KWANTLEN POLYTECHNIC UNIVERSITY

KPU

KPU LIBRARY
LIBRARY SURVEY OF FACULTY, STAFF & ADMINISTRATORS

SPRING 2018

Prepared for Todd Mundle
University Librarian

By the Office of Institutional Analysis & Planning

2018 KPU Library Survey of Faculty, Staff & Administrators

Report of Findings

Prepared by the Office of Institutional Analysis and Planning
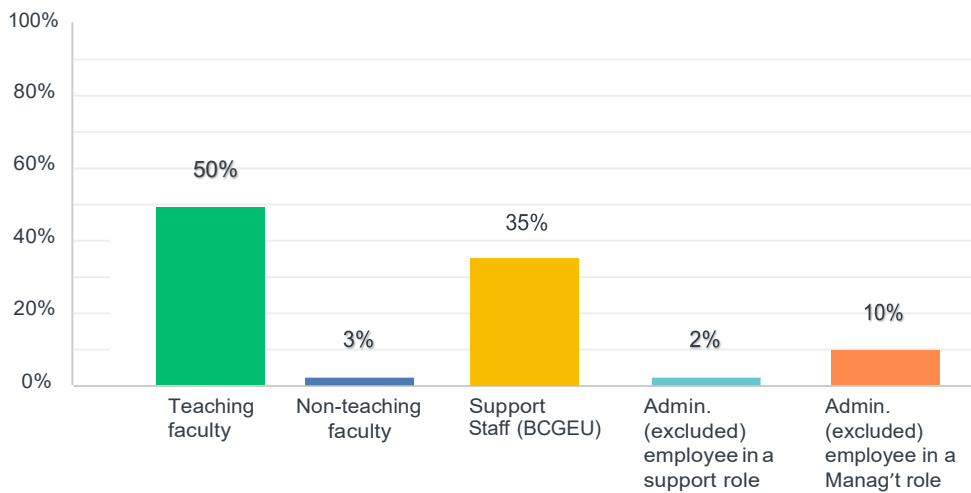
April 2019

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2018 Library Employee Survey

The survey was sent to 1460 faculty, staff, and excluded employees; 13 of them opted out. The response rate is 431/1447= 30%

Demographics (Q1 – Q3)

Q1 Which category best describes your role at KPU?

Answered: 431   Skipped: 0

ANSWER CHOICES	RESPONSES	
Teaching faculty	50%	214
Non-teaching faculty	3%	11
Support Staff (BCGEU)	35%	152
Administrative (excluded) employee in a support role	2%	10
Administrative (excluded) employee in a management role	10%	44
TOTAL		431

Q2 What is your home campus for this term (the campus where you work most of the time or teach most of your classes)? Please choose one option only - If you work/teach on more than one campus equally, please choose one to base your answers on.
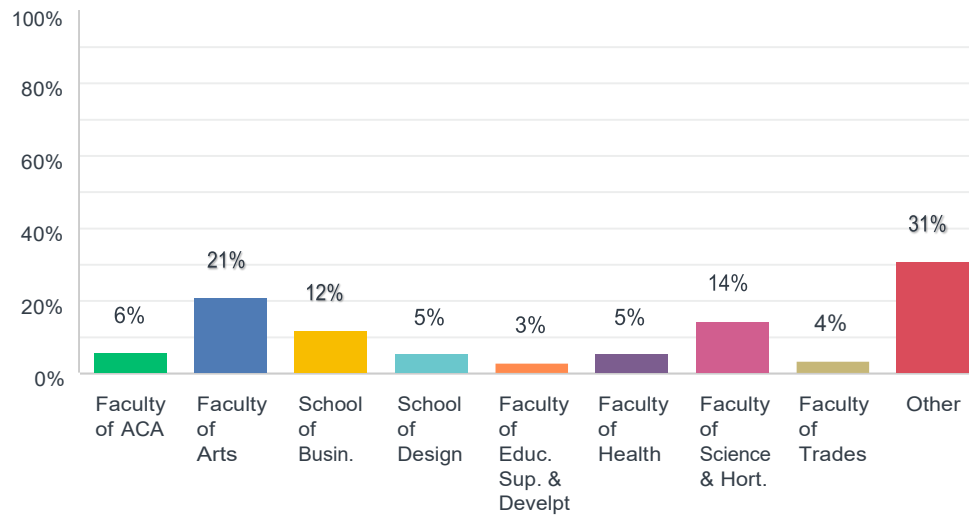
Answered: 430   Skipped: 1
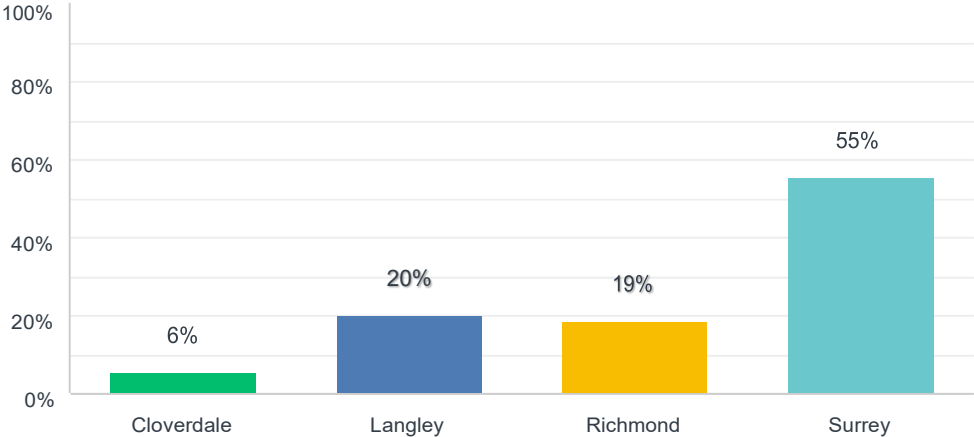
ANSWER CHOICES	RESPONSES	
Cloverdale	6%	24
Langley	20%	87
Richmond	19%	81
Surrey	55%	238
TOTAL		430

Q3 In which faculty/school/unit do you currently work? Please select all that apply.

Answered: 427   Skipped: 4

ANSWER CHOICES	RESPONSES	
Faculty of Academic & Career Advancement	6%	26
Faculty of Arts	21%	89
School of Business	12%	52
Chip and Shannon Wilson School of Design	5%	23
Faculty of Educational Support & Development	3%	12
Faculty of Health	5%	23
Faculty of Science and Horticulture	14%	61
Faculty of Trades & Technology	4%	15
Other	31%	133
Total Respondents: 427		

Frequency of and Reasons for Library Use (Q4 – Q6)

Q4 How often do you use the Library in each of the following ways?

Answered: 426   Skipped: 5

	3 OR MORE TIMES A WEEK	ABOUT 1-2 TIMES A WEEK	ABOUT 1-3 TIMES A MONTH	LESS THAN ONCE A MONTH	NEVER	TOTAL
In person	10% 37	10% 40	21% 82	42% 163	16% 63	385
Online	14% 51	14% 51	21% 77	24% 88	26% 94	361

Q5 How often do you use the Library's resources and/or services, by any method of access, for each of the following purposes?

Answered: 427   Skipped: 4

	3 OR MORE TIMES A WEEK	ABOUT 1-2 TIMES A WEEK	ABOUT 1-3 TIMES A MONTH	LESS THAN ONCE A MONTH	NEVER	TOTAL
Teaching	7% 26	12% 45	21% 78	22% 82	39% 148	379
Research	8% 31	10% 38	19% 72	29% 107	34% 126	374
Study	5% 16	3% 11	12% 41	22% 77	59% 208	353
Leisure	3% 12	4% 16	12% 45	29% 105	51% 186	364
Other	5% 14	3% 8	9% 29	28% 86	56% 174	311

Q6 How important are the following Library resources to the work that you do?

Answered: 409   Skipped: 22

	HAVE NOT USED	NOT RELEVANT TO MY WORK	ESSENTIAL	VERY IMPORTANT	SOMEWHAT IMPORTANT	NOT AT ALL IMPORTANT	TOTAL
Print book collection	17% 66	9% 37	18% 73	20% 79	24% 95	12% 48	398
Electronic book collection	20% 79	8% 33	23% 90	18% 72	19% 74	12% 46	394
Print periodicals (magazines, newspapers, journals)	19% 75	10% 39	15% 57	17% 67	23% 90	16% 62	390
Online periodicals & online research databases	15% 59	8% 32	37% 149	19% 77	10% 39	11% 42	398
Data and Geographical Information Systems (GIS) resources	31% 119	19% 75	7% 27	6% 24	14% 53	23% 90	388
DVD and video collection	22% 89	13% 53	11% 44	10% 41	22% 88	20% 81	396
Online streaming videos	25% 98	10% 40	15% 60	13% 52	19% 72	17% 66	388
Summon Search (searches all the sources above)	18% 71	8% 33	34% 136	16% 62	9% 37	14% 56	395
Equipment Services	15% 57	8% 30	20% 77	23% 90	24% 94	11% 44	392
Laptops	26% 101	8% 32	12% 47	15% 60	21% 81	19% 74	395

Satisfaction with Library Resources (Q7 – Q19)

Q7 Please rate your satisfaction with the Library resources:

Survey Branching: Respondents were only shown the items they rated the importance of in Q6.

Answered: 368   Skipped: 63

	VERY SATISFIED	SOMEWHAT SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	TOTAL
Print book collection	28% 78	36% 99	31% 86	4% 11	1% 4	278
Electronic book collection	22% 59	34% 90	38% 101	5% 13	1% 3	266
Print periodicals (magazines, newspapers, journals)	19% 50	30% 78	44% 115	6% 15	1% 2	260
Online periodicals & online research databases	34% 101	34% 99	24% 70	6% 19	1% 4	293
Data and Geographical Information Systems (GIS) resources	11% 19	15% 26	73% 127	2% 3	0% 0	175
DVD and video collection	16% 39	30% 73	48% 114	5% 13	0% 1	240
Online streaming videos	14% 33	29% 67	52% 119	5% 11	0% 1	231
Summon Search (searches all the sources above)	34% 94	27% 75	33% 91	4% 10	2% 5	275
Equipment Services	36% 104	31% 89	30% 87	2% 6	1% 3	289
Laptops	23% 54	25% 61	47% 112	5% 12	0% 1	240

Q8 Tell us a story when the Library's resources exceeded your expectations.

Survey Branching: Q8 was asked to those who selected "very satisfied" for one or more items in Q7.

Answered: 103   Skipped: 328

#	RESPONSES	DATE
1	I don't think I have one, but I have been very happy with how the library meets my expectations.	12/8/2018 6:48 PM
2	I took out a laptop, set it up in my classroom and started it. I wasn't working properly at all. I immediately took it back and they got me a replacement one - saved my day.	12/4/2018 11:43 AM
3	The Orientation Seminars put on by [Librarian] are fabulous. I will bring my classes in from now on. Keep up the good work!	12/4/2018 10:08 AM
4	Workshop with [Librarian]	12/3/2018 2:31 PM
5	am library employee, satisfied with resources/ services	12/3/2018 2:26 PM
6	I was to write a paper on LED lighting...the display at the Surrey loading dock is a result; also many McDonalds restaurants adopted lighting because of it. Im currently writing another paper on the psychology of abuse and as sensitive as the paper is Im finally getting somewhere with it (my working title is "Puzzles and Jellyfish").	12/3/2018 1:20 PM
7	The Sustainable Agriculture subject guide, developed by [Librarian] and posted on the library website, has been a particularly useful resource for my students. [Librarian] has tailored the site to the needs of our little department. She has also been very helpful in teaching students engaging in experimental research projects about the library resources that can assist them with their literature reviews.	12/3/2018 12:53 PM
8	n/a	12/3/2018 11:21 AM
9	The amount of online video streaming sources - many more than expected and introducing Curio and Films on Demand to students was life-changing for students to access content in a visual way.	12/3/2018 10:59 AM
10	I'm just getting started	12/3/2018 10:53 AM
11	Fantastic Staff!	12/3/2018 10:37 AM
12	Last summer I was able to book laptops for my class on 24 hours notice after a lab booking went awry. The booking saved me!	12/3/2018 10:36 AM
13	I am a new faculty (sessional only-contract)l the staff in the library were very helpful with getting me my card, explaining the resources and helping me find a DVD.	12/3/2018 10:29 AM
14	The follow up and always there to assist when needed	12/3/2018 10:23 AM
15	surprised at the number of streaming videos	12/3/2018 10:15 AM
16	when I got my Faculty card sorted at Surrey they were great. They showed me around and explained how to use the various features of the library	12/3/2018 10:07 AM
17	Access to online journals is exceptional.	12/3/2018 10:03 AM
18	I frequently suggest books for purchase and staff do their absolute best to acquire them! I really appreciate their efforts and kindness.	12/3/2018 9:57 AM
19	Equipment rental and setups support by the library staff at Kpu TECH Library has exceeded all expectations.	12/3/2018 9:55 AM
20	I find all of the staff in the library very helpful including the learning center. They are essential to the students	11/30/2018 1:34 PM
21	The librarians are always very helpful and I am impressed by the level of service they provide.	11/30/2018 8:58 AM
22	The library support for our department equipment (supporting us to allow students to check out equipment)	11/29/2018 4:30 PM

23	When I first started to use Moodle [Librarian] was very helpful in creating a co-lead session for Chemistry Students where she helped them with citations and I showed them around the course Moodle site.	11/29/2018 4:00 PM
24	Any time I have asked for assistance from any of the staff in the library.	11/29/2018 2:49 PM
25	When I needed technical help with video cameras and needed a laptop right away because my own died in the middle of writing an important report	11/29/2018 11:36 AM
26	I have worked with the librarians in a number of capacities, and I have always found their work exemplary; however, most recently, [Librarian] helped me to deal with some new additions to the collections in a flexible and efficient manner. I felt we were on the same page about wanting our students to have access to resources, and [Librarian] was invaluable to me in this process. We have also agreed to work together to improve the LibGuide for my specific area of research and teaching. This is the sort of forward-thinking and responsiveness that I have come to expect from our excellent library staff.	11/29/2018 11:33 AM
27	While doing research for master's degree courses, access to applicable journal articles was wonderful.	11/29/2018 11:19 AM
28	The Library's print collection is consistently and thoughtfully updated to include interesting and relevant texts in my field. At the same time, it includes some excellent classics. I have been able to scan short excerpts from classic / canonical primary texts and incorporate them into my teaching materials. I really appreciate the excellent mix of old and new in our collection.	11/29/2018 11:12 AM
29	decades ago I used the library more. I don't recall now.	11/29/2018 11:11 AM
30	Thanks	11/29/2018 11:09 AM
31	The staff are excellent and really make a difference.	11/28/2018 4:11 PM
32	Librarian are amazing!	11/27/2018 12:17 PM
33	It's not so much the resourced as it is the great atmosphere of support and professionalism from the library staff.	11/26/2018 11:42 AM
34	When I was inquiring about copyright infringement in person, I received a follow up email which provided some useful information.	11/26/2018 9:22 AM
35	Looking for a particular DVD/book and the personal assistance given by the Librarian to source the item. This is a frequent form of assistance. Well done.	11/25/2018 9:45 AM
36	[Librarian] goes above and beyond to help support the faculty and students of the School of Design!	11/24/2018 12:01 PM
37	I have found the librarians themselves to be extremely helpful. I have booked several library orientations and having a dedicated librarian to every dept/faculty is extremely helpful. I have also found the ability to access online resources online from home to do research extremely helpful. I constantly refer to the Libguides for my students.	11/22/2018 11:42 PM
38	The computer-filled room on the west side of Surrey library's first floor is a great resource for me and for students.	11/22/2018 10:43 PM
39	[Staff] at the Surrey A/V counter once gave me lots of help with a projector when we were staging a film in Fir 128. I was impressed and touched.	11/22/2018 7:06 PM
40	Quick tech support many times!	11/22/2018 3:08 PM
41	When I find a text I want to assign to one of my classes is available as an ebook in our library! This has happened twice.	11/22/2018 3:01 PM
42	Excellent question! The equipment services and the technical devices that the Library has for loan are surprisingly great. But I don't have a specific story to tell.	11/22/2018 2:54 PM
43	I always have friendly and efficient support and the resources are well maintained.	11/22/2018 1:58 PM
44	The equipment was ready and the person gave an explanation of how to use it.	11/22/2018 1:25 PM
45	I find the staff friendly and helpful.	11/22/2018 1:21 PM
46	When I first started at the University everyone was very helpful anytime I had questions and was very efficient during my onboarding.	11/22/2018 1:19 PM

47	I looked for short documentaries for my lecture and discovered there were several streaming videos and TED Talks that I could use on that one topic. In examining the choices, I found other material to use for my lectures.	11/21/2018 11:11 AM
48	The Library's ILL service is remarkable, and has secured a variety of rare material crucial to both my research and teaching.	11/20/2018 1:41 PM
49	I love the presentations put on for creative writing. I arranged one for ACP in Richmond and it was fabulous.	11/16/2018 4:52 PM
50	Often I find videos that explain exactly what I teach in class and are a great resource although some of them are very old and on occasion don't work properly.	11/16/2018 2:06 PM
51	I recently taught a collection of short stories on the Vietnam War, and I was pleasantly surprised to find that the Library had access to the recent documentary by Ken Burns. This became an important teaching tool for providing historical and social context to the class.	11/16/2018 9:26 AM
52	I'm impressed with the amount of books the library has on the topic of Black history. I appreciate that the library displays the books during Black History month.	11/15/2018 8:54 PM
53	The Learning Centre provided support for my students and the space available for students to study was invaluable.	11/15/2018 12:37 PM
54	The front line staff are amazing. So helpful and not leave your side until you get what you need!	11/15/2018 12:28 PM
55	Flexibility with the rule when I need to use material for a class for longer than usually allowed.	11/15/2018 10:37 AM
56	When librarians remember my name and take time to chat. [Library Technician] are great. And [Librarian's] support of my department and our work truly exceeds our expectations.	11/15/2018 9:59 AM
57	I can't think of one.	11/15/2018 9:55 AM
58	Many times I have been looking for an obscure resource, and I would say 80% of the time I can get it through the KPU library. Yesterday was a case in point. I was looking for a book called "The Importance of Living," which I did not expect the library to have. But there it was. I also LOVE the hold feature that allows me to pick my books up at the front counter.	11/15/2018 9:49 AM
59	Staff encounters often are personalized and enjoyable.	11/15/2018 9:16 AM
60	I have my students complete an assignment in the library which builds on in class assignments. They are expected to attend a class with our librarian and then complete their assignment by the end of class using online and in person resources. I have found this to be on of the most beneficial exercises they do.	11/15/2018 8:54 AM
61	When I needed a computer cord to attach my laptop to the classroom projector and I was given a bag of magic cords and one of them worked. This is an amazing resource.	11/15/2018 8:43 AM
62	I am always very happy when the library purchases items that I suggest or recommend for purchase--even when these items are not directly linked to the courses I am teaching but could be linked with other courses and programs. I also value the work that is put into the citation style guides. They are very helpful for students, and the print handouts are an especially good resource when students do not purchase the course texts. In fact, an increasing number of students are just not buying the books at all.	11/10/2018 1:07 PM
63	the Langley librarian was very informative and helpful with the resources research tools online.	11/9/2018 10:49 AM
64	I hadn't used the online journals yet and didn't know how large KPU's collection would be in terms of the variety of journals it is subscribed to. I was pleasantly surprised that more than 50% of my queries led me to journals that KPU had access to.	11/8/2018 9:25 PM
65	I am impressed with how the collection of print materials has grown with the years, and with its currency.	11/8/2018 8:45 PM
66	The online periodical system is extremely usefull	11/8/2018 5:28 PM
67	I have received timely 1:1 personal assistance.	11/8/2018 11:54 AM
68	Assistance in finding resources for research.	11/8/2018 10:46 AM
69	Not applicable.	11/8/2018 7:54 AM
70	Whenever I need help, the staff exceed my expectations.	11/8/2018 7:06 AM

71	the library liaison for my unit has always been exceptionally helpful in custom designing teaching tools for library/research skills, as well as ordering materials to support new courses as we roll them out	11/8/2018 6:32 AM
72	I was doing some research for a class project and the librarian went above and beyond to source information for me that exceeded expectations.	11/7/2018 7:56 PM
73	I am just truly amazed by the collection in the library. However, I am unable to utilize all the resources as I do not frequent library. I hope to do so next semester.	11/7/2018 6:26 PM
74	The AV staff at Richmond are always helpful and friendly.	11/7/2018 4:55 PM
75	Library staff are always helpful, providing excellent assistance with library resource access. As a result of that service, I have become friends with many of them.	11/7/2018 4:19 PM
76	any time I need to borrow equipment the library staff seem to go above and beyond to make sure I have everything I need, even if I don't know I need it they seem to know - eg. extension cords, adapters, etc	11/7/2018 3:32 PM
77	I needed two DVD's to show to my students and they purchased them without hesitation.	11/7/2018 3:16 PM
78	Personally I love the APA citation resources online. Everything is so clearly laid out with examples and information for correct citation.	11/7/2018 3:09 PM
79	I had to rent 5 flip charts from the Richmond library for an event and the service was fantastic. Thank you!	11/7/2018 2:02 PM
80	the staff is consistently great - they go the extra mile to be kind and pleasant when helping with check out. one followed-up on a book recommendation in an email a few days later!!!	11/7/2018 2:00 PM
81	the online journals available are fabulous and extensive great options	11/7/2018 1:16 PM
82	Added streaming videos to my area's subject guide without me having to ask.	11/7/2018 12:14 PM
83	In the past there was a time when I requested a book from another source (interlibrary loan), and the library has followed up to ask me if KPU should purchase the book	11/7/2018 11:56 AM
84	I was providing event support (IT/AV) and the room's system had suddenly stopped working. With less than 10 mins to event start, I quickly went to the library and signed out a COW unit and was able to play the powerpoint, video, and audio without issue. The Library front desk attendants worked very quickly to address my needs and literally saved the event!	11/7/2018 11:50 AM
85	The only time is when I need help from a librarian. There are good people in Surrey, Langley, and Richmond.	11/7/2018 11:35 AM
86	The AskMe and Reference Desk personnel [Librarian] have been super helpful.	11/7/2018 11:31 AM
87	When the Music Video Production class began in the music department, [AV Technician] went above and beyond to catalogue and store all of the video and lighting equipment. She has done an exceptional job maintaining and storying all of our gear.	11/7/2018 11:28 AM
88	I am unsure about this question... I find the staff and librarians so helpful, but I have come to expect that in our library. The service and kindness has always been great.	11/6/2018 11:59 AM
89	INTERLIBRARY LOANS ARE AMAZING!	11/2/2018 12:47 PM
90	Pressbooks!	11/2/2018 12:18 PM
91	The librarians consistently exceed my expectations - they are wonderful!	11/1/2018 2:28 PM
92	I had a librarian facilitate one if my classes and did an entire overview of databases, apa formatting, etc AND he facilitated AND marked a quiz for all 25 students - AND he came in on a Saturday! I was very impressed.	11/1/2018 2:22 PM
93	KPU often has books in its collection that I am unable to find through the university I am doing my master's through... very appreciated!	11/1/2018 9:28 AM
94	Equipment service very convenient	10/31/2018 9:11 PM

95	Constantly! You have such incredible staff who go out of their way to help with things big and small. I say this for myself but I also see this when they interact with students. They are so approachable and friendly, it really makes me wish I was also a librarian. (Confession: I sometimes spend more time in the library than I actually need to just to be around the group). If you don't hear this enough, THANK YOU!!!	10/31/2018 8:28 PM
96	The Design Librarian has assisted us with so much in our department. From assisting with obtaining books, to going on a tour of another Design Library in the City, [Librarian] is absolutely wonderful, and are so honoured to have her as part of the team in educating our students.	10/31/2018 7:22 PM
97	The online periodical resources. Much more available than I once believed!	10/31/2018 6:15 PM
98	Online access	10/31/2018 4:49 PM
99	Resources like IBISWorld and Statista have dramatically improved the quality of my students' first-year assignments. Having [Librarian] come in and present about the Library resources has been a five- star experience (five stars out of four!!) For my research purposes, having resources like BSC as well as ASC has been a godsend. Thank you for making these resources available to my students and me. Finally, having ebooks online is so very useful - these important books can be consulted at anytime AND can be rendered in PDF. How convenient !!	10/31/2018 3:54 PM
100	When I was doing a Master's degree the resources of KPU library were very helpful.	10/31/2018 3:54 PM
101	I have been impressed with the Grey Literature sources that are available.	10/31/2018 3:06 PM
102	The resource librarian showed me how to use online journal databases when I was doing personal research for a school application. So helpful and useful!	10/31/2018 2:53 PM
103	As staff, I use the Library resources minimally. As a student, I use Library resources extensively. I like having the option of researching online as well as visiting the library for print material. I am satisfied with both options. I also appreciate the different areas in the Surrey library that are designated noisy vs. quiet.	10/31/2018 2:52 PM

Q9 You indicated dissatisfaction with the print book collection. Please explain:

Answered: 9   Skipped: 422

#	RESPONSES	DATE
1	Not enough books	12/3/2018 1:51 PM
2	The library looks like an elementary school library	11/29/2018 11:10 AM
3	Just few books not up dated.	11/15/2018 12:14 PM
4	There are students who are looking for print books and is difficult to find print books in some subject areas	11/15/2018 9:04 AM
5	not enough books	11/15/2018 8:57 AM
6	I couldn't find the book I was looking for. I didn't find the book variety very satisfying	11/7/2018 12:09 PM
7	Very little material on current interior design, architectural or environment psych research-but this is an emerging field.	11/2/2018 12:49 PM
8	KPU has a very poor selection of academic books compared to other libraries I have had access to. I use other academic libraries more often as a result.	10/31/2018 3:05 PM
9	Very often, key books in my field are not held by the library.	10/31/2018 2:55 PM

Q10 You indicated dissatisfaction with the electronic book collection. Please explain:

Answered: 10   Skipped: 42

#	RESPONSES	DATE
1	The ProQuest platform for ebooks isn't bad but it could be easier to use and with higher quality interface. I'm not sure what options for ebook platforms are currently like though.	12/3/2018 2:35 PM
2	The ebooks don't always work. This is very alarming when you've assigned a chapter from the book as course material, for instance. And we need more of them.	12/3/2018 1:51 PM
3	Can be difficult to navigate for ESL students	12/3/2018 10:59 AM
4	I feel that there are not enough such resources	11/29/2018 11:53 AM
5	we need more ebooks - given the cost of course books (monographs etc), I like to assign ebooks as required reading - we need more of them. In fact, ebooks are more useful than print versions.	11/8/2018 6:33 AM
6	Very little resources for the area I teach in.	11/7/2018 12:14 PM
7	Perhaps you only buy electronic books for a certain period of time, but I find it frustrating to use an electronic book one year, and then the next time I'm teaching that class the book is no longer listed.	11/7/2018 11:47 AM
8	Need more resources in the marketing field	10/31/2018 5:40 PM
9	The system doesn't always work, certain hardcopy of the books are out and access for e-books is not sufficient for my research/course work.	10/31/2018 3:05 PM
10	Same as above.	10/31/2018 2:55 PM

Q11 You indicated dissatisfaction with the print periodicals (magazines, newspapers, journals). Please explain:

Answered: 12   Skipped: 419

#	RESPONSES	DATE
1	I have had a hard time finding articles I know are on JStor on other sites, but for some reason I can't see them on the KPU library site	11/29/2018 11:53 AM
2	I am not sure that there is much coordination between print and online journal list.	11/23/2018 11:22 AM
3	We do not have access to many.	11/22/2018 8:32 PM
4	There should be more print versions of key magazines. Some valuable subscriptions have expired. On the good side, it is wonderful that we can take issues of magazines home.	11/22/2018 7:07 PM
5	Access to more scientific journals needed for life sciences.	11/16/2018 12:13 PM
6	It is not as good or complete as the on-line resources. Not a big deal to me, but you asked!!	11/16/2018 12:00 PM
7	Often do not find what I am looking for- do not have relevant items related to search results	11/15/2018 9:30 AM
8	More selection in Visual Arts would be better.	11/11/2018 10:19 AM
9	Would like to see a more extensive collection of art and design magazines and journals (as work currency for teaching and for students is so important) – need to see physical artifacts over online resources.	11/6/2018 3:10 PM
10	Meagre and shrinking	11/2/2018 12:20 PM
11	I am disappointed with the limited access to print periodicals. For example, although it is possible to access current articles from the Globe and Mail, it turns out to be difficult and confusing for students. Also, I would like the see the library have access to the New York Times (the newspaper of record for the U.S.).	11/1/2018 7:47 AM
12	Subscriptions that have lapsed. I try to improve my German and losing Geo hurts; more importantly, my field is broad and I kept current browsing Science and Nature, both of which were not renewed, although they are the best broad coverage scientific journals. That left me bitter, with a feeling that my employer does not care about my success, or that my colleagues are petty minded and do not seek information beyond their narrow specialization. Unfair, certainly, but that describes my reaction.	11/1/2018 7:31 AM

Q12 You indicated dissatisfaction with the online periodicals & online research databases. Please explain:

Answered: 20   Skipped: 411

#	RESPONSES	DATE
1	I come from SFU where they have a much wider reach. KPU never had what I needed so I stopped looking and just use my SFU account. I often wonder why BC universities cannot come together to form one central database.	12/4/2018 9:36 AM
2	I find its always a struggle to locate the article I'm looking for: url's, logins, databases, passwords....if you don't use it every day it's a hassle to find things	12/3/2018 10:08 AM
3	I would like to have electronic access to more biological journals and more recent editions of the journals that we do access.	11/29/2018 12:36 PM
4	I don't feel there are enough online research databases for English Literature	11/29/2018 11:53 AM
5	There are a number of peer reviewed journals that I don't have access to.	11/29/2018 11:38 AM
6	The database is missing the set of journals from the Agronomy Society of America (Crop Science, Soil Science Society of America, Agronomy Journal, J. Environmental Quality, Vadose Zone, Soil Horizons, J. Natural Resource & Life Science Education). Plus the black out dates on some horticulture journals make it hard to keep current. Consider that a field study may take 2-3 years + 1 year for publication + 2 year blackout means the most current information is at least 5 years old.	11/23/2018 11:22 AM
7	Same as above.	11/22/2018 8:32 PM
8	I wish KPU could justify having some of the bigger databases, and two specific to my discipline. As it is I go to SFU to use them, which is okay.	11/22/2018 3:02 PM
9	Lack of access to some health journals needed for student projects	11/22/2018 1:26 PM
10	Many of the major journals in my area are only available through interlibrary loan. My subject area falls between arts and science. It is difficult to teach first-year students how to search several databases for the information they seek.	11/21/2018 11:21 AM
11	Most of the journals I am seeking are not available as 'full text'. For my class preparation, research and a textbook I am writing I need those references quickly.	11/19/2018 12:31 PM
12	They do not cover all of the years/volume/issues associated with the periodicals	11/18/2018 1:36 PM
13	Access to more databases would be nice.	11/16/2018 12:13 PM
14	Not enough access to Journals	11/15/2018 12:14 PM
15	Several major research journals seemed to be unavailable. To access research periodicals I continue to use permissions from my previous academic positions since these resources are not available at KPU.	11/7/2018 1:14 PM
16	We are missing some of the important databases, in particular, MathSciNet.	11/7/2018 11:47 AM
17	Need more marketing tools for students and databases for research	10/31/2018 5:40 PM
18	I need a far more encompassing acccess to online peer reviewers journals. I often need to fallback to my UBC access.	10/31/2018 4:39 PM
19	The databases at KPU are limited. There are often journals that I cannot access.	10/31/2018 3:05 PM
20	Again, I cannot access key journals in my field.	10/31/2018 2:55 PM

Q13 You indicated dissatisfaction with the Data and Geographical Information Systems (GIS) resources. Please explain:

Answered: 1   Skipped: 430

#	RESPONSES	DATE
1	Need tools to help students use the system	10/31/2018 5:40 PM

Q14 You indicated dissatisfaction with the DVD and video collection. Please explain:

Answered: 12   Skipped: 419

#	RESPONSES	DATE
1	More variety of various topics dealing with health and wellness	12/5/2018 3:06 PM
2	Not enough.	11/22/2018 8:32 PM
3	Some of the documentaries from sources like PBS are not available	11/18/2018 1:36 PM
4	The DVDs are really old but the content is valuable. I wish they would be transferred on to a CD.	11/16/2018 2:07 PM
5	I would like more recent and up to date archaeology DVD options.	11/16/2018 12:00 PM
6	Some of the videos are outdated.	11/15/2018 10:27 AM
7	Easy accessibility and being more user friendly with a lot more content would be great.	11/15/2018 9:19 AM
8	Additional breadth in the field of sustainability studies would be valuable.	11/15/2018 9:17 AM
9	Very old stuff, Staff is unable to transfer to DVD? When the dvd snaps its over.	11/7/2018 4:28 PM
10	Some of these recourses are getting outdated now. Prefer on-line resources	11/4/2018 2:45 PM
11	Lacking a variety of resources for students with cognitive disabilities and/or inclusivity.	11/1/2018 7:42 AM
12	From what I recall, in a previous year, I had asked if there was a CD Audiobook collection and there was not.	10/31/2018 2:54 PM

Q15 You indicated dissatisfaction with the online streaming videos. Please explain:

Survey Branching: Q15 was asked to those who selected "somewhat/very dissatisfied" for online streaming videos in Q7.

Answered: 8   Skipped: 423

#	RESPONSES	DATE
1	Needs much more/better content.	12/3/2018 2:35 PM
2	could use more depth	11/26/2018 6:40 PM
3	sometimes when I stream videos they do not work properly	11/22/2018 1:26 PM
4	Some of the documentaries are not available	11/18/2018 1:36 PM
5	Some of the videos are outdated.	11/15/2018 10:27 AM
6	Easy accessibility and being more user friendly with a lot more content would be great	11/15/2018 9:19 AM
7	Keeps stopping when needed and a not all classrooms can get streaming videos	11/7/2018 4:28 PM
8	A wider selection would be nice. Of course I have no idea about the cost of these things so I would temper my dissatisfaction accordingly.	10/31/2018 8:28 PM

Q16 You indicated dissatisfaction with the Summon Search. Please explain:

Answered: 12   Skipped: 419

#	RESPONSES	DATE
1	I find it clumsy. I teach at universities and therefore have access to other libraries and I find myself always using a different library and never kpu library. This could be just a visual thing... but I know just intuitively that I do not prefer this library.	11/29/2018 11:27 AM
2	Not user friendly; does not aggregate for expanded searches; I often have to use other search engines (such as worldcat.org) to find what I am looking for and if it is available at KPU	11/29/2018 11:10 AM
3	I often need to directly search specific databases (ie jstor) to find an article I am searching for, summon seems to have trouble doing this	11/29/2018 11:10 AM
4	I find it to be a clunky and unreliable tool	11/26/2018 6:40 PM
5	Confusing and inexact.	11/22/2018 8:32 PM
6	Sometimes difficult to sort through the some of the additional entries that come up. A wheat from the chafe issue.	11/22/2018 2:21 PM
7	We do not always have the material I am looking for	11/22/2018 1:26 PM
8	I do not like the redundancy in references. I typically find the same resource mentioned more than once if I go through several pages of Summon Search. First-year students don't understand that newspapers and certain magazines are non-academic references, yet they are mentioned in Summon Search and students think they are acceptable references for research essays. Sometimes I use this database to find an article for a student. I know the article exists, but don't remember all the details to have the student find the article. Probably 8 out of 10 times the article doesn't show and I have to go through Medline, which takes longer, to locate details.	11/21/2018 11:21 AM
9	Often do not find what I am looking for- do not have relevant items related to search results	11/15/2018 9:30 AM
10	I usually manage just fine with search engines, but I have difficulty finding things with the library's. Yesterday, I typed in the title of a book I wanted, and pulled up dozens of references, most of which were book reviews. I don't think the library had the book, but I'm not really sure, because the search engine is so confusing. I had no problem finding the book in the Fraser Valley Regional Library system, so I will pick it up at a library near my home.	11/7/2018 11:47 AM
11	This is THE WORST search system I have ever encountered at a university library. It rarely is accurate and I have found other ways to access the material I need.	10/31/2018 3:05 PM
12	It's completely useless! The search results are often misleading and/or bizarre. I try not to use it.	10/31/2018 2:55 PM

Q17 You indicated dissatisfaction with the equipment services. Please explain:

Answered: 6   Skipped: 425

#	RESPONSES	DATE
1	Need to use video camera for training purposes every week but was not able to keep the equipment for the whole semester. So had to reserve, get, set it up every week - tedious!	12/5/2018 3:06 PM
2	I wanted audio equipment for my class. Staff were very helpful but I was shocked with the equipment itself. It didn't work well at all and was absolutely gigantic for such a simple thing	11/29/2018 11:27 AM
3	Terrible- equipment is NOT maintained and very little care given to this area.	11/15/2018 9:30 AM
4	Customer service and knowledge should be practiced in both Langley and Richmond as a few librarians were very rude and did not know where things were- unprofessional and discouraging, do not want to go back again.	11/9/2018 10:49 AM
5	You have nothing that the campus can use! You have a big old tv, and no large TV (lcd / led) types! and a few cows!	11/7/2018 4:28 PM
6	sometimes the equipment is incomplete; staff in the evenings don't know how to help	10/31/2018 4:23 PM

# Q18 You indicated dissatisfaction with the laptops. Please explain:

Survey Branching: Q18 was asked to those who selected "somewhat/very dissatisfied" for laptops in Q7.

Answered: 10   Skipped: 421

#	RESPONSES	DATE
1	I heard that previously, there were laptops available on a cart for students to use in class. However, I have investigated and it is not available anymore. Since computer labs are difficult to book, it would be nice to be able to borrow a cart of laptops for use in class.	12/3/2018 11:22 AM
2	The laptops are bulky and slow. The functionality is far too limited with the permissions restrictions and the inability to have persistent data for more than a single session. Accounts ought to be able to be set up for the duration of the use, and wiped again upon return to the library, rather than after each shutdown.	12/3/2018 10:05 AM
3	Each time I have received different laptop and every time I had to call the IT tech to come and connect the laptop to the internet or projector. The drives were not updated the VIA app was not install. Its much better to borrow one laptop for each semester.	11/22/2018 1:17 PM
4	The software seemed out of date/they ran slowly.	11/15/2018 12:38 PM
5	The laptops are old models and the booth process is always very slow. In addition, the laptops often failed to connect to the internet, thus making t hem useless for the most part.	11/15/2018 9:57 AM
6	You can't borrow it as conveniently as SFU.	11/15/2018 9:19 AM
7	The laptops work fine. We have had a few situations where we need to run one of our classes in a lab for one session in the full semester to run an MFT test. Quite often all the labs are booked up with classes running all semester. It would be great to have one cart with enough laptops for cases such as this.	11/9/2018 9:55 AM
8	The laptops I have borrowed were older and heavier.	11/8/2018 11:55 AM
9	1 small laptop! for the cloverdale campus! Unable to get what is needed in a timely fashion! No one answers the phone,and when they do its the wrong person.	11/7/2018 4:28 PM
10	They run out of power soon and there aren't enough outlets anyway to deal with it. I end up borrowing extension cords, which aren't safe.	10/31/2018 4:23 PM

Q19 Overall, how satisfied are you with the Library's resources?

Answered: 399   Skipped: 32
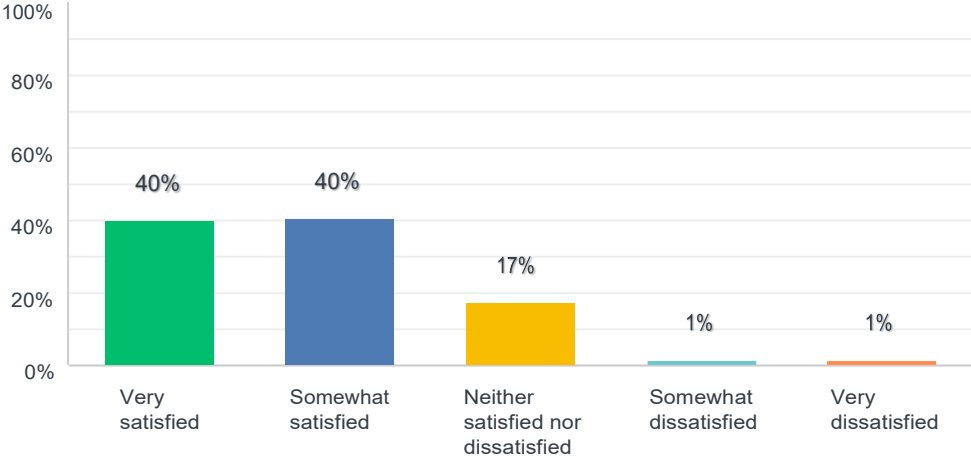
ANSWER CHOICES	RESPONSES	
Very satisfied	40%	159
Somewhat satisfied	40%	161
Neither satisfied nor dissatisfied	17%	69
Somewhat dissatisfied	1%	5
Very dissatisfied	1%	5
TOTAL		399

Library Facilities and Services (Q20 – Q70)

Q20 How important are each of these Library facilities and services to the work that you do?

Answered: 393   Skipped: 38

	HAVE NOT USED	NOT RELEVANT TO MY WORK	ESSENTIAL	VERY IMPORTANT	SOMEWHAT IMPORTANT	NOT AT ALL IMPORTANT	TOTAL
Library hours of operation	7% 26	12% 48	28% 108	29% 111	20% 77	4% 17	387
Research Help Desk hours	17% 66	17% 64	18% 70	23% 89	18% 69	7% 25	383
Assistance by reference librarians	15% 56	15% 56	22% 83	27% 103	15% 58	7% 28	384
Assistance by Library Service Counter staff	10% 39	12% 45	27% 104	32% 123	14% 56	5% 21	388
Intercampus loan service	21% 79	13% 49	24% 91	22% 83	12% 44	9% 36	382
Interlibrary loan service	21% 82	13% 49	24% 92	21% 80	12% 46	9% 35	384
Subject Guides	21% 78	14% 53	20% 76	19% 73	14% 54	11% 41	375
Library website	11% 41	9% 33	44% 169	24% 94	7% 29	5% 21	387
Library cleanliness	7% 26	8% 32	33% 127	36% 137	11% 42	4% 17	381
In-library presentation spaces (for small receptions and presentations)	22% 85	11% 42	17% 66	22% 85	14% 55	13% 48	381

Q21 Please rate your satisfaction with the Library facilities and services:

Survey Branching: Respondents were only shown the items they rated the importance of in Q20.

Answered: 356   Skipped: 75

	VERY SATISFIED	SOMEWHAT SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	TOTAL
Library hours of operation	44% 136	37% 114	14% 43	4% 11	1% 2	306
Research Help Desk hours	35% 85	32% 79	28% 70	4% 9	1% 3	246
Assistance by reference librarians	57% 148	25% 66	16% 42	1% 3	1% 2	261
Assistance by Library Service Counter staff	63% 187	22% 66	13% 39	1% 3	0% 1	296
Intercampus loan service	41% 101	28% 69	30% 74	0% 0	0% 1	245
Interlibrary loan service	37% 89	29% 69	33% 78	1% 2	1% 2	240
Subject Guides	35% 83	32% 76	32% 75	0% 0	0% 0	234
Library website	42% 128	37% 113	17% 53	4% 11	0% 1	306
Library cleanliness	45% 141	32% 101	20% 62	3% 8	1% 2	314
In-library presentation spaces (for small receptions and presentations)	31% 75	30% 74	35% 86	3% 8	1% 2	245

Q22 Tell us a story when the Library's facilities and services exceeded your expectations.

Survey Branching: Q22 was asked to those who selected "very satisfied" for one or more items in Q21.

Answered: 97   Skipped: 334

#	RESPONSES	DATE
1	I can't think of any, but I have been very happy with how the library meets my expectations.	12/8/2018 6:50 PM
2	Cant recall an exceptional story	12/5/2018 3:10 PM
3	The new computer lab in Richmond is well set up.	12/4/2018 10:10 AM
4	I had a librarian come to my class to present research resources and it was very helpful to the students.	12/3/2018 3:54 PM
5	after the renovation, the library space is spacious and full of light, as well as recognized by LEED	12/3/2018 2:40 PM
6	I dont have one sorry...I would like the old green wall to be changed to something useful and it looks ugly without anything there.	12/3/2018 1:25 PM
7	I have been impressed with the range of journals available online, and with the library's effort to tailor print and online collections to our department's needs. I prefer to access library resources online, if possible.	12/3/2018 12:56 PM
8	n/a	12/3/2018 11:24 AM
9	The front desk staff are so helpful and always have time for a friendly chat while helping! Connection and kindness is so important while interacting with Faculty and students!	12/3/2018 11:03 AM
10	just getting started	12/3/2018 10:54 AM
11	Fantastic, knowledgeable, and helpful staff	12/3/2018 10:43 AM
12	Always friendly and helpful	12/3/2018 10:24 AM
13	Nothing comes to mind	12/3/2018 10:09 AM
14	n/a	12/3/2018 10:08 AM
15	They allow us to put equipment into the library for student use that I would not have expected a library to handle. It really helps us! It also is really convenient for our students.	11/30/2018 1:38 PM
16	Always available to our students and always kept in order	11/30/2018 1:37 PM
17	how quickly new books can be made available to borrow.	11/30/2018 12:46 PM
18	We have needed a lot of interlibrary loans during certain research projects and so far, we've been able to get most of them	11/29/2018 5:03 PM
19	[Librarian] did a great job at preparing the subjects involved, helping my class to navigate the library website and showing them how to access info for citations. It is essential for my history	11/29/2018 1:22 PM
20	I make use of the librarians for instruction in MLA/ APA every semester. This year, [Librarians] took part in my department's writing labs. They delivered invaluable information to students. Ulrike, in particular, is a pleasure to work with and her dedication to making sure students have the tools they need makes me trust in the library's services and capacity.	11/29/2018 11:36 AM
21	My experience is that the Librarians are very knowledgeable and will go out of their way to help students and faculty find the resources they need. In one case I needed a page number and other reference information for a quote I was including in an academic paper I was working on, but did not have the book in my possession. I received all the applicable information through a chat with a librarian within about half an hour. I was so impressed!	11/29/2018 11:27 AM

22	Subject guides developed by Librarians are consistently excellent. The Criminology and Government Information resources developed by [Librarian] are invaluable for mid- and upper-year students. I ask my students to incorporate different types of resources into their research, and these guides offer an excellent starting point.	11/29/2018 11:15 AM
23	Many times helping my students with research and citation skills	11/29/2018 11:11 AM
24	Thank you	11/29/2018 11:11 AM
25	On numerous occasions I have needed audio visual equipment and the staff have allowed me to review all of the options before making a choice.	11/26/2018 9:26 AM
26	I've always liked the bright lights and roominess of the library. It presents a welcoming aura.	11/25/2018 9:46 AM
27	Staff went to great trouble to locate research material for my classes which was difficult to find.	11/24/2018 5:45 PM
28	I have generally found all Library staff to be friendly and helpful	11/22/2018 11:45 PM
29	Oh, see my previous comment regarding the computer classroom on the west side of Surrey library's first floor...	11/22/2018 10:44 PM
30	The librarian who help me at the circulation desk are always cordial, helpful, professional, and personable. They are a highlight of my many trips to the library.	11/22/2018 3:04 PM
31	I love the design of the Cloverdale campus Library. The study tables and lamps, and study rooms are great for small group work. The computer is good, and I book it regularly for my classes.	11/22/2018 2:58 PM
32	I'm not an intensive user of the library services being a contract faculty, so I can't really contribute any relevant stories here, sorry.	11/22/2018 2:56 PM
33	We used the library computer lab in my classes to develop Mahara e-portfolios. This was great!	11/22/2018 2:00 PM
34	Not relevant because I always get very efficient service.	11/22/2018 2:00 PM
35	I need a laptop computer for class at the last minute. The counter staff were very helpful in getting me the laptop ASAP and telling me I could return it to a different campus if I wanted.	11/22/2018 1:24 PM
36	I don't have a specific story. I would like to commend the people who work behind the counters and in the AV equipment area for being friendly and helpful.	11/21/2018 11:27 AM
37	The now-retired Librarian in History developed several course-specific guides for my classes to an extremely high level of quality and usability--a huge boon to my students.	11/20/2018 1:43 PM
38	Expertise in Computer Systems and Software!!	11/20/2018 12:32 AM
39	When I do a search and most of the articles I want are available for immediate download, I am very happy. Unfortunately, it seldom happens.	11/19/2018 12:35 PM
40	I had trouble accessing an online periodical article. The librarian was going on vacation the next day, but ensured that one of her colleague would follow up and contact me the next day, which the other person did. This helped me to locate the article I wanted.	11/18/2018 1:40 PM
41	Generally I like the suggestions of the "talk here don't talk here" signage. I think it works.	11/16/2018 4:55 PM
42	The counter staff are always very helpful and even when they don't know something they will find someone who knows.	11/16/2018 2:10 PM
43	The Science Librarian has been very good at assisting in developing learning activities for our science program regarding using the library resources and searching for journal articles and is always keen to improve on something that works well already. Thank you!	11/16/2018 12:19 PM
44	I made a request for an inter-library loan for a very obscure journal article that was hard to find. They found it and sent it to me. I was very impressed and appreciative. You folks do great work.	11/16/2018 12:03 PM
45	thank you	11/16/2018 12:03 AM
46	The reference librarians are very professional, knowledgeable and helpful.	11/15/2018 8:59 PM
47	[Librarian] assistance with Research was excellent	11/15/2018 2:19 PM
48	I know I usrp the space for events sometimes in the Gallery and the staff are so accommodating. All very supportive and very very helpful	11/15/2018 12:30 PM
49	Training for first year students on the use of the library using the computer labs	11/15/2018 10:39 AM
50	[Librarian] is always awesome. I have no one story because she is consistently excellent.	11/15/2018 10:29 AM

51	The waterfall display of new books and the adjacent new book section is the highlight of my walkabout on campus. I almost always find a title to borrow.	11/15/2018 10:02 AM
52	The front staff are always very helpful when looking for library resources required for our work.	11/15/2018 10:00 AM
53	Awesome assistance for last minute requests for equipment.	11/15/2018 9:23 AM
54	When librarians are available in the evening to help with research until closing.	11/15/2018 9:19 AM
55	I find having my students attend a session in the library which is run by the library staff gives them an advantage for their research and as many of them might not otherwise go into the physical building and speak to a human being it can help them when they are in a bind and need to find someone who knows the answers. This is particularly important with my first year students who are in many cases experiencing university for the first time.	11/15/2018 8:57 AM
56	When I need ILL materials, the service is always very prompt, which is excellent!	11/15/2018 8:50 AM
57	Don't have one.	11/15/2018 8:45 AM
58	Actually, I don't have information to put in this box, but I would like to mention that often the computers aren't working properly in the teaching lab on the main floor of the library in Surrey. I often have to restart computers or students in my classes find they must move to another computer because they one they sat at isn't working properly. And the lighting isn't great in that room: there's often glare from the windows on one side. I also noticed recently that some of the computers in the lab had odd display appearance on the screen--the screen was blown up, distorted in some way. Also, it wasn't easy to log off: the screen appearance is not what I have seen in the past, with strange icons on it that I did not recognize. When did that happen, and am I the only one in the room who doesn't know what to do with it? (I will ask the librarian next time my class has a workshop.)	11/10/2018 1:14 PM
59	some librarians are great and make the library a place to want to go to for help. However, some librarians are rude and not knowledgeable. This makes it discouraging and represent the library services in a negative way. Makes me not want to go back.	11/9/2018 10:54 AM
60	I am always grateful for the counter service support I receive when I bring in new faculty to help them get their KPU card. The staff are always helpful!	11/9/2018 9:58 AM
61	The green wall in the Surrey library is amazing when it is fully setup with plants and maintained.	11/8/2018 9:27 PM
62	Example 1: In my experience, reference desk librarians always go out of their way to help. Example 2: [Librarian] came to my office to help with setting up library resources on my Moodle site. Thank you!	11/8/2018 5:46 PM
63	The counter staff and librarians are excellent, very helpful and friendly	11/8/2018 5:31 PM
64	In providing quick response to space requests.	11/8/2018 10:48 AM
65	Front counter staff is friendly and helpful	11/8/2018 10:14 AM
66	Not applicable.	11/8/2018 7:55 AM
67	I needed to tape a class. Equipment was super and the help was excellent.	11/8/2018 7:08 AM
68	counter staff are always pleasant and extremely helpful!	11/8/2018 6:34 AM
69	[Librarian] did a fabulous introduction to research in the library for my English 1100 course. I have seen many such sessions indifferent universituies and hers was by far the most useful.	11/7/2018 10:53 PM
70	[Librarian] is amazing - intro to library for new design students is always clear, flexible to our class schedule.	11/7/2018 6:57 PM
71	The pleasantness of some of the staff working at the counter.	11/7/2018 6:51 PM
72	The hours are great, and whenever I have phoned any of the library locations, the service(s) has been very satisfactory. Thank you!	11/7/2018 2:06 PM
73	Overall accommodations for my department's needs	11/7/2018 12:16 PM
74	I can't think of one	11/7/2018 11:58 AM
75	Any personal contact usually exceeds expectations. More importantly, my students often tell stories of the help received--being pointed towards books, journals & databases for research projects.	11/7/2018 11:39 AM
76	Library counter staff have always been incredibly quick to assist me when requested. Staff have always responded in a friendly, polite and professional manner.	11/7/2018 11:34 AM
77	[Audiovisual Technician] has made herself available many times to discuss ordering of technical resources and stays in constant communication with music video production resources are in high use. She is an excellent resource and a true professional.	11/7/2018 11:31 AM
78	Update to lab...very important!	11/5/2018 4:55 PM

79	[Librarian] has facilitated a number of course-specific workshops for my classes and is absolutely wonderful! She is knowledgeable, thorough, and provides an excellent service to help first year students navigate their assignments.	11/2/2018 4:48 PM
80	see previous note	11/2/2018 12:51 PM
81	The Voice recording devices	11/2/2018 12:18 PM
82	I use the online chat box feature regularly. Also I love that the IT Services helpdesk is also located at the Surrey library. So convenient!	11/1/2018 2:24 PM
83	Books arrive from other campuses extremely quickly.	11/1/2018 9:29 AM
84	[Librarian] put together a fabulous subject guide to fact checking for my class. It was thorough, easy to use, and exactly what I was looking for.	11/1/2018 7:50 AM
85	I've been here a long time; my expectations reflect that. I have become used to library staff friendly help, and I would be sad to see that undermined. ILL staffers (whom I've met only on-line, so couldn't thank) have gone out of their way to trace obscure books and explain to me the various problems (eg, costs, delays) that they faced, asking for my input. Much appreciated.	11/1/2018 7:36 AM
86	Some of the circulation desk people go way out of their way to be very helpful.	10/31/2018 6:17 PM
87	I brought my daughter to the Surrey library in late summer to get her student card, as she had graduated from high school and had already registered at KPU. The librarian at the main desk (wish I could remember his name) was very caring and approachable. He was humorous as well, leaving my daughter with an excellent impression of the Library. Kudos to the librarian! I really wasn't expecting to have such a great experience for my daughter.	10/31/2018 5:08 PM
88	we have the best librarians; litera scripta manet - keep them thar books on the shelves (please). and Open resources - KORA etc - brilliant behind the scenes work!!	10/31/2018 4:55 PM
89	There was a delay in the arrival of a DVD purchase ... the library got it from another institution so that I could still show it in class.	10/31/2018 4:52 PM
90	Short lead time to reservation of equipment	10/31/2018 4:40 PM
91	The desk librarian and library services have helped my first-year students understand the importance (and the mechanics) of proper citation.	10/31/2018 3:56 PM
92	The library staff are awesome and helpful	10/31/2018 3:38 PM
93	The library staff, especially the Criminology Librarian exceeded all expectations. Any library workshop I organize for my students has been incredible and a great learning exercise. When the Crim Librarian hasn't been available other incredible librarians help out and I even learn a little bit with each workshop.	10/31/2018 3:08 PM
94	No story to tell; although I am generally satisfied.	10/31/2018 2:58 PM
95	[Librarian] always exceeds my expectations.	10/31/2018 2:56 PM
96	I love that the library closes late at night. For those of us, like myself, who work full-time and study, it is wonderful to know there is a safe and quiet space to study after work.	10/31/2018 2:56 PM
97	I used to often check-out laptops from the library equipment area. The staff have always been very pleasant.	10/31/2018 2:54 PM

Q23 You indicated dissatisfaction with the library hours of operation. Please explain:

Answered: 12   Skipped: 419

#	RESPONSES	DATE
1	Extending operating hours on weekends would enhance our students' ability to meet and work on collaborative research projects. It is important to recognize that our campuses do not provide many dedicated work spaces for students aside from the Libraries.	11/29/2018 11:20 AM
2	would like to see some part of Surrey campus library open 24/7, at least during exams	11/26/2018 6:46 PM
3	Our department had weekend classes last year and students weren't always able to get into the library when they needed.	11/21/2018 11:32 AM
4	Longer on Saturdays	11/16/2018 4:55 PM
5	An extended library hours will be helpful in supporting the need of our students. at a minimum, the library hours for weekend should be extended instead of the current operational hours.	11/15/2018 10:06 AM
6	Weekend hours are horrible (but they have improved).	11/15/2018 9:23 AM
7	There are odd hours when we have to work but the library may be closed or if it is open, very busy.	11/15/2018 9:21 AM
8	When a student needs help? the wrong person is on duty.	11/7/2018 4:35 PM
9	On the Langley campus library hrs are somewhat reduced in summer hrs even though we have classes and some run in the evenings and Saturdays	11/4/2018 2:46 PM
10	Friday nights- closed. I often teach on Friday nights and feel unsupported; students don't have equitable access with others. Saturdays, we are asked to leave everywhere by 4pm.	10/31/2018 4:25 PM
11	It seems that when I need the library, whether in reading break, after hours, its not open.	10/31/2018 3:08 PM
12	Longer hours of operations would be ideal especially on the weekend	10/31/2018 3:00 PM

Q24 You indicated dissatisfaction with the Research Help Desk hours. Please explain:

Answered: 12   Skipped: 419

#	RESPONSES	DATE
1	would like to see librarian available in evenings	11/26/2018 6:46 PM
2	Librarians not available in the evening and weekends at the Langley campus	11/22/2018 4:34 PM
3	Our department had weekend classes last year and students weren't always able to get library assistance when they needed.	11/21/2018 11:32 AM
4	Longer on Saturdays	11/16/2018 4:55 PM
5	I am neither satisfied or dissatisfied. It is just that I have not had many opportunities to find them useful to my need.	11/15/2018 10:06 AM
6	Extended hours would be great!!	11/15/2018 9:21 AM
7	Students need to be shown how to do research and need help with citations. This takes time	11/15/2018 9:20 AM
8	The research help representative in Langley was great and very helpful! The research help representative in Richmond was very not knowledgeable and unhelpful!	11/9/2018 11:04 AM
9	the wrong person is on duty.	11/7/2018 4:35 PM
10	Sometimes when students need help, there is not librarian available to answer questions.	11/7/2018 12:27 PM
11	same as above	11/4/2018 2:46 PM
12	As above.	10/31/2018 4:25 PM

Q25 You indicated dissatisfaction with the assistance by reference librarians. Please explain:

Survey Branching: Q25 was asked to those who selected "somewhat/very dissatisfied" for assistance by reference librarians in Q21.

Answered: 6   Skipped: 425

#	RESPONSES	DATE
1	The librarians are leaving too early and cannot give the hands on help. After the librarian leaves, there are students who need help particularly when assignments are due.	11/15/2018 9:19 AM
2	The one time I've called for assistance, I was simply told to use the online system (which I'd already done) and when the system ran slowly for the librarian I was speaking to, they decided they couldn't help me and asked me to call back later.	11/15/2018 9:02 AM
3	The representative in Richmond was not knowledgeable and unhelpful!	11/9/2018 11:04 AM
4	when i need to order avi equipment no one on duty can help?	11/7/2018 4:35 PM
5	They are not at the desk enough.	11/1/2018 2:07 PM
6	As above. Please communicate availability even more widely.	10/31/2018 4:25 PM

Q26 You indicated dissatisfaction with the assistance by Library Service Counter staff. Please explain:

Answered: 4   Skipped: 427

#	RESPONSES	DATE
1	The counter staff representative in Richmond was very not knowledgeable and unhelpful!	11/9/2018 11:04 AM
2	the person needs more training	11/7/2018 4:35 PM
3	There have been times when the staff have been having personal conversations while people have been waiting in line. I have experienced rudeness and argumentativeness by a senior staff member at the counter.	11/7/2018 11:38 AM
4	Don't know the answers to equipment questions; are not trained.	10/31/2018 4:25 PM

Q27 You indicated dissatisfaction with the intercampus loan service. Please explain:

Survey Branching: Q27 was asked to those who selected "somewhat/very dissatisfied" for intercampus loan service in Q21.

Answered: 1   Skipped: 430

#	RESPONSES	DATE
1	stuff never comes when you need it	11/7/2018 4:35 PM

Q28 You indicated dissatisfaction with the interlibrary loan service. Please explain:

Survey Branching: Q28 was asked to those who selected "somewhat/very dissatisfied" for interlibrary loan service in Q21.

Answered: 4   Skipped: 427

#	RESPONSES	DATE
1	Receiving materials takes a long time and over half of what I need for research is not available.	12/9/2018 1:07 PM
2	Length of service is sometimes too long and if I find something last minute that I'd like to use for class, it comes too late.	11/21/2018 11:32 AM
3	comes to late to use	11/7/2018 4:35 PM
4	I have attempted this before but it seems too slow and inconsistent to be of use.	10/31/2018 3:08 PM

Q29 You indicated dissatisfaction with the Library website. Please explain:

Answered: 11   Skipped: 420

#	RESPONSES	DATE
1	It's a pain to use-it used to have its own login - maybe thats changed now (shows how infrequently I use it) but that was always a pain. Hard to find things.	12/3/2018 10:10 AM
2	Confusing!!! Difficult to easily and quickly access information. Look at the other universities such as UBC, UW etc.	11/22/2018 8:35 PM
3	Can be a bity overwhelming to find things. Library PIN reset not easy to find.	11/22/2018 5:49 PM
4	I did not	11/22/2018 1:20 PM
5	I do not, in general, like the mobile device-friendly format. Students have complained to me about it as well.	11/15/2018 10:30 AM
6	Cannot locate search items easily	11/15/2018 9:31 AM
7	Sometimes it is difficult to book a DVD, and once the website took me on a labrynthian tour of what seemed like one thousand links to figure it out. I had to phone a librarian and then she wasn't able to figure it out either.	11/15/2018 8:46 AM
8	clunky, hard to use to book resource	11/8/2018 1:51 AM
9	Not a lot of trades stuff on the web site	11/7/2018 4:35 PM
10	I find it confusing and hard to use.	11/7/2018 11:50 AM
11	Mostly I mean summons, but the catalogue search is also unwieldy and difficult to use.	10/31/2018 2:57 PM

Q30 You indicated dissatisfaction with the Library cleanliness. Please explain:

Answered: 8   Skipped: 423

#	RESPONSES	DATE
1	the keyboards and computers are always greasy and dirty.	11/30/2018 1:07 PM
2	there is always garbage strewn around; need more garbage/recycling cans and need them to be emptied more frequently. Also, the computer keyboards and monitors as well as desks should be CLEANED, not just (half-heartedly) dusted	11/26/2018 6:46 PM
3	Perhaps it reflects on fellow users more than the cleaning staff possibly keeping up with people who don't clean up after themselves (taking their garbage/recycling with them and dealing with it)	11/15/2018 10:50 AM
4	At the entrance, the huge mat has a lot of garbage (hair and other stuff).	11/15/2018 9:58 AM
5	Rug at the front of surrey library is very dirty, trash bins often end up with piles of garbage atop them.	11/15/2018 9:10 AM
6	Sometimes the recycling bins are not emptied and there are cans and bottles hanging out.	11/7/2018 12:27 PM
7	Floors in workroom / some study rooms not vacuumed often enough and paper recycle not emptied often enough.	11/5/2018 4:56 PM
8	Too much garbage, etc. for the receptacles. Need bigger ones or more frequent emptying.	10/31/2018 3:57 PM

Q31 You indicated dissatisfaction with the in-library presentation spaces (for small receptions and presentations). Please explain:

Answered: 7   Skipped: 424

#	RESPONSES	DATE
1	need to have a small presentation room with seating and projector that could seat about 15-20 people for small presentations	11/26/2018 6:46 PM
2	The Surrey computer presentation room is too large, difficult to move around in as an instructor, and many computers don't work (at least in my experience).	11/21/2018 11:32 AM
3	There doesn't seem to be this space...or if there is, it's nearly impossible to book.	11/15/2018 12:39 PM
4	The presentation spaces within the library should be part of the university booking system, so that we can have a process for accessing the space that is similar to other booking spaces on campus. If it is to be separate, then the booking process should be made know to all staff, rather than going through individual staff within the library to get access to the space.	11/15/2018 10:06 AM
5	There are no presentation spaces at Cloverdale / Tech, unless you mean the study rooms???	11/8/2018 7:56 AM
6	Not much space as Surrey Campus	11/6/2018 3:05 PM
7	It would be ideal to have more closed meeting room spaces to have meetings or presentations. Meeting room space is very limited on campus.	10/31/2018 3:20 PM

Q32 Overall, how satisfied are you with the Library's facilities and services?

Answered: 387   Skipped: 44
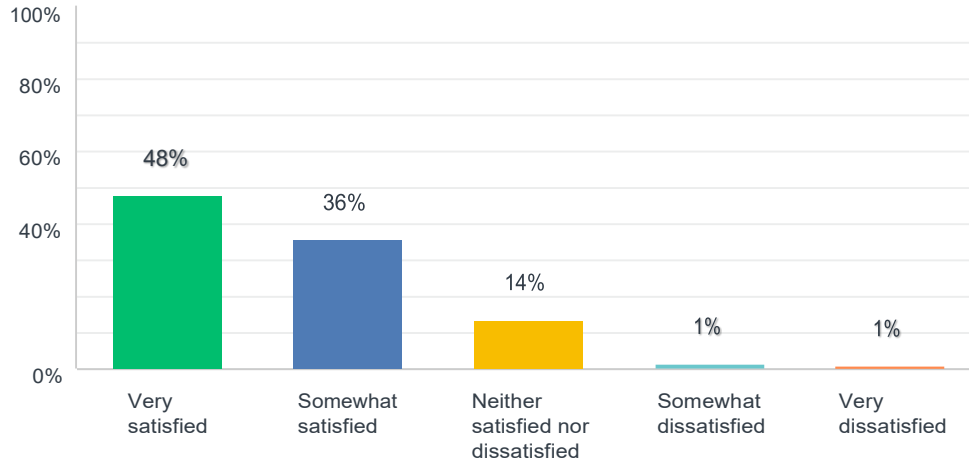
ANSWER CHOICES	RESPONSES	
Very satisfied	48%	185
Somewhat satisfied	36%	140
Neither satisfied nor dissatisfied	14%	53
Somewhat dissatisfied	1%	5
Very dissatisfied	1%	4
TOTAL		387

Q33 How important are the following faculty services provided by the Library to the work that you do?

Answered: 204   Skipped: 227

	HAVE NOT USED	NOT RELEVANT TO MY WORK	ESSENTIAL	VERY IMPORTANT	SOMEWHAT IMPORTANT	NOT AT ALL IMPORTANT	TOTAL
Resources for Faculty Page on the Library website	30% 61	2% 5	29% 58	25% 51	12% 24	1% 2	201
Course reserves	28% 57	6% 12	25% 50	24% 49	13% 26	3% 7	201
Copyright information	22% 44	2% 4	24% 48	36% 72	16% 32	0% 1	201

Q34 Please rate your satisfaction with the faculty services provided by the Library:

Answered: 171   Skipped: 260

	VERY SATISFIED	SOMEWHAT SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	TOTAL
Resources for Faculty Page on the Library website	44% 59	36% 48	20% 27	1% 1	0% 0	135
Course reserves	56% 74	24% 32	19% 25	1% 1	0% 0	132
Copyright information	42% 63	31% 46	25% 37	2% 3	0% 0	149

Q35 Tell us a story when the Library's faculty services exceeded your expectations.

Answered: 21   Skipped: 410

#	RESPONSES	DATE
1	I have been very happy with how the library meets my expectations.	12/8/2018 6:51 PM
2	When I have needed to access materials from other institutions I have found KPU's interlibrary loan system to be smooth and prompt.	12/3/2018 12:59 PM
3	n/a	12/3/2018 11:25 AM
4	Students doing a research project had a librarian who spent a long time helping them get sorted. They raved about the service...but didn't get a name!	12/3/2018 11:08 AM
5	n/a	12/3/2018 10:09 AM
6	The librarians do a great job working with my department's library committee, and [Librarian] has been so responsive and helpful in helping me to increase the holdings in my particular area of	11/29/2018 11:38 AM
7	The plagiarism tutorial is excellent. I now require all students to earn a tutorial Moodle badge before I will accept their assignments.	11/29/2018 11:23 AM
8	Thanks!	11/29/2018 11:12 AM
9	My requests to have books put on Reserve and my requests to have books ordered to support my courses and program are always responded to quickly and efficiently.	11/22/2018 3:06 PM
10	See previous account.	11/16/2018 12:04 PM
11	Personalized support for unique requests.	11/15/2018 9:19 AM
12	I decided to have a class with no text, prior to selecting guided readings I used the libraries resources to determine that I was within copywright laws. I also selected all of the readings from the databases available at our library.	11/15/2018 8:58 AM
13	The website is very useful, I almost always send my students to the library website for APA issues	11/8/2018 5:32 PM
14	[Librarian] is the only person who knows what to do! Very helpful and accommodating, the others need to be retrained in people skills and communication	11/7/2018 4:40 PM
15	Presentations and resources availability for copyright information	11/7/2018 12:17 PM
16	No.	11/7/2018 11:40 AM
17	Course reserves have been great.	11/7/2018 11:40 AM
18	Liaison Librarians are very helpful and engaging.	11/6/2018 3:06 PM
19	"a story" there are so many good and happy experiences with the KPU library services. I keep sending students to [Librarian] and if they would just spend more time reading and you figured out how to encourage reading beyond bullet points I'd be even happier.	10/31/2018 4:57 PM
20	Honestly, I did not know about faculty services or course reserves - I need to learn more about this.	10/31/2018 3:57 PM
21	As before.	10/31/2018 2:59 PM

Q36 You indicated dissatisfaction with the resources for Faculty Page on the Library website. Please explain:

Answered: 1   Skipped: 430

#	RESPONSES	DATE
1	I don't feel like we are told enough about how to access online periodicals and journals	11/29/2018 11:55 AM

Q37 You indicated dissatisfaction with the copyright information. Please explain:

Answered: 1   Skipped: 430

#	RESPONSES	DATE
1	Very poor in communicating	11/15/2018 9:31 AM

Q38 How important are the following instructional services provided by the Library to the work that you do?

Answered: 193   Skipped: 238

	HAVE NOT USED	NOT RELEVANT TO MY WORK	ESSENTIAL	VERY IMPORTANT	SOMEWHAT IMPORTANT	NOT AT ALL IMPORTANT	TOTAL
Library Research Skills classes taught by Librarians	30% 58	4% 8	33% 63	23% 44	9% 17	2% 3	193
Faculty collaborating with Librarian on a teaching session	37% 71	7% 14	24% 46	18% 35	11% 21	3% 6	193
Research Skills Assignments given during Library Research Skills classes	37% 71	5% 9	22% 42	20% 38	11% 21	5% 10	191
Faculty collaborating with Librarian on an assignment	42% 81	7% 13	17% 33	19% 36	11% 21	4% 8	192
Library teaching space and equipment	30% 58	5% 10	27% 51	21% 41	13% 25	3% 6	191
Collaboration with your Liaison Librarian	29% 55	4% 7	30% 57	24% 46	13% 25	1% 2	192
Online Plagiarism Tutorial	21% 41	2% 3	43% 83	23% 45	9% 17	2% 3	192

Q39 Please rate your satisfaction with the instructional services provided by the Library:

Survey Branching: Respondents were only shown the items they rated the importance of in Q38.

Answered: 162   Skipped: 269

	VERY SATISFIED	SOMEWHAT SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	TOTAL
Library Research Skills classes taught by Librarians	58% 74	22% 28	17% 22	1% 1	2% 2	127
Faculty collaborating with Librarian on a teaching session	52% 55	20% 21	25% 26	1% 1	2% 2	105
Research Skills Assignments given during Library Research Skills classes	50% 56	25% 28	23% 25	1% 1	1% 1	111
Faculty collaborating with Librarian on an assignment	48% 46	22% 21	28% 27	0% 0	2% 2	96
Library teaching space and equipment	35% 42	38% 46	22% 27	3% 4	2% 2	121
Collaboration with your Liaison Librarian	63% 82	20% 26	15% 20	0% 0	2% 2	130
Online Plagiarism Tutorial	47% 69	31% 46	18% 26	4% 6	0% 0	147

Q40 Tell us a story when the Library's instructional service(s) exceeded your expectations.

Survey Branching: Q40 was asked to those who selected "very satisfied" for one or more items in Q39.

Answered: 37   Skipped: 394

#	RESPONSES	DATE
1	Our liaison librarian is a jewel who works so hard to assist the department with acquisitions, displays, any way to support us.	12/9/2018 1:11 PM
2	I have been very happy with how the library meets my expectations.	12/8/2018 6:51 PM
3	The APA seminar in the lab is very well done.	12/4/2018 10:11 AM
4	I do not have one.	12/4/2018 9:39 AM
5	[Librarian] has always been willing to teach library research skills to Sustainable Agriculture students, and to tailor her lessons to our needs.	12/3/2018 1:00 PM
6	[Librarian] really makes an effort to tailor the Research Skills session to the subject my class is working on.	12/3/2018 11:26 AM
7	I send my first year students to the library every semester. It is an essential class for them, and collaborating with the librarians is always a pleasure. I'm very glad faculty and students can learn with/from the KPU librarians!	12/3/2018 10:45 AM
8	The online plagiarism module is an essential component of the academic honesty culture at KPU. I hope that [Librarian] is given more opportunity to develop resources particularly for international students. Her expertise is essential in this regard.	11/29/2018 11:40 AM
9	[Librarian] has delivered tailored instruction sessions on locating government information to my upper level classes. I find that our students develop effective research skills related to academic resources (scholarly texts, periodicals) as they progress through their degrees, but they still rely on basis web searches to identify government info. Focused instructional sessions on this topic result in significant improvements in student research abilities (and the subject guide is helpful, too).	11/29/2018 11:28 AM
10	Thanks!	11/29/2018 11:12 AM
11	[Librarian] has been great to work with, accommodating, resourceful and collaborative.	11/22/2018 10:36 PM
12	[School of Business Instructor] facilitated several sessions for my classes and she was amazing! Organized, engaging and knowledgeable!	11/22/2018 2:02 PM
13	The librarian adapted her teaching session to my class when she assessed their base knowledge	11/22/2018 1:30 PM
14	Now-retired liaison in History developed bespoke Library research skills assignments for my first-years, emphasizing a "history from below" approach that tied in directly to our course content/historiographical angle for the semester. Marvellous.	11/20/2018 1:46 PM
15	The librarian was very knowledgeable about the online resources available at KPU, and I learnt about ones that I was not aware of.	11/18/2018 1:44 PM
16	Excellent teaching librarians	11/16/2018 4:56 PM
17	[Librarian] - she's great	11/15/2018 2:21 PM
18	Library training has become a standard part of my intro class thanks to [Librarian].He customized the training to match the course assignment.	11/15/2018 10:41 AM
19	[Librarian] has been great in offering her services for our department. The workshops and handouts exceed my expectations.	11/15/2018 10:05 AM
20	I have already mentioned the importance of the research and library skills programs to my first year students.	11/15/2018 8:59 AM
21	In providing support to students requiring ways of facilitating research objectives.	11/8/2018 10:50 AM

22	our liaison prepared subject-specific research skill assignments that the students found very useful - greatly appreciated by our department (History)	11/8/2018 6:36 AM
23	[Librarian] provides intro session for our students that are content relevant	11/7/2018 7:20 PM
24	sorry it's yet to happen	11/7/2018 4:43 PM
25	[Librarian] came and spoke to my first year class a couple of years ago about research and was extremely well prepared and delivered his messages effectively!	11/7/2018 3:20 PM
26	[Librarian] is an amazing presenter and is passionate about her role. She is very prepared and engaging when doing library orientations and workshops	11/7/2018 1:19 PM
27	Have had many collaborations with Librarian on research workshops for my classes including APA guidelines. Has always been helpful	11/7/2018 12:19 PM
28	No.	11/7/2018 11:42 AM
29	[Librarian] has provided excellent instructional services to many of my first year criminology courses. She is always so helpful to my students and always willing to be flexible with her time to accommodate my classes at various campuses and times, including many late evening classes!	11/2/2018 4:50 PM
30	I really like that the plagiarism tutorial awards badges that are visible in Moodle.	11/1/2018 2:26 PM
31	I personally have not used, but the program I chair does; the instructor tells me great things about it.	11/1/2018 7:39 AM
32	just knowing you are there for us whenever we need you is the best. doesn't happen in a lot of other places.	10/31/2018 4:58 PM
33	I invite a librarian to my class because it is effective.	10/31/2018 4:56 PM
34	Helping to find online journal articles, and optimize library subscriptions for my research	10/31/2018 4:44 PM
35	They create practical guidelines for students.	10/31/2018 4:26 PM
36	[Librarian] has a half-hour presentation about the Library, which he delivers to my MRKT1199 classes. He provides tremendous exposure to my students about the services and databases that are available at the Library.	10/31/2018 3:59 PM
37	Once again …	10/31/2018 3:00 PM

Q41 You indicated dissatisfaction with the Library Research Skills classes taught by Librarians. Please explain:

Answered: 2   Skipped: 429

#	RESPONSES	DATE
1	I'd like the librarian to support the goals related to the assignment that requires research skills	11/29/2018 4:38 PM
2	same old thing,	11/7/2018 4:46 PM

Q42 You indicated dissatisfaction with the faculty collaborating with Librarian on a teaching session. Please explain:

Answered: 2   Skipped: 429

#	RESPONSES	DATE
1	I've tried to work with the librarian but the librarian prefers to things her way	11/29/2018 4:38 PM
2	never there	11/7/2018 4:46 PM

Q43 You indicated dissatisfaction with the Research Skills Assignments given during Library Research Skills classes. Please explain:

Answered: 1   Skipped: 430

#	RESPONSES	DATE
1	same old thing	11/7/2018 4:46 PM

Q44 You indicated dissatisfaction with the faculty collaborating with Librarian on an assignment. Please explain:

Answered: 2   Skipped: 429

#	RESPONSES	DATE
1	As above - the librarian prefers to follow what she perceives as the best goals for my students with respect to the assignment	11/29/2018 4:38 PM
2	she is not there	11/7/2018 4:46 PM

Q45 You indicated dissatisfaction with the library teaching space and equipment. Please explain:

Answered: 5   Skipped: 426

#	RESPONSES	DATE
1	The teaching lab at Langley is poorly designed and is not large enough to accommodate 35 student.	11/23/2018 11:27 AM
2	Again, I have not been made aware of this space.	11/15/2018 12:40 PM
3	Equipment is in poor working condition and very little support or service.	11/15/2018 9:33 AM
4	a crowded narrow room where it was impossible to see all my students at once	11/7/2018 10:55 PM
5	I once found myself trying to help a student, while competing with another group holding a formal meeting on the first floor (back right corner). They were using a microphone! A talking-allowed section is one thing, but when you have a group using a microphone, the rest of that floor is pretty unusable for anyone else.	11/7/2018 11:54 AM

Q46 You indicated dissatisfaction with the collaboration with your Liaison Librarian. Please explain:

Answered: 2   Skipped: 429

#	RESPONSES	DATE
1	I've tried to work things out with the librarian to get her to understand the goals of the research assignment but have not had success.	11/29/2018 4:38 PM
2	Who is this person, is he or she full time on cloverdale campus?	11/7/2018 4:46 PM

Q47 You indicated dissatisfaction with the online plagiarism tutorial. Please explain:

Answered: 5   Skipped: 426

#	RESPONSES	DATE
1	It is too basic as it currently stands. I must say that I am happy we have the tutorial but it needs some revision because students are still plagiarizing on a large scale.	11/29/2018 4:38 PM
2	For each class, I require my students to complete the Plagiarism Tutorial, and it is a very useful tutorial for introducing the idea of plagiarism and academic citations to them, but as the questions are passive awareness questions, the students do not acquire working skills in how to appropriately cite secondary research. The badge title "I Cite My Sources" is certainly a misnomer. A second tutorial requiring students to practice creating correct MLA and APA citations would be useful.	11/22/2018 3:05 PM
3	My two worst plagiarism cases were committed by awardees of the online plagiarism tutorial digital badge. I'm not sure how effective it is. At the very least, it should be considered as just one, small moving part in a much broader educational program against rising plagiarism.	11/20/2018 1:49 PM
4	Little promotion of awareness and what this means/ does. Only aware of it via faculty word of mouth	11/15/2018 9:33 AM
5	Students who have completed it sometimes seem not to have grasped the concepts as they commit obvious plagiarism with no attempts to disguise it. When asked about it they report they did not understand that they were plagiarizing.	11/2/2018 12:55 PM

Q48 If you schedule Library Research Skills classes would you prefer to:

Answered: 196   Skipped: 235
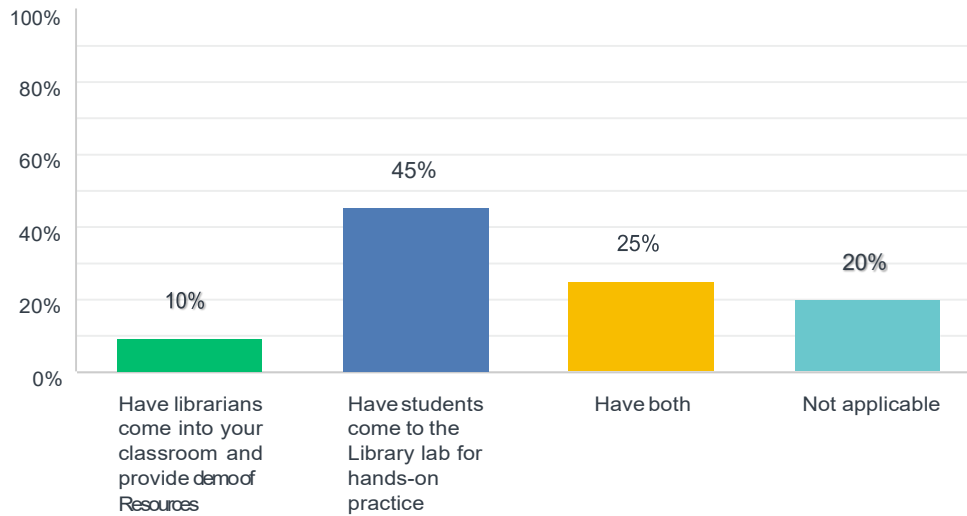
ANSWER CHOICES	RESPONSES	
Have librarians come into your classroom and provide a demonstration of resources	10%	19
Have students come to the Library lab for hands-on practice	45%	89
Have both	25%	49
Not applicable	20%	39
TOTAL		196

Q49 How likely are you to use the following online tutorials in your classes?

Answered: 193   Skipped: 238

	DEFINITELY	VERY LIKELY	MODERATELY LIKELY	NOT AT ALL LIKELY	TOTAL
Ask the right question (going from topic to searchable question)	20% 39	23% 45	34% 66	22% 43	193
Types of information (scholarly, popular, trade)	28% 53	24% 46	29% 56	19% 37	192
Evaluate your sources	27% 51	27% 51	26% 49	20% 38	189
Search tools (Summon, databases)	32% 61	30% 57	21% 41	17% 33	192

Q50 How important is it that students receive badges on completion of online tutorials which show up in Moodle?

Answered: 193   Skipped: 238
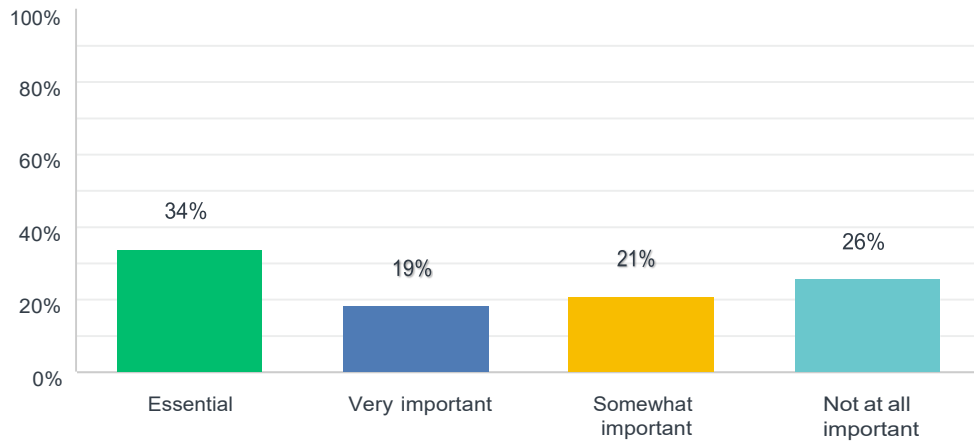
ANSWER CHOICES	RESPONSES	
Essential	34%	66
Very important	19%	36
Somewhat important	21%	41
Not at all important	26%	50
TOTAL		193

Q51 Please suggest topics for any workshops that the Library could provide that would be of value to YOUR STUDENTS (one topic per line):

Answered: 76   Skipped: 355

ANSWER CHOICES	RESPONSES	
Topic 1	100%	76
Topic 2	64%	49
Topic 3	30%	23
Topic 4	16%	12

#	TOPIC 1	DATE
1	APA	12/4/2018 10:12 AM
2	Evaluate your sources	12/4/2018 9:41 AM
3	environment (business) research	12/3/2018 3:59 PM
4	Preparing a literature review	12/3/2018 1:05 PM
5	Formatting a research paper according to different styles using MS Word (ie. how to do page numbers, margins etc.)	12/3/2018 11:31 AM
6	Vetting online resources	12/3/2018 11:12 AM
7	using citations in creative writing	12/3/2018 11:02 AM
8	just getting started	12/3/2018 10:56 AM
9	Citation styles	11/30/2018 10:36 AM
10	how to search scholarly sources	11/29/2018 4:40 PM
11	You already offer the useful ones!	11/29/2018 12:07 PM
12	MLA citations	11/29/2018 11:57 AM
13	International Student-focused academic honesty	11/29/2018 11:41 AM
14	Researching news media articles, including pre-Internet content	11/29/2018 11:34 AM
15	Avoiding plagiarism	11/29/2018 11:32 AM
16	Copyright	11/26/2018 9:31 AM
17	Plagiarism and why it is unacceptable.	11/24/2018 5:51 PM
18	services and resources available at the library	11/22/2018 11:52 PM
19	how to find basic math and science help workbooks	11/22/2018 10:47 PM
20	How to search for industry benchmarks (KPIs)	11/22/2018 10:41 PM
21	MLA & APA Citation Creation	11/22/2018 3:09 PM
22	How to refine web research using search engines	11/22/2018 3:00 PM
23	how to conduct a search	11/22/2018 1:32 PM
24	Using research databases	11/22/2018 1:28 PM
25	How to create an essay outline	11/21/2018 11:38 AM
26	Research skills	11/18/2018 1:47 PM
27	Canadian Literary Journals/ a great resource!	11/16/2018 4:58 PM

28	Using citation style handouts	11/15/2018 12:42 PM
29	Evaluating Sources	11/15/2018 11:30 AM
30	APA referencing	11/15/2018 10:11 AM
31	citation	11/15/2018 10:09 AM
32	Plagarism- what it is and how to avoid it	11/15/2018 9:35 AM
33	Why books, why go to a physical library?	11/15/2018 9:18 AM
34	Research Database tutorial	11/15/2018 9:01 AM
35	Time Management	11/13/2018 1:40 PM
36	Plagiarism	11/11/2018 10:27 AM
37	How to make a video	11/10/2018 7:55 PM
38	basic search terms and narrowing/refining a search	11/10/2018 1:19 PM
39	Music	11/8/2018 8:47 PM
40	finding sources	11/8/2018 5:50 PM
41	library services for students	11/8/2018 5:36 PM
42	Research on how to be effective in summons research	11/8/2018 10:54 AM
43	using online journal search tools	11/8/2018 6:38 AM
44	APA format citation	11/7/2018 10:59 PM
45	Narrowing a research topic	11/7/2018 10:56 PM
46	Writing and referencing APA style	11/7/2018 7:22 PM
47	Using websites for credible research	11/7/2018 6:29 PM
48	Proper Referencing	11/7/2018 5:01 PM
49	how the library works	11/7/2018 4:49 PM
50	Data bases accessible through Library connections	11/7/2018 4:25 PM
51	APA	11/7/2018 3:27 PM
52	APA citations: what it is, how to do it!	11/7/2018 3:24 PM
53	Assessing quality of sources	11/7/2018 2:03 PM
54	Reliable websites	11/7/2018 1:21 PM
55	Maximizing searches	11/7/2018 12:22 PM
56	General use of library search	11/7/2018 11:57 AM
57	The nature of academic writing	11/7/2018 11:44 AM
58	copyright of images	11/7/2018 11:34 AM
59	How to read and understand academic journal articles effectively	11/6/2018 3:18 PM
60	Searching proper sources (no Pinterest)	11/6/2018 3:08 PM
61	Proof-reading essays	11/2/2018 4:52 PM
62	literature review strategies and methods	11/2/2018 1:02 PM
63	Research strategies	11/2/2018 12:19 PM
64	Plagiarism (in person versus just online)	11/1/2018 2:29 PM
65	MLA citation	11/1/2018 7:53 AM
66	evaluating sources in environmental issues	11/1/2018 7:42 AM
67	Research	10/31/2018 5:44 PM
68	Finding appropriate online sources	10/31/2018 5:03 PM

#		DATE
69	this is a book	10/31/2018 5:02 PM
70	Journal search techniques	10/31/2018 4:46 PM
71	How to read with intensity	10/31/2018 4:32 PM
72	Proper Citations	10/31/2018 4:03 PM
73	Literature searching - and tools to evaluate literature e.g., Jadad scale	10/31/2018 3:11 PM
74	Plagarism	10/31/2018 3:11 PM
75	How to use reference books (e.g. CRC handbook etc.)	10/31/2018 3:03 PM
76	Research on library website.	10/31/2018 3:01 PM
#	**TOPIC 2**	**DATE**
1	Plagiarism tutorial	12/4/2018 9:41 AM
2	citing sources	12/3/2018 3:59 PM
3	Citation management tools	12/3/2018 1:05 PM
4	Plagiarism, but directed to International Students who may not have had the same experience in high school	12/3/2018 11:31 AM
5	Citations - how to cite online sources and photos	12/3/2018 11:12 AM
6	Plagiarism vs influence in creative writing	12/3/2018 11:02 AM
7	how to find appropriate keywords for searching a topic	11/29/2018 4:40 PM
8	How to research a topic	11/29/2018 11:57 AM
9	International Student-focused introduction to the library	11/29/2018 11:41 AM
10	Locating and accessing government information	11/29/2018 11:34 AM
11	How to prepare/design power point presentatinos / slides effectively	11/29/2018 11:32 AM
12	Research Techniques	11/26/2018 9:31 AM
13	summarizing and paraphrasing	11/22/2018 11:52 PM
14	Basic secondary market research	11/22/2018 10:41 PM
15	Integrating Sources	11/22/2018 3:09 PM
16	searchable terms for specific topic	11/22/2018 1:32 PM
17	Evaluating sources	11/18/2018 1:47 PM
18	ESL extra? Where are the books?	11/16/2018 4:58 PM
19	Using online citation support	11/15/2018 12:42 PM
20	Boolean and other searches	11/15/2018 11:30 AM
21	research skills	11/15/2018 10:09 AM
22	How to evaluate good sources	11/15/2018 9:35 AM
23	citations and plagiarism	11/15/2018 9:01 AM
24	How to Study	11/13/2018 1:40 PM
25	Essay Reseach Methods	11/11/2018 10:27 AM
26	assessing sources	11/8/2018 5:50 PM
27	APA	11/8/2018 5:36 PM
28	Online use of library resources	11/8/2018 10:54 AM
29	mastering the summons search engine	11/8/2018 6:38 AM
30	Plagiarism	11/7/2018 10:59 PM
31	Sourcing market research	11/7/2018 7:22 PM

#		DATE
32	Using Journals	11/7/2018 5:01 PM
33	what the library has to offer	11/7/2018 4:49 PM
34	how to scan articles	11/7/2018 2:03 PM
35	APA usage	11/7/2018 12:22 PM
36	searching research databases	11/7/2018 11:57 AM
37	copyright of music and sound samples	11/7/2018 11:34 AM
38	Referencing properly	11/6/2018 3:08 PM
39	Exam Preparation	11/2/2018 4:52 PM
40	bibliography software such as Mendelay training	11/2/2018 1:02 PM
41	How to borrow material and equipment	11/2/2018 12:19 PM
42	Understanding What Kind of Source You are Looking at (i.e. distinguishing between sources when they all appear on your screen)	11/1/2018 7:53 AM
43	How to use data bases	10/31/2018 5:44 PM
44	How to read an academic article	10/31/2018 5:03 PM
45	The difference between different publications types	10/31/2018 4:46 PM
46	How to summarize research	10/31/2018 4:32 PM
47	Basic Assignment Preparation	10/31/2018 4:03 PM
48	How to conduct research	10/31/2018 3:11 PM
49	Explanation of resources to students.	10/31/2018 3:01 PM
#	**TOPIC 3**	**DATE**
1	resources other than Google	12/3/2018 3:59 PM
2	Take a walk through the library - meet the staff	12/3/2018 11:12 AM
3	What are reputable sources	11/29/2018 11:57 AM
4	How to outline and give oral presentations	11/29/2018 11:32 AM
5	How to evaluate evidence	11/22/2018 1:32 PM
6	Citations	11/18/2018 1:47 PM
7	Searching online	11/15/2018 12:42 PM
8	How to integrate quotations into the grammar of a sentence plus the quote sandwich	11/15/2018 11:30 AM
9	How to evaluate facts	11/15/2018 9:35 AM
10	developing my argument as I conduct research	11/8/2018 5:50 PM
11	appropriate references, not wikipedia for asssignments	11/8/2018 5:36 PM
12	citations styles and when to cite	11/8/2018 6:38 AM
13	hand out to get on line info	11/7/2018 4:49 PM
14	referencing online sources	11/7/2018 2:03 PM
15	researching databases	11/7/2018 1:21 PM
16	Plagiarism	11/7/2018 12:22 PM
17	avoiding plagiarism	11/7/2018 11:57 AM
18	Spelling & Grammar 101	11/2/2018 4:52 PM
19	basic introduction to qualitative research methods	11/2/2018 1:02 PM
20	How to ask for help	11/2/2018 12:19 PM

21	How to find and reference films, other media	10/31/2018 4:32 PM
22	How to format figures and tables	10/31/2018 4:03 PM
23	Finding reputable resources	10/31/2018 3:11 PM
#	**TOPIC 4**	**DATE**
1	Why Wikipedia is not the best source	12/3/2018 3:59 PM
2	How to properly write communications to professors by email. How to structure those emails	11/29/2018 11:32 AM
3	Plagiarism	11/18/2018 1:47 PM
4	Searching the library database	11/15/2018 12:42 PM
5	How to avoid patchwriting (over quoting in essays and overreliance on the orginal text of a sentence when paraphrasing)	11/15/2018 11:30 AM
6	password protection	11/7/2018 4:49 PM
7	plagerism	11/7/2018 2:03 PM
8	evaluating sources	11/7/2018 11:57 AM
9	copyright and citation of images	11/2/2018 1:02 PM
10	How to create effective keywords for searches	10/31/2018 4:32 PM
11	Crafting a research paper	10/31/2018 4:03 PM
12	difference between peer reviewed and popular sources	10/31/2018 3:11 PM

Q52 Please suggest topics for any workshops that the Library could provide that would be of particular interest to YOU (one topic per line):

Answered: 59   Skipped: 372

ANSWER CHOICES	RESPONSES	
Topic 1	100%	59
Topic 2	37%	22
Topic 3	10%	6
Topic 4	5%	3

#	TOPIC 1	DATE
1	Consumer Behaviour	12/4/2018 10:12 AM
2	None	12/4/2018 9:41 AM
3	How to use plagiarism detection software	12/3/2018 9:37 PM
4	best practices in teaching marketing	12/3/2018 3:59 PM
5	How to encourage students to use the library for research; how to hook them	12/3/2018 11:31 AM
6	How to evaluate websites	12/3/2018 11:12 AM
7	Getting students to use the library!	12/3/2018 11:02 AM
8	just getting started	12/3/2018 10:56 AM
9	work with online databases	11/30/2018 10:36 AM
10	Archival research	11/29/2018 12:07 PM
11	How to access JStor articles	11/29/2018 11:57 AM
12	A workshop on evaluating and improving area holdings	11/29/2018 11:41 AM
13	Researching news media articles, including pre-Internet content	11/29/2018 11:34 AM
14	Effective, practical ways of backing up data stored in a portable hard drive, how to sync all that data into another dive in order to back up all	11/29/2018 11:32 AM
15	Copyright	11/26/2018 9:31 AM
16	Research Librarian in Arts to do a personal topic of mutual literary interest.	11/24/2018 5:51 PM
17	services and resources available at the library	11/22/2018 11:52 PM
18	system dynamics	11/22/2018 10:47 PM
19	Review of subject guides and key business databases	11/22/2018 10:41 PM
20	How to use ebooks	11/22/2018 7:11 PM
21	Open Publishing Workshops	11/22/2018 3:09 PM
22	Moodle workshop to go beyond basics	11/22/2018 3:00 PM
23	How faculty can use the library resources	11/22/2018 2:03 PM
24	Copyright issues	11/22/2018 1:28 PM
25	How to organize information for easy access	11/21/2018 11:38 AM
26	Research databases	11/18/2018 1:47 PM
27	Resources available for faculty at the library (space, equipment, etc)	11/15/2018 12:42 PM

28	Use of recently acquired databases.	11/15/2018 10:43 AM
29	substance use data sets (local and international)	11/15/2018 10:09 AM
30	Let's create a digital course pack. Step by step drop and load tutorial	11/15/2018 9:18 AM
31	GIS workshops (at different times for teaching schedules)	11/15/2018 8:54 AM
32	Faculty Resources Available at the Library	11/13/2018 1:40 PM
33	Introduction to All Library Resources for Faculty	11/11/2018 10:27 AM
34	Music	11/8/2018 8:47 PM
35	resources for teaching students how to find sources	11/8/2018 5:50 PM
36	library services for faculty	11/8/2018 5:36 PM
37	Refresher on research skills	11/8/2018 11:59 AM
38	Online use of library resources	11/8/2018 10:54 AM
39	Choosing good topics for argumenttion	11/7/2018 10:56 PM
40	Moodle	11/7/2018 6:29 PM
41	Data bases accessible through Library connections	11/7/2018 4:25 PM
42	Scholary Research	11/7/2018 3:27 PM
43	Web anatomy - I know I missed one:(	11/7/2018 1:21 PM
44	More on Copyright	11/7/2018 12:22 PM
45	General use of library search	11/7/2018 11:57 AM
46	copyright of images	11/7/2018 11:34 AM
47	Overview of all library resources and workshops	11/6/2018 3:18 PM
48	Visual Searching and Copyright	11/6/2018 3:08 PM
49	Crime Mapping using ArcGis	11/2/2018 4:52 PM
50	Bibliography software training in mendelay	11/2/2018 1:02 PM
51	Using open resources on Moodle	11/2/2018 12:19 PM
52	Teaching Research Skills (maybe collaborate with Learning Centre?)	11/1/2018 7:53 AM
53	evaluating sources in environmental issues (what's good for the goose..)	11/1/2018 7:42 AM
54	Research	10/31/2018 5:44 PM
55	more Open Journal	10/31/2018 5:02 PM
56	Using tablets for classroom exams	10/31/2018 4:46 PM
57	zotero	10/31/2018 4:32 PM
58	An Overview of Our Library Databases	10/31/2018 4:03 PM
59	Systematic Reviews - How To Do	10/31/2018 3:11 PM
#	**TOPIC 2**	**DATE**
1	Digital Marketing	12/4/2018 10:12 AM
2	class activities that work (access to this resource)	12/3/2018 3:59 PM
3	Learning centre - how can we use the tutors better?	12/3/2018 11:12 AM
4	Research resources for faculty	11/29/2018 11:57 AM
5	A workshop on evaluation and improving libguides for subject areas	11/29/2018 11:41 AM
6	How to take advantage of cell phones to include them as potential learning tools	11/29/2018 11:32 AM
7	Assistance with developing course packs	11/22/2018 10:41 PM
8	Library 101 for faculty	11/22/2018 2:03 PM

9	Accessing government databases e.g. Stats Can	11/18/2018 1:47 PM
10	clearinghouse of information re: harm reduction	11/15/2018 10:09 AM
11	resources for teaching students how to assess sources	11/8/2018 5:50 PM
12	Data base of hardcopy resources	11/8/2018 10:54 AM
13	Getting the most out of badges	11/7/2018 12:22 PM
14	searching research databases	11/7/2018 11:57 AM
15	copyright of music and sound samples	11/7/2018 11:34 AM
16	frameworks for qualitative research	11/2/2018 1:02 PM
17	Copyright issues in online development	11/2/2018 12:19 PM
18	creating on-line material, especially videos	11/1/2018 7:42 AM
19	How to use data bases	10/31/2018 5:44 PM
20	more Pressbooks	10/31/2018 5:02 PM
21	mandalay	10/31/2018 4:32 PM
22	Library Tools You Didn't Know Existed at KPU	10/31/2018 4:03 PM
#	**TOPIC 3**	**DATE**
1	Mobile Marketing	12/4/2018 10:12 AM
2	how to get students excited about research	12/3/2018 3:59 PM
3	How to find copyright-free photographs on the internet. for free use. Are there websites that offer copyright- free photos?	11/29/2018 11:32 AM
4	Publishing your research	11/2/2018 1:02 PM
5	more Indigenous - trad knowledge, story telling	10/31/2018 5:02 PM
6	document camera	10/31/2018 4:32 PM
#	**TOPIC 4**	**DATE**
1	Hhow to write funding applications for research in the social sciences and the natural sciences	11/29/2018 11:32 AM
2	Philosophical paradigms for qualitative research	11/2/2018 1:02 PM
3	more theme weeks (e.g. GIS, freedom to read,etc)	10/31/2018 5:02 PM

Q53 What is the best time of year for YOU to attend such workshops? Please select all that apply.

Answered: 134   Skipped: 297
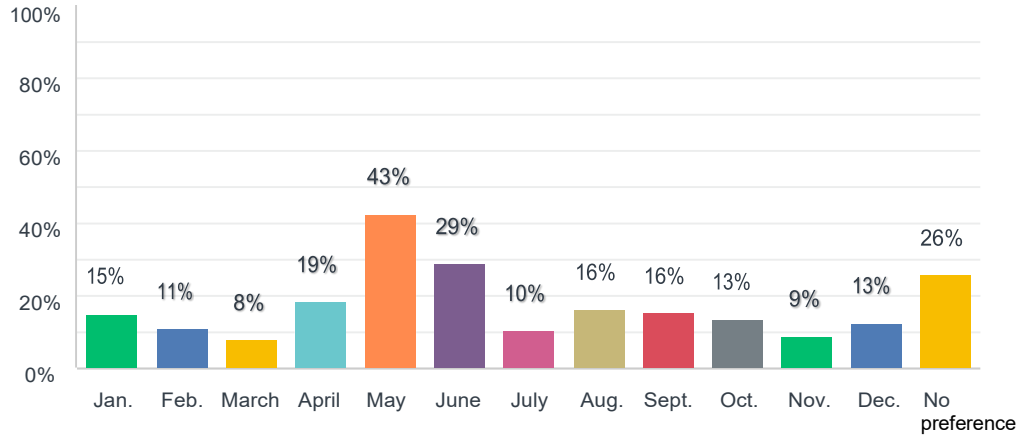
ANSWER CHOICES	RESPONSES	
January	15%	20
February	11%	15
March	8%	11
April	19%	25
May	43%	57
June	29%	39
July	10%	14
August	16%	22
September	16%	21
October	13%	18
November	9%	12
December	13%	17
No preference	26%	35
Total Respondents: 134		

Q54 The Library has a variety of equipment available for you to borrow. What other type(s) of equipment would you like to be able to borrow? (one type of equipment per line)

Answered: 49   Skipped: 382

ANSWER CHOICES	RESPONSES	
1.	100%	49
2.	39%	19
3.	20%	10

#	1.	DATE
1	None - I have never needed anything.	12/4/2018 9:41 AM
2	Formula One Race Car :-))	12/3/2018 9:38 PM
3	Computer chargers/adapters	12/3/2018 2:40 PM
4	iPads that can connect to the screen	12/3/2018 11:33 AM
5	'Snowball' microphones for recording discussions	12/3/2018 11:12 AM
6	OK for now	12/3/2018 10:58 AM
7	A digital recorder for music (something where you can plug in a mic to record)	12/3/2018 10:49 AM
8	overhead projectors with acetate roll	12/3/2018 10:12 AM
9	laptop	11/30/2018 10:36 AM
10	Apple pencils	11/29/2018 10:10 PM
11	Tablets or Ipads	11/29/2018 2:56 PM
12	Modern DSLR equipment and sound recording gear	11/29/2018 12:08 PM
13	Virtual Reality equipment	11/29/2018 11:42 AM
14	Projector	11/27/2018 10:15 AM
15	Silkscreen equipment	11/26/2018 9:31 AM
16	data projectors	11/23/2018 11:28 AM
17	Laptop	11/22/2018 3:12 PM
18	DSLR cameras for media students	11/22/2018 3:01 PM
19	integrated pointer	11/22/2018 1:32 PM
20	Digital Camera with macro lens (to photograph small detailed objects)	11/21/2018 11:40 AM
21	Quality VR equipment x1	11/20/2018 1:51 PM
22	studio to make videos for flipped classrooms.	11/19/2018 12:39 PM
23	Electronic survey clickers	11/18/2018 1:48 PM
24	Cords for Macs	11/16/2018 4:59 PM
25	Tablets with smart pens	11/15/2018 12:43 PM
26	Lapstops	11/15/2018 9:36 AM
27	DSLR Cameras, (for Video and Photo)	11/11/2018 10:29 AM
28	clickers	11/8/2018 5:38 PM

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29	laptop	11/8/2018 1:53 AM
30	wireless presenter	11/7/2018 10:57 PM
31	wireless mic as I recently strained my voice.	11/7/2018 8:04 PM
32	GoPro Camera	11/7/2018 7:23 PM
33	Camera	11/7/2018 6:29 PM
34	something to replace the overhead	11/7/2018 5:01 PM
35	Laptops for all my students!	11/7/2018 3:25 PM
36	Remote/Pointer(USB WiFi mouse) for Powerpoints so I can walk around	11/7/2018 2:11 PM
37	Ipads	11/7/2018 12:53 PM
38	VR headsets	11/6/2018 3:25 PM
39	3D scanner to sketchup model https://canvas.io/pricing	11/2/2018 1:07 PM
40	professional voice recording devices	11/2/2018 12:19 PM
41	3D printer	11/1/2018 2:32 PM
42	Better filming and microphone equipment to support Kaltura creations	11/1/2018 2:08 PM
43	computing equipment	10/31/2018 9:14 PM
44	More lighting set-ups for high quality imagery (Design)	10/31/2018 7:27 PM
45	just keep it all up-to-date	10/31/2018 5:04 PM
46	Overhead projector	10/31/2018 5:03 PM
47	iPad tablets for the whole class (for exams)	10/31/2018 4:47 PM
48	document camera	10/31/2018 4:32 PM
49	iPads	10/31/2018 4:05 PM
#	**2.**	**DATE**
1	overhead projectors with acetate roll	12/3/2018 10:12 AM
2	iPad Pros	11/29/2018 10:10 PM
3	Lighting for video production	11/29/2018 2:56 PM
4	Smart boards	11/29/2018 11:42 AM
5	Laptop (apple)	11/27/2018 10:15 AM
6	laptops	11/23/2018 11:28 AM
7	Professional quality microphone, with "p-pop" filter and USB	11/20/2018 1:51 PM
8	Portable projectors for such items as phones (smaller than the usual size)	11/15/2018 12:43 PM
9	Ipads	11/15/2018 9:36 AM
10	microphone, lights, tripods	11/11/2018 10:29 AM
11	Photo lighting and backdrop	11/7/2018 7:23 PM
12	Tripod	11/7/2018 6:29 PM
13	Tablets	11/7/2018 3:25 PM
14	Ipevo Cameras	11/7/2018 12:53 PM
15	Wireless headphones	11/6/2018 3:25 PM
16	CO2 air quality meter	11/2/2018 1:07 PM
17	laptops on wheels for Ss to use on campus	11/2/2018 12:19 PM
18	you have a lot of different tools	10/31/2018 5:04 PM
19	Overhead projector bulb	10/31/2018 5:03 PM

#	3.	DATE
1	overhead projectors with acetate roll	12/3/2018 10:12 AM
2	Draping for video production	11/29/2018 2:56 PM
3	tablets for an entire class that sync with a smart screen	11/29/2018 11:42 AM
4	Speakers	11/27/2018 10:15 AM
5	extension cords	11/23/2018 11:28 AM
6	Lapel mic that works with in-classroom speaker system	11/20/2018 1:51 PM
7	digital projectors,	11/11/2018 10:29 AM
8	Presentation clickers (USB)	11/6/2018 3:25 PM
9	GIS tracker such as fitbit that can map how people move around in a building	11/2/2018 1:07 PM
10	so why not a few more of the popular things?	10/31/2018 5:04 PM

Q55 Are you aware of KORA (Kwantlen Open Resource Access), a freely-available digital collection of scholarly and creative works produced by members of the KPU community?

Survey Branching: If respondent answered yes, ask 56, if answered no, ask 58.

Answered: 378   Skipped: 53

Yes
46% (172)

No
54% (206)
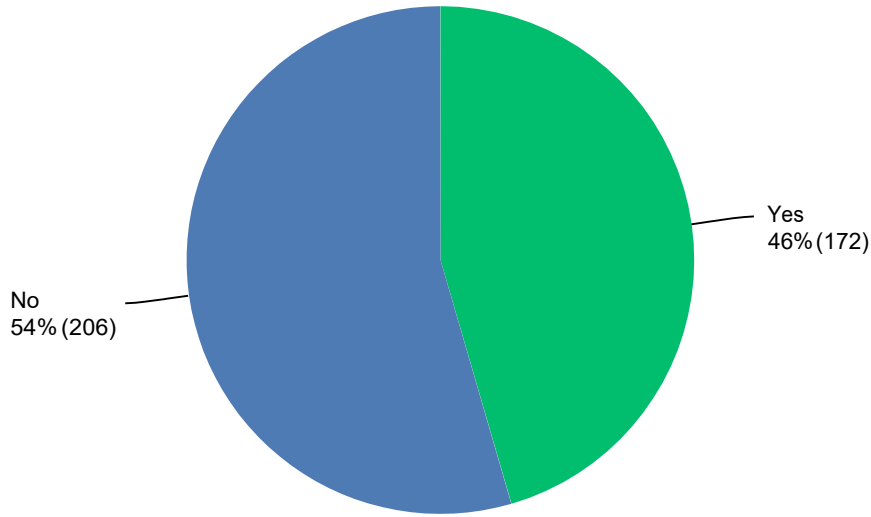
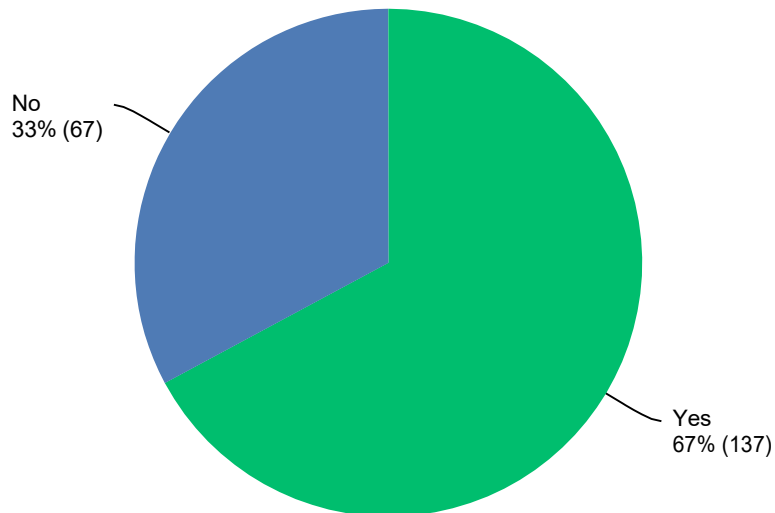| ANSWER CHOICES	RESPONSES	
Yes	46%	172
No	54%	206
TOTAL		378

Q56 Have you considered submitting your digital works to KORA?

Survey Branching: Q56 was asked to those who selected "yes" to Q55.

Survey Branching: If respondent answered yes to Q56 and is either teaching faculty, non-teaching faculty, or support staff, ask 60.
If respondent answered yes to Q56 and is an administrative employee, ask 72.
If respondent answered no to Q56, ask 57.

Answered: 171   Skipped: 260
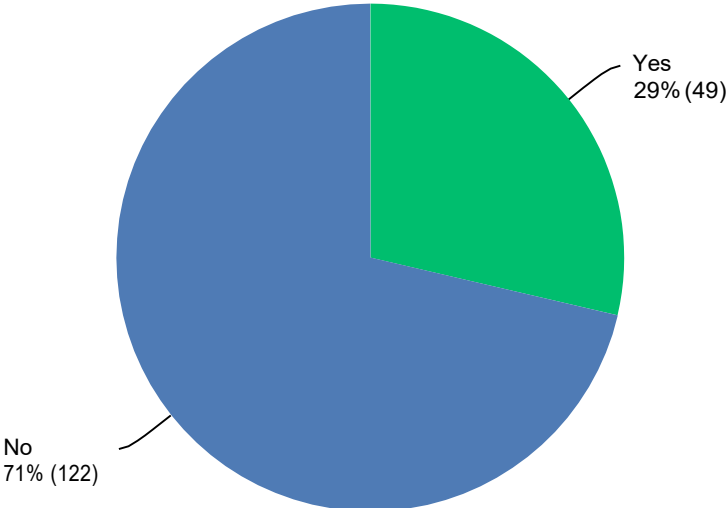
ANSWER CHOICES	RESPONSES	
Yes	29%	49
No	71%	122
TOTAL		171

Q57 Please tell us why you have not considered submitting your digital works to KORA.

Answered: 57   Skipped: 374

#	RESPONSES	DATE
1	My agreements with journals I have published in forbids this.	12/4/2018 9:42 AM
2	I don't have anything to submit	12/3/2018 4:00 PM
3	It's probably one of the most disorganized databases I've ever encountered.	12/3/2018 11:37 AM
4	Just found out about it last month and have not had time to investigate. Will find some time during my semester off (Summer 2019).	12/3/2018 11:34 AM
5	Because I am a professional writer and it's important to me that writers are paid for our work.	12/3/2018 11:02 AM
6	published it instead	12/3/2018 10:19 AM
7	we use a Norton textbook and specific additional resources	12/3/2018 10:11 AM
8	I don't have any to submit.	12/3/2018 10:10 AM
9	n/a	11/30/2018 1:07 PM
10	Lack of time	11/29/2018 8:10 PM
11	probably not enough time, some of our reports are also confidential	11/29/2018 5:04 PM
12	I'm not ready to share them at this time.	11/29/2018 4:02 PM
13	Nothing to submit	11/29/2018 11:08 AM
14	N/A	11/28/2018 4:13 PM
15	I do not have digital works.	11/23/2018 12:07 PM
16	not applicable	11/23/2018 9:51 AM
17	I am too busy surviving as an instructor.	11/22/2018 7:11 PM
18	I don't have any material to offer for teaching or research purposes.	11/22/2018 5:50 PM
19	Does not apply to my circumstances	11/22/2018 2:01 PM
20	Do not have any.	11/22/2018 1:21 PM
21	I haven't known where/how to access it, and have been placing my scholarly works at more high-traffic hubs (eg., Academia.edu or Google Scholar)	11/20/2018 1:52 PM
22	I'm a writer and I don't own them.	11/16/2018 4:59 PM
23	I do not produce digital works	11/15/2018 10:51 AM
24	Not important for me to do so	11/15/2018 9:28 AM
25	Most of my work involves information I cannot share due to confidentiality.	11/15/2018 9:23 AM
26	Teaching load does not allow time time for this type of engagement.	11/15/2018 9:21 AM
27	N/A	11/15/2018 9:20 AM
28	I do not have anything to submit	11/15/2018 9:20 AM
29	not relevant to my work	11/15/2018 9:05 AM
30	computers and I don't get along	11/13/2018 9:16 AM
31	I don't have any.	11/10/2018 1:20 PM

32	n/a	11/9/2018 9:59 AM
33	I do not have digital works	11/8/2018 9:31 PM
34	Am not that serious about research	11/8/2018 5:38 PM
35	Unfamiliar with process.	11/8/2018 10:55 AM
36	Not applicable.	11/8/2018 7:57 AM
37	copyrighted work - KPU wants it, KPU can pay for it	11/8/2018 6:39 AM
38	None of relevance that are not already available online	11/7/2018 7:25 PM
39	I don't think I have anything relevant	11/7/2018 3:35 PM
40	I am an administrator that does not produce KORA.	11/7/2018 2:07 PM
41	I don't have any digital works.	11/7/2018 12:28 PM
42	not	11/7/2018 12:28 PM
43	I haven't done anything interesting! I have considered it for a few of my upper level students' projects.	11/7/2018 12:03 PM
44	No.	11/7/2018 11:46 AM
45	procrastination...other duties..tasks..	11/7/2018 11:44 AM
46	I have nothing to submit - not doing research	11/7/2018 11:31 AM
47	Am not a faculty member. In fact I am sitting 10 feet away from the person who programmed this survey as I write this.	11/7/2018 11:27 AM
48	do not have any	11/5/2018 3:25 PM
49	Only recently discovered KORA	11/2/2018 4:53 PM
50	I don't think I have anything relevant.	11/1/2018 2:09 PM
51	Don't have any	11/1/2018 9:30 AM
52	I have not produced anything lately, and the type of work I produced is not to be published prior to IP review	10/31/2018 7:28 PM
53	I honestly don't know if what I've produced from a research perspective would be worthy of submission to KORA.	10/31/2018 5:09 PM
54	I'm old school	10/31/2018 5:04 PM
55	My works are not of much use to the students in the courses that I teach.	10/31/2018 3:02 PM
56	not published	10/31/2018 2:57 PM
57	I don't have any	10/31/2018 2:55 PM

Q58 Would you be interested in learning more about KORA?

Answered: 204   Skipped: 227

No
33% (67)

Yes
67% (137)

ANSWER CHOICES	RESPONSES	
Yes	67%	137
No	33%	67
TOTAL		204

Q59 Rank order your preference for each of the following methods for an orientation to KORA (with 1 being your most preferred method).

Survey Branching: Q59 was asked to those who selected "yes" to Q58.

Answered: 134   Skipped: 297

	1	2	3	4	TOTAL	
Workshop	32% 37	29% 34	22% 26	16% 19	116	
Drop-in hour	17% 20	39% 45	38% 44	5% 6	115	
1-on-1 sessions	6% 7	15% 17	26% 29	52% 58	111	
Written materials	55% 70	17% 22	9% 11	19% 24	127	

Q60 How important are the following Learning Centre (TLC) services to the work that you do?

Answered: 316   Skipped: 115

	HAVE NOT USED	NOT RELEVANT TO MY WORK	ESSENTIAL	VERY IMPORTANT	SOMEWHAT IMPORTANT	NOT AT ALL IMPORTANT	TOTAL
Writing tutors	22% 69	15% 46	33% 103	20% 61	6% 18	5% 15	312
Content area tutors	26% 81	16% 48	27% 82	19% 60	7% 23	5% 15	309
Learning strategist consultations for students	25% 80	13% 42	28% 88	22% 70	7% 22	4% 14	316
Academic Skills workshops	19% 59	13% 42	30% 93	26% 81	8% 26	4% 13	314
Online Learning Skills workshops	24% 76	13% 39	26% 81	24% 74	9% 27	5% 14	311
Learning Resources (Learning Aids) on the Learning Centre website	28% 86	13% 39	23% 73	24% 75	8% 25	4% 13	311
Online TLC YouTube videos	35% 110	12% 39	17% 54	19% 59	12% 36	5% 15	313
Open Education Resources for Learning Skills	33% 102	13% 40	19% 59	19% 58	11% 35	5% 17	311
In-class customized workshops	34% 106	15% 47	17% 53	19% 58	8% 25	6% 19	308
Learning strategist consultations for faculty	37% 115	15% 46	20% 61	15% 46	8% 25	5% 17	310
Learning strategist support for faculty	36% 113	14% 44	19% 60	15% 46	9% 29	6% 18	310
Online booking system	29% 90	13% 41	26% 81	19% 59	9% 27	4% 14	312
Learning Centre front counter services	24% 76	14% 44	29% 92	20% 62	9% 27	4% 12	313

Q61 Please rate your satisfaction with the following Learning Centre services?

Survey Branching: Respondents were only shown the items they rated the importance of in Q60.

Answered: 233   Skipped: 198

	VERY SATISFIED	SOMEWHAT SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	TOTAL
Writing tutors	26% 47	30% 54	41% 75	3% 6	1% 1	183
Content area tutors	24% 40	33% 55	38% 63	4% 7	1% 1	166
Learning strategist consultations for students	30% 53	25% 44	41% 72	3% 6	1% 1	176
Academic Skills workshops	30% 59	28% 54	41% 80	1% 2	1% 1	196
Online Learning Skills workshops	25% 44	30% 53	45% 80	0% 0	1% 1	178
Learning Resources (Learning Aids) on the Learning Centre website	25% 43	34% 58	40% 69	0% 0	1% 1	171
Online TLC YouTube videos	17% 25	26% 39	56% 84	0% 0	1% 1	149
Open Education Resources for Learning Skills	20% 31	27% 42	51% 79	0% 0	1% 2	154
In-class customized workshops	27% 38	26% 36	45% 63	1% 2	1% 1	140
Learning strategist consultations for faculty	31% 42	24% 33	44% 59	0% 0	1% 1	135
Learning strategist support for faculty	29% 41	23% 32	45% 63	1% 2	1% 1	139
Online booking system	32% 52	24% 40	43% 71	0% 0	1% 1	164
Learning Centre front counter services	39% 69	23% 42	36% 65	1% 2	1% 1	179

Q62 Tell us a story when the Learning Centre service(s) exceeded your expectations.

Survey Branching: Q62 was asked to those who selected "very satisfied" for one or more items in Q61.

Answered: 30   Skipped: 401

#	RESPONSES	DATE
1	I have been very happy with how the Learning Centre meets my expectations.	12/8/2018 6:56 PM
2	I have sent students to the Learning Centre to deal with issues they are having and they were very responsive.	12/3/2018 4:02 PM
3	The Learning Centre was always helpful and there when I need assistance to go over my written assignments. One time I needed assistance to go over a very important written work and they were there for me giving me all the necessary guidance I needed.	12/3/2018 3:42 PM
4	I was able to discuss at a high level the subject matter, very unpopular, and see a direction to go...hence the style Im writing my latest paper.	12/3/2018 1:31 PM
5	Working with [Learning Strategist] to integrate a classroom assignment with tools and support that TLC offers.	12/3/2018 11:36 AM
6	Having the tutors available for our ESL students with patience and empathy	12/3/2018 11:15 AM
7	just getting started	12/3/2018 10:59 AM
8	The tutors in the learning centre are essential and [Instructor's] dedication to getting new tutors and to recruiting tutors to work with my department has been great. I would like to see faculty from my area more involved in the training of the tutors.	11/29/2018 11:46 AM
9	So helpful at ALL times! Superb staff!	11/24/2018 5:54 PM
10	When I had a student with Autism in my class, the learning strategists collaborated with me and the student to help better meet his needs	11/22/2018 11:57 PM
11	One of my former students was a consistent visitor to the Learning Centre and patient assistance [Learning Strategist] and the tutors provided was very supporting and encouraging. The student's confidence grew as the semester progressed.	11/22/2018 3:18 PM
12	They were able to provide not only support, but also training for my students who had no skills in using Excel to complete an assignment.	11/18/2018 1:51 PM
13	I send many students there and they tell me they are helped.	11/16/2018 5:01 PM
14	[Learning Strategist] has been very helpful to the Biology department assisting in developing lab writing activities for students to assist in teaching them scientific writing. Thank you!	11/16/2018 12:22 PM
15	I arranged to have a staff member of the Learning Centre come to my class to talk about her experiences as I was aware of her educational journey from student to tutor to staff member. Having not only the theoretical and practical underpinnings, but also having the personal connection to learning really resonated with my students. I appreciate that those who work at TLC have their own personal educational experiences.	11/15/2018 12:47 PM
16	I recently had a student cheat in a very odd way. [Learning Strategist] helped me find a solution to episode into a teaching moment for this student.	11/15/2018 11:34 AM
17	I brought a student who was struggling, and in the same appointment we were able to get him signed up for learning centre services at two different sites.	11/15/2018 10:12 AM
18	Constantly reaching out to determine how they can support our students and delivering. Taking initiatives and trying new things!	11/15/2018 9:38 AM
19	I have worked with the Learning Centre to create an in class workshop to support my students in the area of critical thinking. We used an example of my student's work from a previous year to support the student's understanding of the exercise. Overall I saw an improvement in the quality of my student's writing.	11/15/2018 9:04 AM

20	[Staff members] and the rest of the staff are GREAT. VERY caring and hardworking staff have made TLC my go to place when there is a student issue.	11/15/2018 8:47 AM
21	They have responded to my many MANY early alerts and helped students with their writing work.	11/7/2018 3:27 PM
22	Program specific peer tutor support	11/7/2018 12:55 PM
23	A faculty member in our department was having difficulty dealing with a student with special needs; a learning strategist stepped in to support both the student and the faculty member and made the whole situation much more manageable.	11/7/2018 12:06 PM
24	I took an academic skills workshop and found it very helpful and relevant to my work at KPU	11/7/2018 11:37 AM
25	When they helped out our exchange students.	11/5/2018 10:49 AM
26	N/A	11/2/2018 4:54 PM
27	Mostly in their friendly and helpful demeanor.	10/31/2018 6:18 PM
28	I am through their door every week and we commiserate; it is nice to know they are there and that I can send students for help and the students get the help.	10/31/2018 5:06 PM
29	the team has been amazing and the difference they make for students is critical!	10/31/2018 4:51 PM
30	They welcomed my booking as an employee trying to figure out writing and Microsoft word for APA formatting. Even when they did not know the answers straight away, they endeavored to look into it further after the session.	10/31/2018 2:59 PM

Q63 You indicated dissatisfaction with the writing tutors. Please explain:

Answered: 5   Skipped: 426

#	RESPONSES	DATE
1	I understand that Writing tutors follow a checklist with students and focus on big issues (ie: argument and structure) first. That makes sense as best practice for most university students. However, for a lot of our EAL students this process does not make sense. Our EAL students cannot write an argument unless they can write a sentence, and they really need a place at KPU where they can get help editing and some 1-1 support with grammar/phrasing. It would be great if we had some Writing Tutors with an EAL background who just focused on sentence structure etc, as opposed to university writing. It is badly needed at KPU given our student demographics.	12/3/2018 10:57 AM
2	No feedback to faculty after referral.	11/19/2018 12:43 PM
3	The student tutors aren't always literate themselves.	11/7/2018 11:50 AM
4	We are not doing enough for students overall.	11/1/2018 2:11 PM
5	I asked for help she said i cant hwlp u	10/31/2018 9:18 PM

Q64 You indicated dissatisfaction with the content area tutors. Please explain:

Answered: 8   Skipped: 423

#	RESPONSES	DATE
1	I would like to see our faculty involved in training tutors.	11/29/2018 12:00 PM
2	Difficulty finding tutors.	11/23/2018 11:30 AM
3	Last I heard, there were no marketing tutors available (or perhaps one, but not sure if that student is still a tutor?).	11/22/2018 10:46 PM
4	No feedback to faculty after referral	11/19/2018 12:43 PM
5	Some are not sufficiently prepared and some argue a political agenda.	11/7/2018 11:50 AM
6	There are not many tutors for law-related subjects.	11/1/2018 2:11 PM
7	?	10/31/2018 9:18 PM
8	sometimes students struggle to find tutors for a course - no one helps them to understand what the tutor is for such as writing, studying, editing, researching	10/31/2018 4:53 PM

Q65 You indicated dissatisfaction with the learning strategist consultations for students. Please explain:

Answered: 6   Skipped: 425

#	RESPONSES	DATE
1	Students often tell me that chemistry support is not available or lacking on the Langley campus and that they must travel to the Surrey campus. This can be a barrier for some of our students.	11/30/2018 9:19 AM
2	At peak periods students cannot get appointments with a learning strategist in a timely fashion	11/30/2018 1:22 AM
3	No feedback to faculty after referral made.	11/19/2018 12:43 PM
4	Students I have sent there report that it was not very helpful	11/2/2018 1:10 PM
5	learning strategist knows how to share the strategies, but may not know how to scaffold the activities and guide individual Ss based on their needs. Most students have language and cultural issues underlying the issues which learning strategies are not aware of, and therefore may be less effective with lower level or younger students.	11/2/2018 12:28 PM
6	?0	10/31/2018 9:18 PM

Q66 You indicated dissatisfaction with the Open Education Resources for Learning Skills. Please explain:

Answered: 2   Skipped: 429

#	RESPONSES	DATE
1	I have looked at open education resources in the past and didn't find them suitable. The texts I looked at were simplistic, didn't cover all the material that I would cover, didn't have examples that I would prefer to use. Also, when it comes to open education anthologies for literature, the texts are either American or else so anthologized that students would too easily be able to plagiarize from those texts--better just to avoid some texts when there are other texts I can select that would work just as well in class, maybe even better if they allow me to examine Canadian topics with students.	11/10/2018 1:26 PM
2	?	10/31/2018 9:18 PM

Q67 You indicated dissatisfaction with the in-class customized workshops. Please explain:

Survey Branching: Q67 was asked to those who selected "somewhat/very dissatisfied" for in-class customized workshops in Q61.

Answered: 3   Skipped: 428

#	RESPONSES	DATE
1	Too few- TLC does not have adequate resources to assist in this area.	11/15/2018 9:39 AM
2	The customized piece requires direct collaboration with ELS. The Nursing faculty for instance sees the immediate need to work with ELS faculty to collaborate and develop customized content and support.	11/2/2018 12:28 PM
3	?	10/31/2018 9:18 PM

Q68 You indicated dissatisfaction with the learning strategist support for faculty. Please explain:

Answered: 3   Skipped: 428

#	RESPONSES	DATE
1	Too few- TLC does not have adequate resources to assist in this area.	11/15/2018 9:39 AM
2	I think ELS instructors are better aware of the needs of the students who often go to ELC for assistance. These Ss need to be directed to ELS rather than ELC.	11/2/2018 12:28 PM
3	?	10/31/2018 9:18 PM

Q69 You indicated dissatisfaction with the Learning Centre front counter services. Please explain:

Answered: 3   Skipped: 428

#	RESPONSES	DATE
1	often unattended, not overly helpful or friendly, but this was some time ago, and not every time	12/3/2018 10:22 AM
2	The representative in Richmond was not knowledgeable and unhelpful. However, she was nice. Langley was good.	11/9/2018 11:08 AM
3	terrible customer service	10/31/2018 9:18 PM

Q70 Please suggest topics for any workshops that the Learning Centres could provide that would be of value to YOUR STUDENTS (one topic per line):

Answered: 79   Skipped: 352

ANSWER CHOICES	RESPONSES	
Topic 1	100%	79
Topic 2	61%	48
Topic 3	39%	31
Topic 4	18%	14

#	TOPIC 1	DATE
1	procrastination	12/5/2018 3:16 PM
2	Moodle Orientation	12/4/2018 10:15 AM
3	How to structure an academic argument	12/4/2018 9:43 AM
4	How to evaluate whether to drop a course or not	12/3/2018 4:04 PM
5	n/a	12/3/2018 2:45 PM
6	Scientific Writing	12/3/2018 1:56 PM
7	Im not an instructor.	12/3/2018 1:37 PM
8	Expectations in Design Courses	12/3/2018 12:01 PM
9	How to format papers in MS word (ie. table of contents, page numbers (where does page 1 start).	12/3/2018 11:38 AM
10	Citation Workshop	12/3/2018 11:25 AM
11	Time management	12/3/2018 11:15 AM
12	just getting started	12/3/2018 10:59 AM
13	EAL programming for students to get help with writing	12/3/2018 10:58 AM
14	ENTR 3100 workshop put on by a former student or students who exceled in the course	12/3/2018 10:32 AM
15	How to do a search	12/3/2018 10:31 AM
16	reading the course syllabus	12/3/2018 10:23 AM
17	Orientation for Students returning to School	12/3/2018 10:03 AM
18	ESL	11/30/2018 10:39 AM
19	Problem solving in chemistry	11/30/2018 9:19 AM
20	Writing support for academic papers	11/30/2018 1:23 AM
21	Reinforcing how to do APA citation of lab manuals	11/29/2018 4:08 PM
22	research process 101	11/29/2018 1:22 PM
23	Plagiarism for International Students	11/29/2018 12:22 PM
24	Appropriate test behaviour in Canadian universities	11/29/2018 12:10 PM
25	Developing presentation and public speaking skills	11/29/2018 11:44 AM
26	this is a very long survey. it's taking me more time than expected	11/29/2018 11:33 AM
27	Financial Planning	11/29/2018 11:13 AM

28	Computer Science/Coding	11/29/2018 11:10 AM
29	Research techniques	11/26/2018 9:35 AM
30	Plagiarism.	11/24/2018 5:56 PM
31	Academic Misconduct beyond Plagarism	11/23/2018 11:41 AM
32	Celban prep	11/23/2018 9:53 AM
33	summarizing and paraphrasing	11/22/2018 11:57 PM
34	basic algebra	11/22/2018 10:52 PM
35	How to take notes (from textbook, lecture, etc.)	11/22/2018 10:49 PM
36	Basic grammar skills (perhaps taught in a more fun way, a la Lynne Truss?)	11/20/2018 1:54 PM
37	Research skills	11/18/2018 1:52 PM
38	English for interantional students	11/16/2018 2:17 PM
39	study skills workshop	11/15/2018 9:05 PM
40	Practical tips for citing	11/15/2018 12:48 PM
41	Evaluating Sources	11/15/2018 11:34 AM
42	logic in writing	11/15/2018 10:14 AM
43	Reading Texts	11/15/2018 9:40 AM
44	Avoiding Plagarism	11/15/2018 9:30 AM
45	citations	11/15/2018 9:23 AM
46	Classroom engagement for diverse learning styles	11/15/2018 9:22 AM
47	basic writing at a university level	11/15/2018 9:05 AM
48	these should be all be manadatory to have basic computer skills & file management to enter KPU	11/13/2018 11:33 AM
49	Plagiarism	11/11/2018 10:33 AM
50	basic research skills/refining a search	11/10/2018 1:27 PM
51	Tutors for all courses	11/9/2018 11:11 AM
52	plagiarism cheating	11/9/2018 10:23 AM
53	Music	11/8/2018 8:49 PM
54	stress survival	11/8/2018 5:43 PM
55	Support for ESL type guidance	11/8/2018 10:58 AM
56	How to get out of Academic Warning and Probation	11/8/2018 10:20 AM
57	How to handle test anxiety/general anxiety	11/8/2018 9:57 AM
58	Writing essentials - paragraphs, short anwers, essays.	11/8/2018 8:03 AM
59	critical reading skills	11/8/2018 6:41 AM
60	Moodle	11/7/2018 11:02 PM
61	MLA Style	11/7/2018 11:00 PM
62	organizational skills	11/7/2018 5:05 PM
63	How to draw information out of a diagram	11/7/2018 4:29 PM
64	Writing basics for university (particulary for ESL)	11/7/2018 3:30 PM
65	Study tips	11/7/2018 12:56 PM
66	Writing in	11/7/2018 12:08 PM
67	Critical thinking	11/6/2018 12:02 PM
68	grammar	11/2/2018 1:13 PM

#		DATE
69	Learning styles and suggested methodologies; orienting them to the concept	11/2/2018 12:29 PM
70	Thesis statements	11/2/2018 12:26 PM
71	to watch movie like documetary	11/1/2018 8:16 AM
72	research	10/31/2018 6:52 PM
73	Building confident public speakers	10/31/2018 5:08 PM
74	Using Moodle	10/31/2018 4:49 PM
75	reading	10/31/2018 4:35 PM
76	Spelling and Grammar and using Spellcheck	10/31/2018 4:09 PM
77	Study strategies.	10/31/2018 3:04 PM
78	Using help available at the campus	10/31/2018 3:04 PM
79	online learning	10/31/2018 2:58 PM
#	**TOPIC 2**	**DATE**
1	public speaking	12/5/2018 3:16 PM
2	How to write concisely	12/4/2018 9:43 AM
3	The importance of reading the course presentation and Moodle site	12/3/2018 4:04 PM
4	Methods to reference in text	12/3/2018 1:56 PM
5	Im not an instructor.	12/3/2018 1:37 PM
6	Strategic Course Planning for Programs with Limited Course Offerings	12/3/2018 12:01 PM
7	Basic excel, basic MS word	12/3/2018 11:38 AM
8	Writing Essays	12/3/2018 11:25 AM
9	Exam strategies (how to answer multiple choice questions..)	12/3/2018 11:15 AM
10	Strategies for success in repeat courses (for students who struggle to pass a course multiple times)	12/3/2018 10:32 AM
11	basic email functioning	12/3/2018 10:23 AM
12	Upgrading Math Workshops	12/3/2018 10:03 AM
13	citation styles	11/30/2018 10:39 AM
14	Proper writing for APA research papers	11/30/2018 1:23 AM
15	Different citation generators - Pros and Cons of each	11/29/2018 4:08 PM
16	I already provided answers to these questions in a previous section of the survey	11/29/2018 11:33 AM
17	Plagerism	11/26/2018 9:35 AM
18	Prepositions.	11/24/2018 5:56 PM
19	IETLS prep	11/23/2018 9:53 AM
20	trig	11/22/2018 10:52 PM
21	Studying strategies for university level assessments	11/22/2018 10:49 PM
22	Chicago Style footnotes (using the new in-house guide by ASIA/HISTORY)	11/20/2018 1:54 PM
23	Evaluating sources	11/18/2018 1:52 PM
24	Creating an essay outline/outline for an assignment	11/15/2018 12:48 PM
25	Integrating Quotations including the quote sandwich	11/15/2018 11:34 AM
26	statement of argument	11/15/2018 10:14 AM
27	Basic Business Math	11/15/2018 9:40 AM
28	Academic Writing	11/15/2018 9:30 AM

29	critical analysis in a social science context	11/15/2018 9:05 AM
30	Word, Powerpoint, moodle & how student printing works at KPU	11/13/2018 11:33 AM
31	Essay Reseach	11/11/2018 10:33 AM
32	writing university papers	11/8/2018 5:43 PM
33	Study skills and time management for new students	11/8/2018 10:20 AM
34	How to overcome procrastination	11/8/2018 9:57 AM
35	Math support for trades.	11/8/2018 8:03 AM
36	how to write a critical book review	11/8/2018 6:41 AM
37	editing and proof-reading skills	11/7/2018 5:05 PM
38	Thesis & evidence support work	11/7/2018 3:30 PM
39	Time Management	11/7/2018 12:56 PM
40	How do I study for	11/7/2018 12:08 PM
41	Understanding your assignment	11/6/2018 12:02 PM
42	essay writing-structure	11/2/2018 1:13 PM
43	Use of illustration	11/2/2018 12:26 PM
44	giving presentations	10/31/2018 6:52 PM
45	scheduling	10/31/2018 4:35 PM
46	Professional Writing Skills for Business Students	10/31/2018 4:09 PM
47	How to study effectively	10/31/2018 3:04 PM
48	time management in online learning	10/31/2018 2:58 PM
#	**TOPIC 3**	**DATE**
1	performance anxiety	12/5/2018 3:16 PM
2	How to write precisely	12/4/2018 9:43 AM
3	How to write a report	12/3/2018 4:04 PM
4	Chemistry	12/3/2018 1:56 PM
5	Im not an instructor.	12/3/2018 1:37 PM
6	Time management (maybe it's already offered?)	12/3/2018 11:38 AM
7	Computer workshops	12/3/2018 11:25 AM
8	research paper writing	12/3/2018 10:23 AM
9	plagiarism	11/30/2018 10:39 AM
10	Cultural appropriation	11/26/2018 9:35 AM
11	Moodle 101	11/23/2018 9:53 AM
12	basic arithmetic	11/22/2018 10:52 PM
13	Persuasive writing	11/22/2018 10:49 PM
14	Citations	11/18/2018 1:52 PM
15	Time management	11/15/2018 12:48 PM
16	topic sentence and paragraph construction	11/15/2018 10:14 AM
17	Case Approach	11/15/2018 9:40 AM
18	Something related to mental health and balancing school	11/15/2018 9:30 AM
19	Email; downloading files, attachments, security	11/13/2018 11:33 AM
20	references	11/8/2018 5:43 PM

#		DATE
21	Writing skils workshop to prepare for ENGL 1100	11/8/2018 10:20 AM
22	study skills	11/8/2018 9:57 AM
23	Study skills.	11/8/2018 8:03 AM
24	how to summarize not plagiarize	11/8/2018 6:41 AM
25	study skills	11/7/2018 5:05 PM
26	Self-editing your own written work	11/7/2018 3:30 PM
27	copyright and citation of images	11/2/2018 1:13 PM
28	Appropriate development of ideas	11/2/2018 12:26 PM
29	using library resources	10/31/2018 6:52 PM
30	Time Management	10/31/2018 3:04 PM
31	collaboration in online learning	10/31/2018 2:58 PM
#	TOPIC 4	DATE
1	conversation circles for ESL students	12/5/2018 3:16 PM
2	How to work with a difficult group	12/3/2018 4:04 PM
3	How to search information in scientific papers/How to use a database	12/3/2018 1:56 PM
4	Im not an instructor.	12/3/2018 1:37 PM
5	editing your own paper	12/3/2018 10:23 AM
6	formal operational thinking skills	11/22/2018 10:52 PM
7	How to format/ organize a report	11/22/2018 10:49 PM
8	Plagiarism	11/18/2018 1:52 PM
9	connect introduction and conclusion	11/15/2018 10:14 AM
10	Study Skills	11/15/2018 9:40 AM
11	resumes	11/8/2018 5:43 PM
12	Time Management	11/8/2018 9:57 AM
13	Research skills.	11/8/2018 8:03 AM
14	time management techniques-pattern planning, estimating, scheduling	11/2/2018 1:13 PM

Library Training and Workshops and additional comments (Q71 – Q73)

Q71 Please suggest topics for any workshops that the Learning Centres could provide that would be of particular interest to YOU (one topic per line):

Answered: 44   Skipped: 387

ANSWER CHOICES	RESPONSES	
Topic 1	100%	44
Topic 2	34%	15
Topic 3	11%	5
Topic 4	9%	4

#	TOPIC 1	DATE
1	cant think of any	12/5/2018 3:16 PM
2	Advanced Moodle Training One on one	12/4/2018 10:15 AM
3	There are a lot of great workshops that are already being presented, I can't make them all but I feel they are meeting my needs.	12/3/2018 4:04 PM
4	n/a	12/3/2018 2:45 PM
5	Moodle	12/3/2018 1:56 PM
6	methods of writing vs subject	12/3/2018 1:37 PM
7	How to help students who have grammar problems	12/3/2018 11:38 AM
8	Excel	12/3/2018 11:25 AM
9	just getting started	12/3/2018 10:59 AM
10	Strategies for teaching writing to EAL learners	12/3/2018 10:58 AM
11	Monthly emails to advising team that indicate all ongoing workshops available to student/any special learning opportunities	12/3/2018 10:32 AM
12	on-line databases	11/30/2018 10:39 AM
13	How to adapt a Moodle book into an OER	11/29/2018 4:08 PM
14	Research skills refresher	11/29/2018 11:49 AM
15	Improve your verbal/written skills on other languages	11/29/2018 11:10 AM
16	Copyright law	11/26/2018 9:35 AM
17	Current novels	11/24/2018 5:56 PM
18	how to build formal operational thinking skills into my courses	11/22/2018 10:52 PM
19	Research databases	11/18/2018 1:52 PM
20	test taking strategies	11/15/2018 9:05 PM
21	Embedding UDL	11/15/2018 12:48 PM
22	Ways to support students	11/15/2018 9:40 AM
23	Plagarism	11/15/2018 9:30 AM
24	books or e-books on health related topics	11/15/2018 9:23 AM
25	Aging instructors need to learn new tricks	11/15/2018 9:22 AM
26	copyright issues	11/10/2018 1:27 PM

27	Microsoft Outlook /email/calendar/task lessons	11/9/2018 10:23 AM
28	Music	11/8/2018 8:49 PM
29	what is offered by learning center	11/8/2018 5:43 PM
30	How to help students with anxiety	11/8/2018 9:57 AM
31	Online resources research.	11/8/2018 8:03 AM
32	Summary	11/7/2018 11:00 PM
33	Learning styles	11/7/2018 12:56 PM
34	Excelling with International Students	11/6/2018 12:02 PM
35	qualitative research frameworks	11/2/2018 1:13 PM
36	N/A	11/2/2018 12:29 PM
37	Information session on KORA	11/1/2018 9:03 AM
38	Classic music video by DVD	11/1/2018 8:16 AM
39	using library resources	10/31/2018 6:52 PM
40	how to kick butts (getting tough on the students that procrastinate and make excuses)	10/31/2018 5:08 PM
41	n/a	10/31/2018 4:49 PM
42	Tools and Tips for a better literature review	10/31/2018 4:09 PM
43	Some Moodle instruction.	10/31/2018 3:04 PM
44	Photoshop	10/31/2018 3:04 PM
#	**TOPIC 2**	**DATE**
1	Best ways to assess students	12/3/2018 1:56 PM
2	presentation	12/3/2018 1:37 PM
3	How to help students who don't understand lectures and are translating words as you are talking	12/3/2018 11:38 AM
4	Citation Workshops	12/3/2018 11:25 AM
5	How to make an interactive textbook/manual with students	11/29/2018 4:08 PM
6	Database navigation refresher	11/29/2018 11:49 AM
7	Teaching skills	11/26/2018 9:35 AM
8	Curent movies	11/24/2018 5:56 PM
9	Working with specialized research software e.g. R, SPSS	11/18/2018 1:52 PM
10	Supporting international student needs as it relates to instruction	11/15/2018 12:48 PM
11	use of special equipment that could be utilized in my classes	11/10/2018 1:27 PM
12	tutor and strategist talk to faculty re what they do	11/8/2018 5:43 PM
13	Electronic portfolios.	11/8/2018 8:03 AM
14	learning strategies to embed in classroom work	11/6/2018 12:02 PM
15	practice review strategies	11/2/2018 1:13 PM
#	**TOPIC 3**	**DATE**
1	Interactive teaching	12/3/2018 1:56 PM
2	dealing with topics that have social implications	12/3/2018 1:37 PM
3	what can faculty do to help learning center	11/8/2018 5:43 PM
4	Supports for students with developmental disabilities e.g. learning challenges.	11/8/2018 8:03 AM
5	qualitative research paradigms	11/2/2018 1:13 PM
	TOPIC 4	**DATE**

1	when and how to to drop or change thesis	12/3/2018 1:37 PM
2	what does learning center need	11/8/2018 5:43 PM
3	Support to develop post secondary curriculum that matches with the new B.C. K-12 curriculum.	11/8/2018 8:03 AM
4	qualitative research methods	11/2/2018 1:13 PM

Q72 If you have any other comments about the Library, please provide them here:

Answered: 66   Skipped: 365

#	RESPONSES	DATE
1	Keep up the good work!	12/8/2018 7:50 PM
2	The video cameras are quite old. Maybe the library can update them.	12/5/2018 10:39 AM
3	I appreciate all libraries trying to adapt to the times. They are spaces for studying and learning. But generally, libraries serve less of a purpose then they once did given information is widely available online. If I did research essays in my courses, it would be essential, but I do not. I think teaching basic skills that are students need is one important role but I am not sure it is the role of libarians (perhaps English teachers). I appreciate the learning center and support students to use it. But years ago teaching at UBC, one of the best students I have ever seen asked me - what is the purpose of a library? stating that he had never been in one. I initially was sad and appalled, but increasingly I have seen his argument as reasonable. He was extremely well educated, via a laptop and the internet. I am a great lover of public libraries and defender of such, but I do wonder what their place is in the world. Ali Smith has a wonderful book dealing with this. I suppose I should read it. For now, with budgets being tight (and I am never one to be motivated purely by financial arguments), I think it is imperative that libraries have a strong argument in their defence. They will be questioned more and more with students like the one I mentioned above becoming the decision makers. He was truly brilliant and well-read, a solid thinker, but free of the library. I will stop now, precisely because it is time for me to go to my public library and return my book. As for the KPU library, I have honestly never used it though I appreciate the space it provides. I think it should be used for public presentations (at the back). This would make it more vibrant.	12/4/2018 9:50 AM
4	Thank you for doing this survey. Overall, I am happy with the services being provided I just wish you could cast a net and bring the students in to access the services and knowledge :o)	12/3/2018 4:05 PM
5	thanks, am a library employee so some questions do not apply	12/3/2018 2:51 PM
6	Nothing comes to mind at this time.	12/3/2018 1:38 PM
7	Thank you !	12/3/2018 11:38 AM
8	Students that have classes in the evening come in to the library looking for help from a Librarian. The Librarians leave too early.	12/3/2018 11:27 AM
9	The face-to-face contact with library staff and the availability of librarians is critical. Students can work online but when they need support seeing someone in person makes the best sense. Keep up the fabulous connections to KPU students!	12/3/2018 11:17 AM
10	thank you	12/3/2018 11:00 AM
11	we still use overhead projectors and acetate rolls- please don't ditch us	12/3/2018 10:14 AM
12	I understand why it is so important for you to receive feedback from these surveys but as staff, I rarely use the library and receiving repeated emails over several weeks to participate has been more irritating than helpful. In the future, please either try a more targeted approach to reach your specific audience or only send say 3 reminder emails instead of 10. Thanks.	12/3/2018 10:00 AM
13	The library does pretty well for the size of our university. We use specialized journals and they are often available online	11/29/2018 5:04 PM
14	Thank you for your hard work!	11/29/2018 12:10 PM
15	Please play classical music (low volume) in the library. Mozart for example. Thanks!	11/29/2018 11:33 AM
16	Would like to see a larger portable TV monitor (e.g., larger than 24") for event presentations.	11/28/2018 4:25 PM

17	The Masonry Program provided by KPU is conducted off-site therefore the campus facilities including the Library and Learning center are not available to the students attending. I have not used Moodle in my course as I personally am unfamiliar and manny of the attending students do not have reliable access to technology. In future I would like to incorporate video and oer sources to provide a greater variety of information for the class. I will make time this spring to explore the resources the Library has to use in the next intake.	11/27/2018 10:35 AM
18	The auto videos are rather old	11/26/2018 4:11 PM
19	our students use the printing services and computers	11/23/2018 9:53 AM
20	As a Type-1 Non-Regular Faculty member, the university has never provided me with any orientation or information about the library, its services or how I could make use of library services in my course. I do not have any paid time to explore this, so it would be nice if the university made an effort to tell me what it has to offer to improve my course and the student experience.	11/22/2018 9:35 PM
21	I find the ebooks difficult to access. It is as if the KPU library card is not enough. Whenever I have tried to use one, I have given up in frustration. I asked a librarian how to use an ebook once and even the librarian was uncertain and could not get me through to it! Are there any figures on ebook use as compared to print collection use, use by faculty and by students?	11/22/2018 7:15 PM
22	This survey is geared toward faculty and students in the interest of research learning, which is fine. It's rather difficult for support staff to answer these questions as we offer support to students separate from the library, and we don't necessarily use the library for our own learning or leisure.	11/22/2018 5:54 PM
23	It would be extremely helpful if there was space in the library for faculty working on intensive writing and library research. For example, people on Ed Leave or non-teaching semesters. When I was a PhD student I had a study carrol where I could leave library books and non-valuable personal things. It was a huge help to have a quiet space where I could work without interruption and with access to library resources. Since most faculty at KPU have shared offices where office hours are held, it is very difficult to do any task that requires any concentration or lack of interruptions.	11/22/2018 3:18 PM
24	I want Surrey and Richmond Library to carry magazine business in vancouver.	11/22/2018 8:38 AM
25	This survey is too long!	11/21/2018 11:44 AM
26	You are the true gem of KPU, and your work is so appreciated. I'd love to see continued and expanded funding for the History collection of printed books. I'd also love to see an expansion of subscriptions to e-Journals in the field: I sometimes need to use the ILL feature to secure articles within still quite central journals. A huge round of applause to everyone in the Library!	11/20/2018 1:57 PM
27	We need access to more 'full text" for online journals. I have complained about this for years. When is it going to happen. It is so discouraging to do a search and discover that most of the articles you want are not immediately available.	11/19/2018 12:48 PM
28	You have a great team of librarian. They are always pleasant and VERY helpful, often times going out of their way to help me and my students. I find their patience with and helpfulness of students who may not be proficient in English a very admirable quality that highlights KPU's efforts to be an inclusive and welcoming institution. Well done and keep up the great work that you do.	11/18/2018 1:56 PM
29	Overall, the library is great. I wish that Langley campus would have more Sunday hours (even during prime times of the term), but aside from that the services are positive.	11/15/2018 12:49 PM
30	In my previous topic suggestions for workshops, I would rather have the library or the Learning Centre create videos. Getting students to go to a workshop is very difficult. However, playing a video in class is very easy, and it would be grand if students could learn how to evaluate sources or integrate a quote via video. Yes, there are resources online, but they are often removed from Youtube at random times or the quality or information isn't great, or they are too long, etc.	11/15/2018 11:37 AM
31	I would use the library more, but I have really no idea of the services/products/equipment it offers for classes. I could use a really basic workshop or email about it.	11/15/2018 10:47 AM
32	I love libraries. They are essential for social well-being.	11/15/2018 10:15 AM
33	The library's signage and attitude around bringing food into the building has been really harsh. It seems to have improved in the last couple months. Staff need to be able to bring food up to their offices on the second and third floors without being afraid of getting accosted. There shouldn't be an issue with having a closed container.	11/15/2018 9:34 AM

34	When I need something I always find the resource, the person or the system that helps. I respect and appreciate our library team. They are current, intelligent, approachable, creative and kind. My first year courses require me to highlight many components and resources available as part of our University! Explaining everything that happens through the library is a priority in my teaching!	11/15/2018 9:27 AM
35	No food and drinks in the Library. Some students leave trash and smell of food is strong.	11/15/2018 9:24 AM
36	Surrey Library doors have been broken for far too long. They are being held open with zap straps. This reflects poorly on the quality of the facilities at KPU, and should be fixed.	11/15/2018 9:13 AM
37	Library staff are great - approachable and friendly.	11/15/2018 8:48 AM
38	It looks like a few students use the library.	11/15/2018 8:46 AM
39	The staff is very student/staff friendly	11/13/2018 1:30 PM
40	long overdue for reno. students workstations areas so small and crowded. Service counter is no longer functional. Students spend lots of time coming to the Service desk for tasks they could do themselves if they were more knowledgeable before starting classes & when they are stressed; self checkout, how to print, putting funds on their papercut account (currently students can only do this themselves if using credit. if cash, debit (most common form of payment, they must come to service desk. constantly having to come to the service desk is disruptive to work.	11/13/2018 11:40 AM
41	In your next survey, please provide some kind of scale to show participants how far along they are in the survey. Also, the section about workshops and when I would be most likely to attend (choice of months or no preference) wasn't entirely clear. There were two questions prior to the question asking me to select a date. For the first question, I was thinking about workshops for my students, which I could attend during the fall or spring semester. For the second question, I was thinking about PD workshops I could attend at the library. I would not attend those during a teaching semester as I am simply too busy--those I would happily attend during a non-teaching semester, either in May, June, or July. It might also be useful to let respondents know right at the beginning of the survey that there will be a general comments box at the very end so that they can save general comments for that section (i.e. the one I am writing in). Otherwise, thanks for providing a great service to KPU!	11/10/2018 1:31 PM
42	more tutors who are available	11/9/2018 11:11 AM
43	Keep up the good work!	11/8/2018 8:49 PM
44	It would be great to see extended library hours in the morning at Cloverdale. Many students and faculty comment that they would like to get in for 06:00 or 06:30 a.m. to access materials, work on projects or study in advance of their classes. Most classes at KPU Tech run daily 8-2 or 8-4 with students working part or full time in the evenings. This doesn't leave many options for studying after class. Early morning openings would allow better utilization of Library resources and link up to the type of activities and class schedules that occur at KPU Tech distinctly from other campuses. If KPU advertised the early opening hours at Tech Library, we may see KPU students from other campuses utilize the early morning openings at Tech before they head to other campuses for classes via the KPU Shuttle.	11/8/2018 8:35 AM
45	Great attitude by staff!	11/8/2018 7:12 AM
46	I teach at UBC and to be honest the KPU library is MUCH better - friendly and more helpful staff, and great resources considering the budget limitations.	11/8/2018 6:42 AM
47	this survey is too long! i give up some of the questions looks like you do not know what to do?	11/7/2018 4:51 PM
48	All of the library staff that I have interacted with in the past, have been fantastic to work with, and provided great service to me and my needs.	11/7/2018 2:09 PM
49	I don't have any complaints. All has been good.	11/7/2018 12:56 PM
50	In my role on the Finance team, I have limited time to access the library. However, I am always impressed by the helpful staff and the level of cleanliness of the Langley campus library, when I do visit. It is also comforting to know that there is a quiet area on campus that I can make use of, for research or personal purposes.	11/7/2018 11:40 AM
51	Not at this time	11/6/2018 3:07 PM
52	Services in the library are really needed as at Cloverdale it is the only service open after 5:00 p.m.	11/5/2018 5:01 PM
53	Would like more small group work spaces for students	11/2/2018 1:13 PM
54	The team are doing a great job supporting us with OER and pressbooks!	11/2/2018 12:30 PM

55	Frankly, I don't use the library very much as part of my classes. However, I do occasionally use the website and refer students to the website. I often refer students to the library and Learning Centre for help in areas where they have expertise. I am not super familiar with all options. I do plan to work more with TLC for in-class support on assignments.	11/1/2018 2:13 PM
56	For the email reminding people to either return or renew the materials, in the past there was the link leading to the renew site, but now it is the link to the library site, in the library site it is hard to find the renew site. It would be helpful with the renew link in the email.	11/1/2018 8:24 AM
57	Great people, but collections could always be more complete. More paper periodicals please!	11/1/2018 7:45 AM
58	The Library staff are all wonderful [Library Supervisor] is a honest smart ans very brite leader with wonderful qualities and it shows with her staff she has trained all her staff well.	10/31/2018 9:19 PM
59	you are all so wonderful. To paraphrase Cicero, KPU Library is the soul of the university.	10/31/2018 5:09 PM
60	I am very happy with librarians and the excellent and consistent service I receive	10/31/2018 4:52 PM
61	Your team does GREAT work. Thank you for all that you do - and your patience in your everyday work. Without you, our (faculty) work would be incomplete.	10/31/2018 4:10 PM
62	Thank you!	10/31/2018 3:58 PM
63	I would appreciate more library staff walk through - I have seen students vaping in meeting rooms and another staff told me of students smoking in the washrooms. There is still a lot of eating on the 2nd floor. It would be nice to have a nap area for students (like they have at other universities)! :-)	10/31/2018 3:24 PM
64	Thanks.	10/31/2018 3:06 PM
65	The library is essential to the institution; and, generally, does a fine job. Certainly, the personnel try hard.	10/31/2018 3:05 PM
66	Can there be more learning workshops after 4:30 pm? Especially for academic writing and time management. Love the high quality magazine subscriptions, new books, writing guides on the library website, and long operational hours. The Library and library staff do a great service for the community!	10/31/2018 3:01 PM

2018 KPU Library Survey of Faculty, Staff & Administrators

*1) Please tell us about yourself: Are you...

◯ Teaching faculty   Don't ask Qs 33-56
◯ Non-teaching faculty   Don't ask Qs 33-56
◯ Support staff (BCGEU)
◯ Administrative (excluded) employee in a support role   Don't ask Qs 33-56 and 62-79
◯ Administrative (excluded) employee in a management role   Don't ask Qs 33-56 and 62-79

Answer is required

2) What is your home campus for this term (the campus where you work most of the time or teach most of your classes)?
Please choose one option only - If you work/teach on more than one campus equally, please choose one to base your answers on.

◯ Cloverdale
◯ Langley
◯ Richmond
◯ Surrey

3) In which faculty/school/unit do you currently work?
Please select all that apply.

❑ Faculty of Academic & Career Advancement
❑ Faculty of Arts
❑ School of Business
❑ Chip and Shannon Wilson School of Design
❑ Faculty of Educational Support & Development
❑ Faculty of Health
❑ Faculty of Science and Horticulture
❑ Faculty of Trades & Technology
❑ Other

Methods of Access

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

	More than 3 times/week	About 1-2 times a week	About 1-3 times a month	Once a month or less	Never
In person	◯	◯	◯	◯	◯
Online	◯	◯	◯	◯	◯

5) How often you use the Library's resources and/or services, by any method of access, for each of the following purposes?

	More than 3 times/week	About 1-2 times a week	About 1-3 times a month	Once a month or less	Never
Teaching	◯	◯	◯	◯	◯
Research	◯	◯	◯	◯	◯
Study	◯	◯	◯	◯	◯
Leisure	◯	◯	◯	◯	◯
Other	◯	◯	◯	◯	◯

How well are we doing?
Base your evaluation of the resources and services in relation to your work.

Library Resources

6) How important are each of these Library resources to the work that you do?

	Have not used	Not relevant to my work	Essential	Very important	Somewhat important	Not at all important
Print book collection	❍	❍	❍	❍	❍	❍
Electronic book collection	❍	❍	❍	❍	❍	❍
Print periodicals (magazines, newspapers, journals)	❍	❍	❍	❍	❍	❍
Online periodicals & online research databases	❍	❍	❍	❍	❍	❍
Data and Geographical Information Systems (GIS) resources	❍	❍	❍	❍	❍	❍
DVD and video collection	❍	❍	❍	❍	❍	❍
Online streaming videos	❍	❍	❍	❍	❍	❍
Summon Search (searches all the resources above)	❍	❍	❍	❍	❍	❍
Equipment Services	❍	❍	❍	❍	❍	❍
Laptops	❍	❍	❍	❍	❍	❍

7) Now, please rate your satisfaction with the Library resources:

	Very satisfied	Somewhat satisfied	Neutral	Somewhat dissatisfied	Very dissatisfied
Print book collection	❍	❍	❍	❍	❍
Electronic book collection	❍	❍	❍	❍	❍
Print periodicals (magazines, newspapers, journals)	❍	❍	❍	❍	❍
Online periodicals & online research databases	❍	❍	❍	❍	❍
Data and Geographical Information Systems (GIS) resources	❍	❍	❍	❍	❍
DVD and video collection	❍	❍	❍	❍	❍
Online streaming videos	❍	❍	❍	❍	❍
Summon Search (searches all the resources above)	❍	❍	❍	❍	❍
Equipment Services	❍	❍	❍	❍	❍
Laptops	❍	❍	❍	❍	❍

Respondents will only see the items they rated the importance of in Q6

8) Tell us a story when the Library's resources exceeded your expectations.

_____

_____

9) You indicated you are very dissatisfied or dissatisfied with *[ITEM].* **Please explain:**

_____

_____

19) Overall, how satisfied are you with the Library's resources?
- ○ Very satisfied
- ○ Somewhat satisfied
- ○ Neither satisfied nor dissatisfied
- ○ Somewhat dissatisfied
- ○ Very dissatisfied

20) How important are each of these Library facilities and services to the work that you do?

	Have not used	Not relevant to my work	Essential	Very important	Somewhat important	Not at all important
Library hours of operation	○	○	○	○	○	○
Research Help Desk hours	○	○	○	○	○	○
Assistance by reference librarians	○	○	○	○	○	○
Assistance by Library Service Counter staff	○	○	○	○	○	○
Intercampus loan service	○	○	○	○	○	○
Interlibrary loan service	○	○	○	○	○	○
Subject Guides	○	○	○	○	○	○
Library website	○	○	○	○	○	○
Library cleanliness	○	○	○	○	○	○
In-library presentation spaces (for small receptions and presentations)	○	○	○	○	○	○

21) Now, please rate your satisfaction with these Library facilities and services:

	Very satisfied	Somewhat satisfied	Neutral	Somewhat dissatisfied	Very dissatisfied	Not relevant to my work	Have not used
Library hours of operation	○	○	○	○	○	○	○
Research Help Desk hours	○	○	○	○	○	○	○
Assistance by reference librarians	○	○	○	○	○	○	○
Assistance by Library Service Counter staff	○	○	○	○	○	○	○
Intercampus loan service	○	○	○	○	○	○	○
Interlibrary loan service	○	○	○	○	○	○	○
Subject Guides	○	○	○	○	○	○	○
Library website	○	○	○	○	○	○	○
Library cleanliness	○	○	○	○	○	○	○
In-library presentation spaces (for small receptions and presentations)	○	○	○	○	○	○	○

Respondents will only see the items they rated the importance of in Q20

22) Tell us a story when the Library's facilities and services exceeded your expectations.

_____
_____

23) You indicated you are very dissatisfied or dissatisfied with *[ITEM].* **Please explain:**

_____
_____

19) Overall, how satisfied are you with the Library's facilities and services?
- ❍ Very satisfied
- ❍ Somewhat satisfied
- ❍ Neither satisfied nor dissatisfied
- ❍ Somewhat dissatisfied
- ❍ Very dissatisfied

34) How important are the following faculty services provided by the Library to the work that you do?

	Essential	Very important	Somewhat important	Not at all important	Not relevant to my work	Have not used
Resources for Faculty Page on the Library Website	❍	❍	❍	❍	❍	❍
Course Reserves	❍	❍	❍	❍	❍	❍
Copyright Information	❍	❍	❍	❍	❍	❍
Equipment Services	❍	❍	❍	❍	❍	❍

35) Now, please rate your satisfaction with the faculty services provided by the Library:

	Very satisfied	Somewhat satisfied	Neutral	Somewhat dissatisfied	Very dissatisfied	Not relevant to my work	Have not used
Resources for Faculty Page on the Library Website	❍	❍	❍	❍	❍	❍	❍
Course Reserves	❍	❍	❍	❍	❍	❍	❍
Copyright Information	❍	❍	❍	❍	❍	❍	❍
Equipment Services	❍	❍	❍	❍	❍	❍	❍

Respondents will only see the items they rated the importance of in Q34

36) Tell us a story when the Library's faculty services exceeded your expectations.

_____
_____

37) You indicated dissatisfaction with *[ITEM].* **Please explain:**

_____
_____

[ASK QUESTION TO EMPLOYEES WHO TEACH]
40) How important are the following instructional services provided by the Library to the work that you do?

	Essential	Very important	Somewhat important	Not at all important	Not relevant to my work	Have not used
Library Research Skills classes taught by Librarians	❍	❍	❍	❍	❍	❍
Faculty collaborating with Librarian on a teaching session	❍	❍	❍	❍	❍	❍
Research Skills Assignments given during Library Research Skills classes	❍	❍	❍	❍	❍	❍
Faculty collaborating with Librarian on an assignment	❍	❍	❍	❍	❍	❍
Library teaching space and equipment	❍	❍	❍	❍	❍	❍
Collaboration with your Liaison Librarian	❍	❍	❍	❍	❍	❍
Online Plagiarism Tutorial	❍	❍	❍	❍	❍	❍

[ASK QUESTION TO EMPLOYEES WHO TEACH]
41) Now, please rate your satisfaction with these instructional services:

	Very satisfied	Somewhat satisfied	Neutral	Somewhat dissatisfied	Very dissatisfied	Not relevant to my work	Have not used
Library Research Skills classes taught by Librarians	❍	❍	❍	❍	❍	❍	❍
Faculty collaborating with Librarian on a teaching session	❍	❍	❍	❍	❍	❍	❍
Research Skills Assignments given during Library Research Skills classes	❍	❍	❍	❍	❍	❍	❍
Faculty collaborating with Librarian on an assignment	❍	❍	❍	❍	❍	❍	❍
Library teaching space and equipment	❍	❍	❍	❍	❍	❍	❍
Collaboration with your Liaison Librarian	❍	❍	❍	❍	❍	❍	❍
Online Plagiarism Tutorial	❍	❍	❍	❍	❍	❍	❍

[ASK QUESTION TO EMPLOYEES WHO TEACH]
42) Tell us a story about when the Library's instructional service(s) exceeded your expectations.

_____
_____

43) You indicated you are very dissatisfied or dissatisfied with *[ITEM]*. **Please explain:**

_____

_____

50) If you schedule Library Research Skills classes would you prefer to:

○ Have librarians come into your classroom and provide a demonstration of resources
○ Have students come to the Library lab for hands-on practice
○ Have both
○ Not applicable

51) How likely are you to use the following online tutorials in your classes?

	Definitely	Very likely	Moderately likely	Not at all likely
Ask the right question (going from topic to searchable question)	○	○	○	○
Types of information (scholarly, popular, trade)	○	○	○	○
Evaluate your sources	○	○	○	○
Search tools (Summon, databases)	○	○	○	○

52) How important is it that students receive badges on completion of online tutorials which show up in Moodle?
○ Essential
○ Very important
○ Somewhat important
○ Not at all important

53) Please suggest topics for any workshops that the Library could provide that would be of value to YOUR STUDENTS (one topic per line):

Topic 1 _____
Topic 2 _____
Topic 3 _____
Topic 4 _____

54) Please suggest topics for any workshops that the Library could provide that would be of particular interest to YOU (one topic per line):

Topic 1 _____
Topic 2 _____
Topic 3 _____
Topic 4 _____

55) What is the best time of year for <u>YOU</u> to attend such workshops? Please indicate all that apply

❑ January
❑ February
❑ March
❑ April
❑ May
❑ June

❑ July
❑ August
❑ September
❑ October
❑ November
❑ December
❑ No preference

56) The Library has a <u>variety of equipment</u> available for you to borrow. What other type(s) of equipment would you like to be able to borrow? *(one type of equipment per line)*

1: _____

2: _____

3: _____

57) Are you aware of KORA (Kwantlen Open Resource Access), a freely-available digital collection of scholarly and creative works produced by members of the KPU community?

❍ Yes
❍ No   Skip to Q60

58) Have you considered submitting your digital works to KORA?

❍ Yes   Skip to Q60
❍ No

59) Please tell us why you have not considered submitting your digital works to KORA.

_____

_____

60) Would you be interested in learning more about KORA?

❍ Yes
❍ No   Skip to Q62

61) Rank order your preference for each of the following methods for an orientation to KORA (with 1 being your most preferred method).

___ Workshop
___ Drop-in hour
___ 1-on-1 sessions
___ Written materials

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LEARNING CENTRES

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

62) How important are the following Learning Centres (TLC) services to the work that you do?

	Essential	Very important	Somewhat important	Not at all important	Not relevant to my work	Have not used
Writing Tutors	❍	❍	❍	❍	❍	❍
Content Area Tutors	❍	❍	❍	❍	❍	❍
Learning Strategist consultations for students	❍	❍	❍	❍	❍	❍
Academic Skills Workshops	❍	❍	❍	❍	❍	❍
Online Learning Skills Workshops	❍	❍	❍	❍	❍	❍
Learning Resources (Learning Aids) on the Learning Centre website	❍	❍	❍	❍	❍	❍
Online TLC Youtube videos	❍	❍	❍	❍	❍	❍
Open Education Resources for Learning Skills	❍	❍	❍	❍	❍	❍
In-class customized workshops	❍	❍	❍	❍	❍	❍
Learning Strategist consultations for faculty	❍	❍	❍	❍	❍	❍
Learning Strategist support for faculty	❍	❍	❍	❍	❍	❍
Online Booking System	❍	❍	❍	❍	❍	❍
Learning Centre front counter services	❍	❍	❍	❍	❍	❍

63) Now, please rate your satisfaction with these Learning Centre services:

	Very satisfied	Somewhat satisfied	Neutral	Somewhat dissatisfied	Very dissatisfied	Not relevant to my work	Have not used
Writing Tutors	❍	❍	❍	❍	❍	❍	❍
Content Area Tutors	❍	❍	❍	❍	❍	❍	❍
Learning Strategist consultations for students	❍	❍	❍	❍	❍	❍	❍
Academic Skills Workshops	❍	❍	❍	❍	❍	❍	❍
Online Learning Skills Workshops	❍	❍	❍	❍	❍	❍	❍
Learning Resources (Learning Aids) on the Learning Centre website	❍	❍	❍	❍	❍	❍	❍
Online TLC Youtube videos	❍	❍	❍	❍	❍	❍	❍
Open Education Resources for Learning Skills	❍	❍	❍	❍	❍	❍	❍
In-class customized workshops	❍	❍	❍	❍	❍	❍	❍
Learning Strategist consultations for faculty	❍	❍	❍	❍	❍	❍	❍
Learning Strategist support for faculty	❍	❍	❍	❍	❍	❍	❍

Online Booking System	❍	❍	❍	❍	❍	❍	❍
Learning Centre front counter services	❍	❍	❍	❍	❍	❍	❍

Respondents will only see items they rated the importance of in Q62

64) Tell us a story when the Learning Centre service(s) exceeded your expectations.
_____
_____

[If respondent has indicated dissatisfaction in Q63, ask the below question; repeat as needed]
65) You indicated you are very dissatisfied or dissatisfied with *[ITEM]***. Please explain:**
_____
_____

78) Please suggest topics for any workshops that the Learning Centres could provide that would be of value to <u>YOUR STUDENTS</u> (one topic per line):

      Topic 1   _____
      Topic 2   _____
      Topic 3   _____
      Topic 4   _____

79) Please suggest topics for any workshops that the Learning Centres could provide that would be of particular interest to <u>YOU</u> (one topic per line):

      Topic 1   _____
      Topic 2   _____
      Topic 3   _____
      Topic 4   _____

80) If you have any other comments about the Library, please provide them here:
_____
_____

Thank you for taking the time to participate in this survey. All feedback is evaluated and the results guide the Library's collection and service priorities for the future.

Todd Mundle
University Librarian

Library Survey of KPU Employees: Comparing 2016 and 2018

This report compares data from the 2016 and 2018 Library Surveys of KPU Employees, which can inform the Library of how Library resources, facilities, and services are used and perceived by KPU employees.

Each table in the report is structured as follows:

1) Question category					
Q#	Response	2016	2018	Change	Number of Responses

The "Change" column indicates whether there has been an increase or decrease in a particular measure between 2016 and 2018. We use the following system to identify whether there has been an increase, decrease, or no change:

2018 data > 2016 data by 5 or more percentage points	Increase
2018 data < 2016 data by 5 or more percentage points	Decrease
2018 and 2016 data within 5 percentage points	No Change

Statistical Significance, Sample Size, and Effect Size: In some cases, further analyses were carried out to determine whether a difference in percentages was statistically significant (i.e., that the difference is unlikely to be due to chance). Having a larger sample size (i.e., number of respondents) makes it more likely that the analyses can detect a statistically significant difference. While testing for significance tells us whether or not there is a difference between two values, effect size tells us how large this difference really is. In some cases, a difference can be statistically significant but still small/weak.

Number of Responses: The number of responses to each question varies because not all respondents provide answers to every question, and some questions are designed only for a subset of respondents. There were **387 total respondents in 2016** and **431 total respondents in 2018**.

Exclusion Criteria: Measures that had different question wording and response options, and questions that were only asked in one of the two surveys are excluded from this report.

Contents

Library Employee Survey – Tabular Report Comparing 2016 and 2018 Results

Section 1: Respondent Characteristics

	1a) Respondents' role at KPU[1]				
Q#	**Response[2]**	**2016**	**2018**	**Change**	**Number of Responses**
1a	Faculty	50%	52%	No Change	2016: 381 2018: 431
	Support staff (BCGEU)	41%	35%	Decrease	
	Administrators	9%	13%	No Change	
	1b) Does the respondent teach?				
Q#	**Response**	**2016**	**2018**	**Change**	**Number of Responses**
1b	Yes	55%	50%[3]	Decrease	2016: 381 2018: 431
	2) Main campus where respondents work				
Q#	**Response**	**2016**	**2018**	**Change**	**Number of Responses**
2	Surrey	55%	55%	No Change	2016: 379 2018: 430
	Langley	21%	20%	No Change	
	Richmond	20%	19%	No Change	
	KPU Tech (Cloverdale)	4%	6%	No Change	

---

[1] In 2016, the question was phrased: "Please tell us about yourself: Are you…" and in 2018 it was phrased: "Which category best describes your role at KPU?"

[2] For optimal comparability, the 2018 categories of "Teaching faculty" and "Non-teaching faculty" were collapsed into "Faculty" and the categories "Administrative (excluded) employee in a support role" and "Administrative (excluded) employee in a management role" were collapsed into "Administrators." In addition, the category "Other" in the 2016 survey – which was selected by one respondent – was excluded from this analysis.

[3] The 2018 survey does not include a dedicated question for whether respondents are in teaching roles; therefore, this cell only includes teaching faculty, and does not include staff or administrators who might be in teaching roles.

Q#	Response[4]	2016	2018	Change	Number of Responses
	3) Faculty/school/unit to which respondents belong				
3	Faculty of Academic & Career Advancement	18%	6%	Decrease	2016: 387 2018: 431
	Faculty of Arts	35%	21%	Decrease	
	School of Business	13%	12%	No Change	
	Wilson School of Design	7%	5%	No Change	
	Faculty of Educational Support & Development	2%	3%	No Change	
	Faculty of Health	7%	5%	No Change	
	Faculty of Science and Horticulture	16%	14%	No Change	
	Faculty of Trades & Technology	5%	4%	No Change	
	Other	31%	31%	No Change	

Section 2: Frequency of and Reasons for Library Use

Q#	Response	2016	2018	Change	Number of Responses
	4) How often do you use the Library in person?				
4	3 or more times a week	10%	10%	No Change	2016: 369 2018: 385
	About 1-2 times a week	10%	10%	No Change	
	About 1-3 times a month	31%	21%	Decrease	
	Less than once a month	40%	42%	No Change	
	Never	9%	16%	Increase[5]	

---

[4] Respondents could choose multiple categories; therefore, the percentages for each year can total greater than 100%.
[5] The percentage of administrators who never use the library in-person remained relatively stable from 2016 to 2018 (25% to 28%); the figure increased for faculty (4% to 9%) and for support staff (12% to 23%).

	5) How often do you use the Library online?				
Q#	Response	2016	2018	Change	Number of Responses
5	3 or more times a week	14%	14%	No Change	2016: 320 2018: 361
	About 1-2 times a week	14%	14%	No Change	
	About 1-3 times a month	27%	21%	Decrease	
	Less than once a month	28%	24%	No Change	
	Never	17%	26%	Increase[6]	

	6) % of respondents who use the Library for the following purposes				
Q#	Response	2016	2018	Change	Number of Responses
6	Teaching	66%	61%	Decrease	2016: 210-298 2018: 311-379
	Research	72%	66%	Decrease	
	Study	48%	41%	Decrease	
	Leisure	58%	49%	Decrease	
	Other	39%	44%	Increase	

	7) How often do you use the Library's resources and/or services for teaching?				
Q#	Response	2016	2018	Change	Number of Responses
7	3 or more times a week	9%	7%	No Change	2016: 298 2018: 379
	About 1-2 times a week	12%	12%	No Change	
	About 1-3 times a month	23%	21%	No Change	
	Less than once a month	23%	22%	No Change	
	Never	34%	39%	Increase	

---

[6] The percentage of administrators who never use the library online remained relatively stable from 2016 to 2018 (46% to 43%), while the figure increased for faculty (7% to 14%) and support staff (24% to 39%).

Q#	8) How often do you use the Library's resources and/or services for research?

Q#	Response	2016	2018	Change	Number of Responses
8	3 or more times a week	11%	8%	No Change	2016: 298 2018: 374
	About 1-2 times a week	11%	10%	No Change	
	About 1-3 times a month	28%	19%	Decrease	
	Less than once a month	23%	29%	Increase	
	Never	28%	34%	Increase	

9) How often do you use the Library's resources and/or services for study?

Q#	Response	2016	2018	Change	Number of Responses
9	3 or more times a week	3%	5%	No Change	2016: 284 2018: 353
	About 1-2 times a week	9%	3%	Decrease	
	About 1-3 times a month	15%	12%	No Change	
	Less than once a month	20%	22%	No Change	
	Never	53%	59%	Increase	

10) How often do you use the Library's resources and/or services for leisure?

Q#	Response	2016	2018	Change	Number of Responses
10	3 or more times a week	1%	3%	No Change	2016: 291 2018: 364
	About 1-2 times a week	6%	4%	No Change	
	About 1-3 times a month	15%	12%	No Change	
	Less than once a month	36%	29%	Decrease	
	Never	42%	51%	Increase	

11) How often do you use the Library's resources and/or services for other purposes?

Q#	Response	2016	2018	Change	Number of Responses
11	3 or more times a week	5%	5%	No Change	2016: 210

	About 1-2 times a week	3%	3%	No Change	2018: 311
	About 1-3 times a month	9%	9%	No Change	
	Less than once a month	22%	28%	Increase	
	Never	61%	56%	Decrease	

Section 3: Employee Satisfaction with Library Resources, Facilities, and Services[7]

Given the seeming trend towards lower satisfaction, a series of chi-square tests were conducted for this section to see whether the changes were statistically significant.[8] Those that are statistically significant are marked with an asterisk (*), and likely reflect a real change in satisfaction levels. Those that are not statistically significant should be interpreted with caution – the change may simply be due to chance. This section includes all employees.

	12a) % who were somewhat or very satisfied with the following resources				
Q#	Response	2016	2018	Change	Number of Responses
12	Print book collection	78%	64%	Decrease*	2016: 250 2018: 278
	Electronic book collection	63%	56%	Decrease	2016: 217 2018: 266
	Print periodicals	63%	49%	Decrease	2016: 213 2018: 260
	Online periodicals	79%	68%	Decrease	2016: 246 2018: 293
	Data and GIS resources	43%	26%	Decrease	2016: 93 2018: 175
	DVD and video collection	66%	47%	Decrease*	2016: 189 2018: 240
	Online streaming videos	57%	43%	Decrease	2016: 162 2018: 225
	Summon Search[9]	71%	62%	Decrease	2016: 195 2018: 275
	Laptops	69%	48%	Decrease*	2016: 157 2018: 240
	Library resources overall	85%	80%	Decrease	2016: 288 2018: 399

---

[7] For all satisfaction questions: in 2016 respondents who chose "Not relevant to my work" or "Have not used" were excluded while calculating percentages. In 2018, respondents who rated an item as irrelevant or unused when asked about its importance were not asked about their level of satisfaction with the item in question.

[8] Since 31 different questions were analyzed, there would be an 80% chance of finding a false positive result using typical methods. Therefore, a more stringent criteria was used to determine whether the result was significant ($p < .002$).

[9] In 2018, respondents rated their satisfaction with the Summon Discovery Tool.

Q#	13a) % who were somewhat or very satisfied with the Library's facilities or services				
	Response	2016	2018	Change	Number of Responses
13	Library hours of operation	83%	82%	No Change	2016: 291 2018: 306
	Research Help Desk[10] hours	73%	67%	Decrease	2016: 242 2018: 246
	Assistance by reference librarians	87%	82%	Decrease	2016: 235 2018: 261
	Assistance by Library Service Counter[11] staff	90%	86%	No Change	2016: 280 2018: 296
	Intercampus loan service	79%	69%	Decrease	2016: 219 2018: 245
	Interlibrary loan service	78%	66%	Decrease	2016: 211 2018: 240
	Subject Guides	73%	68%	Decrease	2016: 197 2018: 234
	Library website	82%	79%	No Change	2016: 270 2018: 306
	Library cleanliness	83%	77%	Decrease	2016: 283 2018: 314
	In-library presentation spaces	70%	61%	Decrease	2016: 185 2018: 245
	Library facilities and services overall	91%	84%	Decrease	2016: 286 2018: 387

Section 4: Faculty Satisfaction with Library Resources, Facilities, and Services

The same analyses in Section 3 were carried out for Section 4, on the responses from faculty members only. No statistically significant differences were found.

Q#	12b) % who were somewhat or very satisfied with the following resources				
	Response	2016	2018	Change	Number of Responses
12	Print book collection	80%	70%	Decrease	2016: 161 2018: 179
	Electronic book collection	65%	61%	No Change	2016: 143 2018: 165
	Print periodicals	62%	53%	Decrease	2016: 140 2018: 162
	Online periodicals	81%	77%	No Change	2016: 162 2018: 184

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[10] In 2016, this was referred to as the "Reference service desk."
[11] In 2016, this was referred to as the "checkout counter."

	Data and GIS resources	43%	30%	Decrease	2016: 53 2018: 91
	DVD and video collection	68%	55%	Decrease	2016: 122 2018: 148
	Online streaming videos	61%	52%	Decrease	2016: 99 2018: 139
	Summon Search[12]	73%	68%	Decrease	2016: 125 2018: 170
	Laptops	65%	45%	Decrease	2016: 83 2018: 119
	Library resources overall	86%	87%	No Change	2016: 170 2018: 216

13b) % who were somewhat or very satisfied with the Library's facilities or services					
Q#	**Response**	**2016**	**2018**	**Change**	**Number of Responses**
13	Library hours of operation	84%	81%	No Change	2016: 172 2018: 185
	Research Help Desk[13] hours	76%	70%	Decrease	2016: 146 2018: 161
	Assistance by reference librarians	92%	87%	Decrease	2016: 143 2018: 173
	Assistance by Library Service Counter[14] staff	92%	88%	No Change	2016: 170 2018: 185
	Intercampus loan service	82%	69%	Decrease	2016: 142 2018: 156
	Interlibrary loan service	80%	67%	Decrease	2016: 135 2018: 153
	Subject Guides	78%	72%	Decrease	2016: 126 2018: 156
	Library website	84%	81%	No Change	2016: 164 2018: 190
	Library cleanliness	89%	79%	Decrease	2016: 167 2018: 191
	In-library presentation spaces	73%	60%	Decrease	2016: 110 2018: 149
	Library facilities and services overall	96%	90%	Decrease	2016: 172 2018: 212

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[12] In 2018, respondents rated their satisfaction with the Summon Discovery Tool.
[13] In 2016, this was referred to as the "Reference service desk."
[14] In 2016, this was referred to as the "checkout counter."

Section 5: Satisfaction with Faculty and Instructional Services

In both 2016 and 2018, only teaching faculty were asked the questions in this section.

Q#	14) % who were somewhat or very satisfied with the Library's faculty services				
Q#	Response	2016	2018	Change	Number of Responses
14	Resources for Faculty Page on the Library website	86%	80%	Decrease	2016: 137 2018: 135
	Course reserves	82%	80%	No Change	2016: 133 2018: 132
	Copyright information	77%	73%	No Change	2016: 136 2018: 149
Q#	15) % who were somewhat or very satisfied with the Library's instructional services				
Q#	Response	2016	2018	Change	Number of Responses
15	Library Research Skills classes taught by Librarians	86%	80%	Decrease	2016: 141 2018: 127
	Faculty collaborating with Librarian on a teaching session	87%	72%	Decrease	2016: 115 2018: 105
	Research Skills assignments given during Library Research Skills classes	83%	75%	Decrease	2016: 114 2018: 111
	Faculty collaborating with Librarian on assessment tool (assignment)[15]	85%	70%	Decrease	2016: 96 2018: 96
	Library teaching space and equipment	84%	73%	Decrease	2016: 139 2018: 121
	Collaboration with your Liaison Librarian	93%	83%	Decrease	2016: 147 2018: 130
	Online Plagiarism Tutorial	87%	78%	Decrease	2016: 133 2018: 147

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[15] The 2018 version is "Faculty collaborating with Librarian on an assignment."

Section 6: Preferences for Classes and Workshops

In both 2016 and 2018, only teaching faculty were asked the questions in this section.

Q#	16) Preference for Library Research Skills classes				
Q#	**Response**	**2016**	**2018**	**Change**	**Number of Responses**
16	Librarians come to classroom and demonstrate resources	10%	12%	No Change	2016: 164 2018: 157
	Students come to Library Lab for hands-on practice	57%	57%	No Change	
	Have both	33%	31%	No Change	
	17) Preference for attending workshops				
Q#	**Response**	**2016**	**2018**	**Change**	**Number of Responses**
17	January	9%	5%	No Change	2016: 387 2018: 431
	February	7%	4%	No Change	
	March	5%	3%	No Change	
	April	8%	6%	No Change	
	May	22%	13%	Decrease	
	June	16%	9%	Decrease	
	July	7%	3%	No Change	
	August	7%	5%	No Change	
	September	8%	5%	No Change	
	October	8%	4%	No Change	
	November	7%	3%	No Change	
	December	5%	4%	No Change	
	No preference	17%	8%	Decrease	

Section 7: Kwantlen Open Resource Access

Q#	Response	2016	2018	Change	Number of Responses
	18) KORA				
18	Aware of KORA	48%	46%	No Change	2016: 324 2018: 378
	Have considered submitting to KORA[16]	24%	29%	Increase	2016: 312 2018: 171

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[16] For 2018, only those who stated they were aware of KORA were asked whether they had considered submitting to it.