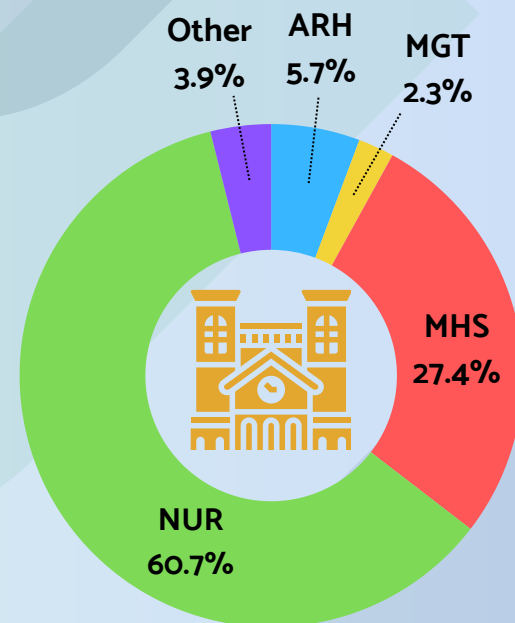
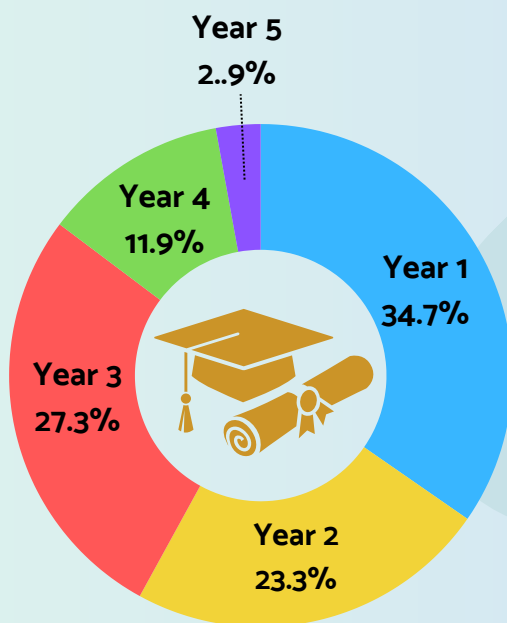
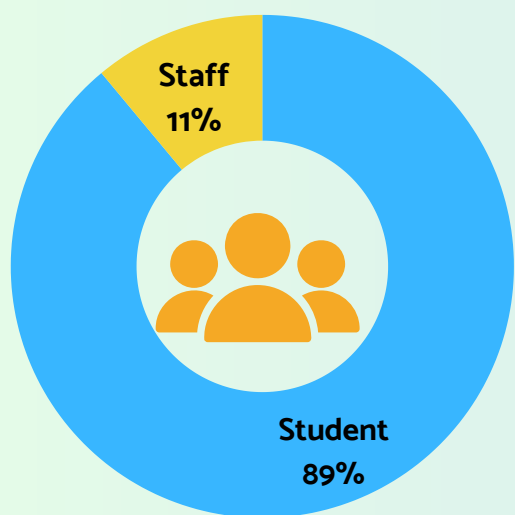


# 2023 LIBRARY USERS SURVEY SUMMARY



**824 Respondents**  
**Conducted From 06 Nov to 12 Dec**

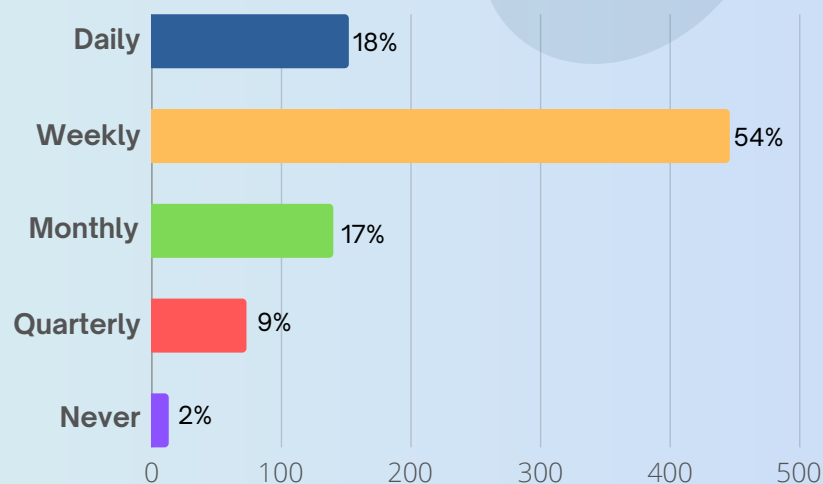


**Overall Satisfaction**  
 \*5 marks being highest



**3.90**  
**On Average**

**Frequency of Using the Library**



## Satisfaction Rate Category (4 or Above)

**Library Spaces and Facilities**



**67.6%**

**Circulation Services**



**70.9%**

**Information Resources**



**68.7%**

**User Education/Learning and Research Support**



**66.4%**

**Staff Performance**



**73.9%**

**Top 5 Areas**



The Library is a good place for learning, teaching and research



**4.10**



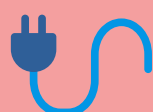
The Library's facilities are useful to your study or teaching



**3.99**



You welcome the borrowing of charging cables and earphones in the library



**4.11**



The new email notifications of your borrowing activities are useful



**4.08**



The Library Search Platform is useful for searching Library resources



**3.93**

