Coast Capital Savings Library

Library Survey of Students

Spring 2015

![KPU logo]

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by the Office of Institutional Analysis & Planning
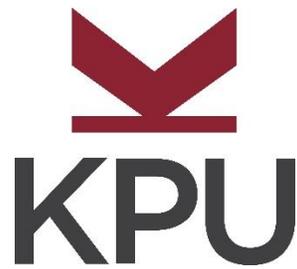
Library Student Survey 2015

Report of Findings

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Background & Methodology

Every other year, Kwantlen Polytechnic University Library collects feedback from students on their experiences with the library's services and resources, how they access the library, their opinion on potential changes in library hours, and their interest in potential workshops.

In Spring 2015, the survey was administered online. A total of 13,813 students were contacted and 2,315 completed the survey (a response rate of 17%).

Characteristics of Responding Students

Responding students have the following characteristics:

- 84% mainly use the Surrey or Richmond campus libraries *(56% and 28%, respectively)*. When compared to the student population on each campus, Surrey is over-represented by 9 percentage points.

- 70% are from the Faculty of Arts and School of Business *(36% and 34%, respectively)*.

- 55% are mainly taking courses at the 1000 & 2000 level.

Campus Library Access & Use

Over three-quarters (76%) of respondents say they access the library in-person at least once a week.

Over half (54%) of respondents access the library online at least once per week. (While weekly online access of campus libraries is lower than in-person

access, overall use of online resource use is high – four of the five most often used library resources are online: citation style guides[1], online periodicals & research databases, electronic book collection, and subject guides on the website).

The majority of respondents (66%) do not use the library before 8 AM. About two in 10 (21%) say they often/sometimes use the library at that time.

Importance & Satisfaction Ratings of Library Resources

Eight in ten (81%) respondents indicate that they are very/ somewhat satisfied with the library's resources overall. Respondents are most satisfied with the following resources:

- Library citation style guides *(79% are very/somewhat satisfied)*,
- Online periodicals & online research databases *(78% are very/somewhat satisfied)*,
- Print/hard copy book collection *(74% are very/somewhat satisfied)*, and
- Electronic book collection *(74% are very/somewhat satisfied)*.

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

- Online periodicals & online research databases *(87% say the resource is very/moderately important)*,
- Library citation style guides *(85% say very/moderately important)*, and
- Electronic book collection *(78% say very/moderately important)*.

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[1] KPU's library citation guides are both an online and print resource.

While 75% of respondents say that '*data and statistical resources*' are very/moderately important, fewer (65%) are very / somewhat satisfied with it.[2] While a slightly lower rating for satisfaction than for importance does not suggest a problem, it highlights opportunity areas for the library to focus its efforts on to further increase student satisfaction.

Importance & Satisfaction Ratings of Library Facilities & Services

Eight in ten (83%) respondents indicate that they are very/ somewhat satisfied with the library's facilities and services overall. Over 80% of respondents are very/somewhat satisfied with six of the ten items listed in the survey.

Students also rated the importance of the library's resources. At least 90% of respondents say six of the ten survey items are very/moderately important.

For three items ('availability of computers', 'quiet area to study', and 'group study rooms'), over 90% of respondents say they are very/moderately important. However, 71%-74% of respondents say they are very/somewhat satisfied with the three resources. While a slightly lower rating for satisfaction than for importance does not suggest a problem, it highlights opportunity areas for the library to focus its efforts on to further increase student satisfaction.

Library Hours

Eight in ten (81%) respondents indicate some interest in using the **library as a 24-hr study hall during exam period**. Over half (55%) say they would be extremely/ very likely to use the library in such a way.

Students were presented with **scenarios of reduced library hours** and asked to rate the impact of each:

- Respondents who mainly use the Richmond and Surrey campus libraries, say a 6 PM close on Fridays (rather than 9 PM)[3], would have the largest impact on them (57% and 55%, respectively, say the reduction would have a substantial/moderate impact).

- About a third of respondents who mainly use the Langley library said a 1-hour reduction on Saturday and a 2-hour reduction on Sunday[4] would have the greatest impact (35% and 32%, respectively, say the reductions will substantially/moderately impact them).

Interest in Potential Workshops

When provided a list of potential in-person library workshops, respondents are most interested in:
- APA citation style (59%),
- How to do library research (42%), and
- MLA citation style (41%).

Weekday afternoons is the most popular time for workshops (54% of respondents).

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[2] 'Data and statistical resources' was ranked 4th out of 10 in terms of importance (very/moderate) and ranked 7th out of 10 in terms of satisfaction (very/somewhat satisfied).

[3] At the Richmond and Surrey libraries.
[4] When asked about reduced weekend hours at the Surrey, Richmond and Langley libraries.

Technology

Nearly half (49%) use the library computers to conduct their research at the library.

Of those who use library computers for their research at the library:

- 30% say they are able to access the computers 'all the time' and 54% say they are able to access the computers 'most of the time'.

- Respondents who mainly use the Langley campus are more likely to say they are able to access the library computers all the time (54%).

Eight in ten respondents say they prefer to receive library notices by email (rather than text or by both email and text).

Every other year, Kwantlen Polytechnic University Library collects feedback from students on their experiences with the library's services and resources, how they access the library, their opinion on potential changes in library hours, and their interest in potential workshops.

Methodology

In 2015, the survey was administered online between March 19 and April 12, 2015.

A total of 13,813 students were contacted using the students' KPU email addresses. A total of 2,315 students responded to the survey. This translates into an overall response rate of 17% (a 2 percentage point increase over the response rate for the 2013 Student Library Survey).

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

Reporting

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

In previous years, the median of the importance and satisfaction data was presented in the report. In this report, the data is further broken down[5] to provide the reader with greater detail.

Verbatim (student responses to open-ended questions) have been cleaned to remove identifying information. The information has been provided to library staff in a separate document.

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

- Students who mainly use the **Cloverdale** campus library (47 respondents),
- Students in the **Faculty of Academic & Career Advancement** (47 respondents),
- Students taking mainly **Foundation or Apprenticeship Level 1 & 2 courses** (48 respondents), and
- Students taking mainly **Apprenticeship Level 3 & 4 courses** (25 respondents)

Readers of this report should also note the 2013 survey was conducted from January 28 to February 13th (at the beginning of the Spring term), while the 2015 survey was conducted near the end of the Spring term.

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[5] Importance data is broken down into three categories: Very/moderately important, slightly/not at all important, and no opinion. Satisfaction data is also broken down into three categories: Very/somewhat satisfied, neutral, and somewhat/very dissatisfied.

Campus Library

Over half (56%) of respondents say they mainly use the Surrey campus library. The Richmond campus library is the next most often used library (28%). See Figure 1 for additional details.

- The 2013 survey results of campus library use are similar.
- The 2015 survey distribution of campus library use is roughly representative of the actual distribution of students on campus. Surrey is over-represented by 9 percentage points in the survey.

Figure 1: Spring 2015 Distribution by Campus (survey distribution by campus library most often used vs. actual distribution of students by campus)
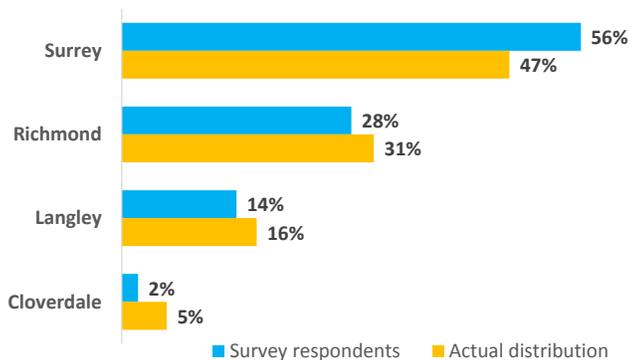

Notes:
1. Off-site and online students are excluded in the actual distribution data. The 'actual distribution' numbers are unduplicated within each campus; a student may be counted at more than one campus. Source: KBIT, June 2015.
2. Number of survey responses: 2,263

Faculty

Overall, the distribution of survey respondents by faculty is representative of the actual distribution of students in Spring 2015. See Figure 2.

Figure 2: Spring 2015 Distribution by Faculty (survey distribution vs. actual distribution)
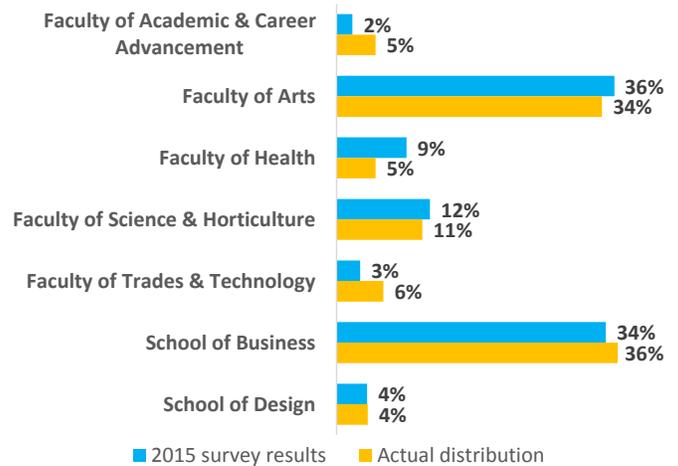

N=2,298. Source: KBIT, June 2015.

Level of Study

Students were asked to choose the response option that best describes the level of courses they are taking. The majority of respondents (55%) are taking mainly lower-level courses (1000 & 2000 level). About a quarter (26%) are taking upper level courses. See Figure 3.

**Figure 3: Level of Courses**
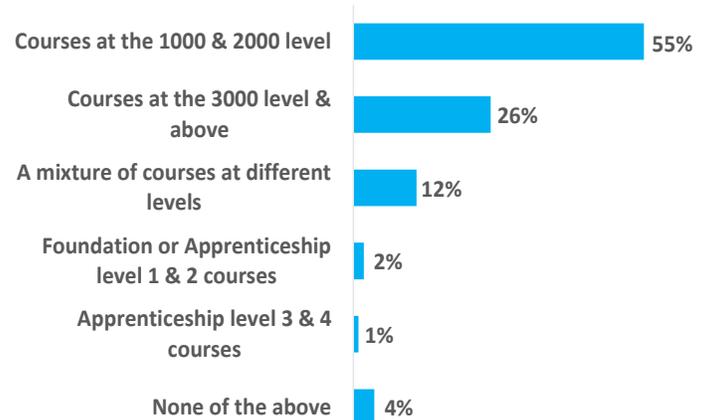
N=2,304

Frequency of Library Use, by Access

Three-quarters (76%) of respondents say they access the library **in-person** at least once a week. Two in ten (22%) access the library in person on a less frequent basis (once a month or less). Very few (2%) have never used the library in person.

Over half (54%) of respondents say they access the library **online** at least once a week. Over a third (35%) use the library online infrequently (once a month or less) and about 1 in 10 have never accessed the library online.

See Figure 4.

Figure 4: Frequency of Library Use by Method of Access

More than 3 times/week — In person: 38%, Online: 23%
About once a week — In person: 38%, Online: 31%
(76%, 54%)
About once a month — In person: 14%, Online: 21%
Less than once a month — In person: 8%, Online: 14%
Never — In person: 2%, Online: 11%

■ In person ■ Online

N=2,264 (in-person), N=1,509 (online)
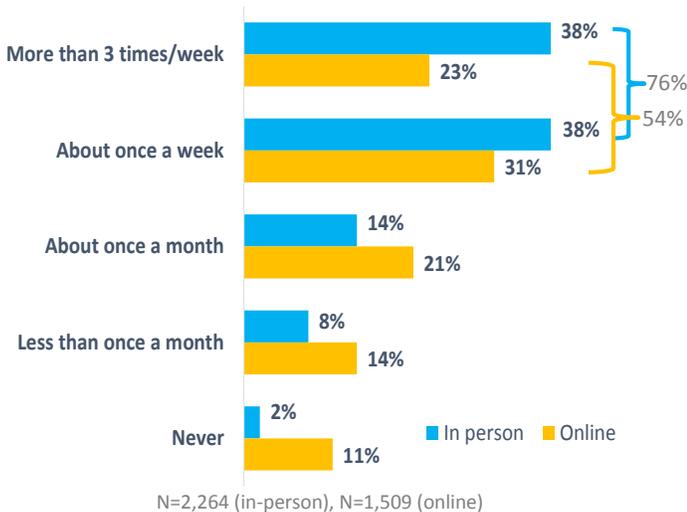
Comparing the 2013 and 2015 survey results, the proportion of respondents who say they use the library 'at least once a week' is somewhat lower in 2015. In 2013, 86% said they used the library in-person and 61% said they used the library online at least once a week.

The following two sections highlight notable differences between sub-groups of frequent library users (respondents who access the library at least once a week).

**FREQUENT LIBRARY USE[6] BY FACULTY**

Respondents from the Faculty of Science & Horticulture and the School of Business are more likely than respondents from other faculties to access the library **in-person** once a week or more (86% and 83%, respectively). The School of Design has the lowest proportion who use the library in-person at least once a week (45%). For almost all Faculties, in-person use was higher than online use.

Respondents from the Faculty of Arts and the Faculty of Academic & Career Advancement (ACA) are more likely than respondents from other faculties to access the library **online** once a week or more (58% and 57%[7], respectively). The Faculty of Trades and Technology has the lowest proportion who use the library online at least once a week (41%). For the School of Design, in-person and online use at least once a week is similar. See Figure 5 on the next page.

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[6] Frequent use is defined as accessing the library at least once a week.

[7] Results specific to the Faculty of ACA should be interpreted with caution due to the small number of responses received.

Figure 5: Frequent Library Use, by Faculty

| Faculty	In-person	Online
Faculty of Academic & Career Advancement	72%	57%
Faculty of Arts	72%	58%
Faculty of Health	77%	62%
Faculty of Science & Horticulture	86%	49%
Faculty of Trades & Technology	65%	41%
School of Business	83%	51%
School of Design	45%	47%

■ In-person ■ Online
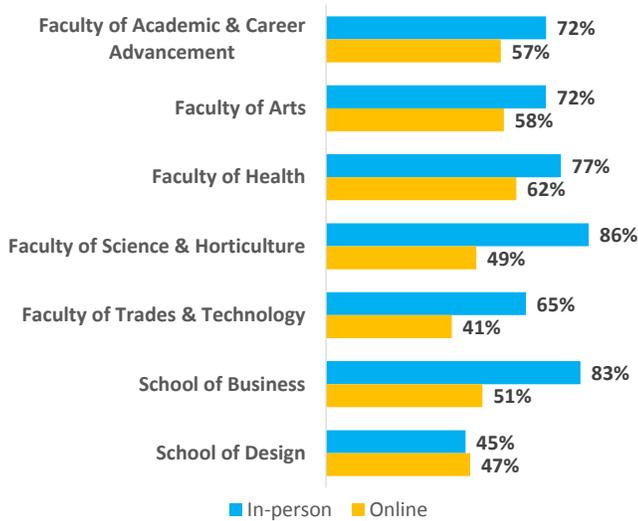
N=35-46 (ACA); N=692-802 (Arts); N=173-205 (Health); N=225-272 (Science & Horticulture); N=56-66 (Trades & Technology); N=642-768 (Business); N=77-88 (Design).

FREQUENT LIBRARY USE BY LEVEL OF STUDY

In terms of **in-person** use, there is little variation by level of study; at least 7 in 10 respondents use the library in-person at least once a week.

There is more variation for **online** use. Those taking 3000-level courses are most likely to use the library online at least once a week (66%). See Figure 6.

Figure 6: Frequent Library Use, by Level of Study

| Level of Study	In-person	Online
Courses at the 1000 & 2000 level	75%	47%
Courses at the 3000 level & above	79%	66%
Courses at different levels	76%	60%
Foundation or Apprenticeship level 1 & 2 courses	70%	47%

■ In-person ■ Online
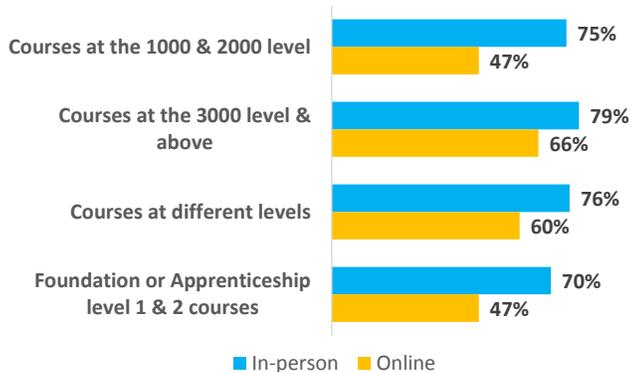
N=1,026-1,233 (1000 & 2000 level); N=521-589 (3000 & above); N=235-279 (different levels); N=36-46 (Foundation or Apprenticeship level 1 & 2). Notes: Responses from students who took mainly apprenticeship level 3 and level 4 courses are not included due to low sample size. Survey results specific to students who are mainly taking Foundation or Apprenticeship level 1& 2 courses should be interpreted with caution due to the small number of responses received.

[8] Results should be interpreted with caution due to the small number of respondents.

Use of the Library before 8 AM

Two thirds (66%) of respondents said they do not use the library before 8 AM. The proportion of respondents stating they do not use the library before 8 AM has increased somewhat from 2013 (59%).

Five percent of respondents say they often use the library before 8 AM and 17% say they sometimes use the library at that time. See Figure 7.

Figure 7: Use of Library before 8 AM

Yes, often	Yes, sometimes	Yes, infrequently	No
5%	17%	13%	66%

N=2,250
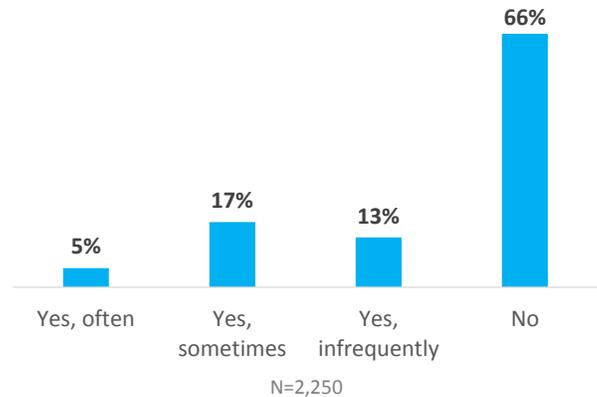
Respondents from the School of Design (9%, n=8), the Faculty of Science & Horticulture (8%, n=23) and the Faculty of Health (8%, n=17) are more likely to say they **often** use the library before 8 AM[8] when compared to respondents from the other faculties.

Respondents from the School of Design (30%, n=26) are most likely to say they **sometimes** use the library before 8 AM, followed by the Faculty of Health (24%, n=48), and the Faculty of Science & Horticulture (23%, n=62).

Approximate Use[9] of Library Resources and Services

The library's citation style guides and its online periodicals & online research databases are the most commonly used resources. Most of the library's other resources are also popular. See Figure 8.

Figure 8: Approximate Use of Library Resources

Resource	%
Library citation style guides	91%
Online periodicals & online research databases	90%
Print/hard copy book collection	84%
Electronic book collection	84%
Subject guides on the library website	83%
Data and statistical resources	76%
Print/hard copy periodicals	75%
Online streaming videos	60%
Audiovisual equipment	56%
DVD and video collection	54%

N=2,056-2,083
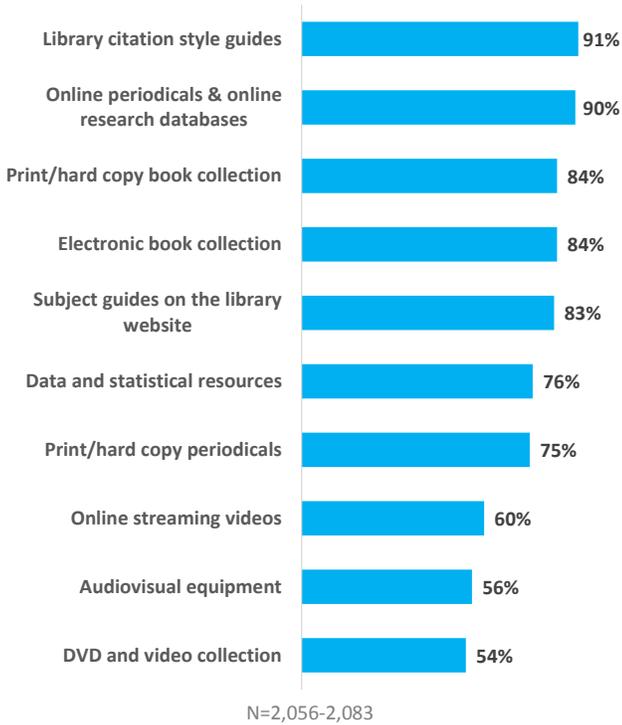
"Online journals are adequate for my purposes and allow me to work from home. Almost all of what I need is available, and interlibrary loans are available for most items that are not immediately available."

In terms of services and facilities, the library's printers, assistance by checkout counter staff, and group study rooms are among the most commonly used. Also very popular are the library's reference desk hours, photocopiers and assistance by reference librarians. See Figure 9.

Figure 9: Approximate Use of Library Facilities & Services

Facility / Service	%
Printing	94%
Assistance by checkout counter staff	91%
Group study rooms	90%
Reference service desk hours	88%
Photocopying	85%
Assistance by reference librarians	85%
Library research sessions	77%
InterCAMPUS loan service	68%
"Ask Away" online chat reference service	60%
InterLIBRARY loan service	59%
Audiovisual equipment	55%
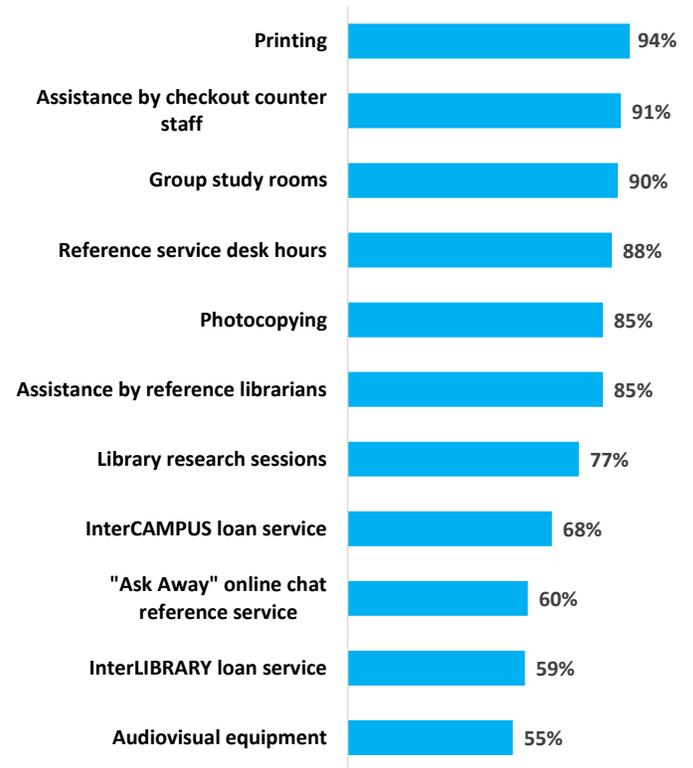
N=2,049-2,075
Note: 'Quiet area to study', 'library cleanliness', and 'availability of computers' not included.

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[9] Respondents were asked to rate the satisfaction of various library resources, facilities and services. Response options include: very satisfied, somewhat satisfied, neutral, somewhat dissatisfied, very dissatisfied, and have not used. The proportion of **approximate users** is calculated based on the number of respondents who indicated they used the resource by indicating their satisfaction with the item.

Students were asked to rate the **importance** of various library resources, facilities, and services on a <u>4-point</u> scale (4=very important, 3=moderately important, 2=slightly important, 1=not at all important). Students were also given the option to choose 'have not used' and 'no opinion'.[10]

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

Overall Satisfaction

Figure 10 shows a large majority of respondents are satisfied with the library's resources, facilities and services.

- 8 in 10 (81%) say they are very/somewhat satisfied with the library's resources. Very few (4%) are somewhat/very dissatisfied with resources at the library.

- Similarly, 83% say they are very/somewhat satisfied with the library's facilities and services overall. Very few (3%) are somewhat/very dissatisfied with facilities and services offered at the library.

The 2013 results[11] are similar – a large majority said they were satisfied with the library's resources, facilities and services.
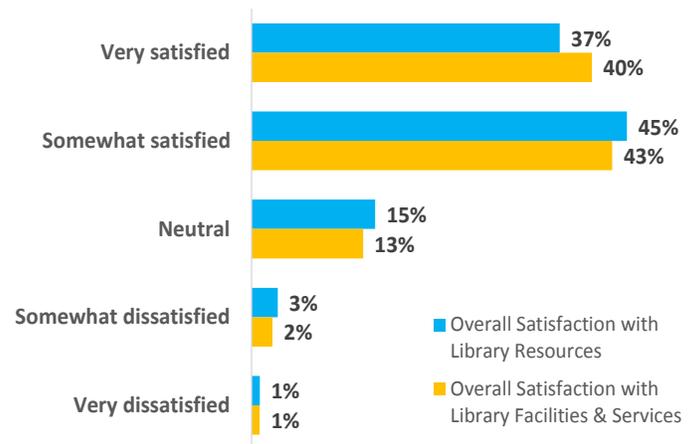
Note: "Did not use" responses are not included in the above calculations.
N=1,928 (resources question)
N=2,022 (facilities & services question)

## *Importance of & Satisfaction with Library Resources*

Six of the ten resources are considered to be very/moderately important by 70% or more respondents. See Figure 11.

The two most often used resources, '*library citation style guides*' and '*online periodicals & online research databases*' (see Figure 8) are also the highest rated in terms of importance.

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[10] For the 2013 survey, a 5-point scale was used (very important, important, neither important nor unimportant, unimportant, very unimportant).

[11] In the 2013 survey, the satisfaction response options were: very satisfied, satisfied, neither satisfied nor unsatisfied, unsatisfied, very unsatisfied.

Figure 11: Importance of Library Resources

- Very/moderately important (blue)
- Slightly/not at all important (yellow)
- No opinion (grey)

Resource	Very/moderately important	Slightly/not at all important	No opinion
Online periodicals & online research databases	87%	10%	2%
Library citation style guides	85%	13%	2%
Electronic book collection	78%	19%	3%
Data and statistical resources	75%	21%	4%
Subject guides on the library website	74%	21%	5%
Print/hard copy book collection	71%	26%	3%
Print/hard copy periodicals	56%	40%	5%
Online streaming videos	52%	39%	8%
Audiovisual equipment	47%	44%	9%
DVD and video collection	34%	57%	9%

Note: "Did not use" responses are not included in the above calculations.
N=1,479-1,975

Figure 12: Satisfaction with Library Resources

- Very/somewhat satisfied (blue)
- Neutral (yellow)
- Somewhat/very dissatisfied (grey)

Resource	Very/somewhat satisfied	Neutral	Somewhat/very dissatisfied
Library citation style guides	79%	16%	4%
Online periodicals & online research databases	78%	16%	5%
Print/hard copy book collection	74%	21%	5%
Electronic book collection	74%	20%	6%
Subject guides on the library website	69%	26%	5%
Print/hard copy periodicals	66%	30%	7%
Data and statistical resources	65%	30%	5%
Online streaming videos	52%	43%	7%
Audiovisual equipment	52%	41%	5%
DVD and video collection	47%	47%	4%

Note: "Did not use" responses are not included in the above calculations.
N=1,117-1,873

In general, students are satisfied with the library resources. Respondents reported the highest level of satisfaction with '*library citation style guides*' and '*online periodicals & online research databases*' (79% and 78%, respectively, say they are very/somewhat satisfied). See Figure 12.

In 2013, the highest levels of satisfaction were with 'library citation style guides' and the 'online periodicals & online research databases'. The relative level of satisfaction for the other items are similar to the 2015 survey results.

"I have been most satisfied with the Library Citation Style Guides as they are a quick resource for essay writing."

"Online citation guides [are] clear and concise."

"[Most satisfied with] the online databases as it provides numerous sources of information for research."

"I use the online journal articles and periodicals database on a regular basis and they are very important to the success of my program, being that most of it is online. I have also had trouble accessing a journal I like to reference and the librarians fixed the problem for me quite promptly! Thank you!"

While 75% of respondents say that '*data and statistical resources*' are very/moderately important, fewer are very / somewhat satisfied with it (65%).[12] While a slightly lower rating for satisfaction than for importance does not suggest a problem, it highlights opportunity areas for the library to focus its efforts on to further increase student satisfaction. Few students provided explanations why they are dissatisfied with the resource:

"Finding hard copies of newer reports and statistics is hard, however they are extremely useful as most work is done on computer and multitasking multiple webpages is tedious."

"The library has changed tremendously comparing from I first joined Kwantlen. It is continuously improving. I want to thank all the staff who supported this, making Kwantlen a better place to study."

Importance of & Satisfaction with Library Facilities & Services

Respondents feel all facilities and services listed in the survey are very/ moderately important. See Figure 13.

Figure 13: Importance of Library Facilities & Services

- Very/moderately important
- Slightly/not at all important
- No opinion

	Very/moderately important	Slightly/not at all important	No opinion
Quiet area to study	95%	1%	5%
Printing	94%	0%	6%
Library cleanliness	94%	1%	5%
Availability of computers	93%	1%	7%
Group study rooms	93%	1%	6%
Photocopying	90%	9%	1%
Assistance by checkout counter staff	82%	16%	2%
Assistance by reference librarians	81%	17%	2%
InterCAMPUS loan service	81%	16%	3%
InterLIBRARY loan service	79%	18%	3%
Reference service desk hours	77%	20%	3%
"Ask Away" online chat reference service	69%	27%	4%
Availability of audiovisual equipment	63%	31%	6%
Library research sessions taught by a librarian	62%	34%	4%

Note: "Did not use" responses are not included in the above calculations.
N=1,350-2,043

"I am very happy with the service that I get from the library and the employee's, they are so helpful, and are always happy to help and show what you need to do."

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[12] 'Data and statistical resources' was ranked 4 out of 10 in terms of importance (very/moderate) and ranked 7

out of 10 in terms of satisfaction (very/somewhat satisfied).

In general, respondents are satisfied with all facilities and services listed in the survey. See Figure 14.

In 2013, the highest levels of satisfaction was with 'library cleanliness' (similar to 2015), followed by 'printing' and 'assistance by checkout counter staff'.

Figure 14: Satisfaction with Library Facilities & Services

Legend:
- Very/somewhat satisfied
- Neutral
- Somewhat/very dissatisfied

Facility/Service	Very/somewhat satisfied	Neutral	Somewhat/very dissatisfied
Library cleanliness	82%	12%	6%
Reference service desk hours	81%	17%	2%
Assistance by reference librarians	81%	16%	3%
Assistance by checkout counter staff	81%	15%	4%
Photocopying	81%	14%	6%
Printing	81%	11%	8%
InterCAMPUS loan service	74%	22%	4%
Quiet area to study	74%	13%	13%
Group study rooms	73%	15%	12%
Availability of computers	71%	15%	14%
"Ask Away" online chat reference service	68%	28%	4%
Library research sessions taught by a librarian	67%	28%	6%
InterLIBRARY loan service	66%	27%	6%
Availability of audiovisual equipment	61%	32%	6%

Note: "Did not use" responses are not included in the above calculations.
N=1,134-2,035

"I love how you can order books from other campuses and how fast they are ready to pick up!"

"I found the library research sessions taught by a librarian in the library to be the service that I'm most satisfied with. During these sessions, I was able to learn more about navigating through the online resources to find what I am researching."

"Very helpful staff and love the Ask Away!"

For three items ('availability of computers', 'quiet area to study', and 'group study rooms'), over 90% of respondents say they are very/moderately important. However, 71%-74% of respondents say they are very/somewhat satisfied with the three resources. While a slightly lower rating for satisfaction than for importance does not suggest a problem, it highlights opportunity areas for the library to focus its efforts on to further increase student satisfaction.

Some students provided an explanation why they are dissatisfied with the 3 items. Some of the comments are:

"The quiet study area is not as quiet as it should be.

"I'm somewhat dissatisfied with the Richmond library quiet area because it [is quite] cramped with only 4 computers. Also, only about a 1/3 of the study cubicles in the quiet area have an electrical outlet."

"Would be nice if the library had a few more study rooms, and if you could book for more than 2 hours or if it was enforced that the library was a quiet area (Langley campus)."

Likelihood of Using the Library During Exam Period

KPU students were asked about their likelihood of using the library as a study hall if it were to be open 24 hours a day during exam periods (online library resources would be available, but there would be no in-person services).

About 8 in 10 (81%) indicate some interest in using the library as a study hall during exam period. Over half of respondents (56%) say they would be extremely or very likely to use the library during its extended study hall hours. See Figure 15.

Figure 15: Likelihood of Using the Library during Exam Period

N=2,280
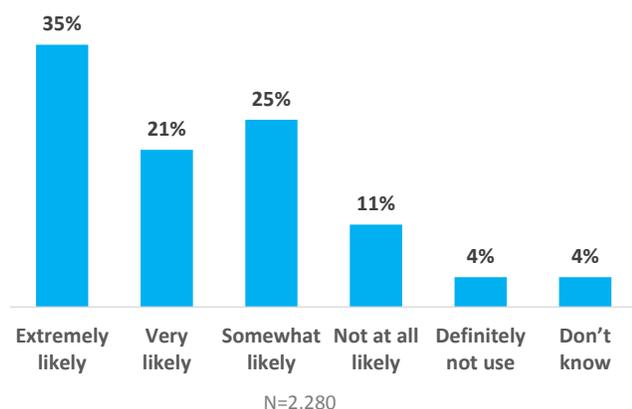
Notable differences between subgroups include:

- Respondents in the School of Business are more likely to say they are extremely/very likely to use the library (65%), while the Faculty of Trades & Technology are least likely (39%). For all other faculties, 43%-54% say they would be extremely/ very likely to use the library during exam period

- Respondents who mainly use the Surrey and Richmond libraries are more likely to say they are extremely/very likely to use the space as a study hall (59% and 56%, respectively) compared to 32% in Cloverdale and 44% in Langley.

Impact of Potential Reduction in Library Hours

Respondents were provided with potential scenarios of reduced library hours and asked to rate the impact of each scenario on them. The information was collected to provide information should the library be required to reduce its hours due to budgetary challenges.

SURREY & RICHMOND LIBRARIES, CLOSE AT 10 PM (RATHER THAN 11 PM), MONDAY – THURSDAY

Around 4 in 10 respondents who mainly use the Surrey and Richmond libraries say a closure of 10 pm (rather than 11 pm) would have a substantial or moderate impact on them (42% who mainly use the Surrey library and 39% who mainly use the Richmond library). See Figure 16 on the next page.

Figure 16: Impact of 10 PM close at the Surrey and Richmond Libraries, by Student Campus

- Substantial Impact
- Moderate Impact
- Minimal Impact
- No Impact
- Don't know

Surrey
- 21%
- 21%
- 24%
- 33%
- 2%

Richmond
- 17%
- 22%
- 24%
- 34%
- 3%

Langley
- 6%
- 8%
- 14%
- 67%
- 5%

Cloverdale
- 11%
- 6%
- 9%
- 64%
- 11%

N=2,237
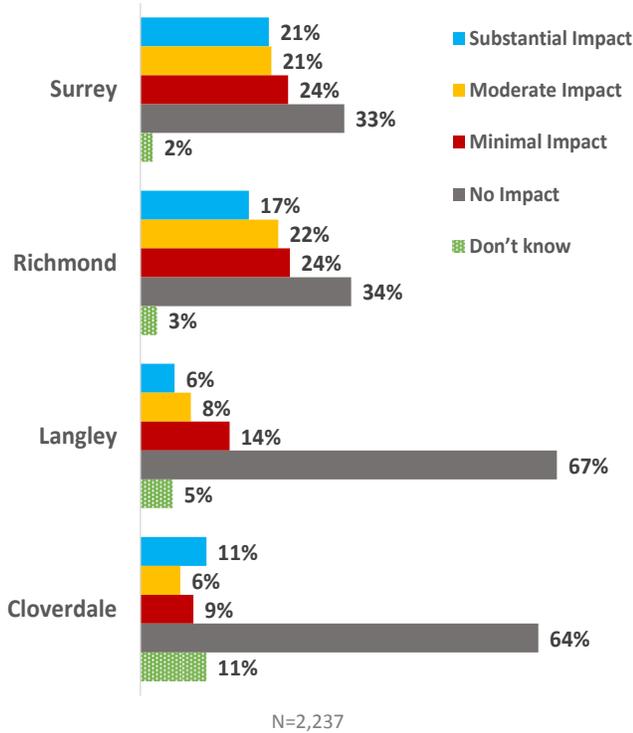
Figure 17: Impact of 6 PM close at the Surrey and Richmond libraries, by Student Campus

- Substantial Impact
- Moderate Impact
- Minimal Impact
- No Impact
- Don't know

Surrey
- 32%
- 23%
- 20%
- 23%
- 2%

Richmond
- 32%
- 25%
- 18%
- 23%
- 2%

Langley
- 12%
- 9%
- 15%
- 61%
- 5%

Cloverdale
- 4%
- 13%
- 9%
- 64%
- 11%

N=2,225
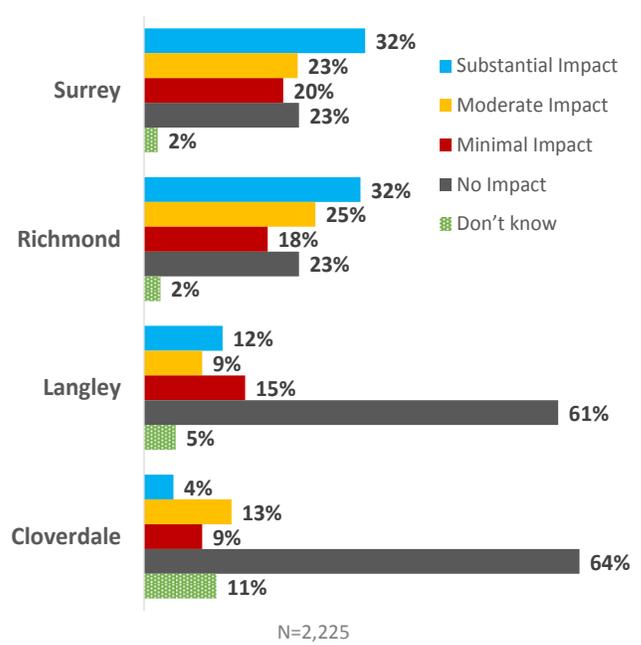
SURREY & RICHMOND LIBRARIES, CLOSE AT 6 PM (RATHER THAN 9 PM) ON FRIDAYS

Over half of respondents who mainly use the Surrey and Richmond libraries (55% and 57%, respectively) feel closing the library three hours earlier on Friday nights would have a substantial /moderate impact on them. See Figure 17.

SURREY, RICHMOND & LANGLEY LIBRARIES, SATURDAY HOURS FROM 12-5 PM (RATHER THAN FROM 10 AM-4PM)

Those who mainly use the Surrey library were most likely to say a reduction of Saturday hours would have a substantial/moderate impact on them (46%), followed by those who use the Richmond library (43%). Fewer (35%) who use the Langley library say the reduction would have a substantial/moderate impact on them. See Figure 18 on the next page.

Figure 18: Impact of Reduced Saturday Hours at the Surrey, Richmond and Langley libraries, by Student Campus

Surrey
- Substantial Impact: 26%
- Moderate Impact: 20%
- Minimal Impact: 21%
- No Impact: 31%
- Don't know: 2%

Richmond
- Substantial Impact: 24%
- Moderate Impact: 19%
- Minimal Impact: 23%
- No Impact: 31%
- Don't know: 3%

Langley
- Substantial Impact: 16%
- Moderate Impact: 19%
- Minimal Impact: 26%
- No Impact: 37%
- Don't know: 2%

Cloverdale
- Substantial Impact: 13%
- Moderate Impact: 7%
- Minimal Impact: 11%
- No Impact: 59%
- Don't know: 11%

N=2,236
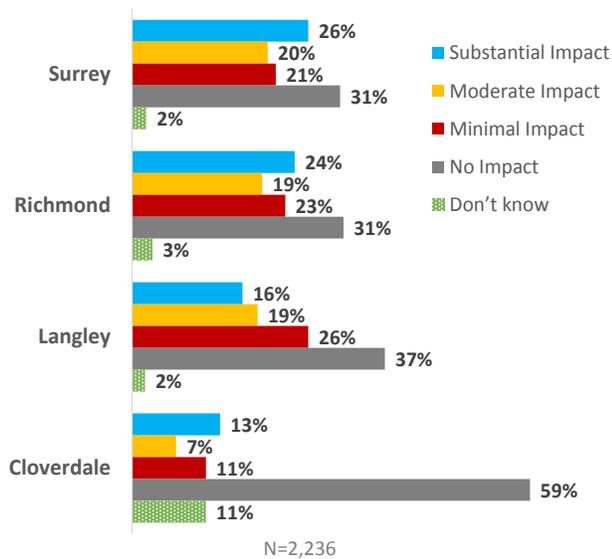
Figure 19: Impact of Reduced Sunday Hours at the Surrey, Richmond and Langley Libraries, by Student Campus

Surrey
- Substantial Impact: 25%
- Moderate Impact: 19%
- Minimal Impact: 19%
- No Impact: 34%
- Don't know: 2%

Richmond
- Substantial Impact: 25%
- Moderate Impact: 19%
- Minimal Impact: 19%
- No Impact: 33%
- Don't know: 3%

Langley
- Substantial Impact: 13%
- Moderate Impact: 19%
- Minimal Impact: 22%
- No Impact: 44%
- Don't know: 2%

Cloverdale
- Substantial Impact: 4%
- Moderate Impact: 9%
- Minimal Impact: 11%
- No Impact: 66%
- Don't know: 11%

N=2,242
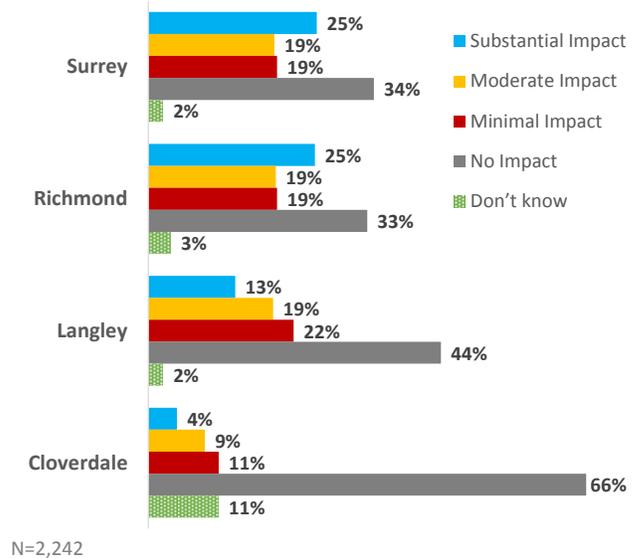
SURREY & RICHMOND & LANGLEY LIBRARIES, SUNDAY HOURS FROM 12-5 PM (RATHER THAN FROM 12-7 PM)

44% of respondents who mainly use the Surrey and Richmond libraries say a reduction of Sunday hours would have a substantial/moderate impact on them. About a third (32%) who mainly use the Langley library say the reduction would have a substantial/moderate impact. See Figure 19.

"…need for extended hours, especially during last month of every semester. That is the crunch time for all projects and reports due for the courses."

Students were asked what kind of equipment they primarily use for research at the library. Nearly half (49%) say they use a library computer and 44% say they use their own laptop. See Figure 20.

Figure 20: Type of Equipment Used for Research at the Library

49%, library computer

44%, student's own laptop

7%, mobile device

N=2,061
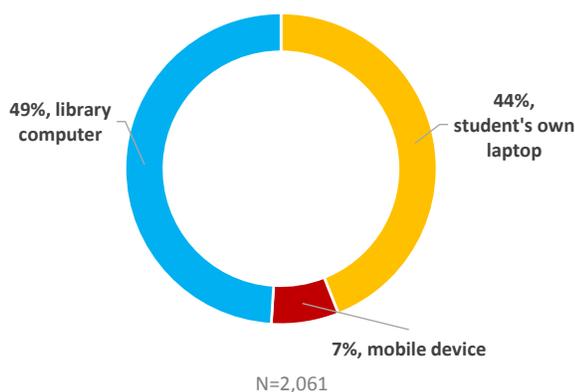
AVAILABLILITY OF LIBRARY COMPUTERS

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

- 30% say they were able to access the library computers '*all the time*'

- 54% say they were able to access the computers '*most of the time*'

- 14% say they were able to access the computer '*half the time*'

- 2% say they were '*rarely*' or '*never*' able to access the library computers

Respondents who mainly used the Langley and Cloverdale campus library[13] are more likely to say they were able to access the library computers *all/ most* of the time (93% and 91% respectively).

Student respondents who mainly use the Richmond campus library are most likely to say they could only access a library computer *about half the time/ rarely* (22%) for their research at the library. See Figure 21.

Figure 21: Ability to Find Library Computers for Research, by Campus

	Surrey	Richmond	Langley	Cloverdale
All the time	27%	24%	54%	33%
Most of the time	57%	55%	39%	58%
About half the time	14%	18%	8%	4%
Rarely	1%	4%	0%	4%
Never	<1%	0%	0%	0%
# of respondents	*524*	*302*	*142*	*24*

Note:
1. Refers to respondents who primarily use library computers for their research at the library.
2. Excludes respondents who chose "N/A: I do not use library computers to do research".
3. Given the lower number of respondents who mainly use the Cloverdale campus (24), the data should be interpreted with caution.

"Never enough computers available. Should reinforce that if one is on a computer for non-research purposes, or if one is taking up the spot of a computer when there are not many available, to vacate the spot for students that need it for their work."

---

[13] Who primarily use library computers for their research at the library.

Preference for Receiving Library Notices

A large majority (80%) of respondents say they prefer to receive library notices by email. About 2 in 10 (19%) would like to receive notices by email and text. See Figure 22.

Figure 22: Preference for Delivery of Library Notices

19%, both email and text

1%, text only

80%, email only

N=1,044
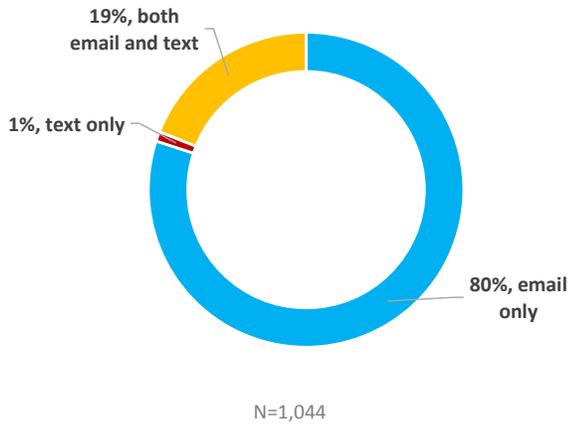
Level of Interest in Library Workshops

Students were asked to indicate their interest in a number of in-person library workshops.

Similar to 2013, APA citation style is the most popular choice (for about 6 in 10 respondents in both years). Other popular workshops are:
- How to do library research (42% are interested)
- MLA citation style (41%)

See Figure 23.

Figure 23: Interest in Potential In-Person Library Workshops

Workshop	Percentage
APA citation style	59%
How to do library research	42%
MLA citation style	41%
Zotero	34%
Plagiarism	19%
Chicago citation style	12%
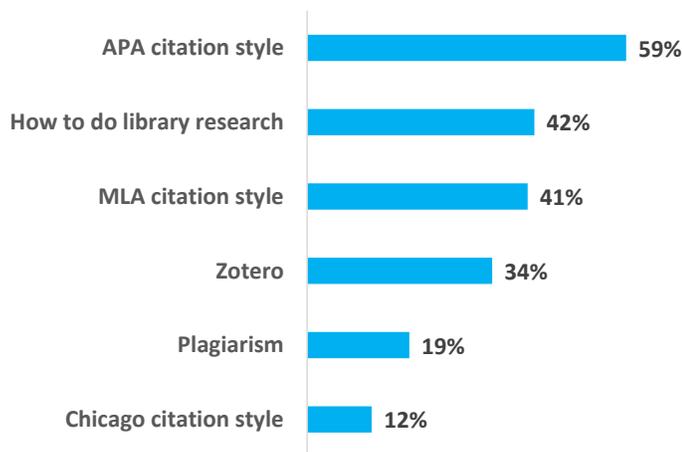
N=1,756
Note: Percentage total exceeds 100% as survey respondents were able to select more than one workshop of interest.

Few students suggested other workshop topics of interest. The most common suggestion is a '*how to study*' workshop (11 students made this suggestion).

INTEREST IN LIBRARY WORKSHOPS, BY CAMPUS

Interest levels in workshops varied somewhat between campus libraries, as shown in Figure 24.

Figure 24: Interest in Potential In-Person Library Workshops, by Campus

	Surrey	Richmond	Langley	Cloverdale
APA citation style	57%	60%	70%	26%
How to do library research	41%	43%	48%	35%
MLA citation style	42%	47%	28%	35%
Zotero	36%	31%	34%	26%
Plagiarism	19%	18%	18%	26%
Chicago citation style	13%	13%	7%	13%
# of respondents	970	495	244	31

Notes:
1. Percentage total exceeds 100% as survey respondents were able to select more than one workshop of interest.
2. Given the lower number of respondents who mainly use the Cloverdale campus (31), the data should be interpreted with caution.

Day/Time Preference for Workshops

The majority of respondents prefer to attend workshops *during the week*, rather than the weekend. For weekdays, *afternoons* are the most popular time slot (for 54% of respondents). See Figure 25.

- In 2013, weekday afternoons were also the most popular timeslot (for 37% of respondents).

Figure 25: Day/Time Preference for Attending In-Person Library Workshops

Day/Time	Percentage
Weekdays, afternoon	54%
Weekdays, evening	32%
Weekdays, morning	30%
Saturday	21%
Sunday	14%
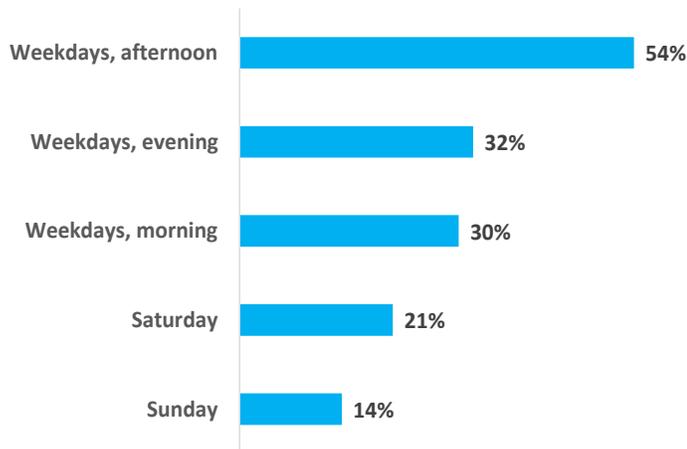
N=1,794
Note: Percentage total exceeds 100% as survey respondents were able to select more than one workshop of interest.

There is some variation by campus. '*Weekday afternoons*' is the most popular time slot for the majority of respondents who mainly use the Richmond, Surrey and Langley campus libraries (60%, 53%, and 48%, respectively).

'*Weekday evenings'* and '*weekday afternoons'* are the most popular time slots for respondents who mainly use the Cloverdale campus library (41% and 35%, respectively).

Few students provided general feedback about library workshops. Some of the comments received are:

"Being able to do proper research (ex. search for scholarly articles, citation, etc.) is a really important part of one's academic career. I am hoping to see more of the faculty utilizing the library workshops on how to do some of those things as I have met students who had no idea how to navigate or not accessing the website or resources available to them."

"I am not interested in attending library workshops, I mainly use the style guides on the website if I need clarification of a Citation style."

"Could you communicate more about these workshop? I feel like I barely ever know when they are."

"For upper level students have some sort of introductory workshop that is a little more than just how to use the search engine....we get tired of learning how to search for articles."

"[Most satisfied with] librarian workshop to tell us about what is available and how to get the info we need both on -line and in the library."

KPU Library Student Survey 2015

Every other year, the KPU library collects feedback from students on their experiences with library services and resources. Please take a few minutes to share your thoughts about how well the library resources and services are meeting your needs. The survey takes about 10 minutes to complete and your input helps us meet the needs of KPU students. We will use this information to improve our collections and services and to plan for the future. The survey is confidential, and your participation is entirely voluntary.

The web survey link will be open until April 12th, 2015. Please note that while you may start the survey and then finish it later, you cannot submit more than one completed survey.

On completion of this survey, you can choose to be entered into a **prize draw** to win one of seven $25 gift certificates for either Amazon or Tim Horton's.

Thank you for your time and feedback!

Todd Mundle,
University Librarian

I. Please Tell Us About Yourself

1)   In which faculty are you registered?

- ○ Faculty of Academic & Career Advancement
- ○ Faculty of Arts
- ○ Faculty of Health
- ○ Faculty of Science & Horticulture
- ○ Faculty of Trades & Technology
- ○ School of Business
- ○ School of Design
- ○ Other, please describe below

Other, please describe:

```



```

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

- ◯ Courses at the 1000 and 2000 level
- ◯ Courses at the 3000 level and above
- ◯ A mixture of courses at different levels
- ◯ Foundation or Apprenticeship level 1 and 2 courses
- ◯ Apprenticeship level 3 and 4 courses
- ◯ None of the above

II. Library Usage

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

- ◯ Cloverdale
- ◯ Langley
- ◯ Richmond
- ◯ Surrey

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

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

5) **Do you use the library before 8 am?**

- ◯ Yes, often
- ◯ Yes, sometimes
- ◯ Yes, infrequently
- ◯ No

6) **If the library extended its hours to be open 24 hours a day during exam periods, would you use it? During the extended hours the library would be open as a study hall only. All online library resources would be available, but there would be no in-person library services.**

Rate how likely you would use the library during its extended "study hall" hours:

Extremely likely	Very likely	Somewhat likely	Not at all likely	Definitely not use	Don't know
◯	◯	◯	◯	◯	◯

7) **Due to budgetary challenges, the library may need to reduce its hours, so we'd like to know what impact various options would have on you. Rate the impact of each reduction in library hours option listed below.**

	No Impact	Minimal Impact	Moderate Impact	Substantial Impact	Don't know
For Surrey and Richmond: Close at 10 pm rather than 11 pm Monday to Thursday	○	○	○	○	○
For Surrey and Richmond: Close at 6 pm rather than 9 pm on Friday	○	○	○	○	○
For Surrey, Richmond and Langley: Reduce Saturday hours from 10 am - 4 pm to noon - 5 pm	○	○	○	○	○
For Surrey, Richmond and Langley: Reduce Sunday hours from noon - 7 pm to noon - 5 pm	○	○	○	○	○

III. Library Resources and Services

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

	Very important	Moderately Important	Slightly Important	Not at all important	No Opinion	Have not used
Print/hard copy book collection	○	○	○	○	○	○
Electronic book collection (over 100,000 items)	○	○	○	○	○	○
Print/hard copy periodicals (magazines, newspapers, journals)	○	○	○	○	○	○
Online periodicals & online research databases	○	○	○	○	○	○
Data and statistical resources	○	○	○	○	○	○
DVD and video collection	○	○	○	○	○	○
Online streaming videos	○	○	○	○	○	○
Audiovisual equipment	○	○	○	○		○
Subject guides on the library website	○	○	○	○		○
Library citation style guides	○	○	○	○		○

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

	Very satisfied	Somewhat satisfied	Neutral	Somewhat dissatisfied	Very dissatisfied	Have not used
Print/hard copy book collection	❍	❍	❍	❍	❍	❍
Electronic book collection (over 100,000 items)	❍	❍	❍	❍	❍	❍
Print/hard copy periodicals (magazines, newspapers, journals)	❍	❍	❍	❍	❍	❍
Online periodicals & online research databases	❍	❍	❍	❍	❍	❍
Data and statistical resources	❍	❍	❍	❍	❍	❍
DVD and video collection	❍	❍	❍	❍	❍	❍
Online streaming videos	❍	❍	❍	❍	❍	❍
Audiovisual equipment	❍	❍	❍	❍	❍	❍
Subject guides on the library website	❍	❍	❍	❍	❍	❍
Library citation style guides	❍	❍	❍	❍	❍	❍
Overall satisfaction with the library's resources	❍	❍	❍	❍	❍	❍

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

	Very important	Moderately Important	Slightly Important	Not at all important	No Opinion	Have not used
Reference service desk hours	❍	❍	❍	❍	❍	❍
Assistance by reference librarians (in person, by email, by phone)	❍	❍	❍	❍	❍	❍
"Ask Away" online chat reference service	❍	❍	❍	❍	❍	❍
Assistance by checkout 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 audiovisual equipment	❍	❍	❍	❍	❍	❍
Printing	❍	❍	❍	❍	❍	❍

Photocopying	❍	❍	❍	❍	❍	❍
Quiet area to study	❍	❍	❍	❍	❍	❍
Group study rooms	❍	❍	❍	❍	❍	❍
Library cleanliness	❍	❍	❍	❍	❍	❍

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

	Very satisfied	Somewhat satisfied	Neutral	Somewhat dissatisfied	Very dissatisfied	Have not used
Reference service desk hours	❍	❍	❍	❍	❍	❍
Assistance by reference librarians (in person, by email, by phone)	❍	❍	❍	❍	❍	❍
"Ask Away" online chat reference service	❍	❍	❍	❍	❍	❍
Assistance by checkout 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 audiovisual equipment	❍	❍	❍	❍	❍	❍
Printing	❍	❍	❍	❍	❍	❍
Photocopying	❍	❍	❍	❍	❍	❍
Quiet area to study	❍	❍	❍	❍	❍	❍
Group study rooms	❍	❍	❍	❍	❍	❍
Library cleanliness	❍	❍	❍	❍	❍	❍
Overall satisfaction with the library's facilities and services	❍	❍	❍	❍	❍	❍

12)   If you indicated "Somewhat dissatisfied" or "Very dissatisfied" with any of the library resources, facilities or services, please explain why:

_____

_____

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

_____

_____

14) **What type of equipment do you primarily use for your research at the library?**

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

[If answer Library computer, go to Q15]
[All other answers, skip to Q16]

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

◯ All the time
◯ Most of the time
◯ About half the time
◯ Rarely
◯ Never
◯ N/A: I do not use library computers to do research

16) **You currently receive all library notices through your KPU email account. Would you like to continue to receive notification by email, receive them by text instead, or receive them in both ways?**

◯ Email only
◯ Text only
◯ Both email and text

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

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

18) **Feel free to suggest other workshop topics.**

_____

19)   When would you prefer to attend in-person workshops? Choose all that apply.

○ Weekdays, morning
○ Weekdays, afternoon
○ Weekdays, evening
○ Saturday
○ Sunday

20) Do you have any other comments about the library or comments that you think may improve the library?

_____

_____

IV. Prize Draw

Thank you for taking the time to participate in this survey!

Would you like to enter the prize draw for a chance to win one of seven $25 gift certificates for either Amazon or Tim Horton's

☐ Yes – I would like to enter the prize draw
☐ No

V. Prize Draw Entry Form

To enter the draw to win one of seven $25 gift certificates for either Amazon or Tim Horton's, please provide your name, your email address and your phone number.

This information will not be associated with your survey responses; it will be kept separate and only used in conducting the draw and contacting the winner.

Name   _____
Email address   _____
Phone number   _____

Thank you for taking the time to participate in this survey.
Todd Mundle,
University Librarian