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LIBRARY SURVEY OF STUDENTS

2017

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by the Office of Institutional
Analysis & Planning

Coast Capital Savings Library



2017 KPU Library Student Survey

Report of Findings

Prepared by the Office of Institutional Analysis and Planning
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Executive Summary

Background and Methodology

Every other year, Kwantlen Polytechnic University Library collects feedback from students on their experiences with the library's services and resources, how they access the library, and their interest in potential workshops. New for 2017 was a look at student use and awareness of the Learning Centres.

The survey was administered online in Spring 2017. A total of 6,752 students were contacted and 1,393 completed the survey (a response rate of 21%).

Characteristics of Responding Students

Responding students had the following characteristics:

- 82% mainly used the Surrey or Richmond campus libraries (61% and 21%, respectively). When compared to the student population on each campus, Surrey was over-represented by 9 percentage points in the survey.
- 69% were from the School of Business or Faculty of Arts (36% and 33%, respectively).
- 59% were mainly taking courses at the 1100 & 2000 levels.

Computer Library Access & Use

Over three-quarters (76%) of respondents said they accessed the library in-person at least once a week. This is the same proportion as the 2015 survey.

Almost half (46%) of respondents accessed the library online at least once per week. This is a decrease of eight percentage points from the 2015 survey.

Importance and Satisfaction Ratings of Library Resources

Almost nine in ten (87%) respondents indicated that they were very/somewhat satisfied with the library's resources overall. Respondents were most satisfied with the following resources:

- **Library citation and style guides** (85% very/somewhat satisfied)
- **Online periodicals & online research databases** (84% very/somewhat satisfied)
- **Print/hard copy book collection** (78% very/somewhat satisfied)

Respondents also rated the importance of the library's resources. Respondents rated the following resources as being most important:

- **Online periodicals & online research databases** (93% said the resource was very/moderately important),
- **Library citation style guides** (91% said very/moderately important), and
- **Electronic book collection** (86% said very/moderately important).

While 93% of respondents said that 'online periodicals & online research databases' were very/moderately important, fewer (84%) were very/somewhat satisfied. While a slightly lower rating for satisfaction than for importance does not suggest a problem, it highlights an opportunity area for the library to focus its efforts in further increasing student satisfaction.

Importance and Satisfaction of Library Facilities and Services

Nine in ten (91%) respondents indicated that they were very/somewhat satisfied with the library's facilities and services overall. At least 80% of respondents were very/somewhat satisfied with

nine of the fourteen items listed in the survey for facilities and services.

Respondents also rated the importance of the library's facilities and services. At least 90% of respondents said nine of the fourteen survey items were very/moderately important.

For three items ('**availability of computers**', '**quiet area to study**', and '**study rooms**'), over 95% of respondents said these were very/moderately important. However, 82% - 84% of respondents said they were very/somewhat satisfied with these three resources. While a slightly lower rating for satisfaction than for importance does not suggest a problem, it highlights an opportunity area for the library to focus its efforts in further increasing student satisfaction.

Interest in Potential Workshops

When provided a list of potential in-person library workshops, respondents were most interested in:

- **APA citation style** (67%)
- **MLA citation style** (49%), and
- **How to do library research** (43%)

Technology

Almost four in ten (39%) respondents primarily used the library computers to conduct their research at the library.

Of those who primarily used library computers for their research at the library:

- 41% said they were able to access the computers 'all the time' and 47% said they were able to access the computers 'most of the time'.
- Respondents who mainly used the Langley campus were more likely to say they were able to access the library computers 'all the time' or 'most of the time.'

Four in ten respondents said they were definitely or very likely to obtain help from a Librarian via text or via workshops (40% for each of these two mediums).

Background and Methodology

Methodology

In 2017, the survey was administered online between January 28 and February 27, 2017.

A total of 6,752 students were contacted using the students' KPU email addresses. A total of 1,393 students responded to the survey. This translates into an overall response rate of 21% (a 4 percentage point increase over the response rate for the 2015 Student Library Survey¹).

To encourage participation, survey respondents were given the option to enter into a random draw for one of seven \$25 gift cards for Tim Horton's or Amazon.

Reporting

The results presented in this report represent an overview of the survey findings. More detailed analyses of specific research questions are available upon request.

Survey results for the following subgroups should be interpreted with caution due to the small number of respondents:

- Students who mainly used the **Cloverdale** campus library (18 respondents),
- Students in the **Faculty of Academic & Career Advancement** (15 respondents),
- Students in the **Faculty of Trades and Technology** (32 respondents)
- Students in the **Wilson School of Design** (44 respondents)

- Students taking mainly **Foundation or Apprenticeship Level 1 & 2 courses** (18 respondents), and
- Students taking mainly **Apprenticeship Level 3 & 4 courses** (10 respondents)

Readers of this report should also note the 2015 survey was conducted from March 19 to April 12th (at the end of the Spring term), while the 2017 survey was conducted nearer to the beginning of the Spring term.

Throughout this report, importance data is broken down into three categories: *Very/moderately important, slightly/not at all important, and don't know*. Satisfaction data is also broken down into three categories: *Very/somewhat satisfied, neutral, and somewhat/very dissatisfied*.

Also, due to rounding, some percent totals reported throughout may not add up to exactly 100%.

¹ In 2015, a total of 13,813 KPU students were contacted for the Library Student Survey and 2,315 responded. In 2017, about half as many students were contacted for the Library Student Survey (6,752) because

half of KPU students received the Library Student Survey, while the other half received the IT Student Survey.

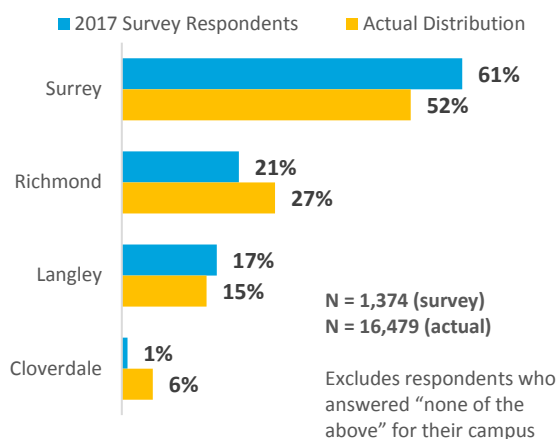
Responding Student Characteristics

Campus Library

Six in ten respondents (61%) said they mainly used the Surrey campus library. The Richmond campus library was the next most often used library (21%). See Figure 1 for additional details². Fifteen respondents who answered “none of the above” to “On which campus do you mostly use the library?” were excluded.

The 2017 survey distribution of campus library use was roughly representative of the Spring 2017 actual distribution of respondents on campus. Surrey was over-represented by 9 percentage points in the survey.

Figure 1: Survey Distribution of Campus Library Most often Used vs. Spring 2017 Actual Distribution of Students by Campus

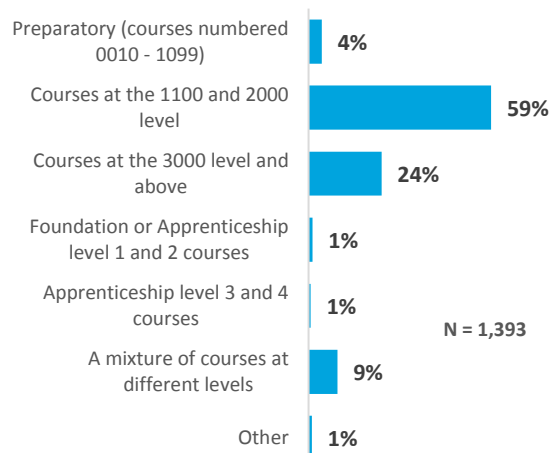


Level of Study

Respondents were asked to choose the response option that best described the level of courses they were taking. The majority of respondents (59%) were taking mainly lower-level courses (1100 & 2000 level). About a quarter (24%) were taking upper level courses (3000 level and above). See Figure 2.

² Off-site and online students are excluded in the actual distribution data. The ‘actual distribution’ numbers are unduplicated within each campus; a student may be counted at more than one campus. Source: KBIT, January, 2018.

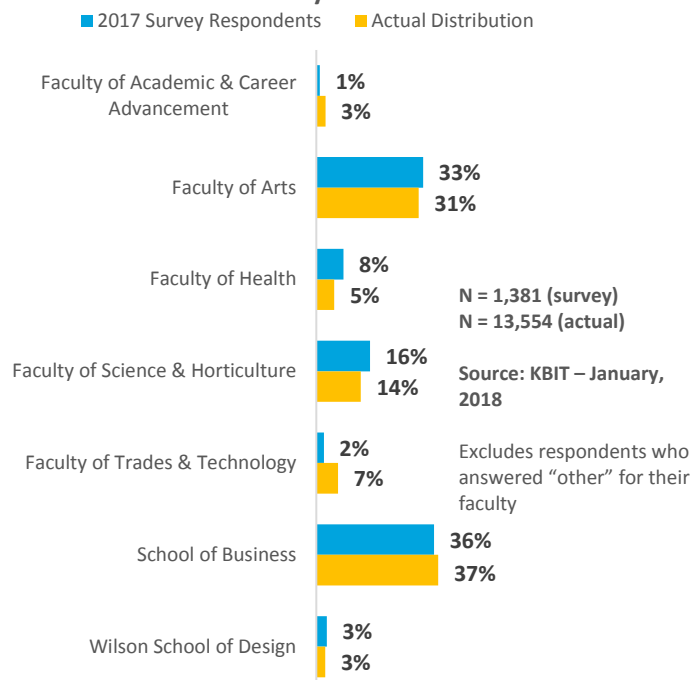
Figure 2: Level of Study



Faculty

Generally, the survey distribution was representative of the actual Spring 2017 distribution of students.

Figure 3: Survey Distribution of Student Faculty vs. Spring 2017 Actual Distribution of Students by Faculty



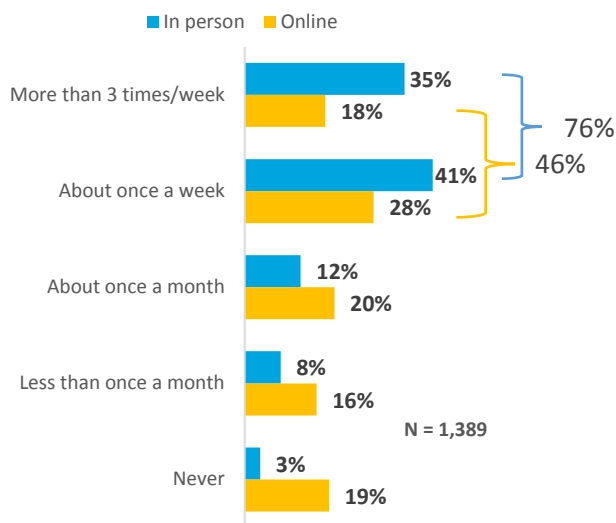
Library Access and Use

Frequency of Library Use, by Access

Three-quarters (76%) of respondents said they accessed the library **in-person** at least once a week. Two in ten (20%) accessed the library in person on a less frequent basis (once a month or less). Very few (3%) said they had never used the library in person.

Almost half (46%) of respondents said they accessed the library **online** at least once a week. Over a third (36%) used the library online infrequently (once a month or less) and almost two in ten (19%) said they had never accessed the library online. See Figure 4.

Figure 4: Frequency of Library Use by Method of Access



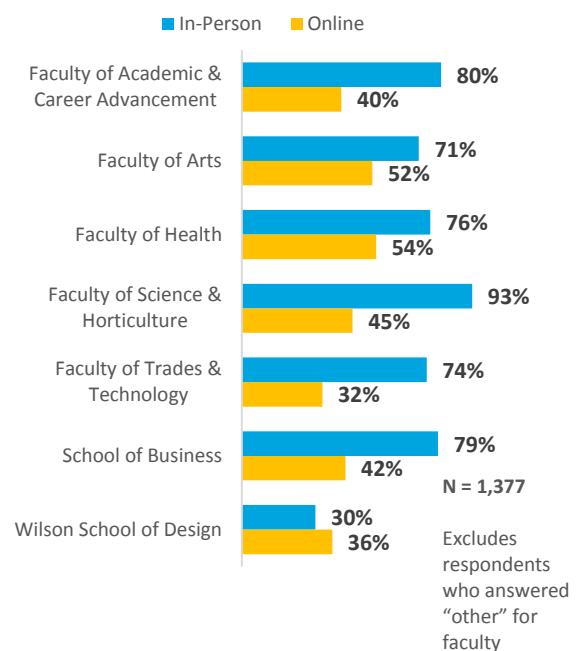
In 2017, the portion of respondents who said they used the library at least once a week online was exactly the same as 2015 (76%). However, the portion of respondents who used the library in person was somewhat lower in 2017 (46%, compared to 54% in 2015).

FREQUENT LIBRARY USE BY STUDENT FACULTY

For almost all faculties, in-person use was higher than online use. Respondents from the Faculty of Science & Horticulture were more likely than respondents from other faculties to access the library **in-person** about once a week or more (93%).

Respondents from the Faculty of Health and the Faculty of Arts were more likely than respondents from other faculties to access the library **online** once a week or more (54% and 52%, respectively). The Faculty of Trades and Technology had the lowest proportion who used the library online at least once a week (32%). For the School of Design, in-person and online use at least once a week were similar³. See Figure 5.

Figure 5: Use of Library Once per Week or More by Faculty



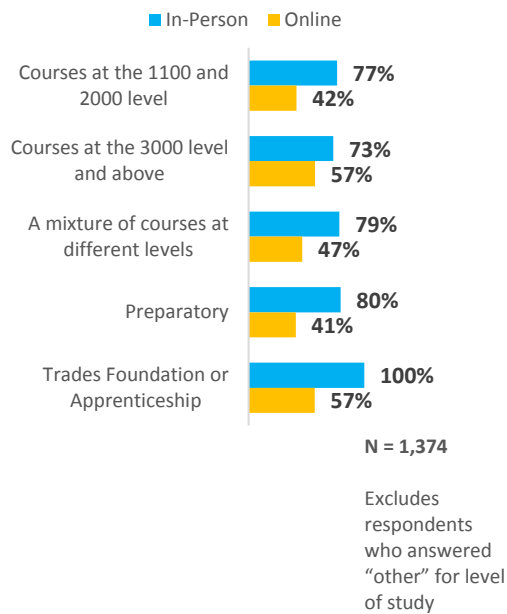
³ Responses for the Faculty of Trades & Technology and Wilson School of Design should be interpreted with caution due to the small numbers they received.

FREQUENCY OF LIBRARY USE BY LEVEL OF STUDY

In terms of **in-person** use, there is little variation by level of study; at least seven in ten respondents used the library in-person at least once a week.

There is more variation for **online** use. Almost six in ten respondents (57%) taking 3000-level courses used the library online at least once a week See Figure 6⁴.

Figure 6: Use of Library Once per Week or More by Level of Study



⁴ Responses for students taking Trades Foundation or Apprenticeship courses should be interpreted with caution due to small numbers.

Library Resources and Facilities & Services

Respondents were asked to rate the **importance** of various library resources, facilities, and services on a 4-point scale (4 = very important, 3 = moderately important, 2 = slightly important, 1 = not at all important). Respondents were also given the option to choose ‘have not used’ or ‘no opinion/don’t know’.

Respondents were also asked to rate their **satisfaction** with the library’s resources, facilities, and services overall and in regards to specific items. Respondents were provided with a 5-point scale (5 = very satisfied, 4 = somewhat satisfied, 3 = neutral, 2 = somewhat dissatisfied, 1 = very dissatisfied). Respondents were also given the option to choose ‘don’t know (included in neutral) and ‘have not used.’

Overall Satisfaction

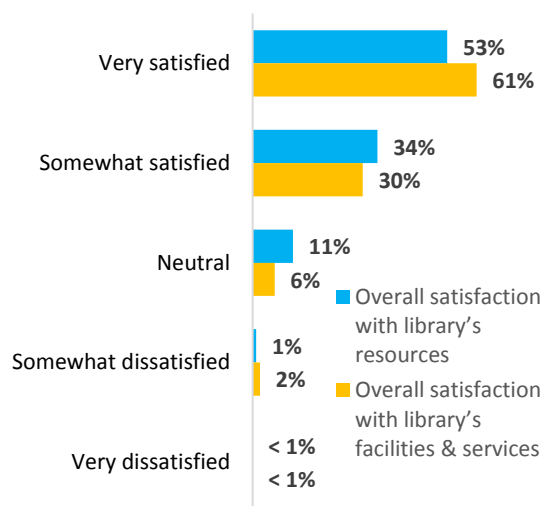
Figure 7 shows that a large majority of respondents were satisfied with the library’s resources and facilities & services.

- Almost nine in ten (87%) said they were very/somewhat satisfied with the library’s resources. Very few (< 2%) were somewhat/very dissatisfied with resources at the library.
- Similarly, 91% said they were very/somewhat satisfied with the library’s facilities and services overall. Very few (< 3%) were somewhat/very dissatisfied with facilities and services offered at the library.

Compared to 2015, more respondents in 2017 said they were very satisfied with library resources and facilities and services. In 2015, 37% said they were very satisfied with library resources and 40% said they were very satisfied with facilities and services.⁵

⁵ In 2015, 45% said they were somewhat satisfied with library resources and 43% said they were somewhat satisfied with facilities and services.

Figure 7: Overall Satisfaction with Resources and Facilities & Services



Excludes respondents who answered “have not used.”

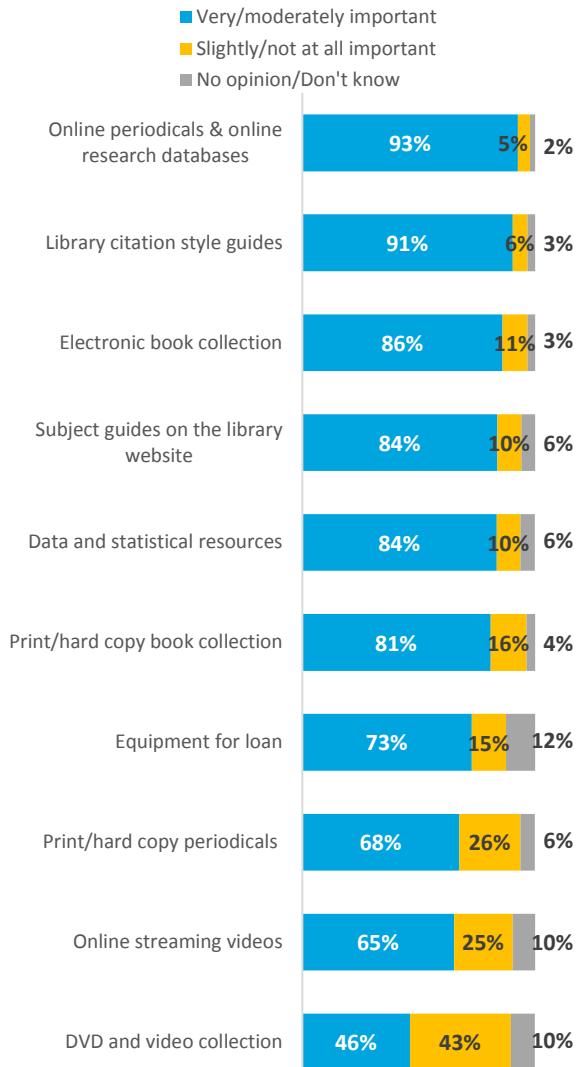
Satisfaction with Resources: N = 1,257; Satisfaction with Facilities and Services: N = 1,297

Importance of & Satisfaction with Library Resources

Six of the ten resources were considered to be very/moderately important by 80% of respondents or more, with **‘online periodicals & online research databases’** being rated as the most important. See Figure 8 on the next page.

In general, respondents were satisfied with library resources. Respondents reported the highest level of satisfaction with **‘library citation style guides’** and **‘online periodicals & online research databases’** (85% and 84%, respectively, said they were very/somewhat satisfied). See Figure 9.

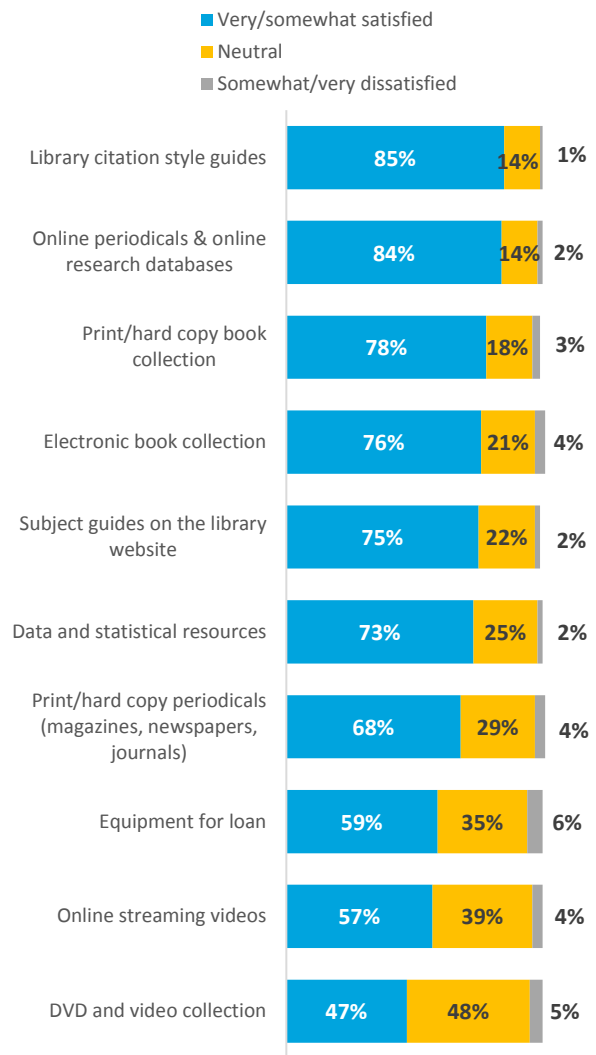
Figure 8: Importance of Library Resources



Excludes respondents who answered "have not used"

Ns = 725 – 1,203

Figure 9: Satisfaction with Library Resources



Excludes respondents who answered "have not used"

Ns = 562 – 1,150

In 2015, the highest levels of satisfaction were also with **'library citation style guides'** and the **'online periodicals & online research databases'**. However, in 2015, only 79% and 78% of respondents said they were very or somewhat satisfied with these two resources.

In 2017, while 86% of respondents said that the **'electronic book collection'** was very/moderately important, fewer were very / somewhat satisfied

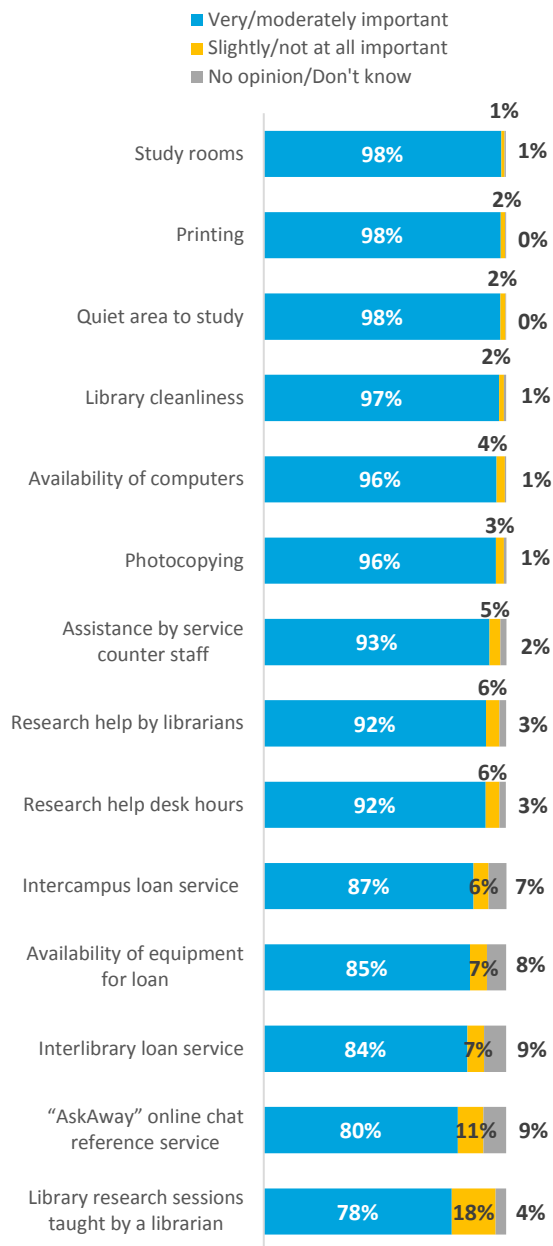
(76%). While a slightly lower rating for satisfaction than for importance does not suggest a problem, it highlights an opportunity area for the library to focus its efforts in further increasing student satisfaction.

Generally, from 2015 to 2017, ratings of importance and satisfaction for resources and facilities & services increased.

Importance of & Satisfaction with Library Facilities & Services

Respondents felt all facilities and services listed in the survey were very/moderately important. Please see Figure 10.

Figure 10: Importance of Library Facilities & Services



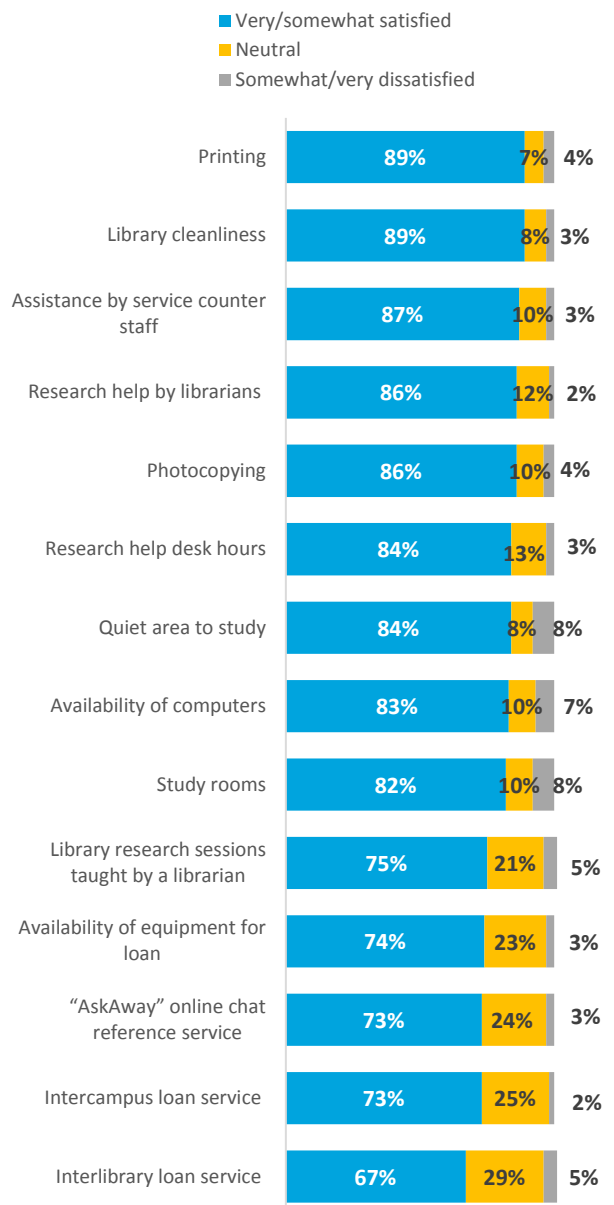
Excludes respondents who answered "have not used"

Ns = 634 – 1,190

While respondents were generally satisfied with library facilities and services (see Figure 11), one importance-satisfaction discrepancy is notable.

While 98% of respondents said **study rooms** were very/moderately important, only 82% were very/somewhat satisfied. A similar pattern is apparent for **quiet area to study**.

Figure 11: Satisfaction with Library Facilities & Services



Excludes respondents who answered "have not used"

Ns = 536 – 1,181

Comments on Library Resources

In two open-ended questions, respondents were asked about the library resources with which they were most satisfied, and those with which they were dissatisfied.

In line with Figure 9, respondents touched upon their satisfaction with the online databases and style guides:

“The online library is fantastic, I can always find what I'm looking for and more.”

“The citation guidelines are extremely helpful. The individuals at the front desk are very kind and helpful when asking any questions.”

In line with the discrepancy noted between Figures 8 and 9, regarding electronic books:

“(The library needs) more ebooks and online video streaming for the movie collection that we have in the library.”

Comments on Facilities and Services

In line with the percentages reported above, respondents mentioned cleanliness, printing, and service counter staff, when asked about library resources, facilities, and services, with which they were most satisfied:

“Cleanliness, the janitors do a very good job.”

“Pleasant staff makes it comfortable to ask questions.”

“The printer, when computers are available, has never had a problem. It would be better if students could air print rather than having to only use the library computers.”

Respondents also mentioned study rooms:

“Study rooms and the silent third floor study hall have definitely contributed to my success in many courses.”

“Study rooms. They are nice and private and the whiteboards are great.”

When asked about resources with which they were dissatisfied, respondents spoke about availability of the study rooms. This could explain the discrepancy noted between Figures 10 and 11.

“Study rooms are booked up in advanced, and sometimes there isn't people occupying them. There has to be a better system to use them. sign in and out system with ID cards. Whiteboards in study rooms are limited. No big room for larger groups.”

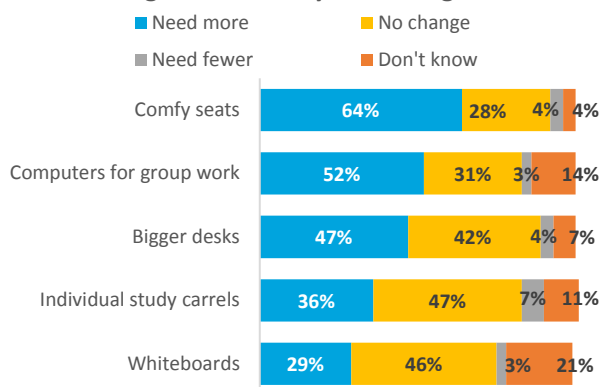
“Not enough study rooms so there are a lot of restrictions when booking.”

Equipment, Technology, and Workshops

Library Furnishings

With regard to furnishings, over half of respondents said the library needed more comfy seats and computers for group work. Few respondents said the library needed fewer of any type of furnishing.

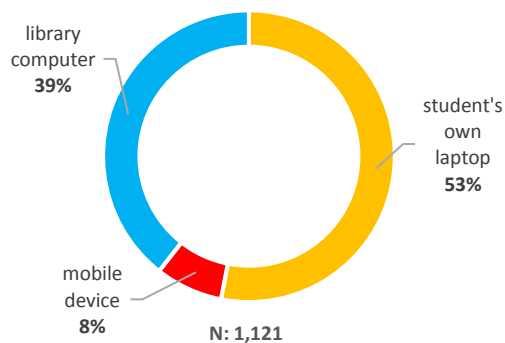
Figure 12: Library Furnishings



N: 1,126 – 1,128

Respondents were asked what kind of equipment they primarily used for research at the library. Over half (53%) used their own laptop. This is an increase from 2015, where 44% of respondents used their own laptop. In 2017, fewer respondents (39%) used a library computer, in comparison to 2015 (49%).

Figure 13: Type of Equipment Primarily Used for Research at the Library



N: 1,121

Access and Availability of Library Computers

Of those who primarily used library computers for their research at the library⁶:

- 41% said they were able to access the library computers **'all the time'**.
- 47% said they were able to access the computers **'most of the time'**.
- 10% said they were able to access the computer **'half the time'**.
- 2% said they were **'rarely'** able to access the library computers.
- 0% said they were **'never'** able to access the library computers.

Respondents at the Langley campus were most likely to say they could access a computer all the time and most of the time⁷.

	Langley	Richmond	Surrey
All the time	45%	42%	39%
Most of the time	51%	47%	46%
About half the time	5%	10%	11%
Occasionally	0%	1%	3%
Never	0%	0%	0%
# of respondents	65	93	270

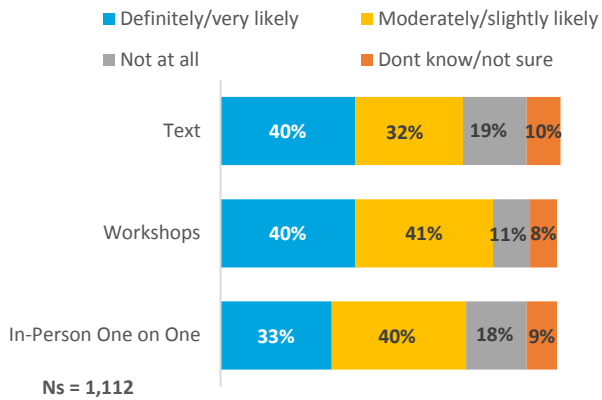
Preference for Receiving Research Help

When asked which medium of receiving support from a librarian they would prefer, almost half of respondents (40%) said they would like workshops or support by text message.

⁶ 442 students said primarily used library computers for research and 434 of these responded to the question about how often they could access a library computer.

⁷ Cloverdale campus students are excluded due to a small number of responses.

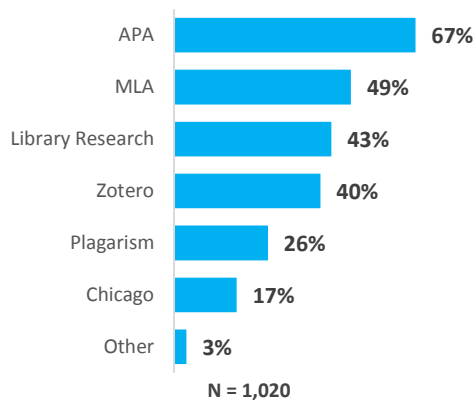
Figure 14: Type of Research Support



Interest in Workshops

Most respondents were interested in an APA citation style workshop. Almost half were interested in an MLA citation style workshop.

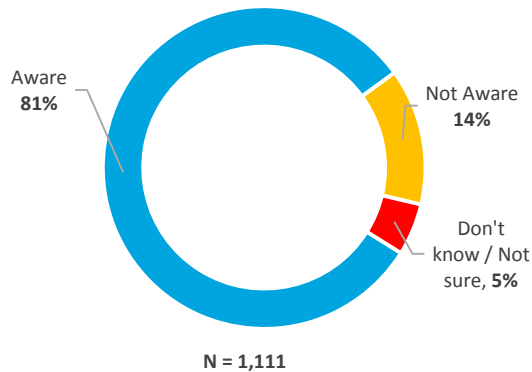
Figure 15: Workshops in Which Students are Interested



Learning Centres

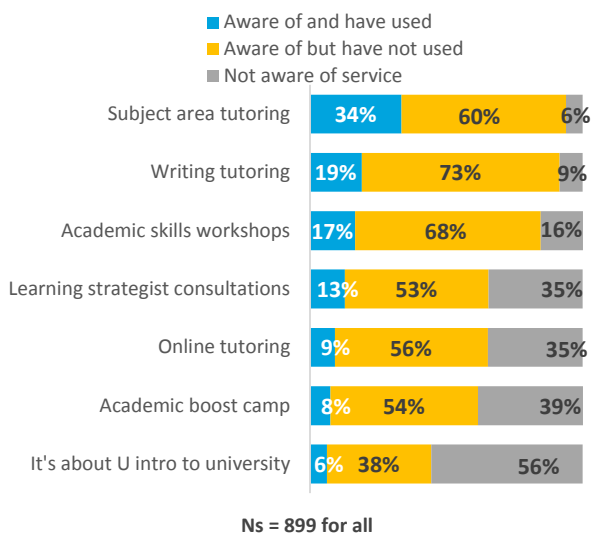
Eight in ten respondents (81%) said they were aware of the KPU Library's Learning Centres prior to taking the survey.

Figure 16: Awareness of Learning Centres



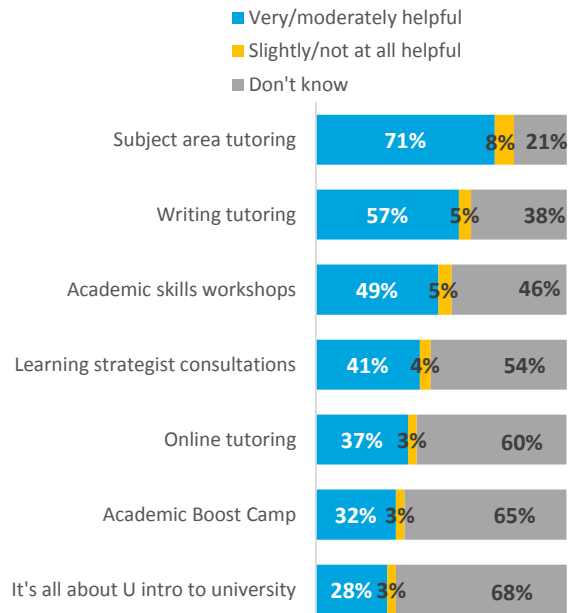
About one third of respondents (34%) said they were aware of and had used subject area tutoring. Less than one in ten respondents said they were aware of and had used **online tutoring**, **Academic Boost Camp**, and **It's About U - Intro to University**. More than half of respondents (56%) were not aware of **It's About U Intro to University**.

Figure 17: Awareness of Learning Centre Services



When asked about how helpful the Learning Centre services were, more than half of respondents said that **subject area tutoring** and **writing tutoring** were very or moderately helpful.

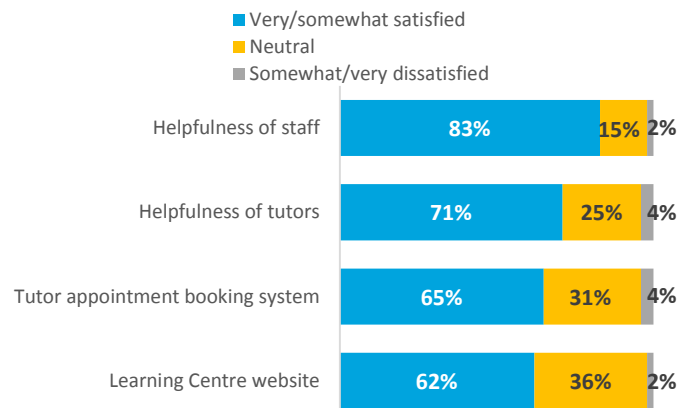
Figure 18: Helpfulness of Learning Centre Services



Excludes respondents who answered "have not used"
Ns = 261 - 429

Respondents were generally satisfied with each aspect of the Learning Centre services.

Figure 19: Satisfaction with each Aspect of Learning Centre



Excludes respondents who answered "have not used"
Ns = 433 - 592

Comments on Learning Centres

Although seven in ten respondents (71%) said subject area tutors were helpful, some respondents suggested the subject-area expertise of tutors could be better aligned with their needs.

“Great service. Please keep the tutoring service by faculty members who are willing to provide this service.”

“Please include all subject areas. It is mainly focused on writing. Students need help with many different subject areas.”

“Often the tutors are not available for the subject I need help with because their hours are the same time as my classes for that subject. Please add the ability to request other hours when online booking.”

“The About U Intro to University was really helpful for freshmen university students, but I think it should be promoted more.”

Appendix A: Survey Instrument

KPU Library and Learning Centre Student Survey 2017

I. Please Tell Us About Yourself

1) In which Faculty are you registered?

- Faculty of Academic & Career Advancement
- Faculty of Arts
- Faculty of Health
- Faculty of Science & Horticulture
- Faculty of Trades & Technology
- School of Business
- Wilson School of Design
- Other – please specify:

2) Which best describes the level of courses you're taking this year? Choose one option only that **best describes most of the courses you are taking now.**

- Preparatory (courses numbered 0010 – 1099)
- Courses at the 1100 and 2000 level
- Courses at the 3000 level and above
- Foundation or Apprenticeship level 1 and 2 courses
- Apprenticeship level 3 and 4 courses
- A mixture of courses at different levels
- Other – please specify:

II. Library Usage

3) On which campus do you **mostly** use the library? Choose one option only.

- Cloverdale
- Langley
- Richmond
- Surrey
- None of the above

4) How often do you use the library in each of these ways?

	More than 3 times/week	About once a week	About once a month	Less than once a month	Never
In person	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Online	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

III. Library Resources and Services

5) Please rate the **IMPORTANCE** of the following library **RESOURCES**:

	Have not used	Very important	Moderately Important	Slightly Important	Not at all important	No opinion/ Don't know
Print/hard copy book collection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electronic book collection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Print/hard copy periodicals (magazines, newspapers, journals)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Online periodicals & online research databases	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Data and statistical resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
DVD and video collection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Online streaming videos	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Equipment for loan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Subject guides on the library website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library citation style guides	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6) Now, please rate your **SATISFACTION** with the following library **RESOURCES**:

	Have not used	Very satisfied	Somewhat satisfied	Neutral	Somewhat dissatisfied	Very dissatisfied	Don't know
Print/hard copy book collection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electronic book collection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Print/hard copy periodicals (magazines, newspapers, journals)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Online periodicals & online research databases	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Data and statistical resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
DVD and video collection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Online streaming videos	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Equipment for loan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Subject guides on the library website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library citation style guides	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall satisfaction with the library's resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7) Please rate the **IMPORTANCE** of each of the following library **FACILITIES and SERVICES**:

	Have not used	Very important	Moderately Important	Slightly Important	Not at all important	No opinion/ Don't know
Research help desk hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Research help by librarians (in person, by email, by phone)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
"AskAway" online chat reference service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assistance by service counter staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Intercampus loan service (getting items from another KPU campus)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Interlibrary loan service (getting items from another institution)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library research sessions taught by a librarian either in your classroom or the library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of computers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of equipment for loan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Printing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Photocopying	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quiet area to study	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Study rooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library cleanliness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8) Now, please rate your **SATISFACTION** with each of the following library **FACILITIES and SERVICES**:

	Have not used	Very satisfied	Somewhat satisfied	Neutral	Somewhat dissatisfied	Very dissatisfied	Don't know
Research help desk hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Research help by librarians (in person, by email, by phone)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
"AskAway" online chat reference service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assistance by service counter staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Inter-campus loan service (getting items from another KPU campus)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Interlibrary loan service (getting items from another institution)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library research sessions taught by a librarian either in your classroom or the library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of computers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of equipment for loan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Printing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Photocopying	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quiet area to study	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Study rooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library cleanliness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall satisfaction with the library's facilities and services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9) You indicated dissatisfaction with at least one of the library **resources, facilities or services**. Please explain why:

Only those who choose "somewhat dissatisfied" or "very dissatisfied" in questions 6 and 8 see question 9.

10) Which one of the above library **resources, facilities or services** are you MOST SATISFIED with and why:

11) Would you like more or less of the following types of furnishings in the library?

	Need fewer	No change	Need more	Don't know
Individual study carrels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bigger desks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comfy seats	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Computers for group work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Whiteboards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12) What type of device do you **primarily** use for your research in the library?

- My own laptop
- Mobile device (such as iPhone, smartphone, tablet)
- Library computer

13) How often do you use a library computer for research in the library?

- All the time
- Most of the time
- About half the time
- Occasionally
- Never

If answer "Never," go to Q15

14) When you try to access a computer in the library, how often are you successful?

- All the time
- Most of the time
- About half the time
- Occasionally
- Never

15) In addition to classroom teaching, KPU librarians currently offer research help in a variety of ways, including via chat, email, telephone, and drop-in at our Research Help desks. We are considering adding additional ways of obtaining help from a librarian. Please indicate how likely you would be to use the following ways of obtaining help from a librarian:

	Definitely	Very Likely	Moderately likely	Slightly likely	Not at all	Don't know/ Not sure
Text messaging	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Booking a one-on-one appointment with a librarian	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Workshops on specific topics (e.g. citations, research projects, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

16) Which of the following in-person workshops would you be interested in attending, if offered? Check all the options that you would consider attending.

- APA citation style
- MLA citation style
- Chicago citation style
- Plagiarism
- Zotero (a tool that helps you collect, organize and cite your sources)
- How to do library research
- Other (please specify)

17) Do you have any other comments about the library or suggestions about how to improve the library?

IV. Learning Centres

The Learning Centre on each campus provides academic support to help students with their approaches to learning and studying, and with coursework they find difficult.

18) Were you aware of the Library's Learning Centres prior to taking this survey?

- Yes
- No
- Don't know/Not sure

If answer Yes, go to Q19
 All other answers, skip the whole section

19) How aware are you of the following Learning Centre services:

	Aware of and have used	Aware of but have not used	Not aware of service
Subject area tutoring	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Writing tutoring	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Online tutoring	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Academic skills workshops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Learning Strategist consultations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Academic Boost Camp	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It's About U Intro to University	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

20) Please rate your **EXPERIENCE** with the following Learning Centre **SERVICES** that you have used:

	Have not used	Very helpful	Moderately helpful	Slightly helpful	Not at all helpful	Don't know
Subject area tutoring	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Writing tutoring	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Online tutoring	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Academic skills workshops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Learning Strategist consultations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Academic Boost Camp	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It's About U Intro to University	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

21) Please rate your **SATISFACTION** with each of the following aspects of the Learning Centre **SERVICES**:

	Have not used	Very satisfied	Somewhat satisfied	Neutral	Somewhat dissatisfied	Very dissatisfied	Don't know
Helpfulness of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Helpfulness of tutors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Learning Centre website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tutor appointment booking system	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

22) Do you have any other comments about the Learning Centres or suggestions about how to improve the Learning Centres?

23) IV. Prize Draw

Now that you have completed the survey, you are eligible to enter a draw for:

Grand Prize: chance to win a \$100 gift card for Amazon.

Second Prizes: chance to win 1 of 4 \$25 gift cards for Tim Horton's or Amazon (winner's choice).

To view contest rules, please click here <http://www.kpu.ca/iap/contestrules>

Would you like to enter the prize draw?

- Yes – I would like to enter the prize draw
- No [End Survey]

24) V. Prize Draw Entry Form

PRIZE DRAW FORM

To enter the draw for a chance to win one of the prizes, please provide your name, your valid KPU student email address and your phone number. Your name and contact information will not be kept with your survey responses; it will only be used to randomly select winners.

Name:

Valid KPU student email address*:

Phone number:

*Only entries with a valid KPU student email address will be accepted.

SURVEY END (All respondents)

Thank you for taking the time to complete this survey.

Todd Mundle,
University Librarian