




KWANTLEN POLYTECHNIC UNIVERSITY

The background of the entire page is a photograph of a modern, multi-level library atrium. The space is characterized by its open-plan design, featuring concrete pillars, glass railings, and wooden slat walls. People are seen moving through the space, some sitting at computer workstations on the ground floor, others on upper levels. The lighting is bright and even, highlighting the architectural details and the active atmosphere of the library.

KPU Library Library Survey of Employee Feedback

2022 Academic Year

**Prepared for Todd Mundle
*University Librarian***

By the Office of Planning and Accountability

2022 Employee Feedback Survey: KPU Library

The Employee Feedback Survey was open from December 1, 2022 until January 23, 2023. Overall, 1,892 employees were invited to participate, including: all faculty, support staff, administrative employees, and researchers active in the Fall 2022 term. There were 816 participants total, for an overall response rate of 43%. Broken down by employee group, the response rates were 39% for faculty, 40% for staff, and 70% for administrators.

This report provides results related to the KPU Library. For each question, a breakdown is provided by the three employee groups: faculty, administrators, and staff. An asterisk (*) denotes that a question could not be skipped.

Table of Contents

- 1 Library Resources2
- 2 Instructional Supports.....8
- 3 Tutorial Modules.....10
- 4 Satisfaction14

1 Library Resources

1.1 *Some questions on the survey are for all employees, and others are for specific groups of employees only. To ensure you receive the questions relevant to you, please select all that apply to your role at KPU.

Asked of all employees.

| | Faculty | Admin | Staff | Total |
|---|-----------|-----------|-----------|------------|
| I have direct contact with international students (e.g., teach or provide support services for) | 78% | 20% | 32% | 50% |
| I am instructional faculty | 84% | 0% | 1% | 37% |
| I am instructional BCGEU staff | 2% | 0% | 11% | 5% |
| I am a librarian | 3% | 0% | 0% | 1% |
| I currently engage in research (any undertaking intended to discover, create, or extend knowledge through a disciplined inquiry or systematic investigation) or scholarly activities (production of creative works; synthesis/analysis of the research or creative works of others; application of knowledge to real world issues; advancement of pedagogy, or scholarship of creativity) | 36% | 7% | 7% | 19% |
| I wish to engage in research and/or scholarship, but do not do so currently | 20% | 2% | 4% | 11% |
| None of the above | 2% | 76% | 57% | 37% |
| # of respondents (responses) | 351 (795) | 143 (150) | 322 (357) | 816 (1302) |

1.2 Since the shift to increased remote learning, have you used the KPU Library, including any of its online resources or services?

Asked of faculty, instructional BCGEU staff, and employees who engage in or wish to engage in research/scholarship. Not asked of librarians.

| | Faculty | Admin | Staff | Total |
|------------------|---------|-------|-------|-------|
| Yes | 77% | 67% | 61% | 75% |
| No | 23% | 33% | 39% | 25% |
| # of respondents | 287 | 12 | 49 | 348 |

1.3 Why have you not used the library? Please select all that apply.

Only asked of respondents who answered 'no' in Table 1.2.

Administrative employees not reported independently due to a low number of respondents.

| | Faculty | Admin | Staff | Total |
|--|---------|-------|---------|----------|
| I don't normally use the library for my work at KPU | 77% | - | 79% | 75% |
| I've been too busy to use the library | 22% | - | 11% | 20% |
| The library doesn't provide the resources/services that I need | 13% | - | 0% | 9% |
| Other (please specify) | 11% | - | 11% | 13% |
| # of respondents (responses) | 64 (78) | - | 19 (19) | 87 (101) |

1.4 For what purposes have you used the following Library resources or services? If you have had any difficulty accessing the resources or services due to the pandemic, please check that option as well.

Only asked of respondents who answered 'yes' in Table 1.2.

| | | Faculty | Admin | Staff | Total |
|---|-------------------------------------|------------------|---------------|----------------|------------------|
| Print book collection | Have not used | 43% | 38% | 40% | 43% |
| | Teaching | 43% | 0% | 16% | 39% |
| | Research | 36% | 38% | 20% | 35% |
| | Other work | 10% | 38% | 28% | 13% |
| | Difficulty accessing | 2% | 13% | 4% | 2% |
| | # of respondents (responses) | 198 (266) | 8 (10) | 25 (27) | 231 (303) |
| Electronic book collection | Have not used | 23% | 25% | 30% | 24% |
| | Teaching | 68% | 0% | 17% | 60% |
| | Research | 48% | 63% | 52% | 49% |
| | Other work | 7% | 25% | 22% | 9% |
| | Difficulty accessing | 1% | 13% | 0% | 1% |
| | # of respondents (responses) | 198 (290) | 8 (10) | 23 (28) | 229 (328) |
| Print periodicals (magazines, newspapers, journals) | Have not used | 52% | 57% | 83% | 55% |
| | Teaching | 38% | 0% | 9% | 34% |
| | Research | 27% | 29% | 13% | 26% |
| | Other work | 8% | 29% | 4% | 8% |
| | Difficulty accessing | 1% | 0% | 0% | 1% |
| | # of respondents (responses) | 192 (242) | 7 (8) | 23 (25) | 222 (275) |
| Online periodicals and research databases | Have not used | 15% | 25% | 33% | 17% |
| | Teaching | 74% | 0% | 21% | 66% |
| | Research | 57% | 75% | 50% | 57% |
| | Other work | 9% | 25% | 17% | 10% |
| | Difficulty accessing | 1% | 0% | 0% | 1% |
| | # of respondents (responses) | 199 (310) | 8 (10) | 24 (29) | 231 (349) |
| Data and Geographical Information Systems (GIS) resources | Have not used | 91% | 100% | 87% | 91% |
| | Teaching | 5% | 0% | 4% | 5% |
| | Research | 4% | 0% | 13% | 5% |
| | Other work | 1% | 0% | 0% | 1% |
| | Difficulty accessing | 0% | 0% | 4% | 0% |
| | # of respondents (responses) | 188 (190) | 7 (7) | 23 (25) | 218 (222) |
| DVD and video collection | Have not used | 72% | 100% | 91% | 75% |
| | Teaching | 27% | 0% | 4% | 23% |
| | Research | 6% | 0% | 4% | 6% |
| | Other work | 3% | 0% | 4% | 3% |
| | Difficulty accessing | 2% | 0% | 0% | 2% |
| | # of respondents (responses) | 192 (212) | 7 (7) | 23 (24) | 222 (243) |

| | | Faculty | Admin | Staff | Total |
|--|-------------------------------------|------------------|--------------|----------------|------------------|
| Online streaming videos | Have not used | 54% | 57% | 74% | 56% |
| | Teaching | 44% | 0% | 13% | 39% |
| | Research | 12% | 43% | 9% | 13% |
| | Other work | 4% | 29% | 9% | 5% |
| | Difficulty accessing | 1% | 0% | 0% | 0% |
| | # of respondents (responses) | 194 (221) | 7 (9) | 23 (24) | 224 (254) |
| Summon Search (searches all the resources above) | Have not used | 27% | 29% | 30% | 27% |
| | Teaching | 67% | 0% | 22% | 61% |
| | Research | 48% | 71% | 48% | 49% |
| | Other work | 11% | 29% | 30% | 13% |
| | Difficulty accessing | 0% | 0% | 0% | 0% |
| | # of respondents (responses) | 196 (301) | 7 (9) | 23 (30) | 226 (340) |
| Course reserves | Have not used | 62% | 100% | 82% | 65% |
| | Teaching | 38% | 0% | 14% | 34% |
| | Research | 5% | 0% | 9% | 5% |
| | Other work | 1% | 0% | 5% | 1% |
| | Difficulty accessing | 1% | 0% | 0% | 1% |
| | # of respondents (responses) | 195 (208) | 7 (7) | 22 (24) | 224 (239) |
| Link.Scan.Open service | Have not used | 86% | 100% | 91% | 87% |
| | Teaching | 12% | 0% | 9% | 11% |
| | Research | 5% | 0% | 4% | 5% |
| | Other work | 1% | 0% | 0% | 0% |
| | Difficulty accessing | 0% | 0% | 0% | 0% |
| | # of respondents (responses) | 185 (192) | 7 (7) | 23 (24) | 215 (223) |
| Intercampus loan service | Have not used | 65% | 71% | 82% | 67% |
| | Teaching | 24% | 0% | 14% | 22% |
| | Research | 22% | 14% | 5% | 20% |
| | Other work | 5% | 14% | 5% | 5% |
| | Difficulty accessing | 1% | 0% | 0% | 0% |
| | # of respondents (responses) | 188 (218) | 7 (7) | 22 (23) | 217 (248) |
| Interlibrary Loan | Have not used | 68% | 50% | 87% | 69% |
| | Teaching | 20% | 0% | 4% | 18% |
| | Research | 22% | 38% | 4% | 21% |
| | Other work | 5% | 25% | 9% | 6% |
| | Difficulty accessing | 1% | 0% | 0% | 1% |
| | # of respondents (responses) | 191 (221) | 8 (9) | 23 (24) | 222 (254) |
| Research help provided by librarians | Have not used | 46% | 100% | 78% | 51% |
| | Teaching | 46% | 0% | 13% | 42% |
| | Research | 19% | 0% | 13% | 18% |
| | Other work | 5% | 0% | 4% | 4% |
| | Difficulty accessing | 0% | 0% | 0% | 0% |
| | # of respondents (responses) | 196 (229) | 7 (7) | 23 (25) | 226 (261) |

| | | Faculty | Admin | Staff | Total |
|---|-------------------------------------|------------------|--------------|----------------|------------------|
| Assistance by your departmental liaison librarian | Have not used | 40% | 75% | 65% | 43% |
| | Teaching | 57% | 0% | 22% | 51% |
| | Research | 18% | 25% | 9% | 17% |
| | Other work | 5% | 13% | 13% | 6% |
| | Difficulty accessing | 0% | 0% | 0% | 0% |
| | # of respondents (responses) | 200 (237) | 8 (9) | 23 (25) | 231 (271) |
| Library research guides ("subject guides") | Have not used | 40% | 71% | 82% | 45% |
| | Teaching | 57% | 0% | 14% | 51% |
| | Research | 11% | 29% | 9% | 12% |
| | Other work | 5% | 29% | 0% | 5% |
| | Difficulty accessing | 0% | 0% | 0% | 0% |
| | # of respondents (responses) | 194 (220) | 7 (9) | 22 (23) | 223 (252) |
| Equipment Services | Have not used | 42% | 71% | 39% | 43% |
| | Teaching | 53% | 0% | 35% | 49% |
| | Research | 10% | 0% | 13% | 10% |
| | Other work | 10% | 29% | 22% | 11% |
| | Difficulty accessing | 1% | 0% | 4% | 1% |
| | # of respondents (responses) | 198 (227) | 7 (7) | 23 (26) | 228 (260) |

1.5 How important are each of the following Library resources to the work that you do?

Respondents were only shown items they indicated they used or had difficulty accessing in Table 1.4.

Administrative and/or staff employees not reported independently on all items due to a low number of respondents.

| | | Faculty | Admin | Staff | Total |
|---|--------------------|---------|-------|-------|-------|
| Print book collection | Not very important | 4% | 20% | 40% | 8% |
| | Somewhat important | 35% | 40% | 13% | 33% |
| | Very important | 62% | 40% | 47% | 59% |
| | # of respondents | 112 | 5 | 15 | 132 |
| Electronic book collection | Not very important | 5% | 17% | 19% | 7% |
| | Somewhat important | 16% | 17% | 25% | 17% |
| | Very important | 79% | 67% | 56% | 76% |
| | # of respondents | 152 | 6 | 16 | 174 |
| Print periodicals (magazines, newspapers, journals) | Not very important | 10% | - | - | 10% |
| | Somewhat important | 30% | - | - | 29% |
| | Very important | 60% | - | - | 61% |
| | # of respondents | 93 | - | - | 100 |
| Online periodicals & online research databases | Not very important | 2% | 17% | 6% | 3% |
| | Somewhat important | 11% | 0% | 19% | 11% |
| | Very important | 87% | 83% | 75% | 86% |
| | # of respondents | 167 | 6 | 16 | 189 |
| Data and Geographical Information Systems (GIS) resources | Not very important | 6% | - | - | 5% |
| | Somewhat important | 31% | - | - | 32% |
| | Very important | 63% | - | - | 63% |
| | # of respondents | 16 | - | - | 19 |
| DVD and video collection | Not very important | 16% | - | - | 17% |
| | Somewhat important | 42% | - | - | 41% |
| | Very important | 42% | - | - | 42% |
| | # of respondents | 57 | - | - | 59 |
| Online streaming videos | Not very important | 4% | - | 17% | 6% |
| | Somewhat important | 29% | - | 33% | 30% |
| | Very important | 66% | - | 50% | 64% |
| | # of respondents | 89 | - | 6 | 98 |
| Summon Search (searches all the resources above) | Not very important | 3% | 0% | 20% | 4% |
| | Somewhat important | 16% | 40% | 20% | 17% |
| | Very important | 81% | 60% | 60% | 78% |
| | # of respondents | 142 | 5 | 15 | 162 |
| Course reserves | Not very important | 4% | - | - | 4% |
| | Somewhat important | 26% | - | - | 26% |
| | Very important | 70% | - | - | 70% |
| | # of respondents | 73 | - | - | 77 |
| Link.Scan.Open service | Not very important | 12% | - | - | 11% |
| | Somewhat important | 24% | - | - | 22% |
| | Very important | 64% | - | - | 67% |
| | # of respondents | 25 | - | - | 27 |

| | | Faculty | Admin | Staff | Total |
|---|--------------------|---------|-------|-------|-------|
| Intercampus loan service | Not very important | 3% | - | - | 3% |
| | Somewhat important | 28% | - | - | 30% |
| | Very important | 69% | - | - | 68% |
| | # of respondents | 65 | - | - | 71 |
| Interlibrary loan | Not very important | 5% | - | - | 7% |
| | Somewhat important | 31% | - | - | 29% |
| | Very important | 65% | - | - | 64% |
| | # of respondents | 62 | - | - | 69 |
| Research help provided by librarians | Not very important | 4% | - | 0% | 4% |
| | Somewhat important | 18% | - | 40% | 19% |
| | Very important | 78% | - | 60% | 77% |
| | # of respondents | 103 | - | 5 | 108 |
| Assistance by your departmental liaison librarian | Not very important | 1% | - | 0% | 1% |
| | Somewhat important | 18% | - | 13% | 17% |
| | Very important | 82% | - | 88% | 82% |
| | # of respondents | 119 | - | 8 | 129 |
| Library research guides ("subject guides") | Not very important | 1% | - | - | 2% |
| | Somewhat important | 21% | - | - | 22% |
| | Very important | 78% | - | - | 77% |
| | # of respondents | 114 | - | - | 120 |
| Equipment Services | Not very important | 2% | - | 14% | 4% |
| | Somewhat important | 28% | - | 21% | 27% |
| | Very important | 70% | - | 64% | 69% |
| | # of respondents | 114 | - | 14 | 130 |

2 Instructional Supports

2.1 The following are instructional supports normally provided by the Library. Please indicate your level of familiarity with each.

Asked of instructional faculty and instructional BCGEU staff. Not asked of librarians.

| | | Faculty | Admin | Staff | Total |
|---|---------------------|---------|-------|-------|-------|
| In-person library research skills workshop for your class | Not at all familiar | 23% | - | 32% | 23% |
| | Somewhat familiar | 33% | - | 37% | 34% |
| | Very familiar | 44% | - | 32% | 43% |
| | # of respondents | 231 | - | 19 | 250 |
| Synchronous online library research skills instruction for your class (e.g., BBB, Zoom) | Not at all familiar | 44% | - | 63% | 46% |
| | Somewhat familiar | 30% | - | 16% | 29% |
| | Very familiar | 26% | - | 21% | 25% |
| | # of respondents | 230 | - | 19 | 249 |
| Academic Integrity online tutorial | Not at all familiar | 21% | - | 26% | 21% |
| | Somewhat familiar | 25% | - | 26% | 25% |
| | Very familiar | 54% | - | 47% | 54% |
| | # of respondents | 233 | - | 19 | 252 |
| Doing Research online tutorial | Not at all familiar | 48% | - | 47% | 48% |
| | Somewhat familiar | 27% | - | 37% | 28% |
| | Very familiar | 25% | - | 16% | 24% |
| | # of respondents | 230 | - | 19 | 249 |
| Online library training videos | Not at all familiar | 50% | - | 37% | 49% |
| | Somewhat familiar | 26% | - | 47% | 28% |
| | Very familiar | 24% | - | 16% | 23% |
| | # of respondents | 228 | - | 19 | 247 |
| Online library research guides ("subject guides") | Not at all familiar | 37% | - | 32% | 37% |
| | Somewhat familiar | 26% | - | 47% | 27% |
| | Very familiar | 37% | - | 21% | 36% |
| | # of respondents | 230 | - | 19 | 249 |
| Embeddable activities created by librarian (e.g. H5P exercises) | Not at all familiar | 68% | - | 68% | 68% |
| | Somewhat familiar | 23% | - | 26% | 24% |
| | Very familiar | 8% | - | 5% | 8% |
| | # of respondents | 230 | - | 19 | 249 |
| Library assignment created by librarian | Not at all familiar | 59% | - | 68% | 60% |
| | Somewhat familiar | 24% | - | 16% | 23% |
| | Very familiar | 17% | - | 16% | 17% |
| | # of respondents | 231 | - | 19 | 250 |

2.2 Which of the following library instructional supports for students are you using or are you likely to use in your lower-level and/or upper-level courses? Select all that apply.

Respondents were only shown items they indicated they were somewhat or very familiar with in Table 2.1.

Note that respondents who skipped a support item were included in the calculation, meaning that, for example, 43% of respondents who were familiar with synchronous online library research skills instruction used them in a lower-level course.

| | | Faculty | Admin | Staff | Total |
|---|-------------------------------|------------------|----------|---------------|------------------|
| Synchronous online library research skills instruction for your class (e.g., BBB, Zoom) | Lower-level courses you teach | 45% | - | 11% | 43% |
| | Upper-level courses you teach | 19% | - | 11% | 19% |
| Academic Integrity online tutorial | Lower-level courses you teach | 80% | - | 89% | 81% |
| | Upper-level courses you teach | 30% | - | 22% | 29% |
| Doing Research online tutorial | Lower-level courses you teach | 40% | - | 22% | 39% |
| | Upper-level courses you teach | 22% | - | 11% | 22% |
| Online library training videos | Lower-level courses you teach | 39% | - | 44% | 39% |
| | Upper-level courses you teach | 17% | - | 0% | 16% |
| Online library research guides ("subject guides") | Lower-level courses you teach | 52% | - | 33% | 51% |
| | Upper-level courses you teach | 31% | - | 11% | 30% |
| Embeddable activities created by librarian (e.g. H5P exercises) | Lower-level courses you teach | 22% | - | 22% | 22% |
| | Upper-level courses you teach | 7% | - | 11% | 8% |
| Library assignment created by librarian | Lower-level courses you teach | 32% | - | 33% | 32% |
| | Upper-level courses you teach | 7% | - | 0% | 6% |
| # of respondents (responses) | | 176 (782) | - | 9 (29) | 185 (811) |

3 Tutorial Modules

3.1 Do you require your students to take the Academic Integrity Tutorial, or show evidence of prior completion through the Moodle badge?

Asked of respondents who indicated they were somewhat or very familiar with the Academic Integrity online tutorial in Table 2.1.

| | Faculty | Admin | Staff | Total |
|------------------|---------|-------|-------|-------|
| Yes | 55% | - | 54% | 55% |
| No | 45% | - | 46% | 45% |
| # of respondents | 181 | - | 13 | 194 |

3.2 How do you use the Academic Integrity tutorial with your students? Check all that apply.

Asked of respondents who answered 'yes' in Table 3.1, indicating they require their students to complete the Academic Integrity online tutorial or show evidence of prior completion.

| | Faculty | Admin | Staff | Total |
|--|-----------|-------|-------|-----------|
| I only check if students obtained the badge | 70% | - | 86% | 71% |
| I review and discuss the main content in class | 54% | - | 14% | 51% |
| I ask for reflective exercises on the most relevant content (for example, Academic Integrity, Plagiarism, Citations) | 22% | - | 0% | 21% |
| None of the above | 4% | - | 0% | 4% |
| # of respondents (responses) | 100 (150) | - | 7 (7) | 107 (157) |

3.3 The Library offers a self-paced online tutorial called “Doing Research: A Student’s Guide to Finding and Using the Best Sources” which covers introductory library research skills. How likely would you be to assign the following versions of the tutorial in your lower-level classes?

Asked of instructional faculty and instructional BCGEU staff. Not asked of librarians.

| | | Faculty | Admin | Staff | Total |
|---|-------------------|---------|-------|-------|-------|
| Doing Research online, self-paced tutorial | Not at all likely | 21% | - | 28% | 21% |
| | Somewhat likely | 34% | - | 50% | 35% |
| | Very likely | 37% | - | 6% | 35% |
| | Don't know | 8% | - | 17% | 9% |
| | # of respondents | 229 | - | 18 | 247 |
| Hybrid: Doing Research online, self-paced tutorial, complemented by an in-person workshop | Not at all likely | 27% | - | 44% | 29% |
| | Somewhat likely | 34% | - | 33% | 34% |
| | Very likely | 29% | - | 0% | 27% |
| | Don't know | 10% | - | 22% | 11% |
| | # of respondents | 227 | - | 18 | 245 |

3.4 Would you want students to be able to earn a badge in Moodle for successful completion of the Doing Research online tutorial?

Asked of respondents who indicated they were somewhat or very likely to assign a Doing Research online tutorial in Table 3.3.

| | Faculty | Admin | Staff | Total |
|------------------|----------------|--------------|--------------|--------------|
| Yes | 64% | - | 67% | 64% |
| No | 7% | - | 0% | 6% |
| No opinion | 30% | - | 33% | 30% |
| # of respondents | 168 | - | 9 | 177 |

3.5 The Library is considering creating a set of online modules that go beyond Academic Integrity. They would be specifically for first-year students, promoted through the Library’s communication channels and through collaborations with other units. Below are possible modules. Rate how helpful having each of the following modules for students would be.

Asked of instructional faculty and instructional BCGEU staff. Not asked of librarians.

| | | Faculty | Admin | Staff | Total |
|--|--------------------|---------|-------|-------|-------|
| Finding and Exploring Sources (expanded upon modules on developing your search strategy, using Summon, databases, and other search tools) | Not at all helpful | 10% | - | 12% | 10% |
| | Slightly helpful | 13% | - | 0% | 12% |
| | Somewhat helpful | 24% | - | 47% | 25% |
| | Very helpful | 31% | - | 24% | 31% |
| | Extremely helpful | 23% | - | 18% | 22% |
| | # of respondents | 215 | - | 17 | 232 |
| Evaluating Sources/Media Literacy (modules on accessing, evaluating, and creating knowledge in an era of misinformation/disinformation) | Not at all helpful | 8% | - | 6% | 8% |
| | Slightly helpful | 11% | - | 0% | 11% |
| | Somewhat helpful | 18% | - | 29% | 19% |
| | Very helpful | 32% | - | 41% | 32% |
| | Extremely helpful | 30% | - | 24% | 30% |
| | # of respondents | 218 | - | 17 | 235 |
| Writing (modules on key academic writing elements, such as paraphrasing, time management, and editing) | Not at all helpful | 6% | - | 0% | 6% |
| | Slightly helpful | 10% | - | 0% | 9% |
| | Somewhat helpful | 20% | - | 24% | 20% |
| | Very helpful | 31% | - | 47% | 32% |
| | Extremely helpful | 33% | - | 29% | 33% |
| | # of respondents | 216 | - | 17 | 233 |
| Academic Integrity (expanded upon modules on defining academic integrity, dishonesty, and clarifying the meaning of plagiarism) | Not at all helpful | 4% | - | 0% | 3% |
| | Slightly helpful | 7% | - | 6% | 7% |
| | Somewhat helpful | 17% | - | 29% | 18% |
| | Very helpful | 39% | - | 47% | 39% |
| | Extremely helpful | 33% | - | 18% | 32% |
| | # of respondents | 220 | - | 17 | 237 |
| Citing Sources (an introduction to citing module, as well as how-to-cite modules for APA 7th, MLA 9th, or either Chicago Styles) | Not at all helpful | 5% | - | 6% | 5% |
| | Slightly helpful | 6% | - | 0% | 6% |
| | Somewhat helpful | 16% | - | 18% | 16% |
| | Very helpful | 33% | - | 35% | 33% |
| | Extremely helpful | 39% | - | 41% | 39% |
| | # of respondents | 219 | - | 17 | 236 |
| Introduction to Other KPU Support (additional modules on other student supports to help with student success, such as KPU Health + Wellness and The Gathering Place) | Not at all helpful | 5% | - | 0% | 4% |
| | Slightly helpful | 15% | - | 12% | 14% |
| | Somewhat helpful | 26% | - | 29% | 26% |
| | Very helpful | 28% | - | 41% | 29% |
| | Extremely helpful | 27% | - | 18% | 26% |
| | # of respondents | 213 | - | 17 | 230 |

3.6 Would you like to see a badge associated with the module set?

Asked of respondents who indicated somewhat, very, or extremely helpful to a module in Table 3.5.

| | Faculty | Admin | Staff | Total |
|------------------|---------|-------|-------|-------|
| Yes | 56% | - | 29% | 54% |
| No | 10% | - | 6% | 10% |
| Don't know | 34% | - | 65% | 37% |
| # of respondents | 202 | - | 17 | 219 |

4 Satisfaction

4.1 Overall, how satisfied or dissatisfied are you with Library resources?

Asked of respondents who indicated they had used the KPU Library in Table 1.2.

| | Faculty | Admin | Staff | Total |
|------------------------------------|---------|-------|-------|-------|
| Very dissatisfied | 1% | 0% | 4% | 2% |
| Somewhat dissatisfied | 3% | 13% | 4% | 4% |
| Neither satisfied nor dissatisfied | 12% | 25% | 19% | 13% |
| Somewhat satisfied | 35% | 13% | 31% | 33% |
| Very satisfied | 49% | 50% | 42% | 48% |
| # of respondents | 202 | 8 | 26 | 236 |

4.2 Overall, how satisfied or dissatisfied are you with Library services?

Asked of respondents who indicated they had used the KPU Library in Table 1.2.

| | Faculty | Admin | Staff | Total |
|------------------------------------|---------|-------|-------|-------|
| Very dissatisfied | 1% | 0% | 4% | 2% |
| Somewhat dissatisfied | 2% | 0% | 0% | 2% |
| Neither satisfied nor dissatisfied | 11% | 38% | 15% | 13% |
| Somewhat satisfied | 25% | 13% | 38% | 26% |
| Very satisfied | 60% | 50% | 42% | 58% |
| # of respondents | 203 | 8 | 26 | 237 |