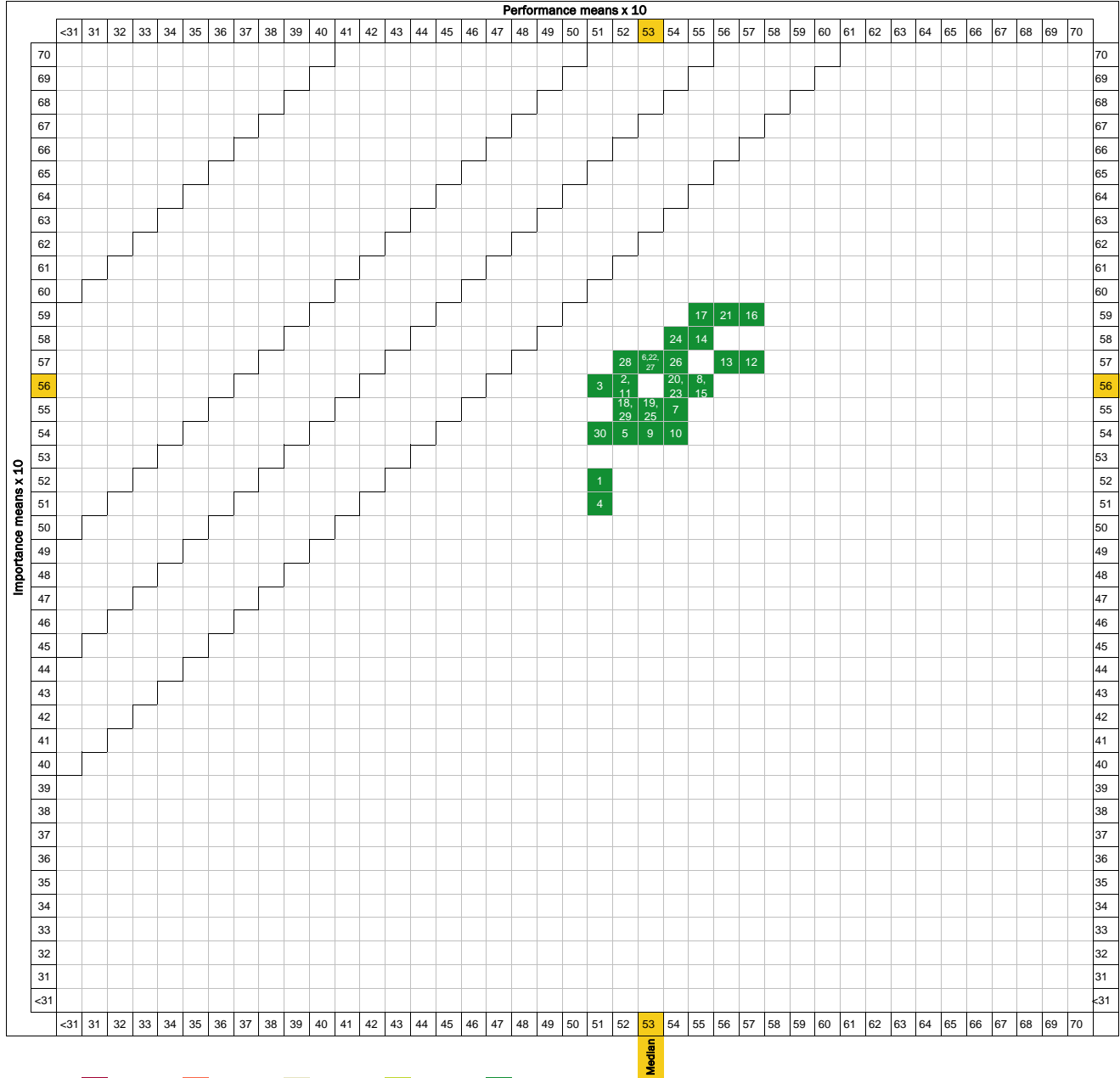
## The University of Hong Kong Library User Survey, November 2019

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

444 responses

|   | Gap  |      | Importance |      |
|---|------|------|------------|------|
|   | Mean | Rank | Mean       | Rank |
| Find@HKUL is easy to use  | 0.54 | 1    | 5.75       | 6    |
| I can find a quiet place in the Library to study when I need to   | 0.41 | 2    | 5.89       | 3    |
| Library signage is clear  | 0.41 | 3    | 5.56       | 18   |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 0.40 | 4    | 5.81       | 4    |
| The Library website is easy to use  | 0.40 | 5    | 5.70       | 10   |
| The Library website provides useful information   | 0.37 | 6    | 5.62       | 14   |
| The items I'm looking for on the Library shelves are usually there  | 0.37 | 7    | 5.56       | 17   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 0.33 | 8    | 5.67       | 11   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 0.32 | 9    | 5.47       | 22   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 0.32 | 10   | 5.43       | 25   |
| When I am away from campus I can access the Library resources and services I need                             | 0.32 | 11   | 5.74       | 7    |
| I can find a place in the Library to work in a group when I need to   | 0.31 | 12   | 5.47       | 23   |
| Normal opening hours meet my needs  | 0.31 | 13   | 5.66       | 12   |
| I can get wireless access in the Library when I need to   | 0.29 | 14   | 5.91       | 2    |
| A computer is available when I need one   | 0.26 | 15   | 5.54       | 20   |
| The Library is a good place to study  | 0.24 | 16   | 5.91       | 1    |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 0.23 | 17   | 5.60       | 15   |
| Library staff provide accurate answers to my enquiries  | 0.21 | 18   | 5.75       | 5    |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 0.17 | 19   | 5.58       | 16   |
| Course specific resources (including short loans) meet my learning needs                                      | 0.17 | 20   | 5.46       | 24   |
| The Library anticipates my learning and research needs  | 0.14 | 21   | 5.36       | 27   |
| Library staff are readily available to assist me  | 0.11 | 22   | 5.63       | 13   |
| I am informed about Library services  | 0.09 | 23   | 5.21       | 29   |
| Library staff are approachable and helpful  | 0.09 | 24   | 5.71       | 9    |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 0.07 | 25   | 5.55       | 19   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 0.06 | 26   | 5.35       | 28   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 0.06 | 27   | 5.48       | 21   |
| Library staff treat me fairly and without discrimination  | 0.05 | 28   | 5.72       | 8    |
| Face to face enquiry services meet my needs   | 0.02 | 29   | 5.42       | 26   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 0.00 | 30   | 5.12       | 30   |

The University of Hong Kong Library User Survey, November 2019  
 Best practice categories gap grid — How often are you required to be on campus? - Weekly  
 444 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          | Normal 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. e-journals, 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         | Find@HKUL is easy to use  |
| 29         | Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    |
| 30         | ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           |

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, November 2019

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

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 |
|--|------|---|------|---|------|--|------|
| Library staff are approachable and helpful   | 5.83 | Library staff treat me fairly and without discrimination        | 5.69 | Laptop facilities (e.g. desks, power) in the Library meet my needs                                  | 4.74 | Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 0.86 |
| Library staff provide accurate answers to my enquiries                                   | 5.81 | Library staff are approachable and helpful                      | 5.51 | Course specific resources are listed in ReadingList@HKUL and directly available via Moodle          | 4.77 | Find@HKUL is easy to use   | 0.74 |
| Library staff treat me fairly and without discrimination                                 | 5.79 | Library staff provide accurate answers to my enquiries          | 5.49 | ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials | 4.78 | Laptop facilities (e.g. desks, power) in the Library meet my needs                       | 0.70 |
| Library staff are readily available to assist me   | 5.75 | Library staff are readily available to assist me                | 5.46 | Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs            | 4.84 | The items I'm looking for on the Library shelves are usually there                       | 0.69 |
| I can get wireless access in the Library when I need to                                  | 5.74 | The Library is a good place to study                            | 5.41 | The items I'm looking for on the Library shelves are usually there                                  | 4.85 | The Library website is easy to use   | 0.68 |
| I can find a quiet place in the Library to study when I need to                          | 5.71 | Face to face enquiry services meet my needs                     | 5.33 | Course specific resources (including short loans) meet my learning needs                            | 4.86 | Printing, scanning and photocopying facilities in the Library meet my needs              | 0.60 |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 5.70 | Normal opening hours meet my needs                              | 5.26 | Find@HKUL is easy to use  | 4.88 | I can find a quiet place in the Library to study when I need to                          | 0.58 |
| The Library website provides useful information  | 5.64 | I can get wireless access in the Library when I need to         | 5.24 | I can find a place in the Library to work in a group when I need to                                 | 4.89 | Library signage is clear   | 0.57 |
| The Library is a good place to study   | 5.63 | I can find a quiet place in the Library to study when I need to | 5.14 | The Library website is easy to use  | 4.90 | A computer is available when I need one  | 0.56 |
| Find@HKUL is easy to use   | 5.62 | The Library website provides useful information                 | 5.13 | Library workshops, classes and tutorials help me with my learning and research needs                | 4.91 | The Library website provides useful information  | 0.51 |

## The University of Hong Kong Library User Survey, November 2019

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

111 responses

|   | Importance |      | Performance |      |
|---|------------|------|-------------|------|
|   | Mean       | Rank | Mean        | Rank |
| Library staff are approachable and helpful  | 5.83       | 1    | 5.51        | 2    |
| Library staff provide accurate answers to my enquiries  | 5.81       | 2    | 5.49        | 3    |
| Library staff treat me fairly and without discrimination  | 5.79       | 3    | 5.69        | 1    |
| Library staff are readily available to assist me  | 5.75       | 4    | 5.46        | 4    |
| I can get wireless access in the Library when I need to   | 5.74       | 5    | 5.24        | 8    |
| I can find a quiet place in the Library to study when I need to   | 5.71       | 6    | 5.14        | 9    |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 5.70       | 7    | 4.84        | 27   |
| The Library website provides useful information   | 5.64       | 8    | 5.13        | 10   |
| The Library is a good place to study  | 5.63       | 9    | 5.41        | 5    |
| Find@HKUL is easy to use  | 5.62       | 10   | 4.88        | 24   |
| Normal opening hours meet my needs  | 5.61       | 11   | 5.26        | 7    |
| The Library website is easy to use  | 5.58       | 12   | 4.90        | 22   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.57       | 13   | 4.97        | 16   |
| The items I'm looking for on the Library shelves are usually there  | 5.55       | 14   | 4.85        | 26   |
| Face to face enquiry services meet my needs   | 5.55       | 15   | 5.33        | 6    |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.51       | 16   | 5.03        | 12   |
| Library signage is clear  | 5.50       | 17   | 4.93        | 17   |
| A computer is available when I need one   | 5.47       | 18   | 4.91        | 20   |
| When I am away from campus I can access the Library resources and services I need                             | 5.44       | 19   | 4.98        | 15   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.44       | 20   | 4.74        | 30   |
| The Library anticipates my learning and research needs  | 5.35       | 21   | 5.05        | 11   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.31       | 22   | 4.99        | 14   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.29       | 23   | 4.92        | 18   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.24       | 24   | 5.01        | 13   |
| I am informed about Library services  | 5.23       | 25   | 4.92        | 19   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.19       | 26   | 4.86        | 25   |
| I can find a place in the Library to work in a group when I need to   | 5.14       | 27   | 4.89        | 23   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 5.09       | 28   | 4.91        | 21   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.00       | 29   | 4.77        | 29   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 4.88       | 30   | 4.78        | 28   |



## The University of Hong Kong Library User Survey, November 2019

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

111 responses

|   | Performance |      | Importance |      |
|---|-------------|------|------------|------|
|   | Mean        | Rank | Mean       | Rank |
| Library staff treat me fairly and without discrimination  | 5.69        | 1    | 5.79       | 3    |
| Library staff are approachable and helpful  | 5.51        | 2    | 5.83       | 1    |
| Library staff provide accurate answers to my enquiries  | 5.49        | 3    | 5.81       | 2    |
| Library staff are readily available to assist me  | 5.46        | 4    | 5.75       | 4    |
| The Library is a good place to study  | 5.41        | 5    | 5.63       | 9    |
| Face to face enquiry services meet my needs   | 5.33        | 6    | 5.55       | 15   |
| Normal opening hours meet my needs  | 5.26        | 7    | 5.61       | 11   |
| I can get wireless access in the Library when I need to   | 5.24        | 8    | 5.74       | 5    |
| I can find a quiet place in the Library to study when I need to   | 5.14        | 9    | 5.71       | 6    |
| The Library website provides useful information   | 5.13        | 10   | 5.64       | 8    |
| The Library anticipates my learning and research needs  | 5.05        | 11   | 5.35       | 21   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.03        | 12   | 5.51       | 16   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.01        | 13   | 5.24       | 24   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 4.99        | 14   | 5.31       | 22   |
| When I am away from campus I can access the Library resources and services I need                             | 4.98        | 15   | 5.44       | 19   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 4.97        | 16   | 5.57       | 13   |
| Library signage is clear  | 4.93        | 17   | 5.50       | 17   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 4.92        | 18   | 5.29       | 23   |
| I am informed about Library services  | 4.92        | 19   | 5.23       | 25   |
| A computer is available when I need one   | 4.91        | 20   | 5.47       | 18   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 4.91        | 21   | 5.09       | 28   |
| The Library website is easy to use  | 4.90        | 22   | 5.58       | 12   |
| I can find a place in the Library to work in a group when I need to   | 4.89        | 23   | 5.14       | 27   |
| Find@HKUL is easy to use  | 4.88        | 24   | 5.62       | 10   |
| Course specific resources (including short loans) meet my learning needs                                      | 4.86        | 25   | 5.19       | 26   |
| The items I'm looking for on the Library shelves are usually there  | 4.85        | 26   | 5.55       | 14   |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 4.84        | 27   | 5.70       | 7    |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 4.78        | 28   | 4.88       | 30   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 4.77        | 29   | 5.00       | 29   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 4.74        | 30   | 5.44       | 20   |

## The University of Hong Kong Library User Survey, November 2019

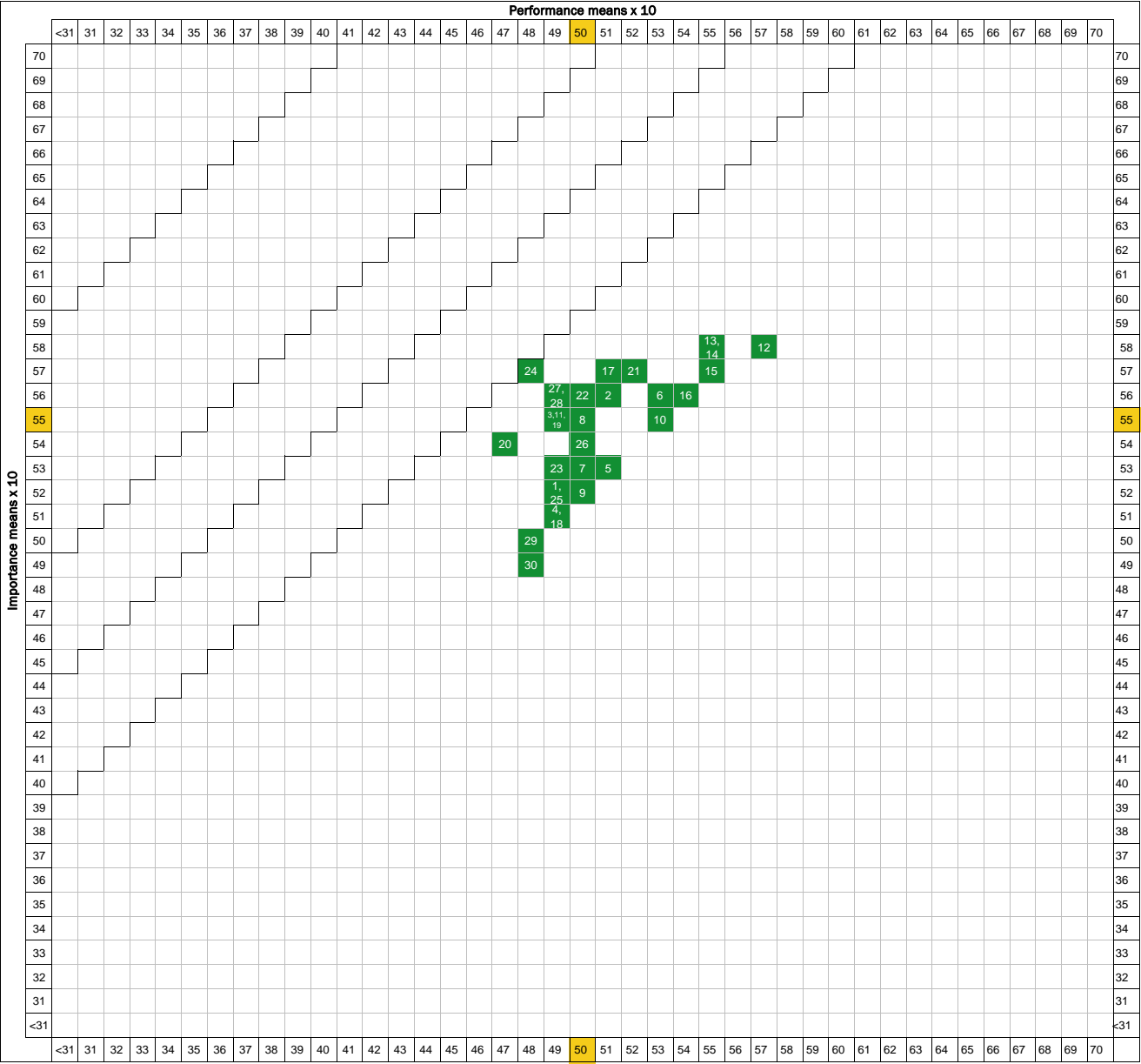
Mean gap scores — How often are you required to be on campus? - Fortnightly

111 responses

|   | Gap  |      | Importance |      |
|---|------|------|------------|------|
|   | Mean | Rank | Mean       | Rank |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 0.86 | 1    | 5.70       | 7    |
| Find@HKUL is easy to use  | 0.74 | 2    | 5.62       | 10   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 0.70 | 3    | 5.44       | 20   |
| The items I'm looking for on the Library shelves are usually there  | 0.69 | 4    | 5.55       | 14   |
| The Library website is easy to use  | 0.68 | 5    | 5.58       | 12   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 0.60 | 6    | 5.57       | 13   |
| I can find a quiet place in the Library to study when I need to   | 0.58 | 7    | 5.71       | 6    |
| Library signage is clear  | 0.57 | 8    | 5.50       | 17   |
| A computer is available when I need one   | 0.56 | 9    | 5.47       | 18   |
| The Library website provides useful information   | 0.51 | 10   | 5.64       | 8    |
| I can get wireless access in the Library when I need to   | 0.51 | 11   | 5.74       | 5    |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 0.48 | 12   | 5.51       | 16   |
| When I am away from campus I can access the Library resources and services I need                             | 0.47 | 13   | 5.44       | 19   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 0.37 | 14   | 5.29       | 23   |
| Normal opening hours meet my needs  | 0.35 | 15   | 5.61       | 11   |
| Course specific resources (including short loans) meet my learning needs                                      | 0.33 | 16   | 5.19       | 26   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 0.33 | 17   | 5.31       | 22   |
| Library staff provide accurate answers to my enquiries  | 0.32 | 18   | 5.81       | 2    |
| Library staff are approachable and helpful  | 0.32 | 19   | 5.83       | 1    |
| I am informed about Library services  | 0.31 | 20   | 5.23       | 25   |
| The Library anticipates my learning and research needs  | 0.30 | 21   | 5.35       | 21   |
| Library staff are readily available to assist me  | 0.28 | 22   | 5.75       | 4    |
| I can find a place in the Library to work in a group when I need to   | 0.25 | 23   | 5.14       | 27   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 0.23 | 24   | 5.24       | 24   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 0.23 | 25   | 5.00       | 29   |
| Face to face enquiry services meet my needs   | 0.22 | 26   | 5.55       | 15   |
| The Library is a good place to study  | 0.21 | 27   | 5.63       | 9    |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 0.18 | 28   | 5.09       | 28   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 0.11 | 29   | 4.88       | 30   |
| Library staff treat me fairly and without discrimination  | 0.10 | 30   | 5.79       | 3    |

**The University of Hong Kong Library User Survey, November 2019**

Best practice categories gap grid — How often are you required to be on campus? - Fortnightly  
111 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 Normal 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 Find@HKUL is easy to use  |
| 29 Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    |
| 30 ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           |

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, November 2019

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

327 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                       | 5.78 | A computer is available when I need one   | 5.06 | Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 0.66 |
| The Library is a good place to study   | 5.92 | Library staff are approachable and helpful                                     | 5.74 | ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials | 5.12 | When I am away from campus I can access the Library resources and services I need        | 0.57 |
| Library staff provide accurate answers to my enquiries                                   | 5.87 | Library staff provide accurate answers to my enquiries                         | 5.72 | I am informed about Library services  | 5.13 | Find@HKUL is easy to use   | 0.52 |
| Library staff are approachable and helpful   | 5.85 | The Library is a good place to study   | 5.65 | Library workshops, classes and tutorials help me with my learning and research needs                | 5.15 | A computer is available when I need one  | 0.50 |
| Library staff treat me fairly and without discrimination                                 | 5.84 | Library staff are readily available to assist me                               | 5.57 | Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs            | 5.16 | The items I'm looking for on the Library shelves are usually there                       | 0.49 |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 5.82 | I can get wireless access in the Library when I need to                        | 5.56 | Course specific resources are listed in ReadingList@HKUL and directly available via Moodle          | 5.16 | The Library website is easy to use   | 0.47 |
| I can get wireless access in the Library when I need to                                  | 5.79 | I can find a quiet place in the Library to study when I need to                | 5.51 | The items I'm looking for on the Library shelves are usually there                                  | 5.16 | I can find a quiet place in the Library to study when I need to                          | 0.41 |
| The Library website is easy to use   | 5.79 | Face to face enquiry services meet my needs                                    | 5.51 | When I am away from campus I can access the Library resources and services I need                   | 5.18 | The Library website provides useful information  | 0.38 |
| Library staff are readily available to assist me   | 5.78 | Self Service (e.g. self check loans, requests, renewals, holds) meets my needs | 5.49 | Library signage is clear  | 5.20 | Library signage is clear   | 0.34 |
| When I am away from campus I can access the Library resources and services I need        | 5.75 | Normal opening hours meet my needs   | 5.42 | Course specific resources (including short loans) meet my learning needs                            | 5.21 | The Library anticipates my learning and research needs                                   | 0.34 |

## The University of Hong Kong Library User Survey, November 2019

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

327 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    | 5.51        | 7    |
| The Library is a good place to study  | 5.92       | 2    | 5.65        | 4    |
| Library staff provide accurate answers to my enquiries  | 5.87       | 3    | 5.72        | 3    |
| Library staff are approachable and helpful  | 5.85       | 4    | 5.74        | 2    |
| Library staff treat me fairly and without discrimination  | 5.84       | 5    | 5.78        | 1    |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 5.82       | 6    | 5.16        | 26   |
| I can get wireless access in the Library when I need to   | 5.79       | 7    | 5.56        | 6    |
| The Library website is easy to use  | 5.79       | 8    | 5.32        | 15   |
| Library staff are readily available to assist me  | 5.78       | 9    | 5.57        | 5    |
| When I am away from campus I can access the Library resources and services I need                             | 5.75       | 10   | 5.18        | 23   |
| Find@HKUL is easy to use  | 5.74       | 11   | 5.23        | 18   |
| The items I'm looking for on the Library shelves are usually there  | 5.65       | 12   | 5.16        | 24   |
| The Library website provides useful information   | 5.65       | 13   | 5.27        | 17   |
| Normal opening hours meet my needs  | 5.64       | 14   | 5.42        | 10   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.63       | 15   | 5.34        | 12   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.61       | 16   | 5.33        | 14   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.59       | 17   | 5.39        | 11   |
| Face to face enquiry services meet my needs   | 5.59       | 18   | 5.51        | 8    |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.58       | 19   | 5.49        | 9    |
| The Library anticipates my learning and research needs  | 5.56       | 20   | 5.23        | 19   |
| A computer is available when I need one   | 5.56       | 21   | 5.06        | 30   |
| Library signage is clear  | 5.54       | 22   | 5.20        | 22   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.51       | 23   | 5.33        | 13   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.51       | 24   | 5.21        | 21   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.48       | 25   | 5.29        | 16   |
| I can find a place in the Library to work in a group when I need to   | 5.41       | 26   | 5.22        | 20   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.37       | 27   | 5.16        | 25   |
| I am informed about Library services  | 5.35       | 28   | 5.13        | 28   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.31       | 29   | 5.12        | 29   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 5.14       | 30   | 5.15        | 27   |

## The University of Hong Kong Library User Survey, November 2019

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

327 responses

|   | Performance |      | Importance |      |
|---|-------------|------|------------|------|
|   | Mean        | Rank | Mean       | Rank |
| Library staff treat me fairly and without discrimination  | 5.78        | 1    | 5.84       | 5    |
| Library staff are approachable and helpful  | 5.74        | 2    | 5.85       | 4    |
| Library staff provide accurate answers to my enquiries  | 5.72        | 3    | 5.87       | 3    |
| The Library is a good place to study  | 5.65        | 4    | 5.92       | 2    |
| Library staff are readily available to assist me  | 5.57        | 5    | 5.78       | 9    |
| I can get wireless access in the Library when I need to   | 5.56        | 6    | 5.79       | 7    |
| I can find a quiet place in the Library to study when I need to   | 5.51        | 7    | 5.93       | 1    |
| Face to face enquiry services meet my needs   | 5.51        | 8    | 5.59       | 18   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.49        | 9    | 5.58       | 19   |
| Normal opening hours meet my needs  | 5.42        | 10   | 5.64       | 14   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.39        | 11   | 5.59       | 17   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.34        | 12   | 5.63       | 15   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.33        | 13   | 5.51       | 23   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.33        | 14   | 5.61       | 16   |
| The Library website is easy to use  | 5.32        | 15   | 5.79       | 8    |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.29        | 16   | 5.48       | 25   |
| The Library website provides useful information   | 5.27        | 17   | 5.65       | 13   |
| Find@HKUL is easy to use  | 5.23        | 18   | 5.74       | 11   |
| The Library anticipates my learning and research needs  | 5.23        | 19   | 5.56       | 20   |
| I can find a place in the Library to work in a group when I need to   | 5.22        | 20   | 5.41       | 26   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.21        | 21   | 5.51       | 24   |
| Library signage is clear  | 5.20        | 22   | 5.54       | 22   |
| When I am away from campus I can access the Library resources and services I need                             | 5.18        | 23   | 5.75       | 10   |
| The items I'm looking for on the Library shelves are usually there  | 5.16        | 24   | 5.65       | 12   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.16        | 25   | 5.37       | 27   |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 5.16        | 26   | 5.82       | 6    |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 5.15        | 27   | 5.14       | 30   |
| I am informed about Library services  | 5.13        | 28   | 5.35       | 28   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.12        | 29   | 5.31       | 29   |
| A computer is available when I need one   | 5.06        | 30   | 5.56       | 21   |

## The University of Hong Kong Library User Survey, November 2019

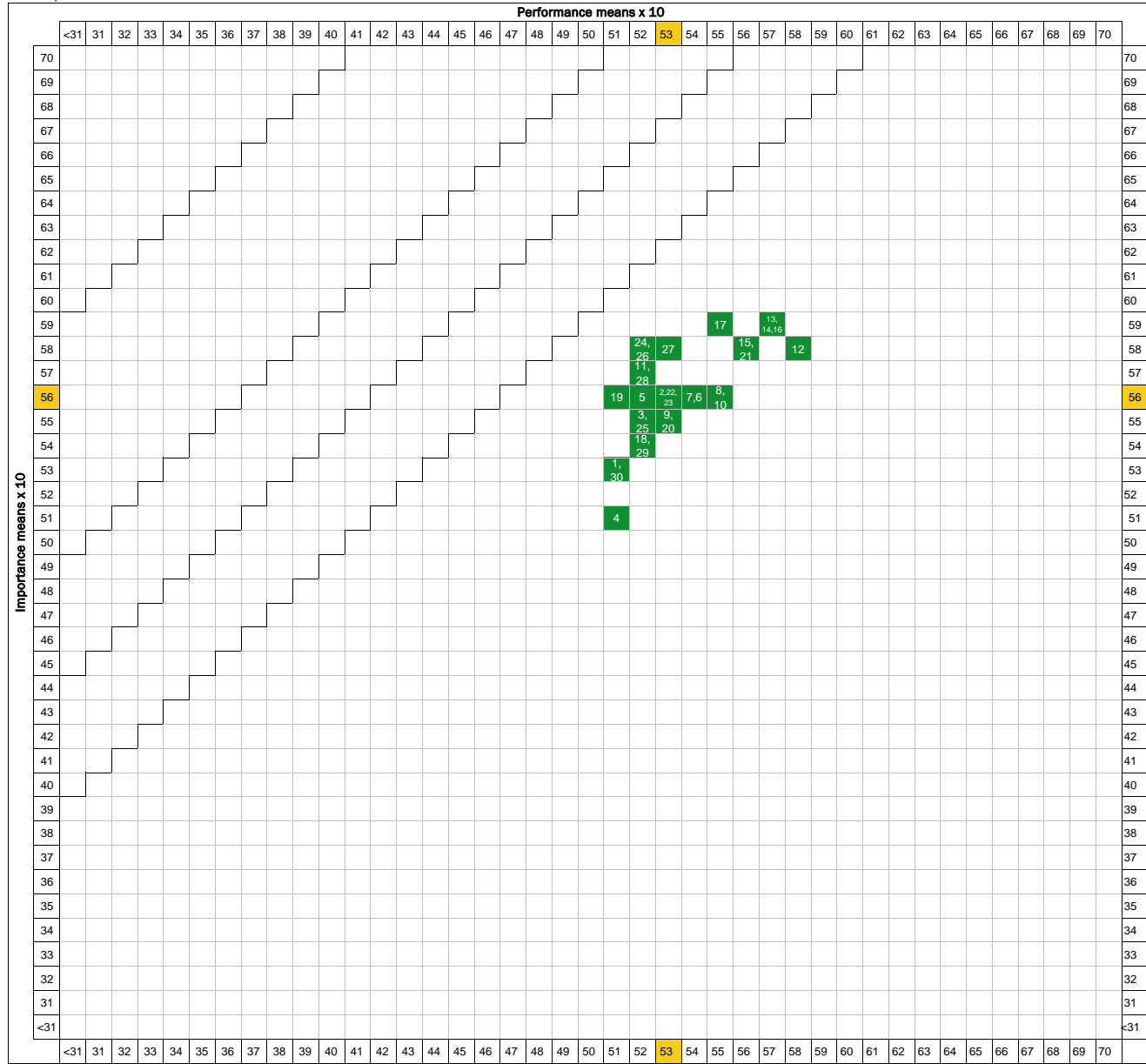
Mean gap scores — How often are you required to be on campus? - Monthly

327 responses

|   | Gap   |      | Importance |      |
|---|-------|------|------------|------|
|   | Mean  | Rank | Mean       | Rank |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 0.66  | 1    | 5.82       | 6    |
| When I am away from campus I can access the Library resources and services I need                             | 0.57  | 2    | 5.75       | 10   |
| Find@HKUL is easy to use  | 0.52  | 3    | 5.74       | 11   |
| A computer is available when I need one   | 0.50  | 4    | 5.56       | 21   |
| The items I'm looking for on the Library shelves are usually there  | 0.49  | 5    | 5.65       | 12   |
| The Library website is easy to use  | 0.47  | 6    | 5.79       | 8    |
| I can find a quiet place in the Library to study when I need to   | 0.41  | 7    | 5.93       | 1    |
| The Library website provides useful information   | 0.38  | 8    | 5.65       | 13   |
| Library signage is clear  | 0.34  | 9    | 5.54       | 22   |
| The Library anticipates my learning and research needs  | 0.34  | 10   | 5.56       | 20   |
| Course specific resources (including short loans) meet my learning needs                                      | 0.30  | 11   | 5.51       | 24   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 0.30  | 12   | 5.63       | 15   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 0.28  | 13   | 5.61       | 16   |
| The Library is a good place to study  | 0.27  | 14   | 5.92       | 2    |
| I can get wireless access in the Library when I need to   | 0.23  | 15   | 5.79       | 7    |
| Normal opening hours meet my needs  | 0.22  | 16   | 5.64       | 14   |
| I am informed about Library services  | 0.22  | 17   | 5.35       | 28   |
| Library staff are readily available to assist me  | 0.22  | 18   | 5.78       | 9    |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 0.21  | 19   | 5.37       | 27   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 0.19  | 20   | 5.59       | 17   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 0.19  | 21   | 5.48       | 25   |
| I can find a place in the Library to work in a group when I need to   | 0.19  | 22   | 5.41       | 26   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 0.19  | 23   | 5.31       | 29   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 0.18  | 24   | 5.51       | 23   |
| Library staff provide accurate answers to my enquiries  | 0.16  | 25   | 5.87       | 3    |
| Library staff are approachable and helpful  | 0.11  | 26   | 5.85       | 4    |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 0.08  | 27   | 5.58       | 19   |
| Face to face enquiry services meet my needs   | 0.08  | 28   | 5.59       | 18   |
| Library staff treat me fairly and without discrimination  | 0.07  | 29   | 5.84       | 5    |
| Library workshops, classes and tutorials help me with my learning and research needs                          | -0.01 | 30   | 5.14       | 30   |

### The University of Hong Kong Library User Survey, November 2019

Best practice categories gap grid — How often are you required to be on campus? - Monthly  
327 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          | Normal 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         | Find@HKUL is easy to use  |
| 29         | Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    |
| 30         | ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           |

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



## The University of Hong Kong Library User Survey, November 2019

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

924 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   | 6.04 | Library staff treat me fairly and without discrimination                                     | 5.80 | I am informed about Library services  | 4.82 | When I am away from campus I can access the Library resources and services I need        | 0.75 |
| I can find a quiet place in the Library to study when I need to                          | 5.99 | The Library is a good place to study   | 5.72 | Library workshops, classes and tutorials help me with my learning and research needs                | 4.87 | Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 0.68 |
| I can get wireless access in the Library when I need to                                  | 5.96 | Library staff are approachable and helpful   | 5.68 | I can find a place in the Library to work in a group when I need to                                 | 5.01 | Find@HKUL is easy to use   | 0.60 |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 5.86 | Library staff provide accurate answers to my enquiries                                       | 5.64 | A computer is available when I need one   | 5.03 | The items I'm looking for on the Library shelves are usually there                       | 0.57 |
| Library staff are approachable and helpful   | 5.85 | Self Service (e.g. self check loans, requests, renewals, holds) meets my needs               | 5.52 | ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials | 5.04 | The Library website is easy to use   | 0.55 |
| Library staff provide accurate answers to my enquiries                                   | 5.84 | I can get wireless access in the Library when I need to                                      | 5.52 | The Library anticipates my learning and research needs  | 5.06 | A computer is available when I need one  | 0.52 |
| When I am away from campus I can access the Library resources and services I need        | 5.83 | Library staff are readily available to assist me   | 5.52 | When I am away from campus I can access the Library resources and services I need                   | 5.08 | The Library website provides useful information  | 0.51 |
| Library staff treat me fairly and without discrimination                                 | 5.82 | I can find a quiet place in the Library to study when I need to                              | 5.49 | Course specific resources are listed in ReadingList@HKUL and directly available via Moodle          | 5.10 | I can find a quiet place in the Library to study when I need to                          | 0.49 |
| The Library website is easy to use   | 5.77 | Face to face enquiry services meet my needs  | 5.41 | The items I'm looking for on the Library shelves are usually there                                  | 5.11 | Laptop facilities (e.g. desks, power) in the Library meet my needs                       | 0.48 |
| Find@HKUL is easy to use   | 5.75 | Books and articles I have requested from other libraries and campuses are delivered promptly | 5.35 | Find@HKUL is easy to use  | 5.14 | Printing, scanning and photocopying facilities in the Library meet my needs              | 0.46 |

## The University of Hong Kong Library User Survey, November 2019

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

924 responses

|   | Importance |      | Performance |      |
|---|------------|------|-------------|------|
|   | Mean       | Rank | Mean        | Rank |
| The Library is a good place to study  | 6.04       | 1    | 5.72        | 2    |
| I can find a quiet place in the Library to study when I need to   | 5.99       | 2    | 5.49        | 8    |
| I can get wireless access in the Library when I need to   | 5.96       | 3    | 5.52        | 6    |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 5.86       | 4    | 5.18        | 16   |
| Library staff are approachable and helpful  | 5.85       | 5    | 5.68        | 3    |
| Library staff provide accurate answers to my enquiries  | 5.84       | 6    | 5.64        | 4    |
| When I am away from campus I can access the Library resources and services I need                             | 5.83       | 7    | 5.08        | 24   |
| Library staff treat me fairly and without discrimination  | 5.82       | 8    | 5.80        | 1    |
| The Library website is easy to use  | 5.77       | 9    | 5.22        | 15   |
| Find@HKUL is easy to use  | 5.75       | 10   | 5.14        | 21   |
| Library staff are readily available to assist me  | 5.74       | 11   | 5.52        | 7    |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.73       | 12   | 5.26        | 13   |
| Normal opening hours meet my needs  | 5.72       | 13   | 5.35        | 11   |
| The items I'm looking for on the Library shelves are usually there  | 5.68       | 14   | 5.11        | 22   |
| The Library website provides useful information   | 5.67       | 15   | 5.16        | 19   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.65       | 16   | 5.17        | 18   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.62       | 17   | 5.52        | 5    |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.61       | 18   | 5.32        | 12   |
| A computer is available when I need one   | 5.55       | 19   | 5.03        | 27   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.53       | 20   | 5.35        | 10   |
| Face to face enquiry services meet my needs   | 5.51       | 21   | 5.41        | 9    |
| Library signage is clear  | 5.48       | 22   | 5.18        | 17   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.41       | 23   | 5.25        | 14   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.39       | 24   | 5.15        | 20   |
| I can find a place in the Library to work in a group when I need to   | 5.36       | 25   | 5.01        | 28   |
| The Library anticipates my learning and research needs  | 5.33       | 26   | 5.06        | 25   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.30       | 27   | 5.10        | 23   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.26       | 28   | 5.04        | 26   |
| I am informed about Library services  | 5.07       | 29   | 4.82        | 30   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 4.88       | 30   | 4.87        | 29   |

## The University of Hong Kong Library User Survey, November 2019

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

924 responses

|   | Performance |      | Importance |      |
|---|-------------|------|------------|------|
|   | Mean        | Rank | Mean       | Rank |
| Library staff treat me fairly and without discrimination  | 5.80        | 1    | 5.82       | 8    |
| The Library is a good place to study  | 5.72        | 2    | 6.04       | 1    |
| Library staff are approachable and helpful  | 5.68        | 3    | 5.85       | 5    |
| Library staff provide accurate answers to my enquiries  | 5.64        | 4    | 5.84       | 6    |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.52        | 5    | 5.62       | 17   |
| I can get wireless access in the Library when I need to   | 5.52        | 6    | 5.96       | 3    |
| Library staff are readily available to assist me  | 5.52        | 7    | 5.74       | 11   |
| I can find a quiet place in the Library to study when I need to   | 5.49        | 8    | 5.99       | 2    |
| Face to face enquiry services meet my needs   | 5.41        | 9    | 5.51       | 21   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.35        | 10   | 5.53       | 20   |
| Normal opening hours meet my needs  | 5.35        | 11   | 5.72       | 13   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.32        | 12   | 5.61       | 18   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.26        | 13   | 5.73       | 12   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.25        | 14   | 5.41       | 23   |
| The Library website is easy to use  | 5.22        | 15   | 5.77       | 9    |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 5.18        | 16   | 5.86       | 4    |
| Library signage is clear  | 5.18        | 17   | 5.48       | 22   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.17        | 18   | 5.65       | 16   |
| The Library website provides useful information   | 5.16        | 19   | 5.67       | 15   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.15        | 20   | 5.39       | 24   |
| Find@HKUL is easy to use  | 5.14        | 21   | 5.75       | 10   |
| The items I'm looking for on the Library shelves are usually there  | 5.11        | 22   | 5.68       | 14   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.10        | 23   | 5.30       | 27   |
| When I am away from campus I can access the Library resources and services I need                             | 5.08        | 24   | 5.83       | 7    |
| The Library anticipates my learning and research needs  | 5.06        | 25   | 5.33       | 26   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.04        | 26   | 5.26       | 28   |
| A computer is available when I need one   | 5.03        | 27   | 5.55       | 19   |
| I can find a place in the Library to work in a group when I need to   | 5.01        | 28   | 5.36       | 25   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 4.87        | 29   | 4.88       | 30   |
| I am informed about Library services  | 4.82        | 30   | 5.07       | 29   |

## The University of Hong Kong Library User Survey, November 2019

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

924 responses

|   | Gap  |      | Importance |      |
|---|------|------|------------|------|
|   | Mean | Rank | Mean       | Rank |
| When I am away from campus I can access the Library resources and services I need                             | 0.75 | 1    | 5.83       | 7    |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 0.68 | 2    | 5.86       | 4    |
| Find@HKUL is easy to use  | 0.60 | 3    | 5.75       | 10   |
| The items I'm looking for on the Library shelves are usually there  | 0.57 | 4    | 5.68       | 14   |
| The Library website is easy to use  | 0.55 | 5    | 5.77       | 9    |
| A computer is available when I need one   | 0.52 | 6    | 5.55       | 19   |
| The Library website provides useful information   | 0.51 | 7    | 5.67       | 15   |
| I can find a quiet place in the Library to study when I need to   | 0.49 | 8    | 5.99       | 2    |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 0.48 | 9    | 5.65       | 16   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 0.46 | 10   | 5.73       | 12   |
| I can get wireless access in the Library when I need to   | 0.45 | 11   | 5.96       | 3    |
| Normal opening hours meet my needs  | 0.36 | 12   | 5.72       | 13   |
| I can find a place in the Library to work in a group when I need to   | 0.34 | 13   | 5.36       | 25   |
| The Library is a good place to study  | 0.33 | 14   | 6.04       | 1    |
| Library signage is clear  | 0.31 | 15   | 5.48       | 22   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 0.29 | 16   | 5.61       | 18   |
| The Library anticipates my learning and research needs  | 0.27 | 17   | 5.33       | 26   |
| I am informed about Library services  | 0.25 | 18   | 5.07       | 29   |
| Course specific resources (including short loans) meet my learning needs                                      | 0.23 | 19   | 5.39       | 24   |
| Library staff are readily available to assist me  | 0.22 | 20   | 5.74       | 11   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 0.22 | 21   | 5.26       | 28   |
| Library staff provide accurate answers to my enquiries  | 0.20 | 22   | 5.84       | 6    |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 0.20 | 23   | 5.30       | 27   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 0.17 | 24   | 5.53       | 20   |
| Library staff are approachable and helpful  | 0.17 | 25   | 5.85       | 5    |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 0.16 | 26   | 5.41       | 23   |
| Face to face enquiry services meet my needs   | 0.10 | 27   | 5.51       | 21   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 0.10 | 28   | 5.62       | 17   |
| Library staff treat me fairly and without discrimination  | 0.03 | 29   | 5.82       | 8    |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 0.01 | 30   | 4.88       | 30   |



## The University of Hong Kong Library User Survey, November 2019

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

392 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                                  | 6.06 | Library staff treat me fairly and without discrimination                                     | 5.93 | Library workshops, classes and tutorials help me with my learning and research needs                | 4.77 | When I am away from campus I can access the Library resources and services I need        | 1.00 |
| I can find a quiet place in the Library to study when I need to                          | 6.05 | Library staff are approachable and helpful   | 5.76 | I am informed about Library services  | 4.78 | Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 0.94 |
| The Library is a good place to study   | 6.04 | Library staff provide accurate answers to my enquiries                                       | 5.74 | Course specific resources are listed in ReadingList@HKUL and directly available via Moodle          | 4.84 | Find@HKUL is easy to use   | 0.83 |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs | 6.01 | The Library is a good place to study   | 5.69 | ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials | 4.87 | The items I'm looking for on the Library shelves are usually there                       | 0.70 |
| Library staff provide accurate answers to my enquiries                                   | 5.94 | I can get wireless access in the Library when I need to                                      | 5.58 | When I am away from campus I can access the Library resources and services I need                   | 4.88 | The Library website is easy to use   | 0.70 |
| When I am away from campus I can access the Library resources and services I need        | 5.88 | Self Service (e.g. self check loans, requests, renewals, holds) meets my needs               | 5.58 | Course specific resources (including short loans) meet my learning needs                            | 4.99 | A computer is available when I need one  | 0.64 |
| Library staff treat me fairly and without discrimination                                 | 5.87 | I can find a quiet place in the Library to study when I need to                              | 5.56 | Find@HKUL is easy to use  | 5.00 | Laptop facilities (e.g. desks, power) in the Library meet my needs                       | 0.57 |
| Normal opening hours meet my needs   | 5.85 | Library staff are readily available to assist me   | 5.55 | The Library anticipates my learning and research needs  | 5.00 | The Library website provides useful information  | 0.54 |
| Library staff are approachable and helpful   | 5.85 | Face to face enquiry services meet my needs  | 5.51 | A computer is available when I need one   | 5.01 | Printing, scanning and photocopying facilities in the Library meet my needs              | 0.53 |
| Find@HKUL is easy to use   | 5.83 | Books and articles I have requested from other libraries and campuses are delivered promptly | 5.46 | I can find a place in the Library to work in a group when I need to                                 | 5.03 | I can find a quiet place in the Library to study when I need to                          | 0.48 |

## The University of Hong Kong Library User Survey, November 2019

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

392 responses

|   | Importance |      | Performance |      |
|---|------------|------|-------------|------|
|   | Mean       | Rank | Mean        | Rank |
| I can get wireless access in the Library when I need to   | 6.06       | 1    | 5.58        | 5    |
| I can find a quiet place in the Library to study when I need to   | 6.05       | 2    | 5.56        | 7    |
| The Library is a good place to study  | 6.04       | 3    | 5.69        | 4    |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 6.01       | 4    | 5.06        | 20   |
| Library staff provide accurate answers to my enquiries  | 5.94       | 5    | 5.74        | 3    |
| When I am away from campus I can access the Library resources and services I need                             | 5.88       | 6    | 4.88        | 26   |
| Library staff treat me fairly and without discrimination  | 5.87       | 7    | 5.93        | 1    |
| Normal opening hours meet my needs  | 5.85       | 8    | 5.37        | 11   |
| Library staff are approachable and helpful  | 5.85       | 9    | 5.76        | 2    |
| Find@HKUL is easy to use  | 5.83       | 10   | 5.00        | 24   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.79       | 11   | 5.26        | 14   |
| The Library website is easy to use  | 5.78       | 12   | 5.09        | 18   |
| Library staff are readily available to assist me  | 5.77       | 13   | 5.55        | 8    |
| The items I'm looking for on the Library shelves are usually there  | 5.77       | 14   | 5.07        | 19   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.76       | 15   | 5.37        | 12   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.74       | 16   | 5.17        | 15   |
| The Library website provides useful information   | 5.70       | 17   | 5.16        | 16   |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.66       | 18   | 5.58        | 6    |
| A computer is available when I need one   | 5.64       | 19   | 5.01        | 22   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.63       | 20   | 5.46        | 10   |
| Face to face enquiry services meet my needs   | 5.54       | 21   | 5.51        | 9    |
| Library signage is clear  | 5.44       | 22   | 5.15        | 17   |
| The Library anticipates my learning and research needs  | 5.37       | 23   | 5.00        | 23   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.35       | 24   | 5.29        | 13   |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 5.28       | 25   | 4.87        | 27   |
| Course specific resources (including short loans) meet my learning needs                                      | 5.27       | 26   | 4.99        | 25   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 5.22       | 27   | 4.84        | 28   |
| I can find a place in the Library to work in a group when I need to   | 5.22       | 28   | 5.03        | 21   |
| I am informed about Library services  | 4.88       | 29   | 4.78        | 29   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 4.76       | 30   | 4.77        | 30   |

## The University of Hong Kong Library User Survey, November 2019

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

392 responses

|   | Performance |      | Importance |      |
|---|-------------|------|------------|------|
|   | Mean        | Rank | Mean       | Rank |
| Library staff treat me fairly and without discrimination  | 5.93        | 1    | 5.87       | 7    |
| Library staff are approachable and helpful  | 5.76        | 2    | 5.85       | 9    |
| Library staff provide accurate answers to my enquiries  | 5.74        | 3    | 5.94       | 5    |
| The Library is a good place to study  | 5.69        | 4    | 6.04       | 3    |
| I can get wireless access in the Library when I need to   | 5.58        | 5    | 6.06       | 1    |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 5.58        | 6    | 5.66       | 18   |
| I can find a quiet place in the Library to study when I need to   | 5.56        | 7    | 6.05       | 2    |
| Library staff are readily available to assist me  | 5.55        | 8    | 5.77       | 13   |
| Face to face enquiry services meet my needs   | 5.51        | 9    | 5.54       | 21   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 5.46        | 10   | 5.63       | 20   |
| Normal opening hours meet my needs  | 5.37        | 11   | 5.85       | 8    |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 5.37        | 12   | 5.76       | 15   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 5.29        | 13   | 5.35       | 24   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 5.26        | 14   | 5.79       | 11   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 5.17        | 15   | 5.74       | 16   |
| The Library website provides useful information   | 5.16        | 16   | 5.70       | 17   |
| Library signage is clear  | 5.15        | 17   | 5.44       | 22   |
| The Library website is easy to use  | 5.09        | 18   | 5.78       | 12   |
| The items I'm looking for on the Library shelves are usually there  | 5.07        | 19   | 5.77       | 14   |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 5.06        | 20   | 6.01       | 4    |
| I can find a place in the Library to work in a group when I need to   | 5.03        | 21   | 5.22       | 28   |
| A computer is available when I need one   | 5.01        | 22   | 5.64       | 19   |
| The Library anticipates my learning and research needs  | 5.00        | 23   | 5.37       | 23   |
| Find@HKUL is easy to use  | 5.00        | 24   | 5.83       | 10   |
| Course specific resources (including short loans) meet my learning needs                                      | 4.99        | 25   | 5.27       | 26   |
| When I am away from campus I can access the Library resources and services I need                             | 4.88        | 26   | 5.88       | 6    |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 4.87        | 27   | 5.28       | 25   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 4.84        | 28   | 5.22       | 27   |
| I am informed about Library services  | 4.78        | 29   | 4.88       | 29   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | 4.77        | 30   | 4.76       | 30   |



## The University of Hong Kong Library User Survey, November 2019

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

392 responses

|   | Gap   |      | Importance |      |
|---|-------|------|------------|------|
|   | Mean  | Rank | Mean       | Rank |
| When I am away from campus I can access the Library resources and services I need                             | 1.00  | 1    | 5.88       | 6    |
| Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs                      | 0.94  | 2    | 6.01       | 4    |
| Find@HKUL is easy to use  | 0.83  | 3    | 5.83       | 10   |
| The items I'm looking for on the Library shelves are usually there  | 0.70  | 4    | 5.77       | 14   |
| The Library website is easy to use  | 0.70  | 5    | 5.78       | 12   |
| A computer is available when I need one   | 0.64  | 6    | 5.64       | 19   |
| Laptop facilities (e.g. desks, power) in the Library meet my needs  | 0.57  | 7    | 5.74       | 16   |
| The Library website provides useful information   | 0.54  | 8    | 5.70       | 17   |
| Printing, scanning and photocopying facilities in the Library meet my needs                                   | 0.53  | 9    | 5.79       | 11   |
| I can find a quiet place in the Library to study when I need to   | 0.48  | 10   | 6.05       | 2    |
| Normal opening hours meet my needs  | 0.48  | 11   | 5.85       | 8    |
| I can get wireless access in the Library when I need to   | 0.48  | 12   | 6.06       | 1    |
| ReadingList@HKUL is a convenient one-stop platform that provides access to course reading materials           | 0.40  | 13   | 5.28       | 25   |
| Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs | 0.39  | 14   | 5.76       | 15   |
| Course specific resources are listed in ReadingList@HKUL and directly available via Moodle                    | 0.38  | 15   | 5.22       | 27   |
| The Library anticipates my learning and research needs  | 0.37  | 16   | 5.37       | 23   |
| The Library is a good place to study  | 0.34  | 17   | 6.04       | 3    |
| Library signage is clear  | 0.29  | 18   | 5.44       | 22   |
| Course specific resources (including short loans) meet my learning needs                                      | 0.28  | 19   | 5.27       | 26   |
| Library staff are readily available to assist me  | 0.22  | 20   | 5.77       | 13   |
| Library staff provide accurate answers to my enquiries  | 0.20  | 21   | 5.94       | 5    |
| I can find a place in the Library to work in a group when I need to   | 0.19  | 22   | 5.22       | 28   |
| Books and articles I have requested from other libraries and campuses are delivered promptly                  | 0.17  | 23   | 5.63       | 20   |
| I am informed about Library services  | 0.10  | 24   | 4.88       | 29   |
| Library staff are approachable and helpful  | 0.09  | 25   | 5.85       | 9    |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs                                | 0.08  | 26   | 5.66       | 18   |
| Electronic enquiry services (e.g. email, WhatsApp-a-Librarian) meet my needs                                  | 0.06  | 27   | 5.35       | 24   |
| Face to face enquiry services meet my needs   | 0.03  | 28   | 5.54       | 21   |
| Library workshops, classes and tutorials help me with my learning and research needs                          | -0.01 | 29   | 4.76       | 30   |
| Library staff treat me fairly and without discrimination  | -0.05 | 30   | 5.87       | 7    |

