

KWANTLEN POLYTECHNIC UNIVERSITY



KPU LIBRARY  
**SURVEY OF STUDENTS**

**2019 ACADEMIC YEAR**

Prepared for Todd Mundle  
*University Librarian*

By the Office of Planning and Accountability





**KPU Library Survey of Students  
2019 Academic Year**

**Report of Findings**

Prepared by the Office of Planning and Accountability

April 27, 2020



# 2020 Library Survey of Students

Academic Year 2019

This survey was sent to a stratified random sample of KPU students enrolled in the Spring 2020 term, excluding students enrolled exclusively in CPS or those in the dual-credit program. From January 27, 2020 to March 1, 2020, 981 people completed the survey; this is a 14% response rate.

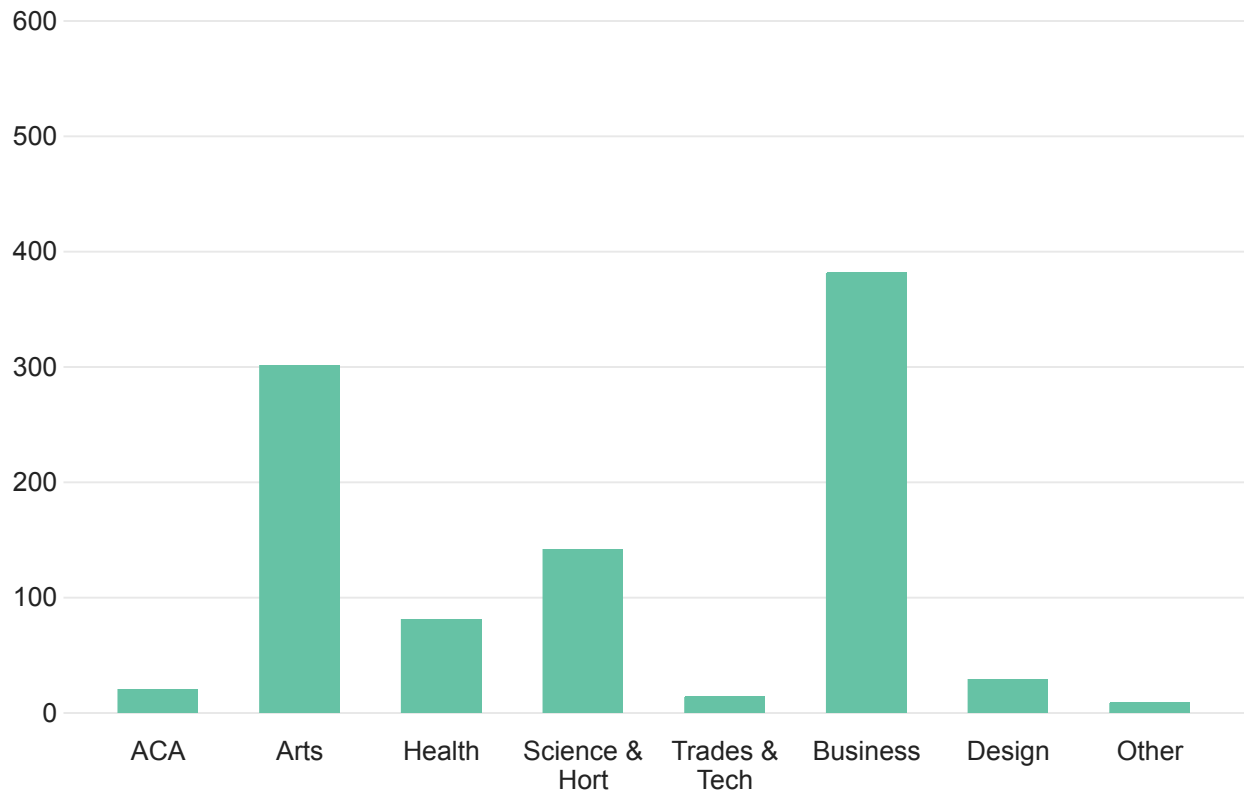
Interpretation note: A small number of respondents indicated they primarily use the KPU Tech (Cloverdale) library, indicated they don't use the library in-person (online-only), or indicated they don't use the library in-person or online (no library use). Results for these categories must be interpreted with caution.

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## Q2 - In which Faculty are you registered?



Field	Choice Count
Faculty of Academic & Career Advancement	2% 20
Faculty of Arts	31% 301
Faculty of Health	8% 81
Faculty of Science & Horticulture	15% 142
Faculty of Trades & Technology	1% 14
School of Business	39% 382
Wilson School of Design	3% 29
Other (please specify):	1% 9
<b>Total</b>	<b>978</b>

Other (please specify): - Text

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General studies

Technical management and services

Global Business Management

Faculty of Arts as well

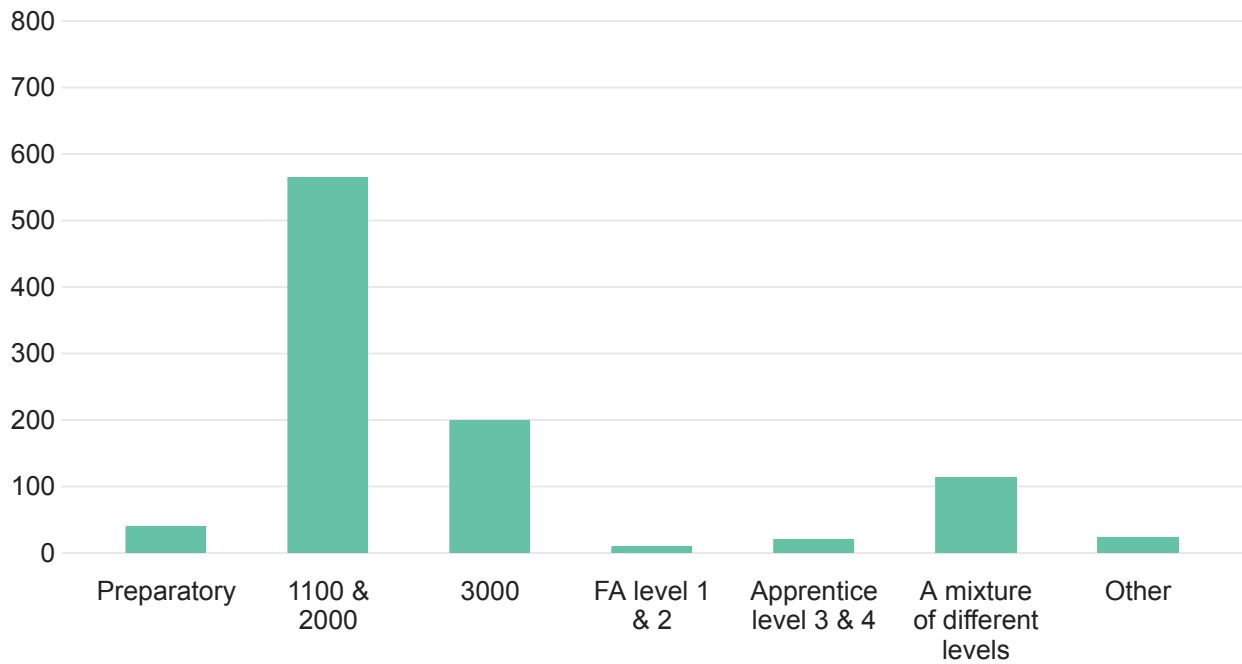
Visual Arts

Post baccalaureate diploma in technical management & services

Asociale degree of geography



Q3 - Which best describes the level of courses you're taking this year? Choose the option that best describes most of the courses you are taking now.



Field	Choice Count
Preparatory (courses numbered 0010 – 1099)	4% 40
Courses at the 1100 and 2000 level	58% 565
Courses at the 3000 level and above	21% 200
Foundation or Apprenticeship level 1 and 2 courses	1% 10
Apprenticeship level 3 and 4 courses	2% 21
A mixture of courses at different levels	12% 113
Other (please specify):	2% 24
<b>Total</b>	<b>973</b>

Other (please specify): - Text

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Courses at level 5000 and above

GNIE program

Level 6

Prepatory and 1100 level courses

Course at 1100

Only 2000 levels

2 2000 level and 2 4000 level courses

Gnie

courses at the 5000 level

Courses at 6000 level and above

Esl 281, 283

education assistant

ELSE

GNIE

Post Bach courses

6800

Mostly level 3 but one class at level 2

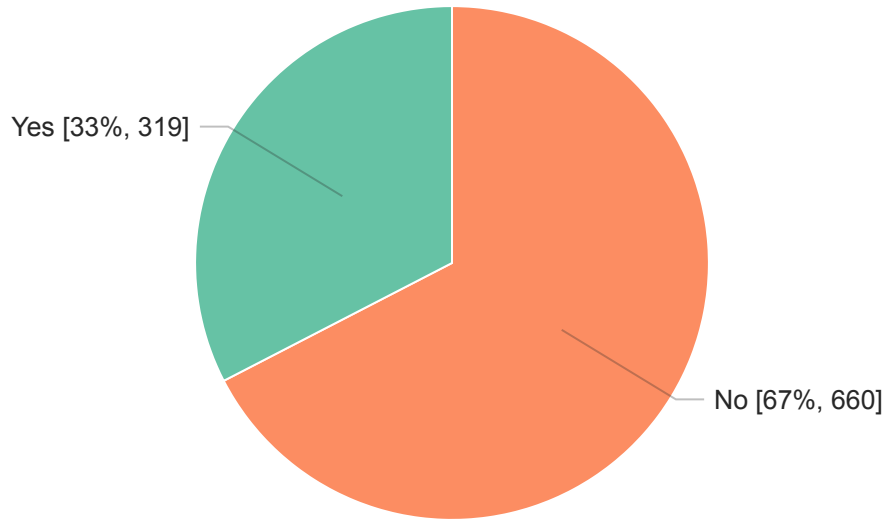
2000 and 3000 level

GNIE

GNIE

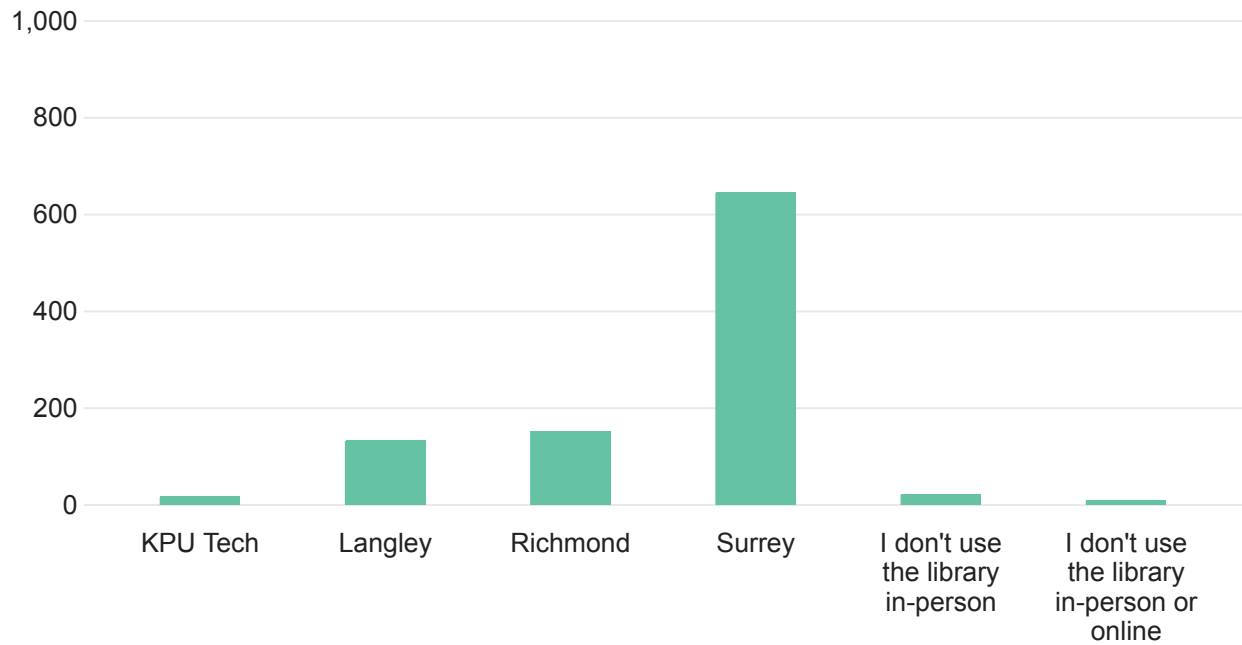
5000

Q4 - Are you an international student (i.e., do you pay international tuition fees)?



Field	Choice Count
Yes	33% 319
No	67% 660
Total	979

## Q6 - \*Which campus library do you use the most?



Field	Choice Count
KPU Tech (Cloverdale)	2% 17
Langley	14% 133
Richmond	15% 151
Surrey	66% 646
None of the above - I don't use the library in-person	2% 22
None of the above - I don't use the library in-person or online	1% 10
Total	979

## Q7 - Please explain why you don't use the library in-person.

15 Responses

Answers:

because their is no library at civic plaza

I work full time and take night classes, so I do not have much opportunity to take advantage of the library.

I use on-line library

I attend the civic plaza campus and all the libraries are too far

Too inconvenient

More convenient to access online

I am quite busy with work and school so when I am done with classes for the day, I would rather enjoy working in my home environment compared to the library.

My program is delivered online.

My courses are currently all online

I don't have need for it at the moment.

I use online

because my campus is Civic Plaza, and i'm not residing in surrey at the moment. So, it is not convenient for me to commute to surrey campus every time because of my hectic schedule, hence i choose to access library resources online.

I do use it in person occasionally, but I use it online frequently and thats why I picked this option.

I find most of the material I need online. I find other studying areas to be more practical for my study set up.

Have not required the use of the library in person as of yet. However I have utilized the online resources regularly.

## Q8 - Please explain why you don't use the library in-person or online.

6 Responses

Answers:

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I am currently taking an online class and I have no need for the library at the moment.

I just started.

I am a part time student, only taking one upgrading course- unsure if full library privileges would be available to me

BECAUSE I GOT EVERY INFORMATION BY THE INSTRUCTOR SO FOR NOW I DON'T NEED TO USE LIBRARY

I have never seen a reason to go to the library, I normally do not need a textbook for my classes

I am not a very books persons so until and unless i am not left with any other option than going to the library I don't visit it.

Q9 - How often do you use the library in each of these ways?

Field	Never		Less than once a month		About once a month		About once a week		More than 3 times a week		Total
In person	1%	14	9%	86	19%	181	39%	364	31%	293	938
Online	18%	139	17%	128	20%	148	26%	198	19%	141	754

## Q11 (Overall) - How IMPORTANT to you are the following library RESOURCES?

Field	Have not used		Not at all important		Slightly important		Moderately important		Very important		No opinion/ don't know		Total
Print/hard copy book collection	17%	162	2%	23	13%	124	24%	232	41%	386	2%	22	949
Electronic book collection	19%	179	2%	15	12%	110	20%	184	45%	422	3%	27	937
Print/hard copy periodicals (magazine, newspapers, journals)	29%	270	7%	63	21%	195	18%	172	21%	200	4%	35	935
Online periodicals & online research databases	13%	126	1%	8	7%	66	15%	144	61%	573	2%	20	937
Data and statistical resources	19%	176	2%	18	10%	97	21%	192	44%	411	4%	38	932
DVD and video collection	50%	463	9%	87	15%	138	14%	130	8%	70	5%	44	932
Online streaming videos	39%	364	6%	54	15%	141	16%	148	19%	172	5%	48	927
Equipment for loan	37%	339	4%	34	10%	89	16%	147	30%	280	4%	38	927
Subject guides on the library website	22%	204	2%	22	10%	95	23%	210	40%	371	3%	31	933
Library citation style guides	14%	133	1%	8	7%	68	16%	148	60%	555	2%	18	930



## Q11 (By library) - How IMPORTANT to you are the following library RESOURCES?

		KPU Tech	Langley	Richmond	Surrey	Online	None	All
<b>Print/hard copy book collection</b>	Have not used	12%	17%	17%	17%	32%	22%	17%
	Not at all important	0%	2%	1%	3%	5%	0%	2%
	Slightly important	24%	18%	14%	12%	9%	0%	13%
	Moderately important	29%	22%	22%	25%	23%	33%	24%
	Very important	35%	38%	44%	41%	27%	33%	41%
	No opinion/don't know	0%	4%	2%	2%	5%	11%	2%
	Total	100%	100%	100%	100%	100%	100%	100%
<b>Electronic book collection</b>	Have not used	44%	14%	13%	21%	23%	22%	19%
	Not at all important	6%	1%	2%	2%	0%	0%	2%
	Slightly important	6%	11%	15%	12%	5%	0%	12%
	Moderately important	13%	26%	19%	19%	18%	22%	20%
	Very important	31%	44%	47%	45%	55%	44%	45%
	No opinion/don't know	0%	4%	3%	3%	0%	11%	3%
	Total	100%	100%	100%	100%	100%	100%	100%
<b>Print/hard copy periodicals (magazines, newspapers, journals)</b>	Have not used	31%	30%	24%	29%	36%	33%	29%
	Not at all important	13%	5%	8%	7%	0%	11%	7%
	Slightly important	31%	22%	18%	21%	23%	11%	21%
	Moderately important	25%	18%	24%	17%	18%	11%	18%
	Very important	0%	18%	24%	22%	23%	11%	21%
	No opinion/don't know	0%	7%	1%	4%	0%	22%	4%
	Total	100%	100%	100%	100%	100%	100%	100%
<b>Online periodicals &amp; online research databases</b>	Have not used	40%	8%	13%	14%	14%	22%	13%
	Not at all important	0%	0%	1%	1%	0%	0%	1%
	Slightly important	20%	7%	8%	7%	0%	11%	7%
	Moderately important	20%	9%	22%	15%	9%	33%	15%
	Very important	20%	73%	54%	61%	77%	22%	61%
	No opinion/don't know	0%	2%	3%	2%	0%	11%	2%
	Total	100%	100%	100%	100%	100%	100%	100%
<b>Data and statistical resources</b>	Have not used	50%	21%	15%	19%	18%	22%	19%
	Not at all important	0%	2%	1%	2%	0%	0%	2%
	Slightly important	6%	8%	12%	10%	14%	22%	10%
	Moderately important	19%	24%	23%	19%	18%	11%	21%
	Very important	25%	40%	44%	45%	45%	33%	44%
	No opinion/don't know	0%	5%	5%	4%	5%	11%	4%
	Total	100%	100%	100%	100%	100%	100%	100%

		KPU Tech	Langley	Richmond	Surrey	Online	None	All
<b>DVD and video collection</b>	Have not used	44%	48%	49%	50%	64%	33%	50%
	Not at all important	6%	8%	8%	10%	5%	11%	9%
	Slightly important	31%	17%	19%	13%	14%	11%	15%
	Moderately important	13%	15%	11%	15%	5%	11%	14%
	Very important	6%	6%	10%	7%	9%	0%	8%
	No opinion/don't know	0%	6%	3%	5%	5%	33%	5%
	Total	100%	100%	100%	100%	100%	100%	100%
<b>Online streaming videos</b>	Have not used	33%	41%	37%	40%	41%	22%	39%
	Not at all important	0%	5%	4%	7%	5%	0%	6%
	Slightly important	40%	14%	17%	14%	18%	11%	15%
	Moderately important	13%	18%	19%	15%	9%	11%	16%
	Very important	13%	17%	20%	18%	27%	33%	19%
	No opinion/don't know	0%	6%	4%	5%	0%	22%	5%
	Total	100%	100%	100%	100%	100%	100%	100%
<b>Equipment for loan</b>	Have not used	31%	39%	26%	38%	55%	33%	37%
	Not at all important	0%	2%	3%	4%	0%	0%	4%
	Slightly important	19%	12%	14%	8%	5%	22%	10%
	Moderately important	13%	16%	20%	16%	5%	11%	16%
	Very important	38%	29%	34%	30%	23%	22%	30%
	No opinion/don't know	0%	2%	3%	4%	14%	11%	4%
	Total	100%	100%	100%	100%	100%	100%	100%
<b>Subject guides on the library website</b>	Have not used	33%	20%	19%	22%	32%	33%	22%
	Not at all important	0%	2%	1%	3%	0%	0%	2%
	Slightly important	20%	8%	13%	10%	9%	0%	10%
	Moderately important	20%	23%	31%	21%	14%	11%	23%
	Very important	27%	44%	34%	41%	41%	33%	40%
	No opinion/don't know	0%	4%	3%	3%	5%	22%	3%
	Total	100%	100%	100%	100%	100%	100%	100%
<b>Library citation style guides</b>	Have not used	44%	11%	12%	14%	18%	22%	14%
	Not at all important	0%	0%	1%	1%	5%	0%	1%
	Slightly important	13%	7%	13%	6%	9%	0%	7%
	Moderately important	25%	17%	20%	15%	5%	11%	16%
	Very important	19%	64%	52%	62%	64%	44%	60%
	No opinion/don't know	0%	1%	1%	2%	0%	22%	2%
	Total	100%	100%	100%	100%	100%	100%	100%

## Q12 (Overall) - Please rate your SATISFACTION with the following library RESOURCES:

*Respondents were only given the option to rate library resources they had used in Q11.*

Field	Very dissatisfied		Somewhat dissatisfied		Neutral		Somewhat satisfied		Very satisfied		Don't know		Total
Print/hard copy book collection	2%	13	3%	21	22%	171	27%	203	38%	291	9%	67	766
Electronic book collection	2%	15	5%	38	21%	156	30%	227	29%	218	12%	91	745
Print/hard copy periodicals (magazine, newspapers, journals)	1%	9	3%	22	29%	191	24%	160	23%	152	18%	120	654
Online periodicals & online research databases	2%	15	4%	29	18%	142	29%	229	38%	303	10%	76	794
Data and statistical resources	2%	14	3%	19	25%	187	29%	214	29%	215	13%	95	744
DVD and video collection	2%	8	5%	22	33%	154	19%	86	15%	68	27%	125	463
Online streaming videos	2%	11	4%	20	31%	175	20%	110	21%	115	23%	128	559
Equipment for loan	3%	16	5%	29	24%	138	26%	154	26%	151	16%	95	583
Subject guides on the library website	2%	11	3%	23	17%	124	31%	221	31%	274	9%	63	716
Library citation style guides	1%	10	3%	21	14%	113	28%	218	28%	375	6%	44	781

Q12 (By library) - Please rate your SATISFACTION with the following library RESOURCES.

		KPU Tech	Langley	Richmond	Surrey	Online	None	All
<b>Print/hard copy book collection</b>	Very dissatisfied	0%	0%	3%	2%	0%	0%	2%
	Somewhat dissatisfied	0%	2%	3%	3%	0%	0%	3%
	Neutral	47%	19%	24%	22%	20%	29%	22%
	Somewhat satisfied	13%	27%	33%	26%	33%	0%	27%
	Very satisfied	33%	39%	34%	39%	33%	14%	38%
	Don't know	7%	13%	5%	8%	13%	57%	9%
	Total	100%	100%	100%	100%	100%	100%	100%
<b>Electronic book collection</b>	Very dissatisfied	0%	2%	2%	2%	0%	0%	2%
	Somewhat dissatisfied	0%	2%	2%	7%	0%	0%	5%
	Neutral	22%	21%	30%	19%	18%	14%	21%
	Somewhat satisfied	33%	24%	34%	31%	35%	14%	30%
	Very satisfied	22%	33%	23%	30%	41%	14%	29%
	Don't know	22%	19%	8%	11%	6%	57%	12%
	Total	100%	100%	100%	100%	100%	100%	100%
<b>Print/hard copy periodicals (magazines, newspapers, journals)</b>	Very dissatisfied	0%	0%	2%	2%	0%	0%	1%
	Somewhat dissatisfied	0%	3%	4%	4%	0%	0%	3%
	Neutral	64%	26%	30%	29%	29%	0%	29%
	Somewhat satisfied	27%	24%	33%	23%	21%	0%	24%
	Very satisfied	0%	25%	19%	24%	29%	17%	23%
	Don't know	9%	22%	12%	18%	21%	83%	18%
	Total	100%	100%	100%	100%	100%	100%	100%
<b>Online periodicals &amp; online research databases</b>	Very dissatisfied	0%	1%	4%	2%	0%	0%	2%
	Somewhat dissatisfied	0%	2%	2%	4%	5%	0%	4%
	Neutral	60%	16%	19%	18%	5%	29%	18%
	Somewhat satisfied	20%	26%	43%	26%	37%	14%	29%
	Very satisfied	10%	50%	27%	39%	53%	0%	38%
	Don't know	10%	6%	4%	11%	0%	57%	10%
	Total	100%	100%	100%	100%	100%	100%	100%
<b>Data and statistical resources</b>	Very dissatisfied	0%	2%	4%	1%	0%	0%	2%
	Somewhat dissatisfied	0%	2%	2%	3%	6%	0%	3%
	Neutral	50%	26%	23%	26%	11%	29%	25%
	Somewhat satisfied	38%	25%	38%	27%	33%	0%	29%
	Very satisfied	13%	32%	22%	30%	39%	0%	29%
	Don't know	0%	13%	10%	13%	11%	71%	13%
	Total	100%	100%	100%	100%	100%	100%	100%

		KPU Tech	Langley	Richmond	Surrey	Online	None	All
<b>DVD and video collection</b>	Very dissatisfied	0%	0%	3%	2%	0%	0%	2%
	Somewhat dissatisfied	0%	3%	8%	4%	25%	0%	5%
	Neutral	78%	31%	32%	33%	50%	0%	33%
	Somewhat satisfied	0%	24%	21%	18%	0%	0%	19%
	Very satisfied	11%	13%	15%	15%	13%	17%	15%
	Don't know	11%	29%	22%	27%	13%	83%	27%
	Total	100%	100%	100%	100%	100%	100%	100%
<b>Online streaming videos</b>	Very dissatisfied	0%	1%	2%	2%	0%	0%	2%
	Somewhat dissatisfied	0%	3%	8%	3%	15%	0%	4%
	Neutral	64%	26%	31%	32%	38%	0%	31%
	Somewhat satisfied	0%	21%	27%	19%	8%	0%	20%
	Very satisfied	27%	21%	14%	22%	23%	29%	21%
	Don't know	9%	29%	18%	23%	15%	71%	23%
	Total	100%	100%	100%	100%	100%	100%	100%
<b>Equipment for loan</b>	Very dissatisfied	0%	0%	4%	3%	0%	0%	3%
	Somewhat dissatisfied	0%	4%	6%	5%	0%	0%	5%
	Neutral	64%	16%	24%	24%	33%	17%	24%
	Somewhat satisfied	0%	28%	30%	26%	22%	17%	26%
	Very satisfied	27%	33%	21%	26%	33%	0%	26%
	Don't know	9%	20%	15%	15%	11%	67%	16%
	Total	100%	100%	100%	100%	100%	100%	100%
<b>Subject guides on the library website</b>	Very dissatisfied	0%	0%	4%	1%	0%	0%	2%
	Somewhat dissatisfied	0%	4%	1%	4%	7%	0%	3%
	Neutral	36%	13%	22%	17%	20%	0%	17%
	Somewhat satisfied	9%	37%	37%	29%	33%	17%	31%
	Very satisfied	36%	41%	27%	41%	40%	17%	38%
	Don't know	18%	5%	10%	9%	0%	67%	9%
	Total	100%	100%	100%	100%	100%	100%	100%
<b>Library citation style guides</b>	Very dissatisfied	0%	2%	2%	1%	0%	0%	1%
	Somewhat dissatisfied	0%	4%	2%	2%	6%	0%	3%
	Neutral	44%	9%	19%	14%	11%	17%	14%
	Somewhat satisfied	11%	31%	28%	27%	39%	33%	28%
	Very satisfied	33%	52%	42%	49%	44%	17%	48%
	Don't know	11%	2%	7%	6%	0%	33%	6%
	Total	100%	100%	100%	100%	100%	100%	100%

## Q13 (Overall) - Please rate the IMPORTANCE of each of the following library FACILITIES AND SERVICES:

Field	Have not used		Not at all important		Slightly important		Moderately important		Very important		No opinion/ don't know		Total
Research help desk hours	23%	207	1%	23	7%	61	18%	159	49%	440	3%	26	902
Research help by librarians (in person, online chat, email, phone, or text)	22%	195	1%	15	5%	49	16%	147	54%	487	2%	16	901
Assistance by service counter staff	11%	97	1%	63	5%	48	21%	189	61%	547	2%	15	901
Intercampus loan service (getting items from another KPU campus)	38%	339	1%	8	5%	42	15%	133	38%	344	4%	33	900
Interlibrary loan service (getting items from another institution)	42%	376	1%	18	6%	55	12%	104	34%	305	5%	43	896
Library research sessions taught by a librarian either in your classroom or the library	23%	209	4%	87	13%	115	21%	187	36%	327	3%	27	897
Availability of computers	7%	64	1%	54	5%	48	15%	131	70%	631	1%	12	898
Availability of equipment for loan	31%	277	1%	34	6%	53	18%	157	40%	356	5%	45	896
Printing, scanning, and photocopying	9%	77	1%	22	3%	26	10%	86	77%	697	1%	10	901
Quiet area to study	4%	36	1%	8	3%	24	10%	86	82%	733	1%	11	899
Study rooms with a computer and screen	12%	112	1%	8	6%	57	15%	139	63%	569	1%	11	901
Study rooms without a computer and screen	13%	115	4%	8	9%	83	19%	169	53%	473	3%	27	900
Library cleanliness	2%	17	1%	8	2%	18	10%	89	84%	756	1%	12	897

**Q13 (By library) - Please rate the IMPORTANCE of each of the following library FACILITIES AND SERVICES.**

		KPU Tech	Langley	Richmond	Surrey	Online	None	All
<b>Research help desk hours</b>	Have not used	6%	26%	21%	22%	48%	25%	23%
	Not at all important	0%	0%	3%	1%	0%	0%	1%
	Slightly important	0%	8%	10%	6%	5%	0%	7%
	Moderately important	38%	20%	16%	17%	29%	13%	18%
	Very important	56%	42%	47%	52%	10%	38%	49%
	No opinion/don't know	0%	4%	3%	2%	10%	25%	3%
	<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>
<b>Research help by librarians (in-person, online chat, email, phone, or text)</b>	Have not used	19%	24%	18%	22%	33%	25%	22%
	Not at all important	0%	0%	1%	1%	0%	0%	1%
	Slightly important	0%	5%	11%	5%	5%	0%	5%
	Moderately important	25%	22%	14%	15%	29%	13%	16%
	Very important	56%	47%	55%	57%	29%	25%	54%
	No opinion/don't know	0%	2%	1%	1%	5%	38%	2%
	<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>
<b>Assistance by service counter staff</b>	Have not used	12%	8%	8%	11%	33%	25%	11%
	Not at all important	0%	1%	0%	1%	0%	0%	1%
	Slightly important	0%	4%	8%	5%	14%	0%	5%
	Moderately important	18%	17%	22%	21%	19%	50%	21%
	Very important	71%	69%	61%	61%	24%	13%	61%
	No opinion/don't know	0%	1%	1%	2%	10%	13%	2%
	<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>
<b>Intercampus loan service (getting items from another KPU campus)</b>	Have not used	38%	29%	26%	42%	29%	50%	38%
	Not at all important	0%	1%	1%	1%	0%	0%	1%
	Slightly important	0%	3%	8%	5%	0%	0%	5%
	Moderately important	19%	18%	20%	13%	24%	13%	15%
	Very important	44%	44%	41%	36%	38%	25%	38%
	No opinion/don't know	0%	5%	4%	3%	10%	13%	4%
	<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>
<b>Interlibrary loan service (getting items from another institution)</b>	Have not used	44%	38%	33%	45%	38%	50%	42%
	Not at all important	0%	2%	2%	1%	0%	0%	1%
	Slightly important	6%	3%	10%	6%	14%	0%	6%
	Moderately important	19%	11%	18%	10%	10%	0%	12%
	Very important	31%	38%	35%	33%	29%	38%	34%
	No opinion/don't know	0%	8%	2%	4%	10%	13%	5%
	<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

		KPU Tech	Langley	Richmond	Surrey	Online	None	All
<b>Library research sessions taught by a librarian either in your classroom or the library</b>	Have not used	19%	15%	15%	27%	33%	25%	23%
	Not at all important	0%	5%	4%	3%	0%	0%	4%
	Slightly important	0%	12%	13%	13%	19%	0%	13%
	Moderately important	38%	28%	26%	18%	14%	13%	21%
	Very important	44%	38%	38%	36%	24%	50%	36%
	No opinion/don't know	0%	2%	4%	3%	10%	13%	3%
	Total	100%	100%	100%	100%	100%	100%	100%
<b>Availability of computers</b>	Have not used	13%	9%	10%	5%	19%	25%	7%
	Not at all important	0%	2%	1%	1%	0%	0%	1%
	Slightly important	0%	6%	10%	4%	10%	0%	5%
	Moderately important	31%	15%	17%	14%	10%	13%	15%
	Very important	56%	68%	60%	75%	52%	50%	70%
	No opinion/don't know	0%	0%	1%	1%	10%	13%	1%
	Total	100%	100%	100%	100%	100%	100%	100%
<b>Availability of equipment for loan</b>	Have not used	24%	32%	26%	31%	43%	38%	31%
	Not at all important	0%	1%	1%	1%	0%	0%	1%
	Slightly important	0%	5%	8%	6%	10%	13%	6%
	Moderately important	41%	21%	18%	16%	14%	13%	18%
	Very important	35%	39%	42%	40%	19%	25%	40%
	No opinion/don't know	0%	2%	4%	6%	14%	13%	5%
	Total	100%	100%	100%	100%	100%	100%	100%
<b>Printing, scanning, and photocopying</b>	Have not used	12%	8%	5%	8%	33%	13%	9%
	Not at all important	0%	1%	1%	1%	0%	0%	1%
	Slightly important	0%	3%	4%	3%	0%	0%	3%
	Moderately important	35%	12%	10%	8%	10%	25%	10%
	Very important	53%	75%	78%	80%	57%	50%	77%
	No opinion/don't know	0%	1%	1%	1%	0%	13%	1%
	Total	100%	100%	100%	100%	100%	100%	100%
<b>Quiet area to study</b>	Have not used	13%	2%	8%	3%	14%	13%	4%
	Not at all important	0%	0%	2%	1%	0%	0%	1%
	Slightly important	0%	2%	4%	2%	10%	0%	3%
	Moderately important	19%	9%	11%	9%	14%	0%	10%
	Very important	69%	84%	73%	84%	62%	75%	82%
	No opinion/don't know	0%	2%	1%	1%	0%	13%	1%
	Total	100%	100%	100%	100%	100%	100%	100%



		KPU Tech	Langley	Richmond	Surrey	Online	None	All
<b>Study rooms with a computer and screen</b>	Have not used	24%	12%	16%	11%	33%	25%	12%
	Not at all important	6%	1%	2%	1%	0%	0%	1%
	Slightly important	0%	9%	6%	6%	14%	0%	6%
	Moderately important	18%	18%	11%	16%	14%	25%	15%
	Very important	47%	60%	63%	66%	38%	38%	63%
	No opinion/don't know	6%	1%	2%	1%	0%	13%	1%
	Total	100%	100%	100%	100%	100%	100%	100%
<b>Study rooms without a computer and screen</b>	Have not used	24%	9%	18%	12%	24%	25%	13%
	Not at all important	6%	3%	4%	4%	0%	0%	4%
	Slightly important	0%	8%	6%	10%	10%	38%	9%
	Moderately important	29%	21%	20%	18%	19%	0%	19%
	Very important	41%	53%	51%	53%	48%	38%	53%
	No opinion/don't know	0%	5%	1%	3%	0%	0%	3%
	Total	100%	100%	100%	100%	100%	100%	100%
<b>Library cleanliness</b>	Have not used	6%	1%	3%	1%	14%	13%	2%
	Not at all important	0%	1%	1%	1%	0%	0%	1%
	Slightly important	0%	3%	2%	2%	0%	0%	2%
	Moderately important	6%	14%	8%	10%	10%	0%	10%
	Very important	88%	81%	85%	85%	67%	75%	84%
	No opinion/don't know	0%	1%	1%	1%	10%	13%	1%
	Total	100%	100%	100%	100%	100%	100%	100%

## Q14 (Overall) - Please rate your SATISFACTION with each of the following library FACILITIES AND SERVICES:

*Respondents were only given the option to rate library resources they had used in Q13.*

Field	Very dissatisfied		Somewhat dissatisfied		Neutral		Somewhat satisfied		Very satisfied		Don't know		Total
Research help desk hours	2%	12	3%	19	24%	159	29%	196	35%	232	7%	47	665
Research help by librarians (in person, online chat, email, phone, or text)	1%	7	3%	23	18%	119	29%	198	40%	274	8%	56	677
Assistance by service counter staff	1%	11	3%	21	15%	115	30%	234	47%	363	4%	30	774
Intercampus loan service (getting items from another KPU campus)	3%	14	3%	15	23%	125	21%	114	33%	177	17%	91	536
Interlibrary loan service (getting items from another institution)	3%	13	2%	8	25%	125	19%	96	30%	149	22%	108	499
Library research sessions taught by a librarian either in your classroom or the library	3%	21	4%	27	22%	143	27%	181	34%	227	9%	62	661
Availability of computers	3%	24	9%	70	13%	104	29%	230	43%	348	3%	28	804
Availability of equipment for loan	3%	19	3%	20	21%	125	28%	168	31%	184	14%	81	597
Printing, scanning, and photocopying	3%	20	4%	35	11%	85	28%	222	51%	404	3%	24	790
Quiet area to study	3%	28	6%	51	12%	103	27%	229	50%	415	1%	7	833
Study rooms with a computer and screen	5%	40	7%	52	19%	141	21%	162	35%	267	12%	93	755
Study rooms without a computer and screen	3%	26	7%	52	18%	136	28%	210	37%	278	7%	54	756
Library cleanliness	4%	32	6%	52	13%	108	26%	223	50%	424	1%	8	847

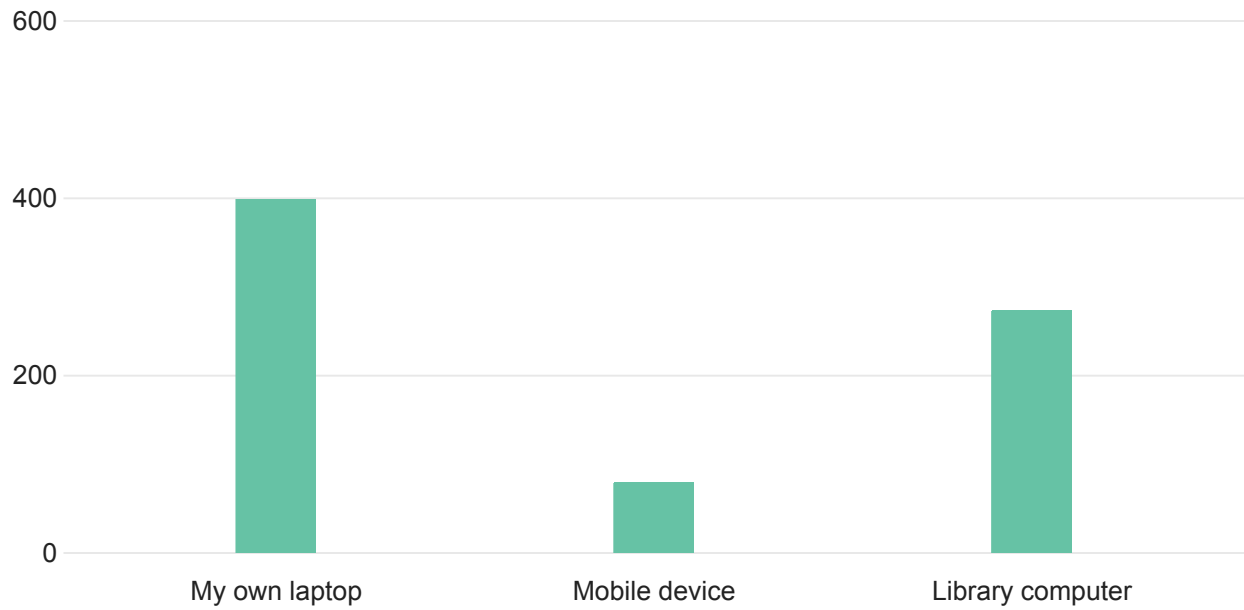
Q14 (By library) - Please rate your SATISFACTION with each of the following library FACILITIES AND SERVICES.

		KPU Tech	Langley	Richmond	Surrey	Online	None	All
<b>Research help desk hours</b>	Very dissatisfied	0%	0%	1%	2%	0%	0%	2%
	Somewhat dissatisfied	0%	2%	2%	3%	10%	0%	3%
	Neutral	33%	22%	25%	24%	40%	17%	24%
	Somewhat satisfied	27%	24%	40%	29%	10%	33%	29%
	Very satisfied	33%	40%	24%	37%	20%	17%	35%
	Don't know	7%	12%	9%	5%	20%	33%	7%
	Total	100%	100%	100%	100%	100%	100%	100%
<b>Research help by librarians (in-person, online chat, email, phone, or text)</b>	Very dissatisfied	0%	1%	1%	1%	0%	0%	1%
	Somewhat dissatisfied	0%	4%	5%	3%	8%	0%	3%
	Neutral	23%	19%	15%	18%	23%	17%	18%
	Somewhat satisfied	38%	24%	37%	28%	23%	33%	29%
	Very satisfied	31%	41%	36%	42%	31%	17%	40%
	Don't know	8%	11%	6%	8%	15%	33%	8%
	Total	100%	100%	100%	100%	100%	100%	100%
<b>Assistance by service counter staff</b>	Very dissatisfied	0%	0%	3%	2%	0%	0%	1%
	Somewhat dissatisfied	0%	2%	3%	3%	15%	0%	3%
	Neutral	27%	10%	14%	16%	15%	17%	15%
	Somewhat satisfied	27%	31%	41%	28%	15%	50%	30%
	Very satisfied	47%	53%	37%	48%	54%	17%	47%
	Don't know	0%	5%	3%	4%	0%	17%	4%
	Total	100%	100%	100%	100%	100%	100%	100%
<b>Intercampus loan service (getting items from another KPU campus)</b>	Very dissatisfied	0%	1%	2%	3%	0%	0%	3%
	Somewhat dissatisfied	0%	2%	4%	2%	7%	0%	3%
	Neutral	50%	19%	28%	22%	21%	25%	23%
	Somewhat satisfied	20%	17%	24%	22%	21%	0%	21%
	Very satisfied	10%	40%	28%	33%	29%	50%	33%
	Don't know	20%	20%	14%	17%	21%	25%	17%
	Total	100%	100%	100%	100%	100%	100%	100%
<b>Interlibrary loan service (getting items from another institution)</b>	Very dissatisfied	0%	1%	2%	3%	0%	0%	3%
	Somewhat dissatisfied	0%	1%	2%	2%	0%	0%	2%
	Neutral	67%	18%	29%	24%	33%	25%	25%
	Somewhat satisfied	0%	13%	28%	19%	17%	0%	19%
	Very satisfied	11%	38%	25%	29%	25%	50%	30%
	Don't know	22%	28%	14%	22%	25%	25%	22%
	Total	100%	100%	100%	100%	100%	100%	100%

		KPU Tech	Langley	Richmond	Surrey	Online	None	All
<b>Library research sessions taught by a librarian either in your classroom or the library</b>	Very dissatisfied	0%	0%	3%	4%	0%	0%	3%
	Somewhat dissatisfied	0%	2%	3%	5%	15%	17%	4%
	Neutral	46%	22%	20%	21%	23%	17%	22%
	Somewhat satisfied	15%	25%	34%	27%	15%	17%	27%
	Very satisfied	23%	37%	31%	35%	31%	17%	34%
	Don't know	15%	14%	9%	7%	15%	33%	9%
	Total	100%	100%	100%	100%	100%	100%	100%
<b>Availability of computers</b>	Very dissatisfied	0%	1%	2%	4%	0%	0%	3%
	Somewhat dissatisfied	0%	5%	6%	10%	19%	0%	9%
	Neutral	21%	8%	15%	14%	13%	0%	13%
	Somewhat satisfied	21%	26%	38%	27%	25%	17%	29%
	Very satisfied	43%	55%	38%	42%	31%	50%	43%
	Don't know	14%	4%	2%	3%	13%	33%	3%
	Total	100%	100%	100%	100%	100%	100%	100%
<b>Availability of equipment for loan</b>	Very dissatisfied	0%	0%	2%	4%	0%	0%	3%
	Somewhat dissatisfied	0%	5%	5%	3%	0%	0%	3%
	Neutral	31%	15%	20%	22%	36%	0%	21%
	Somewhat satisfied	38%	21%	41%	26%	18%	20%	28%
	Very satisfied	23%	39%	23%	32%	9%	40%	31%
	Don't know	8%	19%	7%	13%	36%	40%	14%
	Total	100%	100%	100%	100%	100%	100%	100%
<b>Printing, scanning, and photocopying</b>	Very dissatisfied	0%	1%	2%	3%	8%	0%	3%
	Somewhat dissatisfied	0%	3%	6%	5%	8%	0%	4%
	Neutral	29%	13%	6%	11%	8%	0%	11%
	Somewhat satisfied	21%	21%	41%	27%	23%	29%	28%
	Very satisfied	43%	58%	44%	52%	54%	29%	51%
	Don't know	7%	4%	2%	3%	0%	43%	3%
	Total	100%	100%	100%	100%	100%	100%	100%
<b>Quiet area to study</b>	Very dissatisfied	0%	1%	2%	5%	0%	0%	3%
	Somewhat dissatisfied	0%	11%	7%	5%	12%	0%	6%
	Neutral	27%	12%	10%	13%	6%	14%	12%
	Somewhat satisfied	20%	25%	42%	24%	41%	43%	27%
	Very satisfied	53%	48%	38%	53%	41%	29%	50%
	Don't know	0%	2%	2%	0%	0%	14%	1%
	Total	100%	100%	100%	100%	100%	100%	100%

		KPU Tech	Langley	Richmond	Surrey	Online	None	All
<b>Study rooms with a computer and screen</b>	Very dissatisfied	0%	5%	5%	6%	0%	0%	5%
	Somewhat dissatisfied	0%	9%	6%	7%	15%	0%	7%
	Neutral	38%	20%	17%	18%	23%	17%	19%
	Somewhat satisfied	23%	18%	32%	19%	31%	33%	21%
	Very satisfied	31%	37%	30%	37%	15%	33%	35%
	Don't know	8%	10%	11%	13%	15%	17%	12%
	Total	100%	100%	100%	100%	100%	100%	100%
<b>Study rooms without a computer and screen</b>	Very dissatisfied	0%	2%	2%	4%	7%	17%	3%
	Somewhat dissatisfied	8%	6%	5%	7%	13%	0%	7%
	Neutral	31%	16%	24%	17%	20%	17%	18%
	Somewhat satisfied	15%	24%	31%	28%	27%	33%	28%
	Very satisfied	38%	45%	35%	36%	27%	17%	37%
	Don't know	8%	7%	4%	8%	7%	17%	7%
	Total	100%	100%	100%	100%	100%	100%	100%
<b>Library cleanliness</b>	Very dissatisfied	0%	1%	4%	5%	0%	0%	4%
	Somewhat dissatisfied	0%	1%	7%	7%	6%	0%	6%
	Neutral	31%	15%	11%	12%	12%	0%	13%
	Somewhat satisfied	19%	25%	37%	24%	29%	43%	26%
	Very satisfied	50%	58%	39%	51%	53%	43%	50%
	Don't know	0%	1%	2%	1%	0%	14%	1%
	Total	100%	100%	100%	100%	100%	100%	100%

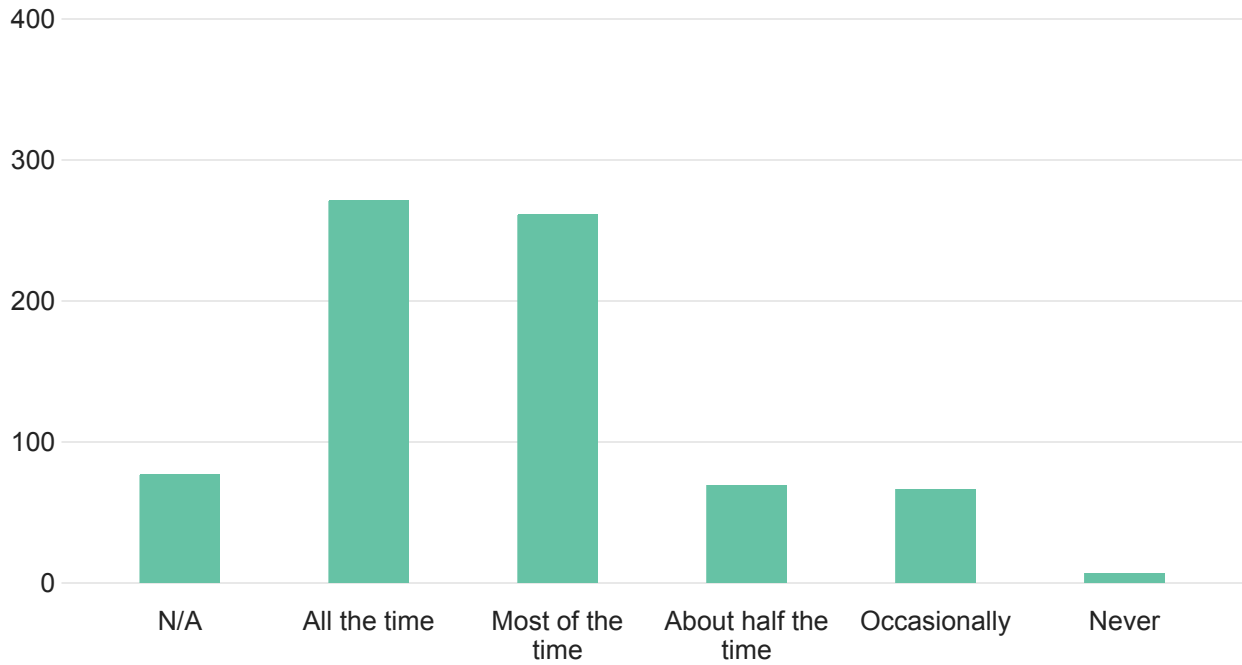
## Q21 - What type of device do you primarily use in the library?



Field	Choice Count
My own laptop	53% 399
Mobile device (e.g., iPhone, smartphone, tablet)	11% 80
Library computer	36% 274
Total	753

## Q22 (Overall) - When you try to access a computer in the [Primary Campus] library, how often are you successful?

Students saw the name of the main campus library they selected in Q6 in place of [Primary Campus]



Field	Choice Count
N/A - I never try to access library computers	10% 77
All the time	36% 271
Most of the time	35% 261
About half the time	9% 69
Occasionally	9% 66
Never	1% 7
Total	751

## Q22 (By library) - When you try to access a computer in the [Primary Campus] library, how often are you successful?

*Students saw the name of the main campus library they selected in Q6 in place of [Primary Campus]*

	KPU Tech	Langley	Richmond	Surrey	All
N/A - I never try to access library computers	47%	15%	8%	9%	10%
All the time	47%	45%	44%	32%	36%
Most of the time	0%	26%	35%	38%	35%
About half the time	0%	7%	7%	10%	9%
Occasionally	7%	6%	5%	10%	9%
Never	0%	1%	1%	1%	1%
Total	100%	100%	100%	100%	100%



Q23 (Overall) - In addition to classroom teaching, KPU librarians currently offer research help in a variety of ways, including via chat, email, text, 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:

Field	Not likely at all		Slightly likely		Moderately likely		Very likely		Don't know/ not sure		Total
Booking a one-on-one appointment with a librarian	20%	156	17%	133	21%	159	20%	156	22%	166	770
Workshops on specific topics (e.g. citations, research projects, etc.)	12%	92	17%	127	27%	210	29%	225	15%	111	765

Q23 (By library) - In addition to classroom teaching, KPU librarians currently offer research help in a variety of ways, including via chat, email, text, 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.

		KPU Tech	Langley	Richmond	Surrey	Online	None	All
<b>Booking a one-on-one appointment with a librarian</b>	Not likely at all	27%	23%	18%	19%	47%	17%	20%
	Slightly likely	27%	25%	16%	16%	16%	0%	17%
	Moderately likely	20%	21%	18%	21%	21%	17%	21%
	Very likely	0%	11%	28%	22%	11%	17%	20%
	Don't know/not sure	27%	20%	21%	22%	5%	50%	22%
	Total	100%	100%	100%	100%	100%	100%	100%
<b>Workshops on specific topics (e.g. citations, research projects, etc.)</b>	Not likely at all	21%	14%	16%	10%	32%	17%	12%
	Slightly likely	29%	19%	15%	16%	26%	0%	17%
	Moderately likely	7%	31%	24%	28%	26%	0%	27%
	Very likely	21%	24%	33%	31%	11%	50%	29%
	Don't know/not sure	21%	13%	12%	15%	5%	33%	15%
	Total	100%	100%	100%	100%	100%	100%	100%

Q24 (Overall) - Which of the following workshops would you be interested in attending, if offered? Check all the options that you would consider attending.

Field	In-person workshop		Online workshop		Total
APA citation style	45%	287	55%	354	641
MLA citation style	42%	213	58%	296	509
Chicago citation style	35%	144	65%	269	413
Plagiarism	37%	180	63%	310	490
Zotero (a tool that helps you collect, organize and cite your sources)	44%	243	56%	310	553
How to do library research	51%	285	49%	278	563
Other, please specify:	54%	20	46%	17	37

11 Responses

Other, please specify: - Text

advanced Excel skills

Writing lab reports or science related articles

Lifeskills like cooking

New technology to help with research and studying

I think all first years should have a mandatory course in this as not everyone takes English first year.

how to use appropriate sources/ academic articles

ASA Citation

Electrical

just give us tedtalk workshops. go in and learn a quick lecture on new things. it'd be pretty nice.

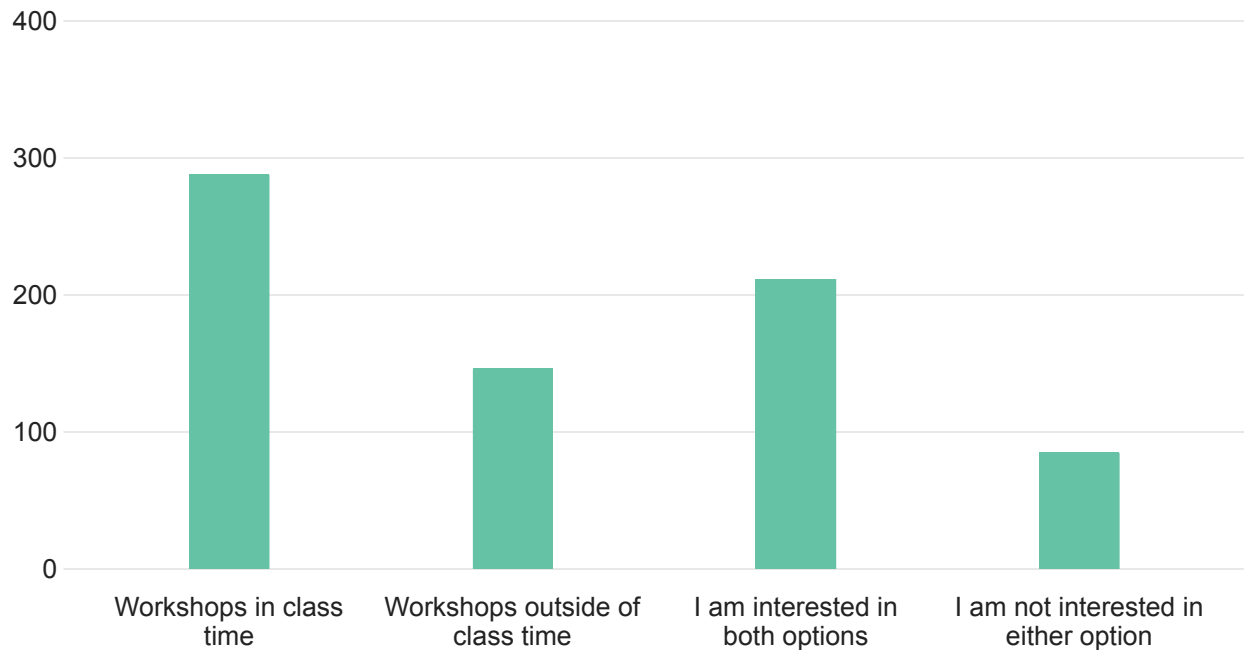
I'm attending a how to write in biology workshop soon

Environmental protection intro.

Q24 (By library) - Which of the following workshops would you be interested in attending, if offered? Check all the options that you would consider attending.

		KPU Tech	Langley	Richmond	Surrey	Online	None	All
<b>APA citation style</b>	In-person	27%	34%	41%	46%	38%	80%	43%
	Online	36%	57%	56%	52%	54%	40%	53%
<b>MLA citation style</b>	In-person	9%	17%	30%	36%	31%	60%	32%
	Online	36%	36%	47%	46%	38%	60%	44%
<b>Chicago citation style</b>	In-person	18%	9%	22%	24%	23%	60%	22%
	Online	27%	29%	49%	41%	38%	40%	40%
<b>Plagiarism</b>	In-person	9%	17%	21%	30%	38%	80%	27%
	Online	36%	46%	54%	45%	54%	40%	46%
<b>Zotero (a tool that helps you collect, organize, and cite your sources)</b>	In-person	18%	26%	40%	38%	31%	60%	36%
	Online	55%	45%	52%	45%	38%	60%	46%
<b>How to do library research</b>	In-person	27%	36%	47%	44%	31%	80%	43%
	Online	45%	39%	50%	40%	62%	0%	42%
<b>Other</b>	In-person	18%	1%	1%	3%	15%	0%	3%
	Online	9%	3%	2%	2%	8%	0%	3%

Q25 (Overall) - The Library is committed to offering instruction in citation and research skills in ways that best meet our students' needs. Which of the following workshop options would you prefer?

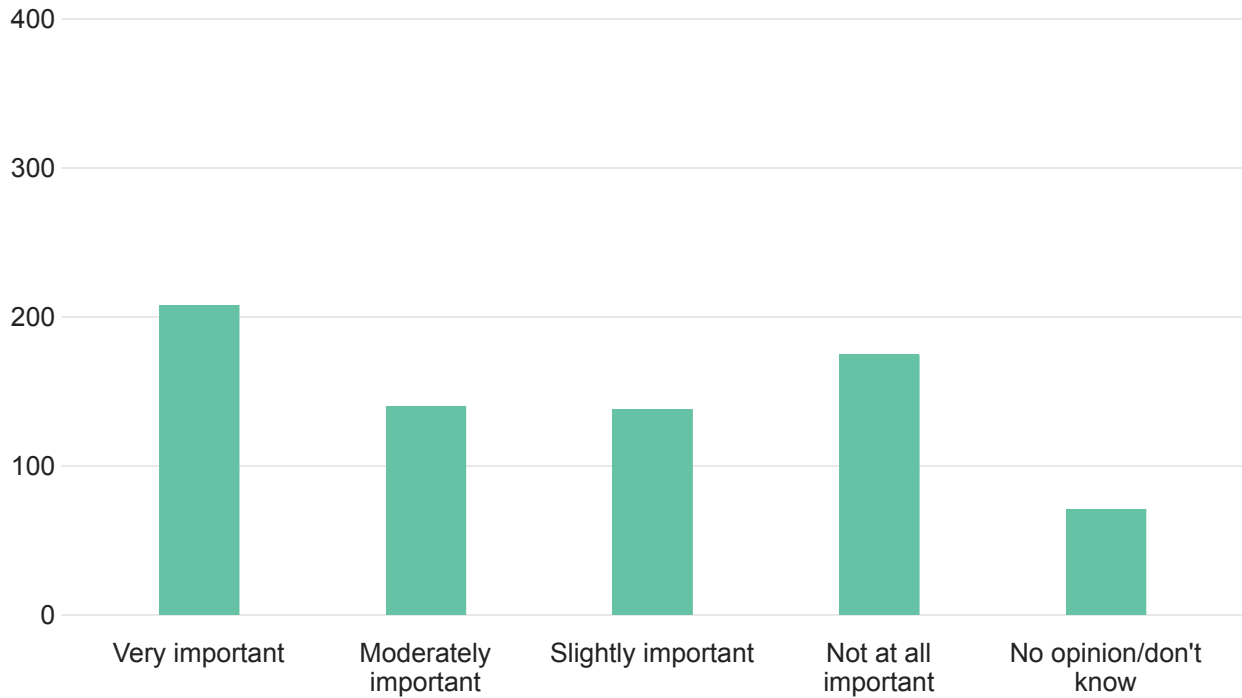


Field	Choice Count
Workshops scheduled to take place as part of my regular class time	39% 288
Workshops that take place outside of class time	20% 146
No preference - I am interested in both options	29% 211
No preference - I am not interested in either option	12% 85
Total	730

Q25 (By library) - The library is committed to offering instruction in citation and research skills in ways that best meet our students' needs. Which of the following workshop options would you prefer?

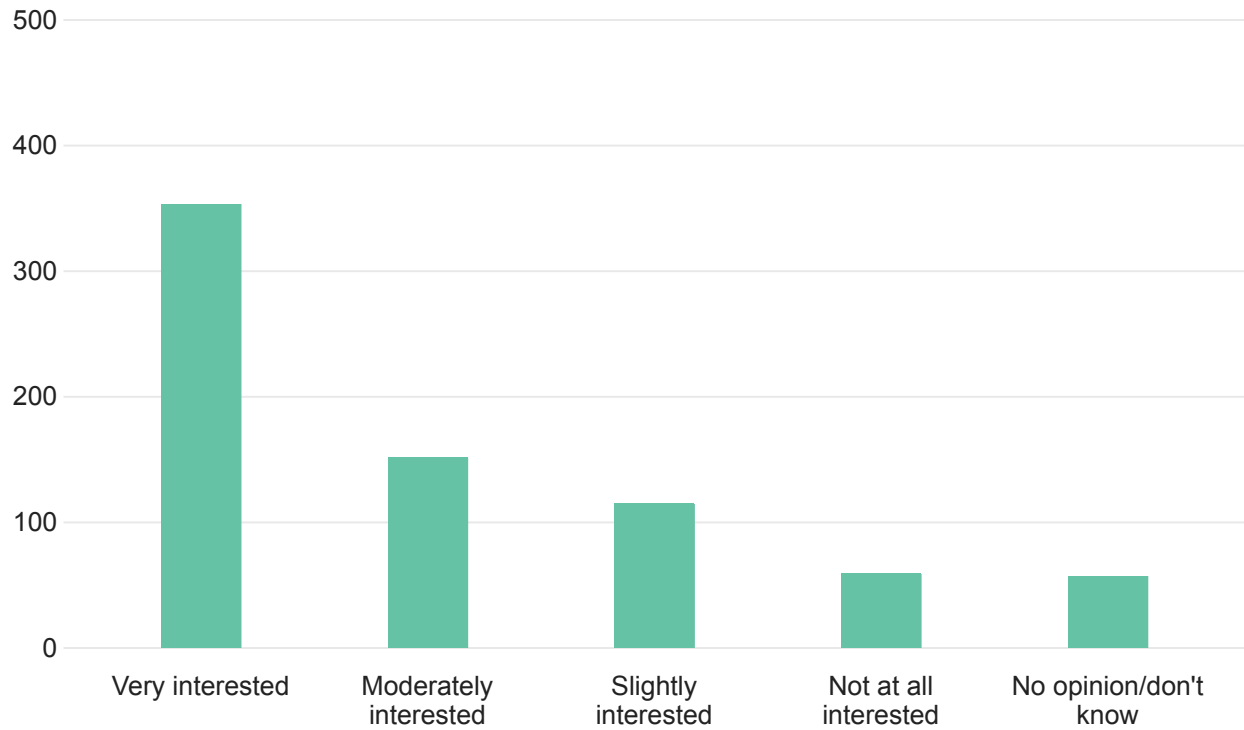
	KPU Tech	Langley	Richmond	Surrey	Online	None	All
<b>Workshops scheduled to take place as part of my regular class time</b>	42%	46%	45%	37%	42%	17%	39%
<b>Workshops that take place outside of class time</b>	8%	12%	20%	22%	16%	50%	20%
<b>No preference - I am interested in both options</b>	25%	26%	28%	31%	21%	17%	29%
<b>No preference - I am not interested in either option</b>	25%	16%	8%	11%	21%	17%	12%

Q26 - How important is it that you receive some form of recognition (e.g., a badge) for completing a Library workshop?



Field	Choice Count
Very important	28% 208
Moderately important	19% 140
Slightly important	19% 138
Not at all important	24% 175
No opinion/don't know	10% 71
Total	732

Q27 - The Library is considering offering text messages as an additional option for receiving overdue and bill notices. How interested would you be in receiving these types of notices via text message?



Field	Choice Count
Very interested	48% 353
Moderately interested	21% 152
Slightly interested	16% 115
Not at all interested	8% 59
No opinion/don't know	8% 57
Total	736



## Appendix A: Responses to open-ended questions

*Responses to these questions are broken down by the campus library students said they used the most, except when they explicitly referred to a different campus library. If a student explicitly referred to multiple libraries, their answer will appear in multiple sections. There may also be unintended overlap between sections if students gave feedback on a library that is not their main campus library without explicitly naming a library.*

**Q15 - Which one of the above library resources, facilities, or services are you MOST SATISFIED with and why? Please specify the campus, if applicable: KPU Tech (Cloverdale).**

#	Responses	Count
1	Cloverdale Campus: All staff very willing and eager to help.	1
2	Facilities. It is great to have a quiet place to complete work without distractions.	1
3	Having quiet rooms available to study because I know I won't get anything done at home!	1
4	I am most satisfied with the cleanest of the library, it is very clean, the librarians are very helpful and nice!	1
5	Online resources as it helps to have information anywhere and provides an easier experience with homework.	1
6	Quiet, clean place to study	1
7	Study spaces. good place to work. cloverdale Polytechnic	1
8	The computers	1
9	The quiet study rooms.	1

**Q15 - Which one of the above library resources, facilities, or services are you MOST SATISFIED with and why? Please specify the campus, if applicable: Langley.**

#	Responses	Count
1	At Langley campus there are always computers available for use.	1
2	At the Langley campus I was in search of a book for my class and the librarian was super helpful in helping me learn how to put a hold on the book and helping me search up and checking me out with my other items.	1
3	At the Langley campus the study rooms are amazing. They make it very easy to have a quiet place to get together with group members.	1
4	Automatic renewal of books, langley	1
5	Book loans, computers.	1
6	Cleaness, printer and copy	1
7	Computer	1
8	computer/printing. study rooms great for group work	1
9	computers in langley campus	1
10	computers, working well	1
11	Electronic database	1
12	Facilities and Services are my most satisfied qualities in the KPU Institution. The campuses are spread out over the mainland and I am delighted to know there are libraries in the major campuses I attend to, with their appearance well kept.	1
13	Facility	1
14	Front desk staff are always there and very helpful in assisting with your needs.	1
15	Getting help with research from librarians is a critical service for all my fourth year courses	1
16	good online database. good research help.	1
17	Hard copy books.	1
18	Having a quite area to study, work on projects or kill some time (aka pretty good wifi)	1
19	I am most satisfied with their providence of abundant resources related to topics of music. As a music student, I often need music scores and analysis books and textbooks, and I can easily access most of what I'm looking for from the KPU Langley library.	1
20	I am very satisfied with the access of online journals, books, and other texts as it makes research significantly easier.	1
21	I am very satisfied with the research help and the availability of computers for searching anything and the photocopier as well. I am talking about surrey and Langley campus.	1
22	I have been very happy with the computer access and the printing services at the Langley campus. I really appreciate the high quality of the copy paper in the library.	1
23	I like the amount of study space and cleanliness at the Langley library. It's also neat that there is Lego to play with sometimes	1
24	I like the inter library loan between KPU campuses, because it's convenient for the student to get a certain book or whatever at the campus he/she attends regularly	1
25	I like there are computers with study room at langley campus.	1

26	I really enjoy the study rooms for group projects/study sessions. They are so nice and private and quiet! Much needed.	1
27	Im most satisfied with the printing and photocopying in surrey and langley (they are the only campus I have been to) as it is very accessible	1
28	In person help.	1
29	Langley and Surrey campus librarians are always friendly and helpful	1
30	Langley because it is very quiet and there are always working computers available with chair. Surrey campus is not as quiet understandably so as there is many more people, specially in the downstairs area and sometimes, in busier parts of semester it is hard to find a working computer with also a chair. But what I hate the most are the bathrooms. They don't look very clean. In Langley there is no bathroom in the library but it's right in the hallway and very clean. In Surrey, you have to go out to use the bathroom and it's usually very cold most time of the year.	1
31	Langley Campus library . Quiet Place to study.	1
32	langley campus quiet area less crowded on desk with computer screen	1
33	langley campus! love to study thr	1
34	Langley campus. Staff at service desk are very helpful. Print services are top-notch in speed and quality.	1
35	Langley kpu - i use the computers and printers a lot. They are always available and in good working order	1
36	Langley Study rooms, no need for a key and it is easier and nicer to book and use a room.	1
37	Langley, because there is always room and it is one of the cleaner campuses.	1
38	Langley, Librarian assistance.	1
39	Langley: cleanliness, counter staff and computers.	1
40	Library services like the online services that lets you find books	1
41	Love the online access to scientific journal websites	1
42	Online database is decent. Wish there was a comprehensive list of every database available.	1
43	Online databases. I use them the most for papers in Psychology and there is a wide range of material available to me.	1
44	online help by librarain	1
45	Printer services. Always operation and easy to use.	1
46	Printer/photocopier at Langley Campus. Is easy to use.	1
47	Printers and quiet study at langley	1
48	Printing and copying	1
49	Printing area, online credo resources	1
50	Printing services are excellent in Langley and Surrey campus.	1
51	Printing/copying - makes student life so much easier. Very satisfied with the quality.	1
52	Printing/copying and the class on how to best use library resources Langley campus	1
53	Quiet room to study	1
54	Quiet study areas and help by staff members.	1
55	Quiet study areas on both the Langley and Surrey campuses are very useful. Always very clean and maintained.	1
56	Research Database	1

57	Research desk at lamgley , very helpful when I need citing help too	1
58	Research help	1
59	Resources of Library are so good! Its very helpful for the students in their studies and learn more than the class lecturers.	1
60	Resources. I like the private study rooms. Good for group and self study	1
61	services	1
62	Staff knowledge and helpfulness.	1
63	study room availability and being able to book online	1
64	Study Rooms and Quiet areas to study are plentiful and easy to find/book.	1
65	study rooms because they provide an opportunity to complete our studies on time.	1
66	Study rooms in langley	1
67	The availability of study rooms as I can always find a room that works for my group's availability. both Richmond and Langley	1
68	The chat with a librarian is incredibly useful. I wish sometimes it was longer hours that they were available.	1
69	The combination of computer and then printing off important class materials. It is what I use most in the library.	1
70	The computers and printing services are very good services. -Langley	1
71	The Langley campus librarians for the environmental protection technology program is really great the subject guides used for the environmental chemistry class are super helpful.	1
72	The Langley campus study rooms are fantastic for groups to gather and go over group projects.	1
73	The library staff are very friendly and helpful for new students. If I had a bad experience my first time in the library I don't think I would have gone back.	1
74	The online database	1
75	The online librarian chat has saved me so many times. I am a single parent to a child with special needs and it can be difficult for me to get the help I need when I need it. The online chat has made it a pleasant experience.	1
76	The printers, as I do not have a printer at home. The printer is easy to use, and affordable.	1
77	the quiet place to study . well i used langley campus' library so i like everything in the library.	1
78	The quiet rooms are my most favourite place to study, at the Langley campus	1
79	The quiet study areas and rooms at the Langley campus, it's more quiet	1
80	The quietness and cleanliness of the libraries.	1
81	The research database is really important and useful for all classes.	1
82	The research database, as I use this very frequently to find sources to use on my papers and reports.	1
83	the services of the staff, they are very friendly and helpful in langley campus.	1
84	The subject guides are very helpful especially when it comes to writing academic papers.	1
85	What I most satisfied is the resources. I can search online,	1

**Q15 - Which one of the above library resources, facilities, or services are you MOST SATISFIED with and why? Please specify the campus, if applicable: Richmond.**

#	Responses	Count
1	All	1
2	All were great at Richmond campus	1
3	Availability and selection of books because it helps with writing papers or finding valuable information	1
4	Being helped with research studies at the richmond campus because they're very informative about what to do and where to start when starting one of your assignments. They also ask what areas would be the most difficult to find when trying to sources.	1
5	borrowing a book is always most satisfying and automatic renewing is really a great!	1
6	computer availability	1
7	Computers because I can easily work there whenever I want	1
8	Computers, front desk, copy room, and learning centre Richmond campus	1
9	Due to the abundance of knowledge gained from watching design documentaries, I thoroughly enjoy re-watching some of them! The selection at the Richmond campus is absolutely amazing! I never have an issue finding what I need.	1
10	Equipment for loans .. sometimes we forget our stuff at home .. the staff is so polite and ready for help ..	1
11	Everything	1
12	Excellent help by library staff members in Surrey and Richmond campus, computers, researches databases are very easy to use	1
13	facilities because there are cleaner constantly cleaning and I appreciate the hard work in keeping surface area clean.	1
14	facilities... I love using their computer	1
15	Front desk services (Surrey and Richmond) and the library sessions that are taught to help navigate the online website have been my best experiences so far. During my first year at KPU, I felt as if these services made me more comfortable and confident in searching for the resources I need to excel. Also, staff is incredibly helpful and prompt to address my needs. Definitely is appreciated!	1
16	Help desk in the library helps to find the material i am looking for	1
17	I am most satisfied to the librarians in the Richmond campus because they are extremely helpful. The librarians in the Richmond Campus has taught and help me how to look up an textbook on the KPU site, book a study room, and etc. The customer service is great. The librarians are all polite.	1
18	I am most satisfied with the computer and printer resources availability at surrey and Richmond Campus.	1
19	I am most satisfied with the library service counter. The library techs are so helpful to me.	1
20	I am most satisfied with the online library citation style guide. It's really helped make creating a reference page on assignments simple and easy to follow along. The presentation is very clear.	1
21	I am most satisfied with the staff services at the services desk. They have been most helpful whenever I am looking for a specific resource that I need. They are also very accommodating when it comes to helping students.	1
22	I am pleased with the study rooms available in Richmond	1

23	I am satisfied with the Richmond campus library printers because they print high-quality files. I am also satisfied with how easy it is to borrow books and the librarians are really helpful.	1
24	I am very satisfied with the services of KPU Richmond library because they provide services in very efficient way.	1
25	I enjoy the private study rooms at Richmond campus, they allow me to focus on the material without any distractions.	1
26	I graduated from the Fashion Design program in 2013. I came back to the program to take classes which focuses on new technologies. I found that the KPU library has plenty of new books about new technologies in fashion. And I'm satisfied with the pattern drafting books available in Richmond campus.	1
27	I like almost all the resources but according to me the best thing is quiet study area and the learning centre especially in Richmond. Because they both are really helpful in improving the focus.	1
28	I like Richmond campus	1
29	i love the only databases and having access to so much information online	1
30	I love the overall environment of the library in general, a great place to work in quiet place and is also kept very clean. The amount of computers is adequate never have to wait for one to open up.	1
31	I'm most satisfied with the private study rooms that the campus have because these rooms make students and/or their peers much convinient, much comfortable, and more freely to discuss their projects or school works.	1
32	In person help with research materials - it's very helpful to be able to have expert help in finding hard material resources.	1
33	In Richmond campus, I am very satisfied with the computer availability, as even during peak hours, the computers are really easy to get access to.	1
34	In the Richmond campus the librarians were absolute angels, I cannot overstate how helpful and lovely they are.	1
35	Interlibrary loans. Although I have only done this once, I thought it was great to have access to hardcopy material available from other campuses and institutions!	1
36	Learning Center	1
37	Librarian's help Service desk in surrey and Richmond campus	1
38	Library book resources	1
39	Library equipments	1
40	library services as they can always solve my problems at Richmond campus.	1
41	library sessions provided in classes for citations and online research is very useful. Understanding of the online database for research and citation help has been satisfactory. (Richmond) - printing/photocopying/scanning stations are also incredibly helpful. Everything is straightforward to use and staff are helpful when needed. (Richmond)	1
42	Most satisfied with hours of operations and library accessibility.	1
43	Online catalogue, printers.	1
44	Online database for research articles, especially accessibility to paid journals	1
45	online databases from home	1
46	Online resources as it helps in my research	1
47	Print copy and scan service in surrey and Richmond campus	1
48	Printing and copying.	1
49	Printing is probably the most used and helpful resource to have on (all) campus. At times it gets very busy in the Richmond and Surrey campus (especially around midterm/finals), and it turns to a long wait.	1

50	Printing Richmond	1
51	printing services	1
52	Quiet place to study as well as the cleanliness	1
53	Quiet study room. Richmond Campus	1
54	Quiet study room_Richmond	1
55	Research desk help	1
56	Resources and help from staff	1
57	resources because I can use a lot of resources for many assignments and studying	1
58	Resources. Because there are credible and reliable resources and databases from library websites	1
59	Richmond campus help desk. Very friendly and easy to talk to.	1
60	Richmond Campus. Easy to book a study room.	1
61	Richmond campus: most satisfied with computer availability	1
62	Richmond. Email/Chat services are extremely important to me in assisting with focusing on topics I am studying	1
63	Services, Richmond campus. Very nice and helpful service from staffs.	1
64	Services. Many available staff members are willing to help.	1
65	Services. The librarians behind the counter are always very nice and helpful.	1
66	Staff service was very helpful at the Richmond campus.	1
67	The assistance of the service counter staff as well as the hard copies of books in the library.	1
68	The availability of computers at Richmond, very good. There's always one available.	1
69	The availability of study rooms as I can always find a room that works for my group's availability. both Richmond and Langley	1
70	The electronic versions of publications, textbooks, journals, and data that I can use for my research papers.	1
71	The front desk librarian assistance is reliable especially in Richmond.	1
72	The individual desks in the library at both Surrey and Richmond Campus	1
73	the learning center is the services in Richmond and Surrey I like the most because I can meet new people and also I can reinforce my learning by asking help from the peer tutor and share my personal insight of my understanding of the materials which can benefit both of us in the future.	1
74	The librarians are very kind and helpful at the Richmond campus, the databases are easy to navigate and makes finding resources for essays much easier	1
75	The library research sessions with classes. They are very knowledgeable and direct to where and what resources are available to us. (Richmond)	1
76	The photocopying station is great. It's a simple, easy to understand set up and there is usually no line up, and if there is the wait isn't very long.	1
77	The printing service and the loan service.	1
78	The Printing services at the Surrey & Richmond campuses are very user-friendly and always available	1
79	The quick printers and learning centers on Richmond and Surrey campus	1
80	The quiet areas to study, in Richmond there are so many to give enough group project work areas without needing to go out of campus.	1
81	The quiet rooms, and the online database on KPU site	1

<b>82</b>	The quiet study rooms.	1
<b>83</b>	the Richmond librarians are always so nice and helpful.	1
<b>84</b>	The Richmond library is very clean and very quiet.	1
<b>85</b>	The staff at the counter and the photocopies	1
<b>86</b>	The study rooms and seats in the library	1
<b>87</b>	very satisfied with the libraries resources. Will often use their services to find articles and papers.	1
<b>88</b>	When the computers work but sometimes they don't.	1



**Q15 - Which one of the above library resources, facilities, or services are you MOST SATISFIED with and why? Please specify the campus, if applicable: Surrey.**

#	Responses	Count
1	[Surrey Campus] I like that the library has a lot of open space for students to work. The learning center is nearby for some additional help. I am most satisfied with the library staff. They are really helpful and always smiling.	1
2	3rd floor study area, its nice and quiet.	1
3	4 week loan period for items and auto-renewals are HUGE! I always forget my due dates for items so this is a huge plus compared to other universities I've attended.	1
4	A good place to learn and using library pc for study purposes	1
5	A good place to stay focused on work and studying; quiet environment, clean	1
6	access to books online and e-copies have been great so far!	1
7	Access to online articles & librarian assistance	1
8	All	1
9	Although I spend most of my time in the Langley Campus, whenever I am in the Surrey Campus I enjoy the three levels in the library and the layout of the building. Lot's of hidden gems for studying.	1
10	Always available space to study and use computers, thus leading to a consistent availability for printing at the Surrey campus	1
11	Amount of databases available.	1
12	articles, journals, articles [surrey campus]	1
13	as a nursing student, the Anatomy.TV is most satisfied.	1
14	Assistance by service counter staff. The staff that I have interacted with have all been extremely helpful and friendly, as well as open to any questions I have.	1
15	At the Surrey campus, the silent floor is very good and quiet. It is clean and easy to find a desk to work at and the soundproof windows are great.	1
16	Availability of computer at surrey campus . I have to use the computer on daily basis and i live with my relatives and there is a small girl in my house who just interferes whenever i work on computer. So the facility of computers is most satisfied to me	1
17	availability of computers	1
18	Availability of computers	1
19	Availability of computers - Surrey Campus	1
20	availability of computers and assistance provided by staff in surrey campus	1
21	Availability of computers and quiet areas at Surrey campus because most of the time, I am able to find an accessible computer and a place to quietly study.	1
22	Availability of computers and stable wifi connection as i found it very helpful for all the students who have to Male there assignments	1
23	availability of computers at surrey campus	1
24	availability of computers, surrey campus	1
25	Availability of quiet study room for better concentration over study because of no disturbance.	1

26	Availability of resources	1
27	Availability of study rooms Helpful staff Good Infrastructure	1
28	Availability of periodicals and journals	1
29	availability,hours, computers and printing	1
30	Being able to bring books from campus to campus for pick up	1
31	Book loan	1
32	Books and periodicals Surrey	1
33	Books, and the hours of operations	1
34	Campus Surrey. I enjoy the study rooms without computers. I think they're great for both group projects and personal study. It's easy to book a time slot for yourself as well. Some sections of the library have great seating areas and I enjoy the different areas of seating. For example a 4 person table or a single couch with a turntable.	1
35	Citation help	1
36	citation resources and service help	1
37	Cleanliness because other things needs to be improved	1
38	Cleanliness, Surrey, haven't found mess often	1
39	Computer availability and silence in the Surrey campus is most satisfied .	1
40	Computer availability, because for me I dont have a laptop and most of my work is done in the computer so this is really helpful.I try to take advantage of the computers and stay as long as i can and i have never came and found not enough seats or anything	1
41	Computer facilities and silent atmosphere. Surrey main campus	1
42	Computer in surrey campus	1
43	computers	1
44	Computers	1
45	Computers and library hours	1
46	Computers and printer	1
47	Computers and quiet area of study	1
48	Computers and quiet place.	1
49	Computers and study room	1
50	Computers and the research help available	1
51	Computers in library and the quite area to study Surrey campus	1
52	Computers in the library, Surrey.	1
53	Computers. I like this because some people donot have more money to purchase computers or laptops. This is very useful for them to use computers in school.	1
54	Computers. Surrey campus	1
55	Computers. You can access any Adobe software by this and complete your assignments.	1
56	Copy and scanning because it's very easy to use	1
57	Course reserves because the 4 hour loan books are very easy to access. Online the subject guides are very helpful as well.	1

58	Database because it is easy and good method to search	1
59	environment of the library is satisfying.	1
60	Equipment loan, Surrey Helpful when you're missing something you need to use.	1
61	Equipment loan, surrey campus	1
62	Equipments like charger , calculator etc because it helps the student in tough situations when he or she forgets during exams.	1
63	Every online source because it helped a lot in my research essay. Computers are always available. 3 zones in the library are very helpful. (Surrey)	1
64	Everything	1
65	Excellent help by library staff members in Surrey and Richmond campus, computers, researches databases are very easy to use	1
66	Facilities are great to study in, and the resources make it easy to access information that I need to complete my assignments to the level that I am wishing to complete them at.	1
67	facilities in Surrey campus	1
68	Facilities, quiet areas are very important to me	1
69	Facilities. Then number of study rooms available at the Surrey campus makes project work a lot easier to organize.	1
70	For me the libraries most satisfying facility is the computers provided by them as well as the help in the research work.	1
71	For the most part I like the opportunity to select multiple resources within the one library building.	1
72	For the surrey campus, computer use is very important. Especially when I don't bring my laptop with me. And I've found it very easy to use the computers there, and very efficient.	1
73	Friendly Staff	1
74	From my point of view I think the cleanliness and the atmosphere is foundation of library which is maintained in a very excellent manner .	1
75	Front desk library, they are quick and know their shit.	1
76	Front desk services (Surrey and Richmond) and the library sessions that are taught to help navigate the online website have been my best experiences so far. During my first year at KPU, I felt as if these services made me more comfortable and confident in searching for the resources I need to excel. Also, staff is incredibly helpful and prompt to address my needs. Definitely is appreciated!	1
77	Front desk staff are kind and helpful	1
78	Getting books early	1
79	Great selection of books. Electronic equipment variety is there and was readily available for loan. Ability to book study room online is also excellent.	1
80	having tables in surrey	1
81	Headphones	1
82	Help by librarian for books	1
83	help by the team members surrey	1
84	help desk	1
85	Help desk in surrey campus is really helful	1
86	Help desk, always available and quick to service students	1
87	Help from the librarians with research and citation style guides and help. The online research data base and the quiet study space on the 3rd floor.	1

88	Help in everything surrey campus	1
89	Honestly everything	1
90	Honestly I am a bigger fan of the tables right at the front of the library or the comfy chairs with desks built in. Great for eating while cramming.	1
91	I am happy with the books That we take for sometime to read	1
92	I am most satisfied with equipment available for loan at surrey campus	1
93	I am most satisfied with research help and printing at the Surrey KPU library because it allows me to give hard copies of assignments to instructors. These are two resources that almost all kpu students need to use.	1
94	I am most satisfied with Surrey library's customer service.	1
95	I am most satisfied with the availability of online books, journals, and data statistics as well as overall design and noise level within the library (quiet place to study).	1
96	I am most satisfied with the computer and printer resources availability at surrey and Richmond Campus.	1
97	I am most satisfied with the different levels or floors of studying in accordance to the intensity of silent areas we have divided so that every student has his/her space to study.(Surrey campus)	1
98	I am most satisfied with the help received from the people at the service counter. I received helpful advice on receiving my library card. And when I had questions, they were happy to listen and answer or, if need be, help.	1
99	I am most satisfied with The KPU library research sessions, which proved helpful in completing my assignments/ projects.	1
100	i am most satisfied with the library's online services (citations, search bar, subjects)	1
101	I am most satisfied with the online resources and the availability of computers.	1
102	I am most satisfied with the online resources available. It helps me a lot with research no matter where I am. In person I do like having the citation guides every where you can access.	1
103	I am most satisfied with the photocopying and printing resources because they are done at a lower price than market and; moreover KPU is near my house so, I guess it is convenient for me. Surrey Campus!	1
104	I am most satisfied with the printing options that we can access from the computers. It is very helpful	1
105	I am most satisfied with the quiet area to study because I am at the library for most of the time and I need a quiet place for concentrating	1
106	I am most satisfied with the quiet study area and the research databases.	1
107	I am most satisfied with the research help from a librarian at the Surrey campus, as I had visited the library with my Psychology class and the help was very useful in searching for research articles.	1
108	I am most satisfied with the resources and facilities. The services are good too.	1
109	I am most satisfied with the study rooms because I am able to study in a quiet area	1
110	I am most satisfied with variety of print and online resources. That is, that there are both resources to choose from/among.	1
111	I am mostly satisfied with the research help services at the Surrey Campus because it allows us to find sources that are related to the topic a student is researching about.	1
112	I am not overly satisfied with any service... all could use improvement... that goes for all campuses.	1
113	I am really happy that there is a whole 3rd floor for quiet study on the Surrey campus.	1
114	I am really satisfied with the printinting service never need to stand in long line just for having print. (Surrey campus)	1
115	I am satisfied with Quiet area for study because it helps to focus on my studies which I can't do at home	1
116	I am satisfied with the help desk as they are very helpful and calm.	1

117	I am satisfied with the library labs at the Surrey Campus, I feel as if this has helped me improve my work for certain classes.	1
118	I am satisfied with the online databases available for research and the assistance given by librarians for research in addition to printing and scanning facilities- Surrey	1
119	I am satisfied with the research help at the Surrey campus. They are usually pretty helpful in finding hardcopy books and journals for specific topics.	1
120	I am satisfied with the Surrey library's study spaces because they provide many floors with options for how you may want to study.	1
121	I am satisfied with the services and resources of Surrey campus library because whenever I need I always get help from there.	1
122	I am the most satisfied with the printers because they are essential to me. (Surrey campus)	1
123	I am the most satisfied with the study rooms and the system used to book them. It is very organized and the study rooms are very useful. Surrey campus	1
124	I am used to stay at Surrey campus. All the facilities over there are just great. Everything is easily accessible and staff is ready for help every time.	1
125	I am very happy to sit in the Surrey campus library because of the infrastructure and the staff is very cooperative. I spend at least 2 hours daily in the library to review my notes and check other resources. It's always an amazing experience.	1
126	I am very happy with the access to electronic devices in the library, the quiet spaces for studying, the cleanliness of the facility, the readily available librarians to answer questions, printing machines, etc.	1
127	I am very satisfied by how I'm able to download (although partial) the electronic books in PDF.	1
128	I am very satisfied with library equipments for loan because we can't purchase everything and it's best way to utilize library fees we paid.	1
129	I am very satisfied with Surrey campus library because they have everything in one library and you can choose where you want to sit depending how focused you want to be and quiet you want it to be. And I am happy they have many seating options because at Langley campus there is not much option	1
130	I am very satisfied with the research help and the availability of computers for searching anything and the photocopier as well. I am talking about Surrey and Langley campus.	1
131	I am very satisfied with the resources that are available to us and I love the three zones we have as it helps a lot with my studying and if I want to study in a group or alone.	1
132	I am very satisfied with the study rooms at the Surrey campus. Very quiet and a great place to study	1
133	I can usually find a seat at any library, no problem, I like the online resources available to use, the hard copy books available to us, the DVDs, the phone charging equipment in-case I need it, librarians are friendly, and quiet study floor at Surrey KPU	1
134	I can't remember the options from the last screen. But it would probably be availability of computers on campus. But this is also reliant on when students have classes. There have been times when I could not access a computer.	1
135	I do most of my research at home so access to the online database has been very helpful	1
136	I don't know	1
137	I feel like we need to be open longer for library hours because most students have to go to SFU to go study and it's far drive	1
138	I feel that I am most satisfied with the cleanliness of the library as a whole. The library is usually neat, which makes access to resources and areas to study much more available and suitable.	1
139	I have been most satisfied with the availability of print journals, magazines, and periodicals at the Surrey campus library.	1
140	I have found the quiet study areas of all campuses, but especially the Surrey campus, to be invaluable.	1
141	I have only been to the Surrey one, but it's very clean and quiet.	1
142	I have yet to delve deep into the services that the library offers.	1
143	I haven't used all of these yet Surrey campus	1

144	I like how people are actually respectful of the levels of volume. It's nice. I also enjoy the silent agreement food is allowed in level 2 so long as you're not messy and you don't let it near the books. Please don't take that rule away. I like the view from the windows over on the lefthand side from the stairs and I enjoy eating lunch as quietly as possible while I study in a quiet environment.	1
145	i like that i can find a ton of sources for history papers from the comfort of my own home	1
146	I like the comfy sofas and the study desks on the first floor are good. The white boards for study rooms are useful.	1
147	I like the most the Surrey Main Campus IT help service because they are very willing to help and always solve my issues.	1
148	I like the study room service the most it's easy to book and good for a group meeting	1
149	I like the use of study rooms and just the library facility in general, it allows me to focus on studying or getting my assignments done.	1
150	I love that there are a variety of study areas, and that all areas have comfortable chairs to sit in.	1
151	I love that you will transfer in books from the other campuses. Everyone I've done this, the books arrive quickly.	1
152	I love the quiet areas of study leading up to the topmost floor. The research database on the online library is fantastic as well (use of searchbar to find journals)	1
153	I m satisfied with the quiet area in library	1
154	I mostly use the library resources available at Surrey Campus. The resources that I am most satisfied with are printing, photocopying a hard copy book collection, library citation style guides. The facilities that I found most important are the research help by librarians, assistance service provided by the staff members, research desk facilities and the peaceful environment to study. Overall, all the facilities are good.	1
155	I really like the print/copy system at the surrey campus. It's easy to access and I like the tapping of the student card to print stuff.	1
156	I use library the most often, and pretty satisfied, reasons are cleanliness and space to study	1
157	I very satisfied with reserve books , they helped me a lot but i think you should-have 2 copies of each book in reserve atleast .	1
158	I,m very satisfied of printing resources. very easy to use. It's great. I'm in surrey campus btw.	1
159	I'm highly satisfied with Quiet area for study. It provides you an environment where you can concentrate and learn.	1
160	I'm most satisfied with computers in the library. Really helps a lot in completing assignments. - Surrey library	1
161	I'm most satisfied with the affordable printing services. The quality of paper is good and the printers have different paper sizes to choose from.	1
162	I'm happy with the printing because we have access to a printer which also does 600 dpi scans. Staples actually charges \$4.00 per 600 dpi scan. We also have 11x17 inch paper which is very useful for studying	1
163	I'm most satisfied by the cleanliness of the library particularly the Surrey campus as it has the most students on it at all times.	1
164	I'm most satisfied with quiet area to study. The area is clean and there are enough computers around to use. Overall, it helped me concentrate on schoolwork.	1
165	Im most satisfied with the printing and photocopying in surrey and langley (they are the only campus I have been to) as it is very accessible	1
166	I'm satisfied with printing, citation and books issued services. Surrey campus	1
167	I'm satisfied with the available areas to study, as well as the cleanliness of the kpu surrey library. Along with that I am also satisfied with the availability of the computers, and the helpful staff.	1
168	I'm very satisfied with the availability of computers as I cannot afford one of my own. I am very appreciative of the computers around the library as I use them almost daily since I am taking the computer info systems program it is very useful and I can thank kpu enough for always have computers available for students it really is a great help.	1

169	in surrey campus i am very much statisfiedwith the availability of all the resources included books, magazines, printing/scanning etc. all of above the assistance of librarian is great. she always weras a mile on her face and ready to help	1
170	In surrey campus, the availability of computers and fast wifi is very useful as sometimes mac users have problems with the assignments because of some shortcuts that mac does not support.	1
171	In surrey, the librarians seems quite nice and helpful. Even the learning center staff is nice and sweet and helpful	1
172	In surrey, the most satisfying thing is availability of books. Because I do not have to buy my books which saves my money.	1
173	Information by research desk and services; Surrey campus	1
174	Inter library and cross campus library loans are a god send.	1
175	Intercampus loan and online library and resources.	1
176	Interlibrary loan services So fast n convineient	1
177	KPU Surrey, 3rd floor very quiet and good place to study, lots of space as well.	1
178	Kwantlen Surrey campus has a lot of space to study and a dedicated quiet study floor.	1
179	Langley and Surrey campus librarians are always friendly and helpful	1
180	Langley because it is very quiet and there are always working computers available with chair. Surrey campus is not as quiet understandably so as there is many more people, specially in the downstairs area and sometimes, in busier parts of semester it is hard to find a working computer with also a chair. But what I hate the most are the bathrooms. They don't look very clean. In Langley there is no bathroom in the library but it's right in the hallway and very clean. In Surrey, you have to go out to use the bathroom and it's usually very cold most time of the year.	1
181	Learning centre .Here I can practice different concepts and do my assignment.	1
182	Librarian help	1
183	Librarian's help Service desk in surrey and Richmond campus	1
184	Library Data base is the most useful resource for me.	1
185	Library resources; online access made easier.	1
186	library service are most satisfied in Surrey campus.The librarians are very nice and helpful.	1
187	Like that there is so many study spots at the Surrey campus	1
188	Loaner items because student can use them if they are attending classes all day Surrey campus	1
189	lots of space to study and use the computers - surrey campus	1
190	Mainly with every resource as i have used most of them but mainly using a computer to complete my assignment and prunting them out is very satisfying as every source required for assignment is present there.	1
191	Newton Surrey campus. I use it the most and have never had a negative issue with it.	1
192	Online access to journals, magazines, and peer reviewed sources. It's a large collection to pick from.	1
193	Online book. It is so convenient to acces	1
194	online books, printing services in surrey	1
195	Online database	1
196	Online databases are most satisfying because this help me to get my project done on time and provide wider selection of resources.	1
197	Online gelp desk	1

198	Online library	1
199	Online resources	1
200	Online resources and online research help is the most satisfying resources so far. This is because I am able to access the online resources from any of the campuses, and this is especially important for KPU Civic where we don't even have a library.	1
201	Online resources, data bases, study rooms, printing	1
202	Online services and the in library staff.	1
203	Online services.	1
204	Only the staff, is very helpful. Research help desk is an awesome thing.	1
205	Print copy and scan service in surrey and Richmond campus	1
206	Print/scan( surrey campus).Because o need to print readings and print assignments.	1
207	Printed books for 4 hours in library , quiet study area is really imperative to me, Availability of computers and printers is great.	1
208	printing	1
209	Printing	1
210	Printing and copying as it is very cheap	1
211	Printing and online data base	1
212	Printing and photocopying is very fast and user friendly at the Surrey campus.	1
213	Printing and scanning	1
214	Printing and scanning at Surrey campus	1
215	printing and scanning because it is fast, cheap, and easy to use.	1
216	printing and scanning material and library computers satisfied me the most because it is very convenient to get a photocopy from the campus rather than going elsewhere and use the computers for assignment purposes rather than bringing your own laptop.	1
217	Printing and scanning/having computers available to use at any time because they make assignments easier if you forget to print something. Surrey Campus.	1
218	Printing and study rooms	1
219	Printing at surrey campus , as it is easy to use	1
220	Printing is probably the most used and helpful resource to have on (all) campus. At times it gets very busy in the Richmond and Surrey campus (especially around midterm/finals), and it turns to a long wait.	1
221	Printing papers and using computers in surrey campus.	1
222	Printing services because of cheap price and quite area for study as there is no distraction	1
223	Printing services are excellent in Langley and Surrey campus.	1
224	Printing stations. Quality of paper and printing is much better than at publiclibrary or home	1
225	Printing, taking out books and using database	1
226	Printing, the printing and photocopying are wonderful helpful tools.	1
227	Printing. Because they work!	1
228	Printing/scanning and computers ,Surrey campus.	1
229	Private study rooms, Surrey campus	1



230	Quiet area in Surrey campus	1
231	Quiet area	1
232	Quiet area for study Helps me in doing my work better	1
233	Quiet area to study -- surrey has a big area to study for silent study but not enough for quiet study. The tables are always occupied.	1
234	Quiet Areas, Library assistance	1
235	Quiet Environment	1
236	Quiet place to study - surrey campus.	1
237	Quiet room in Surrey campus because of the large space, well lit and really quiet.	1
238	Quiet study (3rd floor) of Surrey campus. Very useful for exam review sessions	1
239	Quiet study area in surrey campus	1
240	Quiet study area with a computer in Surrey Newton was very quiet and great to work in to get my work done in silence.	1
241	Quiet study areas on both the Langley and Surrey campuses are very useful. Always very clean and maintained.	1
242	Quiet study rooms/study areas. Good availability & quiet. KPU Surrey campus	1
243	Quiet study space because it is always quiet and usually sparsely populated	1
244	Quite area as it's the best place to study.	1
245	quite area for studying	1
246	Quite floor	1
247	Quite Space on 3rd floor, for studying.	1
248	Reaserch help is really satisfied because you will get an idea what to do and how to start and its really helpful for new students	1
249	Renting out an extension cord is very useful. A suggestion would be the ability to rent phone chargers or somehow having a place to charge your phone.	1
250	Research assistance from librarians - Always very pleasant and helpful. A quiet and clean place to study - Very important to me, as I spend most of my days at the Surrey library. I always find it to be a positive study environment. Printing and computers available - I print at the library daily. Online library resources - Use daily.	1
251	Research Data Base.	1
252	Research database for finding articles	1
253	Research databases, it is the service I use the most and the efficiency of it is amazing for any papers or essays I need to write. Tied is printing services I have always been able to use the printer for anything without it having any technical difficulties.	1
254	Research desk	1
255	Research desk employees have been very useful in helping me in the past in finding articles. The only research database has a wealth of information, and is easy to understand and use.	1
256	Research help desk in Surrey and the online librarian help chat were the ones that i got the most help from.	1
257	Research Help Desk Surrey Campus	1
258	Research sources such as databases	1
259	Resources	1
260	Resources as i can use them to improve my learning with books, online material and learning center	1

261	Resources as there are many books available for our specific courses- Surrey	1
262	Resources most satisfied Surrey	1
263	resources to collect information	1
264	Resources, always having an item that I need to use when it is needed.	1
265	Resources, because resources are why libraries exist. The resources do need improvements, but they are still more than adequate for students to succeed.	1
266	Resources, facilities and service three of them because in resources computers are available, service provided at help desk is excellent. SURREY.	1
267	resources, helpful	1
268	Rooms having computers and the teachers for research help	1
269	Satisfied with the computer labs	1
270	Service counter assistance, since they would be able to assist the student whenever they have questions regarding different library services.	1
271	Service counter staff because their guidance help the most.	1
272	services	2
273	Services	1
274	Services at service desk of Surrey campus are satisfied because the staff is very polite and eager to help always.	1
275	Services at surrey campus are most satisfied because I was always helped by them and are very polite	1
276	services, the front desk people are always kind and helpful	1
277	Silent study areas and desk researcher help is most useful.Reason being I cannot find any book without it and quiet areas are the excellent places to concentrate and are the vital part in the university studies.In Surrey Campus.	1
278	Silent study floor Surrey campus	1
279	Silent study room with computers	1
280	Staff at Surrey are always friendly and helpful!	1
281	Staff is very helpful , never disappointed in last 2 years.	1
282	Study areas and rooms at the Surrey Campus for collaboration and group work	1
283	Study areas because it is a good place to study and do homework as it is quiet, therefore I can focus better in the library than studying at home.	1
284	Study centres	1
285	study room with computer because its easy to study their with all resources available to study	1
286	Study room, we did group study every week with my bio class and it really helped everyone out.	1
287	Study rooms	1
288	Study Rooms	1
289	Study rooms and article resources	1
290	Study rooms and books available at newton campus.	1
291	Study Rooms are best and silent study area at 3rd floor. As it has very silent area and you get vibes to study well there	1
292	Study rooms as they are a way where I can get my group work completed and not get distracted by the people around me.	1

293	Study rooms at surrey campus because it offers a quiet place to either study or collaborate with groups in private	1
294	Study rooms can be very useful, overall the rest is about average.	1
295	Study rooms in Surrey campus allow my group and I to collaborate well	1
296	Study Rooms KPU Surrey	1
297	Study rooms Online Resources (data research) Library Hours	1
298	Study rooms quite places	1
299	Study rooms -surre6	1
300	Study rooms, allows quiet study space. Too loud everywhere else with tons of students just socializing	1
301	Study Rooms, because it is rare that I get a quiet place to study in my home so the study rooms are important to me and I am satisfied. Surrey Campus	1
302	Study rooms, books	1
303	Study Rooms, they are easy to book and are spacious.	1
304	Study rooms, usually the best place to work on group projects which are prevalent in many classes.	1
305	Sureey campus , computer services are most satisfied as it has access to the internet moreover students can sit in groups and can do presentations and assignment together.	1
306	Surrey - computer availability	1
307	Surrey - how organized it is.	1
308	Surrey campus service desk hours were very good and helpful	1
309	Surrey Campus 3rd floor., I've spent 2 years of mine over there.	1
310	Surrey campus citation guide and printing services as I use them the most.	1
311	surrey campus counter staff is very nice. i ESPECIALLY LOVE the 2nd zone semi-quiet area.	1
312	Surrey Campus has plenty of desks to study at rooms for booking	1
313	Surrey campus library. I like the division of each floor into amount of talking/purpose, e.g. top floor is for quiet study. The printing resources are efficient.	1
314	surrey campus online resources - easily assessable at home	1
315	Surrey Campus printing and computers	1
316	surrey campus- quiet areas and photocopying and scanning services	1
317	Surrey campus quiet study area is nice. Study rooms are usually available which is good.	1
318	Surrey Campus- Satisfied with the amount of computers available when I need it, and the printing services.	1
319	Surrey campus, service desk. Staff are extremely friendly and helpful	1
320	Surrey Campus. An entire floor to study quietly on, and study rooms increases my productivity.	1
321	Surrey Campus: I am very satisfied with the assistance the librarians provide when looking for a certain book that would help me with any assignments, most especially for research essays. The live chats are also very useful when not in the library at the time or other people at the front desks are occupied. They are very kind. Lastly, the levels of quietness on the third floor is perfect for student such as myself, it sometimes becomes difficult to study with others around.	1
322	Surrey campus: resources because as a business student, we are required to do a lot of research and KPU offers a lot of great databases for me to readily use.	1
323	Surrey has quiet places to study	1

324	surrey levels of noise, the green orange and red zones for studying is great	1
325	Surrey library because it's big	1
326	Surrey library resources are readily available and accessible:) I use photocopy and printing often	1
327	Surrey library, as it is the closest one to me	1
328	Surrey library, as well as the online library research database access.	1
329	Surrey Main campus Library is very useful for students with diverse offerings in terms of different floors, Personal rooms, Equipment rent, Books, staff members, TLC etc	1
330	Surrey quiet area	1
331	Surrey seems to have the most available	1
332	Surrey services, great staff very knowledgeable	1
333	Surrey, Campus. Response by the librarian and staff, Printing, but you must reduce the cost by acquiring cheaper, paper to print,	1
334	Surrey, places to study	1
335	Surrey: A quiet place to study as well as the research database. They are very handy and convenient.	1
336	SURREY: I am pleased with the professionalism and helpfulness of all library staff to date. I have utilized the Learning Centre and the resources that are offered.	1
337	Surrey: study rooms. Perfect for group work.	1
338	Surrey-study rooms	1
339	Surry campus resources because i find equipments and computing reliable and helpful.	1
340	The ability to book study rooms; they are almost always available (they get a bit difficult to book during exam season)! This allows for a lot of flexibility because sometimes after a class you decide to study in the library, or a group project is assigned: you can immediately use a booked room in half an hour!	1
341	The ability too book study rooms it is very easy to use! thank you	1
342	The availability and help to get a resource or knowing the campus will get a loaned resource for me when I need it. Very reliable as sometimes finding resources are hard but this help is very appreciated.	1
343	The availability of computers at the Surrey campus library, there's always enough.	1
344	The availability of computers at the Surrey library because I sometimes have needed to type of an assignment last minute & there's always at least a few available to use.	1
345	the cleanliness of the library	1
346	The cleanliness of the library, it makes it a comfortable space to work and study in.	1
347	The computer availability at Surrey campus during most of the semester is fairly good.	1
348	The computers and equipments in the library surrey campus. Fast and convenient.	1
349	The computers in the library as it helps one to complete assignments in case they don't have it at home. Moreover it is helpful in doing any research. Surrey Campus.	1
350	The dinning room attached with IT office 2nd floor the wastage bins are not cleaned properly and some times all the bins are full and over flowing and some times the dinning table are full of food particles spilled. So please see that area is all ways clean.	1
351	The equipments for loan, the computer service desk and the library cleanliness.	1
352	The equipments for students to borrow in Surrey campus	1
353	The floors such as green yellow red are genius	1

354	The front counter ladies are Leary's very helpful and eager to answer questions.	1
355	The green quiet area, because it allows you to eat while studying.	1
356	The help I can get with school work is so important and I am most satisfied with it.	1
357	The Help of staff	1
358	The help provided by the service and help desk employees is what I am most satisfied with. (Surrey campus.)	1
359	The helpfulness of KPU library staff in finding what students need and assisting them to get the services they desire is great at the Surrey campus.	1
360	The individual desks in the library at both Surrey and Richmond Campus	1
361	The learning Center at Surrey. I have used the tutoring for the past 3 semesters.	1
362	The learning center because I can go there for help	1
363	the learning center is the services in Richmond and Surrey I like the most because I can meet new people and also I can reinforce my learning by asking help from the peer tutor and share my personal insight of my understanding of the materials which can benefit both of us in the future.	1
364	The librarians and library staff are outstanding!	1
365	The most satisfied service in the surrey library is the quiet area. It is really useful since you can easily concentrate on what you are working on and if trying to study.	1
366	the online data base resources. Due to the extensive amount of resources available on the data base.	1
367	The online database is very thorough and helpful.	1
368	The online journals and scholarly articles.	1
369	The printing at surrey as it allows me to print out my assignments	1
370	the printing service is useful, so I m satisfied with it the most.	1
371	The Printing services at the Surrey & Richmond campuses are very user-friendly and always available	1
372	The quick printers and learning centers on Richmond and surrey campus	1
373	The quiet study rooms, because it's quiet . Surrey Campus	1
374	The research help desk was very helpful when I needed help finding articles for my paper, and when searching for articles out of curiosity.	1
375	the research help provided by the librarians and the guides and the peer tuttors.	1
376	The resources. They are very important for a student. For example the computers, it provides everyone free access to them which makes work easy while being on campus	1
377	The service at the help desk at Surrey Campus is very helpful	1
378	The service of providing computer is most satisfying as majority of classes require online study.	1
379	The silent zone because I can focus on my work.	1
380	The staff are always nice and help right away	1
381	the staff is nice, there could be more desk on the first floor to study by the windows instead of couches, the couches could be moved along the front door of the library. there is also a lot of empty space on the third floor where more tables and desk can fit.	1
382	The study areas. I like the big windows in the study areas of the library and how big and open it feels. It makes me want to come to the library to study instead of sitting at home in a dark room.	1
383	The study guides since they help me a lot to find materials and resources for course work that are trustworthy and compatible for courses	1

384	The study rooms are the most important facility as they allow me to study with group of friends in a closed and quiet space. The reservation system is a great way of ensuring that rooms are available at particular times.	1
385	The study rooms because it allows groups to work together in their own space without worrying about being an annoyance to other students	1
386	the study rooms, and marker boards help me to learn better.	1
387	The surrey campus librarians are alwaysd friendly and helpful.	1
388	The Surrey library help desk has been helpful when needing assistance. The KPU student ID card was done quickly and the person working the counter was friendly. There was another time where I needed to pick up a reserved book. The lady working was helpful and also friendly.	1
389	The Surrey library study rooms have been very helpful and tend to be available	1
390	The third floor in Surrey	1
391	the working off staff	1
392	Varying areas of loudness for studying	1
393	very helpful	1
394	Very satisfied with the intercampus loans. The service is faster than I would have thought it would be and is extremely useful.	1
395	Very satisfied with the subject guides they help to narrow the amount of results that im researching and allow me to find good resources quickly	1
396	Well the resources are very helpful in research topics and I like the way library arranges workshops in lectures when something important comes up. So just keep it up guys.	1

Q15 - Which one of the above library resources, facilities, or services are you MOST SATISFIED with and why? Please specify the campus, if applicable: Online-only.

#	Responses	Count
1	Front counter staff	1
2	I am most satisfied with how easy it is to find resources to write my papers.	1
3	I enjoy the printing and copying because I am able to print my assignments because I don't have that access at home	1
4	I found library citation service very helpful to do my assignments as formats and citations is very essential part to gain extra marks. library citation helped understand to better about the format used and accepted by the university and faculty.	1
5	Library orientations	1
6	Online resources and availability is superb for research.	1
7	Printing and quiet study availability. Ample of both available	1

Q15 - Which one of the above library resources, facilities, or services are you MOST SATISFIED with and why? Please specify the campus, if applicable: Neither in-person nor online.

#	Responses	Count
1	Not really using facility right now	1



**Q16 - You indicated dissatisfaction with at least one of the library resources, facilities, or services. Please specify the campus (if applicable), explain why you are dissatisfied, and provide any suggestions for improvement: Langley.**

#	Responses	Count
1	At Langley campus there is really not quite space. That is why I do not use the library that often.	1
2	board	1
3	Could use private study rooms with computers at the Langley campus, also more power bars in general around the library. There are lots of desks with power bars that do not work.	1
4	Difficult to locate hardcopy of journals.	1
5	I have not come across a study room with a computer and screen at either Richmond or Langley	1
6	I once tried to borrow a laptop charger for macbook air with USB C port but they don't have it in langley library	1
7	I use the library to study, but I do wish there were more quiet areas and better reinforcement of no eating (eating is VERY distracting for me)	1
8	I was sad to see all the hardcopy journals get taken out of the Langley library and now only available online. The surrey campus never has computers to use and it seems most people just sit and chat at them anyways.	1
9	langley and the meeting rooms fill up fast	1
10	Langley because the library is too small	1
11	Langley campus is notably neglected in general next to the other campuses. The library isn't a very comfortable or modern space to work in. The campus is general has little to no other study spaces available. The "quiet" study portion of the library is depressingly dark.	1
12	langley campus- small campus library. sometimes not enough space for studying or access to computers. can become moderately loud for the library	1
13	Langley campus. No (private / group) study rooms w/ computers are available. Computer space is cramped and often noisy during peak hours.	1
14	Langley library sometimes was noisy and noway to focus	1
15	Langley: I believe the library should have all new textbooks on reserve for students. Most resources are available in Surrey.	1
16	Like Surrey famous quiet study area but Langely library is always so loud. It is almost impossible to study. There is always people talking at the Langely location, music playing and even people on the phone. Only thing the Surrey quite library floor could do better is have chairs that are more comfortable	1
17	Need more group study areas.	1
18	not satisfied with learning centre i don't find tutor for my asian philosophy class	1
19	only one room with a computer/projector	1
20	Printing should be free up to 300 pages per student. Charging for printer is very draining.	1
21	resources	1
22	Some of the computers are slow which can be time consuming.	1
23	sometimes can't find books I need fo course	1

24	Sometimes computer are not working	1
25	Sometimes the librarians are frank and unfriendly, I have only ever had simple questions for them as well.	1
26	Study rooms are too loud to study in most times.	1
27	The APA resource could be more complete, with examples of full student papers	1
28	The cost of printing is too expensive, would be better if the proce was lower.	1
29	The only thing I wasn't happy with was the lack of info during the procedure of putting books on hold. I was attempting to put a book on hold by myself and the since it is my first year at KPU I found it hard to identify if a book was available or not. The website did not if a book was on hold it merely talked about it's location which is very inconvenient as I drove all the way to the Surrey campus to then realize that I had to wait weeks. I just ended up buying the book as I needed to read it by the end of the week.	1
30	The quiet areas in the library are not quiet, it's very frustrating how this isn't enforced more.	1
31	The services: library hours	1
32	The study space on the Langley campus is not the most inviting.	1
33	There isn't enough quite space to study. People are often loud and distracting in the space meant to be a quite space to study in Langley	1

**Q16 - You indicated dissatisfaction with at least one of the library resources, facilities, or services. Please specify the campus (if applicable), explain why you are dissatisfied, and provide any suggestions for improvement: Richmond.**

#	Responses	Count
1	Air circulation	1
2	cleanliness, garbage pizza boxes coffee cups lying around	1
3	Facilities in Richmond Library is old and worn out. Needs to match the standards of Surrey Library Campus and other insititutions.	1
4	Hardcopy of textbooks are hard to get as theres only one book thats been provided and it gets on hold easily by the time my turn comes up to have the textbook its no use! At Richmond and Surrey campus	1
5	Having more books that students need even for upgrading courses	1
6	I am not satisfied with the front desk workers, as some are a bit rude and it is off-putting	1
7	I am very dissatisfied with the state of cleanliness of the library, more specifically, with the state of the computers. Every keyboards in all KPU library are dusty, it is also unknown if they are regularly sanitized since they look greasy. Some of the desk are ridden with gum and I find that unacceptable.	1
8	I don't remember which one I said I was dissatisfied with.	1
9	I feel that it students should be allowed to bring snacks to the study area, or we should have a area with tables where it's quiet but okay to eat snacks and have beverages.	1
10	I have not come across a study room with a computer and screen at either Richmond or Langley	1
11	I think that if computers in study rooms were installed it would be nice in case u don't want to do ur work in the common area	1
12	I'm not sure what category this falls under, but I am most dissatisfied with the fact that students talk so loudly in the library. I thought the library was a place of study.	1
13	Interlibrary loan (for books outside from KPU) Reason: The book I need cannot be found	1
14	it can be hard sometimes to find the research i need. expanding the collection would be a huge help	1
15	library cleanliness - library desks are always dirty with pencil/eraser shavings and food stickiness.	1
16	Library resources are limited at Richmond campus. Looking for more variable resources other than basic equipments.	1
17	Library resources, in both surrey and Richmond campuses	1
18	More copies of books would be helpful	1
19	Printing! It is frustrating that the library runs refunds for the design school; when we have problems with printing, having to collect funds from the library and often be told that it's not their department, makes it frustrating, and often if the amount is low then it's easier to not bother.	1
20	Printing, it is imposible to wirelessly print documents from a personal computer.	1
21	Richmond Campus. The desk in a study room was dirty. Also, a key of a door was unmatched, difficult to open or lock.	1
22	richmond librarian was so rude	1
23	Richmond Library has lack of desk available for solo study - Does not need to be in designated quiet area, just a desk (as opposed to lounge-type chairs)	1

24	Richmond, half the time, the study zone desks are dirty with liquid on them. Probably tims coffee	1
25	The service desk people talk to loud to each other or to whoever they are serving which happens a lot at Richmond campus. I found it very annoying and rude. Chairs at the Richmond campus library are very dirty with stains on the seat pads which makes me sick all the time. So quickly use computer if it is absolutely necessary and usually sit outside the library. In overall it always give some dirty sensation.	1
26	The lengty time if library materials such as cameras	1
27	The librarian staff at the Richmond campus, behind the desk, are consistently rude and reluctant to help. Not all staff, however there have been many occasions where I've had really poor interactions.	1
28	The resources available to students at the Richmond campus library is dissatisfying. There are not enough computers available, which makes it difficult to complete assignments or do research between classes.	1
29	There is not enough books in certain topics.	1
30	There need to be more printers and hopefully have them cheaper rates at the Richmond campus.	1
31	There needs to be places with computers in quieter areas because it can be distracting when lots of people are talking	1
32	There should be more printers available. Also, the student fees are already so expensive so it is not fair that I am being charge for printing a few sheets of paper. Would be nice if students had a limit of how much they can print per day if you're concerned about overprinting. I already have to pay for library fees in my tuition, so why do I have to pay extra for these services I'm already paying for? Makes no sense. Then in that case, eliminate the fees, then I will happily pay for printing services from my pocket so I don't have to pay double.	1
33	Very small amount of computers in the library (at Surrey; Richmond is even worse) for the amount of students that need to use it. A lot of them do not work half the time as well so that limits the amount of their usability even more. - Richmond library has almost no spaces to quietly study. Very few spaces for individual study, and almost none for group studying. The study rooms are always booked and frankly, always empty. - The library's online collection is quite good, although I would prefer it to be bigger as sometimes I cannot make it to campus to loan the resources I need.	1

**Q16 - You indicated dissatisfaction with at least one of the library resources, facilities, or services. Please specify the campus (if applicable), explain why you are dissatisfied, and provide any suggestions for improvement: Surrey.**

#	Responses	Count
1	[Surrey campus] I go in and I go ask the person on the big square desk "Hey I need this book and the only libraries it's at are in Illinois how do I go about getting it, if you guys can't help can you point me where I need to go" I want a better reaction than "We can't do it, sorry, you're SOL :)". At least point me somewhere and do more than the exact same google search I did. Can we get someone who's actually going to help on desk? That'd be easier. I wouldn't be asking if I could just do it myself.	1
2	A lot of the computers at surrey are either unavailable, the keyboards are broken, there is lots of missing chairs or its really loud cause there is so many students hanging around in the area.	1
3	All campuses, the libraries do not properly utilize the space with enough tables, so much space with single couches with a small swing table. Very difficult to find outlets on all campuses for electronics.	1
4	All computers usually are taken in the Surrey Newton campus and is very hard to find one to use when in need of one.	1
5	Availability of computers and computer screens in study rooms	1
6	Availability of computers is less. More computers should be installed and basic resources information should be given to newcomers.	1
7	Book organization is confusing to a newcomer	1
8	Campus Surrey. There is a major lack of computers because a vast number of students are using the ones that are already present, and I haven't seen study rooms with computers in them. I am extremely dissatisfied with the cleanliness of the library. I have seen people bring boxes of pizza and other food items in zones that are meant for silent study only, causing the floor to no longer be a scent free zone. Snacks in my opinion are acceptable but often it goes too far.	1
9	can you please have more charging stations	1
10	Cleanliness and not able to get online journals due to access	1
11	Cleanliness and wear of lounge furniture and desks. Very dirty	1
12	Cleanliness could be better in study rooms on Surrey campus. Smells sometimes.	1
13	Cleanliness of the washrooms with their bad odour in the Surrey campus. Lack of study space during midterms and busy season. Librarians can be rude, condescending and dismissive at the front desk.	1
14	Computers are always broken	1
15	computers at the surrey campus sometime seems not enough, maybe we need to know other options, eg. other available time for the computer labs	1
16	Computers not available at Civic Centre campus	1
17	Dissatisfied with meeting rooms. There are too few and always booked. Would be nice to see some with screens or computer so can practice presentation.	1
18	either not enough quiet spaces available or ambient noise still persists. Not terrible but not amazing either.	1
19	facilities, the desk area are often dirty and I have to wipe it down everytime. Not a thorough job cleaning corners etc	1

20	Finding a computer at the Surrey campus can be hard at times when you need to print. Also some people do not respect quiet study areas and use the library as a hang out spot.	1
21	First floor, they do not keep people under control. Extremely loud alot of the time people are not doing school work and become very distracting.	1
22	Free printing should be a right for students A lot of printing required for students and it should be integrated in student fees	1
23	Hardcopy of textbooks are hard to get as theres only one book thats been provided and it gets on hold easily by the time my turn comes up to have the textbook its no use! At Richmond and Surrey campus	1
24	Hours are too short. Loan services take weeks. Not enough computers. Etc	1
25	Hours do not allow for students to use the facilities on a regular basis. Kwantlen complains that we have no culture and blames it on being a commuter campus. I blame it on the students being forced to use other University's facilities such as SFU just to study with their group/ late or early hours.	1
26	how full the surrey library computers are and loud the second floor can be there.	1
27	However, often time, there is no attendee at the research desk and librarians are unable to assist me with questions - even if they were simple questions. Perhaps a budgeting issue, many publications are still not subscribed to, and some articles cannot be found using KPU logins.	1
28	I am dissatisfied by the tutors in the learning center. I do believe there are a lot of tutors, they lack in tutors for the Engineering department. As a first year student I really needed some extra assistant for my Applied Science courses, but there is not a single one.	1
29	I am dissatisfied with he number of computers available for printing because the computers at the Surrey KPU library are all occupied at times.	1
30	I am dissatisfied with the availability of computers at the Surrey library.	1
31	I am dissatisfied with the bookstore. It would be more beneficial if it was open for a longer period of time.	1
32	I am dissatisfied with the cleanliness at the Surrey campus, but this has more to do with students bringing food where they shouldn't. I am also slightly dissatisfied with the amount of computers, but this is due to the increasing student population. The cost of printing is also a bit much and there could be more printers and scanners.	1
33	I am dissatisfied with the computers. I know you have a lot of them at the Surrey Campus, but there never seems to be one available when I need it.	1
34	I am dissatisfied with the help desk in the middle of the surrey library because i hardly see someone there	1
35	I am extremely dissatisfied with the library when it comes to the quietness levels. I feel that if students rather socialized than use the library for studying purposes they should not be allowed to distract and make loud noises to prevent others from studying.	1
36	I am most disappointed with the fact that I was asked about study rooms with computers and I have never seen one with them in there. That would be extremely useful for presentation preparation. I am not even sure if there are any but if not it would be great to have more of them!	1
37	i am not dissatisfied with anything.	1
38	I am so far okay with everything KPU has to offer.	1
39	I am very disappointed with cleanness in the washrooms of Surrey campus liabrary. It's all dirty and urine stucked In washroom seats. I have one picture for that as well. There should be someone to guarantee these issues.	1
40	I can never find the books I want (contemporary literary titles bt BIPOC). Also, sometimes when I check out equipment it's not a long enough period to make use.	1
41	I cannot comment on this if the survey doesn't say which one.	1
42	I don't know	1
43	I feel dissatisfied with having a quiet area to study (Surrey Campus). In some cases, the study floors in which students are not recommended to speak, I find that students will disregard this. This makes it very difficult for me (and I'm sure some other students as well) to study in peace.	1

44	I find the green zone areas to continually be disorganized and not provide enough seating. I do understand that as students the table areas are moved around so my frustration may be more with my fellow students at not putting the area back in order when leaving. However, I find there is limited seating when we have to meet as groups and other zones are not appropriate for team meetings.	1
45	I have not been able to access a study room with computer due to use by other students. I am not sure if I am supposed to book this beforehand. I am still trying to figure out what the library offers. It is only through this survey that I learned the library offers loaned equipment, videos, etc.	1
46	I have not been other campus besides Surrey	1
47	i really dont know about this	1
48	I think that adding more computers to the main level will help so that more tables can be added to the second floor instead of having so many computers up there	1
49	I was sad to see all the hardcopy journals get taken out of the Langley library and now only available online. The surrey campus never has computers to use and it seems most people just sit and chat at them anyways.	1
50	I wish there were more study rooms because I find them occupied generally.	1
51	I'm currently at the civic plaza campus which doesn't have a library so maybe a small library there would be very helpful.	1
52	I'm unsure	1
53	I'm dissatisfied with the printing because there's usually a lot of printing going on at once and it gets really crowded. I also don't like how there aren't that many computers at the library and I find it hard to use one at times, especially during the day and night, not so much in the morning. The cleanliness of the chairs and sofa are terrible. There are so many stains and it grosses me out.	1
54	i'm not dissatisfied with any of service but i have not used some of library service .	1
55	in availability of books of some subjects	1
56	in many 1000 - 2000 level courses, you have to go through the same library orientation with only marginally different aspects to each course field. I've personally taken the orientation around 4 times in the first year, and I didn't learn anything new post-first orientation. maybe having an online-badge or some sort of identification that shows you've completed the courses on Moodle may be beneficial.	1
57	In terms of cleaning the surrey campus, I think it needs more care and cleaning.	1
58	In the Surrey campus, some tables are sticky and have coffee stains.	1
59	Inter library loans from other institutions is lacking	1
60	I've indicated I didn't know a couple things, because I've never had a need of them yet.	1
61	Just things I don't actually need or use.	1
62	Less computers	1
63	Library cleanliness is of utmost importance. Learning is improved by cleanliness because students will be more willing to stay in a space that is clean and welcoming.	1
64	Library Cleanliness. The male washrooms in the Surrey campus have been disgusting. Over the past couple months I have experienced the following: Urinals clogged, smell terrible, nothing to dry hands with, soap empty, dirty mirrors.	1
65	Library resources, in both surrey and Richmond campuses	1
66	Like Surrey famous quiet study area but Langely library is always so loud. It is almost impossible to study. There is always people talking at the Langely location, music playing and even people on the phone. Only thing the Surrey quiet library floor could do better is have chairs that are more comfortable	1
67	loan resources because there should be more equipment to satisfy the demands and needs	1

68	Many-a-times computer is not available when required. The 1st floor has the maximum number of computers than other floors but is always occupied and way too much noisy. 1st floor lets everyone speak but library should be a library not a cafeteria	1
69	Marketing research for student	1
70	Need more study rooms with computers, groups don't always have laptops	1
71	need study rooms w a computer	1
72	No computers in Surrey campus	1
73	No quiet place to relax and read. All tables usually filled up.	1
74	noisy	1
75	not all students respect those who are studying. they are talking with their language loudly.	1
76	Not always enough space	1
77	not enough noise friendly group study space on the first floor.	1
78	Not enough textbooks available.	1
79	Not good condition white board markers Less room hours per group No computer storage space for students Need to improve washrooms No computers available in study rooms	1
80	Not that many computers and I didn't know how to properly use the online library to my advantage until a prof booked us time in the library where we were taught by a librarian how to use it. I wondered how much time I would have saved prior to knowing this info!	1
81	Often I find the computer labs and bathrooms are unclean and tables tend to be sticky at the Surrey campus. Alongside this, there always seems to be a lack of charging cords for loaning.	1
82	Often the public computers are either dysfunctional or inaccessible due to large groups of people sitting at one computer but blocking the others.	1
83	Often times when I just need to print out an assignment and get out, I will find a lack of available computers.	1
84	On an exam day, I went to the library to borrow a calculator for the exam. The library was out of calculators, so I did not have one to use for the exam. I think putting up a notice to warn others looking to borrow supplies to know ahead of time when expected times for being out of supplies will be. (e.g. "Today is an exam day for many classes, please arrive early for any needed supplies as we may run out quickly.") Surrey campus	1
85	One particular counter staff member is usually passive aggressive and gruff.	1
86	Only ever used inter-library loans once, I don't believe it ever arrived.	1
87	Print service is somewhat expensive.	1
88	Printing copies. We get charged around \$600 for library And still we have to pay for photocopies In other college university it is under the library fees so this is one the most dissatisfied thing	1
89	Printing you are charging more for copies.	1
90	Resources because one day the that was needed me was only available for 2 hours and another reserved copy was not available to take at home	1
91	resources: journal articles that are not available	1
92	Respurcez	1
93	Shortage of books like old editions of courses for more research	1
94	Some assigned works have had almost no scholarly articles available, making it difficult to write research essays on them. I understand that this may be as much because of their unpopularity as because of KPU's selection of scholarly journals.	1
95	Some people bring eatables to 3rd floor computer desk its just annoying for me concentrate and study	1
96	Sometimes all computers are busy and cannot study in the library.	1



97	Sometimes conouters are not available.I im the surrey campus. Most of the computers are also dirty and sticky.	1
98	Sometimes librarians	1
99	Sometimes there are not enough resources for example all the study rooms are booked and the computers are taken. They are useful resources but not enough.	1
100	Stop luring students by falsely offering "rewards". Guess what, nobody even wants Google play rewards from you. Don't send your lacking format shitty emails every single day. KPU can only take our money just to shove it up it's ass. Thank you. OneWayTransaction. Cheap-ass school!	1
101	Student can issue books from libraty for a very short period of time which are related to their course.	1
102	students do not adhere to library rules on quiet areas and the limitation of computers in study rooms.	1
103	Students should be given a certain number of prints per semester, for free. In particular the Creative Writing students.	1
104	Study room with no screen	1
105	Study room without computers and i have never been to study room with computers. I will look for study room with computers today	1
106	study rooms should be able to be booked for more than 2 hours	1
107	Surrey Campus - not always able to gain access to a computer either because all are in use or available ones not working.	1
108	Surrey campus - Two outlets in the front lobby area, directly in front of the service counter, were not working. I asked the front counter for any solutions, and they said they could do nothing about it. I asked whether they could let facilities know and they said they don't think it's a high priority. I couldn't use the outlets to charge my laptop or phone, and other students couldn't either. I left the library since there were no other outlets available. Surrey campus - The bathrooms are disgusting and smell terrible. I have walked into a bathroom and immediately had to walk out because of the mess inside or the smell.	1
109	Surrey campus gets very noisy and many times I have felt that it is not as clean as the Richmond campus	1
110	Surrey campus. Many students dont know what a quiet area to study means to be. They are extremely rude and mannerless.	1
111	Surrey Campus. The main problem is most of the times librar is full and they don't have enough iphone chargers	1
112	Surrey campus. We need more books, chairs at the computer desks need to be replaced. Printer and computers are OK	1
113	surrey library hours	1
114	Surrey- printing services should be free, we pay a lot of tuition already.	1
115	Surrey, availability of computers, add a room with computers for students to use	1
116	Surrey, bathrooms can be disgusting.	1
117	the amount of computers available isnt enough during the afternoons	1
118	The amount of study tables in surrey is very low. Sometime there is not enough places to sit. The library needs to invest is getting more priming statins since at times it's super busy to print and not enough quick printing stations.	1
119	The bathrooms are always disgusting. And there doesn't seem to be any enforcement on computer use so they often look all taken but it's really just students sitting around who refuse to move for someone who actually needs to use the computer.	1
120	The bathrooms are disgusting	1
121	The cleanliness specially in study rooms one time i booked a room 3 days ina row and it was still dirty	1
122	The front counter staff at Surrey are incredibly rude and very unhelpful. They don't seem to know anything about the equipment on hand and every time they do something for me they do is begrudgingly. I'm always nice to them, but they're always really rude and unhelpful.	1

123	The librarian desk. I am not satisfied to have help online and in person I am sometime not able to meet anyone.	1
124	The library there has three floors, but I still find the top floor -that's supposed to be very quit- still somewhat noisy.	1
125	The online availability of items is disheartening. There are many articles that would supplement the research we as students do but are unavailable to us due to KPU not being subscribed to the sites or journals.	1
126	The online databases offer limited online articles.	1
127	The people at the service desk are out right rude. I get that they don't work in customer service per say but I was shocked at how rude one of the older ladies was	1
128	The semi-quiet area on the second floor of the Surrey campus is much too chatty during school hours. It is an area that has been designated for groups to study together and speak in short bursts, but you consistently find groups having long conversations there.	1
129	The staff working at the main library counter are not very friendly, and don't seem like they want to be there. They are rude and condescending towards students who are trying to check a book out, check out learning materials or load their library card with money to print their assignments.	1
130	the study rooms and washroom are not clean enough. especially the tables in silence study area in Surrey campus.	1
131	The Surrey campus could use more computers. It is tough to find an unoccupied computer sometimes.	1
132	The Surrey campus library has pretty bad washrooms.	1
133	The university library is loud and at times messy. It gets really hard to study when all this is happening.	1
134	There are rarely computers available for use at peak times.	1
135	There aren't enough printers	1
136	There is a lot of unused space in the library stacks in the Surrey campus library that could be filled with more books.	1
137	There is often not enough computers to use in the library, even when it comes to just printing something off quickly. Often people are mingling around the computers and just hanging out, restricting access to people who need them.	1
138	There needs to be more study rooms and stricter rule and students eating and talking in the library. There should be copies of reserved (behind counter) materials at each of the busiest campuses.	1
139	Through my experience, the staff in the library is unable to help a particular task. I asked to demonstrate the printer job and she responded that she cannot leave the desk so she can't help	1
140	Usefulness of the staff at the help desk at Surrey campus because there are not many reason to go ask help at the help desk that you would need help with when guides are available to help in terms of grammar and if it is a technical issue with the computers, they are unable to help.	1
141	Very small amount of computers in the library (at Surrey; Richmond is even worse) for the amount of students that need to use it. A lot of them do not work half the time as well so that limits the amount of their usability even more. - Richmond library has almost no spaces to quietly study. Very few spaces for individual study, and almost none for group studying. The study rooms are always booked and frankly, always empty. - The library's online collection is quite good, although I would prefer it to be bigger as sometimes I cannot make it to campus to loan the resources I need.	1
142	When in the library it's too noisy(outside of the study room)	1
143	Workshops and computers	1

Q16 - You indicated dissatisfaction with at least one of the library resources, facilities, or services. Please specify the campus (if applicable), explain why you are dissatisfied, and provide any suggestions for improvement: Online-only.

#	Responses	Count
1	Ease of photocopying/scanning etc.	1
2	Was not able to print required documents, had trouble understanding how the printer worked, tried to follow instruction to no success	1

Q16 - You indicated dissatisfaction with at least one of the library resources, facilities, or services. Please specify the campus (if applicable), explain why you are dissatisfied, and provide any suggestions for improvement: Neither in-person nor online.

#	Responses	Count
1	I would want the timings of the library to remain a little more flexible cause students could need any books or some information just before or after class.	1

Q17 - What library resources, services, facilities, or equipment are missing at KPU Library that would help you as a student? Please specify the campus, if applicable: KPU Tech (Cloverdale).

#	Responses	Count
1	A new student card should be given per new course rather than 1 for every 4 years or offer a reduced Rae to returning students	1
2	More comfortable seating would be appreciated.	1
3	More up to date code books and resources at KPU Tech	1
4	none	1
5	Nothing I can think of	1
6	Nothing really it's a nice perfect library	1
7	please update materials like Steel Handbook and other books that are updated frequently with BC Building Code.	1

**Q17 - What library resources, services, facilities, or equipment are missing at KPU Library that would help you as a student? Please specify the campus, if applicable: Langley.**

#	Responses	Count
1	A napping area	1
2	A pamphlet showing how to look up material in the library and online. Step by step.	1
3	a stapler that can staple thicker stacks at the copy station. the future students will definitely appreciate one	1
4	An upgrade to the Langley Library. Kwantlen is growing as a university, especially with the Health programs and I believe that revamping the library a section at time will pay off in the long run.	1
5	Better charging units.	1
6	Cannot think of any.	1
7	Comfortable study table couch style covered	1
8	equipment	1
9	everything related to study is present there i guess.	1
10	Free printing	1
11	Having more access to databases.	1
12	headphones to rent would be awesome as I forget mine sometimes. Some studying I do I need to hear things.	1
13	I have been very happy with all of the above I have used at the Langley KPU campus.	1
14	I really love Anatomy.TV. Which I'm not sure if it's a library resource but I found it in the library search. Things that help me understand the material I'm learning in a visual way, so I can understand parts and it's relation. I mostly wish they were a list of things such as that or other programs/e-books that can help within a specific faculty. (I took BIOL 1160 and 1260; programs like Anatomy.TV really helped).	1
15	I'm not sure, I don't usually go to the library	1
16	If anything could be changed for the Langley campus library, I would actually ask for different lighting to be implemented. As a student I find myself constantly under fluorescent lighting and unable to study in the library for more than an hour due to the lighting.	1
17	If there can be more rescources for students to prepare for Nclex exam that would be great.	1
18	I'm not sure.	1
19	It would be awesome if they have an HDMI adapter for MacBook Pro I can borrow to connect UBC and a charger for MacBook Pro.	1
20	Laminater	1
21	Laminator	1
22	Langley kpu would benefit from more study rooms.	1
23	Langley- library is too small, not open on Sunday, and I've never seen information about equipment rental	1
24	many books are missing well overall i love kpu library i spent	1

25	Maybe more study rooms or more seating at the Langley campus.	1
26	More connection cables for projectors.	1
27	More ebooks of nursing books, should be latest and more quantities	1
28	More GNIE books at the Langley campus	1
29	More instruction and directions on student loan	1
30	more of the books required for classes	1
31	More quiet areas to study	1
32	More research databases on the library website for horticulture. Text books for those who cannot afford them should be available.	1
33	More seating. Comfy chairs.	1
34	More study rooms	1
35	Music students should have access to full versions of Finale on campus computers	1
36	n/a. You're doing an excellent job in my opinion!	1
37	Nap rooms	1
38	no	1
39	None	1
40	None that I can think of. The library is well stocked and has all the services a student could need	1
41	Not really any private computers in a room to study in	1
42	not sure	1
43	Not sure.	1
44	nothing	1
45	Nothing	1
46	only one room with a computer/projector	1
47	Preferably more quiet study spaces at Langley campus	1
48	Probably swivel chairs I would like at Langley campus	1
49	put more tables with dividers and have area where we can search up books location	1
50	Quiet area in Langley	1
51	Silent zone in Langley campus	1
52	Study rooms, librarians, computers	1
53	the Langley campus needs more study rooms.	1
54	The Langley library is really small and during midterms and finals the quiet rooms get booked pretty fast it would be nice to have larger tables for collaboration and group work	1
55	There are many services, resources, and facilities to receive information and help with, and do not think any equipment are missing. If the campus on langley were to expand in the future, I would love for the facilities to expand for it is not the most relaxing nor has the ease of studying because it is fairly small.	1
56	There isn't anything that the Langley campus doesn't have that I wish they did	1
57	Variety of text books for loaning	1

**Q17 - What library resources, services, facilities, or equipment are missing at KPU Library that would help you as a student? Please specify the campus, if applicable: Richmond.**

#	Responses	Count
1	1. Mac charger 2. A desktop on some of the study rooms because there isn't enough space in the computer lab to put out the notebooks needed. Also, it is better to have a study room where groups can research and study together.	1
2	A how to cite apa and mla workshop where we get examples since I still forget here and there how to. Also a reusable standing upright water refiller on richmond campus. One in Richmond doesnt work	1
3	A public use phone.	1
4	Actually not much	1
5	Available Online text books.	1
6	Better camera and lighting equipment for photo shoots	1
7	Better citation guides somtimes its confusing	1
8	Better water fountains at the Richmond campus.	1
9	Bigger library? Richmond campus	1
10	books and computers	1
11	Chargers	1
12	Citation guide	1
13	Having a wider range of resources inside the library in person would be nice.	1
14	I am satisfied with what is available.	1
15	I can't think of any.	1
16	I don't thing anything	1
17	I think almost everything is available in the library.	1
18	I was so surprised to find some very good books on Traditional Chinese Medicine subject although there are not much resources on TCM or acupuncture. ( Richmond campus).	1
19	I wish they could organize some office software workshop for presentation	1
20	I would like a clear instruction in how to use the library.	1
21	I would love to see an expansion of available seating at the Richmond campus.	1
22	In Richmond library, I hope they will have more midterm and final workshop for every course for preparing well in the exam as well as collect as much material as possible such as midterm and final review exam for students who really need it. Thank you for listening my opinion.	1
23	In the Richmond Campus maybe could use more single desks without any computers. The desks currently are in groups which make a bit awkward to sit next to someone while working.	1
24	Interactive digital modeling interfaces for engineering, architectural, and design programs - Richmond.	1
25	KPU's Richmond Campus library has great facilities and lots of study rooms considering its' small size!	1



26	Laptops.	1
27	Larger meeting rooms, places to practice presentations or have a computer display projection	1
28	Library computer equipment is old and kind of gross. Get new computers!	1
29	Library equipment helps us a lot	1
30	Longer hours especially on weekends and during exam season. Surrey or Richmond	1
31	Magazine subscriptions for online use. Many classes require for you to be up-to-date in the world and require sourced materials from news.	1
32	Medium noise area.	1
33	More Cameras are needed for Fine Arts students and the time of the loan can be extended. 1 or two days is definitely not enough to have a camera for someone who's taking photography courses. And there are Cameras only at Surrey campus. At least you can put 10-15 cameras in Richmond too. I have a photography class this semester and there were several times that I couldn't get a camera from the library because they ran out of it.	1
34	More computers	1
35	more options for technology to rent would be nice	1
36	More quiet study space at the Richmond campus and more power bars within the study space so that I can charge my laptop	1
37	More self-study areas	1
38	More space to study	1
39	More statistic/ industry reports for capstone courses	1
40	More statistical resources ex, updated standards on equipment and industry at Richmond campus	1
41	None thank you	1
42	none that I'm aware of	1
43	Nothing	1
44	Nothing at all	1
45	Nothing I can really think of.	1
46	Nothing I can think of	1
47	nothing particular	1
48	often time, there is no attendee at the research desk and librarians are unable to assist me with questions - even if they were simple questions. This happened in Richmond and Surrey libraries.	1
49	possible to have some more relevant term textbook for rental in the library for study	1
50	Richmond campus doesn't have as many physical books compared to other locations (surrey)	1
51	Richmond campus. Study room with computers	1
52	Richmond. Computers in study rooms.	1
53	Scanner	1
54	Some more copies of new edition books	1
55	Study rooms at Richmond campus	1
56	Surrey, Richmond - More quiet space to study.	1
57	Tablets more camera, more photography equipment n green room materials	1

58	The chairs hurt my back. Please change them. (Richmond campus).	1
59	The research database is not as large as other institutions and would be beneficial to myself and other students to have more options.	1
60	There is a book called Pattern Magic. I could find some of the versions of this book. But I couldn't find the Pattern Magic 3 from the library catalogue. I hope there are more books about 3D printing, laser cut machine, outerwear , grading, and computer pattern drafting ( the program teaching in FASN now is called Optitex).	1
61	There needs to be a specific room dedicated to watch the reserved DVD or audios materials. Currently, you can only watch it next to the computer lab (Richmond). Some of these materials have violence and sexual content that might make other students near by distracted or uncomfortable. Eg. watching an autopsy video for the forensic anthropology course may not be suitable to watch out in the open computer area.	1
62	This is not necessarily a big issue however, when it comes to chargers, there are no chargers for Surface Microsoft laptops.	1
63	What's missing are computers and monitors in the study rooms. When our group has a big project to do, someone in our group has to bring their laptop, otherwise, we're screwed.	1

**Q17 - What library resources, services, facilities, or equipment are missing at KPU Library that would help you as a student? Please specify the campus, if applicable: Surrey.**

#	Responses	Count
1	[Surrey campus] Put the IT desk from Birch back into the library. Also, copies of textbooks that you can't take out but can reference while you're there.	1
2	24 hour library, most of us go sit at sfu library just because our university doesnt have it	1
3	a copy of every required textbook kept in the library. This way students who can afford the textbook can have access to a textbook without another student had taken the copy out.	1
4	A guide of how to find print books surrey campus	1
5	A hundred complimentary prints	1
6	A map for new students since its intimidating to walk around to find whatever it is that you are looking for	1
7	A nap area and more seats to converse in groups.	1
8	A popular newspaper that covers national and international news at surrey campus	1
9	A study room with a computer at the Surrey Library as I sometimes need a space for myself to do some homework & studying.	1
10	A water fountain at Surrey campus	1
11	According to nothing is missing	1
12	All facilities are quiet good	1
13	All seems good	1
14	All the resources that i required are available at sureey campus.	1
15	All the servises, facilities and equipment's are available in the library of Surrey campus.	1
16	Almost everything is enough	1
17	Almost everything is there	1
18	Another printer or two at Surrey campus.	1
19	As a personal experience, I was in need of scale. I immediately ran to library but did not get any help.	1
20	As am new here, so till now didn't found anything missing	1
21	As far as i have used the resources their are some improvements needed such as headphones should be provided with each pc	1
22	audio recording room	1
23	audiobooks. Surrey Campus and online campus.	1
24	Availability of computers at the Surrey campus. But I also understand that it gets quite busy at this particular campus.	1
25	Availability of computers in study rooms Computer storage space for students every time we login More hours and availability of reserved books even outside the library	1
26	Bean bags... haha I'm just kidding! I dont know to be honest. Not much to complain about the library. Maybe a card reload machine similar to compass machines?	1
27	Better cameras, camcorders and equipment. It's all ancient and it's a miracle it works sometimes. My phone can do better.	1

28	better computers	1
29	better keyboards	1
30	Book available online and a service that turns text books into text-to-speech like so instead of reading textbooks could listen to them. Langara has that service and when I went to Okanagan college I could send me textbooks to Langara so they could turn them into audio files. It was awesome and so helpful.	1
31	Calculators facility	1
32	Campus Surrey: Study rooms with computers, an introduction to intercampus loaning (instead of an online page with instructions that can easily be overlooked, perhaps requiring the education on library resources to help students actually use those said resources more frequently. Ex. An incentivized quiz on library things, etc). I think a majority of the current services and resources are great but there is an immense lack of communication to students for them to learn what's available to them, and HOW they can use those services.	1
33	Can't think of any.	1
34	Cleanliness of computers - Surrey campus	1
35	Coffee and light music	1
36	Computer in study room	1
37	computer screens on rooms	1
38	computers in study rooms	2
39	Computers in study rooms	2
40	Computers inside study room	1
41	Computers inside study rooms	1
42	computers, study material(books), printing machine	1
43	Couches on the third floor in Surrey	1
44	Definitely more readily available tutors for walk in. In the math assistance department, there is typically only one math tutor available to help. The line up gets very long and people end up walking away with their questions left unanswered.	1
45	Detailed information for the availability of some books we request.	1
46	Don't know	1
47	Don't know yet!	1
48	Equipment	1
49	Equipment Surrey	1
50	Equipment like phone chargers or laptops/laptop chargers (I couldn't find them on the website)	1
51	Everything has been fantastic so far	1
52	Everything is available but sometimes number of books available at library are not much due to which we have to wait for another person to return the book for borrowing.	1
53	Everything is available for me	1
54	Everything is good	1
55	Everything is great.	1
56	Extra books needed so we can borrow it for a whole semester	1

57	For me personally the library has everything and more than I require. I am more than glad there is a Library with such helpful staff always willing to help and answer your questions.	1
58	Free photo copying	1
59	Free printing	1
60	Hard copies of books at reserve area should be moved to regular books.	1
61	headphones for the computers	1
62	Honestly, the next step up is audiobooks.	1
63	hot water kettle :p	1
64	I cannot think of anything.	1
65	I do not know	1
66	I don't know	1
67	I don't think anything is missing.	2
68	I feel it sophisticated	1
69	I have not noticed a need for anything that is not already available.	1
70	I have noticed that many of the outlets are faulty.	1
71	I have yet to delve deep into the services that the library offers.	1
72	I haven't used all, so i can't say currently that what is missing.	1
73	I never experienced this.	1
74	I often go to the Surrey campus library and cannot think of anything missing	1
75	i think all first year students should have to take a course on researching and how to use the library properly. Maybe a mandatory orientation day or something. It will greatly help them.	1
76	I think all resources and facilities are there if someone utilise them properly	1
77	I think I get all the required	1
78	I think more computers and more study areas with accessible outlets	1
79	I think sometime on online article research, I don't found the articles related to my topic. And otherwise all the services are really good.	1
80	I think that the computer use at KPU Surrey needs to be better enforced. Often I am losing a computer to a student who is sitting with his friends rather than doing work. I find this is the most "social" area of the library and therefore avoid it. Students are very noisy and library rules are not enforced. I can understand communicating about a project, but students only socializing and taking up computer chairs should be asked to move to the cafeteria.	1
81	I think that there needs to be more options of Canadian authors (poets in particular), as well as more computers, desks, and seating at the Surrey campus.	1
82	I think the variety of equipment could be increased. (Example: phone or laptop chargers)	1
83	i think there is nothing like that	1
84	I think we need better arrangement for the hard copy books as they are extremely hard to locate without going online.	1
85	I would like it if we could sign out textbooks on reserve and bring them home. It would also be nice to have laptops or tablets, signed out as some programs are only available on school software.	1
86	I would like some small rooms where you can practice a presentation	1

87	I would like to see later hours at the KPU Surrey library. SFU library has later hours which allow students to remain on campus and study. This is the reason why I prefer to study at that university over KPU Surrey library.	1
88	I'd say we as students should get some free services on monthly standards. For example, students at KPU should get like, maybe 100 free prints per month.	1
89	I'm not sure. Surrey Campus	1
90	In Civic plaza we don't have library and we have come all the way to Surrey to utilise the facilities.	1
91	In surrey there are no study rooms with computers.	1
92	Iphone chargers	1
93	It should have textbooks used by instructors	1
94	It would be appreciated if there was a quiet study area where students are allowed to eat (KPU surrey).	1
95	It would be helpful if study rooms had a projector and computer.	1
96	It would be helpful if the library could offer a quick 10-15 min tour of the library at a few set times at the beginning of the semester, or when a student asks (if there is adequate staffing). I also enjoy the first floor computer and lounge areas, but it is generally too cold and feels too open. Maybe there could be a segmented, heated computer area by the back windows?	1
97	It would help if there were rooms with computers so students can work together on a project without bothering other people	1
98	Just overall cleanliness and respect from other students. If I am unable to book a study room, I am often faced with getting a table and the people in these areas are incredibly rude, with no consideration of the people around them. The loudness of the videos and laughing on the second floor is really difficult to deal with. In all honesty, many other KPU students and I are actually more comfortable going to use sfu's library because the rules and regulations are respected there. We are able to gain quality study time.	1
99	kiosks to help find material,	1
100	Laptop	1
101	laptop available for loans	1
102	Later Library hours, maybe a key card that would allow specific students to stay later than 11.	1
103	Latest edition of books are not available. KPU shod provide that.	1
104	latest version of course related books	1
105	Learning centre is very useful for writing.	1
106	Less Hours in weekend	1
107	Likely not practical with limited space, but access to silent rooms so there is no one around to distract or be mindful of. Essentially just a micro room with a table big enough for a labtop, and a chair.	1
108	Longer hours especially on weekends (should open earlier on Sunday for ex.) And also to have longer hours during exam periods . Also missing out on screens in meeting rooms. Also should have more meeting rooms	1
109	Longer hours especially on weekends and during exam season. Surrey or Richmond	1
110	Longer tutor centre hours for working adults	1
111	Maybe attendants walking around insuring people are following rules of the library	1
112	Maybe displays throughout the library to check to see the availability of a book, rather than going on the library website.	1
113	More articles are needed to be provided for effective research.	1

114	More availability of books	1
115	More Cameras are needed for Fine Arts students and the time of the loan can be extended. 1 or two days is definitely not enough to have a camera for someone who's taking photography courses. And there are Cameras only at Surrey campus. At least you can put 10-15 cameras in Richmond too. I have a photography class this semester and there were several times that I couldn't get a camera from the library because they ran out of it.	1
116	more chargers, and computers for use.	1
117	More charging cables (battery sticks). Also I would suggest including c-cable into the package because for those with c-cable phones (which are a few android users) always have to ask to get one in addition (and a lot of times either give me the wrong one or don't have them).	1
118	More computers	2
119	more computers at surrey	1
120	More computers in private areas - everyone always smells bad at the computers	1
121	More computers in surrey campus Need nutrition classes to be available in all of KPU	1
122	More computers in the silent study room	1
123	More computers on 3rd floor and novel .	1
124	More computers would be great, as they are always full and hard to get when I need to use them. Maybe having a computer lab elsewhere on campus that is also available for students, would be a great resource that students could use when a class is not In session.	1
125	More computers!	1
126	more copies of course books and extended time for borrowing	1
127	More copies of novels for classes	1
128	More General Knowledge Books	1
129	More group tables / areas More comfortable lounge options	1
130	more in person research help at the library for late nights, providing citation aid in person (checks on format), and designated areas to lock/store items while studying on campus as it is burdensome to carry everything with you to the bathroom at the library as you do not want to risk theft and it hinder study session at the library when you are there for 4 or more hours.	1
131	more international dvds	1
132	More library hours would help	1
133	more magazines	1
134	More online access for journals and books	1
135	More online books would make it easier if I am not able to go to the library in person.	1
136	More outlets. Setting up the app for the use of the printers is time consuming and a pain. Richmond campus uses the wifi network to allow for printing, but Surrey Campus uses a completely different system.	1
137	More plugs for charging laptops in the library. There are quite a few at Surrey library, but only on the walls so all the tables near them are always taken up with the tables in the middle of the floor always empty because of the lack of plugs.	1
138	More printers	1
139	More Quiet rooms	1
140	More required textbook availability would be good.	1
141	More space on computer desk its hard to have you binder there because there isnt much space	1

142	more staff	1
143	More study areas	1
144	More study room in the library or in each building would help.	1
145	More study room spaces and better time length. It would be nice to see more printers at the library.	1
146	More study space. Better and more flexible library hours.	1
147	More tables to study at and more outlets that actually work. On surrey many outlets aren't working which makes it hard to study the way I need to.	1
148	More tables, and quick printing stations.	1
149	More textbooks	1
150	More textbooks that are required for classes	1
151	More than one staff working at the library assistance desk where I can get help for bibliographies and references.	1
152	Need for better (newer) technology, texts, resources etc... at all campuses.	1
153	Need more courses books that i can borrow to study.	1
154	Never used, no comments	1
155	NIL	1
156	No one	1
157	none	1
158	None	6
159	None come to mind.	1
160	None that I can think of	1
161	None that I can think of.	2
162	None that I know of.	1
163	not any	1
164	not found for now	1
165	Not specifically	1
166	Not sure	2
167	Not sure.	1
168	Not too sure.	1
169	nothing	4
170	Nothing	7
171	nothing [surrey campus]	1
172	Nothing according to me	1
173	Nothing as such	1
174	Nothing comes to mind as of yet	1
175	Nothing I can think of	1



176	nothing on my mind at the moment.	1
177	Nothing that comes to mind right now.	1
178	Nothing to mention	1
179	Nothing.	1
180	Nothing. Everything is good	1
181	nothing. everything is good so far. Surrey.	1
182	Now, they don't have laptops which we can borrow because sometimes, our laptops doesn't work. So, it will be helpful if we can borrow laptops from library	1
183	often time, there is no attendee at the research desk and librarians are unable to assist me with questions - even if they were simple questions. This happened in Richmond and Surrey libraries.	1
184	Online courses. For example, the Richmond Public Library has a free Lynda subscription. I would like to see something like that.	1
185	online video streaming for film school	1
186	Personally, since I just started my post-secondary at KPU I believe searching for books was a little confusing when you're doing it on your own but I don't like asking for help and bothering anyone so guidelines on how to look up a book would be awesome.	1
187	Portable charger at surrey campus I missed lot. However, Richmond campus has it.	1
188	Portable chargers because being on campus and on the move can lead to not having time to charge my phone. Again this is on the Surrey campus.	1
189	Power outlets closer to the desks	1
190	Previously I found it difficult to find somewhere to charge my devices while studying in the library (Surrey), as well as limited spaces for studying while eating.	1
191	Printing and photocopying services.	1
192	Projector availability in study rooms if feasible.	1
193	Quantity of books used by students during course should be increased.	1
194	Quiet area- sometimes people talk loudly there- Surrey	1
195	Quiet area to relax before exam or class.	1
196	Quiet area, at Surrey campus because some students also talk at 3rd floor while that is quiet area.	1
197	quiet areas	1
198	Reference books and textbooks should be more in Surrey campus.	1
199	Research help computers or tablets	1
200	research journal database	1
201	Satisfied with available facilities	1
202	Scanning	1
203	Shame that the Civic Centre campus does not have computers available	1
204	Should increase number of computers for research as they all get booked till afternoon so it is sometimes difficult to access to computers. SURREY	1
205	Silence in surrey campus	1
206	simplified citation guides.	1
207	So far I have everything I need in terms of resources from KPU.	1

208	So far it has provided everything I've needed.	1
209	Some books are not available	2
210	Someone ensuring the library isn't extremely loud in quiet zones	1
211	Something that would help me as a student would be having the library provide more research help because it would help us even more.	1
212	sometimes none of the computers is free to work	1
213	Sometimes the books are not available due to shortage of them so either we have to buy them or have to wait for long periods to issue.	1
214	Sometimes when I do researches for my classes, I try to find good resources for my research only to find that they're available in SFU and not KPU. I tried to get the inter-library loans but the library website didn't let me borrow the resources. I don't know if it's technical issue or something else but if the library can find a way to make the inter-library loan process clearer and easier for students to understand and use, it'll help. From what I remember, during my classes' library sessions the process of inter-library loans were just briefly mentioned but not fully explained.	1
215	Sometimes, due to limited set of books for a particular subject its hard to borrow the book for studying.	1
216	Sound proof rooms	1
217	Stationary for students, more textbooks for courses, paper.	1
218	Stop luring students by falsely offering "rewards". Guess what, nobody even wants Google play rewards from you. KPU can only take our money just to shove it up it's ass. Thank you. OneWayTransaction. Cheap-ass school!	1
219	Story novels.	1
220	Students need to be more aware about the resources present.	1
221	Study room with no screen	1
222	study rooms with computers	1
223	Study rooms with computers	1
224	Study rooms with computers at Surrey campus to provide access to a computer and a private room to study in.	1
225	study rooms with screens	1
226	Surrey business campus lots of things are missing	1
227	Surrey Campus, need more quiet zone study space with tables and plugs, the silent floor is to quiet and the second floor of the library is very full during the day	1
228	Surrey Campus. Chairs, Scrap papers for taking notes,	1
229	Surrey Campus: everything is easily accessible. I am very satisfied with the resources within the library	1
230	Surrey, Richmond - More quiet space to study.	1
231	Surrey. Would like longer hours on the weekend.	1
232	Textbooks availability	1
233	Textbooks for on-campus should be a must thing. The library never has the textbook. I hate it when 2 minutes late submission of a calculator charges me with fine. Surrey campus library is more like a cafeteria. It should more be like Richmond campus	1
234	The availability of reserved books to be taken out of the library for the classes like how the other books can be borrowed .as most of the books are more than 150 dollars and it's difficult for.the students to afford them	1
235	the data bases	1

236	The databases sometimes are not very good at filtering out unnecessary results	1
237	The facility of Borrowing books for more than a week or at least one month is not provided to the students who cannot afford high cost of books for a semester.	1
238	The Surrey Campus is great! can't ask for more!	1
239	There are not enough printed books to go round all the students. I feel like it is time the library starts getting electronic copies of textbooks so that we can access them online instead of having to wait until the few copies purchased can be shared among the students. This is also good for the environment as we won't need to buy too many textbook copies. As for streaming services, I didn't even know that we have this resource. I think it is a great idea to create awareness about all the available resources which students can access through the library. Equipment - there is rarely enough to go round all the students. Take the presenter (clicker) and the phone charger/battery, for instance, we only have very small numbers available on loan, even though we have hundreds of students using the library daily.	1
240	There is nothing left from faculties.	1
241	There must be properly written about which type of books is present where.	1
242	They should also provide new edition books to take home as they provide counter service for them only	1
243	Too costly	1
244	Unreserved course books	1
245	Unsure	1
246	well , i think in Surrey kpu campus almost all resources , services and facilities are available but i think area should more quit .	1
247	white boards and markers to study	1
248	Would prefer more tables than cubbies as I find them too small.	1
249	Yes, somewhere i feel that KPU library lack behind spreading awareness about the facilities they are providing to the students. Students don't even know that how we can take advantage of library.	1

Q17 - What library resources, services, facilities, or equipment are missing at KPU Library that would help you as a student? Please specify the campus, if applicable: Online-only.

#	Responses	Count
1	I'm pretty satisfied with what is offered	1
2	Less fees for distance students who can't/don't use on campus services. Or more availability online.	1
3	More psych journal databases	1
4	None at this time	1
5	VR	1

Q17 - What library resources, services, facilities, or equipment are missing at KPU Library that would help you as a student? Please specify the campus, if applicable: Neither in-person nor online.

#	Responses	Count
1	I didn't notice anything which isn't present until now so can't really help with that.	1
2	Tutoring, returning student assistance	1
3	whatever i need i get it from library	1

Q18 - Do you feel that the library is providing you with adequate research support for your assignments and projects? Please explain why or why not: KPU Tech (Cloverdale).

#	Responses	Count
1	I have not required this yet	1
2	neutral	1
3	Yes	1
4	Yes it is very helpful, it helped me get through my CADD courses!	1
5	Yes, as they taught me how to find materials online and how to find books and resources in the library itself.	1
6	Yes. There is staff available for help if needed, and adequate computers available in addition to desks to study at.	1
7	yes. They always helpful to point out or show you where you need to get it.	1

**Q18 - Do you feel that the library is providing you with adequate research support for your assignments and projects? Please explain why or why not: Langley.**

#	Responses	Count
1	Absolutely	1
2	Absolutely I do. The support is remarkable.	1
3	haven't used much but I have found what I need	1
4	I am always able to find some informatin for assignments from either tje database or hard copies in the library.	1
5	I believe so, yet I do not use the research support often.	1
6	I believe the online resources in the KPU library is helpfull for providing information with ease on my course subjects. The library is important for books or tangible information, but feel as it again, overly populated in the langley Campus.	1
7	I believe they do, staff have been kind enough to point out good research material for my assignments.	1
8	i don't generally ask for help with research but when i have it has been adequate.	1
9	I generally do not ask for help because they are confusing.	1
10	I have all the resources in the library but have not used the help from the research team yet.	1
11	I have been satisfied with online research materials for writing papers. I have not had enough time to physically collect the same amount of resources in person	1
12	I have not used this service that much, but the one time I did I was happy with the service and the quick help I received.	1
13	I mostly use the campus for its online resources. The music library is relatively nice for research, but the sheet music section is sparse. Otherwise I think the Langley library is on par with an FVRL library.	1
14	I never know they had research support so never used it	1
15	I think so.	1
16	I was impressed with the online resources I used for a project as they seemed fairly extensive.	1
17	It's hard to know because it's could always be that there is little research on the topic and so that's why you don't find many results. At the end of the day, I think it does an adequate job and I can get assignments done on time.	1
18	maybe	1
19	Most times. There have been moments in the past where an online article mentions another article and unfortunately it isn't in our database.	1
20	No because there are not enough books in the music department to do adequate research for projects.	1
21	no comment	1
22	No, because the databases are limited for health faculties.	1
23	No, when asking for research help it is not any better than if i tried alone.	1
24	No. I can't access to some articles.	1
25	Not perfect but still good enough to help my assignments	1

26	of course it is quiet useful for students to do assignments in library because it is easy to get study material from library.	1
27	So far, yes. But I have not had the opportunity to fully test it.	1
28	The librarians are very helpful	1
29	yeah	1
30	yes	5
31	Yes	7
32	Yes - I've never run into any issues. Staff have been very helpful	1
33	yes as I can a plethora of online resources for my assignments	1
34	Yes definitely the subject guide for my class are really well thought and the science & horticulture librarian is awesome	1
35	Yes it has a wide variety of online and offline scholarly articles	1
36	yes the online library at least is very helpful	1
37	Yes there is 24h access to all the resources online and then more help from personnel if needed.	1
38	Yes! I'm not missing anything.	1
39	Yes, because they have a wide range of resources available to us.	1
40	Yes, but more research databases would be helpful.	1
41	yes, data related to everything is present.	1
42	yes, I am given resources and information on how to obtain the resources myself. The librarians have always been helpful to me.	1
43	Yes, I find it very valuable, as the online system works well and there are librarians able to help	1
44	yes, i have not run into any issues and have found a decent amount of research each time	1
45	Yes, I have received great service from library support.	1
46	Yes, I mostly use the online resources which are easy to find through the subject guide.	1
47	Yes, in addition to what I explained, for my music history capstone projects, I need to have sufficient amount of resources and research paper. I use the library website to find them and they have always been helpful and made it easy to find reliable sources. For example, I could easily find a recording of a composer who wasn't well known and could use it to present in class.	1
48	Yes, it provides me eveything I need for projects	1
49	yes, librarians are always available to help.	1
50	Yes, so far I have had all the resources I've needed available to me at the Langley campus.	1
51	Yes, the books available in the library are latest edition which is important for current trends and practices	1
52	Yes, the library has been providing me with more adequate research support as well as citation help for particular projects	1
53	Yes, there are many resources available and the librarians are always available for support in my experience.	1
54	Yes, very helpful	1
55	Yes, very satisfied	1
56	Yes. I always find articles for what I need in my psychiatric nursing program	1
57	Yes. I am provided with the material and lots of staff to help me along.	1



58	Yes. I can always find a paper or get it brought in	1
59	Yes. I HEAVILY rely on the online research database for at least 1 project every semester. Without this resource, my projects and grades would suffer greatly.	1
60	yes. I took part in a lesson that walked me through the database system for online articles and journals and it was super helpful.	1
61	Yes. I use the online library a lot to write research papers.	1
62	Yes. I use the research guide	1
63	Yes. If need be there are people available to help. The online tools are also very useful.	1
64	Yes. It helped me a lot especially when I need more resources when I'm preparing for an exam.	1

**Q18 - Do you feel that the library is providing you with adequate research support for your assignments and projects? Please explain why or why not: Richmond.**

#	Responses	Count
1	Absolutely	1
2	As this is my first semester at KPU, till now i did not get any projects so there was no need for research	1
3	for the most part yes, i just would like a greater pool of research to pull from	1
4	Great	1
5	I don't spend a ton of time in the library because I am in the graphic design program and find that I can do most of my work on my own computer, however when I do use the library I am generally satisfied with it besides the aforementioned lack of large database.	1
6	I don't use the research support for assignments or projects too often, but when I do, they are not always available because it's usually in the evenings that I would need the research support. That would be the one negative thing I would have to say.	1
7	I have had very friendly encounters at both the Newton Surrey campus and the Richmond campus.	1
8	I have no used their resources.	1
9	I have not complete a full detail research at this moment. no comment	1
10	I haven't used it a lot yet, but I'm satisfied.	1
11	I haven't ask yet the support from staff on my research works. Usually search at home online and find whatever I need.	1
12	I like the library but not sure about the support.	1
13	I think its a great library, that could benefit from more resources	1
14	it is enough.	1
15	It is moderate. The library could use more physical and online resources.	1
16	More statistic/ industry reports for capstone courses	1
17	No, the journals are too outdated, it's hard to find the current data	1
18	Not enough adequate ressearch support because theres too much research data but never for the specific topic.	1
19	only use printing services and study rooms	1
20	So far I haven't ran into any problem	1
21	Some	1
22	Sometimes. But the hours aren't very long.	1
23	The large online database used for research on papers is incredibly helpful. It allows students to have access to a wide variety of journals, articles, books, etc. and staff and readily available to help if needed.	1
24	The library has provided me with adequate support for assignments. I can access a lot of periodicals and books online to use.	1
25	The library research database online is accessible and had a great collection of resources to use for research papers!	1

26	The library staff are wonderful with helping students in terms of research and resources. They are always there to guide you, or if you ever have questions. They seem genuinely happy to help.	1
27	The online resources are abundant, and electronic versions can be expanded.	1
28	The online summon tools for research are great but more editorial/magazines regarding design would be great at richmond campus	1
29	The Surrey campus has better staff to help you find the right type of resources you would need for assignments. Richmond doesn't have a helper most times.	1
30	Unsure, because all I use is the online database to find topics that support my ideas. I've never needed extra help beyond that	1
31	yes	2
32	Yes	6
33	Yes The online data were sufficient.	1
34	Yes because it always have something either directly related to my assignments or indirectly related to my projects.	1
35	Yes i do because there are workshop that we can attend to.	1
36	Yes it's good	1
37	Yes lots online which helps	1
38	Yes they provide all the helps we need ..	1
39	Yes! Again, chat is extremely important. I have used it many times and the access hours are great.	1
40	Yes, all assignments that require research support are being done well because of the great research support.	1
41	Yes, because books are also provided for borrowing and for reading. Students can also ask help with the learning centre if they don't get the problem they are having with their studies.	1
42	Yes, because I'm happy with the library staff and the research databases seem to be helpful	1
43	Yes, because we are able to access research paper through our own devices	1
44	Yes, I am able to find the information I need for research quickly, as well as be able to obtain expert and accurate articles for papers.	1
45	Yes, I can find a lot of resources for my topics online and in person	1
46	Yes, I do. I can find easily and comfortably for my topic in my class	1
47	Yes, I don't use the library a lot but what I need is often there	1
48	Yes, library guiders are providing every information.	1
49	yes, library provide sufficient data and materials about different subjects.	1
50	Yes, really helpful in my studies	1
51	Yes, so I have not encountered any difficulties regarding resources and information available.	1
52	Yes, the library is well equipped with the resources. It offered enough space to study, whether it's finals season or normal days. There are textbooks that are on reserves and on the bookshelves that is useful and convenient. The KPU research offers wide variety of reports, analysis, and many more, that helps with my research projects.	1
53	Yes, the library provides all the adequate research support. The library provided access to some peer-reviewed articles.	1
54	Yes, the online assistance feature is really helpful as commutes can be long to get to the actual campus.	1
55	Yes, the research databases are enough once you know how to use them.	1

56	Yes, there are plenty of services available but I have not used them yet	1
57	Yes, there is a vast amount of material in the library both print and electronic	1
58	Yes, they help u through what u need	1
59	yes, they point me to the right way	1
60	Yes, they're very helpful on where should I start when doing research and	1
61	Yes, very much so. There is variety of resources and different study areas with the learning centre.	1
62	yes,it provides everything required for a student to study.	1
63	Yes.	2
64	Yes. Although I haven't used it yet, will be sending a research paper in for review in the coming weeks!	1
65	Yes. So far I only did a little bit research and the resources is adequate for me.	1
66	Yes. There is a large selection of resources.	1
67	Yes. tons of recourses available	1

**Q18 - Do you feel that the library is providing you with adequate research support for your assignments and projects? Please explain why or why not: Surrey.**

#	Responses	Count
1	Actually, i have not used the research and assignment support yet.	1
2	Adequate but could be better by giving us access to more resources like SPSS for home use.	1
3	As far as , i am getting all resources	1
4	As far as I think the library is providing us with adequate resources	1
5	As mentioned above, I do not.	1
6	Availability of online databases makes it a lot better to find relevant data in researching topics.	1
7	because it makes my work easier	1
8	Civic centre has lots of potential due to location, but lacks in being able to provide student computers.	1
9	Don't know, haven't had the opportunity to ask yet!	1
10	Has everything	1
11	have not used	1
12	Have not used	2
13	Haven't asked	1
14	Haven't used it yet.	1
15	Help desk help students in their research thats what is important and useful	1
16	I am almost always able to find the resources I need and if I cannot I know there are trained professionals that can help me find the journal/book/item I need	1
17	I am more proficient with researching but back when I wasn't the teaching sessions were helpful.	1
18	I am neutral because I have not approached them, therefore I can not say if they have given adequate support or not.	1
19	I am not completely satisfied. The learning centre often doesnot have tutors available. Many of the computers don't work if available. The yellow zone is more of a green zone at first floor in surrey campus. Overall, strict regulations are required for sitting in a library. Research support is satisfactory	1
20	I am not sure about this because usually I did research at home.	1
21	I am quite satisfied with the online database	1
22	I am satisfied with the available resources and support for my assignments because the database is so vast.	1
23	I believe they do help in every way possible	1
24	I believe Yes, especially the online collection and the journals available. Also, the online help provided by librarians.	1
25	I do and don't at the same time. I find that it would be very useful and most beneficial if there was two copies of textbooks rather than one. Most students usually take at least one copy to class which leaves it taken.	1

26	I don't know	1
27	I don't know	1
28	I feel indifferent.	1
29	I feel that the library is providing adequate research support for my assignments as I have been able to research and find many relevant and recent results that have satisfied my learning needs. Especially when it comes to the online selection of books.	1
30	I feel that the library is providing adequate research support is provided. In 2 of my classes we have already done library research sessions to help show us what the library can offer us.	1
31	I feel the library provides quality research support, but it's kinda intimidating to approach someone asking for help. I'm usually a bit nervous when it comes to talking with people and especially out in the open requiring support for assignments, so it would be nice if they can have their own rooms where I can talk to them one on one privately.	1
32	I feel this is not applicable to me, as I don't use the library for many resources for research support in assignments or projects.	1
33	I have been able to find all my needed resources without any trouble	1
34	I have enough resources especially with what is available in online databases	1
35	I have had very friendly encounters at both the Newton Surrey campus and the Richmond campus.	1
36	I have never used	1
37	I have no opinion as I have never really used any of it.	1
38	I have not had any research assignments yet, however one of my classes had a research tutorial with a librarian.	1
39	I have not used research support from the library yet, however librarians always seem available to help at the research desk when I go in.	1
40	I haven't used it yet.	1
41	I just have not experienced it yet. But the things that i have been experiencing are really good	1
42	I never get need to use it	1
43	I rarely use the library's research resources for projects and assignments, but I am aware of how to use them should I need them. I do feel that help is there for those who need it.	1
44	I think so there is system to provide these help. However, sometimes I feel lack of interest and energy in the person who is helping at research desk. They avoid some things.	1
45	I think that the research desk could be staffed more often at the Surrey campus. Sometimes no one is there to help.	1
46	i think that the research online is a great resources for students, but the in person help for research can be improved with longer hours for students who cannot attend the research help desk at the allotted times.	1
47	I think the staff is trying. We can see the passion and intention to help when they are invited to the classrooms. However, I think all students should be required to take the plagiarism tutorial at least once a year or once every two years. By the way, I think it is time we have 24 hours of library access or online support!	1
48	Il am new so not yet.	1
49	It has done a wonderful job.	1
50	It is thank you!	1
51	It's fine.	1
52	It's good enough to help me with the research mainly no networking issue.	1
53	Its ok	1
54	I've just recently started using the research databases and so far I have been very satisfied.	1

55	Learning center tips and advice have been effective for me.	1
56	Library tutors are nice	1
57	Lots of helpful resources in the learning centre, there definitely isn't the most help in certain subjects but for what they have it's super helpful. As for all the other resources in the library, they provide a lot for students and are very helpful. (such as equipment which not a lot of people know about, student rooms/space, and books)	1
58	Most definitely	1
59	Multiple movies that are required watching for a class are not available in any library.	1
60	N/A, I do not use this service.	1
61	Need more scholarly articles	1
62	Need more textbooks for popular classes	1
63	Neutral	1
64	Neutral. I am fairly self-sufficient in my use of library resources. And when I have required assistance staff has been helpful and friendly.	1
65	No	2
66	No I've never used any resources	1
67	No it is not because the online availability of resources, specifically those that we cannot access even through inter library loans greatly hinders the range of information that we can access to enhance our papers.	1
68	no other then simply analytics ibis world. Many of the resources only help with a few assignment consistently whiles other are rarely used.	1
69	No Sometimes books are not available	1
70	No, because most of the textbooks are reserved. We are not able to take them home	1
71	No, often struggle to find material that fits with that which I am researching through the library sites.	1
72	no, the computers are very hard to get a hold of and there aren't enough of them. I also wish the was a kiosk that would help us find books. the online library doesn't offer enough newer material ( journals, magazines, books, reports etc.)	1
73	No, there is so much that students are not aware of despite of the fact that it can be accessed	1
74	No, they just guide they don't give proof reading on work , they just tell how I can do, it doesn't make difference to assignment marks,	1
75	No. Always need extra sources.	1
76	Noo ..i don't think soo...because i am not able to understand how to complete written assignments	1
77	Nope. I can do most of it by myself. When I can't, and I ask for assistance, it's because I actually want assistance, not just a shrug-off that you can't do it either and to go ask someone else. At least tell me which someone else I should be asking.	1
78	Not so much, other articles that we want are not available	1
79	Probably... in the prep classes I'm in right now I haven't had to use it much.	1
80	research	1
81	Research assistance from librarians is always extremely helpful.	1
82	Since I have only used the database, I believe it does give adequate research. Also, learning how to use the APA format via library resources helps a lot.	1
83	So far, yes. I am technology dependent and the library provides good and reliable computers. I don't use too many of the library books in my studies too much, but there seems to be a large variety of books to help students or catch their interests. I like the access to tutors, however I	1

	think booking appointments with tutors should be a little more easy. I've tried to book sessions with tutors on the KPU website but it hasn't been too successful so far. It's hard to note whether they are available on days or at all.	
84	So that we don't have to grab knowledge from internet and to give us correct knowledge	1
85	Sometimes the required books are not available so it's important to have some more copies oh them specially course related books and latest edition books.	1
86	Sometimes there aren't librarians available to help and sometimes they are so cranky	1
87	Sometimes there is lack of online resources but apart from that the service provided by library in helping in assignments and project is great.	1
88	sometimes... Usually you're on your own	1
89	Somewhat	3
90	Somewhat yes because I can use certain books to understand and use that book to do the assignment	1
91	Somewhat, most research is online.	1
92	Somewhat, perhaps a budgeting issue, many publications are still not subscribed to, and some articles cannot be found using KPU logins.	1
93	Somewhat, sometimes the research desk personnel is not there to assist and I would have to wait for long periods of time	1
94	Sure, great resources online and easy to navigate if you know how to use it.	1
95	The library is providing adequate research support because it teaches us how to find the right sources that a professor would be looking at.	1
96	The research databases available online are very useful for completing my assignments and projects. And they are especially convenient as they are accessible at home.	1
97	There were less resources on my research topic: Animal rights.	1
98	They do a good job in providing information. Sometimes the citation guild lines are confusing. I feel they can do a better job in simplifying it. I also feel that the learning centre is not explained properly to students and is hard to reach out too.	1
99	Unsure, haven't used	1
100	Unsure. I do not use these.	1
101	Well, I haven't used library for research yet. So i can't say much about that.	1
102	when i use the online library for research i am satisfied	1
103	would be useful to have more eBooks and online sources available.	1
104	Y	1
105	yea	1
106	Yeah	2
107	yeah i feel like its alright for the assignments and projects ive had to do so far	1
108	Yeah it is providing a great experience as the tools are quite helpful	1
109	Yeah, the library website is pretty good in guiding the the research and ask the librarian option is awesome tol	1
110	Yeah, there are lots of books and textbooks to help with research and studying. Surrey Campus	1
111	Yeah. We're students, so we always want more resources for research, but what we have it good. Maybe just more access to academic services that you usually need to pay extra to access would be nice.	1
112	Yeeeeeeee.	1



113	yes	7
114	Yes	41
115	Yes , it is very helpful as I can find the reserved material for my assignments	1
116	Yes , library is providing good support.	1
117	Yes ,till now I have not found any difficulty in gather the data all the basic things necessary for a person to complete his research are available in the library.	1
118	yes always we can get lot of valuable books and help from computers available	1
119	Yes as for every assignment online resources are provided but if we need something else we cwn ssk help desk wnd borrow it from there.	1
120	Yes as there are computer as well as books available	1
121	Yes because help is available everywhere. It is up to the student to access these supports. In my experience there is enough resources available for students who require their use.	1
122	yes because i always find a computer to use and it is open till 11 that helps me in using it whenever it is necessary.	1
123	Yes because i always find a useful topic that i needed for my research	1
124	yes because I always find what I'm looking for.	1
125	Yes because I can always find the articles I need for any research project or essay I may have	1
126	Yes because I feel more comfortable studying in library than my home	1
127	Yes because I get material when ever I need.	1
128	Yes' because it completes mt reasearch finding	1
129	Yes because of peacefully atmosphere in each level	1
130	Yes because the is a lot of data to use from.	1
131	Yes because the online data bases are easily accessible	1
132	yes because the research database is well equipped for writing research papers	1
133	yes because the research support classes I've attended have helped me in my studies and understanding of the school research database	1
134	Yes because there are guides and workshops/sessions that the library holds to help students in how to effectively research.	1
135	Yes because there is a lot of resources that can assist with projects and essays	1
136	yes because there is a research database site just for us to look up professional research articles and such.	1
137	Yes because they're are available. But no because some topics I research don't have that many relevant info. It's Just A a word pops up	1
138	yes definitely..	1
139	yes due to availability of books and computers it is very helpful to our project	1
140	Yes everything is good and i am grateful	1
141	yes for sure it is providing everything from print access to areas with quite surrounding and computers	1
142	Yes I always get help if i need to finish my assignment and project.	1
143	Yes I am also satisfied with all the available resources.	1
144	Yes I am very easily able to find the books I need for my classes	1

145	Yes i can usually find all that I am looking for easily and quickly, I would however like to see more support in lower level classes	1
146	Yes I do feel like I have adequate research support. Although I have minimal experience reaching out, it's very nice knowing that there is resources available online or in-person if needed.	1
147	Yes I do, I think the online services are great and also that you can talk to a librarian about research assignments.	1
148	Yes I feel as much as I have used library I feel that it is really useful since most of the projects require printing and using computers which is always present in the surrey library. Also the printing rates are cheaper than other places.	1
149	Yes i get a lot of help	1
150	Yes i get it from google	1
151	Yes I think so. There are many tools out there like research help, citation help, and the learning centre so there is great support.	1
152	Yes it contains a good amount of resources	1
153	Yes it does, because they have a large collection of databases online that allows for students to research and obtains many different resources for their projects and papers. Their collections within the library has helped me with my research as well.	1
154	Yes it is	3
155	Yes it is bcz every thing is provided here for the convenience to the students	1
156	Yes it is by providing data and resources	1
157	Yes it is, as there are guidelines provided for most of the work.	1
158	Yes it provides adequate materials for my assignment because of internet service on computers and hard copies availability plus scanned and printing service	1
159	Yes it's good	1
160	yes its decent enough because i can get my assignments done	1
161	Yes its helpful	1
162	Yes library helps a lot in getting assignments done	1
163	Yes library is really very helpful. It has really helped me jn completing my assignment	1
164	Yes somewhat because i have found the hours to be decent and help provided when needed.	1
165	Yes the amount of workspace there is to work is more than enough with 3 floors. I enjoy the library's resources it is very good in my opinion for all students it has everything a library should and more.	1
166	yes the journals online are plenty	1
167	yes the librarians help me with citing my resources.	1
168	Yes the library is providing adequate research support for my assignments and projects because everything within the library is clearly labelled, searching for resources that I need isn't hard, the librarians at the front desks are very open and will help you with anything.	1
169	Yes the library is providing me with enough research support for my assignments. I am always able to find scholarly sources when I need it, and they have a good amount of online sources which is very helpful.	1
170	Yes the library is providing us with enough study material for our assignments and researches through the availability of inter library loans and the study databases	1
171	Yes the library is very	1
172	Yes the staff a quite helpful with answering questions regarding paper formatting and citations.	1
173	Yes there are many resources available	1

174	yes they are helpful whenever I go to the library	1
175	Yes they are. Everything is available and support is available as well. You can easily find it. I just haven't used the opportunity to	1
176	Yes they have a huge database online for resources that students can use for projects	1
177	Yes they see providing me with adequate research support because they have good resources that are useful to me.	1
178	Yes when I asked for help I received it.	1
179	yes with the amount of information available online	1
180	yes with the lesson on how to properly search and find articles on the research database.	1
181	Yes! Everything is well thought out.	1
182	Yes! I always get my nursing research done through kpu	1
183	Yes! There is so much information and so many ways to get it.	1
184	Yes!! As an international I was very scared to complete My first research work. But as time passed by and with the help of everyone I am now very good in research assignments.	1
185	Yes!!! Love the database access we have and it helps a lot with my criminology and business classes. I also really like that we have APA workshops and handouts that are available as it is very helpful for a first-year student!	1
186	Yes,	1
187	Yes, "that is very adequate"!	1
188	Yes, all the hard copies are available at the library but if sometimes its hard to find them there you can always search on the library database or ask the library person	1
189	Yes, although this is not a service I commonly use	1
190	Yes, as a KPU student you're given access to many research databases on top of the kpu library, and for Bachelor level courses they're very sufficient!	1
191	Yes, as I have got quick access to all the online resources at KPU library.	1
192	Yes, as once you know how to use the search functions effectively it is very quick to find useful and reliable sources of information	1
193	Yes, as the librarian gives the direction. how to start the research and important Components for it.	1
194	Yes, as there is a wide selection of resources to aid in research	1
195	Yes, because I am mostly able to find the articles I want and then Interlibrary loan is also helpful.	1
196	yes, because it provides relevant books for many different subjects and topics.	1
197	yes, because theirs a lot of material resources in the library for students research report	1
198	Yes, but have not used it	1
199	Yes, by attending sessions with peer tutors is helpful to some extent.	1
200	Yes, during my studies, the library has been a great place to study, conduct meetings for school projects, and a place to gather with classmates for studying.	1
201	yes, environment is good for studying and resources are usually available to study with. and staff are also usually available to assist whenever needed	1
202	yes, everything is available with a relaxing environment.	1
203	Yes, except more copies of novels students are required to read	1
204	Yes, for the most part I find the resources needed online library.	1
205	Yes, good resource are available	1

206	Yes, good variety of material available, and can always request for more.	1
207	Yes, help me with citations and provides scholarly articles.	1
208	Yes, I believe the research databases are very useful and librarians are always willing to be helpful	1
209	Yes, I do. The research database and counter service help is adequate.	1
210	Yes, I have been able to complete all my assignments using the library resources.	1
211	Yes, I have been able to get anything I need	1
212	Yes, I have found no issues with finding the material or information I need for my classes or assignments	1
213	Yes, I have not had to do much research work for my courses yet	1
214	Yes, I have not needed much help in research but when I do I have been able to get it in person with short wait times.	1
215	Yes, I think the resources for research are great and well organized. I have used a lot of the online search journals however, and online versions of books etc, so I don't know much about the physical research support (hardcopy books, journals, etc.)	1
216	Yes, I use the citation guides often and I find them very helpful.	1
217	Yes, I usually do my APA citation reports using the resources (guide, templates) to complete my assignments and it has helped in improving the grade.	1
218	Yes, it does. I can find all kind of resources I need	1
219	yes, it is easy to use the library to do some research, and get lots of readings and articles.	1
220	Yes, it is helping a lot as for my research i get all required information and i don't have to waste my time on other sites for collecting data.	1
221	Yes, it is providing me with adequate research because it has given me either paperback copies or e-books on what I need for research papers and the links to the online databases are also helpful if I cannot get it in hard copy.	1
222	Yes, it is supporting my assignments and projects because enough resources are available.	1
223	Yes, it is very easy to search a book in the library.	1
224	Yes, it is! Although, I am dissatisfied with a couple of the services, the library provides enough support for research.	1
225	Yes, it is. Because the online database has a huge collection of information that I can use and I have never been unable to find what I needed.	1
226	Yes, its nice having the data bases available at home.	1
227	Yes, kpu offers a lot of sources for research and the library summon search is easy to navigate	1
228	Yes, library has always been a very quite place to study and has also helped in my assignments and projects.	1
229	Yes, library is providing me with adequate research support for my assignments as I can take help from the librarian or can use computer whenever I need.	1
230	yes, lots available on the database for academic journals	1
231	Yes, online databases and online librarian charts are very useful in time of need	1
232	Yes, plenty of resources are made available and assistance is offered when needed.	1
233	yes, since the library provides general support to students that needs help	1
234	Yes, students can borrow equipments that helps them to do their projects and assignments.	1
235	Yes, the citation desk	1
236	Yes, the computers	1

237	Yes, the librarian provides enough support for my researchs	1
238	Yes, the library has numerous research databases for almost all the subjects.	1
239	Yes, the library is providing me with adequate research support for my assignments and group projects. It provides me with guides, articles and other research material and the research desk facility is excellent.	1
240	Yes, the library offers enough, if not more, in order to help with class work	1
241	Yes, the online is quite helpful	1
242	Yes, the online resources have typically given me any kind of resource I need, and I like that I can access it at home as well.	1
243	Yes, the required books and physical and electronic data is present in the surrey library.	1
244	Yes, the research supports are adequate.	1
245	Yes, the sources are sufficient	1
246	Yes, there are a lot of research databases that allow me to complete my research.	1
247	Yes, there are a number of useful databases and enough computers for research on campus.	1
248	Yes, there are enough physical and online resources to aid in my research.	1
249	Yes, there are many different resources available that I am able to access quickly and adequately.	1
250	Yes, there has never been a time when I am researching where I would say resources are scarce. I have always been able to apply any research if find, or find applicable research to any project I have done.	1
251	Yes, there's always a staff there to helps us find what we need and to explain any questions that we ask.	1
252	yes, they answer any question I have and also help me locate the research book if I need it.	1
253	Yes, they have citation booklets on each level of the library, quiet and group areas to study, printers and computers available.	1
254	yes, they help me lot with my research work.	1
255	Yes, they provide us with computers books and assistance when needed.	1
256	Yes, till now I get the reference items.	1
257	Yes, we can find good academic sources. I personally find Summon very useful	1
258	yes, we can submit the writing assignment for review to improve the mistakes	1
259	Yes, whenever something like a research topic comes up my initial action for it is always heading to the library site as there are a lot of options to filter your search criteria which really helps to get the most out of it.	1
260	Yes, with the help of computers and quite helpful staff	1
261	Yes,as various links,resources,online help is provided	1
262	Yes,library is providing good help in research through in person and by online.	1
263	Yes.	2
264	yes. absolutely.	1
265	yes. Always comes in clutch.	1
266	Yes. Any help I've requested has been granted.	1
267	yes. extensive availability of journals ans research papers	1

268	Yes. Great book selection and willing to get books from other campuses if need be.	1
269	Yes. I could find lots of good stuffs on the library website that I could use for my class researches, and whenever I needed help for researches I always got the help immediately from the service desk in the library.	1
270	Yes. I don't use it very often but it's helpful when I do.	1
271	Yes. I have referenced the citation guides a lot and they have been very helpful with my classes.	1
272	yes. I need help for my research paper, and a library "called in" and the one to one assistant helped me a lot and i felt very supported. I have requested the research materials twice online and they arrival in a reasonable time, and I did well for my projects.	1
273	yes. If I need to research for assignments or projects, I use the library website to search for information.	1
274	Yes. If they can add more seats it will be better.	1
275	Yes. I've gone to a couple info sessions and different people at the research help desk have helped a lot in finding what I'm looking for.	1
276	Yes. Librarians and the research desk were quick and reliable in terms of citing and looking for resources to help my project.	1
277	Yes. Lots of help and resources available.	1
278	Yes. Online journals are easy to access	1
279	yes. Online research help hours can be extended but overall good.	1
280	Yes. The amount that's available to me is great. While there is t everything under the sun, I can still get a major selection.	1
281	Yes. The computer systems in different quietness level is very helpful.	1
282	Yes. The librarian helped me find research on a topic with few online resources.	1
283	Yes. The library is decently filled with books needed to get work done	1
284	yes. the offerings at the library are very robust	1
285	Yes. There are a lot of resources and databases online to complete my required assignments and homework.	1
286	Yes. There are a surplus of articles I can use for my essays.	1
287	Yes. They have lots of resources. May not be up to standards, but its there.	1
288	Yes. We get tons of online researches and also have many books	1
289	yes.the librarian ever showed me how to search for academic articles. i am using the resource for my essay now. it's very useful and helpful.	1
290	yess i feel so because till now i am able to complete my assignments accurately with the help of library in surrey campus	1
291	Yet to use, will provide feedback to the staff.	1
292	Yhh almost but not entirely	1

**Q18 - Do you feel that the library is providing you with adequate research support for your assignments and projects? Please explain why or why not: Online-only.**

#	Responses	Count
1	I believe so, though I am sure there are resources available that I and many other students are not even aware of.	1
2	Yes	2
3	Yes, although more resources is always better	1
4	Yes, but there could be more.	1
5	Yes, everything is there that should be	1
6	yes, the library is providing us with enough of resources as per my experience yet, as research papers and online streaming videos answers almost all of the question of a student.	1
7	Yes, the online KPU library has helped me with a multiple resources for research papers	1
8	yes! more than enough. I know i have the tools I need at campus.	1
9	yes.	1
10	Yes. I have found everything I've needed.	1

Q18 - Do you feel that the library is providing you with adequate research support for your assignments and projects? Please explain why or why not: Neither in-person nor online.

#	Responses	Count
1	I didn't get any such assignments until now which need library resource cause me being in 1st semester.	1
2	sure	1
3	well i don't mostly use library	1



Q19 - We recently upgraded some of our study rooms with technology. Are there any other types of technology/equipment you would like to see in the study rooms? Please specify the campus, if applicable: KPU Tech (Cloverdale).

#	Responses	Count
1	3D printers	1
2	I have not yet used a study room	1
3	I haven't seen any upgrades for Langley or Cloverdale so I cant really comment	1
4	I'm sorry but I never used the study rooms.	1
5	no	1
6	No	1
7	Not sure.	1
8	Nothing I can think of	1
9	projectors.	1

**Q19 - We recently upgraded some of our study rooms with technology. Are there any other types of technology/equipment you would like to see in the study rooms? Please specify the campus, if applicable: Langley.**

#	Responses	Count
1	A bigger whiteboard for more space to write	1
2	A giant wall that is a whiteboard on the Langley campus will be very helpful for the Nursing students!	1
3	All good	1
4	Better tables in the Langley campus study rooms that better fit the room and don't make manouvering around then awkward.	1
5	Chargers	1
6	Charging ports, usb charging area	1
7	computer presentation board	1
8	Computers in Study rooms in Langley.	1
9	Haven't checked it yet.	1
10	Haven't seen what's available now	1
11	I am satisfied.	1
12	I do not feel as though the study rooms need any more technology. (Surrey and Langley).	1
13	I don't know	1
14	I had not noticed that. I am satisfied with the study room. pretty good.	1
15	I have not used some of the study rooms in about 6 months so it's possible i just do not know about the upgrades. Langley campus.	1
16	I haven't seen any upgrades for Langley or Cloverdale so I cant really comment	1
17	I haven't used the study rooms	1
18	I personally find that a white board is enough in most cases.	1
19	I usually do not use study rooms, except the quiet study zone. I am satisfied with the study areas, however, I would like it if every desk has outlets in Langley campus.	1
20	I'm not sure, I haven't been in the study room for a very long time	1
21	If possible getting smart screens for study rooms	1
22	lpads	1
23	It's pretty good, I would like an easy way to load money on my kpu student card to print stuff. Maybe something online?	1
24	Langley - any	1
25	Langley campus (where health program) have not had upgrades.	1
26	Langley campus needs an interior redesign. It is not very modern and the yellow times and florescents are headache inducing at times. More comfortable seating like on other campuses would be appreciated. Civic Plaza generally does a good job of this.	1

27	Langley could use an update on everything in the facility, thr Langley Campus is thr most relaxed amongst other campuses and there would be more enjoyment in studying.	1
28	Langley: projectors	1
29	no	4
30	None. I have my own laptop and have only ever used the study rooms in times where I don't need any other technology	1
31	not known	1
32	not any	1
33	Not sure	1
34	Not that I can think of,	1
35	Projectors in the study rooms would help when practicing for presentations	1
36	Projectors to connect laptops to.	1
37	still, not used	1
38	There is nothing that I can think of that would be useful.	1
39	they were adequate for my purposes	1
40	When we go to study rooms we bring our own laptops... so that would be a waste of putting one in there...	1
41	Yes, this has been helpful when a group has no laptop between them to use	1

**Q19 - We recently upgraded some of our study rooms with technology. Are there any other types of technology/equipment you would like to see in the study rooms? Please specify the campus, if applicable: Richmond.**

#	Responses	Count
1	3D printer	1
2	A computer	2
3	Accessibility software	1
4	Charge people for leaving garbage and weird smells in the study room. Charge students for not respecting the cleanliness of study rooms.	1
5	Computer	1
6	computer and screen in some study room	1
7	Computers and possibly projection screens	1
8	Computers are more than enough	1
9	Computers in the Richmond campus study rooms would be great along with printers instead of having to leave the room unattended in order to print.	1
10	Computers, and anything else within budget (TV screens maybe? ldk)	1
11	Desktop in all campus	1
12	Didn't see it	1
13	Everything is good	1
14	For the Richmond campus I would like larger rooms capable to project or display a computer to a study group for everyone to see.	1
15	have not seen technology yet	1
16	i am satisfied with the study room.	1
17	I did not use them	1
18	I didnt feel like it's upgrading	1
19	I don't know that there is study room in Richmond campus.	1
20	I don't use the study rooms enough to know what is available.	1
21	I don't know - have not used it enough to comment.	1
22	I don't really know as I haven't used the study rooms lately.	1
23	I go to the Richmond campus but have not been in the study rooms lately.	1
24	I have not seen a study room with a projector, but I don't think that is needed.	1
25	I have not seen any in the study rooms I've been in. Would like wifi access in the study rooms in Richmond because it doesn't reach into them	1
26	I have not use them yet. I do not know.	1
27	I have not visited the upgraded space.	1

28	I haven't used all the study rooms; I have used a study room with just a whiteboard in it. It would be nice to have a projector in the rooms that we could connect to.	1
29	I haven't used those rooms yet. But I will.	1
30	I say Kwantlen has great technology resources for students.	1
31	I study at home.	1
32	I would suggest for some rooms to have to projectors for students to practice their presentations.	1
33	It looks okay for my course since it doesn't involve technology nor needs it.	1
34	Mac in all campus	1
35	Maybe a connector for Apple devices type C	1
36	Maybe some software or programs that are used for courses that are in labs. ie: Physics folders that have linegraph and other applications that are found in physics labs.	1
37	Music speakers at the Richmond campus to help with focus on assignments.	1
38	no	1
39	No	4
40	No everything is fine	1
41	No, I am satisfied	1
42	none	1
43	None	1
44	None thank you	1
45	Not sure as I don't use study rooms often	1
46	Not that I can think of.	1
47	nothing in particular	1
48	Nothing much	1
49	Perhaps better drawing boards	1
50	Perhaps more cushioned chairs in the study rooms.	1
51	Richmond. How upgraded?	1
52	study rooms with a screen and computer is helpful or even just a screen that we can connect our own computer to.	1
53	unsure	1
54	White boards we dont need the markets, more digital white boards	1
55	whiteboard with markers are good	1
56	Yes,I think study rooms should be sound proof coz sometimes whenever we try to focus on certain topic the sound comes from outside and its really irritating in Richmond Campus.otherwise libraries have all the resources for students.	1

**Q19 - We recently upgraded some of our study rooms with technology. Are there any other types of technology/equipment you would like to see in the study rooms? Please specify the campus, if applicable: Surrey.**

#	Responses	Count
1	A 3D printer would be cool for those interested in that.	1
2	A computer is important	1
3	A projector that can be connected to laptops would be good to have at Surrey campus.	1
4	According to era of technology development is on a good scale	1
5	Actually i don't know where such rooms are	1
6	Actually, I haven't use that.	1
7	All are good	1
8	All rooms are wonderful.	1
9	All the resources that i required are available at sureey campus.	1
10	Better air circulation, those rooms get stuffy with a few people in there	1
11	Brighter light	1
12	Can't think of anything useful.	1
13	Cell phone charging station in each room	1
14	Civic plaza - Instructions should be mentioned near to latest Technology equipment installed	1
15	Civic plaza study rooms are good.	1
16	Computer Smart screen Good condition white board markers	1
17	Computers	2
18	Computers and all the programs preinstalled on them and maybe printers in surrey campus	1
19	Computers in the study rooms of Surrey campus.	1
20	Don't know	1
21	Empty notepads could be provided	1
22	everything i available already	1
23	Everything is great so far.	1
24	For now, couldn't think of any I would like to see.	1
25	For the browsing to be most simple it's very difficult to locate the books in the library.	1
26	Have not used	1
27	Have not used a study room.	1

28	Have not used the study rooms.	1
29	Haven`t used study room yet, Surrey campus	1
30	Haven't used them since, but technology would be useful.	1
31	Haven't noticed technology in study rooms.	1
32	Haven't noticed, tbh.	1
33	Haven't used recently.	1
34	haven't used the new ones so i cannot comment	1
35	Headphones Surrey Campus	1
36	I am fine with that	1
37	I am happy and satisfied with what the library has	1
38	I am not sure, like I stated before I do not utilize most of the equipment you guys have yet. Just the printer, wifi and tables/chairs.	1
39	I am satisfied with tecghnology/ equipments in the study rooms.	1
40	I am unsure what else I would like to see	1
41	I did see some rooms have TVs. They are some great additions, but I can't think of any at the moment.	1
42	I didn't really got a chance to use them because of study break but I'm looking forward to it.	1
43	I do not feel as though the study rooms need any more technology. (Surrey and Langley).	1
44	I do not know	1
45	I do not know since I have not tried those rooms yet	1
46	I don't know	1
47	I don't know	2
48	I don't know about the study rooms.	1
49	I don't know, maybe a cotton candy machine. Rest is pretty good tbh. SURREY Campus.	1
50	i dont use the study rooms.	1
51	I have never been to study room	1
52	I have never used a study room. I usually study on the 3 rd floor.	1
53	I have not been able to use these.	1
54	I have not checked the room out yet,so I am not sure yet	1
55	I have not gotten the chance to use these yet, therefore I have no opinion on it.	1
56	I have not seen any study rooms w tech yet. It's a great idea though! Maybe like USB or phone charging outlets would be also useful.	1
57	I have not seen one of these upgraded study rooms and was not aware of this upgrade.	1
58	I have not seen the new equipment in the study rooms as of yet. A projector would be useful for putting up images from someone's laptop when working on a presentation.	1
59	I have not seen the technology in study rooms yet. I would like to see screens where we can connect laptop to it so can see on a big screen as a group. Maybe even having a clicker so we can practice presentation.	1
60	i have not used	1

61	I have not used any	1
62	I have not used the study rooms so I cannot say what is missing since I do not know.	1
63	I have not used the study rooms.	2
64	I have not visited to upgraded study rooms yet.	1
65	I have nothing at the moment	1
66	I have yet to use study rooms with said technology	1
67	I haven't recently been into the rooms with technology	1
68	I haven't recently used study room, I am not quite sure about this.	1
69	I haven't tried it.	1
70	I haven't used	1
71	I haven't used it with new technology yet	1
72	I haven't got around to viewing the new study rooms with technology.	1
73	I havent notice any yet.	1
74	I haven't noticed that it's upgraded. More advertisement may be needed.	1
75	I haven't used any of the upgraded rooms so I am unable to comment	1
76	I haven't used that	2
77	I haven't used them yet.	1
78	I haven't used this rooms.	1
79	I think classes are good, no other change is required.	1
80	I think virtual library assistance will be helpful. Moodle has a big blue button for video call which allows the instructors to have video appointments with their students. I think something similar will be helpful in contacting librarians for research support.	1
81	i unfortunately do not know what technology was added to some of the study rooms as i had tried to book one but then was put into a different room	1
82	I will use it for sure. I didnt know about this at all	1
83	I would say there's no printer on 3rd floor. There should be a one.	1
84	I would like to see a projector, iPad & computer.	1
85	I would like to see tablets, computers, and projectors.	1
86	I would say smart boards for classrooms	1
87	I'm quite satisfied with the study rooms here at the surrey campos	1
88	If I am able to use one, then I am hoping it can be heated (the coldness aggravates my health issues). I do not know what amenities are in the study rooms.	1
89	In surrey campus, there should be at least on computer available in rooms.	1
90	It suffices my needs as a student currently	1
91	It's been a while since I've used a study room, but I'd like to see the following if it isn't there yet: Computer(s) Electrical outlets Projector + Projector Screen	1
92	It's fine as it is	1
93	Laptops at every campus should be there.	1



94	Massage chairs	1
95	More different coloured white board pens at the Surrey campus is all I need! Sometimes they aren't in the greatest condition.	1
96	More physical desktop computers or laptops for loan	1
97	More printers!	1
98	na. i have not been using the study rooms recently	1
99	Needs more because they're usually taken	1
100	Never used, no comments.	1
101	no	11
102	No	32
103	No (surrey library)	1
104	NO , it is good for me.	1
105	no complain	1
106	No everything is appropriate	1
107	No everything is provided	1
108	no i am fine	1
109	No I do not think that the study rooms requires more upgrades, for me. As I think it might distract from studying.	1
110	No I guess everything is ok now.	1
111	No i think our study rooms are pretty equipped	1
112	No its all good	1
113	No opinion at this time.	1
114	no thats fine	1
115	No thats pretty good	1
116	No they are sufficient	1
117	No, everything is fine	1
118	No, having took much technology in a study room can get cramped and leaves no room for placing study materials on the table.	1
119	No, I am satisfied .	1
120	No, I can bring my own computer.	1
121	No, I m satisfied with this all	1
122	No, they are excellent.	1
123	No, they're all great	1
124	no,everything is sufficient	1
125	No,I thino study rooms are well maintained.	1
126	no.	2
127	No. Everything is good	1

128	no. it's all good.	1
129	None	3
130	None that come to mind.	1
131	None that I can think of at the moment.	1
132	none that I can think of, perhaps dedicated device chargers (laptops or phones) in the room?	1
133	None that I could think of.	1
134	none, pretty satisfied with the available options	1
135	Nope	1
136	Not been to one since upgrading i guess.	1
137	not its perfect	1
138	not really	1
139	Not really	1
140	Not really.	1
141	Not so far, I haven't been able to explore the new upgrades to KPU library.	1
142	Not sure	2
143	Not sure. Surrey Campus	1
144	Not to my knowledge!	1
145	Not used the study room from quiet a long time	1
146	Nothing	1
147	oh i havent seen the new study rooms then	1
148	Perfect the way it is	1
149	Perhaps a study room with a projector that could hook up to a computer so projects requiring a powerpoint presentation could be practiced. Surrey Campus	1
150	Please try to make a library at civic plaza	1
151	Printers are needed.	1
152	printers on all the floors of library	1
153	Printers with scanners in surrey campus	1
154	projector	1
155	projector for group presentations	1
156	Projector will be amazing for group activities	1
157	projectors	1
158	Projectors	2
159	projectors and projector screens to practice presentations	1
160	Projectors for group projects discussions.	1
161	Projectors if possible	1

162	Projectors in study rooms.	1
163	projektor	1
164	Satisfied with current up gradations	1
165	Screen for practicing group presentation.	1
166	Self-help book borrowing system, Surrey	1
167	So far it has been alright.	1
168	So far there is every thing that I believe any student should require. The technology and equipment is very good and useful for all students.	1
169	Sorry, I have not been in any of the study room yet.	1
170	sound proofing in all campuses	1
171	Soundproof them	1
172	Soundproofing	1
173	Surrey ! Projector and screens	1
174	Surrey campus, no	1
175	Surrey Campus: I am satisfied with the study rooms.	1
176	Surrey needs relaxing chairs	1
177	Surrey, maybe a projector in some study rooms so students can practice their presentation.	1
178	Technology in the rooms is quite enjoyable and helps with coordinating group projects.	1
179	The ability to have more places where you can prep for presentations. So having projectors in more rooms.	1
180	The inclusion of projectors would be interesting in some of the bigger study rooms.	1
181	The study rooms are great as they are	1
182	The study rooms are quite satisfactory although i dontnoften use them	1
183	The TV's are a nice touch. maybe a smart board that one could write on easy without having to clean up dry eraser marks.	1
184	There are electronic versions of a white board that are really cool and would be super useful in that you wouldn't have to have plastic bags with white board pens because the board "pens" don't work for anything else.	1
185	There are whiteboards but there were no pens to write on them with. Those would be helpful.	1
186	Touch screen HD TV - Surrey	1
187	tv in the study room to hook up laptops	1
188	tv screens in all study rooms that can easily be hooked up to a laptop. This would be so helpful for group work. At the surrey campus.	1
189	Unfortunately, I have not gone to the study room enough to know what is inside it.	1
190	video player	1
191	Well i have not used any of them yet so it is difficult for me to answer this.	1
192	White board	1
193	Yes in surrey	1
194	Yes, Surrey Campus	1

195	Yes, you can install projectors and on that make the students watch some good and motivational videos.	1
196	yes. Such as projectors, and such in the surrey campus.	1

Q19 - We recently upgraded some of our study rooms with technology. Are there any other types of technology/equipment you would like to see in the study rooms? Please specify the campus, if applicable:  
 Online-only.

#	Responses	Count
1	I have never been in a study room that has technology, therefore I cannot comment.	1
2	No	2

Q19 - We recently upgraded some of our study rooms with technology. Are there any other types of technology/equipment you would like to see in the study rooms? Please specify the campus, if applicable: Neither in-person nor online.

#	Responses	Count
1	I haven't been to any of the study rooms until now.	1
2	no	1

Q20 - In an ideal world if you could design the physical space of KPU Library to suit your needs, how would you design it? For example, would you include more soft couches, electrical outlets in tables, more study space, different configuration of where things are, etc.? If you are thinking of a specific campus, please include that in your answer: KPU Tech (Cloverdale).

#	Responses	Count
1	Better gym facility, cloverdale. More study space, more outlets in tables	1
2	Current design at Cloverdale works well.	1
3	I would have less windows in between main campus and library to take away distraction	1
4	Include more space at computer stations as for some assignments a computer is needed.	1
5	Less couches (hard to study on) Dividers on some tables (prevent visual distractions)	1
6	Maybe a few more couches but overall it is a perfect library nothing needs to be added or taken out.	1
7	More access to USB and AC outlets, comfier seating, a variety of individual and group seating choices. Review best lighting for focus and reducing eye strain, etc. Also the KPU tech library is always freezing cold!	1
8	more single and group tables to study at.	1
9	Slightly larger study rooms/more study rooms	1
10	Truthfully, us Tech students are exposed to blue light from the computer from excessively long hours each day which is harmful to the brain as well as the eyes. To have to read written material under LED lights which contain blue light (not as bad as fluorescent thought) is just more visual stress. If there was one area that was a bit more dim but had a designated reading lamp with incandescent only (and let people know it is "soft light, and it's purpose for reprieve from screen light) that would be amaaaaazing! :)	1

Q20 - In an ideal world if you could design the physical space of KPU Library to suit your needs, how would you design it? For example, would you include more soft couches, electrical outlets in tables, more study space, different configuration of where things are, etc.? If you are thinking of a specific campus, please include that in your answer: Langley.

#	Responses	Count
1	A couch lounge area would be nice in the Langley campus. Where one could sit in a comfortable area and work on a laptop, maybe in the left most corner of the library when you walk in	1
2	add smart boards and thats all we need. All campuses could use it.	1
3	All good	1
4	As I mentioned before I really enjoy the Surrey Library and I wouldn't mind seeing the Langley/Richmond Library get those upgrades.	1
5	Better chairs and space efficient tables they may provide electrical outlets for tech use, getting rid of the cubical tables and re arranging the book shelves for a nicer, more aesthetically pleasing way . It gets intimidating to go about and around the facility especially when its oddly designed with minimal comfort. Definitely drawn me away on my first year..	1
6	Chargers in tables	1
7	couches,seperate area for group discussion	1
8	Couches. Comfy places to sit. Places to plug in computers	1
9	Definitely more access for power outlets at tables.	1
10	Definitely more chairs and couches, more study rooms. LANGLEY	1
11	Douglas library just renovated (but please include washrooms inside) the library.	1
12	electronic outlets would be all over with a USB slot as in the modern age, you should never be without a way to charge your device as they are used all day long.	1
13	exactly as my campus provides	1
14	For the Langley campus, it would be great if all the desks could have electrical outlets like the Surrey campus.	1
15	i feel its perfect the way it is	1
16	I find myself at the Langley campus most often but as a person who is better situated as a night owl, I have some study preferences. Later hours for the library, including a lamp in study rooms so I can switch from fluorescent lighting, more outlets in group studying area, different tables and chair set up in study rooms. Adding study room blinds would be preferable, along more studying nooks rather than just the available floor area.	1
17	I have been very happy with the library set up. I suppose it is always useful to have more electrical outlets, and outlets in the tables would be really helpful when working as a group,	1
18	I like the langley campus	1
19	I like the the SFU library in the City Centre mall.	1
20	I think it looks brilliant the way it is, and I've seen all 3 main campuses over the last few years.	1
21	I think it would really be beneficial if there are more study space at the Langley campus	1



22	I think more electrical outlets would be appreciated and more study tables for groups	1
23	I would consider some more comfortable furniture but the current tables and chairs are suitable for its intended use.	1
24	I would include many couches and isolated areas for quiet solo study as well as ample plugs for laptops and phones to be charged	1
25	I would include more outlets and more spaces for quiet study	1
26	I would include more outlets on tables in the langley campus. I really enjoy the few chairs in the langley campus now that are comfy chairs that have a table attachment. It's nice to sit in a comfy chair without having to take up a couch. I would like to see a more quiet study space in langley. somewhere like at the surrey campus on the 3rd floor where it is absolutely silent. I have ADHD so unless I am listening to music noise distracts me especially talking. Sometimes I would like to come to the library and not have to wear my headphones as I still feel I would study better in complete silence. At the langley public library they have a medium sized room that is sound proofed so its a quiet area for people to study. It is not a huge area but provides space for about 10 people to study in utter silence. I would love to see 2 of the group study rooms at the langley campus have the inner wall taken out to open up that area for a quiet study for single people. As only groups can book study rooms right now.	1
27	I would include More private study rooms and group study rooms with technology support like computers, projector, white board,,,	1
28	I would include more study space for a quite area, maybe add another section to the library that is closed off with more comfortable, updated desks.	1
29	I would integrate more user friendly way to print off needed materials from devices such as iPhone and iPad, through wifi connection and/or Bluetooth. More comfy chairs is an added bonus with electrical outlets next to it.	1
30	I would like to see more soft and comfortable couches in Langley campus.	1
31	I would love those built in lights to the tables that have USB and outlets chargers in the Langley library they have tables in the front which are good but larger tables that can seat more than 4 would be good	1
32	I would say less clustered computer area at the Langley Campus. I know it is a smaller area than the Surrey campus but a couple days ago I say a group of people struggling to get in and out of a closed area of computers as there were already a lot of people sitting there it was hard to maneuver to a seat that wasn't occupied against the wall.	1
33	I'm mostly at surrey campus but i would say Richmond campus and Langley campus needs more private space like the 3rd floor pf Surrey Library.	1
34	I've only been to the Langley campus. It would be nice if the computers weren't packed so close together. It's hard to get work done when you're feeling cramped or that others are looking over your shoulder.	1
35	If possible to duplicate the same Surrey campus in Langley, smaller of course. Will attract students to use it more	1
36	if possible, more chairs for students to discuss together because there are so many team work to do.	1
37	In langley i want soft couches and space	1
38	In the Langley campus I would add some couches, have more individual study spaces rather than rows of booths.	1
39	in the Langley campus, adding mote outlets in the library	1
40	In the langley campus, I would like to see it expand so there are more study spaces for students. I would like to see designated areas that are for groups or for quiet studying. I would like to see softer couches with the attached tables.	1
41	Include more study spaces for group work	1
42	Individual Covered couches with table, foot rest and outlets	1
43	Its perfect the way it is.	1
44	Langley in general is outdated in interior design. I usually choose to go home or to bus back to SS/WR to a coffee shop because the whole campus feels kind of grundgy.	1

45	Langley needs more outlets at all tables and in study rooms. I would add more printers and copiers because it can get really busy during midterm and finals. And add more couches there's nowhere really to rest, I have no use for print journals so I would sacrifice that space for more couches and lounge area	1
46	Langley: 1 ****Faster wifi,**** its decent now but can slow down a lot at times. 2 More electrical outlets around the single-seat walled table area, it would be especially nice if they were more accessible as I now have to crawl under the tables to access them	1
47	Langley: enclose the quiet space in the back of the library.	1
48	Langley: More electrical outlets with seating to charge devices would be great. More comfortable seating would be desirable like chairs with sling tables and even a few love seats. 3 cushion couch seating invites socialization that could potentially create too much conversation noise Mini wall dividers or layout that separates seating areas to change the flow of noise could also be good.	1
49	Less busy quiet areas and more electrical outlets.	1
50	library at the langley campus looks so ugly. i want more of the 4 seater tables in the quiet study area please.	1
51	Maybe a bigger library with more study rooms in langley campus because it really helps my friends and I to study for big exams	1
52	Maybe more study rooms at Langley Campus. There's never any that are open.	1
53	more comfortable spaces like couches.	1
54	more computers/better computers, more spread out computers, designated study space closed off	1
55	More couches or perhaps coffee tables where students can comfortable study while drinking coffee	1
56	More electrical outlets and more private study space	1
57	More electrical outlets in the tables at the back of the langley library would help. There is only outlets along the wall and those seats are always taken.	1
58	More group private study rooms More tables More quiet area spots	1
59	more individual study spaces or pods , possibly nap pods	1
60	More natural light/windows, quiet study areas and individual study rooms. This is particular to Langley campus	1
61	More open areas for group discussions	1
62	More outlets would be great	1
63	More private / semi-private group spaces would be good. Electrical outlets at tables would be helpful, having phone / laptop chargers available at the service desk would also be useful.	1
64	More quiet space.	1
65	More quiet study rooms, maybe a wall to stream computer screens like airplay or white board markers available at all time and blinds	1
66	More silent area and more light. indicating this area is supposed to be "quiet room" so other students will not do group discussions.	1
67	More soft comfortable seating. Outlets would be nice. Space for your workbooks at the computer desks.	1
68	more soft couches and outlets to charger devices	1
69	More soft couches at Langley.	1
70	More soft couches for silent study areas	1
71	More space to work on group projects at the langley campus.	1
72	More study space. More comfortable seating. Langley	1

73	more tables as when it is busy students are loud and join my table	1
74	Movable desks that go up and down would help quite a lot!	1
75	no i don't need any changes	1
76	No real issues with the current layouts at Langley or Surrey, but more electrical outlet access would be nice.	1
77	One thing I wish is that there was a computer in the study rooms in Langley campus. The last two semesters I had group projects and everyone had a laptop but me. And it was very difficult and not efficient to work on my phone.	1
78	Outlets near tables is helpful for laptop use. I'd personally avoid couches in a library because they make a "lazy" sort of environment. It would be nice to have smaller tables so that a single person isn't taking up a space that could be used by a larger group.	1
79	Phone charging stations need to be more plentiful. Quiet spaces are often not very quiet. Please be open on Sundays	1
80	Please add electrical outlets on each table	1
81	please include more soft sofas.	1
82	Private solo rooms	1
83	satisfied	1
84	soft couches	1
85	Soft seats, more outlets, collab tables away from quiet study	1
86	sometimes it's study rooms get booked full would be nice to have more options in that regard.	1
87	Study space in the library should have clear delineation between tables. It would be greatly helped by artificial dividers such as plants, couches, etc. It should be cozy--somewhere people want to be regardless of their need to study.	1
88	Yes, more soft couches, electrical outlets in tables, more areas that could be secluded rather than one open space so that groups who are chatting together can be dispersed around the library so they don't disturb the rest of the room. (Langley)	1

**Q20 - In an ideal world if you could design the physical space of KPU Library to suit your needs, how would you design it? For example, would you include more soft couches, electrical outlets in tables, more study space, different configuration of where things are, etc.? If you are thinking of a specific campus, please include that in your answer: Richmond.**

#	Responses	Count
1	"Sleeping pods" would be very ideal to help students when they are over-tired and need a quick nap.	1
2	A better eating place like fast food	1
3	A spacious and cozy area for self-study, and many high-tech gadgets in the library.	1
4	A variety of nook-style seating that is within close proximity to power sources.	1
5	All of the things mentioned above. Comfiest chairs, more computers and printers available, and free printing since I'm already paying for it in my fees	1
6	Areas to nap Integrated outlets in tables More printers	1
7	As I mentioned before I really enjoy the Surrey Library and I wouldn't mind seeing the Langley/Richmond Library get those upgrades.	1
8	couches, electrical outlets, pillows, a nap space	1
9	Couches, outlets, somewhere that I can relax and maybe lay down to read my books for class. Surrey or Richmond	1
10	Definitely need more electrical outlets and more study space	1
11	Electrical outlets in table are essential. Students bring own computer to study.	1
12	Electrical outlets in tables	1
13	Electrical outlets in the tables would be appreciated, since most classes require the use of a laptop.	1
14	I hope to have a brighter library with more windows and sunlight inside. I live in Burnaby and usually go to Tommy Douglas Library on Edmonds and Kingsway. I like the "one-person table with seat" that were placed along the window surrounding the library. If I need to work on project, I prefer going to that library because of the brighter area and I could watch outside when working. The Richmond library is too dark inside.	1
15	I think more computers are installed.	1
16	I think the library at Richmond campus should be more spacier like the one at Surrey campus. Moreover some more electrical outlets in tables would be amazing.	1
17	I think the Richmond library can benefit with more study space.	1
18	I think we need sleep pods in the library, especially around the back area. Sometimes, catching a few eyes of sleep before working on your research more be more productive than relying on several cups of coffee to keep you awake. Also, the computers in the library are quite outdated and need upgrading. And the chairs need some upgrades as well. The best features of the library right now are the online research resources and the Surrey library structure. The Richmond library almost looks like an after-thought when you look at the design. I think we have still enamored to the traditional library structure. If we are looking to upgrade the library, then we should focus on making more digital books and research resources available to users, and	1

	create a technological environment that is representative of the modern age. Less physical books, more techy space, and definitely an ambient environment.	
19	I would add more comfortable tables and chairs in a quieter area for the Richmond campus	1
20	I would include more outlets and more seating, and I am located in Richmond	1
21	I would include more soft couches and nap pods so maybe some students can rest and be more productive after their break if they spend a lot of time in the Library.	1
22	I would include more tables, and laptops that you can check out like books for a set period of time.	1
23	I would include wall outlets to charge your phones, laptops either by the wall or inside the tables. Cup holders at the side just in case, people don't want to spill their drinks on the desk. Tablet of all of the food delivery apps if they get hungry while studying or while they're studying in a group but the person must make sure to log out because it's their personal information on there.	1
24	I would leave more spacing between each study desk. In the Richmond campus, I find the quiet study are feels very clustered, especially with the desks that have dividers. Also, it is very difficult to find places to study with electrical outlets which is a huge problem since many assignments are now done digitally.	1
25	I would like to have an outdoors extension near the side of the Richmond campus library (by windows) for outdoor seating and exploration maybe with KSA extension.	1
26	I would make it more spacious especially the group study rooms	1
27	I would place more desks for students to study	1
28	I would put more outlets at tables, more study rooms and bigger study rooms. I would also make those bigger rooms with projectors soundproof to practice presentations	1
29	I would redesign it so computers are more dispersed in different areas of quiet/loud. I would provide softer seating for reading with plentiful electrical outlets. A variety of study and work spaces throughout the library rather than having specific places for each would be beneficial for the students. I am thinking specifically of the Surrey and Richmond campuses.	1
30	I would upgrade the computers on campus. I market the computer rooms for students to use, and use the open-spaced computer area for open study tables/plugs for personal computers/laptops. This would apply for both Richmond and Surrey.	1
31	I'd like to see Richmond campus can provide more comfortable height chairs to match the desks at the third floor study area. And can keep the study area more clean. Many time the tables are dirty.	1
32	I'm mostly at surrey campus but i would say Richmond campus and Langley campus needs more private space like the 3rd floor pf Surrey Library.	1
33	If I were to design the physical space of KPU Library, I would have dividers to section off different areas of the library such as "quiet rooms" for concentrated studying or for "group study rooms" where the students can really talk in their "normal" voices.	1
34	If I were to redesign the library, I would put 3D printers that would print 3D objects. Although these prints would cost less expensive. This idea would help students to be to be more creative. Moreover, it would interest students and test their creativity. They can create parts or things that they would need. A great example would be house design pieces for design students.	1
35	I'm very okay with the current set up	1
36	In Richmond campus, I wish it was brighter.	1
37	In the Richmond campus, I would include more outlets, and additional silent study rooms (without screens) as there is only a handful and sometimes renting out those spaces is not possible because they're occupied.	1
38	In the Richmond Campus, more soft couches for groups would be nice.	1
39	It is good already	1
40	It would be nice to see a napping station/room, some institutions have them and it would be nice to see us have the same thing. Like I mentioned before, more quiet space, more study rooms (with longer length). More charging outlets would be amazing!! The quiet space is directed more towards the Richmond campus and the electrical outlets/nap area would be for all campuses. It would be nice to see more sofas/chairs with electrical outlets as well.	1

41	KPU campus could add a few more couches, outlets on the computer lab, heater because the corner of the library especially near the windows gets cold in the winter in all the campus. In the Richmond Campus, I hope we have a food/ drink zone and expand the library space.	1
42	make the library environment more friendly.	1
43	make the light less bright	1
44	Maybe a bit more quiet study places.	1
45	more clean study places	1
46	more comfortable couches/sitting areas for reading and more quiet work space in the richmond campus	1
47	more comfy places to sit	1
48	More couches, more outlets, more quiet areas	1
49	More couches, outlets, more tables outside in the common area	1
50	More electric outlets in the open study area by the Richmond bookshelves	1
51	More electrical outlet and more space for relaxation instead of just desks	1
52	more electrical outlet for laptop user would be great. I was hoping that there is more space for people to study but not too loud.	1
53	more electrical outlet table in Richmond campus along the window side. less cubicle desks.	1
54	More electrical outlets and seating	1
55	More electrical outlets for sure. 80% of school is done on laptops, at the Richmond campus as a whole is severely lacking in outlets	1
56	More electrical outlets, desks, couches, as well as chairs to sit and study in. As well, more communal study areas where students would be able to gather for group projects - this way they would have access to information as well as have a quiet area to concentrate on studies.	1
57	More outlets please in Richmond campus, more study tables in all campuses, more study rooms.	1
58	more outlets to plug in laptops, more garbage bins	1
59	More outlets, more group study rooms	1
60	more places to comfortably sit and work, electrical outlets and more places to study	1
61	More places to lie down	1
62	More quiet study desks with outlets	1
63	More quiet study place in Richmond Campus	1
64	More silent study space in Richmond campus	1
65	More soft couches and maybe some couches that have a table table along with it.	1
66	More soft couches in Richmond campus	1
67	More study place in Richmond campus	1
68	More study places	1
69	more study rooms	1
70	More study rooms for group projects	1
71	More study space and more outlets	1
72	More study space is needed in Richmond library	1

73	More tables - including individual tables with electrical outlets. One are with complete silence. One in which you can't chat but you can eat snacks and water/beverages. And one that you can talk, but in a low volume. That would be perfect for the Richmond campus since the tables located outside the library are often very noisy.	1
74	More tables,have a space for eating	1
75	Need more quite areas with comfortable, clean couches at the Richmond campus. In reality, the current library chairs in study spaces are not many and very small & comfortable, there are no big enough tables to put personal stuffs so no place to put bags and books.	1
76	new couches and new tables	1
77	No complaints.	1
78	No,I think all the libraries are perfect and they are really good in their respective places.	1
79	Nothing that comes to mind at the moment. The layout at the moment at the Richmond campus works great for me.	1
80	Open area, with big windows that bring in sunlight. Large desks and comfy chairs to study.	1
81	Perhaps more outlets to charge computers.	1
82	Richmond and Surrey - Definitely electrical outlets in tables. More printers that are accessible through wifi.	1
83	Richmond campus Library is pretty spartan, would be nice that have areas for read more comfortable and chairs that are clean and not broken. There is need for tables with electrical outlets for sure and more books!	1
84	Richmond Campus: better lighting. hands down	1
85	Richmond campus: cushioned chairs and more electrical outlets in tables in study rooms	1
86	Richmond could expand on the study space - more tables within the library that are off to the side.	1
87	Richmond gets a new fashion campus which is bright and beautiful but 90% of the students cannot use it. Update the Richmond Library. If you want a fashion campus and new dean office--go rent office space somewhere in downtown and free up that building for academic students.	1
88	Richmond. Providing more quiet area in the common area without having to use study room. Not entirely possible but a greater effort would be appreciated.	1
89	So far so good	1
90	Sofas in the study rooms would be wonderful, as many of us find it comfortable to sit on a sofa and read our textbooks or write essays. I think sofas would be a great addition to the Richmond campus study rooms.	1
91	The Richmond Campus could use more indivisual desks made for work without a computer, as working in your own desk is more comfortable.	1
92	There is a big need for more electrical outlets in the Richmond campus library. Most tables near the windows don't have outlets and most times I have to resort to leaving the library to find a table and outlet together. The library also would have more tables and chairs that are comfortable to sit in for long periods	1
93	Yes include more comfortable seating and more private areas through the school to study n relax. More outlets to charge your equipment	1
94	Yes.	1

**Q20 - In an ideal world if you could design the physical space of KPU Library to suit your needs, how would you design it? For example, would you include more soft couches, electrical outlets in tables, more study space, different configuration of where things are, etc.? If you are thinking of a specific campus, please include that in your answer: Surrey.**

#	Responses	Count
1	[Surrey] Put an outlet beside literally every available seat. More soft couches and tables on level 3 for those of us who want silence but not to feel like we're already in an exam room. Also, more window seats. Allow food up into level 2 if we're quiet about it and keep it away from the books. I'd move the books farther away from the lefthand side of level 2 and add more desks and armchairs and whatnot on that side, most of us enjoy quiet but not dead silence. Also, I want an electric fireplace or three that gives off a little heat. I like being toasty and to a lot of us it's really soothing.	1
2	1) Instead of a white boards you could paint all the walls a super high gloss paint so the whole room is a white board for students to use. 2) folding tables and chairs so its easier to move around in some of the rooms when you have more than 4 people. 3) USB port for charge phones and electronics.	1
3	A LED desk lamp for each table and maybe a napping space for those who are waiting for their next class to start.	1
4	A lot more electrical outlets. More quiet areas. More study rooms.	1
5	A space to nap, if possible	1
6	Add computers on red zone	1
7	an area for other kinds of foreign language books, not only India. Surrey campus.	1
8	As in surrey campus, maybe MORE tables with couches.	1
9	As previously noted a series of rooms no larger than a large closet where someone could close a door and have it to themselves to study as long as they wish.	1
10	At Surrey it would be great to have more tables on the ground floor at the back with electrical outlets available at each one. The second floor needs more outlets by all of the chairs surrounding the lookout to the stairs and first floor computer area. My main worry is not having enough outlets and seething. There have been many times where I haven't found a single seat in the surrey campus to study so I had to go study at grass roots.	1
11	At the Surrey Campus, I have noticed that there is a shortage in outlets. Most students bring their own laptops which require an outlet, and students will walk around the floors in order to find a spot to study (with an outlet).	1
12	At the Surrey campus, I would definitely add more soft couches and electrical outlets around the library.	1
13	At the Surrey Campus, I would love to see a nap room. A nap room that is separated from guys and girls and not too isolated and not too open. I would also like a beautiful sunroom, with soft couches and a skylight. Desks and chairs would be ideal to sit under the sun and work and study. Also having a soft rug and cushions to sit on the floor would be peaceful with some nice scenery.	1
14	At the surrey campus, I would put more study spaces, although I do recognize that there are a lot of tables and chairs out already. However, with the campus growing and more students being on campus, it would be helpful to have more seating to work on assignments. I often spend a lot of time just looking for a comfortable spot to sit on the 2nd floor, as the 3rd floor is very uncomfortable in the silence.	1



15	At the Surrey Library; I find that if you get there sometime after 11:00 am, it is much harder to find a space to sit much less a nice spot with an electrical outlet. there is generally mostly space left at the green zone near the entrance but not much space further in. Study spaces on the second floor are especially sparse and have a different arrangement as compared to the third floor and make me feel somewhat uncomfortable. So I feel like there should be more study space and electrical outlets at the Surrey Library.	1
16	Being able to eat my lunch near computers would be nice (although I understand why it is not allowed). More places to sit near windows and electrical outlets would be nice also.	1
17	best	1
18	Better chairs, outlets in tables, more study rooms and a physical remodel.	1
19	Better seating facility in the library specially surrey campus.	1
20	Can't think of anything right now!	1
21	Clam environment with convenient seating with computer and internet access	1
22	Clean couches and chairs.	1
23	comfortable office chairs	1
24	Comfortable spaces that are clean and relatively silent (adhering to the tradition of behaviour within a library).	1
25	Computers can be increased.	1
26	Couches on second floor - Need electric outlets in tables - Have a food area on second floor as well	1
27	Couches on the third floor in Surrey. More electrical outlets.	1
28	couches, computers, lots of outlets, little map on the wall	1
29	Couches, outlets, somewhere that I can relax and maybe lay down to read my books for class. Surrey or Richmond	1
30	Current setup is pretty good. Just Need more rooms with Computer	1
31	Decorating a part of the library as a homeroom with furniture, rugs, and a planet and more comfortable sofas for the Surrey campus.	1
32	Definitely electrical outlets for every table. And more comfortable chairs. I've been to SFU library on their Surrey campus and there is an outlet for every table and each person which is really nice. And also even some more quiet sitting areas all over the campus.	1
33	definitely more power outlets if possible, not campus specific I just always seem to need an outlet when they're all taken. maybe softer chairs for the study desks in the silent study area, and some greenery cus it looks kind of gray and sad sometimes :P	1
34	Definitely more soft couches in the Surrey campus.	1
35	Definitely more space needed.	1
36	Definitely upgrade the individual studying cubicles. More outlets should be accessible and the cubicles should be more spacious and comfortable to work in. Individual reading lights would be nice, it would keep us focused. In the silent study room, it should be more organized instead of placing the cubicles around randomly. On the second floor, there should be more individual studying cubicles for people who want to study alone but would prefer hearing background noise instead of the silence.	1
37	Different types of seating would be great. Some other universities have pod like study spaces for individual study and some for group studying. As previously stated, more plugs everywhere would be great (it would also alleviate the heavy usage of the library computers). More spaces to study or work on projects in groups would be nice as well. Surrey library is okay with having tables to study at, but the other campuses are lacking in study space. Richmond campus gets away with it because there are lots of spaces throughout the campus to study at, but they are never quiet.	1
38	Don't know	1

39	Electric outlets and soft couches in surrey	1
40	Electric outlets near tables, more printing machines.	1
41	Electrical outlet usage is important as most students are using their laptops in the library	1
42	Electrical outlets and more study rooms in surrey	1
43	Electrical outlets at Surrey Campus	1
44	electrical outlets in all tables.	1
45	Electrical outlets in tables	1
46	Electrical outlets in tables would be a great idea.	1
47	electrical outlets in tables( surrey campus)	1
48	electrical outlets with usb and maybe cellphone charging areas	1
49	Electrical outlets, more study rooms and some more plants	1
50	Everything is fine already.	1
51	Everything is good	1
52	Everything is just perfect	1
53	Everything is perfect	1
54	Few more computers that are attached with printers and the couches as well in surrey campus.	1
55	For a new KPU Library I would add more outlets within the walls or place the outlets on the same level as the desks close by. Some tables are sometimes too low and therefore I'd increase the height of those tables with the single sofa chairs. I would also increase the spaces within the study rooms for students who enjoy working in big groups but still require a quiet working space.	1
56	For now, I'm pretty satisfied with the physical designs of KPU libraries.	1
57	For the Surrey campus, I think the main computer area on the first floor could be configured in a different way; currently, a lot of students hog the seats and computers just to hang out rather than work, and perhaps a different configuration would discourage disruptive behaviour. I think that more tables with outlets would be helpful, as well as more comfortable chairs for longer study sessions.	1
58	Have a little cozy corner with some softer couches and a more relaxed environment. Like they have in non-school libraries. (Surrey Campus)	1
59	I am going to add couches for sure as I love to just sit relaxed and study. along with that I will add some food facilities at least water near me.	1
60	I am good with everything.	1
61	I believe it should be comfy and more relaxed. Some areas feel as though you are in a facility. It should feel like home.	1
62	I believe library should feel welcoming playful and creative at the same time. I feel our library at Surrey campus should have more creative posters, hardware showing innovation and likewise .	1
63	I definitely feel like more outlets to plug in electronics as well as more comfortable sofas would be nice. Sometimes the chairs in classrooms are very uncomfortable and hard to sit in during the session. And most of the time as the library more time is spent.	1
64	I do not like the linear computer configuration on the first floor, because the area is too vast, noisy, distracting and cold. I also don't have enough table space to lay out my work. I would like to see additional mini computer stations on the first floor near the windows, with ergonomic seating, maybe in clusters of only 2-3 computers on a large table for those who need to spread out their assignments. Small stations may also encourage socialization for those that are shy :)	1
65	I don't know	1

66	I dont know	2
67	I don't know	2
68	I feel Surrey Libra ry is simply perfect , provide all facilities and everything so i feel there is no need for any kind of change.	1
69	I have never been to many universities but I think the KPU Surrey building of library is best designed in term of all aspects.	1
70	I honestly just go to us the quiet study area on floor 3 at the Surrey campus library and I have no complaints. The printers are something else I use and one recommendation is having a few more printers in the front since it can get busy sometimes.	1
71	I pretty much like it	1
72	I recommond the library to increase the tables on the first floor of library.	1
73	I Surrey campus is perfectly fine	1
74	I think I will add more soft couches in the ground floor and apart from that will increase the space between the two computers on the ground floor. Increase set of computers on second floor and add some more space in area.	1
75	I think more plants should be included in the library	1
76	I think so there should be more soft couches in surrey campus	1
77	I think that the study room should be further away from the common area. The resources desk and librarians would be just by the entrance to the library. The books would be separated into different sections (Each subject), on a separate floor or away from the common area. Each sections would have a couple of tables and chairs. Computers and other electronic devices would be kept beside the resource desk and librarians. scattered throughout the buildings would be soft chairs and sofas. By each table there would be a outlet for charging electronic devices.	1
78	I think the Surrey Campus could possibly do some re arranging of where things are to make it more accessible	1
79	I think the Surrey campus layout is very neutral + it has no major downsides and it has aspects that apply to anyone and everyone	1
80	I think we need sleep pods in the library, especially around the back area. Sometimes, catching a few eyes of sleep before working on your research more be more productive than relying on several cups of coffee to keep you awake. Also, the computers in the library are quite outdated and need upgrading. And the chairs need some upgrades as well. The best features of the library right now are the online research resources and the Surrey library structure. The Richmond library almost looks like an after-thought when you look at the design. I think we have still enamored to the traditional library structure. If we are looking to upgrade the library, then we should focus on making more digital books and research resources available to users, and create a technological environment that is representative of the modern age. Less physical books, more techy space, and definitely an ambient environment.	1
81	I usually study at Surrey library. All the things are adequate, however it would be great if we can have an easy access to electrical outlets, may be in tables.	1
82	I want electrical outlet in the tables so that while studying I can charge my laptop	1
83	I will add more books that are related to courses.	1
84	I will add on more sitting area nearby books on first floor in library	1
85	I will have more soft couches at 3rd floor	1
86	I would add more electrical outlets and sof couches	1
87	I would add more study rooms and a counter (or dedicate an area) on each floor, where you can drop off reserved books or other library materials, instead of going down to the one service counter downstairs and risk wasting study room time. I would also add markers and other equipments to these counters for quicker access. Surrey campus is where I would add them due to multiple floors.	1

88	i would add sleeping pods	1
89	I would add two things exactly - I would add at least one phone charging station on each floor (like the one in the Fir building on the Surrey campus) -I would add a nap area. Sometimes I have 6 hour breaks in between my classes and I just want to lie down. There aren't enough couches for everybody to lie down & still allow sitting area for other people. Sometimes I see people sleeping in the cafeteria benches.	1
90	I would change the design and make the area more comfortable.	1
91	I would create more quiet study areas and more electrical outlets.	1
92	I would definitely add USB charging ports near all desk/seating area. Loud area on bottom floor, quiet on second, and silence in third (which is already what it is now). A lot of the time the seatings get filled up but there isn't much that can be done about that. Comfy chairs definitely help. In some public libraries (and I noticed UBC also recently got some) are these individuals portable wheelie chairs with a desk and bottom storage spot. These chairs could be super fun and helpful for students to use in the library individually or in groups. I also wish there was a slight de vider between each computer so that strangers next to us are staring at our monitor...a bit of privacy is nice.	1
93	I would definitely develop library with mpre hard copies of books and with greater study space.	1
94	I would definitely include more soft chairs and couches and more working sockets to plug chargers.	1
95	i would design it so their are more couches, tables, electrical outlets, and computers to use	1
96	I would design more small quiet rooms in the library for personal study	1
97	I would ideally have more tables that can fit one or two people because I usually study on my own and find an unoccupied table is sometimes difficult at Surrey campus.	1
98	I would include a display somewhere that could show the availability either currently or for the day of study rooms. more rooms with projectors but not necessarily machines in there for them as most students have laptops and could borrow one if needed.	1
99	I would include a food area for students to grab snacks, coffee and quick things. Study rooms would have more windows and be cleaner. Some lighting in the current study rooms will flicker. Front door at the surrey campus loudly squeaks and makes studying on the second floor distracting and unpleasant. Soft couches but with tables that are higher so you can actually work on them.	1
100	I would include a larger space for the computers because there are limited computers	1
101	I would include comfier couches with attached desk tops. More accessible outlets for personal computers, and a ceiling with access to natural light.	1
102	I would include free printing and more electrical outlets for students to use the space properly. Also more printers will reduce the waiting lines for students in a rush	1
103	I would include more computers in the quiet areas, using computers in the loud areas is extremely frustrating in Surrey as they become congregation areas for social groups.	1
104	I would include more electrical outlets in table as they are in less quantity	1
105	I would include more electrical outlets since almost everything is on the computer + the electric devices need to be charged	1
106	I would include more electrical outlets, more comfortable spaces for solo studying. More spaces to study and eat at the same time would be beneficial because some students are forced to multitask. Some universities have included a charging station for devices, which would be helpful for students. Having a small coffee and snack shop within the first floor of the library would help students, as the existing places on campus often have long lines, and it would be very popular for students working on papers, projects, exam prep, and studying. Having more computers and printing stations would also help students, as well as have free printing (some students have to print a large amount out for classes, and will therefore be charged alot).	1
107	I would include more soft couches for groups to talk and work on their projects	1

108	I would include more study rooms, as well as many tables to include electrical outlets. Also, many computers to make sure students that do not bring their own devices have something to use.	1
109	I would include more study space integrated with electrical outlets in table and some area with comfy seat for relaxation.	1
110	I would include more electric outlets and soft couches to be able to lounge and study on in between classes.	1
111	I would incorporate more soft couches for students who spend long periods of time in the library, more outlets for students with electronics that they use for their studying	1
112	I would like more larger tables along the walls with ample charging stations.	1
113	I would like more soft sitting area and more outlets at the Surrey campus because more students are bringing their laptops to use	1
114	I would like more study spaces in the Surrey campus because they become scarce by the time mid-terms and finals are happening.	1
115	I would like to add in more computers to the Surrey campus, as well as more of those solo chairs with the desk built in. I like those	1
116	I would like to create open study spaces with desks that you can move to rearrange. A classroom feel allows students to study and connect with other students. SFU classrooms have tables and chairs on wheels which allow students to configure the room as they like. This would be great to see at the Surrey KPU library.	1
117	I would like to have more green space in the library with trees, flowers,...	1
118	I would like to see more comfortable seats and a bigger sitting area at the Surrey campus. Sometimes it's really difficult to access a computer during rush hours.	1
119	I would like to see more study rooms available.	1
120	I would love more power outlets in the tables	1
121	I would love more study space and outlets. Specifically study space that is similar to the second floor area near the entrance. I love that particular area because of the natural light and large windows, but the windows aren't right next you so it still feels like a private space. So I would ideally like that atmosphere replicated in more parts of the library.	1
122	I would love to see more comfortable seating, be that couches, giant cushions, or bean bag chairs. Comfortable seating and tables with built in outlets. The Surrey campus has a big space right when you walk in before the sensors and its usually quite empty. It would be a cool place to hang out if there was better seating.	1
123	I would make the first floor larger	1
124	I would make the main study area on the first floor much larger, as during peak study times the tables and chairs fill up very quickly. I would also add more soft couches and chairs to make studying for long periods of time more comfortable. Adding more outlets would be useful, as well as a water refill station so students do not need to leave the library building to get water. I would add soundproofing to the study rooms, as sometimes outside noises can be distracting or groups need to be a bit loud to practice presentations. Surrey campus	1
125	I would put a place for people to rest in between classes. Like a lounge chair or that in quiet areas	1
126	I would put more electrical outlets in tables and provide more separated areas/tables where students are able to study in a relatively quiet environment in Surrey campus.	1
127	I would reconfigure the 3rd floor quiet study. The only places to quietly read comfortably is on the bridge that goes to the IT room. The people going to the IT are very noisy and disrupts the silence. So maybe adding more comfortable spots away from that high traffic area.	1
128	I would redesign it so computers are more dispersed in different areas of quiet/loud. I would provide softer seating for reading with plentiful electrical outlets. A variety of study and work spaces throughout the library rather than having specific places for each would be beneficial for the students. I am thinking specifically of the Surrey and Richmond campuses.	1
129	I would think designing more study room in each other building including the library.	1

130	I would upgrade the computers on campus. I market the computer rooms for students to use, and use the open-spaced computer area for open study tables/plugs for personal computers/laptops. This would apply for both Richmond and Surrey.	1
131	If i would have a chance to build the library then i would add more of electronics as well as talbes and chairs. And moreover for couches, i would exclude them as couches make student comfortable and they are not able to focus on study.	1
132	If there are more study areas and more soft couches that would be appreciated.	1
133	Improved accessibility including fixing the door more rapidly in the future.	1
134	in an ideal world i would kick out all the other people so that it was just me in the library.	1
135	In my opinion I would include maybe more tables cause when I come to the library I usually come to work and work hard not really to sit back and relax. The couches are a nice addition for students who like to come and sit and read but in my case I prefer more tables and workstations to study and work hard as that is what I am here to do.	1
136	In surrey, I would really focus on more study areas. Just having more tables present so that students are able to find a place to work. I think more private study rooms would also be beneficial. Even if there were just small, one or two person rooms. I would include less couches, because all people do is socialize here, regardless of the floor that it is on.	1
137	In Surrey, Water availability at 3rd floor there could be more computers available. More computers in study room	1
138	In Surrey: more electrical outlets, more desk that seat upto 6 people, more carpeted areas to reduce noise especially on the third floor. more desk and tables on the third floor, more electrical outlets desk, more desk with higher tables and comfy chairs like the second floor ones by the entrance/balcony area.	1
139	In the Newton campus in the main building there are high backed booths that face each other. While sitting in them the they are quieter and more secluded, I would like to see a few of those in the library. They create a small space for one to four individuals to relax and read while still in a library setting.	1
140	In the Surrey campus library, I would definitely add more electrical outlets and soft couches.	1
141	Include more computers and some electronic books	1
142	Include softer couches and smaller tables. The table takes up most of the space in the room.	1
143	Increased Electrical outlets	1
144	Individual charging ports for laptops would be advisable in areas just opposite to the help desk of Surrey main campus library.	1
145	Instead of regular couches, i would include the seats with the high rest around them, similar to the ones in the surrey spruce building,	1
146	it would be nice if we can book study rooms for longer	1
147	It would be nice to have quiet study spaces with softer individual chairs than the ones provided. Electrical outlets in more areas would also be appreciated.	1
148	It would be nice to have some comfier chairs to sit on when a desk is not necessary. Some libraries have chairs that are shaped like eggs, and when sat in, they reduce ambient/external noises.	1
149	It would be nice to see a napping station/room, some institutions have them and it would be nice to see us have the same thing. Like I mentioned before, more quiet space, more study rooms (with longer length). More charging outlets would be amazing!! The quiet space is directed more towards the Richmond campus and the electrical outlets/nap area would be for all campuses. It would be nice to see more sofas/chairs with electrical outlets as well.	1
150	It's fine as it is	1
151	Its perfect for me	1
152	It's satisfactory as is, in my opinion, wouldn't change anything. Surrey Campus	1
153	Kpu Surrey library is more than what I can imagine, but still I can include more power outlets and more signs for new students to guide them what they want.	1

154	Less comfy seats because they get dirtier easier and take up too much room. Making sure there are easily accessible water stations.	1
155	Less furniture, more computer areas. Have an eating area in a different building.	1
156	Less soft couches, certain areas with couches but more smaller tables or little cubicles like on the second floor of the Surrey library with more outlets.	1
157	Library in surrey is really useful. Study environment and plenty of resourses.	1
158	Liked that there used to be couches to lay down on. So many students took mini naps while waiting for rides or between classes	1
159	Lots of electrical outlets and power bars. All of it would be designated as a quiet study area. The desks would have dividers and the chairs would be soft with wheels attached. Also a non-quiet study zone with comfy couches, a t.v., and a coffee place to buy coffee and snacks from.	1
160	Lots of seating areas and also meeting rooms Also more comfortable seating not cheap breakable chairs that hurt	1
161	lounge areas just as there are in richmond campus.	1
162	Many more electrical outlets, and have maintenance routinely checking them. I enjoy the single couches. The division between collaborative study floors, moderate and quiet.	1
163	Massage couches to relax	1
164	Maybe add usb cable outlets and maybe have some tables where it is like restaurant comfy couch style and have divider between each of them	1
165	maybe i would like to include more soft couches and more electrical outlets, everything else seems perfect	1
166	Maybe more couches for people when they want to talk	1
167	More area for group study like the entrance of KPU surrey.	1
168	More comfortable chairs in the computer section and high resolution computer screens.	1
169	More comfortable chairs would be ideal in all campuses rather than couches.	1
170	More comfortable equipment. Ergonomically correct. Update newer furniture. Cleaning on a daily basis. Attention to detail on cleanliness	1
171	More comfortable spaces in the third level study zone of Surrey campus	1
172	More computers and printers in silence zone of library	1
173	More computers of recent technology and charging outlets everywhere	1
174	More computers on the second floor of the surrey campus	1
175	More computers, more soft couches, more outlets. more study rooms.	1
176	More couches and more tutors	1
177	More couches and outlets	1
178	more couches and outlets, allow food in more areas	1
179	More couches and study table available.	1
180	More couches would be appreciated, as well as more spaces where one can study quietly and eat, as the only eating areas are the green zones so it is often very difficult to concentrate (KPU surrey). More study space would be appreciated, especially as the study spaces fill up around midterm and final seasons.	1
181	More couches, maybe like the high ones in spruce.	1
182	More couches, more places to sit in general, maybe some little reading nooks	1
183	More electric outlets	1
184	More electric outlets and HEAT	1

185	more electrical outlets	1
186	More electrical outlets , different area for studying with couches in surrey campus	1
187	More electrical outlets and collaborative group meeting areas without having to book a room. The few times that I have booked with a group there are always issues and front desk staff are very rude when handling the situations that arise. I avoid room bookings when possible.	1
188	More electrical outlets and more sitting capacity at the ground floor	1
189	more electrical outlets at tables, as well as more places to study in each of the buildings that are accessible.	1
190	More electrical outlets for tables to study in the library difficult to always find a table near one.	1
191	More electrical outlets in or near tables on the third floor. A bigger table on the single couches to fit at least one laptop and one notebook.	1
192	More electrical outlets in tables and more equipments in gym.	1
193	more electrical outlets in tables for the 3rd floor quit study area in the surrey campus, I occasionally visit there and most of the time I have a hard time finding spots with electric outlets available,	1
194	More electrical outlets in tables.	1
195	More electrical outlets in the cabinets on 2nd and 3rd floor, more computers on 3rd floor	1
196	More electrical outlets please	1
197	More electrical outlets would be amazing, little podlike study spaces would be great as well for when you aren't studying in a group	1
198	more electrical outlets, more computers and couches/tables to accommodate the increasing student population and allow more quiet study areas to be added, especially at the Surrey campus.	1
199	More electrical outlets, more study rooms.	1
200	More electrical outlets, more water fountains.	1
201	More electrical outlets.	1
202	More electron outlets. The surrey library first floor has available tables, but the outlets could be far away or there is not enough to use.	1
203	More electronic equipments	1
204	more group comfy seating areas. More printers	1
205	more individual study room with electronic outlet tables	1
206	More lounge options (doesn't have to be couches, but more comfortable seating for both individual and group study) More electrical outlets attached to tables instead of stretching across the floor	1
207	More natural light, more windows, it gets depressing when sitting in a study room with such cold white lights some natural warm sunlight would definately be something that would help improve mood of atudents closer to exams	1
208	More of studying recourses such as textbooks pls and more open space to study instead of congested desk and chairs . A place where ppl can relax like mini mattress on the floor as its in sfu campus which i herd about from my friends.	1
209	More of those sofas with little tables.	1
210	More open and colourful, comfortable seating and less noisy.	1
211	More open areas for group leaning while keeping minimal individual study on the multiple levels within the Surrey Campus Library	1
212	More outlets	1
213	More outlets (particularly ones that work) would be nice at Surrey campus.	1



214	More outlets always, couches and chairs would be nice, scattered throughout	1
215	more outlets and more tables to study at. soft couches aren't necessary to the library space in my opinion	1
216	More outlets in a quiet area	1
217	more outlets in tables, more study rooms (individual & group), each floor providing a few lockers where the library can "rent" out as you do with a study room so students can secure items without worrying about leaving them at the table to find research material or use the bathroom. As well, having the bathroom entrances with possible automated door as currently on the Surrey campus library the washroom entrances are wide open and when on the 2-3rd floor you can hear some noises which can disturb others and become uncomfortable for those using the facilities.	1
218	More outlets please in Richmond campus, more study tables in all campuses, more study rooms.	1
219	More outlets would be nice, a bigger area where students would be allowed to study and eat, computer spaces where people have to be quiet.	1
220	More outlets, maybe ethernet outlets, could definitely use more soft couches!	1
221	More outlets, more comfortable chairs, classical music at Surrey Campus	1
222	More outlets. Comfier seats.	1
223	More quiet areas so people arent distracted	1
224	More quiet study places please!	1
225	More quiet study space or individual study rooms.	1
226	More sitting place for the students who do not use computers.	1
227	more soft couches	1
228	More soft couches	4
229	more soft couches and lounges for students to study in.	1
230	More soft couches and outlets in tables.	1
231	More soft couches and tables	1
232	More soft couches for group discusion and more study space	1
233	More soft couches on level 2 in Surrey campus.	1
234	more soft couches or chairs in Surrey	1
235	more soft couches with electrical outlets	1
236	More soft couches with tables for study space	1
237	More soft couches would be nice. Perhaps an area with designated sleep pods where library users who are tired but do not want to go home might catch a few winks before returning to their study	1
238	more soft couches, electrical outlets in tables,more study space,	1
239	More soft couches, less cramped computer area.	1
240	More soft couches, more computer, more electrical outlets are all things to consider. I would love for KPU to consider the usage of tall chairs.	1
241	More soft couches, more functional electrical outlets, more study tables, and the first floor allowing food.	1
242	More soft seating would be nice, but the library as it is honestly seems fine.	1
243	More space with more privacy	1

244	More specific sections	1
245	More study rooms with a projector	1
246	more study rooms with a white board	1
247	more study rooms, perhaps individual study rooms or rooms for smaller/larger groups. comfier lounge items in other areas of campuses would be nice but not necessary for the library	1
248	more study space	1
249	More study space	4
250	More study space and electrical outlets at the tables	1
251	More study space and outlets	1
252	More study space and some small sound proof rooms where people can practice presentations freely without disturbing others	1
253	More study space Electrical outlets in tables Comfortable sitting Silence Floor support	1
254	More study spaces as they get quite full.	1
255	More study spaces in Surrey	1
256	more tables and table space	1
257	More tables for studying and power outlets for charging	1
258	more tables for working as a groups	1
259	More tables with outlets in them would be great. Its always difficult when doing group work when a laptop's battery needs charging and there are no outlets around to charge it.	1
260	More tables with outlets to study, not closed study boxes but open tables, emulating sitting in a classroom with others around you	1
261	more tables, eliminate the high rise tables	1
262	more tables, more working computers	1
263	More tables, there are not enough tables to use at times.	1
264	More tables/chairs/study spaces	1
265	More water stations, nicer/cleaner bathrooms, more comfortable areas to study in.	1
266	Mostly everything is good but I think there's a wall in the library that's unfinished. It would be nice to see that finished or maybe with art work on it. Also maybe bar stool type of tables with outlets on the sides (like surrey central library has).	1
267	N/A I believe the system to be at its best current placement at the surrey campus and overall is quite satisfactory.	1
268	Natural light is important, but all campus libraries do a good job. There are plenty of seats available near the windows	1
269	no	1
270	No	4
271	No i think its all good	1
272	No idea right now, sorry.	1
273	No real issues with the current layouts at Langley or Surrey, but more electrical outlet access would be nice.	1
274	No specific campus in mind, but more outlets in/at tables, computers at those small desks that have the sides covered for privacy and concentration, those half oval tables against the wall are not very comfortable so I would replace those with rectangle desks, and nap pods.	1

275	Nothing i found it fully suitable for me	1
276	Ofcourse , some some soft couches and more study space in Surrey campus	1
277	One thing I'd like to see at the Surrey library is more computer to use as while there is plenty, a lot of people do rely on them & a few are "Out of Order" once in a while. Soft couches would be nice to have to relax a bit after some hard study sessions. Electrical outlets would also help as I have a laptop & phone to use for doing work as well & a computer isn't always available for me to use.	1
278	Outlets and study space.	1
279	Please try to implement study rooms for a single or two. Since for making individual projects some students need silence atmosphere than working with groups.	1
280	Probably more soft couches and some vending machines as well for coffee and tea.	1
281	Richmond and Surrey - Definitely electrical outlets in tables. More printers that are accessible through wifi.	1
282	Should increase the size of gym or should restrict the timings for girls and boys to use gym.	1
283	silent study is the main focus of library . The primary need must be to divide the regions so that individual get enough space for studying without disturbance. There must be someone who will help individual to find out books in the library. Chairs and tables must be in good condition.	1
284	Similar to the power outlets on the desks at Richmond, it would be nice to see at least two power outlets on the desks for easier access	1
285	Sleek design, lots of open space, comfortable seating, more windows for natural light.	1
286	Small coffee outlet within Library along with couches in Surrey main campus for Coffee meetings	1
287	Soft couches	1
288	soft couches in surrey	1
289	Soft couches on the third floor with tables high enough to be able to study more comfortably	1
290	Soft couches with a bigger table. Electric outlets at tables would be nice as well since some tables don't have outlets within reach.	1
291	soft couches, electrical and charging stations in tables	1
292	Soft couches, more electrical outlets on the tables, more windows in study rooms, easier to book if someone is not in the room or does not show up.	1
293	some kind of visual stimulation for relaxation, the eyeball also, maybe reminder to stretch the body poster or information, and relax and protect the eyes	1
294	Some more soft couches	1
295	Sometimes I do tend to get a little claustrophobic so more spread out desks, more space, and definitely more outlets.	1
296	Specific small rooms for group studies with noise cancellation and more electrical outlets	1
297	study rooms would have an exhaust fan somewhere or at least an accessible window that can be opened. I feel that the study rooms are too claustrophobic and sometimes hard to breathe because its sealed.	1
298	Surrey - more comfortable silent study options	1
299	surrey campus has one of the best design of a library . however soft couches near the entrance would be appreciated	1
300	Surrey campus is already a huge campus but still there is a shortage of computers. There should be more computers.	1
301	Surrey campus, The old water fall is dismantled, Take tit off completely an make the area better. Computer work area is small, we need broader area on top. More computers, more space and area for studies.	1
302	Surrey campus. I would prefer more desks (including standing desks) rather than cubbies. I find the cubbies too small and people often hide their garbage in them. I would prefer more electrical	1

	outlets in desks. In some areas of the library desks are too far away fro outlets to be able to plug your laptop in.	
303	surrey Electrical outlets with a USB port or charging stations, more social area ie, couches and coffee tables, for the 3rd floor have a section with comfortable seating and bigger desks	1
304	Surrey with more soft couches and chairs	1
305	The current is design for the library environment is good and yeah of course some double dear sofas should be there	1
306	The lounge on the second floor needs better tables and better chairs to sit in, as well as the Collections room on the first floor needs more ergonomic chairs.	1
307	the surrey campus is great the way it is for library	1
308	theater room	1
309	There are limited amount of seats for one person to study at on the first and second floors of the Surrey campus. I feel bad taking up a table suited for four people, for example, when there are no more small tables available for me. Moreover, I absolutely love how a lot of the tables are lit by natural light. It makes studying a lot better and manageable for me personally.	1
310	There are no changes that I can come up with to improve the already existing space.	1
311	There is need to provide tabs and electrical outlets on table.	1
312	there is nothing I would change at this moment.	1
313	There need to be more isolated desks, less soft couches because that's where students tend to socialize the most and bother others	1
314	there should be latest edition of books of every course	1
315	There should be more tables with built in outlets, less single cubicles, less single couches. Sometimes difficult to find a spot to meet with a group. This applies to all campuses. The study space should be utilized more efficiently as I feel there is a lot of wasted space on dysfunctional single person desks and chairs.	1
316	there's nothing like that	1
317	Things are great the way they are right now. Only issue was the desk/ seat availability during busy exam weeks.	1
318	Tv	1
319	upgrade the keyboards and desktop computers to the design standard within the last 3 years. Current ones look like they are from the early 2000s	1
320	Well I don't really go to the library as often as I just browse everything online	1
321	Whenever we hear the word library, the first word that comes in our mind is silence and I guess along with silence we would want to be comfortable too.	1
322	Will provide more soft couches and provide more information to students...	1
323	Would include more soft couches	1
324	Yeah , i think i would prefer electrical outlets with every table because the students sitting along the walls are able to access this facility but those who usually find seat in middle tables are not able to access the facilitiy	1
325	Yeah! Absolutely more comfortable chairs.	1
326	Yeah, I suppose making it a bit comfier would be nice.	1
327	Yeah, of course, I mean who wouldn't like more space or some cushiony couches.	1
328	Yes	1
329	Yes to all of the above at the Surrey campus. Having more accessibility to outlets is a must. Feeling comfortable in the library is another great way to feel good about studying.	1
330	Yes, I wanna include in Surrey campus. There should more study area. Silent study area should be broadened.	1

<b>331</b>	Yes, I will include more soft couches.	1
<b>332</b>	Yes, I would include more soft couches, more space on the table, a comfortable place etc...	1
<b>333</b>	You can never go wrong with more couches and outlets. Access to filtered water stations would also be beneficial.	1

Q20 - In an ideal world if you could design the physical space of KPU Library to suit your needs, how would you design it? For example, would you include more soft couches, electrical outlets in tables, more study space, different configuration of where things are, etc.? If you are thinking of a specific campus, please include that in your answer:  
 Online-only.

#	Responses	Count
1	I like to study at long tables, located away from the main entrance/help desks.	1
2	i think it will be really convenient if civic plaza can has it's own KPU library, though this campus has wide studying area/ sitting area. the problem with the sitting area is that it's really noisy, it's really hard to concentrate and study there.	1
3	I would include more table space with electrical outlets located on the tables for easy access for charging phones and computers	1
4	More desk room for computer areas	1
5	More outlets and comfy couches. A more closed concept for studying	1
6	more places to sit individually.	1
7	More soft couches!!! Nap space	1

Q20 - In an ideal world if you could design the physical space of KPU Library to suit your needs, how would you design it? For example, would you include more soft couches, electrical outlets in tables, more study space, different configuration of where things are, etc.? If you are thinking of a specific campus, please include that in your answer: Neither in-person nor online.

#	Responses	Count
1	everything is perfect	1
2	Honestly no clue	1
3	if I would have this great opportunity of designing the physical space I would have beans bags all over so that even in the environment of studying students can have access to technology and information comfort at the same time.	1
4	Lots of electrical outlets, a quiet area that is monitored by staff frequently, different lighting in different sections	1

Q28 - Do you have any final comments about the library or suggestions about how to improve the library? If you are thinking of a specific campus, please indicate that in your answer: KPU Tech (Cloverdale).

#	Responses	Count
1	It's an awesome library	1
2	Please turn the heat up at the KPU Tech library. It's uncomfortably cold even with my winter jacket on.	1



**Q28 - Do you have any final comments about the library or suggestions about how to improve the library? If you are thinking of a specific campus, please indicate that in your answer: Langley.**

#	Responses	Count
1	All suggestions already listed	1
2	I have been very happy with the Langley facility. Thank you!	1
3	I like the interest in the students opinion.	1
4	I really just think the quiet study spaces need to remain quiet study spaces and it needs to be enforced. Students need to have some respect. There's a reason why people go into the quiet study area and shut the door.	1
5	Improve the space overall in the Langley campus and add heaters to the libraries	1
6	In the langley campus having the learning center closer to the library. often forgetting that this resource is available at this campus	1
7	Its perfect!	1
8	Just the one I specified on one of your question e.g. study couch	1
9	Just wish there was more organizing in programs to use for specific facilities (biology) that is easily accessed, because if there is one I have never seen it.	1
10	Langely lib need improvement. There isn't enough computers and it is always super noisy compared to Surrey campus	1
11	Longer hours at the Langley library (stay open later in the evening).	1
12	Making it cheaper to print using both side of the paper. Rlght now its the same price whether I use one page or 2. I understand ink is still being used so it should cost more than just 1 page but it would help people to waste less if there was a tiny incentive to do so. Also I feel bad when I print notes or a syllabus on a thick crisp piece of printer paper. I would assume there is a cost difference for the school to use nice paper versus recycled paper. It would be nice to have an option to print on the cheap paper versus the nice paper. There are times I will need the nice paper to do reports but its just makes me feel bad personally when I print on such nice paper. It would be very helpful to be able to print in a campus library from my personal computer. Would be very nice to have bluetooth capabilities to print from my own laptop. Even if it was something I had to request the password for every time i wanted to use it so I didnt jam up the line, would make things easier when trying to print from my own computer.	1
13	Maybe a way to find out how much money is on my account online.	1
14	More computers available to accommodate to the number of students at the Surrey campus, and Langley campus, sometimes you have to wait for a while to be able to print assignments and work off.	1
15	overall good experiences. would be nice to have stickers on the printers that tell you how to connect to them via wifi from mobilee and personal devices	1
16	please update the look of the langley campus!!!!!!!	1
17	Printing is important for students and we should have some pages allowed for free.	1
18	satisfied with the services.	1
19	Students should be able to see the balance of student ID online	1
20	The facility in Langley is nice but could do more with re -arranging, decorating and organizing of equipment, looks and overall comfort of the facility. Langley is the more quieter and calming campuses, and the library is definety a safe haven from class to class, even when in need of	1

	emergency homework/project, correction/meet-up, or just studying, the library could feel more relaxing in stressful times.	
<b>21</b>	they should tell new students about all the facilities in detail	<b>1</b>
<b>22</b>	Your all doing a wonderful job and it's much appreciated. Very little I can think of to improve on!	<b>1</b>

**Q28 - Do you have any final comments about the library or suggestions about how to improve the library? If you are thinking of a specific campus, please indicate that in your answer: Richmond.**

#	Responses	Count
1	Clean and quite, comfortable library is important as well as closing time is very important. It closes too early.	1
2	Creating new facilities on un-utilized Surrey and Richmond campus.	1
3	Good	1
4	I think the printing must be free for the students ..	1
5	Just better electrical outlets.	1
6	Maybe just have a bit more printers like 2-3 more since sometimes can get a bit busy and would need to line up.	1
7	More computers availability would be nice	1
8	More electrical outlets please!! And make them next to the desks!	1
9	No,I do not think there needs to be any amendments in the library.I think every type of resource available in the library is extremely useful for all the students.	1
10	Our library is actually great especially with the numerous of computers, helpful books, and comfy chairs provided. I would suggest that the library should have a creative room section and a room where students could eat while doing school works inside the library such as the Surrey campus.	1
11	possible to have the library opening hours extended on Friday evening and Saturday in Richmond campus. library close at 4 pm on Saturday is not quite ideal for weekend study.	1
12	Printers sometimes not working in Wilson school of design and hard to use , not in library	1
13	renovate the richmond library. its old and smelly and super small.	1
14	Richmond campus could be better; need more books and find a way to engage students in reading and looking for information. The people at the counter are super helpful and I wanna thank them.	1
15	Richmond Campus: You guys are really doing amazing in being there for students in any way possible. I have never had an issue when I need resources at the library.	1
16	Richmond. Not really anything else that has been covered in the survey. I'd just like to say the overall experience is very satisfying given I spend a lot of time there.	1
17	Sofas in the Richmond campus study rooms would be great for relaxing a bit while doing some readings before an exam or in between classes	1
18	Thank you for all of the resources provided.	1
19	Thank you so much for the great work you are doing at the KPU Richmond library.	1
20	The library is great	1

**Q28 - Do you have any final comments about the library or suggestions about how to improve the library? If you are thinking of a specific campus, please indicate that in your answer: Surrey.**

#	Responses	Count
1	24 hours open library.	1
2	A text message to give a 5 min warning before and after study room is booked would be amazing. The last things students need is to be charged because they lost track of time and "didn't return key"	1
3	All is very good and i am thankful to kpu.	1
4	All the services provided by the library are excellent.	1
5	All the staff work really hard. They are kind hearted people who are always willing to help. I would openly challenge anyone who would argue otherwise. Never have i had a bad experience using the KPU library's online or in-person services.	1
6	Area should be widened. Mathematics books should be increased.	1
7	As I mentioned, better noise enforcement in the computer area at KPU Surrey. Some students cannot find concentration at home or elsewhere and come to the library for it and that cannot be achieved with the level of socialization freely done there.	1
8	As previously mentioned, there is already a great number of services and resources available, but I know many students are unaware of those services. A method to educate everyone such as integrated into classes, might help.	1
9	Books have always been my friend and a liabrary my playground. I am very happy to use the surrey campus library and look forward to more innovation that can be squeezed in.	1
10	Charging dollars for 15 min late key is outrageous . You are ripping students off who already struggling	1
11	Clean washrooms regularly. Surrey Campus	1
12	Creating new facilities on un-utilized Surrey and Richmond campus.	1
13	Definitely more accessible tutors in Surrey campus that can readily help students needing assistance for last minute tests, exams, projects, etc. Sometimes instructor will assign us assignments due the next class, so it's important we have the support available when we need it.	1
14	Do something about the men's washrooms.	1
15	everything is fantatstic	1
16	Everything is pretty good. The only real complaint is the casual reading areas on the 3rd floor.	1
17	Great job so far. Thank you for your services.	1
18	Have a nice day (:	1
19	Having a library 24 seven would be something very important	1
20	I am excited to see how this feedback will be used. I think we are due for some major upgrades to the library and the resources offered through that department.	1
21	I am overall satisfies with everything but sometimes it gets me 3-4 times to login in computers	1
22	I am satisfied what we have now, and i greatly appreciate the help I got. thank you very much!	1
23	I appreciate it if there were tutorials on how to print from my laptop	1

24	I find it as the best place where one can sit and study. I don't have any complaints against the library services. Whenever, I have enough time, I always visit the library and study there for some time.	1
25	I just want the electricity outlets so that while studying I can charge my laptop	1
26	I just want to say surrey campus washrooms should be more cleaned. Moreover, portable chargers and calculators should be more so everyone can get when want after all everyone pay fees.	1
27	I just want to thank the kpu surrey library campus for being such great support for me. I consider it my second home as all the staff in the library are very kind and helpful. The resources at the library are the reason I am successful thus far and is a great addition for any student trying to be successful and focused into their career. I cannot thank the library enough for always being there when I need it. The resources provided are beyond what I can ask for thanks again.	1
28	I love chilling at the library whether it may be study time or leisure time! Thank you :)	1
29	I only want a printer on 3rd floor because that's the only space where I spent most of my time.	1
30	I should be easy to book the tutor as most of the times whenever I tried to book a tutor there were not enough tutors available. So something should be done to provide students this facility in a better way either number of tutors should be increased or there teaching hours if possible	1
31	I think every thing is good but you can add more seats for students in group study area at the back of bookshelves in the top right section	1
32	I think I have explained enough above.	1
33	I think library already provides much facilities but as to improve them research process should be fasten to help the students.	1
34	I think library is offering great help to students.	1
35	I think the course reserved books should be allowed for longer periods than 2 hours alone the maps.	1
36	I think the library has a good system with each of the 3 floors having different noise levels. Surrey campus	1
37	I think the library is great .it's staff and maintenance is really good. I love to go there. Thank you.	1
38	I'd like a detailed list somewhere of what i can borrow from the library. For one of my events i had trouble trying to get some form of cable to connect a console to a tv but there was a bit of trouble trying to get it. If i knew that there was somewhere i could check to see if it was possible to be loaned from the library or for however many they had to be loaned then that would greatly help. I also know that there have been students who did not know that they could borrow all sorts of equipment from the library.	1
39	if more text books can be borrowed from library, that will be perfect.	1
40	If there were options to request books online then picking them at the front desk would make researching more efficient.	1
41	In surrey make the whole first floor allow food, and put more study tables throughout the library, and more electrical outlets that actually work. And more soft couches to study.	1
42	In surrey, the library is a very uncomfortable place. Going there to study is very difficult because people disregard others trying to study and view it as a place to socialize, even with the different zones. Often, when I go to a study room, the room reeks of food, and the garbage from the food last semester was horrid. Everywhere. I think bathrooms could be cleaned more often as well. Often the bathrooms have toilet paper everywhere, and just are super uncomfortable. I think it would be helpful if we taught ore about respect to other students who want to study. To be quiet in the quieter areas and acknowledging that the library is a place of study. Especially the second floor. And to be clean and respectful in the environment that we are in because we need to share it with others	1
43	In the library there should be a silent phone policy.	1
44	Increase the space where you can take food. I want to study and eat, but the first floor is always full and I have to go sit in the cafeteria where it is loud.	1
45	It would be really appreciated if the KPU Surrey library security personnel did not remove students from the building a half hour before closing.	1

46	It's great, I wish the hours were longer during Fridays, maybe till 8 or 9pm.	1
47	Keep up the amazing work!	1
48	Keep up the great work!	1
49	Let us eat on the third floor on Surrey campus. It's ridiculous that we're expected to study and when we get hungry, we have to leave the third floor and lose our spot. I understand that it's the silent floor, however, most students studying on said floor are there for the long haul. As well, a reminder to the IT staff on the third floor of the library to remain silent while walking out of their office would be nice too	1
50	library plays very important role to make our life easier	1
51	Library should include more courses book and time period to hold the book should be increased	1
52	longer hours at the library most students travel to sfu library	1
53	Longer library hours would be great; possibly up to 24/7 if it could happen.	1
54	More computers available to accommodate to the number of students at the Surrey campus, and Langley campus, sometimes you have to wait for a while to be able to print assignments and work off.	1
55	More computers should be added	1
56	More desks and chairs, all campuses	1
57	More library hours and more power outlets would help	1
58	more self-help books and trending books	1
59	More signs for navigation (especially where to find the specific study rooms)	1
60	More sitting area at ground floor-surrey campus	1
61	most of the time I am at civic campus and here we don't have much course related material available. so if some latest course related material would provide it will be very helpful	1
62	no everything is perfect	1
63	no i have already commented on surrey library	1
64	No not any specific comment i have described my thoughts in previous questions.	1
65	No that's all I have in my mind.	1
66	NO, it is perfect	1
67	no. Surrey library is nice.	1
68	None that I can think of.	1
69	Not any more comments than what i have already stated.	1
70	Not as such , but though changes are expected to be normal in every aspect of life as in the library , I think students who are new to library should be given more assistance regarding the resources and services provided by the library.	1
71	Not much to think of that is urgent, you guys are doing great!	1
72	Nothing. Everything is good.	1
73	Overall I am very satisfied with the collection of books our library has and the help desk.	1
74	Overall it is a very good environment for students	1
75	Overall, I am satisfied with the facilities provided by KPU libraries.	1
76	Overall, I am satisfied with the services and resources found at the library	1

77	Overall, it's good. The heat is nice and it's a good place to study.	1
78	Overall, the library service is very good and I am very satisfied.	1
79	People use things more if they get stickers and Bigger Stickers for having so many stickers. It'd be a fun opt-in sort of thing.	1
80	Please add more outlets and seating!!!	1
81	Please have this survey near the end of semester or after midterms because by then students would get a proper chance to use the library resources and have an opinion.	1
82	Please increase the stock of the textbooks. So that everyone can use books	1
83	Please maintain adequate cleanliness and enforce proper library etiquette.	1
84	Please provide more computer changes for IT students because they need to access task manager, resource manager at several time More computer More time and out of library loan for reserve books	1
85	Please, better working computers	1
86	Provide greater accessibility to online research databases for research purposes and implement more quiet areas and electrical outlets in Surrey campus.	1
87	Put computers in the Civic Centre campus	1
88	Regular cleanliness! I'm not sure how often the tables are wiped down but that would be a nice little bonus.	1
89	Sometimes we need a small lockable closet for our personal items.	1
90	Surrey Campus: other than short furniture and small study rooms, I am satisfied with the KPU library.	1
91	Text messages (mentioned above) would also be useful as reminders about deadlines so books don't become overdue.	1
92	Thank you for the survey! I'm glad the library has an interest in feedback from students :)	1
93	Thanks for the option to provide feedback!	1
94	Thanks!	1
95	The book lending time can be somewhat increased	1
96	The Learning center in the Surrey Library does not have tutors in all subject areas, and this puts students in these areas at an unfair advantage because they have to pay out of pocket for a tutor somewhere else.	1
97	The library is an access to the knowledge	1
98	the library is fine. i've been using the library (surrey, primarily) for like 5 and a half years now and i've never had any problems or anything. i can count the times i couldn't find a free computer to use on one hand. i honestly have no complaints.	1
99	The library should put more nature inside	1
100	The research workshops that are part of classes are fantastic during the first year at the university, but they get very boring and annoying after doing them 5 times over. Maybe a sort of 'badge' (the way the plagiarism one is) that is connected to the student's number to let the professor know the workshop has already been completed would be great. Through the workshops I have done, I have noticed that the first year ones tend to be more simplistic, which is great while learning how to use the tools available. Although taking a third year workshop was very boring at first until new information (newspaper archives) came along. Maybe teaching the same information in one workshop would alleviate the problem.	1
101	The Surrey library can get rather noisy on the first floor by the checkout desk. It wasn't always like this, but it can get out of hand sometimes.	1
102	They are best	1
103	They are doing best right now	1

104	Update the booking rules at surrey campus. Group projects can take upto 3 or 4 hours to work on and I needed to book a room. I am always on langley campus so i had no idea there was some rule on surrey campus where i would get charged a fee after i think an hour. This is simply not long enough to work on anything. I was very upset as I was struggling financially at the time and could barely afford a fee. The key system is terrible. Please change it. I will never go back to surrey library because of it.	1
105	We need a library in Civic plaza, hope we can see it in the recent future.	1
106	well!!!!I am very amazed with the facilities of library.	1
107	Would help a lot if the library has current-version textbooks on references for those who cannot afford to buy them for their classes	1
108	You guys can do better just some more books and novels	1



Q28 - Do you have any final comments about the library or suggestions about how to improve the library? If you are thinking of a specific campus, please indicate that in your answer: Online-only.

#	Responses	Count
1	A great place to study and everything	1
2	hear me out...a puppy or cat room.	1
3	I am very content with the current library!	1

**Q28 - Do you have any final comments about the library or suggestions about how to improve the library? If you are thinking of a specific campus, please indicate that in your answer: Neither in-person nor online.**

#	Responses	Count
1	no I don't think so.	1
2	well i m not sure but everything is good so far for now	1

### Concentrated Civic Plaza-related comments:

#	Responses	Q#	Count
1	Online resources and online research help is the most satisfying resources so far. This is because I am able to access the online resources from any of the campuses, and this is especially important for KPU Civic where we don't even have a library.	15	1
2	Computers not available at Civic Centre campus	16	1
3	I'm currently at the civic plaza campus which doesn't have a library so maybe a small library there would be very helpful.	16	1
4	In Civic plaza we don't have library and we have come all the way to Surrey to utilise the facilities.	17	1
5	Shame that the Civic Centre campus does not have computers available	17	1
6	Civic centre has lots of potential due to location, but lacks in being able to provide student computers.	18	1
7	Langley campus needs an interior redesign. It is not very modern and the yellow times and florescents are headache inducing at times. More comfortable seating like on other campuses would be appreciated. Civic Plaza generally does a good job of this.	19	1
8	Civic plaza - Instructions should be mentioned near to latest Technology equipment installed	19	1
9	Civic plaza study rooms are good.	19	1
10	Please try to make a library at civic plaza	19	1
11	i think it will be really convenient if civic plaza can has it's own KPU library, though this campus has wide studying area/ sitting area. the problem with the sitting area is that it's really noisy, it's really hard to concentrate and study there.	20	1
12	most of the time I am at civic campus and here we don't have much course related material available. so if some latest course related material would provide it will be very helpful	28	1
13	Put computers in the Civic Centre campus	28	1
14	We need a library in Civic plaza, hope we can see it in the recent future.	28	1

# Appendix B: Survey instrument

## 1. Please Tell Us About Yourself

*Note: This survey is divided into three different sections. At the end of the survey, you will have the opportunity to provide general comments and feedback, and to enter the prize draw.*

### 2) In which Faculty are you registered?

- Faculty of Academic & Career Advancement (e.g., upgrading studies, qualifying studies)
- Faculty of Arts (e.g., education, psychology, criminology, general studies, history, geography, music, journalism, languages, etc.)
- Faculty of Health (e.g., health foundations, health care assistant, nursing, etc.)
- Faculty of Science & Horticulture (e.g., math, biology, brewing, agriculture, engineering, horticulture apprenticeship, etc.)
- Faculty of Trades & Technology (e.g., mechatronics, trades apprenticeship, trades training)
- School of Business (e.g., accounting, human resources, computer information systems, information technology, legal admin, etc.)
- Wilson School of Design (e.g., fashion, interior, graphic, etc.)
- Other (please specify): \_\_\_\_\_

### 3) Which best describes the level of courses you're taking this year? Choose the option 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: \_\_\_\_\_

### 4) Are you an international student (i.e., do you pay international tuition fees)?

- Yes
- No

## 5. Library Usage

### 6) Which campus library do you use the most? [required question]

- KPU Tech (Cloverdale)
- Langley
- Richmond
- Surrey
- None of the above – I never use the library in-person
- None of the above – I never use the library in-person or online

Only show Q7 if participant answered "...never use the library in-person" to Q6. After Q7, skip to Q9.

### 7) You indicated you don't use the library in-person. Please explain why.

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Only show Q8 if participant answered "...never use the library in-person or online" to Q6.

8) You indicated you don't use the library in-person or online. Please explain why.

9) How often do you use the library in each of these ways? [hide row 1 from respondents who said they don't use the library in-person, or whole question if they don't use it in-person or online]

	Never	Less than once a month	About once a month	About once a week	More than 3 times/week
In person	.	.	.	.	.
Online	.	.	.	.	.

## 10. Library Resources and Services

11) How **IMPORTANT** to you are the following **RESOURCES**?:

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

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

Respondents will only be able to see the items that they said they used in Q11 (i.e., didn't select "Have not used").

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

**13) How IMPORTANT to you are the following FACILITIES and SERVICES?:**

	Have not used	Not at all important	Slightly Important	Moderately Important	Very important	No opinion/ don't know
Research help desk hours	.	.	.	.	.	.
Research help by librarians (in person, online chat, email, phone, or text)	.	.	.	.	.	.
Assistance by service counter staff	.	.	.	.	.	.
Intercampus loan service (getting items from another KPU campus)	.	.	.	.	.	.
Interlibrary loan service (getting items from another institution)	.	.	.	.	.	.
Library research sessions taught by a librarian either in your classroom or the library	.	.	.	.	.	.
Availability of computers	.	.	.	.	.	.
Availability of equipment for loan	.	.	.	.	.	.
Printing	.	.	.	.	.	.
Photocopying	.	.	.	.	.	.
Quiet area to study	.	.	.	.	.	.
Study rooms	.	.	.	.	.	.
Library cleanliness	.	.	.	.	.	.

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

Respondents will only be able to see the items that they said they used in Q13 (i.e., didn't select "Have not used").

	Don't know	Very dissatisfied	Somewhat dissatisfied	Neutral	Somewhat satisfied	Very satisfied
Research help desk hours	.	.	.	.	.	.
Research help by librarians (in person, online chat, email, phone, or text)	.	.	.	.	.	.
Assistance by service counter staff	.	.	.	.	.	.
Intercampus loan service (getting items from another KPU campus)	.	.	.	.	.	.
Interlibrary loan service (getting items from another institution)	.	.	.	.	.	.
Library research sessions taught by a librarian either in your classroom or the library	.	.	.	.	.	.
Availability of computers	.	.	.	.	.	.
Availability of equipment for loan	.	.	.	.	.	.
Printing	.	.	.	.	.	.
Photocopying	.	.	.	.	.	.
Quiet area to study	.	.	.	.	.	.
Study rooms	.	.	.	.	.	.
Library cleanliness	.	.	.	.	.	.
Overall satisfaction with the library's facilities and services	.	.	.	.	.	.

15) Which one of the above library **resources, facilities or services** are you **MOST SATISFIED** with and why? Please specify the campus, if applicable.

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16) You indicated dissatisfaction with at least one of the library **resources, facilities or services**. Please specify the campus (if applicable), explain why you are dissatisfied, and provide any suggestions for improvement:

Only show to those who chose "somewhat dissatisfied" or "very dissatisfied" in questions 12 and 14.

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17) What library resources, services, facilities, or equipment are missing at KPU Library that would help you as a student? Please specify the campus, if applicable.

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18) Do you feel that the library is providing you with adequate research support for your assignments and projects? Please explain why or why not.

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19) We recently upgraded some of our study rooms with technology. Are there any other types of technology/equipment you would like to see in the study rooms? Please specify the campus, if applicable.

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20) In an ideal world if you could design the physical space of KPU Library to suit your needs, how would you design it? For example, would you include more soft couches, electrical outlets in tables, more study space, different configurations of where things are, etc.? If you are thinking of a specific campus, please include that in your answer. Students will be prompted to answer if they leave it blank the first time; after this they can either answer or skip ahead.

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21) What type of device do you **primarily** use in the library? Hide this question from those who said they don't use the library in-person.

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

22) When you try to access a computer in the library, how often are you successful? Hide this question from those who said they don't use the library in-person.

- N/A – I never try to access library computers
- All the time
- Most of the time
- About half the time
- Occasionally
- Never

**23) In addition to classroom teaching, KPU librarians currently offer research help in a variety of ways, including via chat, email, text, 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:**

	Not at all likely	Slightly likely	Moderately likely	Very likely	Don't know/not sure
Booking a one-on-one appointment with a librarian	.	.	.	.	.
Workshops on specific topics (e.g. citations, research projects, etc.)	.	.	.	.	.

Hide this question if respondent answered "Not at all likely" to previous row.

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

	In-person workshop	Online workshop
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: _____	.	.

**25) The Library is committed to offering instruction in citation and research skills in ways that best meet our students' needs. Which of the following workshop options would you prefer?**

- Workshops scheduled to take place as part of my regular class time
- Workshops that take place outside of class time
- No preference - I am interested in both options
- No preference - I am not interested in either option

**26) How important is it that you receive some form of recognition (e.g., a badge) for completing a Library workshop?**

- Very important
- Moderately important
- Slightly important
- Not at all important
- No opinion/don't know

**27) The Library is considering offering text messages as an additional option for receiving overdue and bill notices. How interested would you be in receiving these types of notices via text message?**

- Very interested
- Moderately interested
- Slightly interested
- Not at all interested
- No opinion/don't know

**28) Do you have any final comments about the library or suggestions about how to improve the library? If you are thinking of a specific campus, please include that in your answer.**

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**Prize Draw**

**Thank you for your participation! Now that you have completed the survey, you are eligible to enter a draw for one of two \$100 Google Play gift cards. Click [here](#) to view the contest rules.**

**29) Would you like to enter the prize draw? [required question]**

- Yes, I would like to enter the prize draw
- No [end survey]

**30) To enter the draw, please provide your name, your valid KPU student email address, and your phone number. Your name and contact information will not be associated or stored with your survey responses; it will be kept separate and only used in conducting the draw and contacting the randomly selected individuals.**

Name: \_\_\_\_\_  
\*KPU email address: \_\_\_\_\_ [valid KPU email address required]  
Phone number: \_\_\_\_\_



# KPU Library Student Survey 2019 Academic Year

## 1. Please Tell Us About Yourself

*Note: This survey is divided into three different sections. At the end of the survey, you will have the opportunity to provide general comments and feedback, and to enter the prize draw.*

### 2) In which Faculty are you registered?

- Faculty of Academic & Career Advancement (e.g., upgrading studies, qualifying studies)
- Faculty of Arts (e.g., education, psychology, criminology, general studies, history, geography, music, journalism, languages, etc.)
- Faculty of Health (e.g., health foundations, health care assistant, nursing, etc.)
- Faculty of Science & Horticulture (e.g., math, biology, brewing, agriculture, engineering, horticulture apprenticeship, etc.)
- Faculty of Trades & Technology (e.g., mechatronics, trades apprenticeship, trades training)
- School of Business (e.g., accounting, human resources, computer information systems, information technology, legal admin, etc.)
- Wilson School of Design (e.g., fashion, interior, graphic, etc.)
- Other (please specify): \_\_\_\_\_

### 3) Which best describes the level of courses you're taking this year? Choose the option 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: \_\_\_\_\_

### 4) Are you an international student (i.e., do you pay international tuition fees)?

- Yes
- No

## 5. Library Usage

### 6) Which campus library do you use the most? [required question]

- KPU Tech (Cloverdale)
- Langley
- Richmond
- Surrey
- None of the above – I never use the library in-person
- None of the above – I never use the library in-person or online

Only show Q7 if participant answered "...never use the library in-person" to Q6. After Q7, skip to Q9.

### 7) You indicated you don't use the library in-person. Please explain why.

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Only show Q8 if participant answered "...never use the library in-person or online" to Q6.

8) You indicated you don't use the library in-person or online. Please explain why.

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9) How often do you use the library in each of these ways? [hide row 1 from respondents who said they don't use the library in-person, or whole question if they don't use it in-person or online]

	Never	Less than once a month	About once a month	About once a week	More than 3 times/week
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"/>

## 10. Library Resources and Services

11) How **IMPORTANT** to you are the following **RESOURCES**?:

	Have not used	Not at all important	Slightly Important	Moderately Important	Very 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"/>

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

Respondents will only be able to see the items that they said they used in Q11 (i.e., didn't select "Have not used").

	Don't know	Very dissatisfied	Somewhat dissatisfied	Neutral	Somewhat satisfied	Very satisfied
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"/>
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"/>

13) How **IMPORTANT** to you are the following **FACILITIES** and **SERVICES**?:

	Have not used	Not at all important	Slightly Important	Moderately Important	Very 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, online chat, email, phone, or text)	<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"/>

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

Respondents will only be able to see the items that they said they used in Q13 (i.e., didn't select "Have not used").

	Don't know	Very dissatisfied	Somewhat dissatisfied	Neutral	Somewhat satisfied	Very satisfied
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, online chat, email, phone, or text)	<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"/>
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"/>

15) Which one of the above library **resources, facilities or services** are you MOST SATISFIED with and why? Please specify the campus, if applicable.

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16) You indicated dissatisfaction with at least one of the library **resources, facilities or services**. Please specify the campus (if applicable), explain why you are dissatisfied, and provide any suggestions for improvement:

Only show to those who chose "somewhat dissatisfied" or "very dissatisfied" in questions 12 or 14.

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17) What library resources, services, facilities, or equipment are missing at KPU Library that would help you as a student? Please specify the campus, if applicable.

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18) Do you feel that the library is providing you with adequate research support for your assignments and projects? Please explain why or why not.

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19) We recently upgraded some of our study rooms with technology. Are there any other types of technology/equipment you would like to see in the study rooms? Please specify the campus, if applicable.

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20) In an ideal world if you could design the physical space of KPU Library to suit your needs, how would you design it? For example, would you include more soft couches, electrical outlets in tables, more study space, different configurations of where things are, etc.? If you are thinking of a specific campus, please include that in your answer. Students will be prompted to answer if they leave it blank the first time; after this they can either answer or skip ahead.

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21) What type of device do you **primarily** use in the library? Hide this question from those who said they don't use the library in-person.

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

22) When you try to access a computer in the library, how often are you successful? Hide this question from those who said they don't use the library in-person.

- N/A – I never try to access library computers
- All the time
- Most of the time
- About half the time
- Occasionally
- Never

23) In addition to classroom teaching, KPU librarians currently offer research help in a variety of ways, including via chat, email, text, 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:

	Not at all likely	Slightly likely	Moderately likely	Very likely	Don't know/not sure
Booking a one-on-one appointment with a librarian	<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"/>

Hide this question if respondent answered "Not at all likely" to previous row.

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

	In-person workshop	Online workshop
APA citation style	<input type="checkbox"/>	<input type="checkbox"/>
MLA citation style	<input type="checkbox"/>	<input type="checkbox"/>
Chicago citation style	<input type="checkbox"/>	<input type="checkbox"/>
Plagiarism	<input type="checkbox"/>	<input type="checkbox"/>
Zotero (a tool that helps you collect, organize and cite your sources)	<input type="checkbox"/>	<input type="checkbox"/>
How to do library research	<input type="checkbox"/>	<input type="checkbox"/>
Other, please specify: _____	<input type="checkbox"/>	<input type="checkbox"/>

25) The Library is committed to offering instruction in citation and research skills in ways that best meet our students' needs. Which of the following workshop options would you prefer?

- Workshops scheduled to take place as part of my regular class time
- Workshops that take place outside of class time
- No preference - I am interested in both options
- No preference - I am not interested in either option

26) How important is it that you receive some form of recognition (e.g., a badge) for completing a Library workshop?

- Very important
- Moderately important
- Slightly important
- Not at all important
- No opinion/don't know

27) The Library is considering offering text messages as an additional option for receiving overdue and bill notices. How interested would you be in receiving these types of notices via text message?

- Very interested
- Moderately interested
- Slightly interested
- Not at all interested
- No opinion/don't know

28) Do you have any final comments about the library or suggestions about how to improve the library? If you are thinking of a specific campus, please include that in your answer.

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### Prize Draw

Thank you for your participation! Now that you have completed the survey, you are eligible to enter a draw for one of two \$100 Google Play gift cards. Click [here](#) to view the contest rules.

29) Would you like to enter the prize draw? [required question]

- Yes, I would like to enter the prize draw
- No [end survey]

30) To enter the draw, please provide your name, your valid KPU student email address, and your phone number. Your name and contact information will not be associated or stored with your survey responses; it will be kept separate and only used in conducting the draw and contacting the randomly selected individuals.

Name: \_\_\_\_\_  
\*KPU email address: \_\_\_\_\_ [valid KPU email address required]  
Phone number: \_\_\_\_\_