

TWC Library Survey Report 2020



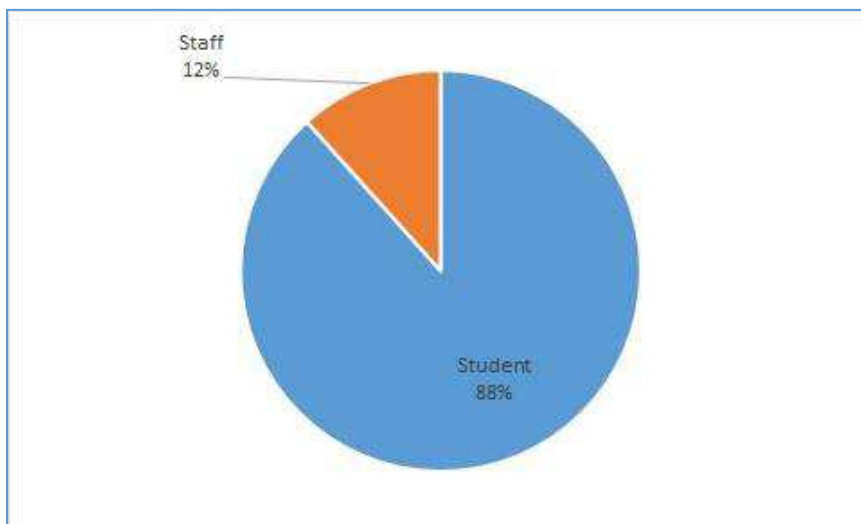
About the Survey

The Library User Survey is designed to solicit user feedback on Library space, facilities, resources and services. The online survey was conducted from 23 November to 21 December 2020. The Library sent a mass mail and published posts on Facebook and Instagram to invite TWC staff and students to participate in the survey.

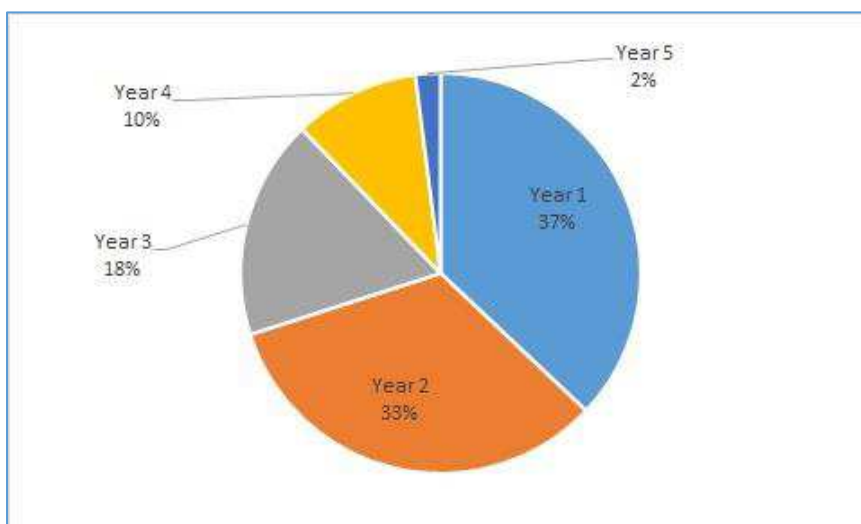
The Respondents

By the end of the survey, the Library received 223 responses. 88% are students and 12% are staff. Most of the respondents are come from School of Nursing (66%). And more than half of the respondents (53%) said they visit the Library at least once a week.

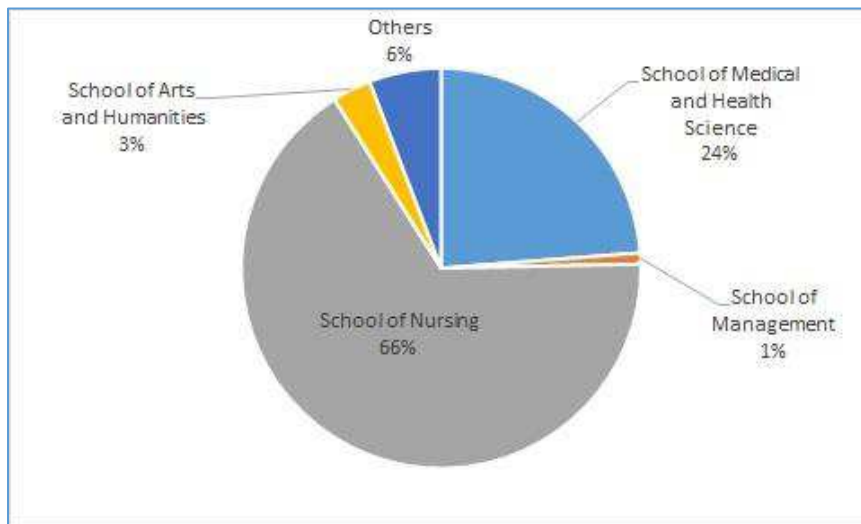
Respondents Status



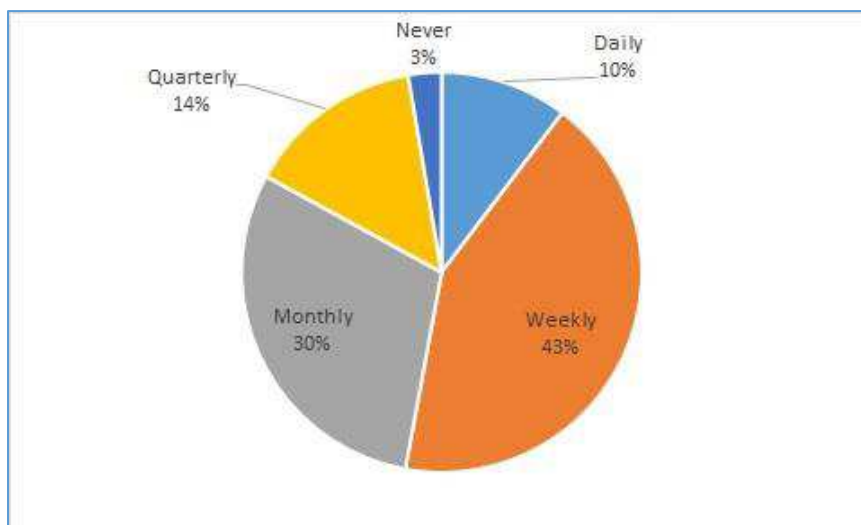
Respondents Years at TWC



Respondents Schools



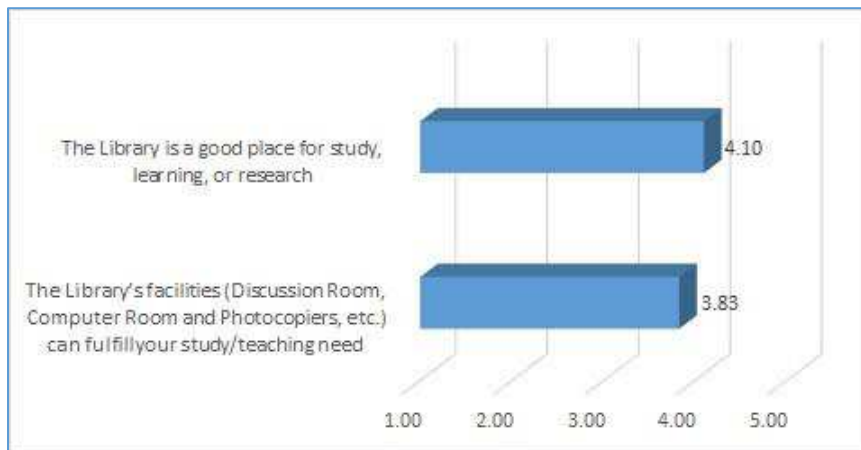
Frequency of Using the Library



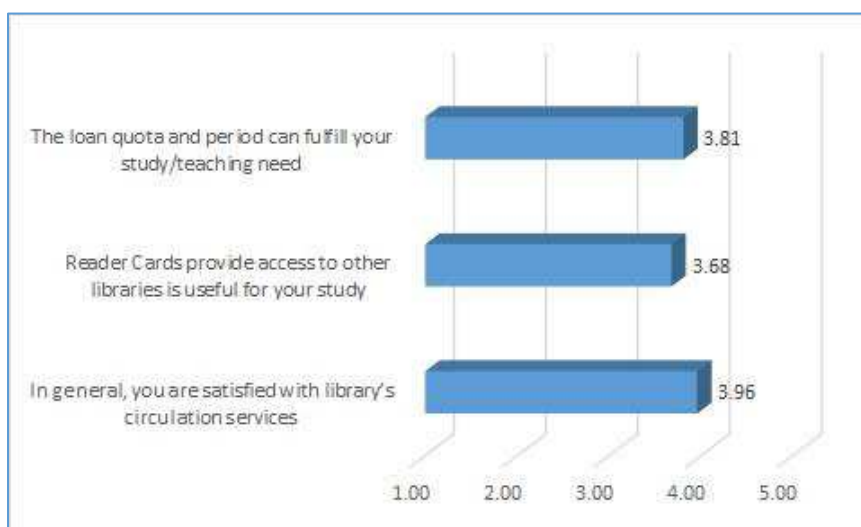
Overall Satisfaction

The satisfaction rating in response to each statement in the survey is shown below. The rating is the average of all ratings given to the item (five being the highest).

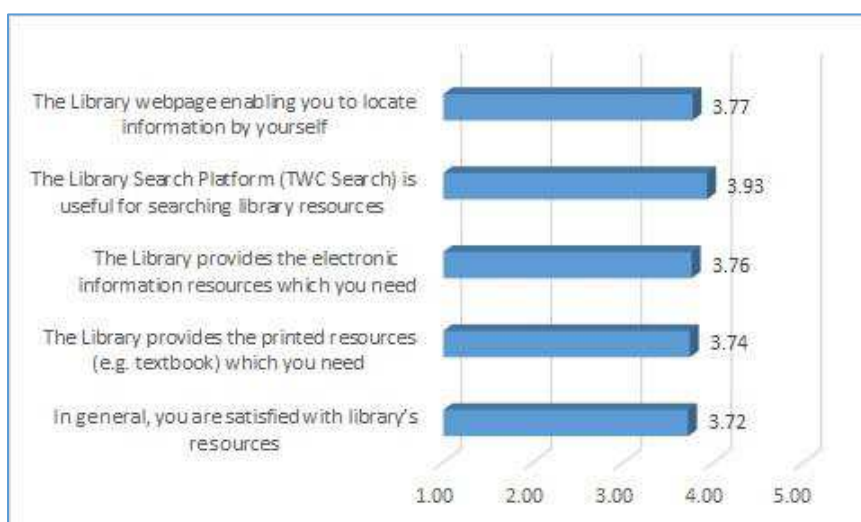
Library Space and Facilities



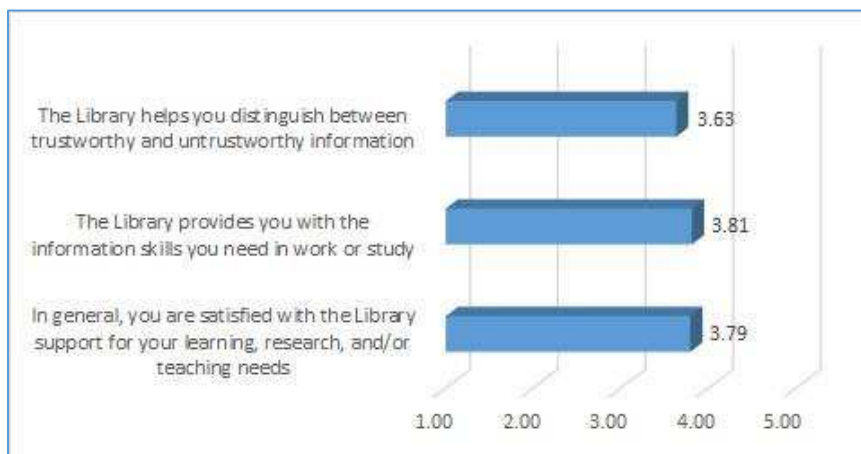
Circulation Services



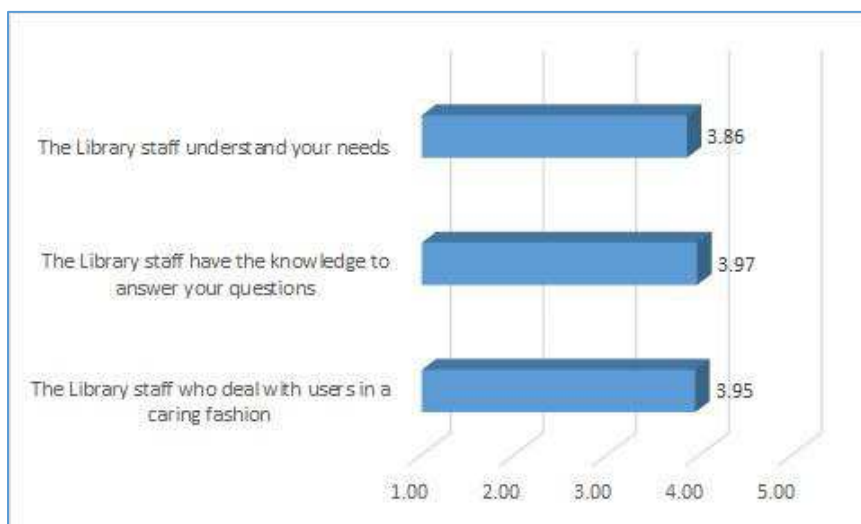
Information Resources



User Education/Learning and Research Support



Staff



Comments and Responses

All survey respondents were invited to provide comments on Library resources and services before the end of the survey. There are 74 respondents left their comments. The table below summarizes the key comments submitted by users, and the Library's response in terms of actions, taken or planned, to address the evolving needs of our users.

Comments	Responses
As a staff, I understand the limited resources that Library might have and I think Library has done a good job. Sometimes I would hear that there are no books to read in the Library here, but that is not the case. At least it is wrong to me. I enjoy my reading time here (Though a year ago))	Thank you.
The Library website is very well organized and informative. Professional services ensured.	
Some of the resources from the online library is invaluable to read.	If you face any problems about accessing to e-resources, please do not hesitate to contact our staff for assistance.
It would be perfect if the library provided a list of reliable webpages for searching medical terminologies.	The Library has compiled a subject guide on medical terminology: https://www.twc.edu.hk/en/Administration_Units/lib/guide_and_tutorial/subject_guide/medical_terminology
Would be great if can have more resources such as complete anatomy school account	The Library has acquired the e-resource Complete Anatomy to support students taking specific courses. You may ask your course instructor for details. Spare accounts are available for those who are interested in this e-resource. You may also access it at KPC Library 5/F Computer U-Zone. Please go to the Library counter for further assistance.
Can provide ebook for students to access	The Library has acquired more e-books to support online learning: https://www.twc.edu.hk/en/Administration_Units/lib/e-resource/electronic_resource/ebook#main-content
I want to point out that the latest IELTS exam paper also not enough for 1day reserved. There are 4sets of practice papers in one book. It is impossible to finish them within 2days. Especially for the listening part. Doing 2-4 listening exercises within 2 days cannot be improved so much of our skills. I suggest to buy more sets of book or get an online version if it has so that it won't be limited our reserved days.	Loan period of the latest edition of IELTS exam papers has been extended to 7 days. We will continue to acquire more relevant resources to help you to prepare for IELTS exam.

More appreciated if more e-books can be available in library for staff and students.	The Library will continue to develop and strengthen its collections to meet the evolving teaching, learning and research demands of our College.
Not enough e- book	
I hope that there will be more e-books available in the future.	
Increase electronic data base and ebooks	
More online resources will be better.	
I often use the resources like AnatomyTV I hope our library can provide more electronic resources it is quite useful	
I hope that the library can get more e-version of the book in the future.	
I know that there are some online version of the book from online database but some popular books such as the heavy and big textbooks which is put in the first two rows on the 5/F library doesn't have the online version(? I cannot search for it)	
Please provide more books/ resources at Kwai Hing Campus, the bookshelf is half empty.	
because of I am a ECE student I would like the library can add more or renew the list of the storybook	
Grateful if LIB could consider to buy more items in cultural, travel, history & social sciences fields.	
more full text articles and journal	
Make reference books more available (increasing their amounts and variety)	
More user friendly of interface for reading e-book in tablets such as iPad	
Just a very little wish. I suggest the library can open on Sunday starting week 6 not and only just for exam periods because student will have midterm at week 8 and then have project submissions starting from week 10 usually. If the library opens every day, we can come back to do revision and research for the whole day would be very productive.	The Library has extended its opening hours for mid-term examination in AY2020/2021 Semester 2. The Library will review the effectiveness to make further actions.
Prolong service hours	Comments well noted and will be considered.
Closing at 1800 is a bit early sometimes.	
Close too early	
The opening time can earlier	
It is better to open 24hours like foyer and computer room	
Better extend the loaning period (1 week for Video and 2 times renewal, 2 months for books and 2 times renewal).	The Library has increased loan quota and extended renewal period for all users. More details at:

Increase the loan period for each renewal and number of chance to renew book online.	https://www.twc.edu.hk/en/Administration/Units/lib/our_service/loan_quota
Some books can be only reserved 1day which is not enough. Sometimes I need to get the information from the textbook and it takes a few days to look for the data I want. Also I may not be able to come back to school in a consequence day so I wish we can reserve for a few days long.	Comments well noted and will be considered.
Longer period of borrowing time for reader card	
Open the air conditional in computer room (sometimes it is very hot inside)	The Library will monitor the indoor temperature from time to time. You may also approach our staff to adjust the temperature of the air conditioner.
It is so cold in the library unless I get into the computer room. I wish to stay in the library for half day long to study but I cannot because it is too cold even i have put on the jacket so I can only stay for around 2-3hrs in the library normally. I guess the temperature of the library have been set lower than 15 as it is really really cold.	
The library is too cold	
lights in the library are not stable sometimes at night	In order to save energy and be environmental-friendly, the Library automatically switches off the lights after a long period of idling. Lights will turn on again if the sensor detects any movements. You may also switch on the table lamps if you are using the study carrels at 5/F.
The student in discussion room always talk and laugh loudly, this affect my study mood. Discussion room 隔音太差	The Library staff will patrol regularly and remind users to help keeping the Library a quiet place for study.
Please ask students to keep silence in the library as it's a place for students to self-study, I have often been disturbed by bunch of students talking loudly (not even whispering) but the staff do not remind them to be quiet.	
The soundproof level of discussion room is very low, loud discussion of students inside will disturb other library users.	
need to be more quiet	
The printer of fifth floor always fail to connect with the computer. Need to use the sixth floor printer.	Sometimes the computers may take more time to connect to the printers at 5/F, especially when the file size is large and there are many printing requests. Please be patient or approach our staff for help if you encounter any difficulties in printing.

<p>The tables 5/f and 6/f self-studying corner sometimes have dust and insect corpse. The hygiene needs improvement, other services are all up to standard.</p>	<p>We strive to maintain the Library a pleasant study space. We will remind our cleaner to pay more attention to the hygiene at 5/F and 6/F study areas.</p> <p>The Library also provides free hand sanitizers and alcohol wipes for our users.</p>
<p>If the study room (for group discussion) can offer more timely for us will be Better.</p>	<p>We have upgraded the Library room booking system in February 2021. There are more sessions for booking per day and more user-friendly interface.</p>
<p>I suggest that free walk-in can be available to use the empty study room. Instead of we need to book the room one day before. Thank you</p>	<p>Walk-in booking is available for un-booked rooms. You are welcome to book the rooms immediately via the Library counter and use the facilities.</p>
<p>I think the study room in library should not be locked, then students can enter and do revision even they did not book the room. The policy should be changed. The room can be used either with or without booking. If without booking, the room still can be used but priority would be given to the booked users</p>	<p>Comments well noted and will be considered.</p>
<p>Staff research room</p>	
<p>printing and photocopying free quota</p>	
<p>I can't pay the printer with the electronic Octopus</p>	
<p>Add cheering station if available</p>	
<p>It is better to have a bigger table in computer room for doing paper work at the same time.</p>	
<p>I think the library workshop can be also hold in online e.g. Skype and zoom.</p>	<p>The Library has organized online workshops via Zoom from time to time.</p> <p>For details, please visit the links below:</p> <p>Library Website: https://www.twc.edu.hk/en/Administration_Units/lib/news</p> <p>Instagram: https://www.instagram.com/tungwahcollegelibrary/</p> <p>Facebook: https://www.facebook.com/%E6%9D%B1%E8%8F%AF%E5%AD%B8%E9%99%A2%E5%9C%96%E6%9B%B8%E9%A4%A8-Tung-Wah-College-Library-122814409316656</p>

Recording of E-workshop can be available on online platform	You may relive the online workshops via “Blackboard”at: https://www.twc.edu.hk/en/Administration Units/lib/guide and tutorial/lib_guide
May provide more time slot for workshop, I can't join because sometimes need lesson or work :(Comments well noted and will be considered.
A bit under-utilized as the library is quite quiet and not many users. Try to promote library use among students as there are so many excellent resources stocked. Activities like reading clubs, research groups, English remedial classes etc. are useful to TWC students.	
Library staff are friendly and helpful. They response to my request promptly and are able to provide useful solutions to my problem.	Thank you.
Staffs in the library are really good and professional. Their responses are quick and well explained. Thanks so much!	
The staff shows flexibility in serving us. They always try their best to serve us.	
Librarian are kind	
I would like to thanks all the library staff.	
Polite attitude	
It will be very appreciated if the college library could join JULAC.	Comments well noted and will be considered.

Thank You!

The Library would like to thank all who have participated in the survey. All comments are useful for planning the Library's future service delivery and development.

As a token of thanks, 6 soap dispensers, 5 USB flash drives and 44 database vendors souvenir were given out as incentive prizes in a lucky draw.



Congratulations to all prize draw winners!