



KWANTLEN POLYTECHNIC UNIVERSITY

The background of the entire page is a high-angle photograph of a modern library interior. The space is multi-level, with a prominent staircase on the right side. In the foreground and middle ground, numerous students are seated at long tables, working on laptops. Large windows on the upper level provide a view of greenery outside. The architecture features concrete pillars, some with yellow accents, and wooden slat wall panels. The overall atmosphere is bright and active.

KPU Library
Library Survey of Students

2021 Academic Year

Prepared for Todd Mundle
University Librarian

By the Office of Planning and Accountability

AY2021 Library Survey of Students

This survey was sent to 6,977 students enrolled at KPU in Spring 2022.¹ From February 8 to March 8, 2022, 1,873 students participated; this is a response rate of 27%. This report provides results broken down, in most cases, by a student’s primary library. All values for students primarily using the KPU Tech (Cloverdale) library as well as non-users of the library should be interpreted with caution due to small numbers. Note that international students are overrepresented; they make up 46% of the survey sample compared to 35% of the student body as a whole. Questions marked with an asterisk (*) could not be skipped by respondents.

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¹ Excludes students exclusively in Continuing & Professional Studies, the dual credit program, or the Phoenix Centre.

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1 Student Background²

1.1 Institutional Descriptors

1.1.1 Student faculty.

	Count	%
Academic & Career Preparation (ACP)	8	<1%
Arts	538	29%
Business	883	47%
Design	42	2%
Health	82	4%
Science & Horticulture	292	16%
Trades & Technology	25	1%
Non-faculty	3	<1%
Total	1873	100%

1.1.2 Student faculty by primary campus library.

	Tech	Langley	Richmond	Surrey	Online	None	All
Academic & Career Preparation (ACP)	0%	1%	1%	<1%	0%	1%	<1%
Arts	8%	22%	29%	28%	38%	13%	29%
Business	16%	15%	29%	55%	52%	68%	47%
Design	0%	0%	22%	0%	0%	0%	2%
Health	0%	35%	1%	<1%	2%	1%	4%
Science & Horticulture	11%	28%	17%	16%	8%	14%	16%
Trades & Technology	65%	0%	0%	0%	0%	1%	1%
Non-faculty	0%	0%	1%	<1%	<1%	0%	<1%
# of students	37	192	187	998	383	76	1873

1.1.3 Students by domestic/international status.

	Count	%
Domestic	1010	54%
International	863	46%
Total	1873	100%

² In this section, data on survey respondents is pulled from KPU's administrative system, rather than survey questions.

1.1.4 Student program level.

	Count	%
Graduate	55	3%
Pathway	39	2%
Preparatory	8	<1%
Undergraduate	1738	93%
Vocational	33	2%
Total	1873	100%

1.1.5 Student most frequent course level.

	Count	%
1000-level (Lower Level Undergraduate)	1017	54%
2000-level (Lower Level Undergraduate)	232	12%
3000-level (Upper Level Undergraduate)	215	11%
4000-level (Upper Level Undergraduate)	130	7%
5000-level (Post-Baccalaureate Undergraduate)	166	9%
CP (Preparatory)	25	1%
GR (Graduate)	55	3%
VO (Vocational)	33	2%
Total	1873	100%

2 Closed-ended Questions

2.1 Library Usage

2.1.1 (Q3) *Which campus library do you use the most?

	Count	%
KPU Tech (Cloverdale)	37	2%
Langley	192	10%
Richmond	187	10%
Surrey	998	53%
I only access library resources online	383	20%
None of the above – I never use the library in-person or online	76	4%
Total	1873	100%

2.1.2 (Q6) For which of the following reasons have you used the library in person this semester? Please select all that apply.

Asked only of students who selected a campus library in Table 2.1.1 (primarily use the library in-person).

	Tech	Langley	Richmond	Surrey	All
Studying/completing assignments	82%	79%	68%	81%	79%
Attending a synchronous online class (synchronous means you have to attend at a specific time)	12%	13%	17%	19%	17%
Group projects	27%	32%	18%	37%	34%
Socializing with friends/classmates	9%	19%	15%	26%	23%
Printing/photocopying/scanning	27%	28%	42%	30%	31%
Taking out a book or equipment	27%	31%	35%	27%	29%
Taking a break	12%	31%	21%	28%	27%
Other (please specify)	9%	2%	3%	3%	3%
# of students (responses)	33 (68)	189 (443)	181 (398)	980 (2462)	1383 (3371)

2.1.3 (Q6) For which of the following reasons have you used the library in person this semester? Please select all that apply. – “Other (please specify)” responses.

29 write-in responses, provided verbatim.

#	Response
1	Attending research project meetings
2	citation consult with a librarian
3	Class library workshop
4	Conducted human subject research.
5	For taking out my student id card
6	Getting my KPU Card
7	I like to grab calendar or stuff to help keep me organized for my classes from the learning center.
8	Kpu id
9	Library card
10	looking for online recourses to work on projects
11	MAC
12	meeting with tutors
13	On campus for lab
14	Orientation
15	Peer tutoring
16	Pick up ID
17	Picking up student card
18	Pickup card and laptop
19	Reading some magazines about business world to learn something new and also to read something interesting.
20	Research
21	Seeking assistance with references etc
22	study room
23	taking a card
24	Taking WHIMIS test
25	Teaching sessions on search methods
26	To collect my Kpu card
27	took my WHIMIS test in library. and got a tour
28	Trading Stocks
29	use the private rooms

2.2 Resources, Services, and Facilities

2.2.1 (Q8) *How IMPORTANT to you are the following RESOURCES?

		Tech	Langley	Richmond	Surrey	Online	None	All
Print/hard copy book collection	Have not used	21%	25%	18%	24%	28%	29%	24%
	Not at all important	6%	4%	4%	2%	6%	8%	4%
	Slightly important	3%	10%	14%	11%	14%	10%	12%
	Moderately important	21%	15%	22%	18%	19%	17%	18%
	Very important	45%	45%	41%	42%	28%	30%	39%
	No opinion/don't know	3%	3%	1%	3%	5%	6%	3%
	# of students	33	186	181	942	360	63	1765
Electronic book collection	Have not used	21%	19%	14%	17%	5%	22%	15%
	Not at all important	6%	2%	1%	2%	1%	6%	2%
	Slightly important	6%	6%	14%	12%	6%	11%	10%
	Moderately important	27%	18%	24%	18%	17%	22%	19%
	Very important	39%	53%	45%	48%	69%	30%	52%
	No opinion/don't know	0%	2%	2%	2%	1%	8%	2%
	# of students	33	186	181	942	360	63	1765
Print/hard copy periodicals (magazines, newspapers, journals)	Have not used	33%	32%	25%	29%	32%	29%	30%
	Not at all important	9%	6%	9%	5%	11%	13%	7%
	Slightly important	18%	16%	17%	15%	22%	22%	17%
	Moderately important	12%	19%	25%	21%	16%	14%	20%
	Very important	24%	23%	23%	26%	15%	13%	22%
	No opinion/don't know	3%	4%	1%	4%	5%	10%	4%
	# of students	33	186	181	942	360	63	1765
Online periodicals & online research databases	Have not used	15%	11%	12%	14%	5%	19%	12%
	Not at all important	3%	1%	2%	1%	1%	2%	1%
	Slightly important	9%	7%	12%	9%	4%	14%	8%
	Moderately important	27%	16%	14%	14%	14%	19%	15%
	Very important	45%	62%	60%	59%	74%	35%	61%
	No opinion/don't know	0%	2%	1%	2%	2%	11%	2%
	# of students	33	186	181	942	360	63	1765
Data and statistical resources	Have not used	21%	20%	18%	19%	9%	24%	17%
	Not at all important	3%	2%	4%	1%	2%	5%	2%
	Slightly important	15%	8%	9%	11%	8%	13%	10%
	Moderately important	18%	23%	18%	16%	20%	19%	18%
	Very important	42%	44%	48%	49%	56%	27%	49%
	No opinion/don't know	0%	3%	3%	4%	5%	13%	4%
	# of students	33	186	181	942	360	63	1765
DVD and video collection	Have not used	33%	49%	46%	45%	34%	40%	43%
	Not at all important	9%	7%	13%	7%	9%	16%	8%
	Slightly important	15%	19%	16%	17%	18%	13%	17%
	Moderately important	18%	9%	11%	13%	16%	11%	13%
	Very important	18%	9%	8%	13%	16%	10%	12%
	No opinion/don't know	6%	8%	6%	6%	7%	11%	6%
	# of students	33	186	181	942	360	63	1765

		Tech	Langley	Richmond	Surrey	Online	None	All
Online streaming videos	Have not used	27%	38%	34%	30%	18%	29%	29%
	Not at all important	3%	5%	10%	4%	4%	10%	5%
	Slightly important	9%	8%	16%	15%	11%	10%	13%
	Moderately important	30%	19%	12%	18%	23%	21%	19%
	Very important	27%	23%	25%	28%	39%	24%	29%
	No opinion/don't know	3%	7%	3%	5%	5%	8%	5%
	# of students	33	186	181	942	360	63	1765
Equipment for loan	Have not used	27%	41%	33%	37%	38%	44%	37%
	Not at all important	0%	3%	7%	4%	5%	6%	4%
	Slightly important	18%	4%	14%	8%	13%	10%	10%
	Moderately important	21%	15%	15%	12%	17%	10%	13%
	Very important	30%	32%	26%	32%	20%	19%	28%
	No opinion/don't know	3%	5%	5%	7%	9%	11%	7%
	# of students	33	186	181	942	360	63	1765
Subject guides on the library website	Have not used	18%	27%	21%	19%	14%	30%	19%
	Not at all important	6%	2%	2%	2%	1%	5%	2%
	Slightly important	6%	5%	15%	11%	9%	16%	10%
	Moderately important	27%	13%	24%	20%	22%	10%	20%
	Very important	36%	51%	35%	46%	51%	19%	45%
	No opinion/don't know	6%	2%	3%	4%	4%	21%	4%
	# of students	33	186	181	942	360	63	1765
Library citation style resources	Have not used	27%	13%	12%	11%	6%	24%	11%
	Not at all important	6%	1%	1%	1%	1%	2%	1%
	Slightly important	3%	5%	10%	6%	5%	13%	6%
	Moderately important	21%	13%	18%	14%	14%	10%	14%
	Very important	36%	66%	56%	65%	72%	35%	64%
	No opinion/don't know	6%	3%	3%	3%	2%	17%	4%
	# of students	33	186	181	942	360	63	1765

2.2.2 (Q9) Now, please rate your SATISFACTION with the following library RESOURCES.

Item only displayed if it was rated in Table 2.2.1 (except Overall satisfaction, which was displayed to all).

		Tech	Langley	Richmond	Surrey	Online	None	All
Print/hard copy book collection	Very dissatisfied	4%	0%	1%	1%	<1%	0%	1%
	Somewhat dissatisfied	0%	1%	3%	2%	1%	0%	2%
	Neutral	8%	16%	19%	14%	27%	20%	17%
	Somewhat satisfied	27%	20%	33%	20%	19%	16%	21%
	Very satisfied	46%	55%	38%	55%	26%	16%	46%
	Don't know	15%	7%	5%	8%	28%	48%	13%
	# of students	26	136	141	678	254	44	1279
Electronic book collection	Very dissatisfied	4%	0%	1%	1%	1%	2%	1%
	Somewhat dissatisfied	4%	2%	3%	2%	2%	6%	2%
	Neutral	15%	11%	17%	15%	11%	19%	14%
	Somewhat satisfied	27%	25%	33%	23%	29%	17%	25%
	Very satisfied	35%	52%	38%	52%	53%	21%	50%
	Don't know	15%	10%	8%	7%	4%	35%	8%
	# of students	26	145	146	741	334	48	1440
Print/hard copy periodicals (magazines, newspapers, journals)	Very dissatisfied	0%	1%	2%	<1%	<1%	2%	1%
	Somewhat dissatisfied	5%	0%	2%	2%	2%	0%	2%
	Neutral	9%	17%	19%	18%	23%	27%	19%
	Somewhat satisfied	23%	21%	29%	20%	20%	9%	21%
	Very satisfied	41%	41%	34%	47%	23%	9%	39%
	Don't know	23%	20%	14%	13%	32%	52%	19%
	# of students	22	122	129	626	241	44	1184
Online periodicals & online research databases	Very dissatisfied	4%	0%	1%	1%	<1%	2%	1%
	Somewhat dissatisfied	0%	2%	3%	1%	3%	2%	2%
	Neutral	21%	13%	15%	12%	9%	18%	12%
	Somewhat satisfied	18%	24%	32%	23%	22%	20%	23%
	Very satisfied	43%	54%	43%	57%	60%	14%	54%
	Don't know	14%	7%	6%	7%	6%	44%	8%
	# of students	28	161	149	763	334	50	1485
Data and statistical resources	Very dissatisfied	0%	0%	1%	1%	1%	0%	1%
	Somewhat dissatisfied	0%	2%	2%	2%	2%	4%	2%
	Neutral	15%	18%	19%	16%	13%	17%	16%
	Somewhat satisfied	27%	22%	27%	23%	28%	13%	24%
	Very satisfied	38%	46%	37%	48%	45%	19%	45%
	Don't know	19%	12%	14%	12%	11%	47%	13%
	# of students	26	145	139	720	319	47	1396
DVD and video collection	Very dissatisfied	0%	5%	1%	1%	0%	5%	1%
	Somewhat dissatisfied	0%	1%	4%	2%	<1%	3%	2%
	Neutral	18%	16%	26%	24%	30%	19%	25%
	Somewhat satisfied	14%	21%	22%	19%	16%	11%	18%
	Very satisfied	32%	23%	20%	30%	26%	8%	26%
	Don't know	36%	34%	27%	23%	29%	54%	28%
	# of students	22	92	93	473	230	37	947

		Tech	Langley	Richmond	Surrey	Online	None	All
Online streaming videos	Very dissatisfied	0%	1%	1%	1%	1%	2%	1%
	Somewhat dissatisfied	0%	2%	4%	2%	2%	7%	2%
	Neutral	30%	15%	19%	19%	24%	14%	20%
	Somewhat satisfied	13%	23%	25%	20%	21%	11%	20%
	Very satisfied	43%	37%	30%	40%	36%	18%	37%
	Don't know	13%	22%	22%	18%	17%	48%	19%
	# of students	23	111	110	609	285	44	1182
Equipment for loan	Very dissatisfied	0%	0%	1%	1%	1%	3%	1%
	Somewhat dissatisfied	4%	2%	4%	2%	<1%	3%	2%
	Neutral	17%	13%	20%	16%	31%	14%	20%
	Somewhat satisfied	17%	28%	27%	17%	12%	3%	18%
	Very satisfied	38%	35%	32%	45%	17%	11%	35%
	Don't know	25%	22%	16%	19%	37%	66%	25%
	# of students	24	106	116	546	220	35	1047
Subject guides on the library website	Very dissatisfied	0%	0%	2%	1%	0%	2%	1%
	Somewhat dissatisfied	0%	2%	2%	2%	2%	2%	2%
	Neutral	19%	9%	21%	14%	12%	23%	14%
	Somewhat satisfied	22%	26%	23%	22%	26%	9%	23%
	Very satisfied	41%	59%	42%	54%	53%	11%	52%
	Don't know	19%	5%	10%	8%	8%	52%	10%
	# of students	27	133	133	720	303	44	1360
Library citation style resources	Very dissatisfied	0%	0%	2%	1%	<1%	2%	1%
	Somewhat dissatisfied	0%	0%	3%	1%	1%	4%	1%
	Neutral	29%	7%	17%	10%	10%	9%	11%
	Somewhat satisfied	33%	17%	21%	19%	22%	17%	20%
	Very satisfied	29%	69%	47%	63%	62%	21%	60%
	Don't know	8%	8%	10%	5%	4%	47%	7%
	# of students	24	157	150	792	331	47	1501
Overall satisfaction with the library's resources	Very dissatisfied	3%	0%	1%	1%	1%	3%	1%
	Somewhat dissatisfied	0%	0%	1%	1%	1%	2%	1%
	Neutral	15%	6%	13%	9%	9%	15%	9%
	Somewhat satisfied	24%	31%	30%	22%	30%	18%	25%
	Very satisfied	52%	59%	49%	64%	55%	19%	58%
	Don't know	6%	4%	6%	3%	4%	44%	5%
	# of students	33	182	170	883	352	62	1682

2.2.3 (Q10) *How IMPORTANT to you are the following FACILITIES and SERVICES?

		Tech	Langley	Richmond	Surrey	Online	None	All
Research help from librarians (in-person, by appointment, AskAway online chat, phone, or text)	Have not used	23%	30%	22%	19%	29%	43%	23%
	Not at all important	0%	0%	0%	1%	<1%	2%	1%
	Slightly important	7%	6%	12%	8%	5%	10%	8%
	Moderately important	20%	17%	18%	18%	15%	3%	17%
	Very important	47%	43%	45%	53%	43%	26%	48%
	No opinion/don't know	3%	4%	2%	2%	8%	16%	4%
	# of students	30	182	170	874	345	61	1662
Assistance by service counter staff	Have not used	10%	12%	11%	10%	31%	38%	16%
	Not at all important	0%	0%	1%	1%	1%	0%	1%
	Slightly important	10%	8%	8%	7%	7%	11%	8%
	Moderately important	23%	17%	22%	21%	18%	10%	19%
	Very important	50%	62%	56%	59%	36%	26%	53%
	No opinion/don't know	7%	1%	1%	2%	7%	15%	3%
	# of students	30	182	170	874	345	61	1662
Interlibrary loan service (getting items from another institution)	Have not used	30%	36%	32%	35%	48%	51%	38%
	Not at all important	3%	1%	4%	3%	1%	0%	2%
	Slightly important	13%	9%	11%	9%	8%	5%	9%
	Moderately important	20%	12%	15%	13%	12%	7%	13%
	Very important	30%	31%	32%	32%	21%	20%	29%
	No opinion/don't know	3%	10%	6%	8%	10%	18%	9%
	# of students	30	182	170	874	345	61	1662
Availability of on-campus computers	Have not used	10%	21%	18%	15%	34%	43%	21%
	Not at all important	0%	1%	2%	2%	2%	2%	2%
	Slightly important	7%	8%	12%	6%	7%	7%	7%
	Moderately important	20%	13%	18%	15%	13%	8%	15%
	Very important	60%	54%	48%	59%	35%	28%	51%
	No opinion/don't know	3%	3%	2%	3%	8%	13%	4%
	# of students	30	182	170	874	345	61	1662
Availability of semester loan laptops	Have not used	23%	41%	39%	36%	50%	48%	40%
	Not at all important	3%	1%	2%	2%	4%	7%	3%
	Slightly important	7%	5%	10%	6%	5%	5%	6%
	Moderately important	17%	11%	15%	12%	8%	3%	11%
	Very important	47%	34%	29%	38%	23%	23%	33%
	No opinion/don't know	3%	8%	4%	6%	10%	15%	7%
	# of students	30	182	170	874	345	61	1662
Availability of equipment for loan	Have not used	23%	37%	35%	32%	50%	48%	37%
	Not at all important	0%	2%	1%	2%	2%	5%	2%
	Slightly important	7%	7%	11%	8%	5%	7%	7%
	Moderately important	20%	12%	16%	14%	12%	3%	13%
	Very important	43%	35%	32%	39%	21%	25%	34%
	No opinion/don't know	7%	8%	5%	5%	10%	13%	7%
	# of students	30	182	170	874	345	61	1662

		Tech	Langley	Richmond	Surrey	Online	None	All
Printing	Have not used	13%	18%	15%	17%	36%	43%	22%
	Not at all important	0%	1%	0%	1%	1%	2%	1%
	Slightly important	3%	4%	6%	7%	6%	5%	6%
	Moderately important	13%	11%	12%	12%	11%	7%	11%
	Very important	67%	64%	66%	61%	41%	33%	57%
	No opinion/don't know	3%	2%	1%	2%	6%	11%	3%
	# of students	30	182	170	874	345	61	1662
Photocopying	Have not used	7%	23%	23%	21%	37%	44%	25%
	Not at all important	3%	1%	0%	1%	1%	3%	1%
	Slightly important	7%	5%	5%	6%	5%	7%	6%
	Moderately important	20%	14%	14%	13%	12%	7%	13%
	Very important	60%	55%	57%	55%	39%	26%	51%
	No opinion/don't know	3%	2%	1%	3%	6%	13%	4%
	# of students	30	182	170	874	345	61	1662
Quiet area to study	Have not used	10%	5%	6%	4%	24%	28%	9%
	Not at all important	0%	1%	1%	1%	1%	3%	1%
	Slightly important	3%	2%	4%	2%	3%	7%	3%
	Moderately important	3%	5%	11%	9%	9%	10%	9%
	Very important	77%	87%	75%	83%	58%	46%	76%
	No opinion/don't know	7%	1%	2%	1%	5%	7%	2%
	# of students	30	182	170	874	345	61	1662
Study rooms	Have not used	13%	11%	14%	9%	26%	31%	14%
	Not at all important	0%	0%	0%	<1%	1%	3%	<1%
	Slightly important	3%	4%	5%	3%	3%	5%	3%
	Moderately important	7%	9%	16%	10%	10%	11%	11%
	Very important	70%	75%	64%	77%	55%	41%	69%
	No opinion/don't know	7%	1%	1%	1%	5%	8%	2%
	# of students	30	182	170	874	345	61	1662
Library cleanliness	Have not used	3%	2%	5%	2%	20%	33%	7%
	Not at all important	0%	0%	0%	0%	1%	2%	<1%
	Slightly important	3%	2%	3%	3%	1%	5%	2%
	Moderately important	23%	10%	16%	7%	8%	3%	9%
	Very important	63%	86%	75%	87%	64%	46%	79%
	No opinion/don't know	7%	1%	1%	1%	6%	11%	3%
	# of students	30	182	170	874	345	61	1662

2.2.4 (Q11) Now, please rate your SATISFACTION with each of the following library FACILITIES and SERVICES.

Item only displayed if it was rated in Table 2.2.3 (except Overall satisfaction, which was displayed to all).

		Tech	Langley	Richmond	Surrey	Online	None	All
Research help from librarians (in-person, by appointment, AskAway online chat, phone, or text)	Very dissatisfied	5%	0%	0%	1%	1%	0%	1%
	Somewhat dissatisfied	5%	0%	2%	1%	2%	3%	1%
	Neutral	10%	9%	11%	10%	9%	14%	10%
	Somewhat satisfied	20%	12%	27%	19%	17%	9%	18%
	Very satisfied	55%	64%	51%	63%	53%	14%	58%
	Don't know	5%	15%	9%	6%	18%	60%	11%
	# of students	20	127	131	691	239	35	1243
Assistance by service counter staff	Very dissatisfied	4%	0%	0%	1%	1%	0%	1%
	Somewhat dissatisfied	4%	1%	1%	2%	0%	3%	2%
	Neutral	4%	5%	11%	9%	9%	13%	9%
	Somewhat satisfied	33%	15%	32%	20%	20%	11%	20%
	Very satisfied	46%	74%	51%	65%	46%	21%	59%
	Don't know	8%	4%	4%	4%	25%	53%	9%
	# of students	24	160	149	759	232	38	1362
Interlibrary loan service (getting items from another institution)	Very dissatisfied	0%	1%	2%	1%	1%	0%	1%
	Somewhat dissatisfied	0%	0%	1%	1%	2%	3%	1%
	Neutral	6%	14%	22%	14%	17%	3%	15%
	Somewhat satisfied	17%	21%	17%	16%	13%	13%	16%
	Very satisfied	39%	36%	34%	47%	29%	10%	40%
	Don't know	39%	29%	25%	20%	39%	70%	27%
	# of students	18	115	116	549	175	30	1003
Availability of on-campus computers	Very dissatisfied	0%	0%	1%	1%	<1%	0%	1%
	Somewhat dissatisfied	0%	1%	1%	2%	<1%	0%	1%
	Neutral	21%	8%	14%	10%	13%	14%	11%
	Somewhat satisfied	25%	15%	22%	15%	19%	6%	17%
	Very satisfied	46%	65%	54%	65%	41%	20%	58%
	Don't know	8%	12%	8%	7%	27%	60%	13%
	# of students	24	142	138	714	222	35	1275
Availability of semester loan laptops	Very dissatisfied	5%	1%	1%	1%	0%	0%	1%
	Somewhat dissatisfied	0%	2%	2%	2%	1%	0%	2%
	Neutral	15%	9%	19%	12%	17%	19%	14%
	Somewhat satisfied	20%	10%	18%	16%	9%	6%	14%
	Very satisfied	25%	44%	28%	48%	31%	13%	41%
	Don't know	35%	33%	31%	20%	42%	63%	28%
	# of students	20	106	103	545	168	32	974
Availability of equipment for loan	Very dissatisfied	0%	0%	1%	1%	0%	0%	<1%
	Somewhat dissatisfied	5%	1%	2%	2%	1%	3%	2%
	Neutral	10%	9%	22%	15%	19%	22%	16%
	Somewhat satisfied	15%	18%	23%	16%	11%	6%	16%
	Very satisfied	40%	42%	31%	48%	30%	9%	41%
	Don't know	30%	31%	23%	18%	40%	59%	25%
	# of students	20	114	111	573	169	32	1019

		Tech	Langley	Richmond	Surrey	Online	None	All
Printing	Very dissatisfied	4%	0%	1%	1%	0%	3%	1%
	Somewhat dissatisfied	0%	2%	3%	3%	2%	0%	2%
	Neutral	17%	5%	11%	9%	12%	9%	9%
	Somewhat satisfied	17%	14%	31%	17%	18%	6%	18%
	Very satisfied	52%	66%	51%	64%	44%	26%	58%
	Don't know	9%	12%	4%	7%	23%	57%	11%
	# of students	23	148	144	696	217	35	1263
Photocopying	Very dissatisfied	4%	0%	1%	1%	0%	3%	1%
	Somewhat dissatisfied	0%	1%	1%	2%	1%	0%	1%
	Neutral	12%	7%	13%	10%	13%	6%	11%
	Somewhat satisfied	20%	15%	26%	17%	15%	9%	17%
	Very satisfied	52%	62%	52%	60%	45%	24%	56%
	Don't know	12%	14%	8%	9%	25%	59%	14%
	# of students	25	140	130	671	213	34	1213
Quiet area to study	Very dissatisfied	4%	0%	1%	1%	<1%	2%	1%
	Somewhat dissatisfied	0%	2%	1%	2%	2%	2%	2%
	Neutral	17%	5%	9%	5%	5%	11%	6%
	Somewhat satisfied	8%	12%	27%	19%	18%	9%	18%
	Very satisfied	67%	78%	59%	71%	57%	32%	67%
	Don't know	4%	4%	3%	2%	18%	43%	6%
	# of students	24	172	157	814	255	44	1466
Study rooms	Very dissatisfied	4%	0%	1%	1%	1%	2%	1%
	Somewhat dissatisfied	0%	1%	1%	1%	<1%	0%	1%
	Neutral	17%	2%	11%	8%	7%	10%	7%
	Somewhat satisfied	9%	16%	23%	17%	17%	12%	17%
	Very satisfied	61%	75%	56%	67%	54%	24%	63%
	Don't know	9%	7%	8%	6%	21%	52%	10%
	# of students	23	161	145	772	250	42	1393
Library cleanliness	Very dissatisfied	4%	0%	1%	1%	0%	0%	1%
	Somewhat dissatisfied	0%	0%	0%	2%	0%	0%	1%
	Neutral	19%	6%	4%	5%	6%	10%	6%
	Somewhat satisfied	15%	14%	28%	15%	16%	12%	16%
	Very satisfied	62%	80%	65%	75%	58%	34%	70%
	Don't know	0%	1%	3%	2%	20%	44%	7%
	# of students	26	177	160	829	269	41	1502
Overall satisfaction with the library's facilities and services	Very dissatisfied	0%	0%	1%	<1%	<1%	0%	<1%
	Somewhat dissatisfied	7%	1%	1%	1%	0%	0%	1%
	Neutral	11%	4%	5%	6%	10%	18%	7%
	Somewhat satisfied	19%	17%	33%	21%	23%	7%	22%
	Very satisfied	63%	76%	60%	70%	51%	25%	64%
	Don't know	0%	3%	1%	2%	15%	50%	6%
	# of students	27	180	168	842	339	60	1616

2.3 Laptop Loans

2.3.1 (Q18) *This semester, have you tried to access a laptop loan from the library?

	Tech	Langley	Richmond	Surrey	Online	None	All
Yes, a 7-day laptop loan	4%	2%	2%	2%	0%	0%	2%
Yes, a semester-long laptop loan	4%	2%	5%	5%	1%	5%	4%
No	92%	96%	93%	93%	99%	95%	95%
# of students	26 (26)	174 (174)	161 (162)	807 (810)	320 (320)	58 (58)	1546 (1550)

2.3.2 (Q19) Did you obtain a semester-long laptop loan for this semester?

Asked of students who said they tried to access a semester-long laptop loan in Table 2.3.1.

	Tech	Langley	Richmond	Surrey	Online	None	All
Yes	0%	50%	88%	56%	0%	33%	56%
No	100%	50%	13%	44%	100%	67%	44%
# of students	1	4	8	43	2	3	61

2.3.3 (Q20) Were you able to access the semester-long laptop as soon as you needed it?

Asked of students who said they obtained a semester-long laptop loan in Table 2.3.2.

	Count	%
Yes	30	100%
No	0	0%
Total	30	100%

2.3.4 (Q21) Why didn't you try to access a 7-day laptop loan from the library? Please select all that apply.

Asked of students who 1) did not try to access a laptop loan, 2) was not able to access a semester-long laptop loan, or 3) was able to obtain a semester-long laptop loan but was not able to get it as soon as they needed it.

	Tech	Langley	Richmond	Surrey	Online	None	All
I didn't need one	75%	81%	87%	78%	85%	73%	81%
I wasn't aware this was available	21%	28%	29%	29%	29%	32%	29%
I couldn't get to campus	4%	0%	2%	2%	5%	7%	3%
I didn't feel safe coming to campus	4%	0%	3%	2%	6%	5%	3%
Other (please specify)	8%	4%	2%	2%	<1%	5%	2%
# of students (responses)	24 (27)	166 (189)	148 (182)	757 (863)	317 (399)	56 (69)	1468 (1729)

2.3.5 (Q21) Why didn't you try to access a 7-day laptop loan from the library? Please select all that apply. – "Other (please specify)" responses.

14 write-in responses, provided verbatim.

#	Response
1	anxiety
2	because I need laptop at the starting of september 2021 and when I approached library they didnt have and then I bought my own laptop so then there is no need to access laptop this year.
3	Due to lower configuration, graphics, and speed, it's challenging to prepare powerpoint presentations.
4	I don't drive, so it's kind of heavy to carry it around. However, the desk top there are really helpful with my assignment whenever I need.
5	I tried getting it the last sem but it weren't available
6	I used one last semester for the software that i couldnt download on my mac
7	I was not able to get the laptop as their was some issue with my profile information.
8	I'm scared if I might break it
9	It wasn't available
10	My laptop was working before. When I realized I need it; all laptops were booked.
11	no availability
12	Not only was I worried about going to the campus, I was also concerned about the laptop itself and whether it was properly cleaned or not.
13	there are probably no laptops available for many students and kwantlen should email if or how much of it is available
14	There is no laptop for loans

2.3.6 (Q22) How many times have you tried to access a 7-day laptop loan from the library this semester?

Asked of students who said they tried to access a 7-day laptop loan in Table 2.3.1.

	Count	%
Just once	13	54%
2 or 3 times	8	33%
4 or 5 times	2	8%
6 or more times	1	4%
Total	24	100%

2.3.7 (Q23) Did you obtain your 7-day laptop loan?

Asked of students who said they tried to access a 7-day laptop loan 'just once' in Table 2.3.6.

	Count	%
Yes	9	69%
No	4	31%
Total	13	100%

2.3.8 (Q24) How often did you successfully obtain a 7-day laptop loan from the library this semester?

Asked of students who said they tried to access a 7-day laptop loan 2 or more times in Table 2.3.6.

	Count	%
All the time	5	45%
Most of the time	1	9%
About half the time	2	18%
Occasionally	1	9%
Never	2	18%
Total	11	100%

2.3.9 (Q23/24) How often did you successfully obtain a 7-day laptop loan from the library this semester?

Answers from Table 2.3.7 combined with those from Table 2.3.8.

	Count	%
All the time	14	58%
Most of the time	1	4%
About half the time	2	8%
Occasionally	1	4%
Never	6	25%
Total	24	100%

2.3.10 (Q25) When you try to access a computer workstation in the library, how often are you successful?

Asked only of students who selected a campus library in Table 2.1.1 (primarily use the library in-person).

	Tech	Langley	Richmond	Surrey	All
N/A – I never try to access library computers	35%	36%	34%	34%	34%
All the time	19%	29%	30%	31%	30%
Most of the time	23%	22%	27%	22%	23%
About half the time	15%	3%	3%	4%	4%
Occasionally	4%	6%	4%	7%	7%
Never	4%	3%	3%	2%	2%
# of students	26	170	158	783	1137

2.3.11 (Q26) What type of device do you primarily use in the library?

Asked only of students who selected a campus library in Table 2.1.1 (primarily use the library in-person).

	Tech	Langley	Richmond	Surrey	All
My own laptop	38%	71%	69%	71%	70%
Mobile device (such as iPhone, smartphone, tablet)	21%	12%	6%	9%	9%
Library computer	38%	17%	24%	18%	19%
Library laptop	4%	0%	1%	2%	2%
# of students	24	169	156	784	1133

2.4 Research & Citation Help

2.4.1 (Q27) Have you asked a KPU librarian for research or citation help?

	Tech	Langley	Richmond	Surrey	Online	None	All
Yes	31%	34%	32%	30%	19%	4%	27%
No – I didn't know I could do that	15%	19%	21%	28%	23%	42%	25%
No – I haven't needed any help	54%	47%	47%	42%	58%	54%	47%
# of students	26	170	158	787	316	57	1514

2.4.2 (Q28) Which of the following ways do you prefer contacting a librarian for research or citation help? Select one or more method that you would be most likely to use.

Asked only of students who selected 'Yes' or 'No – I didn't know I could do that' in Table 2.4.1.

	Tech	Langley	Richmond	Surrey	Online	None	All
In-person at the Research Help Desk in the library	58%	75%	78%	68%	28%	32%	62%
Online via AskAway chat on the library website	25%	49%	53%	42%	69%	64%	49%
Booking a Zoom/Teams appointment	17%	9%	20%	20%	27%	28%	20%
Phone	25%	9%	14%	19%	19%	36%	18%
Email	25%	22%	33%	28%	50%	52%	32%
Text	25%	6%	8%	12%	13%	40%	12%
# of students (responses)	12 (21)	89 (152)	83 (172)	448 (847)	134 (275)	25 (63)	791 (1530)

2.4.3 (Q29) This semester, the library is starting "Zoom a Librarian". These are drop-in Research Desk sessions over Zoom for students to get research and citation help from a librarian without needing to book an appointment. Before this survey, had you heard about or used this service?

	Tech	Langley	Richmond	Surrey	Online	None	All
No, I hadn't heard about this service	77%	73%	76%	71%	73%	89%	73%
Yes, I've heard about this service, but haven't used it	19%	26%	23%	26%	24%	9%	25%
Yes, I've used this service	4%	1%	1%	3%	3%	2%	2%
# of students	26	165	155	778	315	56	1495

2.4.4 (Q30) Why haven't you attended a drop-in Zoom Research Desk session with a librarian? Please select all that apply.

Asked only of students who selected 'Yes, I'd heard about this service, but haven't used it' in Table 2.4.3.

	Tech	Langley	Richmond	Surrey	Online	None	All
I didn't need this assistance	80%	79%	69%	54%	56%	60%	60%
It wasn't available when I needed it	20%	7%	6%	12%	7%	0%	10%
I used different types of help instead (e.g., my instructor, peers, the Learning Centre, etc.)	20%	30%	39%	40%	40%	20%	38%
I'm too embarrassed to ask for help	0%	2%	3%	7%	8%	0%	6%
I had technical difficulties accessing the session	0%	0%	8%	3%	4%	0%	4%
Other (please specify)	0%	2%	0%	4%	1%	20%	3%
# of students (responses)	5 (6)	43 (52)	36 (45)	202 (245)	75 (87)	5 (5)	366 (440)

2.4.5 (Q30) Why haven't you attended a drop-in Zoom Research Desk session with a librarian? Please select all that apply. – "Other (please specify)" responses.

4 write-in responses, provided verbatim.

#	Response
1	Also, i JUST learned about this
2	I only learned about it recently.
3	Too busy so intentionally avoid other activities
4	was busy with my other subject assignment .

2.4.6 (Q31) How confident are you in your ability to locate appropriate library resources for your university courses?

	Tech	Langley	Richmond	Surrey	Online	None	All
Not at all confident	4%	4%	4%	6%	5%	15%	5%
Not very confident	15%	15%	18%	16%	17%	24%	17%
Somewhat confident	42%	56%	58%	53%	59%	49%	54%
Very confident	38%	26%	21%	26%	20%	13%	24%
# of students	26	167	156	768	314	55	1486

2.5 Library Workshops

2.5.1 (Q32) *Have you attended an introductory-level library research workshop taught by a librarian?

	Tech	Langley	Richmond	Surrey	Online	None	All
Yes, I have attended one of these workshops	23%	34%	28%	23%	22%	5%	24%
Yes, I have attended more than one of these workshops	0%	7%	10%	11%	10%	5%	10%
No	77%	60%	62%	66%	68%	89%	66%
# of students	26	167	157	771	314	57	1492

2.5.2 (Q33) Which workshop formats have you attended? Please select all that apply.

Asked only of students indicated they attended a workshop in Table 2.5.1.

	Tech	Langley	Richmond	Surrey	Online	None	All
In-person in the library lab or your classroom	67%	58%	75%	60%	55%	83%	61%
Live sessions in Zoom, Teams, or other online platform	50%	38%	34%	33%	35%	17%	34%
Asynchronous (pre-recorded) workshop	0%	14%	12%	25%	20%	0%	20%
# of students (responses)	6 (7)	66 (72)	59 (71)	262 (311)	97 (106)	6 (6)	496 (573)

2.5.3 (Q34) How helpful was/were the workshop(s) at teaching you how to locate library resources that are appropriate for your courses?

Asked only of students indicated they attended a workshop in Table 2.5.1.

	Tech	Langley	Richmond	Surrey	Online	None	All
Not at all helpful	0%	5%	3%	2%	1%	17%	2%
Not very helpful	17%	2%	2%	7%	3%	0%	5%
Somewhat helpful	17%	45%	51%	44%	48%	83%	46%
Very helpful	67%	48%	44%	48%	48%	0%	47%
# of students	6	66	59	261	98	6	496

2.5.4 (Q35) What didn't you like about the workshop(s)? Please select all that apply.

Asked only of students who answered 'Not at all helpful' or 'Not very helpful' in Table 2.5.3.

	Count	%
It covered topics I already knew	16	46%
It tried to cover too much in the time available	6	17%
Not enough hands-on practice	9	26%
Not directly related to the class assignment	6	17%
Librarian didn't explain things well	2	6%
Other (please specify)	3	9%
# of students (responses)	35 (42)	120%

2.5.5 (Q35) What didn't you like about the workshop(s)? Please select all that apply. – "Other (please specify)" responses.

1 write-in response, provided verbatim.

#	Response
1	The website itself and search processes are complex and intimidating. I can't remember it all.

2.5.6 (Q36) *How useful, if at all, was it to attend more than one introductory-level library research workshop taught by a librarian?

Asked only of students indicated they attended more than one workshop in Table 2.5.1.

	Tech	Langley	Richmond	Surrey	Online	None	All
Not at all useful	-	18%	6%	2%	6%	0%	5%
Not very useful	-	18%	19%	11%	9%	33%	12%
Somewhat useful	-	45%	56%	46%	44%	67%	47%
Very useful	-	18%	19%	41%	41%	0%	36%
# of students	-	11	16	83	32	3	145

2.5.7 (Q37) *The library has developed subject guides, in which librarians have brought together the best library and web resources to find the information you need for your assignments. Would you be more likely to use guides like these if they were added into your Moodle course pages, instead of having to go to the library website?

	ACP	Arts	Business	Design	Health	Science	Trades	Non-Faculty	All
Yes	29%	58%	57%	67%	69%	58%	33%	0%	58%
Maybe	43%	28%	30%	31%	21%	30%	39%	100%	29%
No	0%	5%	5%	3%	1%	4%	6%	0%	4%
Don't know	29%	9%	9%	0%	8%	8%	22%	0%	9%
# of students	7	443	676	39	71	219	18	1	1474

2.5.8 (Q38) Librarians and Learning Strategists from the Learning Centre are considering collaborating to create tutorials that cover several topics. How likely is it that you would use pre-recorded workshops/tutorials covering either of the following?

		Tech	Langley	Richmond	Surrey	Online	None	All
"Writing and citing": how to paraphrase information and properly cite the source	Not at all likely	13%	2%	3%	4%	7%	13%	5%
	Not very likely	21%	7%	11%	10%	10%	11%	10%
	Somewhat likely	42%	50%	48%	46%	42%	42%	46%
	Very likely	25%	41%	38%	39%	41%	35%	39%
	# of students	24	165	151	753	306	55	1454
"Developing your essay topic": strategies for developing a research question or thesis that is appropriate for the length of your essay	Not at all likely	13%	6%	3%	4%	6%	9%	5%
	Not very likely	13%	9%	13%	10%	9%	11%	10%
	Somewhat likely	43%	47%	49%	46%	42%	43%	45%
	Very likely	30%	38%	36%	41%	42%	36%	40%
	# of students	23	163	149	747	307	53	1442

3 Open-ended Question (Q4): You indicated you don't use the library in-person. Please explain why.

*Only asked of students who answered 'I only access library resources online' in Table 2.1.1.
344 unique comments, provided verbatim.*

#	Responses	Count
1	A lot of the needed resources that assist in completing assignments can be found with online KPU resources.	1
2	Actually all of my classes are online for this semester and it is my first semester at KPU. But yeah I will definitely use library in person when I will be at university because I love reading books in my leisure time.	1
3	All classes are online and I live too far from the campus to make going in person worth it (Lives in Coquitlam)	1
4	All my classes are online	2
5	All my classes are online in the previous semesters and also this semester. so I mostly use the online library to read articles journals etc.	1
6	All my classes are online no need to go in person	1
7	All my classes are online so I don't use the library in-person.	1
8	All my classes are online, and it is more convenient for me at this time.	1
9	All my classes are online. Plus, the online library texts are more than enough for me.	1
10	All my classes since the pandemic have been online so I don't come to campus at all.	1
11	All my courses are online and I wasn't able to go to school.	1
12	all my lectures are in online form, so I don't need to go back to school at all at the moment.	1
13	All of my classes are online	1
14	All of my classes are online so going to the library seems unnecessary if I'm not already on campus.	1
15	All of my classes are online so I use the online library	1
16	All of my classes have been online. I have never been to a KPU campus	1
17	All of my courses are online and being a journalism student, most of my content is available by the instructor. I don't drive and it takes me a lot of time to reach the campus.	1
18	All the classes are online, so we don't visit Surrey campus, when we want to search something, we search KPU Library resources online. It's very convenient.	1
19	All the resources I needed were already available online. And even if I needed assistance, the librarians were always quick to help me through the AskAway Chat.	1
20	am attending online so	1
21	As classes are online so I don't get that much time to go to campus for library.	1
22	As I am still in INDIA I have not got an opportunity	1
23	As I came here. Most of my courses are online. I use material online from the library and for some course books are not available offline.	1
24	As I have online classes. So I don't visit any KPU campus. That is why I access online library resources	1
25	As I'm an international student outside Canada so I haven't visited library on campus.	1
26	As I'm still not in Canada.	1
27	As my classes are mostly online so I prefer to use online	1
28	Because all my courses are online	1

29	Because all of my classes are online . So when i need help from library, i just visit for the online KPU library .	1
30	Because all of my subjects are online in this semester.	1
31	Because all of of my classes are still online. Prior to that, I only used the space to study.	1
32	Because all the material related to my studies, are available online on library resources.	1
33	because all the resources i needed is available online	1
34	Because due to Covid i feel safe to get access to the materials from online resources	1
35	Because I am currently not in Canada	1
36	because I am having online classes.	1
37	Because i am living in vancouver right now and all my classes are online so when i need any help in any of my course i access the online library which i think is very good and easy way to find the answer of my problems instead of travelling.	1
38	Because I am still here in India and I haven't reached Canada once I will be their I will use in person service	1
39	Because I attend classes online.	1
40	Because I came to Canada last week	1
41	Because I don't have any in-person class	1
42	Because i found it more easy to get more reliable content without much wasting of time to excess online learning than go to the library in-person	1
43	Because i found my all material online, so i dont have to go library	1
44	Because I get all resources and information online which I required for my study.	1
45	Because I got my Student Identification Card recently and from now onwards I will visit the library to make my assignments.	1
46	Because I have all the resources available and don't get time to visit the library in-person.	1
47	Because I have online classes and it seems online resources are good for me to take advantage	1
48	Because I thing that in HR has a lot of resource, article and book online more newest and I has possibility to read faster in my native language. HR is flexibility and change always.	1
49	Because I use online access to complete my work.	1
50	Because I would like to stay home because of covid	1
51	Because I'm not currently there in Canada to access those resources in person.	1
52	Because it's far away from my house.	1
53	Because most of my classes are online.	1
54	because my classes are fully online	1
55	Because my classes are in civic plaza campus.	1
56	Because my classes are online	1
57	because my classes are online and i get all the information online	1
58	Because my last semester was online and till now studies are going online	1
59	Because my whole course is online and I am living in Abbotsford. It's far from all the locations of KPU.	1
60	Because of covid I haven't been to campus for awhile	1

61	Because of the Covid and also all classes are online	1
62	Because still i'm taking online classes.	1
63	because i have online study that's why i don't come in any library...	1
64	Besides precautions due to COVID, it is easier to find the information I need via the library's online catalogue.	1
65	Campus is too far away from home	1
66	cause in this way could be more safe during the pandemic, and also the convenient method for reading and searching	1
67	Courses do not necessitate a need to go in person.	1
68	covid	1
69	Covid	3
70	COVID	2
71	COVID (mostly online classes)	1
72	Covid, but also typically, convenience- even if I am physically in the library I tend to access resources via the online database.	1
73	Covid-19	2
74	COVID-19	1
75	Covid-19 restrictions; all my classes are online this semester. Most tutoring options are not offered in person. I have used the Surrey campus library previously to study for midterms, but I work a full time job and I am in 2 classes per semester and going home to study just makes more sense schedule-wise. I much prefer in person tutoring, but that has not been an option as of late.	1
76	Currently out of the country	1
77	Currently, I'm living outside of Canada so I won't be able to access the library in-person	1
78	Do not have the time to go to the library for research purposes.	1
79	Don't need to, everything I need can be found faster online	1
80	Don't often have the need	1
81	Due to busy schedule	1
82	Due to covid 19	1
83	Due to covid and having online courses I prefer to choose online library instead of in-person	1
84	due to covid and i do not need to come on person as I am buying ebooks	1
85	Due to COVID in past months	1
86	Due to COVID reason and travel time it takes to go to the library.	1
87	Due to Covid reasons	1
88	Due to covid, I haven't left my house, I've been studying only from home which is why I use the online library only.	1
89	Due to covid, I prefer to access online library to avoid any contact.	1
90	due to Covid, we often use online library to study for research	1
91	Due to Covid. I have only ever had classes online and this is my second semester	1
92	Due to Covid-19, online classes and convenience	1

93	Due to help restrictions, being safe, and to save time	1
94	Due to lockdown	1
95	Due to pandemic	1
96	Due to the pandemic and a move outside the area, I am only attending KPU online. Therefore, I only use the library resources that are available online.	1
97	Due to the pandemic I have been taking online classes.	1
98	due to the pandemic I have no in person classes and hence not visited the campus yet to use any of its facilities	1
99	During Covid, I didn't come to campus often. But prior to Covid, I went to Richmond Library more.	1
100	Easily accessible online.	1
101	Ever since I joined KPU I could not use the library in-person because of the pandemic.	1
102	Everything I need is online and due to COVID-19.	1
103	First in person semester at KPU. I'm only one campus 1 day a week for class and I do homework/research at home. Thus, I only access the library from home	1
104	Firstly, my all courses are online. So, I have online classes and there is no need to go to university campus which saves my time. Apart from this, my course materials are available online. So I do not need any physical book Or material. And also searching material online at the comfort of home is way more easier than going to campus and booking appointments due to COVID restrictions which requires a specific time and date.	1
105	For the classes that I am currently taking, I do not need physical resources such as books and brochures.	1
106	Have not had a need to so far, all classes have been online and I just ordered online	1
107	Have not had the need to.	1
108	Haven't got the chance to use any campus library. I use a lot of the online resources	1
109	Haven't tried it yet since this is my first term.	1
110	Hello, Online Library resources are more helpful as i can use them whenever i want on my laptop or any other device. I don't have to be physically present in a library to get these resources if they are available on online library. I visited the library on surrey campus to get my student ID card as this is my first semester. The library staff there is very helpful and good. In the future i am looking forward to visit library in-person more often.	1
111	Honestly I don't know	1
112	i almost got everything online , so that's thr only reason i don't went to library in-person	1
113	I am a new student as of Fall 2021 and have not taken any in-person classes yet, so I have not used the library services yet other than to retrieve my student ID card	1
114	I am a visting student, and due to COVID all of my courses are online and asynchronous	1
115	i am an asynchronous student	1
116	I am currently enrolled in online classes, so using the KPU library website is the most convenient	1
117	I am currently only taking online classes, but used the Richmond library pre-pandemic.	1
118	I am currently working full time during the day and the library is usually closed by the time I could get there.	1
119	I am living outside Canada	1
120	I am not in Canada	1
121	I am not in Canada.	1
122	I am not near the campus but soon i will use in-person classes.	1

123	I am not on campus much due to Covid.	1
124	I am online for all Of my classes so it's the easiest	1
125	I am out of Canada now.	1
126	I am rarely on campus as my program is remote and I don't live nearby	1
127	I am rarely on campus right now and usually do my studying/research at home online	1
128	I am short on time. I have a family and can access, till this point so far, all I need online	1
129	i am still in my homecountry which is why i am not able to use the library but as soon as i come canada i will be accessing it'	1
130	I am taking my first in person classes this term and as of yet there has been no need to use the in-person facilities.	1
131	I am taking online courses	1
132	I am taking online courses.	1
133	I am taking only online courses and I also have a quiet space to study at home.	1
134	I arrived on 31st January in Surrey and now I am quarantine for 14 days	1
135	I attend online classes exclusively	1
136	I attend the KPU Civic Plaza campus and so far most readings are available in the KPU Virtual Library or directly as part of the courses material.	1
137	I attended online session that's why I don't get to the library	1
138	I can assess resources online and its convenient to study at home.	1
139	I classes are at civic plaza classes.	1
140	I come to the campus only to attend class. I just head back home afterwards.	1
141	I completed my first semester at KPU via online classes. Most of the study resources are provided online by the professors.	1
142	I completed my two semesters from outside Canada	1
143	I currently am unable to go in-person to the library	1
144	I do not go onto campus enough.	1
145	I do not use it that much in person because of safety measure as I just recently came from India and wanted to ensure safety of mine and others as well . But now in future, I am surely looking forward to take advantage of in person library resources.	1
146	I do not use the library in-person unless it is absolutely unavoidable and necessary due to the pandemic.	1
147	I do not visit the campus a lot as I am a stay at home mom with two toddlers, I do use the library database quite frequently and have used the chat feature as well.	1
148	I do use in person library of surrey campus but often I used to do online because it is way easier for me to save my time and get my work done	1
149	I do use it just haven't in two years because of COVID.	1
150	i don't go to campus	1
151	I don't use library in person because it's more convenient and easy using online. I can search abundant of books , articles, magazines online. Moreover, because of COVID protocols it's better to stay home and stay safe.	1
152	I don't go to any campus for my classes; they're all online. Also because I'd prefer to avoid going to campus in general due to how busy they can be—especially during a pandemic.	1
153	I don't go to campus, my program is online!	1

154	i dont have inperson course yet.	1
155	I don't have on campus class. Only online class.	1
156	I don't need to	1
157	i don't spend that much time on campus	1
158	I don't take the in person class so using Library online as well.	1
159	I don't use in-person library resources because I don't have time to get to the library to check out what I need. I don't study at the library (though I would like to) because masks are mandatory even when sitting alone at cubicle desks or when no one else is around (I don't understand the logic behind this considering students are permitted to socialize and dine at the cafeteria without masks.)	1
160	I don't use the library in person because of COVID and my course is also online, so I have only online access to library.	1
161	I feel comfortable using online portal	1
162	I find it more convenient.	1
163	I find most of the resources for my course online	1
164	I find online easier to navigate and find the resources I am looking for.	1
165	I find the online catalogue can always meet my needs and very convenient.	1
166	I find what i need online	1
167	I go online class.	1
168	I go sometimes to study but I prefer having Ebooks!	1
169	I go to the library in person but not as much as I use it online. My classes are either online is in Civic Plaza so I don't have so much time going to libraries in other campuses. And our library online has so many resources	1
170	I have a beautiful office of my own at home, access what I need from the library online	1
171	I have all my classes online. I never felt the need to go in person.	1
172	I have anxiety	1
173	I have attended KPU for three semesters and they were all online. I have only had one class at campus this semester and avoided staying any longer at campus due to covid concerns	1
174	I have been studying online so thats why using online service of library	1
175	I have been taking most of my classes online. I also haven't coordinated myself to get my student card.	1
176	I have been taking online courses for about two years since COVID, prior to I used the Surrey campus library.	1
177	I have just not had a reason too, and with covid campuses were closed so I had no reason to go to the school.	1
178	i have my course online and i am currently in calgary	1
179	I have never been on campus yet due to Covid. I am now kinda nervous to go on campus because im almost done 2nd year and never been to campus. I would like to one day, given Covid allows me.	1
180	I have no classes on campuses with libraries and have no other reason to visit. It is also very far from my home.	1
181	I have no in-person classes	1
182	I have no practical reason to do so; Anything I've needed to far has been available online, though as I familiarize myself with the services the library offers that may change.	1
183	I have not been on campus since classes have been online	1
184	I have not got the opportunity yet. But I am planning to go soon to Surrey campus.	1

185	I have not had a in person class	1
186	I have not had a reason to use the in-person library yet and found all I needed on the online one	1
187	I have not had any classes where I have been on campus and needing to use library resources. I have in the past (Langley) but with online classes I find it more convenient to use online library resources.	1
188	I have not needed to go to the library, and do not currently have a student ID card for entry.	1
189	I have not needed to physically come in to the library. I would like to avoid situations like this to keep my chances of infection down (covid)	1
190	I have not needed too. As well since I started KPU the start of the pandemic it was better to not explore the library for no reason.	1
191	I have not step foot inside the campus since COVID.	1
192	I have not used the library in-person ever since classes were moved online starting March 2020, when the COVID-19 pandemic was in full swing.	1
193	I have online classes	1
194	I have online classes.	1
195	I have selected only online classes during the pandemic.	1
196	I haven't had a need to use the in person library.	1
197	I haven't had in-person class yet	1
198	I haven't used because KPU university is far from my house .	1
199	I just haven't needed to this semester	1
200	I just started my first course at KPU	1
201	I like the convenience of online	1
202	I like to study by myself in the lounge	1
203	I live far and due to covid I couldn't go	1
204	I live in Princeton B.C. it would be over 3 hours for me to drive to the Surrey campus. HOWEVER I do find the Surrey campus quite beautiful and the library is very clean and organized with very helpful staff. I have not had the pleasure of visiting for a few years now but the last time I was there everyone was very helpful and knowledgeable.	1
205	I live next Civic Plaza and there is no library there, so I prefer research online or go to the public library.	1
206	I mainly use the online search engine to find online articles	1
207	I mostly use library service online because I live far away from my university campus and take classes online and it become difficult for me to use services in person on daily services	1
208	I never get any chance to use the library in person. I hope I would use it in next semester.	1
209	I only go to campus for when I have class. So i haven't gone to used the library yet.	1
210	I only have one class in person, and my online professors have shown us how to access all the same material online with a librarian.	1
211	I only take online courses	1
212	I ordered my English class books from the library and I paid delivery fees so that I could get the books delivered to my house.	1
213	I prefer Ebooks	1
214	I prefer online where I can search it up and go through my options all in one screen	1
215	I prefer the online library resources and it's easier for me thus, what I usually need id on the website. However If I was unable to find I will access in person library	1

216	I prefer to complete my work at the comfort of my home instead of going to the library	1
217	I rarely go on-campus for class due to the pandemic.	1
218	I seldom go back to school as COVID	1
219	I seldom go to campus, and when I do its for a few classes and I immediately go home after they finish.	1
220	I still don't have a chance to go library as I am a new student for this semester	1
221	I study at Civic Plaza campus, so I do not need to go in-person to other locations, I prefer to use the online services.	1
222	I study in Civic plaza, other libraries are far from my house and campus.	1
223	I take classes online, and it's safer and more convenient to access library resources from home.	1
224	I use e-books	1
225	i use library online	1
226	I use Library online because it is convenient for me. I can access it anytime. It is easy to find information on it	1
227	I use the in-person library but sometimes online is more convenient.	1
228	I used to use the library in-person but since the pandemic I don't attend classes on-campus.. so I don't use the library as much.	1
229	I would use it if COVID were not still a risk.	1
230	I'm almost never on campus	1
231	I'm currently in India, so i cant access it	1
232	I'm have a very busy schedule and don't have much time to go to the library	1
233	I'm barely on campus because of the pandemic. I do everything online. I do use the online library often for research papers.	1
234	I'm currently in my country so in person access is not possible. however, I do open open library for some literary help.	1
235	I'm from KPU Civic Plaza.	1
236	I'm not in Canada yet	1
237	I'm on full online classes for the last two terms I have taken.	1
238	im rarely on campus	1
239	I'm still a freshman and all my classes are online, so not only have I not been to the library, but I also haven't been to the campus that much.	1
240	I'm sure i will in the future, though my first semester was entirely online and this semester i just haven't had to use it yet	1
241	In my courses I haven't been required to do pull sources in person at the library. It's more of a convenient way especially with Covid to access library resources online.	1
242	It is due to Covid. Classes are mostly online.	1
243	It is easier to navigate through and is more convenient.	1
244	it is efficient and convenient to search the information whenever I need.	1
245	It is just easier to use it online.	1
246	it is more convenient to access books online rather than in person	1
247	It is my first semester in KPU and my courses are all in online classes.	1

248	It is simply to use resources online.	1
249	it saves time	1
250	It's more convenient for me to use the online resources based off my schedule	1
251	It's often faster and more efficient for me, especially when all my writing and research is done online	1
252	It's usually really busy so I prefer online	1
253	It's because of online classes	1
254	Its more convenient to search for required material online	1
255	Its not that I do not use the library, but all the resources I find more of value are on the academic databases for reports and the such. I do use the library from time to time to do work but not for borrowing books	1
256	it's too far from where I live. Online is more convenient.	1
257	just cause of covid precautions and that i don't have in-classes at the moment, so i'm not on the campus much.	1
258	Lack of time	1
259	Lazy, covid concerns, faster to access online	1
260	More convenient on my end to use library resources online rather than in person since I rarely had any reason to go in person due to none of my assignments requiring so	1
261	More convenient to use it online from anywhere	1
262	Most of my classes are online	2
263	most of my classes are online and i haven't gotten time to look at the library in person yet.	1
264	Most of my classes are online.	1
265	Most of my classes have recently have been online so the online library is more convenient.	1
266	Most of my classes that require sources can be found online.	1
267	most of my classes were online and I never got the chance to visit campus	1
268	most of the documents i need are easily accessible from home and it isn't convenient to travel to a campus every time I need information for a paper	1
269	Most of the material is available online in kpu library and I have only one course offline. So, I don't get much chance to use the library sources in person	1
270	mostly books required are e books	1
271	Mostly my classes are online so I prefer to take library services online.	1
272	My all classes are online from first till now.	1
273	My busy schedule won't allow for it.	1
274	My campus doesn't have library	1
275	My Campus is Civic Plaza, and the books we are using for my current classes are available online.	1
276	My classes are going online since I joined KPU.	1
277	My classes are in civic plaza campus and the library in other campuses is a bit far from my home	1
278	my classes are mainly online and require online resource databases. The times I go to the library are to study.	1
279	My classes are mostly online and I have a part time job so I prefer doing everything online	1
280	my classes are mostly online or don't require physical texts	1

281	My classes are online	2
282	my classes are online and I can still get all the help I need online!	1
283	My classes are online only	1
284	My classes are online so I also order my books online	1
285	my classes are online so I don't often go to campus.	1
286	MY classes are online so i have never visited the campus.	1
287	My classes are online so I have no reason to go to campus.	1
288	My classes are online that's why I don't use library	1
289	My classes are online, and I don't go to the campus	1
290	My classes have all been online	1
291	My classes have all been online.	1
292	My classes just began in person so havent had the chance to use the library much	1
293	My classes this semester and last year have been online where my professors have provided the online textbooks.	1
294	My classes this semester are all on line. I do my schooling from home there for I do not find the need to use the library in person.	1
295	My classes were online	1
296	My classes were online till now so I never got to visit the campus much and I accessed library from the comfort of my home	1
297	My courses are all online so I am not on campus	1
298	My courses are all online, I work full time so the online library is really convenient	1
299	My courses are allremote so I never really have a reason to be on campus. The library databases for scholarly articles are all online and I can access books I want from my local library which is very much closer.	1
300	My courses are practically all online, it's too out of the way to go to a physical location	1
301	My designated campus for nursing is the Langley campus. I only go to that campus every Friday of the week and it's too far for me to drive to if i want to use the resources there any other day. The nearest campus library to me is the Surrey campus but I don't have time to travel there and access the resources either	1
302	My resource is online only.	1
303	Nearly all of the texts required through my classes are accessible through the online portal, and thus are much more convenient to access than the in-person library. Additionally, the extensive research databases are sufficient enough sources of research articles and books that I do not need to go to a library in-person in order to conduct research for essays.	1
304	No in person classes so it's easier to use online resources for everything and save gas money/ no chance of covid	1
305	No reason to go to campus	1
306	not on campus enough to use the library at the moment	1
307	Online classes	1
308	Online classes only	1
309	Online classes since May 2021	1
310	online classes.	1

311	Online courses	1
312	Online is convenient, and saves on commute.	1
313	Online is easier	1
314	Online is easier and less anxiety inducing, I have used the in-person libraries many times but I enjoy the online option more.	1
315	Online is more comfortable to me. I can conduct a research according to my schedule without leaving a house	1
316	online learning	1
317	only have 1 course in person in KPU civic plaza.	1
318	Pandemic. I expect to use it in person more often when I feel it is safe. However, the distance from my campus (Civic Plaza) might make it a little less convenient.	1
319	Primary online courses. No reason to go to the library in-person.	1
320	Qll of my courses are online and provide online options	1
321	School is all online. Doesn't make sense for me to go in person	1
322	Simpler, and the need has not yet arissen.	1
323	Since all of my classes are currently online it is the easiest option for me	1
324	since i always joied the online courses, that's why!	1
325	Since most of my classes are online, I do not attend campus in-person. As a result, I primarily access library resources online.	1
326	Since my studies are all online and a busy work schedule it is easier for me to acsess it online.	1
327	So far, all of my classes have used resources from the online library. This is mostly due to the majority of my classes being online. Plus, the online library is much more accessible.	1
328	taking online classes	1
329	taking online courses currently but when i do return to campus it will likely be the langley campus	1
330	The classes are online.	1
331	The commute from my school to home is too far so I leave campus as soon as class is over.	1
332	The distance to travel is too great. If I had more in person classes I might study there, but I find having other students around to be distracting	1
333	The KPU library as a resource for reading isnt as convenient to me as other public libraries that are located closer to me. I also haven't set up a library card or anything	1
334	There is no library at civic plaza campus , so I have to travel especially if I want to go to any library in-person.	1
335	This is my first semester at KPU. Currently, I am taking online courses. So I don't use the library in person.	1
336	Tonight will be my second time on KPU campus. Two weeks ago was the first time.	1
337	Unfortunately all of my classes are online so I have not needed to go in person and use the library	1
338	Until this semester (I have been attending KPU for over a year), all of my courses have been online due to COVID. I have only come to the library to pick up my student card.	1
339	Using the online library is far more convenient for me to use. Especially with covid, I'd rather stay home so I'm glad the online library exists and is easy to access.	1
340	Usually people use it for quiet space and I have quiet study room in my house.	1
341	Well I do go and study at surrey, but with everything online I use online library to find articles and books. Even before the pandemic I mainly used the online library	1

342	Well since covid started I have avoided using libraries on campus and this entire year I've used the richmond campus library once	1
343	Whenever I am on campus I don't have the need to go to the library. So, when I am not on campus I can access the library online from my computer and phone.	1
344	With assignments, its easier to use online database.	1

4 Open-ended Question (Q5): You indicated you don't use the library in-person or online. Please explain why.

Only asked of students who answered 'None of the above – I never use the library in-person or online' in Table 2.1.1. 55 unique comments, provided verbatim.

#	Responses	Count
1	Actually, as covid is going on. So, I am little bit worried about my health.	1
2	All the materials I require are always provided within the moodle course site for my respective courses. As such, I don't have any need to use the library.	1
3	All the materials necessary are already given by the professor	1
4	Because I don't know how to use that! Moreover, I don't know how to access.	1
5	Because I don't have any class that need to go to library. Plus I don't have Student ID.	1
6	because I have ebook while i register course's. so i don't need library	1
7	Because I mostly use notes to study so thatswhy I don't use library but now I worked hard and visting library will be benficial for me.	1
8	Because my classes are online so I didn't get chance to go.	1
9	Because my classes were online and my instructor post good materials on moodle which is really helpful in exams. And because of covid and new variant i never visit library in person	1
10	Because my indtuctor provide me with all the material to do my English course	1
11	Because my semester was online but now Its offline and I will go to the library.	1
12	Becuse i am new hear and not get enough time to do so	1
13	Covid restrictions	1
14	Don't have time and I feel no need of it	1
15	Dont know what the resources are!	1
16	dont need to	1
17	Dont' really have a reason to.	1
18	Have just started going inperson so haven't explored the Library yet	1
19	Haven't been able to attend in-person classes yet. I've been inside the Surrey Campus library however	1
20	I am only in apprenticeship. And it is more socially acceptable to not wear a mask in the cafeteria, so I do homework there.	1
21	I can concentrate better at home	1
22	I dont feel the need to use it.	1
23	I don't have a need for it during my semesters this year. I used to use the library a lot when I first started KPU.	1
24	I don't have a student card.	1
25	I don't have many in-person classes or needed the resources quite yet! I also started school recently. This is my first year.	1
26	i dont read	1
27	I don't really need to. My books can all be purchased online from 3rd party sites and my programs don't demand a need for it.	1
28	I got books	1

29	I have never come accustomed to using it, nor have I ever thought that the library would increase my knowledge on a subject in a higher way, because times when i do try to expand my knowledge past the textbook provided i may end up with the wrong information for a question	1
30	I have never needed to	1
31	I have not needed this resource yet other than to obtain my student card	1
32	I have not visited the campus much	1
33	I have not yet had much need to. If a class requires it in the future, I will.	1
34	I have recently started my education here at kpu, and recently applied for student id therefore, i haven't got any chance to use the library in-person.	1
35	I have textbooks online, don't need to use the library.	1
36	I have the required material to study for the course.	1
37	I just started university and mostly rely on books purchased for the courses I am taking at this point.	1
38	I mostly had online classes so never get a chance to go to library	1
39	I sometimes forget about it and the access codes for textbooks I have seen so far are basically the same price.	1
40	I would like to know if I need a card for entering library as this is my first sem at KPU . If yes, from where do I collect it	1
41	I've tried to go on the site so perhaps that counts but I'm not sure I found anything per se. Perhaps I need more knowledge regarding same.	1
42	I'm not as familiar with it yet as I'm still a new student but perhaps in future use it may be useful for my future classes.	1
43	I'm too lazy to make use of the physical library, and it is far easier to find things/sources with google than with the KPU online library	1
44	In pandemic I prefer not to venture out.	1
45	Is my first semester, and professors has sent us the links to download directly the books that we need.	1
46	It is my first semester at KPU and for most of my courses, the study material is available online on Moodle.	1
47	I've taken this semester online and I am currently living far away.	1
48	Mostly i use internet for my doubts and for study .	1
49	Never came to university yet.	1
50	no need	1
51	No need to use it	1
52	Remote learning	1
53	School makes it impossible to read books. Even professors don't read books. They only read academic articles mostly, I asked them. Furthermore, school destroys all intrinsic motivation to learn on your own. Any time I want to read a book, I think, [*], I have school work I should be doing instead. But then I procrastinate on the school work, but I can't read books like I want to because I feel guilty about not doing school work instead. So then I check out and watch Netflix. [*]	1
54	Study at home	1
55	We had textbooks and were not required to use other books. I used the internet for information.	1

5 Open-ended Question (Q12): Which one of the above library resources, facilities or services are you MOST SATISFIED with and why? Please specify the campus, if applicable.

5.1 KPU Tech (Cloverdale)

Question: Which one of the above library resources, facilities or services are you MOST SATISFIED with and why?
9 unique comments, provided verbatim.

#	Responses	Count
1	Clean and quiet	1
2	I am most satisfied with laptop loans. Being in the CADD program, a laptop or desktop is necessary. Though myself have not loaned one, my peers and classmates have been able to complete their classes with issued laptops. Knowing I am able to rely on the library is reassuring.	1
3	I like the convenience of being able to print and photocopy necessary documents when needed. The overall cleanliness of the library in KPU Tech Cloverdale is also something I appreciate.	1
4	I received in-person help and study time with a librarian as I was preparing to take an entry exam. I wasn't even an official student yet but I received assistance and support as though I was. Very impressed	1
5	Kpu tech the library is very quiet not worried about loud noises and the computers run smoothly	1
6	Pretty clean	1
7	Quiet area and cleanliness(cloverdale) because it's conducive to learning	1
8	the librarian was very helpful and made sure that she went through with detail how to complete our WHIMIS TEST. she was great. this was at cloverdale tech campus	1
9	The tables with lamps at Cloverdale are so convenient	1

5.2 Langley

Question: Which one of the above library resources, facilities or services are you MOST SATISFIED with and why?
120 unique comments, provided verbatim.

#	Responses	Count
1	Askaway online chat has been very useful to me because I can always enquire about books and resources that are available in the library before going there myself. I can know which campus to go to for picking up a specific book.	1
2	Assistance by service counter staff at the Langley campus	1
3	Assistance by service counter staff. Because every time I have had a question they were very willing to help me even if they didnt know the answer to my question they were willing to find the answer with me.	1
4	Assistance by service counter staff. I have had a pleasant experience with the staff at the Langley, Surrey, and Richmond campus libraries, but I found that the staff at the Langley location really went above and beyond to meet my needs.	1
5	Assistance by staff	1
6	Assistance from service counter	1
7	Availability of different types of books. Great variety	1
8	Availability of power for laptop	1
9	Cleanliness	1
10	Cleanliness and study rooms, i personally use study rooms alot and its always helpful and quit and neat.	1
11	Computer and printing services, I am away from home and don't have the resources	1
12	Easy navigation through books	1
13	Equipment for loan. I don't have laptop, I used dear too at library several time for my exam and assignment. It's also a quiet place that I stayed after class to review what I learned in the class.	1
14	How it's so easy to get help	1
15	I am at the Langley campus, and I am very satisfied with being able to use the printer and photocopy as I do not have my own printer at home	1
16	I am most satisfied with Availbility of semester loan laptops because i am using it. It is very helpful for me because at the starting of semester my computer was crashed and i am not able to buy new computer then i got loan laptop from library. It is good for all students who have face this type of problems	1
17	I am most satisfied with having a quiet place to study because it allows me to have a better study period.	1
18	I am most satisfied with Quiet area to study because it help us to concentrate on study without any disturbance	1
19	I am most satisfied with the ask away online chat and assistance by the counter staff.These services are amazing. I tried many times the ask Away online services and got answer in few seconds. I take this opportunity to express my gratitude to KPU for this amazing services for the students.	1
20	I am most satisfied with the availability of quiet study areas and on-campus computers at the KPU Langley library. The library has a decently sized space with a quiet environment, which has helped me focus on studying. In addition, the computers are helpful as sometimes I do not have a personal electronic device to complete my work on.	1
21	I am most satisfied with the quiet study areas in the library at KPU Langley. I find that they are always well maintained, and I rarely have trouble finding a quiet spot.	1
22	I am most satisfied with the study rooms because they are very clean and easy to book. I use it quite often to study or take my online class.	1
23	I am most satisfied with the study rooms, as they are useful for getting together to work on group projects.	1
24	I am the most satisfied with the cleanliness of the library, because it's nice to enter a clean space	1
25	I am very satisfied by the quiet study rooms	1

26	I am very satisfied with the assistance by counter staff because first, they talk very politely even when i am confused and making them confused as well. Second, they are always there to help me every single time. I am just over satisfied with their service.	1
27	I believe that having a quiet environment to study in is the service I am most satisfied with.	1
28	I like the Surrey campus quiet area on third floor at Langley is on one floor in corner still quite loud.	1
29	I like to do my homework in the library	1
30	I love the surrey campus library, the three level study sections are very helpful. I can determine the type of study surrounding I need in order to help myself. The libriaians are very knowledgable at all campuses (Ive been to Langley, Surrey and Richmond).	1
31	I think having an access to a clean and quiet library that is open until 9 pm is what I liked most about the library in KPU Langley.	1
32	I was most satisfied with the library's overall cleanliness. The janitors did a superb job and it made a comforting environment at Langley campus!	1
33	I was really pleased with the askaway chat and how promptly I recieved a response	1
34	I would say the the research databases are one of my most used applications to help guide my academic research for class assignments. Most of the resources are relevant and facilitate my learning.	1
35	I'm most satisfied by the quiet area, because it allows me to hear my thoughts and organize them better.	1
36	I'm most satisfied with having a quiet, clean place to study. The library is the place I find I can focus on school the most.	1
37	I'm most satisfied with the quietness and cleanliness of the library at Langley campus, it's never busy.	1
38	I'm very pleased with the study rooms at the Langley campus, because it is always clean and private.	1
39	I've only ordered from the Langley campus	1
40	Langley - availability of computers	1
41	Langley - Library staff very helpful and friendly	1
42	Langley campus - laptop loan program allowed me to stay in school because I do not have the budget for tuition and a new laptop.	1
43	Langley campus always has study rooms/computers available	1
44	Langley campus selection	1
45	Langley campus, because I am a nursing student and this library has everything. I also love the space because it has so many quiet areas that I can be while I am studying. The staffs were also really nice.	1
46	Langley campus. Librarians and very knowledgeable and helpful	1
47	Langley has always yielded good results for me in all categories	1
48	Langley, Availability of the library resources and assistants. Very helpful when approached.	1
49	Langley, I liked the printing and photocopying because I don't have access to that at home. Quiet study areas and study rooms area great	1
50	Langley, staff were very helpful. If I couldn't find a book needed at that location, staff helped locating were to find. Loans were easy and the email reminders to return were helpful. Most of the time I was able to find a free computer. Very clean and quite.	1
51	Langley/quiet area to study/I can study more in the library than in my room	1
52	Library cleanliness as it makes it a better place to work as well as the staff are very helpful and friendly	1
53	Library cleanliness because clean area clean mind. It just makes it better to focus.	1
54	Mbaa access	1
55	Most satisfied on the kind staff. As well as how up-to-date/ updated their nursing books are!! I really love it.	1

56	Most satisfied with the availability of computers at the Langley campus library	1
57	Mostly satisfied with the computers and library staff. The campus is Langley. They are really helpful.	1
58	One day I don't have my mobile charger there was in mobile to do. I took charger from library and did my work on time.	1
59	Online library	1
60	Online resources: journals, periodicals etc	1
61	Plenty of space and quiet area to study	1
62	printing	2
63	Printing	1
64	Printing and copying, cheaper cost as comparative to other places.	1
65	Printing at Langley. Love the paper	1
66	Printing because I mostly use the library for printing and somehow it's always available for me to use everytime I need it and the fee is cheap and the quality of the paper is superior.	1
67	Printing is for me because it's easy and fast	1
68	Printing, Because i need it all the time and it always works	1
69	Printing, books quiet area,, langley	1
70	Printing. It's easy & accessible.	1
71	Quiet and peaceful place to study	1
72	Quiet area	1
73	Quiet area of study and study rooms are really satisfied in surrey and Langley campus too. It is really good thing for study	1
74	Quiet area to study is most satisfying because in order to think a quiet place is needed without any disturbance. Otherwise if your trying to work and there is lots of disturbance you can't concentrate on your work.	1
75	Quiet area to study. Important for synchronous classes	1
76	Quiet area to study. Langley campus	1
77	Quiet learning place at langley campus	1
78	Quiet place to study	1
79	quiet place to study at langley campus.	1
80	Quiet rooms are the best and environment is great too	1
81	Quiet study area on Langley campus - it's a great way to have a break and/or do some studying in a clean and comfortable environment	1
82	Quiet study room	1
83	quite area to study, because even at home there is a lots of noise so i am unable to concentrate at home therefore usually i go the library for stdy	1
84	Research help	1
85	Research help from Langley librarians	1
86	Research help from librarians	1
87	Research help from the askawap online chat was very helpful	1

88	Staff as they're nice and helpful	1
89	Staff at Langley library are very helpful and very accommodating .	1
90	Study areas to get together for group work	1
91	Study room	1
92	study room and availability of online resources	1
93	Study room availability. I was able to book a study room the day I needed it and use it the same day. I did not have to pre plan. This helped me get a lot of work done when I was feeling productive. For me it is important that as students we have access to study rooms or classrooms as we need them	1
94	study rooms	1
95	Study rooms	2
96	Study rooms and printing/photocopying	1
97	Study rooms because it gives me and my friends privacy to study	1
98	Study rooms because they are a quiet space that is separate from the rest of the library so they are great for study groups, group discussions, etc. The only thing I would want is for more study rooms to be available. I go to the Langley Campus.	1
99	study rooms in making several videos for our class presentations (Langley)	1
100	study rooms on langley campus because allows place for groups to meet	1
101	Study rooms since I feel they offer a tranquil atmosphere which is ideal for studying the content especially pre-class readings. Moreover , the quiet environment is conducive to concentration, thereby, uplifting academic performance of an individual	1
102	study rooms, a quiet place away from people chatting in the library	1
103	Study rooms, great area to meet up with classmates in order to do group work or to study.	1
104	Surrey and Langley	1
105	The friendliness of staff	1
106	The help from staff! Thank you, you always help me with my questions relating to mac and accessing online resources	1
107	The langely campus is quiet and study rooms are helpful for studying. The library is clean.	1
108	The Langley campus library is far more quiet in general than the Surrey library. The people who work behind the counter are quite lovely too.	1
109	The librarians are really nice and helpful. This is what I'm most satisfied with.	1
110	the library because i feel safe and better to study	1
111	The library on Langley campus is always clean and quiet, making it an ideal spot for me to finish my assignments, watch asynchronous lectures, and catch up on course readings	1
112	The library staff at Langley were very helpful my first semester when I was learning how to use everything	1
113	The Library, at least when I'm there, is always very inviting and the staff is fantastic in helping me.	1
114	The printing services are very helpful. I've used them at surrey and langley	1
115	The staffs are nice, helpful and friendly. Thank you	1
116	The study rooms as they provide a great opportunity to study in groups in our own space. They're always clean and most of the time, available	1
117	There are many areas in the library available for quiet study time no matter the time of day it is fantastic when you need the time to focus.	1
118	there could be computers in study rooms or in different areas of the library.	1

119	very satisfied with the libraries research help	1
120	Very satisfied with the quiet study rooms and area to study at the langley campus. The communal tables are big enough to fit people and our materials to study.	1

5.3 Richmond

Question: Which one of the above library resources, facilities or services are you MOST SATISFIED with and why?
87 unique comments, provided verbatim.

#	Responses	Count
1	A quiet place for studying at the Richmond campus since no one would bother me and I can just focus on reviewing concepts and memorizing terms.	1
2	all	1
3	As I have not used any of the on campus resources, I cannot make a comment but I am overall satisfied with the citation guide and the research/peer review article data base	1
4	Assistance by counter staff	1
5	Assistance by service counter staff (Richmond)	1
6	Assistance by service counter staff at KPU Richmond: I needed to get my student card and have it enabled for certain rooms and check out books for one of my projects requiring printed books as sources and they handled those tasks efficiently.	1
7	Assistance by service counter staff. Always very helpful	1
8	Assistance by service counter staff. I have had a pleasant experience with the staff at the Langley, Surrey, and Richmond campus libraries, but I found that the staff at the Langley location really went above and beyond to meet my needs.	1
9	assistance from librarians online	1
10	Availability of e-books	1
11	Availability of resources	1
12	Availability of study rooms . Because it's hard to concentrate while studying but due to availability of study rooms. It's really helpful to sit in quiet place and study. Richmond campus have really good study rooms	1
13	Book service	1
14	casmpus computer Because the utility is high and the quantity is high.	1
15	Cleanliness of rooms and service overall because it gives me a quiet place to study and relax.	1
16	Colour printing is very useful and reasonably priced, which is important in my faculty (design).	1
17	Equipment for Loan, actually I couldn't survive to this term without it. it has been amazing. I have my computer, but since it is an apple computer, sometimes I struggle to have access to excel, word and other tools.	1
18	Having a quiet and clean area to study with plenty of study rooms needed. Especially Surrey and Richmond libraries, they're very good.	1
19	Having a quiet area to study because that is all I have really used the library for - Richmond campus	1
20	Help from the staff	1
21	I am most satisfied with the library cleanliness.	1
22	I am most satisfied with the library's cleanliness (Richmond campus), as maintaining a clean environment is important for everything else to run smoothly.	1
23	I am most satisfied with the quiet space to study that the library provided. I believe it is important for students to have access to a safe and quiet space to complete their work	1
24	I am most satisfied with the quietness of both the Richmond and Surrey Campus libraries, the study rooms are one of my favourite places to study/take a break.	1
25	I am satisfied that when I need help from the librarians, I can post a message on the online chat, then someone will reply me immediately.	1
26	I find the study and quiet rooms most satisfying. I find it I am able to concentrate more than when I am in an area where there is noise. I get distracted easily when doing work and lose focus. When I am in an area where is no noise, I am more productive.	1

27	I have only used the Richmond Campus Library,	1
28	I love the surrey campus library, the three level study sections are very helpful. I can determine the type of study surrounding I need in order to help myself. The libriaians are very knowledgable at all campuses (Ive been to Langley, Surrey and Richmond).	1
29	I really enjoy the Surrey campus because of how big it is and it's so spacious, you can always find a place to study. Richmond is a little smaller so sometimes it's more difficult to find somewhere to study in the library	1
30	I really like how there are many quiet places to study in and it's very easy to focus on my work	1
31	I usually visit Richmond campus and what I like most is Study rooms and laptop loans . Study rooms are quite and clean as well as faculty is also helpful. As I was not having my laptop so I use laptop from library and this facility is amazing.	1
32	I'm most satisfied with printing service in the Richmond campus because that's the reason why I go to the library. However, the printing machine is somehow hard to navigate through.	1
33	I'm most satisfied with the quietness in the Richmond campus library. It is a good environment for me to study. I know my friends thought the same about it.	1
34	I'm satisfied with printing because every now and then I have to print documents however but I don't like it despite paying so much tuition fees printing is still chargeable. It should be three of course for students	1
35	In the Richmond campus library, I find that the wide range in design books are very helpful when researching for projects. However, I find that the resources are older (which isn't bad at all, it's just that it would be nice if there were more books on current styles).	1
36	Interlibrary loan because it's easy to use and great to access	1
37	Kpu Richmond	1
38	Librarians are kind	1
39	Library	1
40	Library resources are very clean and easy to use. Librarians are very nice. I go to the library quiet often to study for my exams and homework. If the hours are extended, that would be so great. However, I know that current circumstances of Covid and other variant viruses preventing it. I personally satisfy with all the facilities that KPU offers.	1
41	online research sources	1
42	printer	1
43	Printing facilities are most satisfied at richmond campus	1
44	Printing, but I wish we didn't have to pay for them.	1
45	Printing, Equipment for Loan, cleanliness, Quiet area to study.	1
46	Quiet area to study	1
47	Quiet area to study (Richmond)	1
48	Quiet area to study as I have online class right efre another class on campus. So it is nice to be able to attend class there without any disturbance. Infact, it's even quiter than home.	1
49	Quiet area to study in Richmond campus	1
50	quiet area to study in richmond campus	1
51	Quiet area to study in Richmond campus because I feel at ease studying there	1
52	Quiet area to study. KPU Richmond has nice and quiet places to study, and it's never too busy.	1
53	Quiet area to study. The library has provide a good space for me to focus on the course materials	1
54	Quiet area to study. The space is quiet, Richmond	1
55	Quiet space to study. Silence can feel hard to come by.	1

56	Quiet study room and research help from librarians because I get all the resources I need to succeed in my courses	1
57	Quiet study space at the Richmond campus	1
58	Quite area to study	1
59	Research help from librarians has been excellent every time I've made use of it. The librarians have made an effort to understand, and then help me with, my research challenges. I really appreciate this service, and it helps me feel confident that I can contact them again to get the most out of the library resources.	1
60	Research help from the librarians, they are always so nice and helpful	1
61	Research help is fantastic because of how easy it is to acquire information and other help at the richmond campus	1
62	Research Help is what I'm most satisfied at. [NAME REDACTED], at least in my experience, takes their job seriously and also aids in teaching students how to find resources and the such. She doesn't just give an answer, so I learn in the process.	1
63	Richmond as the environment is tidy and clean.	1
64	Richmond campus	1
65	Richmond campus - quiet area to study	1
66	Richmond campus - quiet place to study and print!	1
67	Richmond campus, I like how quiet it is	1
68	Richmond campus, quiet study area, have spaces most of the time	1
69	Richmond Campus, The study room booking availability. however, the whiteboard markers constantly in unusable conditions need to be verified periodically. Probably able to provides multiple colors than just black and blue.	1
70	Richmond Campus: due to the decreased number of people on campus lately, there is always availability of equipment and computers.	1
71	Richmond: Front desk service was very helpful.	1
72	Service staff is very friendly at Richmond.	1
73	Study rooms because they're helpful for group work or studying in a group. The daily time limit is understandable so that other students can also use this resource.	1
74	study rooms due to availability	1
75	Study rooms in the Richmond campus. Good availability.	1
76	The assistance by service counter staff, because they are always friendly, easily understandable, approachable, and provide helpful assistance.	1
77	The help I have received from the librarians at the richmond campus. They have been able to answer all of my questions and point me in the correct direction for materials.	1
78	The most satisfied library resource is the study rooms in Richmond campus. They are big and comfortable to be in.	1
79	The printing is very well organized and simple to use! Love it!	1
80	The quiet area to study	1
81	The quiet study areas and study rooms because they help one to concentrate and allow discussion in groups as well in the study rooms. Surrey and Richmond	1
82	The staff are always helpful and I love the libraries service of mailing books to students.	1
83	The study room and printing have been the most satisfactory. I have used the study room when working on group projects, and when I need to print my assignments, reports have been resourceful.	1
84	The study rooms	1
85	Trying to print at Richmond Campus gave me an aneurysm. I got zero help from staff because they weren't help to. The printer wasn't printing. The instructions weren't helping. And I desperately needed to print for	1

	my assignment. I ended up failing the assignment and dropping all my courses for the semester. Just couldn't take that [*]. [*]. Absolutely [*]. How can you run a college and dish out assignments but then not have printing available for unfortunate students.... Utterly, utterly ridiculous. Still can't believe it.	
86	Unfortunately, I was the most satisfied with the reaserch help because they knew where to find the correct books that I needed for my classes.	1
87	When me and a friend came to borrow a pair of headphones, we were treated with courtesy and respect. The staff was very friendly, and seemed to genuinely care about solving our problem. I believe this falls under the category of "assistance by service counter staff" in this case. This is the reason why I rated that category so highly.	1

5.4 Surrey

Question: Which one of the above library resources, facilities or services are you MOST SATISFIED with and why?
446 unique comments, provided verbatim.

#	Responses	Count
1	2(surrey campus)	1
2	A quiet place to study (at Surrey campus, I love that each floor has a designated noise level!)	1
3	a wide range and variety of book types and the study areas	1
4	all of this because its an all in one needs of every student	1
5	All resources are satisfied	1
6	All the area are good	1
7	All the quiet areas to study makes it enjoyable to study on campus.	1
8	Am satisfied with on campus computer in surrey campus	1
9	Amount of available spaces to study. Large clean library!	1
10	Ask away online chat because it's a very cool idea and I got assistance within minutes.	1
11	askaway	1
12	Assistance by library service counter staff in Surrey Library	1
13	Assistance by library staff in surrey campus as they are very helpful and polite	1
14	assistance by service counter staff	1
15	Assistance by service counter staff	1
16	Assistance by service counter staff at surrey campus is the most satisfied for me as whenever I get to them for any reason they try to help me then and there and also show me how they do it so that I won't get troubled for the next time.	1
17	Assistance by service counter staff at Surrey. Very friendly and knowledgeable.	1
18	Assistance by service counter staff- surrey campus	1
19	Assistance by service counter staff. I have had a pleasant experience with the staff at the Langley, Surrey, and Richmond campus libraries, but I found that the staff at the Langley location really went above and beyond to meet my needs.	1
20	Assistance by service counter staff. Surrey campus	1
21	Assistance from librarians and service counter	1
22	Assistance from service counter in the surrey campus..they're very friendly and helpful	1
23	at surrey, people dont follow the whispering/minimal talking rule on second floor. there needs to be more enforcement and send these ppl who like to work in groups to study rooms or green floor.	1
24	At the Surrey campus I am most satisfied with the availability of equipment for loan and the librarian's help with answering any questions regarding it.	1
25	At times it gets somewhat loud on the second floor of the library, making it somewhat difficult to keep focus	1
26	Availability of campus computers as there are student who don't bring a laptop to the campus and the computers are often available	1
27	availability of computers and library resources	1
28	availability of computers. whenever i go to the library, i can find available computer! I usually use it before class starts in order to review what I hve learned in the previous classes. So availability of computers give me sufficient time for it without any time wastes for waiting computer to be available.	1

29	availability of equipment such as laptops its si satisfied because as a international student it's blessing when campus provide u equipment because initially students are unable to get there own laptop kpu surrey provides laptops and equipment which helps students alot.	1
30	availability of equipment. It has come in handy for photography class	1
31	Availability of laptops loans- it was very useful especially for students like me who are international and during covid times many resources weren't available for us so these laptops helped us a lot.	1
32	Availability of on campus computers , as sometimes if my laptops battery gets down then I can use them .	1
33	Availability of on campus computers because it enables to do work easily.	1
34	Availability of on campus computers is one of the resource that statisfy me the most as it it allows me to do any work on pc at any time while I'm in campus without actually carrying my laptop with me. Campus-Surrey	1
35	Availability of on-campus computers	1
36	availability of on-campus computers (Surrey)	1
37	Availability of on-campus computers, Surrey campus	1
38	Availability of semester loan laptop	1
39	Avilable on campus computers	1
40	Books	1
41	Campus - Surrey I am very impressed with the services offered at the library although I have not used most of them. But the cleanliness is very good.	1
42	Citation guides are so clear Surrey	1
43	clean campus with computers having every program you would need to successfully complete a course.	1
44	Cleaning	1
45	Cleanliness	2
46	Cleanliness and comfortability.	1
47	cleanliness and noise levels, the library gives me motivation when it is in top shape and other students happen to be in there as well working quietly with me.	1
48	Cleanliness and positive vibes	1
49	cleanliness and quiet area in the Surrey campus	1
50	Cleanliness and quiet area to study, printing could be cheaper, lets try 5 cents a page :)	1
51	Cleanliness and quiet area to study, surrey campus	1
52	CLEANLINESS AND STAFF ASSISTANCE ON SURREY CAMPUS	1
53	cleanliness because it effects your behaviour	1
54	Cleanliness has never been an issue from what I've observed at the Surrey campus.	1
55	Cleanliness in surrey! It's been a while but I used to study there every week and I never had an issue about cleanliness	1
56	Cleanliness of surrey, the library always looks stunning, and staff is very kind.	1
57	Computers	1
58	Counter staff: Helpful	1
59	Definitely the private study rooms at Surrey campus. They're always clean, spacious, and have outlets. Only difficulty is the short time slots. Wish we could book for longer!	1
60	Discipline and cleanliness	1

61	Discussion rooms because one can easy make group projects or discuss important topics	1
62	Equipment loan at surrey campus.	1
63	For group study and discussions	1
64	For the Surrey campus, I am most satisfied with being able to use the library online. It makes it extremely easier to find books, journals, articles, etc. when you are not able to go to campus and need to find factual information quickly.	1
65	From among the facilities I have used so far, assistance from service counter staff was most satisfying. No doubt other facilities are extremely helpful but until now I am mostly interacted with staff for enquiries. And my questions were always answered patiently. Even once when I can not find someone at help desk, library assistance staff was able to help me. The campus was in Surrey.	1
66	group study	1
67	Hard Copies	1
68	Hard copy book important for me	1
69	Hard copy books Surrey	1
70	Having a quiet and clean area to study with plenty of study rooms needed. Especially Surrey and Richmond libraries, they're very good.	1
71	Having a quiet area to study. In the surrey campus, I can go to less loud areas of the library which help with focus and completing assignments.	1
72	Having a quiet place to study. Within the Surrey campus Library at least, each floor has a different rating of sound levels starting from green as normal talking, to yellow for whispers, and then to red for no talking at all. I love that it gives a space for everyone to work, whether in groups or just on your own as well. It is also nice to have a quiet space when you need to just sit back and decompress after an exam or class.	1
73	Having online library services. This is best fir me as librarian provides me the online links which I want for ethnographic projects. I don't need search anything. So thank you for everything.	1
74	Having the inter-campus loaning service and the inter-institution loaning service has proven very valuable to me in the past, both for recreational reading and for research.	1
75	having the option to print in the library has come in handy many times and it has worked nicely for me. (surrey campus)	1
76	help and assistance from staff and librarians	1
77	Help from assistance by service counter staff in Surrey campus	1
78	Help from librarians and quiet study spaces	1
79	help from librarians has been very satisfactory in my opinion!	1
80	Help from librarians on surrey campus has been great and they are very helpful and informative	1
81	Help from service counter staff(they are always polite and give the best assistance), availability of semester loan laptops it is the best facility for students who do not have their laptop for studies(and find it difficult to buy an expensive laptop so this help by the library is financially awesome), In addition, Study rooms, quite an area to study, library cleanliness as always great(every time I go to the library it seems perfection everywhere whether it is the management of things or assistant help. That is all I want to say thank you.	1
82	Help from the library stafff.	1
83	Help on ask away is always immediate and very helpful. Also, holding a book online and then going to the counter to pick up, is very helpful. Have only used Surrey library.	1
84	I am equally satisfied with the above. I have received prompt effective assistance each time I needed it. Surrey campus.	1
85	I am extremely satisfied with the assistance that I've gotten from the librarians at the front desk. They are very polite, and have always helped me find the books that I need.	1
86	I am fully satisfied with assistance by service counter staff at library. Actually I was in search of my syllabus books and the counter staff lady helps me a lot to get me able to understand the online access and hard copy too.	1

87	I am highly satisfied with the printing and photocopying facilities because students can get these things done at a really low cost in comparison to outside market. I go to surrey campus for using such facilities.	1
88	I am most satisfied with all of them the most (surrey campus)	1
89	I am most satisfied with assistance from service counter staff because they answer to all my problems .. I just go to them if I have any confusion .campus - Surrey newton	1
90	I am most satisfied with printing as it's easier to get study material printed on-campus rather than visiting a printing shop and wasting time. I am also highly satisfied by the cleanliness and the availability of computers at the library. Cleanliness makes me study better and freshens my mood and if I am not carrying my laptop with me, I can always make use of library computers.	1
91	I am most satisfied with study rooms of the Surrey campus.	1
92	I am most satisfied with the access to computers at Surrey campus.	1
93	I am most satisfied with the assistance at the front desk from the staff. The student volunteers or student staff have been less helpful and did not know some answers to my questions. Their explanation was poor	1
94	I am most satisfied with the assistance by service counter staff because they helped me find . Surrey Campus something I needed.	1
95	I am most satisfied with the availability of on-campus computers. They made it easy for me to study and work on my assignments every time I was on campus.	1
96	I am most satisfied with the availability of quiet study rooms	1
97	I am most satisfied with the KPU surrey library. I have done a lot of research and their book collection is amazing.	1
98	I am most satisfied with the laptop loans as being a computer student one require windows & everyone can't take second laptop (Mac being d first), so I borrowed one from Surrey campus & it is really very helpful .	1
99	I am most satisfied with the library as a quiet place to do work and study. My house is never quiet enough for me to feel focused and productive. But at the library, surrounded by other students, I feel ease while doing my school work.	1
100	I am most satisfied with the quiet area to study.	1
101	I am most satisfied with the quietness of both the Richmond and Surrey Campus libraries, the study rooms are one of my favourite places to study/take a break.	1
102	I am most satisfied with the quietness of the area because some students like me get easily distracted with noise.	1
103	I am most satisfied with the study rooms because it gives me a chance to study without worrying about disrupting others.	1
104	I am most satisfied with the study rooms because it provides a place for me and other students to work on homework together in a confined/non-distractable place. This is in Surrey campus	1
105	I am most satisfied with the study rooms however I wish wifi connection could be in the rooms	1
106	I am most satisfied with the Surrey KPU library help desk, anytime, I have been unable to find a source or needed help understanding something, I received support allowing me to be successful in my academic studies!	1
107	I am really happy with the citation guide it was helpful and also like the library staff because they helped me a lot on my first day of university	1
108	I am satisfied with the noise level of the upper study rooms as they are the perfect spaces to study and relax in	1
109	I am satisfied with the printing and photocopying facility resource with this resource i am able to take -out the important lectures material without using a single penny . This resource is also helpful for me to take print outs of my assignment which i have to personally submitted to my respected professors. Moreover, i am also satisfied with laptop loans because as i am an international student i am not able to afford such an expensive laptop but due to this resource i am able to get access to the laptop for 3 months approx. In this way i am able to complete online class plus assignment on time. So , thankyou KPU for providing such resources to the students.	1
110	I am satisfied with the quiet environment to study on Surrey campus.	1
111	I am satisfied with the resource of study room and the red zone area for quiet study	1

112	I am the most satisfied with KPU's library collection. There are so many options and many of them have been written by notable authors. I also like the fact that KPU auto renews the books I have borrowed. Sometimes I tend to forget when I have to return my books and when they auto renew it I get a notification. It helps me avoid unnecessary fee on the books.	1
113	I am the most satisfied with the availability of the computers	1
114	I am the most satisfied with the library being a quiet area to study because I do not have that much peace at home to do my studying (Surrey Campus)	1
115	I am very much satisfied with its loan services like rooms, equipments most importantly its quiet atmosphere.	1
116	I am very satisfied by the assistance by service counter staff. It was my first day at campus, they help in printing stuff at surrey campus. Very helpful.	1
117	I am very satisfied with Quiet area of library to study in Surrey Campus.	1
118	I am very satisfied with the quiet study rooms and quiet areas on campus. It is nice to have a quiet space while doing homework before and after classes. I mainly study at Surrey campus, there are more options to choose from.	1
119	I appreciated the help I got at Surrey Campus to find a book I was looking for. The counter staff were very helpful and showed me how to use the system.	1
120	I can say the assistance from service counter staff member was quite satisfied when I visited surry campus for the pick up of student card and I cannot say anything about the other services because I have not used them.	1
121	I enjoy the silent study floors at surrey campus	1
122	I feel proud to say that I am a student of KPU University surrey campus. Not only the librarians but the whole staff of kpu is very helpful . Kpu's facilities, resources and services are designed to provide a safe and secure environment for all. And if i talk about one specific service or facility that i liked most so that is the staff of library. I didn't visit the library in person yet because all of my classes are online for this semester. But i joined the online meetings with librarians and they are so helpful . They are like our BFF. I wish that i will visit the library soon.	1
123	I find the Surry campus is a great quiet space to study.	1
124	I frequent the provided database of information such as the scholarly journals	1
125	I have always been to Surrey campus and I really like using the TLC, IT service, study room, personal computers, study areas, online library and student service desk.	1
126	I have been to Surrey to get my ID and the rapid test but so far I've been satisfied with the facilities that I saw.	1
127	I have been to the Surrey campus and what I like the most is that it has three floors. The first floor is for all the services and for assistance. We can book rooms on the second floor for quiet group discussions. The third floor which is the most silent floor is used for silent study. Most of the time I use the third floor to study quietly and also in between my breaks to went there and peacefully concentrate on my notes and other reading materials.	1
128	i have found the surrey library the mosts satisfiable due to the quiet levels with each decreasing in noise each floor	1
129	I have met with a group to discuss projects at surrey campus 3 times and it is very clean, spacious and I could see there was much to be offered if needed	1
130	I have no complaints about the library or any of its services.	1
131	I have not had the chance to use most of these items or even study in the library. I will fill it out again once I have used more of here resources.	1
132	I have only used Surrey Campus library and I was very satisfied. Lots of computers, staff are helpful, it's big lots of room	1
133	I have only visited the main campus in Surrey 72nd street and really liked the library cleanliness and the quite area to study as it made me feel really comfortable	1
134	I have used the Surrey campus only. I think the most satisfying service is the research help from the librarians.	1
135	I like the most ask away because I got help lots of time and they help very politely	1

136	I like the quiet study room such as the A2270 room. Though, I'm not sure about the ventilation in those rooms.	1
137	I like the study rooms a lot	1
138	I like the Surrey campus library because of the amount of space there is for students to spread out and have their own space to study according to their preference	1
139	I liked the quiet areas of study in the library of the Surrey campus when I used them.	1
140	I likes the laptop loan service as my old laptop stopped working as i came to canada . It has been very helpful	1
141	i love having the open space to study, AND the different zones!	1
142	I love how quiet and clean the library is. A really welcoming spot for a quiet study session.	1
143	I love that there is a lot of space separate from everyone where i can sit down and do whatever i want - Surrey	1
144	I love the quiet floor on the Surrey Campus, but sometimes the cleaning staff is too loud. It is a problem if I am working on a timed assignment/quiz and they start talking loudly.	1
145	I love the surrey campus library, the three level study sections are very helpful. I can determine the type of study surrounding I need in order to help myself. The libraiians are very knowledgable at all campuses (Ive been to Langley, Surrey and Richmond).	1
146	I mostly use the surrey campus library. I am very satisfied with the available computers. If next SEMESTER, all classes are in person, this is a problem because all available computers will be filled up by noon.	1
147	I really enjoy the Surrey campus because of how big it is and it's so spacious, you can always find a place to study. Richmond is a little smaller so sometimes it's more difficult to find somewhere to study in the library	1
148	I really like how there's areas for collaboration with team members for assignments (Surrey Campus)	1
149	I really like the modern architecture. It gives the whole library a really nice atmosphere. Different quiet levels of each floor is also very nice. There a so many different places to sit	1
150	I really like the Summons online and eBook availability	1
151	I really only used the library in the past to study. I'm not sure ive ever really used its actual services. But I know that most of these things are incredibly important to many people.	1
152	I study in surrey main campus , and I found quiet area to study to be very satisfied as I use library to complete my assignments and to read books and it helps me alot to be honest.	1
153	I use KPU main campus to attend my classes. In my free time I come to library and I always use printer to print my notes and important document. The availability of laptop, facilities and quiet and peaceful area satisfies me most.	1
154	I use the surrey library and I would say that I am most satisfied with the help from staff that are librarians or behind the service counter. No matter what I need help with they are friendly and kind and have helped me find solutions to my needs whether it was equipment loans or finding resources.	1
155	I used library couple of times, for online articles and for citation help in person at the Surrey brach. [NAME REDACTED] helped me with my citation, thank you so much! It was great help and now I am better able to understand how to use library resources for citations.	1
156	I visit the Surrey Library quite often because I really enjoy the quite study rooms (3rd floor). It really helps me focus, concentrate and not get distracted.	1
157	I will say that overall experience in library(surrey campus) was excellent as everyone was following covid 19 guidelines it was my first time visiting to library and I was like wow how well it was maintained in terms of cleanliness. Overall I can say that I went in library for group project and we were able to access every available resources like computers, books etc.	1
158	I'm most satisfied with a quit place to study. Surrey campus	1
159	I'm most satisfied with study rooms, library and equipment resources and the help from librarians with research	1
160	I'm most satisfied with the availability of computers and having a quiet area to study. Both of which are always accessible.	1

161	I'm profoundly satisfied with the resources of the Library, cleanliness, quiet place to study and a lot of resources are available to students!	1
162	I'm satisfied with the staff at library they are so helpful	1
163	I'm most satisfied with help from librarians in person at the Surrey campus, they have always helped me when I needed it.	1
164	I'm most satisfied with laptop pain service and the availability of printer in the library because these resources are really great to use for students. I like overall all the library services and had used almost all of them.	1
165	I'm most satisfied with the printing service, since it doesn't cost a lot of money and it has been really helpful for me since my printer broke and I don't have money for a new one.	1
166	I'm most satisfied with the quietness and calmness of the library for studying. I've used it many times to simply study and complete assignments (Surrey campus).	1
167	I'm most very satisfied with study rooms and how clean the library is at the surrey campus because it is super spacious and gives me lots of room to do studying	1
168	In person help, whether from the people at the front desk or by the librarians you can schedule appointments with	1
169	In Surrey Campus printing service and cleanliness facility is the one I am most satisfied with and even quiet area to study.	1
170	In Surrey campus, I am mostly satisfied with two of the above. On campus computers and laptops for loan. These two helped a lot in my study as I dont have my own PC	1
171	In surrey, there are plenty of spaces for quiet study	1
172	It will be the study room. I have been using them to take my online classes as they allow me to get the feeling of being in university and this keeps me focused during class. I am very satisfied with this service. I have used the study rooms at Surrey campus	1
173	It's really a quite area to take a quick break and get relaxed. Also I love the study rooms. It's for Surrey campus.	1
174	I've visited only the Surrey campus and overall It was a good experience. The staff was helpful and I found everything I needed it.	1
175	Kpu laptop loans and study rooms	1
176	Kpu library surrey campus. Very nice and accessible! Easy to have study sessions there and it's quiet.	1
177	Kwantlen Polytechnic University Surrey, BC Campus: I am most satisfied with the efficiency of printing many documents at once on campus. I need efficiency because I am needing actual documents all of the time.	1
178	Laptop loan and printing service at KPU surrey	1
179	Laptops on loans are the best thing in Library especially for those who don't have their laptops, printing at the particular place is the best thing.	1
180	Layout , Surrey campus	1
181	Layout of the library at the surrey campus easily makes it an awesome place for studying/class	1
182	Library clean	1
183	Library cleanliness - Library at Surrey campus is very clean and i like it.	1
184	Library cleanliness and assistance at Surrey campus.	1
185	Library cleanliness creates a positive environment	1
186	Library cleanliness in Surrey Campus	1
187	Library Cleanliness in Surrey Campus.	1
188	Library cleanliness is upto mark in surrey campus	1
189	Library cleanliness, always very tidy	1

190	Library Cleanliness, It is a very relaxing and enjoyable place to study.	1
191	Library cleanliness, surrey campus	1
192	Library cleanliness. Because clean environments make us feel good and help us concentrate	1
193	Library computer and printers are very satisfying to me like I don't need to carry my own laptop to the library whenever I feel to study in a silence and I got very effective results through printers for my assignments or other data.	1
194	Library laptops that helpful for my course needs	1
195	Library staff - surrey	1
196	Library was very clean overall	1
197	Loan for equipments. Its very easy to get a charger for your laptop when your forget charger at home	1
198	loan laptops, quick and easy process	1
199	Loan services great people	1
200	Location: Surrey campus. Assistance by staff is the most satisfying aspect	1
201	Many different types of areas to study, quietness ranges and tables vs couches, very nice	1
202	Most important is the Quiet area in library which help us to concentrate on our courses carefully and the other is availability of ebooks suggested which can be downloaded on library website	1
203	Most Satisfied with the quiet environment that help you to study well and availability of hard copies.	1
204	Mostly with the availability of the computers in the quiet area.	1
205	On campus computer	1
206	On campus computers	1
207	Online and Surrey Campus.	1
208	Online books	1
209	Online database for research, Surrey	1
210	Online database.	1
211	Online Library and Librarian staff support online. Most of my classes are online, hence I can easily borrow digital books, and do my research and ask online librarian.	1
212	online periodicals and online books. I use them constantly for all my classes.	1
213	Online periodicals and online research databases is a great tool when I need to write research papers. Assistance by service counter staff always help me find what I'm looking for or what I need and when I need it.	1
214	Online periodicals and the study room	1
215	Online resources and staff	1
216	Online rsdources because i need to use them for citation	1
217	Online self services- The amount of data and information that we gathered from the library resources are really helpful in study.	1
218	Online surrey	1
219	over all satisfied with the facilities and support staff	1
220	Overall stasify with library faculty and services . Surrey	1
221	Photo copiers and printers are essential I have an old printer at home and not always reliable	1

222	photocopying and printing - it is super easy as well as cheap. surrey campus	1
223	Photocopying as it is cheap and easy to print	1
224	Photocopying as it is easy and cheap for students	1
225	Printed copy of books are most important for me.	1
226	printing	2
227	Printing	3
228	Printing - Surrey	1
229	printing and photocopy	1
230	Printing and photocopy	1
231	Printing and photocopying, cause it is fast and efficient. Quiet area study.	1
232	Printing and quiet area to study. Campus is in Surrey. Printing in campus helped me to pass my papers on time especially if I forget to print it at home. A quiet space helps me focus on doing my papers and while studying.	1
233	Printing and Scanning is very easy and accessible.	1
234	Printing and study room at surrey campus. :)	1
235	Printing and study rooms i usually study in library after my classes and it is very imp. for me yo have a quite area, help me in concentration.	1
236	Printing because easy access and fast	1
237	Printing because I used it for completely assignments	1
238	Printing because it a very quick and fast service KPU surrey	1
239	Printing because it is always available and has not once been an issue	1
240	Printing because that is what I use most	1
241	printing is easy	1
242	Printing on the surrey campus is highly important and most satisfactory. It's quick and easy accessible	1
243	Printing since it is very efficient	1
244	Printing!	1
245	Printing, scanning and interlibrary loans	1
246	Printing, that's because i need to print items on everyday basis and it gets easier when done through university	1
247	Printing. Surrey Campus.	1
248	Printing. The stuff is always very helpful in assisting me with using printers and scanners	1
249	Printing....because it is cost effective	1
250	Providing study spaces on Surrey Campus, because of its accessibility and comfort	1
251	quiet are to study	1
252	Quiet are to study and availability of on-campus computers are the most important for me. Surrey Campus	1
253	Quiet area and its cleanliness	1
254	Quiet area for study	1

255	Quiet area for studying and printing/ scanning	1
256	Quiet area of study	2
257	Quiet area of study and study rooms are really satisfied in surrey and Langley campus too. It is really good thing for study	1
258	quiet area to study	1
259	Quiet Area to study	1
260	Quiet area to study at Surrey Campus	1
261	Quiet area to study because it helps me to concentrate more on my study. It also help me to save my energy and stay in peace by forgetting all stress of for the day. I always go to surrey campus as it is near me.	1
262	quiet area to study because there are three floors for noise levels, Surrey campus	1
263	quiet area to study because there is great, most importantly peaceful atmosphere to study in surrey campus	1
264	Quiet ARea to study in Surrey campus	1
265	Quiet area to study in Surrey campus is great as it's separated by floors.	1
266	quiet area to study is one of the most important for me. Upstairs on the third floor it is a great place to just leave everything going on in life and solely focus on your assignments without any distractions this is something you can not find even in the comfort of your own home.	1
267	Quiet area to study is the facility I am most satisfied, I can go to library whenever I want to study.	1
268	Quiet area to study of Surrey main campus as it is very relaxing away from all the chaos of life to settle the mind and then focus on your studies efficiently	1
269	Quiet area to study on campus on Surrey is the main reason I use the library, outside of the online resources, so it was very nice to have that available.	1
270	Quiet area to study Service counter staff	1
271	Quiet area to study with electrical outlets (Surrey).	1
272	Quiet area to study, because it is really quiet there and i can focus on my study.	1
273	quiet area to study, not much noise	1
274	Quiet area to study, Surrey campus	1
275	Quiet area to study,cleanliness and Printing facilities	1
276	Quiet area to study.	1
277	Quiet area to study. At level 3 its really good as there is no disturbance and one can study easily.	1
278	quiet area to study. I need this for between classes as I cannot concentrate if there is background noise. Surrey campus	1
279	Quiet area to study. It's important to have quiet place so that I can focus.	1
280	Quiet area to study. Was not able to study at home. Provided me the best environment	1
281	quiet areas and study rooms in surrey campus is great	1
282	Quiet areas to study	1
283	Quiet areas to study is most satisfied. This makes me able to concentrate on my study.	1
284	quiet aria to study, library clearliness	1
285	Quiet place to study, As it can be very distracting, when trying to learn something new and you keep on hearing some noise	1

286	Quiet study areas - I have a 4 hour break between classes and it's really nice to be able to sit around people but still focus on my work and no distractions	1
287	quiet study areas, i often go to surrey library to study and it's always quiet	1
288	Quiet study floor when the quiet is actually enforced	1
289	Quiet study rooms in Surrey campus	1
290	Quietness and cleanliness Surrey	1
291	quit place	1
292	Quite are to study is very useful for me because it helps me to stay focused on my work and increases my efficiency.	1
293	Quite area and cleaning	1
294	quite area on the surrey campus. Nice place to go chill	1
295	quite area to study	1
296	Quite area to study	2
297	quite area to study in surrey campus. It really helped me complete my essay assignment as I can only focusing quite room	1
298	Quite area to study- Surrey campus	1
299	Quite area to study. I remember going to surrey library before covid. I like 3 level quitness.	1
300	Quite area to study. It's great for me .. as there is no disturbance we can study and remain focused just because of peaceful environment	1
301	Quite environment is very satisfied. Its really helpful in concentration	1
302	Quite study area... helps alot	1
303	Research data base, and citation guidelines	1
304	Research databases as they have helped me immensely in expanding my knowledge for different subjects	1
305	Research from library Surrey	1
306	Research help from librarian, through AskAway online chat was most satisfactory. I did that when I was out of Canada in my first semester they help me with seeking out the prefect journal article by sorting the Fields and using other filters. That had made my life easier even while staying in another country.	1
307	Research help from Librarians as we are able to navigate the available resources and get the desired info quicker.	1
308	Research help from librarians because they honestly helped me so much throughout this semester. One of the librarians, correct me if I am wrong, but the name was [NAME REDACTED]. I got everything I needed and they helped me above and beyond. I was struggling for a couple of weeks until I finally knew how to use the resources. And found so many of the books I needed for my English class and in fact they ordered a copy of a book they did not have and it arrives in a couple of weeks (exactly when I need it)	1
309	Research help from librarians, Surrey campus	1
310	Research help from librarians. They know how to help and guide.	1
311	Research help on phone at surrey campus.	1
312	Resource librarian Surrey	1
313	Rooms in library in surrey campus bcz they are quite clean and silent	1
314	Satisfied most with library cleanliness because it's important for me to work in a clean quiet space and it helps that everything is always in order.	1
315	Semester laptop loans. L think it's very important especially since a couple of my courses are online and another course which requires a lot of typing. Having been able to loan a laptop for the entire semester, make it a lot more easier as the library is not open 24/7 and I can do work from the comfort of my homes.	1

316	Semester loan laptops	1
317	Services at the front desk and guidelines	1
318	Serving staff is really good and also helped me a lot when I was new in university. Thanks all team.	1
319	Sitting area and availability of books	1
320	Staff counter service in Surrey campus	1
321	study room	1
322	Study room . It is handy for group meetings and assignments	1
323	Study room and cleanliness	1
324	Study room and silent zone as these are the areas i use the moat to study and there is no disturbance at all	1
325	Study room are the best as those are really silent and can be join for individual studies	1
326	Study room. As I can study here and attend my online class over here. Surrey campus is perfect for me.	1
327	study rooms	2
328	Study rooms	5
329	Study Rooms	1
330	study rooms - surrey	1
331	Study Rooms and Computers	1
332	Study rooms and quite area are the most satisfied services as library are meant to be a place where person can concentrate.	1
333	Study Rooms are helpful when it comes to group projects at the surrey campus.	1
334	Study rooms are really helpful and easy to book online and able to see all available timeslots.	1
335	Study Rooms are very good and clean in Surrey Campus.	1
336	Study rooms as it helps me to focus on my study and get the work done	1
337	Study rooms at Surrey Campus	1
338	Study rooms at the Surrey campus because they help a lot with group projects. Allowing people to meet for projects with some sense of privacy.	1
339	Study rooms at the Surrey campus; they're almost always available and are the best way to get away from loud conversations in the library.	1
340	Study rooms at the Surrey KPU campus are often available, and as long as one is booked in advanced, there is generally always a room available.	1
341	study rooms because i need a quiet space to study and surrey campus had good study rooms	1
342	Study rooms coz they are quiet	1
343	Study rooms in surrey campus are most satisfying as they provide calm and peaceful environment to study especially tech ones as they make things more interactive	1
344	study rooms- KPU surrey	1
345	Study rooms since privacy is very important to me	1
346	Study rooms Surrey	1
347	Study rooms! They are amazing for group projects.	1
348	study rooms, a quiet area to study well	1

349	study rooms, at the surrey campus, they are nice and quiet which helps me focus and study effectively	1
350	Study rooms, It is very important to have a room you can get some work done without the nosiness of outside factors	1
351	Study rooms, they are the best spot for group study sessions and kept very clean. Surrey campus	1
352	Study rooms, they let me study without distractions and also let me attend synchronous online classes	1
353	Study rooms, very convenient and beneficial for study.	1
354	Study rooms. I feel like they really help me focus more than I could in my home since it's a lot quieter. Surrey campus	1
355	study rooms. it is hard to find a quiet space a lot of the time and the study rooms are perfectfor that	1
356	Study rooms. It's very quite and I get all my homework done in one booking	1
357	Study rooms. There is almost always one available and they are always quiet and clean	1
358	Study space	1
359	studying (really quiet area of study)	1
360	Studying as their is no better quite place to study than library.	1
361	studying in quite atmosphere for better concentration	1
362	Sureey campus. The quietness of the library, it helps me stay focused and study a lot better expeically in the study rooms where its isolated from any distractions.	1
363	Surrey	3
364	surrey	1
365	surrey all facilities	1
366	Surrey and Langley	1
367	surrey because of its spaciousness	1
368	Surrey campus	1
369	Surrey Campus - I am most satisfied with the quiet area facilitated by the campus. Helps to focus and work on research in a very clean environment.	1
370	Surrey Campus - Research Help. There are many ways to get in contact with the librarians and they are knowledgeable.	1
371	Surrey Campus - very quiet and everything is easy to find	1
372	Surrey campus can be a nice quite place to study.	1
373	Surrey campus had quiet area to study and clean study rooms	1
374	Surrey campus library's availability of computers and photocopying is the best and I am completely satisfied with that because sometimes it's too hard for us to take our laptops with us as, we travel from far away places or straight from the work.	1
375	Surrey campus- Quiet area to study. As an international student one usually lives with their friends and so it is difficult to find quiet space to study. And so I prefer studying in library or lounge of campus.	1
376	Surrey campus study rooms	1
377	Surrey campus, It is a nice place to study to get alot of work done on the second floor if no one is too loud.	1
378	Surrey campus, overall welcoming to new students. Easy to talk to library staff if I needed help or directions around the campus. Keep up the good work!	1
379	Surrey campus, third floor cus it's quiet for studying / assignments	1
380	Surrey campus. I was very satisfied with assistance of the service staff. They were very knowledgeable and exceptionally helpful.	1

381	Surrey campus. I love how easily accessible it is to go into the computer labs and do work, especially during COVID times where more work is required online.	1
382	Surrey Campus. Most satisfied with study rooms. Provides quiet/private rooms to study.	1
383	Surrey Campus. The staff were helpful and the study rooms were necessary.	1
384	Surrey campus: It is a better place to study and the most important thing is the online books that are available for the students.. this is really very helpful for me.	1
385	Surrey campus-help from the librarians as they are very amiable and understanding	1
386	Surrey library facilities and services	1
387	Surrey library for studying in a quiet place	1
388	Surrey Library, lots of resources and help available!	1
389	Surrey library's cleanliness.	1
390	Surrey study room are awesome	1
391	surrey study rooms	1
392	Surrey- study rooms	1
393	Surrey study rooms were easy to book while working on group projects. Never felt rushed to wrap up even if we went a bit overtime.	1
394	Surrey, as that's the campus I'm at the most	1
395	surrey, Availability of on-campus computers, Most satisfied because they have good internet connection and are highly reliable and serve as a good back up to personal devices that often struggle connecting to the internet at the school	1
396	Surrey, the study rooms, extremely beneficial and quiet, checking out a room is very quick and easy! and it is a great way to do online class, meet in groups or have private study time!	1
397	Surrey: i'm most satisfied with the no talking level but I put moderate because sometimes people still talk in there and I guess I wish there was more surveillance for that	1
398	Surrey: on-campus computers	1
399	That it's clean and quiet and can use the computers.	1
400	The ask a librarian. It's nice being able to reach to someone who can provide some support. Often times they have been able to give me a little nudge in the right direction. If they can help me figure it out, they have always been great to direct me to someone who can.	1
401	The assistance that I received from the service counter staff was very helpful. If I had any questions they were there either the answers.	1
402	The availability of on-campus computer in Surrey campus is very satisfying	1
403	the availability of on-campus computers - surrey campus	1
404	The availability of on-campus computers at the KPU Surrey campus because every time I have needed a computer in the library, there are usual some that are free. I have never had an issue with not being able to find a free computer.	1
405	The cleaning done at the Surrey library is impeccable. My congratulations to the team. However, I have to mention that the person who attends the place has not the best attitude.	1
406	The computers, printing services and study room-Surrey Campus	1
407	The different quietness level areas of the Surrey campus library are very thoughtfully laid out and overall well executed. It is easy to find an area of the library with the desired balance between collaborative work potential and quietness.	1
408	the environment is very quite helps to focus on study	1
409	The facility of quiet rooms for study is most satisfying. My campus is Surrey.	1
410	The knowledge of the library staff! They're very helpful.	1

411	The librarians are very helpful every time i have asked	1
412	The libraries are professional and are always a great quiet place to get some work done	1
413	the library computers and laptop on loan, because i do not have to bring a laptop with me everytime	1
414	The online peer-reviewed articles.	1
415	The overall studying enviornment is really good and effective. (Surrey Campus)	1
416	The peaceful environment of surrey campus library	1
417	The printing and the quiet area to study	1
418	The printing service. I don't have a functional printer at home so I really rely on the KPU printers for assignments.	1
419	The printing services are very helpful. I've used them at surrey and langley	1
420	The quiet area really helped me to concentrate on my studies. Whenever I feel I can't concentrate on my studies. I come here to study.	1
421	The quiet study area in the Surrey Campus, as I find it is very helpful for me to concentrate on my studies in a quiet area as I can't get that at home	1
422	The quiet study areas and study rooms because they help one to concentrate and allow discussion in groups as well in the study rooms. Surrey and Richmond	1
423	The quietness of the top floor is an ideal place to study at Surrey Campus	1
424	The quite study room	1
425	The staff are nice	1
426	The staff is very helpful though I only went once but it was a good experience- Surrey Campus	1
427	The study areas at Surrey Campus is very clean and quiet. People are also told to wear masks unless eating and the staff does a good job of making sure that it is applied.	1
428	The study rooms and the equipments which they provide on loan.	1
429	The study rooms are amazing as you get your own space. Having then sound proof would be nice because i use them for group presentation projects	1
430	The study rooms are very helpful	1
431	The study rooms at the Surrey campus are spacious and pretty nice. There is a lot of availability for rooms and are pretty clean.	1
432	The study rooms because it is an area that allows me to be focused on my work and my space without having to worry about disrupting others. Location: Surrey campus	1
433	The Study rooms by far prove to be the most valuable asset for me, which helps with group projects or just studying alone in a private space	1
434	The study rooms of surrey building	1
435	The Surrey Campus is a great place to study! It is a quiet place with very reliable computers.	1
436	The Surrey campus is very clean and the librarians are very helpful. I also have used the online chat for help and it was very helpful as well. I sometimes get confused with which search bar I am supposed to look for journal articles in.	1
437	The Surrey Campus library is amazing!	1
438	The Surrey Campus study rooms because they have a whiteboard and very quiet area to study.	1
439	The Surrey campus study rooms have been incredibly helpful	1
440	The Surrey campus which has plenty of space to quietly study.	1
441	The surrey library is bery clean and the environment for study is also very good and satisfied all the students	1

442	Theirs a lot of quiet areas to study.	1
443	Third floor quiet study Surrey campus	1
444	To be honest i like the quite environment of the library and to add the cleanliness also impresses me . I am talking about surrey campus	1
445	To me quite some the red zone of studying is so good in Surrey campus	1
446	use of study rooms that allow for quiet and group study sessions	1

5.5 Online only

Question: Which one of the above library resources, facilities or services are you MOST SATISFIED with and why?
148 unique comments, provided verbatim.

#	Responses	Count
1	able to access assistance and space when needed	1
2	actually I did not visit to library	1
3	appointment with librarians	1
4	As I've mentioned previously I've only used a handful of on-line library services so while I can provide feedback on what's important to me, it's difficult to provide useful feedback on what I'm *SATISFIED* with. That being said, I had a quick introduction to the library website in my crim 1101 class by a [REDACTED] who I believe was [NAME REDACTED] who was very knowledgeable, friendly, and helpful, so I would say that I was very pleasantly surprised by the quality of the in-person help even though it wasn't directly at the library, but someone who, to my understanding, otherwise works in or with the library.	1
5	Ask away chat.	1
6	Ask away online chat! It helped me alot with citing and I would surely use to more.	1
7	Ask Away; especially while taking classes remotely, being able to connect in this way has been helpful.	1
8	AskAway	1
9	Askaway online chat	1
10	Availability of service	1
11	Availability of study rooms . Because it's hard to concentrate while studying but due to availability of study rooms. It's really helpful to sit in quiet place and study. Richmond campus have really good study rooms	1
12	Available help from the librarian online and in person is very helpful and accessible.	1
13	Citation guides are very helpful because I'm a first year student and citation is a new topic for me	1
14	classrooms are good.	1
15	Cleanliness	1
16	Cleanliness because whenever I come to the library I find it very clean and a great place to studt	2
17	Cleanliness is the main about what I am satisfied	1
18	Don't know	1
19	Have not used	1
20	Help from librarian by using online chat	1
21	I am highly satisfied by the Citation resources and workshops the library holds. Ask Away is also a great tool to get instant guidance.	1
22	I am most satisfied with the ask online option with contacting librarians because with Covid and long line ups it's a more efficient way for students to get help.	1
23	I am most satisfied with the Datatbase and research platforms such as Statista and Simply Analytics. No applicable campus	1
24	I am most satisfied with the online citation guides. They have been very helpful to me when writing papers.	1
25	I am most satisfied with the research help that I have received from librarians. The [REDACTED] librarian, [NAME REDACTED] I believe, has been very helpful and compiles very helpful guides.	1
26	I am most satisfied with the service counter staff. I applied for my student card and went to the library to get it last month. The counter staff was very friendly and enthusiastic. In addition, I think the environment of the library is pretty good, quiet and tidy.	1

27	I am satisfied with having a clean, quiet area to focus and be more motivated to get my school work done.	1
28	I am satisfied with the facility of quiet area to study because library is the place where one can study with full concentration as there is no external noise.	1
29	I am using online classes	1
30	I am very much satisfied with the quiet area to study as one can do a lot of efficient study in a peaceful and positive environment which this university surely provides.	1
31	I am very satisfied with the quiet study rooms and quiet areas on campus. It is nice to have a quiet space while doing homework before and after classes. I mainly study at Surrey campus, there are more options to choose from.	1
32	I appreciate that students are able to study and spend time in the library quiet and respect each other's space	1
33	I booked an online appointment for research help and they helped me find exactly what i needed	1
34	I definitely have used the ask-away and the person was amazing! Made my life so much easier. :)	1
35	I don't physically go to the library so just the online resources matter to me.	1
36	I don't use the in person library services (my program is online)	1
37	I feel proud to say that I am a student of KPU University surrey campus. Not only the librarians but the whole staff of kpu is very helpful . Kpu's facilities, resources and services are designed to provide a safe and secure environment for all. And if i talk about one specific service or facility that i liked most so that is the staff of library. I didn't visit the library in person yet because all of my classes are online for this semester. But i joined the online meetings with librarians and they are so helpful . They are like our BFF. I wish that i will visit the library soon.	1
38	I found many resources from through subject guide which was helpful for me	1
39	I have not yet used any in person library services	1
40	I haven't used the Library on-campus since before Feb 2020 when Covid started.	1
41	I haven't visited a campus library in a couple of years, so I can't say.	1
42	I like all the library resource and services but few are just amazing and very helpful for me during my semesters like electronic book, online database, library citation beacause as we all know about this pendamic period. These online resources really help me to bond up with my studies and help me to getting good academic scores.	1
43	I like the staff response and helping anture because whenever I have some doubts I contact to them and very gently and easily they solve my problem	1
44	I think the most satisfied service is the virtual library collection that the University has.	1
45	I think the places to study are good because it's quiet and no distractions	1
46	I was relieved to find the resources relatively easy to find articles needed for essays.	1
47	I would be most satisfied with the in person support from librarians as well as quiet, clean, study areas.	1
48	I would not say there is something that I am extremely satisfied with due to the fact I have not used the library yet	1
49	I would say cleanliness is the most important thing to me as it give an inviting atmosphere.	1
50	I'm most satisfied with the availability of printing services in any campus in case I'm not able to print documents at home	1
51	I'm very satisfied with the quite environment and study rooms.	1
52	In general, anything I needed to loan has been available when I needed it.	1
53	is it possible for us to access more articles from New York times or other newspapers?	1
54	It is very helpful to be able to chat with the librarian	1

55	It's not particularly one I m really satisfied with the university	1
56	Laptop use on loan as who dont have affordability to purchase can use from library.	1
57	Library cleanliness	1
58	Library cleanliness - Library at Surrey campus is very clean and i like it.	1
59	Lord of quiet study areas	1
60	My classes are online so I don't visit library	1
61	online	1
62	Online	1
63	online - only one I have used	1
64	Online and Surrey Campus.	1
65	online books	1
66	Online books and resources	1
67	Online case studies related to business. Consulting each	1
68	Online chat- somehow fast reply	1
69	Online databases have been helpful, the UI could be a bit easier to use but it's been useable	1
70	Online e books Easily available And can be easily segregated	1
71	Online help	1
72	Online help from librarian	1
73	Online library	1
74	online library. it gives direct answers	1
75	Online meeting	1
76	Online periodicals and journals - very helpful to be able to access peer-reviewed, credible articles when needed for research h	1
77	Online readings	1
78	online research database as it allows me to gather as much information as i need	1
79	online research help	1
80	Online Research help. They were able to guide me to the sources i needed quite effectively.	1
81	Online resources	1
82	Online resources are easy to access.	2
83	Online resources as they can be accessed at anytime.	1
84	Online resources by guide library, special filters are easier and efficient. Have possibility to access book online, free, is amazing.	1
85	Online services are amazing because it's very accessible 24/7 and easy to work through.	1
86	Online sources!!	1
87	Online support	1
88	over all services, I have seen the library when on campus and its clean and bright	1

89	Printing	1
90	Printing and photocopying can help students to reduce their costs	1
91	Printing is cheap, fast, and efficient for printing several pages.	1
92	Printing services. It is very quick and convenient.	1
93	providing computers for studying because sometimes personal laptops stop working then it's helpful for submitting assignments on time.	1
94	Quiet area to study	1
95	quiet area to study and better study room are most important in library because in other places like park and house there are too much noise that create problem in study ,that 's why mostly student give preference to library for study..	1
96	Quiet area to study because I am able to concentrate more	1
97	quiet area to study is one I used and was pleased with	1
98	Quiet area to study, it is good to have safe spaces to study - Civic Plaza	1
99	Quiet area. Because it helps me to stay concentrated for studying.	1
100	Quiet areas to study, there are usually lots that are available now and there isn't much noise at all	1
101	Quiet place for study because all the places are noisy in campus so I prefer library	1
102	Quiet space. Also great that printing is easy and accessible	1
103	Quiet study area at Civic Plaza campus	1
104	Quiet study area because it is always available	1
105	Quiet study space; from what I remember prior to the pandemic the library had separate floors for which degree of studying and quiet you needed which I found very helpful	1
106	Quiet area to study. I remember going to Surrey library before covid. I like 3 level quietness.	1
107	Really sorry I haven't got a chance to visit library but once I'm there I am surely going to visit and use resources.	1
108	Research help from librarians because I can connect with them online when I have questions answerable by them.	1
109	Research help from Librarians gives me so much help	1
110	research help from librarians really help me improve what I need and archive my goals	1
111	since, I'm not physically there. I really appreciate the citation guides and the research database facility, I feel it's very convenient and easy to use, especially the filters to narrow down the research.	1
112	Study area	1
113	study area allows me to work on things without any distractions without having to go all the way back home	1
114	Study rooms	1
115	Study rooms - important for group meetings in a private quiet space.	1
116	Study rooms = easy to book and fairly quiet	1
117	Study rooms are best for learning	1
118	study rooms because I need a quiet space to study and Surrey campus had good study rooms	1
119	study rooms because it gives me a quiet place to study and focus as well as work on assignments with my group.	1
120	study rooms; nice to have a room to yourself and study or do group projects	1

121	Subject guides	1
122	Surrey campus- Quiet area to study. As an international student one usually lives with their friends and so it is difficult to find quiet space to study. And so I prefer studying in library or lounge of campus.	1
123	The areas to study, cleanliness, Covid-19 measures, variety and type of online resources	1
124	the chat option is the one i have used most and librarians are excellent	1
125	The division of the different zones based on noise level is very helpful	1
126	The entire facility, to be honest. I think libraries and the resources they provide are crucial, and are highly beneficial to all who have access, especially those who would otherwise not be able to access these kinds of resources	1
127	The library's best asset in my opinion is the study space and the computers available for use along with the printer	1
128	The most satisfying area is the class rooms. I am attending a class at civic plaza campus and the classrooms have great infrastructure and they are well equipped. I like the big spacey area and the facilities available.	1
129	The online access is amazing, especially the citation resources that help to correctly format the source of text	1
130	The online assistance is impeccable	1
131	The online help	1
132	the online information about citations for apa format	1
133	The online services are great as I do all of my work and studying at home.	1
134	The online services have been very satisfactory	1
135	The only one I've tried thus far is access to online journals, and what little experience I've had using it was satisfactory.	1
136	The peer tutoring	1
137	The quiet study rooms and quiet places to sit and study	1
138	The research help from librarians is very helpful, they make sure any question I had were answered	1
139	the research help was relatively helping me to do the work more easily and effectively, also the instructor provided tonnes of options to use while searching something on library. I have only used the online feature for the library. But i will use and try to mK communication in person though1	1
140	The research librarians have been a large help	1
141	The service counter because they told me where the library was.	1
142	The Surrey campus is very clean and the librarians are very helpful. I also have used the online chat for help and it was very helpful as well. I sometimes get confused with which search bar I am supposed to look for journal articles in.	1
143	The updates provided by the librarians.	1
144	There are a lot of online resources for individuals to use for research purposes.	1
145	There are online resources that are available as supplementary readings for courses. But, I'm not sure if it is the professors' preference of students purchasing Harvard journals or other 3rd party materials as the main material for the course. And not having those journals in the library gives me the impression that what the library has is not enough or does not fit the students' needs. Students are also ending up paying double - library resources that are not used and third-party resources that we can only use once.	1
146	When I was attending KPU in-person, I was most satisfied with the number of computers, the ability to print on campus and the study rooms. For group projects, I often booked a room to collaborate which was very convenient.	1
147	when I was on campus, the bookable study rooms were the best for group projects	1

148	When I went to get my KPu card, the staff were very helpful. the library was very clean and I used a computer as i forgot my student number	1
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5.6 Neither in-person nor online

Question: Which one of the above library resources, facilities or services are you MOST SATISFIED with and why?
9 unique comments, provided verbatim.

#	Responses	Count
1	havent been to the library	1
2	Help from librarians. Once They helped me to find a book online. It was not available but they helped me very well.	1
3	I am most satisfied by the overall assistance of the library staff when I have a question regarding the library, or other matters	1
4	I never use library.	1
5	Library cleanliness	1
6	None so far as classes have been online up until recently and I have not had the opportunity to visit the library.	1
7	Not applicable. I lack the experience.	1
8	Printing services, students don't usually own a priter at home	1
9	Quiet area to study. I've got a quiet area to study.	1

6 Open-ended Question (Q13): You indicated dissatisfaction with at least one of the library resources, facilities or services. Please specify the campus (if applicable), explain why you are dissatisfied, and provide any suggestions for improvement.

6.1 KPU Tech (Cloverdale)

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

5 unique comments, provided verbatim.

#	Responses	Count
1	All campuses including Civic. I wish the study spaces were more accessible to students, including the Civic campus.	1
2	Computer bays can sometimes be crowded. Study rooms can be hard to book at times.	1
3	I feel the kpu tech library staff don't have much knowledge of how to use the software to print student cards or use the printer.	1
4	The printer is too annoying to use. Last time I took forever to work and you need a card and a USB. It should just be a printer that is connected through Bluetooth	1
5	There are no laptops available for loan	1

6.2 Langley

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

21 unique comments, provided verbatim.

#	Responses	Count
1	All campuses including Civic. I wish the study spaces were more accessible to students, including the Civic campus.	1
2	Because there is not very many study rooms at the Langley library, it can get loud in other areas	1
3	Front desk	1
4	I am dissatisfied by the long wait times for material such as books or textbooks. It feels like there are not enough copies of popular items and have to wait a long time when placed on hold	1
5	I am not very dissatisfied with anything, I do not visit the Langley library campus as often because I am mostly online	1
6	I used a printer once, though I think that was at Langley in 2018. It was kinda confusing, but I was surprised to find that it cost money. That is some [*].	1
7	I would say that implementing more study rooms on the Langley campus would be very beneficial. There are a very limited number of rooms which makes it difficult to book and have a sufficient amount in the room.	1
8	Langley - needs upgraded equipment tables/chairs	1
9	Langley campus. Whiley research data base no longer available and was widely used by nursing students for research papers. Limited information without paying now.	1
10	Langley staff appeared to be very stressed. They did not seem to be willing to assist me in a speedy manner.	1
11	Laptop availability	1
12	laptop loan, I was not available to loan one for my exam, langley	1
13	Limited books	1
14	Need more study rooms	1
15	noisey at times	1
16	Printing - tuition fees are very high and students should have free printing allowances	1
17	Printing & photocopy	1
18	The computers are too slow, but very usable	1
19	The printing was confusing to use	1
20	The quiet space in Langley is in a corner and not quiet enough	1
21	There are a lot of resources for non fiction books, but very little fiction books. I personally would like more fiction books in the library. Also, at the Surrey campus, I witnessed the library receptionist getting mad at a student because they didn't stand in the designated spot to be helped. But there was no line and they didn't cut in front of people. I thought that was very rude. They could have called the people up and told them in a much nicer manner.	1

6.3 Richmond

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

20 unique comments, provided verbatim.

#	Responses	Count
1	A service that would help me out the most as a student would be having a place dedicated to study groups, in the Richmond campus	1
2	All campuses including Civic. I wish the study spaces were more accessible to students, including the Civic campus.	1
3	dissatisfied with the inability to go to a study room if forgotten a KPU card	1
4	Don't have study rooms in Richmond	1
5	Hours of operation are seem to be short.	1
6	I believe the way the person from the library spoke to me is not the best way when I went to take the computer at the library, I made questions and the lady answered me in a very rude way.	1
7	i jus feel like things are tough to find sometimes and it's not always in the place where it says online	1
8	I tried to print something once (on the Richmond campus library) and it was difficult. I did not know I had to load money into my account beforehand since I thought I could pay with cash or debit. Unfortunately, that was not the case.	1
9	-I wish the study rooms had options for extended periods of time. -Richmind campus sometimes students are loud or disruptive -richmond campus around the computers could have more outlets to plug in or charge devices :)	1
10	loan programs should not allow student to go to debt	1
11	online library sometimes way too slow	1
12	Richmond	1
13	Richmond campus, I feel needs more quiet space. But the back is too crowded and I feel there isn't enough air conditioning since there are no windows opened, which increases the risk of covid. Computers and printing are something that I feel could be done better in terms of safety since so many use it at once.	1
14	Richmond campus. Quiet study area is not big enough, and the desks are old (the ones in the back)	1
15	Sometimes it is very hard to access online data base (link don't always work)	1
16	Struggled with how to use a printer at Richmond Campus.	1
17	Vaguely, over the years, I recall that a substantial portion of my inquiries (which I honestly believe are reasonably within the ambit of questions to ask librarians), were met with very inconclusive or unsatisfactory answers, or were ultimately a matter outside of their domain (e.g. problems with IT, e.g. library Search results). No big deal, but I'm fairly discouraged from asking anything anymore. It just feels like the questions that they can answer are the ones that I can figure out for myself. The ones I can't, the odds of just wasting my time (and theirs) are so high that it's just not worth even asking and going through all the motions.	1
18	very limited loan laptop to students to apply for.	1
19	very loud on first level	1
20	Waiting times are really long and by the time I get the book, I no longer need it	1

6.4 Surrey

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

80 unique comments, provided verbatim.

#	Responses	Count
1	A lot the the chair/seating areas look really dirty, like they havent been cleansed in a long time.	1
2	All campuses including Civic. I wish the study spaces were more accessible to students, including the Civic campus.	1
3	Apart from the Surrey Library being a boring concrete box, it has TERRIBLE wifi. The wifi issue is a unanimous experience among my classmates. Also, at my old school printing was free and the cost was apart of our tuition. If the printing fee could be removed or reduced. Also, didnt know about some of the other resources listed were available at KPU.	1
4	At the surrey campus I often find that the library's volume is quite high. It can distract me (and others) from studying.	1
5	Because we are paying for operation of the library for no reason during COVID-19 along with all other campus and bus pass fees that we will not be using at all because of the pandemic.	1
6	Before Covid, there was rare occurrence of someone talking in red zone study area, but these day it's common and very disturbing.	1
7	Book resources are very limited.	1
8	Citations are always a hassle.	1
9	Computer availability at Surrey library. More computers needed.	1
10	Had issues with the laptop loans, not happy with service received	1
11	How long it takes you to print because you need to load your card and then tap it on the printer machine. If only there was an easier way.	1
12	I am very dissatisfied with the way printing works at KPU. I feel students should be able to sit down at a computer and print a document worry free without needing a library card and a papercut account. Last time I needed something printed, I RAN BACK HOME because it was faster than going through the library and papercut.	1
13	I asked for help from a librarian and she wasn't able to help with what i needed The way the library is organized is very confusing	1
14	i bought a laptop because i was informed there was a shortage of rentals. switched from home schooling (using zoom)to in class lectures	1
15	I didn't receive very helpful advice when I inquired about research assistance from the librarian at the Surrey campus; it didn't seem like she knew what she was doing.	1
16	I don't know	1
17	I find it a little difficult to narrow down what I am looking for. I do not understand what the available databases are, a description of their specialty resources would be nice.	1
18	I find it hard to look for laptop/computer loaning on the website, I also do not find it inviting to go up and ask for one.	1
19	I just felt like it could use a revamp, maybe a whole new style if possible.	1
20	I love a quiet study place, sometimes the 2nd floor can be quite loud at times, additionally the tables aren't always clean.	1
21	I missed the old printing methods. Also it is mentioned the new option to load your card is on the computers but I couldn't find it.	1
22	I needed a book for Crim and it took over a month for it to be available, by then my semester was over., Need more supply	1
23	I was dissappointed with the limited DVD/ CDs available	1
24	I was dissatisfied with the service counter (the first office area when walking into the Surrey library). This is because each time that I have went there to ask for white board markers (for study rooms), went there to	1

	grab something, or to obtain a study room key, I was greeted by someone who was very rude and treated me as if I was a child. I would suggest that the certain staff working there would realize that we may be students but we are not little kids that don't understand anything.	
25	I wish I could study in the library without having to wear a mask (given that I am maintain adequate social distancing). I understand the need to wear a mask when walking around, but it's intimidating having security guards patrolling the library (especially at Surrey), telling people to put a mask on after they've had a sip of water or if it's slipped off their nose. It seems like an unnecessary level of security and enforcement that is then entirely contradicted in social spaces on campus, such as in cafeterias and cafes)	1
26	I wish there were more semester loan laptops and better photography equipment to borrow, such as actual cameras, mics, and lights.	1
27	In Surrey campus I find some of the books and resources are not as per my expectation	1
28	instead of the paid printing/photocopying, why not allow a limited number of free usage per month for each student?	1
29	Laptop loan, as I wasn't able to get one when needed.	1
30	Likewise according to me, covid restrictions ruin experience which tends to be almost perfect	1
31	more quiet rule enforcement on second floor	1
32	must have an extra laptop loans for students	1
33	Never really knew about borrowing books from other locations	1
34	No	2
35	Noisy Library-Surrey Campus	1
36	Non availability of course text books	1
37	None	1
38	Not disappointed	1
39	On the Surrey campus, while I have never personally used the printer and computers there, I know a couple of classmates who have identified issues with a number of computers, in that they will not connect to the printers properly.	1
40	Overall, the computers are old and they hang a lot which ruin the experience. (Surrey Campus)	1
41	Particularly the study rooms are a chaos. Some students do group studies, I understand but they become so loud that the students sitting outside in the hall can hear them . It disturbs other students. I mainly go to library for a focused productive study hours but it becomes a distraction. There should be staff and a proper protocol telling them to stop being so loud. (Surrey campus)	1
42	Photo copying and printing at the surrey campus is very complicated for many of students at the library but we can make it easier by just making it more simple and easier like common printer stations in the market.	1
43	Pre-covid (when I was physically at the school) I was dissatisfied with the cleanliness. After witnessing many students not washing their hands after coming out of the toilet stalls in the bathroom, I can only imagine the germs floating around the library. I expect things will change now for the better, due to covid.....	1
44	printing and photocopy, I believe every student in Kpu should be give 250-350 pages free printout/photocopy, just like other university and schools	1
45	printing costs should not exist given how much i pay for tuition	1
46	Printing services should be free and only costly when printing a large amount of papers. We pay so many fees, it adds up having to pay in order to print things such as lab reports as a science student.	1
47	Printing should be free for few pages per day (e.g. 5 pages free)	1
48	Quite study room is not quite because the Library staff keep slamming doors and moving stuffs throughout my time of 2-3 hours at the place and mostly everytime I sit there to study.	1
49	Sometimes in the library, it is noise even when it is a silent zone in Surrey.	1
50	Staff is horrible	1

51	Super dissatisfied with quiet areas (people always yelling) and with the study rooms (sometimes messy and very loud)	1
52	Surrey	2
53	Surrey campus, availability of laptops for loan	1
54	Surrey campus, i find the staff at the front desk to be rude and not understanding of their students. For example, this semester i started attending the library to attend my online class. I booked a study room so i would not be a both to others around me as i have to participate with a microphone in order to get a participation mark in class. The staff at the front desk told me I can only reserve a room for two hours a day but my class runs for three hours so i found this challenging to deal with. I asked politely if i could stay in the room as i saw no one had the room booked after me and they proceeded to tell me that i can work in a corner of the library as it would be the same. I had to leave class early that day and lost a participation mark because another staff member proceeded to tell me that i was too loud and disrupting others around me.	1
55	Surrey Computers need to be replaced	1
56	Surrey library, staff sometimes can be rude	1
57	Surrey staff is hostile.	1
58	Surrey, could have more tables for group projects.	1
59	Surrey: the counter staff generally seem too busy and not interested in assisting students; I prefer a friendlier disposition. Additionally, I was in the library entrance and green area earlier this week to request student nominations for the upcoming KSA elections. The librarian called security who asked me to leave. This was humiliating, as I was not disturbing the students. I politely asked students if they had a moment to nominate me because I needed 25 student signatures with a deadline during reading break, in order to enter the election. The librarian should have asked me first, why/what I was doing before calling security on me and my colleague.	1
60	Surry	1
61	The chairs and tables in the library are not always clean.	1
62	The computers. The loud noise/beep it makes when we make a mistake in the log in. Surrey campus	1
63	The help desk in surrey campus. They do not help in providing the book information we need. They simply ask us to check on online website	1
64	The hours for study room should be increased	1
65	The KPU Database of books and resources is extremely weak. Books and resources are incredibly old and outdated especially for the business field. Additionally books and resources are extremely difficult to find. (Surrey)	1
66	the [*] working made a comment about my appearance and was very rude to me	1
67	The library needs to provide more copies of certian books that have many holds. If a book has more than 2 holds and there are 0 books available, then the library must purchase those certain books. Often times those are textbook that students need to use and can't buy on their own.	1
68	The quietness on the second floor of the library is disappointing. People will have loud conversations for a very long which is distracting and inconsiderate to others who are trying to study in the area that is supposed to remain mostly quiet.	1
69	The silent study area up on the third floor at the surrey campus needs frequent supervision. Groups of people come up to this area to socialize and do not abide by the rules of the third floor being silent study. It's very distracting and frustrating as students come to the third floor silent area to study and concentrate in complete silence. No security or faculty do anything about it which makes it very frustrating and unfair for those that would like a silent area to study and complete school assignments. Especially when that is the designated area but does not live up to its name.	1
70	The study rooms would greatly benefit from having a sound dampening barrier, as it can still be too distracting if there are groups close by or groups that are louder using the study rooms.	1
71	the Surrey campus library needs to get mac chargers. I forgot mine once and had to drive all the way home again to print out my assignment.	1
72	The Surrey library campus did not publicly mention anything about have to pay to print at the chemistry lab. I was hit by surprise there and could not get the printout at my lab.	1

73	The thing that I am dissatisfied about at the library is the loan periods of some of the equipment. For example, the audio recording devices are only available for a period of 3 days. This is just not enough time to make the devices useful (sometimes students can't get back to campus within 3 days to return the device). I recommend a period of at least 2 weeks.	1
74	There are a lot of resources for non fiction books, but very little fiction books. I personally would like more fiction books in the library. Also, at the Surrey campus, I witnessed the library receptionist getting mad at a student because they didn't stand in the designated spot to be helped. But there was no line and they didn't cut in front of people. I thought that was very rude. She could have called the people up and told them in a much nicer manner.	1
75	There is not alot of people at the service counter to help with material checkout.	1
76	There were no laptop for rent during fall 2021 and due to that I have to buy my own gor 1100 dollars.	1
77	Unavailability of laptops	1
78	Very few resources and outdated resources	1
79	Yeah, I don't find the staff welcoming.	1
80	Yes, I have online class that lasts for 3 hours but not allowed to book room for more than 2 hours	1

6.5 Online only

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

15 unique comments, provided verbatim.

#	Responses	Count
1	Books specially related to business math less examples related to particular matter difficult to understand concept.	1
2	Could use more outlets in quiet areas	1
3	I am not very dissatisfied with anything, I do not visit the Langley library campus as often because I am mostly online	1
4	I checked the availability of laptop loan twice before (in Dec 2021) but no laptop was available.	1
5	I wish I could study in the library without having to wear a mask (given that I am maintain adequate social distancing). I understand the need to wear a mask when walking around, but it's intimidating having security gaurds patrolling the library (especially at Surrey), telling people to put a mask on after they've had a sip of water or if it's slipped off their nose. It seems like an unnecessary level of security and enforcement that is then entirely contradicted in social spaces on campus, such as in cafeterias and cafes)	1
6	I wish to have singular slots to book study rooms. Rather than needing a group	1
7	My dissatisfaction mostly stems from the fact that I am a first year student who doesn't fully understand how to properly utilize the resources at mu disposal.	1
8	No	1
9	Online help with library technicians can be very difficult because I had a library technician who was not very helpful. They did not listen to what I was really looking for and just gave me a bunch of links without explaining anything.	1
10	Personally I am not dissatisfied with anything.	1
11	Professors using 3rd party materials (Harvard journals) or other cases that are not available in the library online database.	1
12	Purchased my ebook online and was told by instructor I'd receive right away which I did not. After 2 days I called and couldn't get through, I emailed and no one replied. As I needed to read several chapters for the benefiting of class and I'll rated a few days I then re-purchased the eText online and through the site directly and got the code right away. I then contacted the library several times to get a refund for my original purchase through KPU library and did not get a reply.	1
13	Sometimes feels like there are not enough chairs in public work areas.	1
14	The electronic book collection itself is good, but having a time limit on some of the textbooks is annoying considering I can just get a physical book and keep it forever, in comparison to a 180-day e-book	1
15	With all of the learning online, I feel that there could be more electronic resources, and assistance in learning how to use them could be available	1

6.6 Neither in-person nor online

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

2 unique comments, provided verbatim.

#	Responses	Count
1	It could be more thorough. I would love a step-by-step guide for citations and what type each course prefers.	1
2	none	1

7 Open-ended Question (Q14): What library resources, services, facilities, or equipment are missing at KPU Library that would help you as a student? Please specify the campus, if applicable.

7.1 KPU Tech (Cloverdale)

Question: What library resources, services, facilities, or equipment are missing at KPU Library that would help you as a student?

9 unique comments, provided verbatim.

#	Responses	Count
1	as a student we are stuck in a classroom all day long, with little to no excersize. we have a gym in our building, but its closed. i feel that KPU should open back up the gym for students to stay fit during their school career	1
2	Class/lab materials. Example is ioLabs. Having to rent or buy one is not the best for students as it may only be used for a semester and will compile along with other costs of education.	1
3	Cloverdale	1
4	I don't think so there is any equipment which is Missing in the library. All the facilities are available.	1
5	It would be to have naturopathic things such as supplements, essential oils etc for sale so students can get stuff to help them relax	1
6	Kpu tech for Audio learning software would be awesome even for all campuses	1
7	None	1
8	nothing comes to mind. library is clean and useful	1
9	The Book Selection	1

7.2 Langley

Question: What library resources, services, facilities, or equipment are missing at KPU Library that would help you as a student?

78 unique comments, provided verbatim.

#	Responses	Count
1	A broader range of online journals/periodicals etc.	1
2	A broader selection of works of horticulture - related literature would be nice.	1
3	additional books for nursing	1
4	Again, we are missing fiction books. I would very much appreciate more of them. Another thing is textbooks. I think more textbooks should be available for students to take out.	1
5	allow for more updated computers at Langley campus	1
6	Available books. I found that a lot of books were available at the surrey location and not the langley one. (which is closer to me)	1
7	Cafeteria	1
8	Citation formats & research essays	1
9	computer access outside the library.	1
10	Disability accessibility services being more widespread and known.	1
11	DSLR Camera	1
12	Equipment loan	1
13	Everything is provided so i dont think there is anything missing.	1
14	For me everything is perfect, but some of the whiteboard markers don't work, maybe if anything possible with that.	1
15	For the langley campus more private rooms where you can practice if you have reporting to do in a class	1
16	free coffee at langley campus	1
17	Head sets incase you are watching a video and forgot your own	1
18	Hi speed internet	1
19	I am missing more seating	1
20	I am satisfy with all facilities. I really like to sit there and complete my pending work regarding anything.	1
21	I cannot think of any at this time.	1
22	I can't really think of anything!	1
23	I can't think of anything that is missing.	1
24	I don't believe there are any that are missing to be honest.	1
25	I don't know	1
26	I dont know about that. I think it has pretty much everything.	1
27	I feel KPU is doing a great job and has the supplies I need. I think the website could be made a little easier and more topic-specific	1
28	I feel like the library on the langley campus is well equipped, it would be nice to have access to a classroom near by as well for larger groups or be able to ask the librarian for help gaining access to one	1
29	I have not explored much about the resources	1

30	I think everything is great so far.	1
31	I think there should be more media study rooms. Being able to project and share screen makes it easier to study.	1
32	I think you have everything a GNIE nursing student would need.	1
33	I tried to barrow a headphone and mic to create a powerpoint and there was a serious lag. I was unable to use the voice over and thankfully my professor allowed me to submit my talking notes in place without docking my mark.	1
34	I understand that academic material is important but I think the library would benefit from more none academic books that are just stories rather than just science textbooks.	1
35	I wouldn't say that something is missing at the library	1
36	I've never rented but I know the late fees on equipment were not clear at one point (not sure how it is now)	1
37	If we can get more Leifer's introduction to Maternity and Pediatric Nursing book available at Langley Library, that would be really helpful for future nursing students.	1
38	I'm not sure. I think more e-books for text books would be great, so people aren't fighting over borrowing textbooks.	1
39	im satisfied with everything	1
40	Information about how to loan or borrow equipment	1
41	Langley Campus- More computer plugs in the quiet study zone	1
42	Langley/I cannot find any missing facilities or equipment	1
43	Laptop usage. They were out of use.	1
44	laptop, langley	1
45	Library needs to be open later	1
46	Literally free printing	1
47	Looks all good	1
48	Maybe we can bring food in Zone 1	1
49	Mmmm, I can't think of anything if I'm honest	1
50	more books online would be helpful for research	1
51	More collection of books	1
52	more comfortable chairs	1
53	more nursing books. specific for surgery	1
54	more printing services	1
55	More private places	1
56	More study area	1
57	More study rooms at langley campus and a brighter/more lightening in the library	1
58	More whiteboards as I find these very helpful.	1
59	Nice to have also upcoming seminar information and more magazines selection please	1
60	No	1
61	Non that I can think of	1
62	none	1

63	None	2
64	None, I can find everything I need.	1
65	Not sure about it	1
66	Nothing	2
67	nothing comes to mind	1
68	Nothing i am satisfied with ever And there is everything available in the library that i used.	1
69	Nothing is missing. Everything required is present there.	1
70	printers	1
71	Provide awards or scholarship to the students in need	1
72	smart boards for teachers in there classrooms. chalk dust is a allergen to many students	1
73	Some more books for the latest edition of Medical-surgical nursing in Canada by Lewis	1
74	Subject books	1
75	taking books out with just your ID government is impossible, that is bad, one not always has kpu id with	1
76	The printing	1
77	There isn't anything that I feel is missing :)	1
78	Unsure	1

7.3 Richmond

Question: What library resources, services, facilities, or equipment are missing at KPU Library that would help you as a student?

72 unique comments, provided verbatim.

#	Responses	Count
1	A designated silent floor (Surrey)/area of the library (Richmond). Noise is one of the main reasons I do not study in the library.	1
2	A microphone would be helpful to have in the library.	1
3	A tutor centre for students in various programs	1
4	better computers but everything pretty good.	1
5	Book binding	1
6	Cannot think of anything at the moment	1
7	Chances to win prizes/money. Even activities	1
8	Currently, would be in-classes. If i needed I could go into the library or somewhere quiet to do homework or study.	1
9	Don't know	1
10	Enable holds to be placed for pickup somewhere at KPU Civic Plaza.	1
11	Everything is OK	1
12	I am having everything	1
13	I believe, nothing is missing, but would be a very great idea if KPU could do some kind of content and share it with all the students, like a tutorial on how to access all the material that the library provides	1
14	I can't think of any	1
15	I can't think of anything	1
16	I do not think anything is missing.	1
17	I dont know.	1
18	I don't know. My classes are online and not at the school.	1
19	I have not check out this out yet in the Richmond campus, but I think it would be nice to have more books about historical clothes from different culture for us to reference and explore.	1
20	I haven't used much of the equipment aside from hard copy texts and a few online resources. Sometimes I struggle with using the online service. It's confusing to try and find specific resources	1
21	I haven't had much opportunity to use the library too much since starting (Sept 2020), however am quite satisfied with my experience. At times older editions of textbooks aren't available however this is expected and not necessarily fault of the library.	1
22	I think a more inviting and comfortable atmosphere at Richmond would be nice. I did not find that I wanted to spend time there	1
23	I think everything is library is perfect but if we talk about improvement , I think they should have some spare pens Incase some one lost their pen . Rest everything is perfect.	1
24	I think more headsets to loan out for students in the library especially in the common computers area will help reduce the noise in the library.	1
25	I think the library needs some nationalized books, such as the distribution of books from different countries.	1
26	I would appreciate having a page on the library website dedicated to displaying all of the available research databases, as it can be tedious to find them through the subject guides.	1
27	I would love to see a librarian in class at the beginning of the semester, engaging us on the ways we can access library services for our specific subject.	1

28	If the study room could book for a longer time. My teammate booked a study room today, but we didn't finish the project, cuz we were out of time for study room.	1
29	iPads / drawing pads for WSD students at Richmond	1
30	KPU Library has more than satisfied the needs of the students and I believe nothing is missing.	1
31	Laptops in study rooms. Personal laptops take up a lot of space whereas one would work with students bringing in their own source of media, e.g usb stick.	1
32	Librarian	1
33	More areas to charge devices/laptops/tablets/phones. Staff reminding students to keep masks on and to remain quiet in the library	1
34	More copies of books please.	1
35	More online science journals and research papers	1
36	More printing services and photocopy services for bigger size paper. Also, many books are at the Surrey campus, wonder if there's a way to order books Surrey campus?	1
37	More quiet space please! And more covid safety protocols within the library and other parts of the school. I don't feel safe at all being in school. I wish all my classes were online. I feel there should be more quiet study rooms. I also hope that they can be soundproof because I can still hear sounds when I'm in there.	1
38	More rooms for students to study in.	1
39	more study rooms	1
40	More variety of major books. Sometimes when I search for books I want, there are not available.	1
41	No additions come to mind. I am at the Richmond campus	1
42	none	1
43	None	1
44	None so far.	1
45	Not really sure but maybe headphones for the computers or headphones that can be borrowed, and also perhaps a snack room for other students to quickly grab a snack. Perhaps they can buy "snack stubs" and use it to obtains snacks?	1
46	not sure	1
47	not too sure if richmond campus is already providing this service but it would be great if we could rent out the charger in case of emergency	1
48	Nothing	3
49	Nothing I can think of currently	1
50	Nothing I can think of.	1
51	Nothing i can think of. Richmond	1
52	Nothing really I go to richmond library and it has eveything I can think of	1
53	Only one thing comes to mind: remove the high-pitched sound of the various machinery (coil whine?), especially by the entrance to the Richmond library. Maybe it's inaudible for older people, but it's extremely uncomfortable, inter alia, going in and out each time. Use a detection instrument (a "microphone," perhaps) if people say it's not noticeable to their ears.	1
54	Perhaps more print magazines for design in general. However, I do understand that the ratio of design students to regular students is quite small in retrospect.	1
55	possibly vending machines, but other than that there are no recommendations	1
56	printing costs should be lowered and access to citation generators that are no cost for students	1
57	richmond	1

58	Richmond	1
59	richmond - a list of where each categories would possibly be	1
60	Richmond Campus: some librarians have openly shown discern for the design school students, which makes it difficult to comfortably ask them for help at the counter, especially when printing. (But others have been very helpful, so it depends on the person.)	1
61	Richmond library needs to be renovated	1
62	Rooms for doing project discussions and work with team members without being disturbed by other students	1
63	some books can only read and view in the library within 2 hours. It is not convenient for students.	1
64	Some of the books are not available in person and are available on the KPU website which is quite inconvenient	1
65	Sometimes the phone chargers don't work. Or headphones that are applicable for iPhone 12 and up.	1
66	sometimes, books don't available	1
67	Study rooms	1
68	Textbooks available for borrowing, at the Richmond Campus	1
69	The Richmond library seems quite dark inside. Can the library be updated to a brighter and welcoming area?	1
70	The selection of on-campus books could be better. Aside from supplementary readings for my courses, the library doesn't offer much by way of fiction.	1
71	There's news be more e-copies of textbooks	1
72	When it came to books or reports on specific designs I found information hard to find they all felt more general. However that may just be due to how the search engine works on the library resources online.	1

7.4 Surrey

Question: What library resources, services, facilities, or equipment are missing at KPU Library that would help you as a student?

363 unique comments, provided verbatim.

#	Responses	Count
1	1. I think that students should be able to book a study room for at least 3 hours at a time to accommodate for online synchronous courses that are scheduled directly before in-person classes. 2. Students should be able to book study rooms more than once per day if there are still spaces available day-of. 3. More enforcement of mask usage would make me feel safer when using the library facilities. The librarians are usually pretty good about reminding people to wear a mask, but once they leave the view of the librarian, there is seldom anybody ensuring that everybody is following the rules.	1
2	A area with collectable and edition one books	1
3	A designated area to nap/relax	1
4	A designated silent floor (Surrey)/area of the library (Richmond). Noise is one of the main reasons I do not study in the library.	1
5	A difficulty which I faced at library was finding a textbook for my subject. Though there are many journals and magazines but I couldn't find some textbook for Economics and Marketing from where I can read more about my concepts. It was also in Surrey Campus Library.	1
6	A kinder heart and approach to students. This was based on one encounter I witness when they were helping an international student.	1
7	A little space at quite areas. Sometimes it gets suffocated	1
8	A machine to find a specific book by its name and specific location of the book.	1
9	A student nap room, like they have at SFU and BCIT.	1
10	A water fountain at the Surrey campus library	1
11	Ability to use Adobe Creative suite, similar software on campus	1
12	Access to drinking water Library at Surrey Campus	1
13	Access to free or cheaper printing and photocopying.	1
14	According to me , i think all the library resources are available in the KPU library and i don't think any additional equipment is required in the library.	1
15	According to my perspective, everything is good!	1
16	Add more Journals	1
17	All Available Resources	1
18	all good	1
19	All Good	1
20	All good in surrey campus	1
21	All good, kpu is already maintaining its level.	1
22	All perfect	1
23	All things are great	1
24	Almost all facilities are available at KPU surrey campus which the students need.	1
25	As a student? Well, I'm not even really using the library as a student at all.	1
26	As for now, I've only visited the Surrey campus and the Library services were beyond my expectations. I'll have to use all the services and resources to see if something is missing.	1

27	At Library I really want some more fictional books , as I like reading books sometimes & there are rarely any books which teens or adults like to study . Would really appreciate:)	1
28	Availability of and support for using accessible technology (i.e., text to speech and speech to text software)	1
29	Available books to borrow for a specific course.	1
30	Available books. I found that a lot of books were available at the surrey location and not the langley one. (which is closer to me)	1
31	Being able to loan headphones for an entire semester, or a longer period than 3 days.	1
32	better and latest version of computers and other equipment	1
33	Better desk or table for studying as well as maybe a better layout for studying areas as the current ones aren't quite comfortable or set up in the best way to promote a good studying environment	1
34	Better specifications laptops	1
35	Better wifi connectivity in study rooms	1
36	Bhangra practice room needed at surrey campus.	1
37	Books	2
38	Books on rent at cheap costs .	1
39	books regarding courses are not available	1
40	Books, internet service, computers and the printing facilities	1
41	Campus - Surrey newton I feel like there should be more helpers at service counter after 4pm at weekends .. otherwise I'm satisfied with all facilities.	1
42	cheap or loanable audio devices like earbuds or headphones etc	1
43	Cheaper printing, faster ILL times	1
44	Comfy furniture such as benches around a table (like Douglas College). I don't know if there are audiobooks / audio accessible books but that is a format I would like to use.	1
45	Computer for smester lians are not available and the demand is higher. I think that's a problem for someone like me who has to go to library to complete every assignment or borrow a laptop for a week.	1
46	Computers should be available in the study rooms	1
47	Computers, printers , citations websites	1
48	Disinfectant wipes available in common areas, alongside the sanitizer.	1
49	Don't know I don't go to library that often	1
50	don't know	1
51	Drive thru pickup books Surrey	1
52	Eating in library	1
53	ELECTRONIC KPU IDENTITY CARD	1
54	Equipment: chargers, Ipad, smartboard in study rooms, accessible to bigger study rooms for more than 5 people.	1
55	Events such as book showcase.	1
56	Everything I need is intact at the surrey campus	1
57	Everything in the library is important and satisfied to me.	1
58	Everything is available	2
59	Everything is available at kou library	1

60	Everything is available at Surrey campus library.	1
61	Everything is available in Surrey campus	1
62	everything is available.	1
63	Everything is going well.	1
64	everything is good	1
65	Everything is good	2
66	Everything is good maybe KPU can help students by bringing in more variety of books in future with different authors.	1
67	Everything is great so far. Nothing missing, all good in Surrey Campus	1
68	Everything is okay.	2
69	everything is perfect .	1
70	everything is perfect.	1
71	Everything is perfect. There is no need of change.	1
72	Everything is there at the Surrey campus and have used almost all the services available.	1
73	everything is up to date and satisfying	1
74	Everything is very good at the library of surrey campus	1
75	Extra course textbooks materials	1
76	Fast browsing computers Technology	1
77	free and fast printing. There is nothing worse than forgetting a lab report sheet and having to miss your entire lecture getting it printed!	1
78	Free masks	1
79	Free printing	1
80	Has everything i have needed at surrey campus!	1
81	have not got much chance to explore the library services as it is my first semester in this university but I would say, a campus map or description should be readily available to any person walking inside the library	1
82	Haven't checked but a small pamphlet of the campus, of which building is where will be quite helpful	1
83	Having everything so far Surrey	1
84	Headphones at surrey campus . So that we can watch videos related to our study without disturbing others	1
85	Headsets.	1
86	I am at the surrey campus. I am not sure of any resources, services, facilities, or equipment that are missing. I personally feel that KPU has worked hard to make all things a student needs available (students just need to seek what they need and ask for it)	1
87	I am fully satisfied with the services offered at the moment.	1
88	I am not sure as , I have less information regarding library.	1
89	I am not sure because I haven't use the library since 2016.	1
90	I am sastified with existing resources as well as facilities.	1
91	I am satisfied with everything	1

92	I am satisfied with the library	1
93	I can not think of any that I feel are needed to help me.	1
94	I can't think of any.	1
95	I cant think of anything	1
96	I couldn't find any yet.	1
97	I couldn't find tutorials specific to online database research procedures.	1
98	I do not frequent the library that often but when I do I am satisfied with what the Surrey campus library has to offer	1
99	I do not think so there is something missing in the library. I have my own laptop and wifi is good in the library. Silence and cleanliness is also well maintained.	1
100	I don't believe there are any missing	1
101	I don't find anything yet that is missing at KPu library! It is well organised already.	1
102	I don't know	1
103	I don't know about that really.	1
104	I don't know they have everything that I need.	1
105	I don't really know that because I haven't use library that much	1
106	I don't think I've seen individual rooms for group studying. I think that'll be cool for socializing.	1
107	I don't think there is anything missing.	1
108	I don't believe anything is missing, I have found everything available pretty helpful so far.	1
109	I don't feel anything missing in the library. I like everything provided by the staff and faculty.	1
110	I don't find anything missing	1
111	I don't have any idea about that	1
112	I don't have any want.	1
113	I don't know.	1
114	I dont really know if there's a conference room for group activity/discussion/research in the library since I still didn't see the whole library.	1
115	I don't see any	1
116	I don't think anything's missing but I think it would be nice if renting the study rooms and equipment was a little more widely talked about, for a while I didn't even know that these services were offered.	1
117	I don't think so that anything is missing in Surrey campus as per my observation everything is well equipped and suitable	1
118	I feel almost everything is there but some people do not know how to use it	1
119	I feel like maybe adding more private spaces might be nice, like a small room free of interruptions or maybe make a room where to enter you need to give up your cellphone to clear yourself of distractions	1
120	I feel that the Surrey Campus could use some extra areas for computers and the computer area feels very cramped for the amount of space that it has.	1
121	I feel the library has all the resources needed as a student. It is not necessary but something like a paper shredder might be helpful because as a student there is a lot of paper that goes to trash.	1
122	I feel there are leas options to group study as all the group places are always occupied	1
123	I find it challenging to find award-winning fictional or story reading books	1

124	I guess camera	1
125	I guess it has everything needed	1
126	I had a few issues with my macbook regarding downloading a software I needed for a class. And the IT department at the Surrey campus where unable to help. I think that KPU needs to spend time giving more opportunities to the IT department to work on mac computers since a lot of students have them. Some of the seating in various parts of the campuses needs attention as it is old and has a lot stains. KPU online library is pretty good, but I still have some issues finding suitable material for papers and assignments, so adding different public and private resources will be very helpful	1
127	I have been to the library several times and I don't think that it is missing any specific facilities, resources, etc.	1
128	I have been to the Surrey campus library. It was overall a satisfactory experience. However, more staff can be added and the timings can be increase for thr library too.	1
129	I have never had an issue with anything or had that time where I said "I wish the library had this"	1
130	I have not faced any problem	1
131	I have not found yet anything missing in the cases of resources, service, facilities or equipment	1
132	I have not used the library enough to comment on what the library does or does not need.	1
133	I have only visited the Surrey library once. I would need to do it more times to answer this question.	1
134	I haven't use in person.	1
135	I haven't found anything missing yet.	1
136	I haven't really used any of the above mentioned from the library because till now I have only gone there for studying and completing assignments. And as far as that is concerned, I don't think there's anything missing. (Surrey Library)	1
137	I just visited two to three times. I'm very satisfied with everything and almost everything is available in main campus Surrey ☺	1
138	I like the cooperative nature of library staff. Printing and copying facilities are most useful for students. Good and satisfied place for study.	1
139	I need assistance in finding a book	1
140	I only wish we had more research journals available.	1
141	I only wished that the Library was open 24 hours	1
142	I really believe that more textbooks for classes should be available, as the "Starting out with C++" By Tony Gaddis currently has 2 holds and none are available. i wish the library would prioritize having more of these books. Also, I checked out a book that had Drinks spilled on it and i needed to check it out because I really needed it. Giving students books that are in horrible conditions, shouldn't be a thing. The library should charge the student who damages the books and with that money buy a mint version of that book.	1
143	I remember a couple of years ago at Surrey Campus there was a table with lego on it for taking a study break - I thought that was pretty awesome	1
144	I searched all stuff when i need from library	1
145	I think a green screen room would help especially for those in the journalism or any arts course	1
146	I think all are perfect.	1
147	I think availability of more laptops and printers. surrey campus	1
148	I think every important thing is available	1
149	I think every resource is available in library(surrey campus)	1
150	I think everything is completed in surrey campus library and very happy with all resources provided over there.	1
151	I think everything is good in surrey campus because I usually use library and I found everything good	1

152	I think everything is perfect	1
153	I think everything, I got everything I want.	1
154	I think from my own personal experience most of the resources needed are covered by KPU.	1
155	I think having larger tables would be nice for group studying and more outlets	1
156	I think I can suggest giving more specific names or codes once we are looking for a book because I kind of confused last time I visited the library.	1
157	I think in Surrey Campus there are no computers available to study on the third floor which sometimes I find difficult while doing my study over there.	1
158	I think KPU is doing very well to provide support services to the students and there is nothing, I need, that is not available at the library. But I think installing more relaxing couches will be beneficial for some students who have classes from morning to the evening.	1
159	I think library provides enough sources for successful completion of course. But weekend timings of library are less .	1
160	I think most of the things that i use in library is satisfactory so far. So, no need to change anything. Accept the wifi my wifi never works in KPU. I have been to service desk as well they did set up my wifi both in laptop and phone but when i came in next time it wasn't working again. Since then i am using my wifi	1
161	I think nothing is missing in the kpu library.	1
162	I think our library is a whole package, so none.	1
163	I think sometime Internet connection creates a problem because when i use university wifi for study there is very less speed i have to wait for few times to open kpu site	1
164	I think the library has everything that should be there and i am satisfied with that.	1
165	I think the library lacks a lot of effective resources such as up to date resources and textbooks.	1
166	I think the library meets all my needs for now.	1
167	I think the surrey library is fully equipped with the material the student need	1
168	I think the system is pretty good right now	1
169	I think the working hours should be more like till midnight	1
170	i think there should be more on citations!	1
171	I think there should be some stationary material next to the library computers because this is which students forget to take and will be more helpful if the found it there. It will be much easier for us to do our written work.	1
172	I think they do have managed to provide everything a student needs but it would be great if they have more books	1
173	i used get a lot of print for my semester, as i don't have much between my work off or classes, because of this i don't have time to print document outside of the campus, as they have printer on campus it's so helpful, in first i don't know how to use library printer, IT department are so helpful, does not matter they are busy or how many students they are helping, they always help me, without any problem, and saved a lot of my time. thanks to them.	1
174	I was unable to find any business related books at the library on Surrey campus. I found all the other things easily.	1
175	I wish it would be easier to print directly from your own laptop instead of using a library computer.	1
176	I wish there were printers on the second or third floor of the library so I don't have to walk all the way down to print something out. It's doesn't have to be multiple printers, just one printer on third floor and two or three printers on the second floor will help a lot.	1
177	I would enjoy having a staff member on the quiet study floor of the library to ensure all students are actually being quiet. I often hear students talking to each other on that floor, which can be quite distracting upon the total quietness of the room.	1
178	I would just say longer times in the study rooms and maybe better lighting. Possibly better chairs at Surrey campus in the library for studying.	1

179	i would love that textbooks required by classes can be loaned at the library because sometimes you just dont have money	1
180	I would really like there to be more books on language learning. For an example grammar focused and basic learning. I have found very few books on learning french. That would be very helpful. Also, novels of different kinds.	1
181	I would say better wifi. I constantly struggle to stream pre recorded lectures and assignments.	1
182	I'm not too sure as I've only really borrowed a textbook once	1
183	If down area could be more quiet	1
184	If study rooms could be available for a longer time that would be very helpful.	1
185	I'm not sure, as I've only visited the library (Surrey Campus) once, to pick up my ID. That was an easy and pleasant experience.	1
186	I'm not sure. I do not feel as though there is anything I am missing or wish I had in regards to library resources, services, facilities, or equipment.	1
187	In my perception, some of the books are only available as ebook. That books also should be printed if possible because some of the students more prefer to study from books rather than on mobile, laptop or tab	1
188	in person tutors and student daily basis help desk or mentors in person or online	1
189	In Surrey campus, It would be helpful if wireless chargers and powerbanks are available. Will be helpful to charge the technical gadgets without wires	1
190	In Surrey campus, I am fully satisfied with the resources, services and facilities at all. Thank you.	1
191	In Surrey campus, we need something like an app or some computers to check where we can find any books. This app must specify aisle and shelf etcetera	1
192	In the sem laptop loaning scheme, please allow to keep them through the reading/academic breaks by a renewal program at each semester end. We need to use laptops in vacation too for researching, learning and growing.	1
193	Just a litter bigger collection of different language books such as punjabi, hindi	1
194	KPU Guide	1
195	Lack of longer library hours at surrey campus .	1
196	Lack of power points	1
197	laptop are missing for rent	1
198	laptop chargers for loan	1
199	laptop loan	1
200	Laptop loan	1
201	Laptops	1
202	Laptops and course books	1
203	latest editions of course textbooks are sometimes not available for borrowing	1
204	Latest journals and monthly subscriptions	1
205	Librarian's hepl	1
206	Library book checkout. We don't receive books for free that we can return after a few weeks of using them. Surrey	1
207	Library can sometimes be a bit noisy	1
208	Loaner Ipads or tablets. I think there are a gew classes like my audit class where these can be helpful.	1
209	Longer hours for the library would be ideal. Often times, students still need to study all night	1

210	Longer study room rentals	1
211	longer times for study rooms for Surrey campus	1
212	Make it slightly easier to order materials from the bookstores, such as art materials.	1
213	Making a rooftop area would be cool place to go and take a break from all the studying and school environment.	1
214	Many times we don't get the required information and books from the library which can help us in our projects and assignments, infact , we have to take help from other universities students to get more information from their resources.	1
215	Maybe an area to see what music would help study?	1
216	maybe digital keys to access documetaries?	1
217	More access on how to use the library such as printers and photocopying	1
218	more access to textbooks	1
219	more availabilities of physical books. for some reasons, I find reading online books challenging. if there are more physical books available at KPU campus, i would enjoy reading more books!	1
220	More books to borrow	1
221	More citations guides	1
222	More computers at surrey campus, a smoother process for printing, another way to access resources without requiring a KPU ID (maybe login for identity confirmation or set up a two factor authentication procedure?). Having more outlets to charge devices through. Having a creative space in the library as opposed to only emphasizing books, traditional scholarship etc. water filling station. some increased capacity for sharing information about what's happening at kpu.	1
223	More different types of laptop chargers (for equipment loan)	1
224	More digital cameras	1
225	More DVDs would be nice to see.	1
226	more e-books for printed books	1
227	more isolated areas in the library would help, I would enjoy more individual seating area because it helps me study if I can be in my own world/ bubble and i won't get distracted by anyone else.	1
228	More librarians at surrey location, they are kinda slow and not as organized as I wish, took me 30 minutes to be given my kpu card that was printed and done days prior	1
229	More places to sit	1
230	More printers	1
231	More printing services and photocopy services for bigger size paper. Also, many books are at the Surrey campus, wonder if there's a way to order books Surrey campus?	1
232	More private tables with a plug in in the quieter areas on the Surrey campus because they fill up pretty quickly	1
233	More seating. Maybe closed because of Covid?	1
234	More sitting area near the book shelf's as that is most quiet area, where one can have the best moment to study	1
235	more streaming	1
236	more study room on Surrey campus	1
237	more study rooms	1
238	more Study rooms/ study nooks	1
239	More study space	1

240	More variety in books	1
241	mostly all resources are available	1
242	My classes are online so rarely i go to library. So according to my observations everything is all good and satisfied	1
243	Nap rooms on Surrey Campus please. Also, more water dispensers! It's a hassle always having to go to the second floor to fill up my water bottle. Also, other water dispensers on campus don't work, so I have to go to the library one.	1
244	Napping pods	1
245	Need for more study rooms on surrey campus or more private individual study areas as it can be distracting studying around others moving around and making noise even in the "quiet study" area upstairs	1
246	Need more professional usb mics and dslr cameras	1
247	Need to be more strict in library rules because there are so many distractions sometimes otherwise everything is perfect.	1
248	need to get mac book chargers for loan at surrey campus.	1
249	needs more time more than 2hours for booking room at library	1
250	Needs to be more clean/quickly disinfected when people leave a table	1
251	New editions and books	1
252	no	1
253	No	2
254	No all is good there	1
255	No by mistake sarisfies	1
256	No equipment is missing from the Surrey Campus that I am aware of.	1
257	No facility	1
258	NO ONE	1
259	Noise dampening chairs perhaps? Saw some at Surrey central library. Maybe some other kinds of noise dampening furniture/ half walls?	1
260	Non	1
261	none	5
262	None	5
263	None are missing, most resources have helped me as a student well.	1
264	none that I can think of	1
265	None that I can think of - there is such a wide range of options already!	1
266	None that I can think of.	1
267	None that I could think of at the moment	1
268	None that I have come across so far.	1
269	None that I know of or can think of at this time considering all equipment I ever use is there.	1
270	None! I have been coming for almost 2 semester, (surrey) and Everything I need is always available	1
271	none, everything is perfect	1
272	None. I usually just use databases online or the books in the library.	1

273	none. you guys are awesome	1
274	not much	1
275	Not needed	1
276	not sure	1
277	Not sure	1
278	Not that I know of at the Surrey Campus	1
279	nothing	3
280	Nothing	15
281	Nothing comes to mind	1
282	Nothing everything is good	1
283	Nothing everything is great for me	1
284	Nothing in mind.	1
285	Nothing is missing	2
286	Nothing is missing (surrey campus)	1
287	nothing is missing at all, but the headsets could be provided for more than 3 days	1
288	Nothing library provides everything	1
289	nothing that i can pin point overall pretty satisfied with my experiences with kpus libraries	1
290	Nothing that I can think of at the moment.	1
291	Nothing that I can think of. I think the Surrey library has a lot of helpful equipment and services.	1
292	nothing to say	1
293	Nothing, everything is good	1
294	Nothing, I think	1
295	Nothing.	1
296	Nothingp	1
297	On campus tutors	1
298	One day loan laptops should be provided so that one can study wherever they want.	1
299	one on one tutoring in the library in designated rooms for designated subjects.	1
300	Outdoor study tables in summers lol	1
301	Overall its really good	1
302	Perhaps an area where you can find reviews on classes from other students!	1
303	perhaps more student art in the foyer	1
304	Personally, I think all resources are there unless I am forgetting them at the moment. But sometimes it can be hard to find these resources, services as a first-year student. Other than that I feel like KPU is doing amazing with their kindness and generosity to help me as a student.	1
305	Printing and photocopying services in Surrey Campus	1
306	Printing in surrey campus or quit area to study	1

307	Private rooms are very helpful as they are quiet and no one disturbs us there and it is very helpful completing assignment there	1
308	Punjabi and hindi language books are less	1
309	Quiet place Loan items	1
310	Quiet desks	1
311	See above.	1
312	Services and facilities , equipment . surrey campus	1
313	Silence in the library as it provides us and good and warm environment to study and learn new things.	1
314	Slightly more comfortable chairs (Surrey)	1
315	Some of my books	1
316	Some of the books related to computer information system	1
317	Some of the course books	1
318	Some students like to study with music, so it can be helpful	1
319	Someone to enforce silence on the top level of Surrey Campus would be great.	1
320	Study rooms (surrey)	1
321	Surrey	3
322	Surrey Campus - Drinking water source can be helpful for students as they tend to sit for long hours in the library.	1
323	Surrey Campus - Library has most resources needed for a library.	1
324	surrey campus a resource was rented out before me so i selected a different topic, cant remember what it was but it worked out later	1
325	Surrey campus, could benefit with more variety in seating. Comfortable chairs, beanbags etc	1
326	Surrey campus: need more computers for majority in person classes.	1
327	Surrey Location - Software and Application Development applications available on KPU computers (Visual Studio, Eclipse, AndroidStudio, etc.) as many IT students require these programs, and they are not available and not install-able on KPU computers.	1
328	Surrey needs standing desks	1
329	Surrey, Mac Apple laptops could be useful.	1
330	Surrey, more hard copy books that students can borrow for a class if they need one, but aren't able buy one.	1
331	Surrey. Do you have small soundproof conference rooms for students? The room that can allow a group of students can chat or discuss together without any volume limit. I am not sure have it or not.	1
332	Surrey: to allow extended use of the private study rooms for students with disabilities; and to allow a family member or other support person to pick up books on behalf of students with disabilities. On 2 occasions, my son was not permitted to pick up my materials, even though he had my driver's license and student ID. I am often unable to leave my home due to my disability. I would like better access to library resources for students with disabilities.	1
333	The authorities have provided almost every facility to the students and they have provided the best facility to them. So, I don't think so there is any lack of resources or facilities at KPU library.	1
334	The computers in the library	1
335	The library has many resources available for students and I dont think there is really anything else needed to make it better than it already is.	1
336	The library hours need to be extended.	1

337	The library is great! I can't think of anything to change or improve	1
338	The library staff are sometimes rude which makes you feel unwelcome.	1
339	The printing, since sometimes I need to print things at campus.	1
340	The rules to be quiet more heavily enforced, in the surrey campus	1
341	The same problem indicated above. There should be a poster about having to pay for printing and how, just like how the student card notice is displayed.	1
342	There are some articles on the online research database that don't really help to navigate how to find the full article. Having a guide for newer students on how to use the database and find full versions of articles seems like a resource that would help. Although I have learned much from professors about how to navigate the databases, I still struggle myself. If there is already a guide, I have not heard nor seen anything of it. If there is already one, I would hope we could make it more well known.	1
343	There are very few sockets in the library. A little difficult to charge laptop	1
344	There is not one that I know	1
345	There is nothing missing everything is good	1
346	There should a easy way of finding books.	1
347	There should be free treats for students on weekends	1
348	They need to add some applications in library computers as well for example garage band which is used to produce music. Since I am a music student I came from Abbotsford and do not have mac at home so wherever i try to reach early to complete my assignments, i need to wait for professor to open doors of my classroom to access computers which wastes my time and professor's also.	1
349	This doesn't really apply to me, there's nothing missing, everything I need in the library is already there	1
350	To be honest, the Surrey campus has everything that is expected of a library.	1
351	unsure	1
352	Unsure	2
353	Upbeat student faculty. I think it is an important part of the library atmosphere seeing other students engaged and knowledgeable. Asking a student faculty can either be intimidating or easy and I have found that the student faculty I have encountered are less than satisfactory and are never in a good mood. This is at the surrey campus. The front desk staff however has always been helpful, kind and positive.	1
354	Updated computers. Computers way too slow.	1
355	USB drives Please	1
356	Use of projectors in study rooms-Surrey	1
357	Water filling stations	1
358	We can add some more sitting chairs I guess	1
359	We need more study rooms and more attractive study spaces	1
360	Well according to me everything a student need is in the library and my campus is Surrey	1
361	Well, I think all the resources are available it just need to have more copies of each book. For surrey campus	1
362	white boards with markers. They would be very helpful for studying for group projects	1
363	Wifi service and quiet environment	1

7.5 Online only

Question: What library resources, services, facilities, or equipment are missing at KPU Library that would help you as a student?

118 unique comments, provided verbatim.

#	Responses	Count
1	A designated silent floor (Surrey)/area of the library (Richmond). Noise is one of the main reasons I do not study in the library.	1
2	A mini library or something for students at Civic Plaza campus	1
3	A quiet reading area for people to go and just relax and read books with comfortable chairs.	1
4	actually i don't know about this because i don't see kpu library at any campus because i have online subjects.	1
5	All facilities are provided, I just suggest to have a library in civic plaza campus too.	1
6	All good	1
7	As my classes are online so i didn't visit the library in person. But i think that no resources, services, facilities or equipment are missing at KPU library because KPU University provides the best facilities to their students and a good education.	1
8	Assistance in online search and details of how to refine.	1
9	at the moment did not face a lack of anything	1
10	Both of my semsters were online, so don't know.	1
11	Do not know, N/A	1
12	Don't know	2
13	Don't know	1
14	Due to covi-19, i seldom to use the hardware facilities in campus	1
15	Everything is good at the library	1
16	Everything is perfect	1
17	Everything seems to be available.	1
18	Everything that I need has been provided.	1
19	I am not sure if in Civic Plaza there is resources like magazines or databases.	1
20	I am provided with everything I need as of now	1
21	I believe that there's nothing missing!	1
22	I can't think of anything	1
23	I cannot think of any at the moment	1
24	I did not know coz I never visit there	1
25	I didn't use the library in person because of COVID, so I can't specify it.	1
26	I don't thinks so anything is missing, everything is good.	1
27	I don't have an opinion yet.	1
28	I don't know	1
29	I don't know at the moment, but would love to have more subscriptions from online publishers in the future that students can access.	1

30	I don't know because I used online resources	1
31	I don't think anything is missing, but I would suggest that appointments with librarians should be increased so that students can book it easily and don't have to wait if all slots are booked	1
32	I had no visit to campus as I am doing online classes	1
33	I have kindle that I bring with me all the time. Maybe have online resource available to that as well? But regardless, for me everything is well provided :)	1
34	I have never asked for a loan so I am unsure.	1
35	I have never used library in person	1
36	I have not used much facilities or services of KPU library because of my online classes but I can say that there is need of some more improvements in the searching criteria of online library because it is not easy to find some specific articles or journals for research just from some specific keywords.	1
37	I have not used the facilities enough to be able to answer this question	1
38	I have not used the in person library to know what resources are not available	1
39	I haven't found any	1
40	I haven't actually visited any of the libraries other than to pick up my student card so I can't really speak to this.	1
41	I haven't been to the library except use their online resources a bit	1
42	I haven't tried any on campus ones yet so i cant say	1
43	I never visited there so i dont know.	1
44	I study at Civic Plaza that is a great building, but a business related library would be great!	1
45	I think everything is covered.	1
46	i think it has everything it needs	1
47	I think it would be helpful to continue to provide more online textbooks and periodicals as I have been unable to find some books and/or articles in the library's search database.	1
48	I think nothing is missing yet. I am satisfied with the resources, services, facilities, or equipment of KPU library	1
49	I wish the library was available at Civic Plaza Campus also.	1
50	I would appreciate being able to process my library/student card in person.	1
51	I'll reiterate that my limited exposure to the services makes questions like these difficult as I'm probably not aware of the full spectrum of services offered by the library, however a sort of "tutorial" or walk-through of the different services available on the library website (or a set of them in order to provide more depth on the services that may require it) would be welcome. I remember going to the library website and basically getting lost the first time I went, which didn't make it seem like a user-friendly resource. Bear in mind I'm in my 30s with over 5 years of experience in IT so navigating a website isn't normally particularly challenging. There are just some systems which aren't intuitive, or necessarily easy to find. An example of the former was trying to get even a single chapter of a book in a portable format that's accessible offline - I understand copyright concerns and the challenges presented by DRM, but I know it's entirely doable, and the fact I spent over a half hour trying to figure that out and got absolutely nowhere was frustrating enough to make me go look elsewhere for the resource in question. For that matter, I don't know if the library is affiliated with the bookstore but what's the deal with making students go through like 3 different websites with various codes to purchase then redeem THEN ACCESS a book? It ended up costing me \$100 because apparently I bought the same book twice in that confusing and was refused a refund... Definitely not shopping there anymore when there are literally dozens if not hundreds of other sources that don't make it a pain in the ass with a sketchy refund policy...	1
52	In general, one big help that generally isn't available (as far as I've seen) is digital textbooks and similar used in courses. I understand it's not always possible due to a publisher's guidelines or a steep price, but any that work could be done would be great. It saves students' money, as uni devours enough already. It's the little things.	1

53	In-person usage of all services	1
54	Internet hotspots. laptops,	1
55	It applicable	1
56	It would be helpful to have more ebooks	1
57	It'd be awesome to have study spaces more widely around the region. Its a commuter school, not many people live on campus or near by and it would be amazing if programs are offered online, to have spaces to still go and connect to the school!	1
58	KPU online Library	1
59	Larger database on journals, I haven't had much luck on finding resources to use, I mostly have to use google scholar and most of the time they want money for use of journals	1
60	Many that can help international students	1
61	More access to ebooks. Especially now that students have gotten used to and continue to work/study remotely, access to electronic material is vital to a student's success.	1
62	More ebooks	1
63	More free textbook resources as they are so expensive each semester.	1
64	More hard copies of books available at the library for students to borrow	1
65	More of relevant information of topics. I was searching online a topic but it took me to take a library loan so this could be resolved by providing it online.	1
66	More space needed	1
67	More study spaces with outlets	1
68	n/a. Since I'm not in Canada right now.	1
69	Nil	1
70	no	1
71	No know	1
72	No library in Civic campus, its quite strange T.T	1
73	no, the equipment all good.	1
74	none	4
75	None	4
76	None so far,	1
77	None that I can think of	2
78	None that I can think of at this time.	1
79	None. KPU library is complete. I'm very satisfied	1
80	Not anything major, but some online databases only allow a certain amount of pages to be printed. It would be nice if the limit was a bit higher.	1
81	Not applicable	1
82	Not sure	2
83	Not sure if it already exists or not, but we can initiate a book donation drive. Nothing else as such.	1
84	Not sure what to recommend	1
85	not sure.	1

86	nothing	1
87	Nothing	1
88	Nothing comes to mind.	1
89	Nothing currently	1
90	Nothing everything is perfect	1
91	Nothing has been missing for me	1
92	Nothing I can think of	1
93	Nothing I can think of.	1
94	nothing i know of	1
95	Nothing in particular	2
96	nothing yet	1
97	nothing, i guess	1
98	online journals and cases that professors ask students to purchase	1
99	online library	1
100	online library, online library aid.	1
101	Online pdf and video because I m unable to come so I started online classes which is quiet good.	1
102	online resources	1
103	Printing should not require payment, this could be built into tuition. or tap pay with credit card would be better.	1
104	Some books are not available online and only few students reading at a time	1
105	some kind of interactive learning experience.	1
106	Stricter enforcement of library quietness levels	1
107	Syllabus books are missing. They never have the edition we want	1
108	That is hard to say because I am a new student and I have not used the on campus services. A new student guide to open labs and printing stations would be very helpful but I imagine I could ask the on campus librarian for answers to those questions.	1
109	The ability to get equipment shipped within Greater Vancouver would be useful.	1
110	The availability of term laptop submission needs to increase than now.	1
111	The online resources can be a little more organized but other than that I love the online library	1
112	Unknown.	1
113	Unsure	1
114	When I have tried to print papers off and photocopy I find the machines intimidating. It would be nice if the librarians were a little more available to help us older, mature students with using the printers and photocopiers (I know it's all very easy for the younger generation but I grew up dying of dysentery at lunch so the new technologies can be confusing for me.)	1
115	when I make an appointment , it takes much time to get an appointment and feedback.	1
116	Whenever I search for the KPU library online, the right link I am looking for does not always appear in my google search. I do not know why this happens, not a lot, but occasionally it does.	1
117	Whiley	1

7.6 Neither in-person nor online

Question: What library resources, services, facilities, or equipment are missing at KPU Library that would help you as a student?

16 unique comments, provided verbatim.

#	Responses	Count
1	civic plaza	1
2	Everything is just perfect. Nothing is missing	1
3	havent been to the library	1
4	I don't have any complaints other than the citation help. It's the only time I accessed the website.	1
5	I don't know	1
6	I never go to the library	1
7	I'm not about missing services, but i would recommend having a free available space where people can sit and use there own devices and charge them and can study.	1
8	Nada	1
9	Never used	1
10	None	1
11	NOne	1
12	Not sure yet.	1
13	Not sure, only have had classes online at the moment.	1
14	Not sure.	1
15	Psycinfo is practically useless when none of the search items allow you access to the article itself. I literally have to copy-paste every single title into google scholar and use that instead.	1
16	story books	1

8 Open-ended Question (Q15): Do you feel that the library is providing you with adequate research support for your assignments and projects? Please explain why or why not.

8.1 KPU Tech (Cloverdale)

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

8 unique comments, provided verbatim.

#	Responses	Count
1	I feel as long as you know where everything is you can find it yourself. But depending on the library staff to help isn't going so well	1
2	Yea it has a lot of stuff which is useful for my course so yea it has adequate material	1
3	yes	2
4	Yes	4
5	yes it is. they showed us on the computer how to access all resources on the KPU website	1
6	Yes, it has all the resources that I need	1
7	Yes, the library is helpful with research, I just hope more books are available online.	1
8	Yes, though the student needs to seek for it. The materials the library provides is adequate. I find that digging is necessary to find things.	1

8.2 Langley

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

102 unique comments, provided verbatim.

#	Responses	Count
1	articles	1
2	As of right now yes, I have only used it a few times so far though.	1
3	could provide lower edition books for courses	1
4	For the most part. There have been a few times where a database is not available via KPU library	1
5	From what I have used from the library data base it has been more than adequate.	1
6	Haven't asked or used yet	1
7	I believe so, I haven't used any of the research support personally though so I am not the best judge	1
8	I believe so, providing resources and the ability for a place to work with peers when needed, quiet, also glad to have citation resources and when having questions around it being able to ask.	1
9	I do, to my knowledge! I can look online in advance, then go to the campus I need to if I want a hard copy of something	1
10	I don't use the library for assignments or projects.	1
11	I feel the research assistance is adequate as I was able to make my assignment using our library resources and did not need to hop to several other libraries	1
12	I had difficulty finding resources for a project	1
13	I have not had to use this service	1
14	I have not used	1
15	I have not used the library for research support	1
16	I have not used yet.	1
17	I haven't tried asking the library staff regarding assignments and projects	1
18	I think so, since There are books and other materials needed	1
19	I think the resources are there for those who need them	1
20	i think they are they have helped me with everything i need so far	1
21	I use the KPU library online database for writing papers and other assignments all the time, and I love this resource. I find it extremely useful.	1
22	I'm not sure, I struggle often to find relevant information when doing research	1
23	Most of the time yes. I am able to find research to for my assignment and projects but sometimes I find it difficult to find specific research that could help.	1
24	Most of the times. Some times you have to buy the books from the bookstore	1
25	no	1
26	No it's good	1
27	No. I have never received help for research projects. However the learning centre has been a huge help.	1
28	Not really, more can be expected.	1
29	Not really, subject guides specially the books that are updated or newest version are only in limited amount	1

30	somewhat adequate.some updated nursing books are not available	1
31	The display of books in the library are not interesting enough; great to have list of new books available and most wanted list of books for reference	1
32	the online resources are very useful for class	1
33	the website for searching can be confusing	1
34	There are a lot of computers for researching and a lot of space assignments and projects. Besides I can always find a computer to be available to use.	1
35	yeah it is, for assignments i searched material in person and on line too, and everything was aviable at there.	1
36	Yeah, i use askaway alot to find resources for my assignments or citation help.	1
37	Yeah, the mbaa access. Lots of papers and material	1
38	yes	7
39	Yes	18
40	yes as the website gives us topics which are needed as well as the website could use some fine tuning.	1
41	Yes because there are hard and digital copies of resources available	1
42	Yes because they're helpful	1
43	Yes but more databases that can be accessed would be great	1
44	Yes great selection of books.	1
45	yes I am satisfied by the service as I have completed most of my assignments using library resources.	1
46	Yes I can always find something that I can use for my projects	1
47	Yes I feel the library has provided me adequate research support as there are articles, studies, textbooks, and online databases available.	1
48	Yes i have never not found what i was looking for from the library online	1
49	Yes it is, It have a good collection of books and other resources which are very helpful for my assignments.	1
50	Yes it is. There are a plethora of resources that I've been using to efficiently complete my assignments. Library is a great source to find peer reviewed articles.	1
51	Yes plenty of online material	1
52	Yes the library has a variety of online resources to help guide my research for my nursing classes. There is plenty of research to support my topics of interest that are current and relevant.	1
53	Yes the materials in the Langley library were very helpful for my course assignments. They're plenty of textbooks and hardcopy materials available for study, which is immensely helpful as a student!	1
54	Yes the online library has made research more easily accessible	1
55	Yes- the subject guides online are very helpful	1
56	yes there are ample resources available at the library for assignments	1
57	Yes they are extremely helpful	1
58	Yes! The online database is quite thorough	1
59	Yes! The staff helped me lots	1
60	Yes, because we study from slides in our class there are some books which are expensive so I borrow from library I read in briefly about the topic.	1
61	Yes, everything is helpful	1

62	yes, good database	1
63	yes, however I do not use them	1
64	Yes, however the internet is just as useful.	1
65	Yes, I always feel like I have plenty of resources available in order to have sufficient research for my assignments.	1
66	Yes, I can find my resources needed.	1
67	Yes, I can use the database to look for research articles for my projects.	1
68	Yes, I find that the online research database are pretty easy to navigate. I also appreciate that the KPU library site provides video tutorials and research help guides; these were very helpful for learning to navigate the databases.	1
69	Yes, I think the library online search summon has lots to offer. I wish the library would suggest key words to use that would help you find more related searches towards your specific search of interest	1
70	yes, if i can't find it myself, then the instructions in how to find them are helpful	1
71	Yes, it provides almost all kinds of resources. For example, print books, e-books, journals etc.	1
72	Yes, Librarians are always available to help find research material	1
73	Yes, library is providing adequate help with research projects and assignments.	1
74	Yes, need more help with footnote apa citation	1
75	Yes, online resources and publications are easily accessible. Librarians are available for questions/concerns and are easily reached	1
76	Yes, so far so good for me with my brewing program	1
77	Yes, the combination of physical books and online research papers is adequate enough.	1
78	yes, the most important part in my opinion is the vibe. If I don't feel comfortable or safe I won't be productive.	1
79	Yes, the overall environment and the service at the library are adequate. Langley	1
80	Yes, there is a large body of scholarly articles to draw from via the online library, which assists greatly in specific report writing.	1
81	yes, they give us multiple sites, books and articles to refer to	1
82	yes, they have helped with my citations	1
83	Yes, they have most of the resources that I needed.	1
84	yes, they have relevant resources	1
85	yes, tons of resources	1
86	Yes, we have access to a lot of databases for our research.	1
87	Yes, what I need is usually available.	1
88	Yes, yes, and yes. I had zero problems in finding research when needed. Staff is knowledgeable and the online data base is easy to use. Finding the book I need helped save time scanning isles	1
89	yes.	1
90	Yes. A lot of books and computers available.	1
91	Yes. All of the citation resources, organized search for research, is so helpful.	1
92	Yes. Could have more access to journals.	1
93	Yes. I can look for a lot of resources for my research support on online database on library website. I can also get hard copies of books related to my research from the library.	1

94	Yes. I rely a lot on the online research database for reports and assignments	1
95	Yes. Online journals etc are great.	1
96	Yes. So far, everything I needed was there.	1
97	Yes. The choice of book for brewing is really good. The books are expensive, so I cannot buy them. But I can read them in the library. I really appreciate it.	1
98	Yes. The online resources (periodical databases, catalogue) were comprehensive	1
99	Yes. The variety of research for my assignments is more than adequate	1
100	Yes. The variety of resources available in KPU allowed for easier access to research materials.	1
101	Yes; the help online has been sufficient for me and answered any questions I had.	1
102	Yws, I use the online library website all the time for journals	1

8.3 Richmond

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

75 unique comments, provided verbatim.

#	Responses	Count
1	Have not tried yet.	1
2	I am a student of the Technical Apparel Design program. When I am a student of that semester, I could access all the research / documents from Summon research. However, when I am not enrolled in that semester, I could not find anything on Summon Search. I actually did not know that there is a restriction on when I can use the Summon Search. The library should state that clearly on the webpage. The reason why I am complaining about this is I may be doing the Capstone project in the coming Fall semester and would like to start doing research in Summer time. If I am not able to find anything from Summon Search when I don't have any classes to take, the process of doing researches on different topics will be delayed.	1
3	I am unsure because I do not go to the library much. I've only been in there a few times, and most was just to study quietly.	1
4	I do find that the library is providing a great amount of research support because there is a lot of databases that I could use to find my sources.	1
5	I do think the Richmond Library does provide an adequate amount of books. However, it would be nice to not only have older, historical references. There are books that are more current, but it would be nice if there were more.	1
6	I don't use the library or any content from the library to do my assignments	1
7	I feel like it has enough resources for me to find what I need	1
8	I feel that there could be more recent material	1
9	I have no experience with this.	1
10	I have no idea about that since I haven't used it	1
11	I have not used this service as much as I should so I'm not sure.	1
12	I have only accessed online periodical resources from the library thus far - that has been satisfactory. Good selection of data bases.	1
13	I have only used it once, and it was fine.	1
14	I haven't used it as much but so far it has helped me	1
15	I haven't had to use research support.	1
16	I haven't really used it too much, but I feel like it is quite accessible and that help/support is readily available.	1
17	I think so because there are many resources available	1
18	It has had some useful online textbooks that I have used, but beyond that I haven't really needed to use the library for projects.	1
19	kwantlen should have up to date citation generators for free without ads	1
20	Never tried to ask for help with research.	1
21	Not really. All of the research methods I had to learn myself or through my professors.	1
22	sometimes	1
23	Somewhat, but I find it easier to find resources on Google/other more common platforms so I don't find myself often needing to use library resources.	1
24	The library is good.	1
25	The library is supportive of assignments/projects the computers work well, printers are nearby. There is a tutoring center if needing extra help with course material.	1

26	This really depends on the assignments and projects. Generally, the library did provide sufficient research support.	1
27	Yeah	1
28	Yeah the librarians are willing to assist students as well to help us achieve a good grade	1
29	yes	4
30	Yes	10
31	yes - i have everything i could need to complete my projects at the richmond campus	1
32	Yes , library is providing proper facility with research as , I usually meet with librarian for research help and she assists me happily.	1
33	Yes and no. Online library research support support for my assignment and projects. But, if I go to the library physically, it is not that easy to find where the books are unless ask to a librarian.	1
34	Yes I think so. Being able to search journal databases online has helped a lot because there are some we cannot access without being apart of an edu. I have also used the ask a librarian which has helped me and also the citation guidelines have been so resourceful.	1
35	yes most books have enough info more me to gather up something	1
36	Yes the library has provided enough support for my research project as there are a lot of helpful guidelines on the website as well as the librarians	1
37	yes the online database is quick and efficient	1
38	Yes to support easy access	1
39	Yes very helpful with online material	1
40	Yes, access to all the online databases is very helpful.	1
41	Yes, because they know where to find the right books and stuff that I may need.	1
42	Yes, but usually don't use	1
43	Yes, especially the database online is very extensive and is easy to access and navigate.	1
44	Yes, everything that I need so far are available	1
45	Yes, I always find more than enough sources for research projects.	1
46	Yes, I always find something interesting	1
47	yes, I can usually find what im looking for	1
48	Yes, i do many research assignments at library	1
49	Yes, I know there's help that I can get to help with assignments	1
50	Yes, it always has the resources I am looking for	1
51	Yes, lots of available resources both online and at the library	1
52	Yes, majority of things I search for I can find.	1
53	Yes, mostly through the availability of online journal articles.	1
54	Yes, the data base and using summon search is helpful in completing assignments for school because there is many different sources to choose from.	1
55	Yes, the librarians and hardworkers, and helpful.	1
56	Yes, the library provides adequate research support as I can access anything I need.	1
57	Yes, the library's resources make it easy for me to access materials and study.	1

58	Yes, the online resources are very helpful	1
59	Yes, there are many resources that are available and easy to access, and I know that I can always ask someone if I require additional assistance.	1
60	Yes, there is a wide variety of types of research resources available.	1
61	yes, there is adequate support when asked for. however sometimes there are no librarians on duty.	1
62	Yes, there is an incredible selection of organized research.	1
63	Yes, they provide both type of help . From technology through laptops and computers and also books .	1
64	Yes, this is one of my favourite services, it's easy to access.	1
65	Yes, though I wish the search engine could be improved, however I realize that might be time consuming or costly.	1
66	yes. as it provides a study room and many resources for help with your assignments	1
67	Yes. Convenient and many sources	1
68	Yes. Especially chat with a librarian.	1
69	Yes. I find that everytime I need help finding something someone is available to help.	1
70	Yes. I mainly go through the kpu library databases, and it is so imperative that I have access to the journals that I need for my assignments.	1
71	Yes. Lots of peer-reviewed journal access.	1
72	Yes. Plenty of resources available.	1
73	Yes. There are very knowledgeable staff available to help	1
74	yes. tidy bookcase	1
75	Yes. When I have needed additional resources for projects and assignments the library has been able to provide all of the necessary resources	1

8.4 Surrey

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

383 unique comments, provided verbatim.

#	Responses	Count
1	A lot of help in terms of space to do work	1
2	Absolutely. Plenty of helpful resources and people	1
3	Although the librarian does her best to help out the students with the stuff they are looking for in person but while accessing library online it becomes difficult for me as a student as results for the topic i look for not always the desired.	1
4	as an undergraduate not seeking to pursue honors and such I find the resources provided are sufficient for my work	1
5	because they offer a rich selection of research resources	1
6	Definitely yes. The library's database of journals and articles is helpful when writing and citing papers.	1
7	Didn't ask yet know	1
8	Don't know	1
9	Everything I need , most of time I can find that in library or online	1
10	For new students, the library can be an intimidating place. Sometimes the wealth of resources available can seem overwhelming and students often have trouble knowing where to begin. But the library at Surrey newton is well constructed and has very helpful staff.library has provided me with super helpful material for all of my work	1
11	Generally yes. But placing library tutorials in a very visual location, and grouped together would help.	1
12	Generally, yes, I do. I am not taking a degree with a large amount of research needed, but what I have needed to do, the library has proven adequate for that.	1
13	have not explore much yet	1
14	Have not used	1
15	haven't got chance to use them yet	1
16	haven't used	1
17	I am not doing classes that would require me to research, but when I did lab reports for biology they had a great online base.	1
18	I believe so. Every librarian I've asked for help has been extremely helpful, especially in course-specific research help.	1
19	I believe that it really good	1
20	I believe the research support is very adequate, I have always received all the help I have needed	1
21	i didn't use yet	1
22	I does provide adequate research support	1
23	I don't know	1
24	I don't use the books in the library I just use it as a place to do my work or go and sit with friends	1
25	I don't know about such a service exists in surrey library.	1
26	I don't know i haven't used the researching materials	1
27	I don't know.	1

28	I feel I receive support when I need it	1
29	I feel like there should be more staff working there that can guide us or a course to do a library research so we can learn more about where everything is and learn to use the resources that are provided to us.	1
30	I feel that it is useful. But I haven't use adequate research support for assignments. I think if I'll use in coming days, it'll prove very useful.	1
31	I got lot of help from library material.	1
32	I have not used	1
33	I have not used any thing from the library for assignment yet.	1
34	I have not used it much since I'm still in my first semester	1
35	I have not used it yet	1
36	I have only gotten a crash course on citing in APA as part of my classes, so I have not had the opportunity to ask a librarian for help, but it seems like it was satisfying	1
37	I have only used this twice and I was satisfied.	1
38	I haven't had the chance to use the library for assignments till now	1
39	I haven't used it yet	1
40	I haven't been to campus in 2 years. I don't know.	1
41	I haven't had many research projects yet, but I found the online library helpful for what I did need.	1
42	I haven't really asked for help with research so I don't really have an opinion.	1
43	I havent really used the resources, apart from the databases. The database is available in almost every university, so no surprise there.	1
44	I haven't used any research support resources till now.	1
45	I haven't used any resources yet.	1
46	I haven't used it yet	1
47	I havent used this service.	1
48	I havent yet used the library for research support	1
49	I mostly use the online databases and those are easy to navigate and I can usually find what I am looking for, Finding a physical book is also easy and the selection is such that it can help with my assignments.	1
50	I never ask help from library to assist me in any assignment.	1
51	I really have no issues. Nearly any journal or book I've looked for in research (chemistry and biology) I have had access to through the KPU Library.	1
52	I think library has helped me in researching related to my study on computers. I am also able to make my assignments and projects on campus and have found all the books that I need from libguides.kpu.ca.	1
53	I think that the library does provide adequate research as I have used the online resources a lot for papers and found the articles I need to successfully complete my work.	1
54	I think they are providing a great support for research for my assignments because they have everything I need	1
55	I was always able to find what I needed when working on assignments	1
56	I would say so because of all the applications provided to us on the computer	1
57	I wouldn't know, I haven't asked for support	1
58	I'm getting all the help as there are computers and Librarians to help	1
59	i've only used the resources for one class and it was adequate but annoying i can only get certain books at certain locations.	1

60	I'm not so sure but as far as the online databate info. I'm not satisfied with the quantity	1
61	In my 3 courses I did all the quizzes so I haven't received any kind of help from them regarding assignment and projects	1
62	in the past how many students have really used it, why is it not popular? time to introspect.	1
63	It is but not upto the mark	1
64	It is but sometimes it gets a little hard to find things	1
65	It really amazing	1
66	Kind of, as a new student is still a bit difficult to navigate the systems of the library.	1
67	Library has helped me a lot in terms of my assignments specially by providing all the journals and printing machines to a quietand safe environment/	1
68	Library resources helps greatly in research as it has wide sources available.	1
69	Like I was saying before, I think that it can be improved. Students are not using hardcopy books anyone, and they are more comfortable searching online.	1
70	Loaning a textbook from another university was very good. Singlehandedly allowed me to succeed in one of my classes.	1
71	moderate satisfaction	1
72	no	1
73	No	3
74	no its not as i think it is not being updated regularly and with so many advances going on it is quite difficult as well	1
75	No opinion	1
76	No. The resources are extremely outdated and it's hard to find new and relevant information.	1
77	Not at all. times, like I have some networking subjects but library didn't had the specific resources available for my subject.	1
78	Not enough research articles but the support from librarians is top notch	1
79	Not sure	1
80	not sure to be honest, i don't use it much	1
81	Not that much, because of outdated resources	1
82	Online yes absolutely. It has been so helpful to be able to look up a book i need in the library and go and pick it up without much hassle	1
83	Since everything is available online, yes. I can find everything on my comupter using wifi at the library or use the computers there.	1
84	so/so	1
85	Somewhat yes. But I usually use Google for research.	1
86	Sure	1
87	The librarians are super helpful whenever I reach out to them for research help.	1
88	the library is quite small and the database as well but it's enough to get my research going so	1
89	The library's online resources have almost always had what I've needed. I've experienced technical problems which prevented me from accessing certain research materials.	1
90	The online library gives me plenty of resources that I can use for my research. I was not aware of PsychInfo and always used Google scholar, so that was something new for me to get used to.	1
91	There are a number of research papers I am unable to view, even with KPUs institutional login. There should be more resourses available being a KPU student	1

92	Until now I haven't accessed any such service	1
93	With regards to research, I have only really used the online databases and citation guides, but I am content with both of those services.	1
94	Would be nice to learn of research opportunities and how to make use of resources that exist	1
95	Ya somehow they are helping. Even our group when we study together it really help us.	1
96	yea	1
97	Yea	1
98	Yea the online library helps wherever I am and is easy to use and cite	1
99	yeah	1
100	Yeah	1
101	Yeah I believe the library gives enough support for my assignments because I typically use online databases as a primary resource. Also helps a lot with citations	1
102	yeah there are a lot of books	1
103	Yeah, cause every information that i look for is available here	1
104	Yeah, library is providing me all the documents that I needed to study.	1
105	Yeas , as I can use KPU library for many of my assignments and different researchs and get a lot to learn .	1
106	Yep	1
107	Yep, all the databases are there and the librarians explained them a few times with relation to the summons/ other custom search functions.	1
108	yes	32
109	Yes	80
110	YES	2
111	Yes Because there are enormous resources in person as well as online.	1
112	Yes - ILL is helpful. I also use the database weekly to search for scientific journal articles (studying biology)	1
113	Yes - there are many resources and quiet areas to focus on work	1
114	Yes , access to online research helps to get complete knowledge to get support in assignment	1
115	Yes , Because everything is available whether they are books or computers	1
116	Yes , when needed I always ask the librarians and they'll guide me either online In chat or in person and they physically show me what they're referring to	1
117	Yes ,there are books and good internet to access the information.	1
118	Yes .available services	1
119	Yes Absolutely!	1
120	yes and no, I am scared to ask for help at times so I don't know where to locate half the things in the library	1
121	Yes as everything I need any help regarding projects and books I came here	1
122	Yes as i get all information that i need	1
123	Yes as its helping to find books and also give proper guidance	1
124	yes as the resource database is available	1

125	Yes because according to me we need a quiet place to study without any disturbance and there is no other quiet place except library. Moreover there are some good books in the Library from where we can get best knowledge and help regarding assignments.	1
126	yes because all you need is in the library	1
127	yes because I always find the resources helpful.	1
128	yes because I am able to find whatever I am looking for from textbooks to research's and cases.	1
129	yes because i can find what i need	1
130	Yes because I do very good in my assignments due to the research support.	1
131	yes because I have access to databases/books/other resources and have never felt like something was missing while completing an assignment	1
132	Yes because it has a large number of resources for doing research on databases and google scholar.	1
133	Yes because it help me with citation format	1
134	Yes because there are a lot of resources for resources at the KPU libraries.	1
135	Yes because there is lot of study materials and computers installed for the usage	1
136	Yes because they try there best to share each and every source they have for our research	1
137	Yes because whenever I am making assignments I searched and it pops up immediately what source I need	1
138	Yes but i have not used these resoruces yet.	1
139	Yes but I'm an idipendent learned that relies on YouTube and my father with a master degree so not for me to say	1
140	Yes but not fully	1
141	Yes especially the informative online database	1
142	Yes everything is as a library should be	1
143	Yes everything is there.	1
144	Yes finding a good resources	1
145	Yes from the research data base online	1
146	Yes good environment	1
147	Yes have all the resources	1
148	Yes i believe everything a student needs is in library.	1
149	Yes i believe that	1
150	Yes i can find my resources for project but sometimes i have to search for many hours to get results	1
151	yes i do	2
152	Yes I do	1
153	Yes I do feel like I have adequate resources. I have hundreds of books for research and even more online resources. The desktops at the library also have helped with my research as they can run programs that my personal laptop cannot. And, if ever I have a group project, the library would be a good place to meet with my fellow classmates.	1
154	Yes I do feel that it is adequate because there are a lot of helpful resources on the library website and I appreciate the resource databases being categorized by subject	1
155	Yes i do think. All thanks to the management for all the help. I remember last week, I forgot my charger home and they provided me the charger and I finished my assignment.	1

156	Yes I do.	1
157	Yes I have never struggled to find recourses amongst the abundance we have	1
158	Yes i often get the things i search for	1
159	yes I think it is since it has most of the content i Look for	1
160	Yes I think so, from what I've heard from other students that have used these resources.	1
161	Yes it does	1
162	yes it does since the computers there help out with what im looking for in regards to research and the library also has many research resources.	1
163	Yes it gives me what I need.	1
164	Yes it has computers	1
165	Yes it helps me get access to resources I wouldn't have without the help of the library.	1
166	yes it is	1
167	Yes it is	2
168	yes it is. i can get any kind of data from library databse which is a lot useful	1
169	yes it provides enough to help me through the course and its assignment	1
170	Yes it's adequate enough to where I could find the resources I need	1
171	yes its very easy to find peer reviewed journals online	1
172	Yes I've been satisfied with the research support for assignments and projects. I've never had to go elsewhere when searching for something in the library.	1
173	Yes I've never had an issue thus far when it comes to research support, but also I've never truly reached out for extra help as I've had everything I've needed normally.	1
174	Yes library helps us in assignments	1
175	Yes library is providing sufficient research support.	1
176	Yes library resources such as books available help us to collect data from them and the numbers of computers available can be used for surfing in the internet	1
177	Yes love the database	1
178	Yes of course they do.	1
179	Yes online resources are great	1
180	yes range of computers and tutors	1
181	Yes So far I found all I needed	1
182	Yes stuffs were very helpful	1
183	yes sure	1
184	Yes the library catalogue is very helpful with providing adequate research support. The summon search makes it easier to look for scholarly articles.	1
185	Yes the online resources for research journals are very useful.	1
186	yes the summon search is great	1
187	yes there are a lot of places for information	1
188	Yes they are	1

189	Yes they are very helpful	1
190	yes They provided adequate research	1
191	Yes when ever I need books everytime it was available	1
192	Yes with the online search engine it's easy to find things for projects	1
193	Yes! Everything in the library is ordered in a way that makes info easy to find	1
194	Yes! The online selection is large	1
195	yes,	1
196	Yes,	2
197	yes, I have had success finding the required resources for multiple assignments	1
198	Yes, we are getting all the necessary documents from the library while doing assignments.	1
199	Yes, all the resources are available within the campus and we can access it anytime	1
200	Yes, all the things need for assignments and projects are available at library. From books, magazine, journals all are available for students.	1
201	YES, Alot in completing assignments and projects.	1
202	Yes, and although I haven't sought out any of the in-library tutoring programs or anything I have heard great thigns from them. Also, it is always so easy for me to find any materials I need in the library.	1
203	yes, as every facility is available for students	1
204	Yes, as some international students not know to make assignments and projects so, these online resources provide help to students to make assignments.	1
205	Yes, as sometimes I need books or reference books to complete my assignment which i get all the information from library resources.	1
206	yes, as there are all kind of resources available for all fields	1
207	Yes, as there are many online research databases provided to find reliable sources	1
208	Yes, at least I didn't feel the lack of any kind of information	1
209	Yes, because I always found relevant researches whenever I needed.	1
210	yes, because i easily get the books online and other material for research .	1
211	Yes, because I had business law exam and the female at counter helped me find appropriate book	1
212	Yes, because it has all the resources I need to get work done	1
213	Yes, because it has numerous resources for the assignments and study.	1
214	Yes, because it provides many resources for every course	1
215	Yes, because of the books and computers.	1
216	yes, because several books are free to students	1
217	Yes, because whenever I need to get any information regarding a certain topic I could easily get it from the books and other material available.	1
218	Yes, but since i just started coming to campus i have not used it yet.	1
219	yes, but sometimes not because i face many problems to find an applicable ethnographic resources for my courses.	1
220	Yes, cz of all the available resources and help from experienced librarians	1
221	Yes, database has filter researchs	1

222	Yes, definitely there are so much available such as citations, ad specially so effective computer books which are helpful for the assignment	1
223	Yes, especially the online database. It is easy to use and there is tons of stuff available	1
224	Yes, especially with the ebook access. Availability on and off campus is important.	1
225	Yes, for all my essays and assignments I've been using the online library research database and it's been very helpful.	1
226	Yes, gives us access to plenty of different research data bases	1
227	Yes, good collection of online books as well as hard copies	1
228	Yes, having assistance around at all time to help students is very beneficial	1
229	Yes, however, a friendlier disposition would be appreciated. I'm reluctant to ask for help because it seems as if I'm disturbing the staff, when there is no lineup.	1
230	Yes, however, there should be a tutorial on how to use the research database properly in the form of a easily accessible video.	1
231	Yes, I almost always have found usable sources from research support for projects	1
232	Yes, I am a new student though so I haven't been in the library long enough to know. It seems like a good place with resources for studying.	1
233	yes, I am able to find everything I need	1
234	yes, I am able to get desired material from those resources what ever I want	1
235	Yes, I am generally able to find anything I need within the database, and sometimes the physical library.	1
236	Yes, I appreciate the range and variety of books and resources.	1
237	Yes, I can find a lot of useful material	1
238	Yes, I can say yes to that because we can access reports from magazines like fortune and due to availability of computers we can also access surveys or other data published on internet.	1
239	yes, I do	1
240	Yes, I do feel they are providing adequate research support because I have been able to sign out textbooks and such and some I have been able to hold onto for the duration of my semester. I have also found materials online and some have even had free downloads which allowed me to read materials even when not connected online to the Library	1
241	Yes, I do, every time I asked for help they have supported and guided me to where I need to start looking at first.	1
242	Yes, I feel as though KPU provides plenty of support for research purposes. I'm happy with all the support this institution puts forward.	1
243	Yes, I feel like the library provides an adequate research supports especially in English research, but I need more resources when it comes to my Sociology assignments.	1
244	Yes, I feel like there is a multitude of research materials offered so that I am able to successfully complete my assignment and projects.	1
245	Yes, I find material regarding my assignments that helps me to find a solution easily.	1
246	Yes, i got stuck on a research assignment librarians taught me how to research and found the exact things i needed	1
247	yes, I had great help from librarian on citation questions	1
248	Yes, I have access to most databases when it comes to papers and exams.	1
249	Yes, I have access to online journals and databases, and hardcopies of books or journal.	1
250	yes, I have always been able to track down the necessary supplies and assistance	1
251	Yes, I have completed two courses based on library data base.	1

252	Yes, I have done a few research projects and I was able to find the material I needed	1
253	Yes, I have everything I need when I do my research.	1
254	yes, i have found everything i have needed.	1
255	Yes, I have found most of the stuff I tried to look in there.	1
256	Yes, I have never felt a lack of resources	1
257	Yes, I have never had any trouble acquiring adequate research information.	1
258	Yes, I have used askway many times and it was quick and they were able to understand what I was looking for.	1
259	yes, I have used for my research paper.	1
260	Yes, I like being able to use physical books to do research essays instead of having to read everything online. Reading online too much can make your eyes sore, and having too many tabs open can slow down my computer.	1
261	yes, I like having access to the online materials	1
262	Yes, I think library is providing more than enough resources for research as it is quite accessible and easy to find our research topics on library summon.	1
263	Yes, I think that resources in place are helpful	1
264	Yes, I use the online research databases all the time.	1
265	yes, I was able to do research on my project by accessing computers and books available over there	1
266	Yes, I was enrolled in English course last semester, and the librarian provided us with the useful material for completion of the major assignment.	1
267	Yes, I'm satisfied with the facilities.	1
268	yes, if you have a question then you can easily book a tutor	1
269	Yes, instructor explained the process to us in class.	1
270	Yes, it also helps that the faculty take the time to explain how to use databases	1
271	Yes, It has almost all which a student needs	1
272	yes, it has been always helpful.	1
273	Yes, it has lots of resources.	1
274	Yes, it helped me . As I got assignment of criminology and the resources needed were available there and was easy to found	1
275	Yes, It helps in every way. That is, from starting to the end.	1
276	Yes, it helps me to complete my assignments in good and calm area.	1
277	Yes, it is difficult for me to find ethnographic material but from library I found it very easily	1
278	Yes, it is providing with all the required support. As of my own experience I found everything required for assignments from the library.	1
279	Yes, it is simple and straight forward to research for projects.	1
280	Yes, It is.	1
281	Yes, it is. It has everything I needed till now.	1
282	yes, it provides accessible resources for any subject	1
283	yes, it provides enough materials and space for me to complete my assignments and projects with its rooms and different books and articles	1

284	yes, it provides the bare necessity and a good archives and navigation online.	1
285	Yes, it really helped in my first semester as I was in India and through online library facility I didn't get any problem in my studies.	1
286	yes, it save time.	1
287	Yes, I've been able to find almost all the research and study materials I needed	1
288	yes, kpu online library is a major help in finding sources for any course	1
289	yes, librarians are always available for research guidance when needed	1
290	Yes, library has a lot collection of books and also campus computers to use that help me to collect every information I needed.	1
291	Yes, library is doing it's best for students. Everyone is so helpful	1
292	yes, library is providing everything like Laptop, e-books, journals and other stuff related to assignments.	1
293	yes, library is stocked with every resource one needs.	1
294	Yes, library provides me helpful material for my projects and assignments and due to this resource only i am ble to get abundant knowledge about a specific topic.	1
295	Yes, library surely provides with all the research support. One can look for various books regarding the assignments and projects. Can use library PC's to surf online.	1
296	Yes, lots of resources	1
297	Yes, lots or resources!	1
298	Yes, most of the stuff i need for my homework, I can find it in library's online database	1
299	Yes, mostly. I am often able to find the resources necessary to complete my work, however, I sometimes have issues finding journal articles on certain topics that I am able to find on Google Scholar.	1
300	Yes, never had an issue	1
301	Yes, online resources like JSTOR, ProQuest, and the online database really help me with my courses' research component.	1
302	Yes, online support is beneficial	1
303	Yes, online there is a various research materials. In-person is a bit more difficult due to the fact that I have no idea of where or who is able to assists me.	1
304	Yes, our kpu library provides all the valuable sources for my assignments . i am using it for all the research projects and assignments . I scored 4.5/5 in my geography assignment after doing research through library material.	1
305	Yes, research librarians are vary helpful with my research.	1
306	Yes, since I'm in psychology everything thing I need for research articles are all provided on the data base to help me.	1
307	Yes, the book I needed I found right away	1
308	Yes, the email and chat with a library function have certainly made my life easier. I was able to get help even when I'm not on campus and that means a lot to me.	1
309	Yes, the librarians are extremely helpful in telling me how to narrow my search in the online database.	1
310	Yes, The librarians have been very helpful and the online database is quite large.	1
311	Yes, the library has helped meet all course requirements for projects and papers	1
312	Yes, the library has online service that has helped me in my assignments as well as journals that are usefull for projects i have done in the past	1
313	Yes, the library helps me with group projects as there are many resources available for me and my classmates.	1
314	Yes, the library is the most trustworthy source of information for academic purposes.	1

315	Yes, the library provide me enough for my research.	1
316	Yes, the online library resources have been invaluable to my research for my assignments	1
317	yes, the online periodicals are very helpful for research.	1
318	Yes, the research database is extensive.	1
319	Yes, the research database is filled with peer reviewed articles and journals.	1
320	Yes, the research support provided from the library was very helpful towards my projects and assignments.	1
321	yes, the website provides ample research support and citation resources.	1
322	Yes, there are all required facilities which a student can use to complete their assignments and projects.	1
323	Yes, there are books related to all subject we can look for our project	1
324	yes, there are lots of articles available	1
325	Yes, there are many good resources for me to use for my assignments and projects.	1
326	Yes, there are many resources available online and hard copies as well.	1
327	yes, there are plenty of computer available for use of research. There are also tons of books to find information for projects	1
328	Yes, there is a variety of sources to find on how to cite however I would like.	1
329	Yes, there is plenty of support.	1
330	Yes, theres lots of materials	1
331	Yes, they allow access to reputable resources for research.	1
332	yes, they are so helpful, having so many subject related books, computer and staff to help us.	1
333	Yes, they go the extra mile to show me research support available like the library articles	1
334	Yes, they have 'ask right away' sections and all the support regarding resources I need.	1
335	Yes, they have directed me in using credible journal websites to gather my journal articles- specially the ones that are imprtant to the topic I am doing.	1
336	Yes, they have pretty flexible hours	1
337	Yes, they provide different resources whether in person or online tutorials	1
338	Yes, they provide the adequate research support for my assignments as they have study materials available in the library.	1
339	yes, theyve had everything I've needed when I needed it.	1
340	Yes, through askaway chat	1
341	Yes, very satisfied	1
342	Yes, when I wanted to get the help, the librarian instructed me how to search for the information, and she asked me if I need further assistant. She was helpful, and made my life easy.	1
343	Yes, whenever I need attend classes I can use computer	1
344	yes, you cant find yourself in a position where you cannot locate the staff. Their stations are clearly marked	1
345	Yes,it is very helpful as we reach out the material from library that we want for studies	1
346	yes.	1
347	Yes.	5
348	Yes. I feel the range of resources is more then ample.	1

349	Yes. Ample amount of information is available at online and offline library. Furthermore, librarians are more than happy to help.	1
350	Yes. Especially with the online databases, I am able to find multiple journals, e-books, articles, etc. to help with my research and assignments.	1
351	yes. good database	1
352	Yes. Great online access to books/articles and help is available	1
353	Yes. I am able to find everything i needed.	1
354	Yes. I can be as vague or specific as I please on the databases and it will give hundreds of results. If there is something I cannot find, I can always ask a librarian to help find it with different keywords. I will admit, I use online databases more than the physical copies found in the library but I do know that the organization makes finding proper materials so much easier.	1
355	yes. I can find plenty of scholarly articles through the database	1
356	Yes. I did a research assignment last week and all went smoothly. I could find what I needed.	1
357	Yes. I get clues for my assignments	1
358	Yes. I recently had to find a research text and had a lot of support for me.	1
359	Yes. I use the online feature to reach out to librarians. It's been an extremely valuable tool. Also the IT services for I believe the program called Any Desk. We can access resources without having to pay for it ourselves if we need to do something from home.	1
360	Yes. I use the research database probably every other week and find it extremely useful.	1
361	Yes. I'm in third semester and till now i have done my most of the research with the help to library journal.	1
362	Yes. It does. Having online access to data bases for research is crucial for me.	1
363	Yes. It has a lot of research papers or articles that can support my assignments' ideas.	1
364	Yes. It has all the relevant things necessary for projects, even online library too.	1
365	Yes. It has helped me in my assignments and group projects.	1
366	Yes. It is a good environment to focus and study.	1
367	Yes. Providng research support and kindness.	1
368	Yes. Resources are available and fulfill my needs	1
369	Yes. The database on the library database has been a huge help for researching purposes.	1
370	Yes. The online access to journal databases is very helpful.	1
371	Yes. The online database is vast and O am able to gather all the required information from there.	1
372	Yes. There are people at the desk who are able to help and many different resources online as well	1
373	Yes. There are research tools and student assistance if needed.	1
374	Yes. Though I wish we had more online research data base	1
375	Yes. We often use the library to make group projects.	1
376	YES. when i go to the library, I always see a person at desk for those who need help for their research. There are also resources available online at Kpu library website, so we can easily check any info. up anytime	1
377	Yes. Wide variety	1
378	yes.. with the help of online books i made my assignments.	1
379	Yes..they make me understand more	1

380	Yes; Academic Search Complete can find me any source I need for papers.	1
381	Yess	1
382	Yess, everything is there which is the need for every student	1
383	Ys,, good environment for studying	1

8.5 Online only

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

185 unique comments, provided verbatim.

#	Responses	Count
1	As of this point, I have not needed to turn to the library for help with assignments	1
2	Based on my limited experience with it, it seems adequate. I greatly appreciate the online access.	1
3	Don't know	1
4	Excellent support	1
5	For the few research I've done, it's helped greatly with finding scholarly articles that were of merit. Though Google can be sufficient, the online library greatly helped shorten the search for relevant articles.	1
6	For the most part yes, however online there are a lot of articles and journals which you can see and click on, but then are told we don't have access to them and cannot find them elsewhere for free. It makes research difficult sometimes.	1
7	Generally yes, I find the online catalogues excellent	1
8	Have not used these resources	1
9	I am getting proper equipment	1
10	I believe so	1
11	I believe so.	1
12	I believe that the library has provided me with adequate research support to complete assignments and projects. For example, I frequently use the APA citation guides, sample student papers, and links to changes in the latest editions to support my research as they are informative resources.	1
13	I believe that there is adequate access to research material provided on the Library website (journals/periodicals)	1
14	I cannot fully answer this because I have not had to do a lot of research that involved going to the library. I mainly go for a quiet study break.	1
15	I didn't use as much I could	1
16	I do - we have access to a wide variety of useful databases and filters. The tool used to scour those databases seems to leave some things to be desired in terms of how deep it actually searches on any one of them, but that's probably an intentional compromise between performance and thoroughness. The fact that we can easily enough go and search those other databases one at a time if we see fit mostly makes up for it.	1
17	I feel like I have adequate research support, as there are online and in person assistance options.	1
18	I feel like it is. There are very helpful guides, and in a few classes there has even been a research week dedicated to learning and developing research skills.	1
19	I feel like the library does provide me with enough resources, i mainly use the online databases which have been helpful with assignments	1
20	I feel positively, I have found enough resources online	1
21	I feel that the database is adequate, though I sometimes have some trouble locating the research sources that I need.	1
22	I feel that the library is providing good research support because whenever I need any help regarding courses I always find suitable materials.	1
23	I feel there are better resources elsewhere online	1
24	I guess they are qualified to assist each student	1

25	I have not been able to use these resources as I attend school/classes virtually. Im not aware if library offers virtual support/help but this would be something worth looking into for myself as I personally feel more comfortable with virtual meetings as of right now. I am closest to Langley campus.	1
26	I have utilized the online library resources and they have been extremely helpful.	1
27	I haven't specifically used these materials but have heard great things from peers.	1
28	I like the online databases, I'm using it for the first time in one of my classes this semester	1
29	I think that I am getting enough support from the library as my most of the course material can be found there.	1
30	I think the data bases are very thorough.	1
31	I think they are providing us the books which are very helpful for our assignments.	1
32	I think they should more post content relevant to assignments and projects. when my semester begin I was in India there I no resource except the library to know how to do my reports. but I hardly get the format to do my work.	1
33	I wish there were more research articles available. Occasionally I need to go outside of KPU's lib resources to find relevant articles I need.	1
34	I would say so. However, I wonder if it is possible to book short online meetings for dedicated support as opposed to repeatedly messaging through the AskAway Live Chat.	1
35	I would say the library provides enough research support for assignments and projects. The online database and library are helpful for finding resources for whatever I need	1
36	If I've really needed something I've managed to eventually find it so it's fine	1
37	I'm going to tentatively say yes as I still don't quite fully grasp the scope of what the library offers.	1
38	In my view, yes, it is providing.	1
39	It is adequate. I haven't had to look too deeply into library archives yet though, so that may change.	1
40	It is sufficient for the subects I have taken.	1
41	It may be good to allow students to access more articles/opinions columnist from different media.	1
42	More journals would be good	1
43	More resources in the A-Z data bases would be great. Maybe a how to manual and what resources are best for what department. If this already exists I have no idea how to access it.	1
44	My courses mostly are math classes, I don't use library very often	1
45	need to be more friendlier	1
46	Never tried that	1
47	Nil	1
48	No	1
49	No cause I tried to get but cannot find appropriate notes	1
50	No idea for in-person but on the online platform I didn't received the exact data.	1
51	No opinion	1
52	No, as I recently struggled with finding relevant researching articles online for an English class last semester	1
53	oh yes definitely. we are able to find many online resources and in person help at the same time.	1
54	Oh yes it is very much as the librarian has made pages especially for my courses that are very helpful	1
55	Online database yes- I have not been on campus for over a year. It's easy to navigate and use	1

56	Online resources are helpful	1
57	Online search tool is too complicated, looks messy, hard to find the books I want.	1
58	Some updated sources would be nice, but overall seems fine.	1
59	Somewhat yes. I would normally get good resources in our online library for my researches.	1
60	Somewhat. As previously mentioned, limited by not having use of Whiley database.	1
61	The library do provide adequate support for my assignments which makes understanding topic easier.	1
62	The online databases are helpful but I have not used any in person help.	1
63	The online library journals and essay quite helps me to complete my assignments.	1
64	There are times where specific resources I am looking for are not found on any of KPU's databases, but most of the time I am able to find what I am looking for.	1
65	There is lot of material available online for all courses, which helps the students to complete their projects and other works related to their studies.	1
66	Well I mainly use online which does help me with my academic work	1
67	yeah, in one way or another it helps to provide some details	1
68	yeah, multiples of options, actually.	1
69	yes	10
70	Yes	15
71	Yes As many assignments I have completed taking help from library resources	1
72	yes - supplementary readings are available	1
73	Yes because anything I look for I can usually find or something similar.	1
74	Yes because I can find my books easily	1
75	Yes because it helps us lots collect lots of information and we get many books to read and make assignments and projects which is beneficial for us	1
76	Yes because my English class assignments are based on books from the library	1
77	Yes because they are easy to access relevant to the topic of research	1
78	yes because they have a lot of databases	1
79	Yes definately have the resources I need to do all my research for projects	1
80	Yes I can usually always get what I need.	1
81	Yes I can usually find useful resources no matter what subject I am researching.	1
82	Yes I do. It is useful. Due to I am out of Canada, I can use it online.	1
83	Yes- i get good resources.	1
84	yes i have found all i needed	1
85	yes i have used the library database for many assignment and it's easy to use.	1
86	Yes I like to use ebscohost	1
87	Yes I search for my articles and get them	1
88	Yes I think I have everything that is needed	1
89	Yes in some sense, online I'm able to do my projects in apa format and the online library provides me with those citations very easily	1

90	yes it is providing adequate material for my assignment. I just have to search the topic and a lot of material related to that appears.	1
91	Yes it is providing every material I needed for my projects or other course things.	1
92	Yes I've been impressed with the research available through the library website	1
93	Yes- librarians have most always been helpful, and resources have been easily found or directed to where they can be found	1
94	yes library is the best option for research about any assignment because there is the lot of facilities provided by college .	1
95	yes lots available	1
96	Yes of course I think it will help alot	1
97	Yes online library resources are very good especially for assignments	1
98	Yes since I'm available to access the information I need	1
99	Yes the library does, it is just a matter of finding them.	1
100	yes the online material is sufficient	1
101	Yes there a lot of options online to filter out the options resulting in more accurate findings for research/interested topic	1
102	Yes there are lots of information available regarding our assignments and projects	1
103	Yes they are providing	1
104	Yes they are providing document we can use.	1
105	Yes they provided because I have completed many assignments from library materials	1
106	Yes!	1
107	yes! Great citation references. A	1
108	Yes! I like the askaway chat services! They have been very helpful!	1
109	Yes, articles are very accessible.	1
110	Yes, as the online catalogue has a variety of different resources for assignments	1
111	Yes, aside from Google, they provide other information for my assignments	1
112	Yes, Because all the resources i look for Library research provide me the accurate ones.	1
113	Yes, because I haven't had any troubles not finding something that I need.	1
114	Yes, because it helps in my subjects.	1
115	Yes, because library has book that help me with our assignments.	1
116	Yes, because the university has a large collection of books for my program.	1
117	yes, because there are plenty of sources to obtain information	1
118	yes, but I wish the library could bring more resources like peer review in the web.	1
119	Yes, from what I have dove into so far, there are many sources for most subjects/topics covered	1
120	Yes, however I sometimes run in to issues with accessing journal articles as I get redirected to different websites that I have to log in to again or have to try and figure out how to access articles I am interested in.	1
121	Yes, I am a nursing student and use CINAHL database almost weekly	1
122	Yes, I am able to get textbooks from the library as well as peer reviewed sources	1

123	Yes, I can access related articles, books or other material for my courses except in some rare cases	1
124	yes, I can find almost all of what i need in online lib	1
125	yes, I can find what I need thanks to guidelines from the librarians	1
126	Yes, I can find what I need, and get the help I need finding items I have difficulty locating.	1
127	Yes, I do. I have had to use library resources to search for articles for my essays, and the library has a ton of good academic resources to support your essays.	1
128	Yes, I do. The library provides everything that I've needed so far.	1
129	Yes, I have adequate resources to complete my research assignments through the online library	1
130	yes, i have done two assignments using the library database and it was easy to use.	1
131	yes, I have got much information from the library regarding my assignments and projects but sometimes, I find it difficult to find sufficient information, may this happen due to my assignments topics.	1
132	yes, i havent had any problems	1
133	Yes, I use it online and it provides very useful things like articles and everything is easily available when we searched online.	1
134	yes, I use the resources found on brewing from the online collection regularly and rarely need to look anywhere else	1
135	Yes, It is providing everything in person as well as online	1
136	YEs, it provides everything we need	1
137	Yes, it's fairly easy to find what I'm looking for.	1
138	Yes, KPU library excess every resources that a student is needed in its studies. I must say KPU's all research ideas are grateful for students specially for the mew comers as well. As i remembered my time likeli am a international student amd with the help of its support i feel no difficulty in my studies.	1
139	Yes, library is providing support but it is very difficult to find what you actually need.	1
140	Yes, library is providing us with the adequate research support . We need to find anything related to course , just visit the library site and you get the material.	1
141	Yes, lots of informational help resources and available online and in person help.	1
142	Yes, lots of resources available.	1
143	Yes, most of the resources are easy to find and access.	1
144	Yes, never tried.	1
145	Yes, our librarians are very helpful and knowledgable.	1
146	yes, provides articles for case study analysis	1
147	Yes, so far all of my needs have been met.	1
148	Yes, so far I have found countless of resources just using the kpu library.	1
149	Yes, the academic databases allow for the use of peer-reviewed studies which are absolutely necessary	1
150	Yes, the computers and library website are convenient for research	1
151	Yes, the computers and quiet place allow for optimal study and work conditions.	1
152	Yes, the librarians are always there to help with online research and citations.	1
153	Yes, the librarians are constantly available to guide and it is easy to research the extensive library database.	1
154	yes, the librarians are more than helpful with providing reliable sources	1

155	Yes, the online access is astoundingly good	1
156	Yes, the online portal has been very useful in my research projects	1
157	Yes, the online resources are very complex	1
158	Yes, the online resources I am using are beneficial to me.	1
159	Yes, the resources available have been an asset to all my projects.	1
160	Yes, the subject guides, citation resources, and availability of librarians for assistance is helpful!	1
161	Yes, there are always plenty of research articles available.	1
162	yes, there are instructions that teach us how to complete our research	1
163	Yes, there are lots of resources available to us	1
164	yes, there are many article journals that can be used.	1
165	Yes, there are plenty of resources on the online website of library for my assignments because when I need to research I go to the website and apply filters for my topic research and easily get the required information.	1
166	yes, they are very helpful	1
167	yes.	1
168	Yes.	6
169	Yes. All online resources that I have utilized have been very helpful.	1
170	Yes. Because I get the resources I need online.	1
171	Yes. I find its adequate and somewhat easy to maneuver but would like a guide or tool page in order to better use certain databases.	1
172	Yes. I know I can get help from the librarian when needed for additional support. But most of the time the online resources are sufficient enough.	1
173	yes. I used it a lot in my 1st year.	1
174	Yes. It Has a lot of good videos explaining in details.	1
175	yes. Lots of help and resources available	1
176	yes. no complaints at this point	1
177	Yes. Online databases are good	1
178	Yes. Online resources are very easy to use. Initial instructions how to use were not clear, but with some time I've figured it out	1
179	Yes. Staff are always available to help students.	1
180	Yes. The resources are accurate and staff is knowledgeable.	1
181	Yes. There are a lot of resource I used to help with my assignments	1
182	Yes. There are a lot of resources but I think the problem for some students is that they don't know about thr resources or have heard of the resources but don't know where to access them.	1
183	yes. we can easily find the course online	1
184	YES. We get all kind of help needed to study.	1
185	yes; I was amazed at how much is available online for me, particularly since I am a mature student who is returning to the university setting after many years.	1

8.6 Neither in-person nor online

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

23 unique comments, provided verbatim.

#	Responses	Count
1	dont know	1
2	Group meeting rooms , reading rooms for discussing and material both online and offline	1
3	Have not used	1
4	I don't know since I have never used the library.	1
5	I had no reason to use library, but I may have a need in the future.	1
6	I have not used the library for research support yet so I am not sure.	1
7	I haven't used it for that purpose yet.	1
8	I never used.	1
9	I think so as , but since things are moving online , i would recommend have more online related contant for library to provide better resourses. Perhaps details resourses that cannot be found anywhere else that is relavant to the course that a student is studying.	1
10	I've only had to use it for one of my classes so far (the online database for psychology studies) and I found there was enough information for me to work with.	1
11	[*], I have an assignment to do and this survey just keeps going and going...	1
12	No free limited print out available.	1
13	Not really. Most assignments require many sources, while KPU library only shows a few (if that) that are usable/convenient.	1
14	Not sure how to utilize the services so not sure.	1
15	Not sure yet.	1
16	The library has provided me with adequate research support for my assignment as for my lab reports i look back at the library on how to correctly cite on the correct citing style	1
17	yes	2
18	Yes	3
19	yes it is great	1
20	Yes, but in order to visit them, professors must motivated us to do it.	1
21	Yes, everything is important and easily available.	1
22	Yes, Library provides various materials such as books, for learning and studying. Learning rooms are best which helps to learn in peaceful environment.	1
23	Yes. When I look in the databases I mostly find what I need.	1

9 Open-ended Question (Q16): We recently upgraded some of our study rooms with technology. Are there any other types of technology/equipment you would like to see in the study rooms? Please specify the campus, if applicable.

9.1 KPU Tech (Cloverdale)

Question: Are there any other types of technology/equipment you would like to see in the study rooms?

10 unique comments, provided verbatim.

#	Responses	Count
1	AC	1
2	Have not used	1
3	i was in the study room and they seemed to be perfect. i cannot think of anything else that is needed in the study rooms	1
4	I'm satisfied with the study rooms	1
5	Kpu tech Some audio learning software for each course/trade would be great	1
6	Laptop	1
7	N/A: Never used a study room	1
8	no	2
9	No it's good	1
10	No there ain't any need of more upgrading	1

9.2 Langley

Question: Are there any other types of technology/equipment you would like to see in the study rooms?

72 unique comments, provided verbatim.

#	Responses	Count
1	All are good	1
2	Computers/Laptops in Langley study rooms	1
3	Do they have cameras?	1
4	Don't use them	1
5	Don't know	1
6	E-Sports - Gaming	1
7	Everything is up to date	1
8	Have not seen any technology upgradation at langley campus	1
9	Haven't used it yet	1
10	havent been to a campus in 2 ish years	1
11	haven't tested them out since they've been renewed so I'm not sure but I'll have to try them out now	1
12	I can't think of anything at this time	1
13	I didn't use study rooms yet	1
14	I do not have any suggestions at this time	1
15	I have not been to the study rooms since Covid but last time I used one at the Langley campus, it was very dull and limited amounts of rooms compared to the surrey campus. I like how there are white boards and markers available upon request. Having a computer inside a few rooms might be a helpful option for those with limited resources to computers or forgot at home.	1
16	I have not made the time to know where the study rooms are or how to locate and book one, but I think that would be really helpful for my studies	1
17	I have not used the study rooms	1
18	i have not used them yet	1
19	I haven't been in a study room yet.	1
20	I haven't gone into any study rooms before, so I don't have a proper answer.	1
21	I haven't used a study room	1
22	i havent used equipment so idont know	1
23	I only use the study rooms once in a blue moon, and each time we have brought our own laptops. I use the space more for quiet places to meet to go over projects.	1
24	I think whiteboards are sufficient.	1
25	I'm actually pretty happy about this already.	1
26	im happy with all the upgrades for now	1
27	In Langley campus there are no computers in the study rooms yet	1
28	I-pads	1
29	Just the computers & printer are good enough.	1

30	Langlet	1
31	Langly campus/It will be really nice if I can use my laptop for printing out the document. Now, I have to log in Library computer every time I need to print out something. That is extra work for me. (I believe many people work with their own laptop.)	1
32	Maybe kindles	1
33	Maybe more laptops for use	1
34	More outlets, lots of students use laptops and often don't charge it so theres a lack in outlets for us to charge our laptops.	1
35	More private rooms to study	1
36	more tables	1
37	More whiteboards!!! I don't need a lot more technology.	1
38	no	3
39	No	10
40	No everythings perfect just need to add or change or brought new whiteboard marker (langley campus)	1
41	no I do not need more than my laptop for most of my course work	1
42	No it's a good start	1
43	No thanks	1
44	No, I like the new technology it is very handy and useful	1
45	No, I think it is sufficient. There is no need of other facilities. All are works very good.	1
46	no, I think they are accurate.	1
47	No. All I really need is my laptop.	1
48	none	1
49	None	4
50	None at KPU Langley, I think the study rooms work as is for my needs.	1
51	nope the tech is good	1
52	Not at the moment.	1
53	Not sure	1
54	not sure about it	1
55	Not that I can think of	2
56	Not that I can think of at the moment.	1
57	Nothing	3
58	Nothing I could think of right now	1
59	Printer/scanner.	1
60	printers, laptops, scanners extra supplies	1
61	Projector	1
62	Projector for PowerPoint.	1

63	Projectors that can connect to laptops so that when doing group study sessions we can go through powerpoints together.	1
64	Projectors?	1
65	Room 1125 at the Langley Campus has this really low table that everyone doesn't like!! It's far too low and makes you slouch when you work there. A higher table would be nice :)	1
66	Rooms are perfect	1
67	smart boards, get rid of chalk boards	1
68	The study rooms are well done and organized. Langley	1
69	The study rooms seem to be well-stocked for technological options in my opinion.	1
70	Unsure	1
71	yes	1
72	Yes in Langley Campus there are some computers which are not working.	1

9.3 Richmond

Question: Are there any other types of technology/equipment you would like to see in the study rooms?

58 unique comments, provided verbatim.

#	Responses	Count
1	Chargers	1
2	Comfortable spaces.	1
3	Computer	1
4	Dont use those room often	1
5	For study rooms, I think a screen and speaker would be good enough	1
6	Have not gone to the study rooms yet	1
7	Have not tried yet.	1
8	Have not used	1
9	Haven't really seen the technology as I have my own laptop and that is enough.	1
10	Haven't seen the study rooms yet.	1
11	Haven't used a study room.	1
12	Hdmi or airplay supported screen	1
13	I didn't know about those upgraded study room.	1
14	I do not use the study rooms	1
15	I dont know.	1
16	I have no experience with the study rooms.	1
17	I have no experienced a study room with technology	1
18	I have not used a study room yet, so it is hard for me to say.	1
19	I have not used the study room at the library	1
20	I have not yet been in any of the study rooms	1
21	I have yet to use any of the study rooms following their upgrades.	1
22	I haven't seen these rooms in a while. I usually go to study rooms and stay there to finish my tasks. Maybe I have missed them.	1
23	I haven't used it yet	1
24	I haven't been in the study rooms yet.	1
25	I haven't seen any updates in the Richmond library	1
26	I love the new upgrades in richmond campus	1
27	I visit to Richmond campus and tech rooms are beneficial. I don't think there is need of something else.	1
28	I would suggest to have more outlet for students to plug their devices (laptops or mobiles).	1
29	It has been a while since I've used a study room so I can't speak accurately on this question	1
30	Laptops/PCs with large screens. Richmond	1

31	Massage chairs would be wonderful haha. Perhaps more dynamic seating technologies in the library? Balance ball chairs, bike-desks, treadmill tables. But maybe this is just a dream	1
32	Maybe colour temperature changing lights, to emulate either sunlight, artificial light, or candle light?	1
33	More chairs	1
34	no	2
35	No	6
36	No , all good.	1
37	No, I think the current technology and equipment is fine.	1
38	No, there are none.	1
39	No.	1
40	None	1
41	None.	1
42	not sure	1
43	not that i can think of	1
44	nothing	1
45	Nothing comes to mind.	1
46	Nothing in particular at the moment	1
47	nothing in specific	1
48	Projectors	1
49	Richmond	1
50	Richmond campus	1
51	Richmond Campus: I haven't been in any of the study rooms this semester, but what I always look for is accessible power outlets, comfortable chairs, strong wifi signal, and sound-proofing/absorbing if possible. For bigger rooms/groups, I also look for a whiteboard with working markers and erasers, and maybe even a projector to share screens with the group.	1
52	Richmond Canpus	1
53	Richmond. I have never used study rooms there.	1
54	teachers should record all lectures so students can watch it later	1
55	The study room is wonderful and useful.	1
56	unsure of what other types of equipment there are.	1
57	Whiteboard if that's not already a feature at the Richmond campus.	1
58	yes, Richmond prefer	1

9.4 Surrey

Question: Are there any other types of technology/equipment you would like to see in the study rooms?

316 unique comments, provided verbatim.

#	Responses	Count
1	3D Printer	1
2	A fan in the study rooms would be great because sometimes it gets a little too hot inside.	1
3	A humidifier in the study rooms because sometimes it is hard to breathe dry air, especially in enclosed spaces.	1
4	A main display screen on the wall which was added to a couple rooms proved very useful! I would like to see possibly slightly bigger rooms with these features	1
5	A Power Strip in more seating areas could be helpful for when there are multiple students working. (Surrey Campus)	1
6	A water fountain in the Surrey campus	1
7	According to me study rooms were well eQuipped	1
8	All are really good	1
9	All equipments have	1
10	all good	1
11	All good	5
12	All good in Surrey Campus	1
13	All good!	1
14	All good.	1
15	As long as the study room has a computer I'm good	1
16	Be able to book more than once a day if no one else is waiting.	1
17	Because of covid I have not come to university yet. So I don't know about it.	1
18	blacklight	1
19	Cant think of anything	1
20	coffee machine surrey campus	1
21	Comfortable chairs	1
22	computer charging plug, separate study area with partition,	1
23	Computers (Surrey)	1
24	computers in every room like in classrooms	1
25	Couches, I feel like studying all the day sitting on the chair gets boring, so relaxed and comfortable atmosphere is nicer. But I have not seen the study room yet. Surrey.	1
26	Do not know enough about this subject to comment	1
27	Don't know	2
28	don't know	1
29	Don't know	1
30	Everything fine.	1

31	Everything is fine	1
32	Everything is good	1
33	Everything is good!	1
34	everything is good(surrey main)	1
35	Everything is good.	1
36	everything is great	1
37	Everything is great	1
38	Everything is perfect	1
39	everything is perfect for now.	1
40	everything is present.	1
41	Everything is satisfied	1
42	Frankly speaking! I haven't used any of the study rooms till date! So no comments.	1
43	Happy with how it is.	1
44	have not explore much yet	1
45	Have not used	1
46	Have not used study room recently.	1
47	Have not yet used.	1
48	Haven't used so I can't answer	1
49	Haven't used the new study rooms	1
50	Haven't been there yet	1
51	havent noticed TBH	1
52	haven't used	1
53	Haven't used yet.	1
54	honestly i never use the room inn library	1
55	Honestly telling I never went to study rooms as I did never booked study rooms so I don't know about this as much	1
56	I am not sure	1
57	i am not sure as i havent used a study room since the fall semester but its great to hear its been upgraded!	1
58	I am not sure at this time. I am satisfied with what I have been offered and thankful also for what I can use	1
59	I am satisfied with the current technology	1
60	I am satisfied with the tech at the Surrey campus.	1
61	I believe headphones near desktops should be there	1
62	I can do everything on my laptop so i wouldnt know personally. but i have seen others using the tv etc.	1
63	I didn't have the opportunity to check the upgrades yet.	1
64	I don't know	2

65	I don't have any ideas	1
66	I don't think it needs any further improvements.	1
67	I don't use yet	1
68	I feel everything is great in Surrey KPU campus.	1
69	I hadn't use them till now	1
70	I have never used the study room in a while so i am not sure	1
71	I have no opinion on the technology as I am a paper in hand kind of person.	1
72	I have not been in a study room for over two years so I do not know what more I would want in there.	1
73	I have not been in one of the rooms.	1
74	I have not been in the study room as of recently.	1
75	I have not been to a study room in the past 1.5 years due to COVID-19 so I'm not entirely sure what has been upgraded.	1
76	I have not been to the study rooms	1
77	i have not used a study room in 3 years so i dont know	1
78	I have not used any of the study rooms since the COVID-19 pandemic, so I cannot comment.	1
79	I have not used library in person since last 2 years, only online.	1
80	I have not used study room this semester yet but would love to find out	1
81	I have not used study rooms before	1
82	I have not used the study rooms so I cannot say what I think they need.	1
83	I have only visited the Surrey library once. I would need to do it more times to answer this question.	1
84	I haven't had a chance to take a look so I'm not sure!	1
85	I haven't use it yet	1
86	I haven't used it but I'm sure it's great	1
87	I haven't used the study room with the new technology yet	1
88	I haven't used the study rooms yet	1
89	I haven't used yet	1
90	I haven't been to the study rooms recently so I'm not sure what was added to it, but having at least one computer will help for those who can't bring one and needs a room to study.	1
91	I haven't been to these room ! so can't suggest	1
92	I haven't found anything like this. Everything is good.	1
93	I haven't seen any of the rooms with technology, but I bring my own technology, so I don't think this is something that I would benefit from very heavily (but I acknowledge that this may be very useful for students who are unable to afford specific devices).	1
94	I havent seen the study room for this year but lastyr all is well	1
95	I haven't seen the technology that's being offered yet. However, I am already satisfied with the whiteboard and its dry erasers that come with the study rooms since most students that I know come with their own personal computer anyways. This is in Surrey campus.	1
96	I havent seen them recently due to covid.	1

97	I haven't used any tech yet	1
98	I haven't utilized study rooms since pre-pandemic.	1
99	I like the screen and the computer in the study room	1
100	I look forward to checking this out, when safe to do so. I hope there is good ventilation.	1
101	I never use them.	1
102	I personally visited the study room of surrey campus and meeting room of civic plaza. I hink they are best.	1
103	I think all study rooms would benefit from having sound dampening panels, or a rubber strip between the door so that rooms can be quieter.	1
104	I think buying 3d printers in the Surrey Campus would really bond the students to work on projects after class. I transferred from SFU and trust me that the 3d printers brings students together and it builds a passion for learning.	1
105	I think everything is there	1
106	I think it would be cool if there were recording studios available, kind of like the Vancouver Public Library.	1
107	I think it's enough and it would depend on future if there is more upgraded technology	1
108	I think study room are perfect with the upgrade version and i don't want any changes in that.	1
109	I think the surrey campus every facility to their students	1
110	I think the tech in the study rooms are great. Some rooms dont have a whiteboard. Those would be perfect for studying.	1
111	I think think that the technology and equipment in the study rooms are adequate for now.	1
112	I thought the additions of technology was a nice improvement.	1
113	I usually bring my own laptop, but since it's related to technology, it's very difficult to connect to the university's internet. I usually have to use my phone data because it just won't connect for some reason.	1
114	i want to have good audio quality headsets in study rooms, surrey campus.	1
115	I went to library only one time and I don't know much about it	1
116	I would have to check, I haven't been there in a while	1
117	I would like to have access to ArcMapping M:drive remotely instead of just the library	1
118	I would like to recommend that there should be more computers at Surrey library on the third floor.	1
119	I would like to see iPads but I'm not sure if we have them in the study rooms, at the surrey campus	1
120	I would like to see study rooms with screens that could be connected to a laptop.	1
121	I wouldn't mind seeing a tablet of some sort in the study rooms but it's still trying it's purpose without it.	1
122	If possible a rest equipment Something that help people relieve stress	1
123	im satisfied	1
124	I'm satisfied with the technology and equipment.	1
125	In surrey campus, provide webcams with computers so students can attend some online classes while having in person classes on same day.	1
126	in-build computers which so that students who wants to use study rooms do not need to book their laptops. This can also increase chances for other students to access laptops services.	1
127	iPads	1
128	iPads maybe if they are already there then I might have not noticed	1

129	It is fine	1
130	It is okay.	1
131	It isn't compatible with macbooks.	1
132	it was good	1
133	Its perfectly fine from my point of view.	1
134	I've never used study room.	1
135	just the wifi needs a strong connection my laptop and phone never works with KPU WIFI. NEVER.	1
136	Just whiteboard markers and erasers	1
137	Laptops	1
138	Laptops or computers with good internet access	1
139	Laptops, headphones, some kind of stationary like pen pencils and papers for notes is must.	1
140	Laptops. Surrey Campus	1
141	laptops?	1
142	Mac book chargers.	1
143	Maybe more outlets for laptop charging in the Surrey buildings	1
144	Maybe more white boards I like the idea of physically writing things out	1
145	Maybe printers in some rooms	1
146	Maybe projectors so as to practice group project presentations.	1
147	Maybe tablets for loan? I'm not sure if we have that but being able to digitally upload notes and write on a tablet would be helpful.	1
148	More charging ports for laptops and phones. Sometimes there are larger groups for assignments.	1
149	More charging stations and larger tables	1
150	more laptops could definitely be of assistance.	1
151	More power connections	1
152	More power outlets, and screens or projector for connecting a computer to	1
153	More printers	1
154	More whiteboard markers.	1
155	More windows	1
156	My study is online.	1
157	N/a because I've never used a study room	1
158	Never used a study room	1
159	new computers would be of great help especially the ones which dont hang	1
160	no	15
161	No	43
162	NO	1

163	No , I am good	1
164	No because for my course I do not use any source	1
165	no campus surrey	1
166	No equipment is required at the current moment	1
167	No everything is good	1
168	No everything is Just fine	1
169	No everything is perfect but I would love to see libraries offer resources such as homework help and tutoring, as well as afterschool study programs	1
170	No I am quite satisfied with the technology used in the study rooms	1
171	No I am satisfied	1
172	no i have not used yet	1
173	No i haven't used the study room yet	1
174	No I think the study rooms are perfect! Nice and quiet place to work at.	1
175	No it is adequate.	1
176	No it's all good	1
177	No it's good	1
178	No KPU main campus	1
179	No need of addition. Best rooms Surrey campus	1
180	No not at the moment	1
181	No suggestions	1
182	no thats ok!	1
183	No the technology is fine.	1
184	no there great as is	1
185	No!	1
186	No,	1
187	no, all are good	1
188	No, almost all services are available at surrey study rooms.	1
189	No, as a student I am totally satisfied with the up-gradation made in study rooms and that our enough for me. (Surrey campus)	1
190	No, completely satisfied.	1
191	No, current rooms are best.	1
192	No, everything is good according to me	1
193	No, I am satisfied with the technology	1
194	No, I am very satisfied	1
195	No, i feel okay with the technology installed already	1
196	No, I think everything is good out there	1

197	No, I think I'm very happy with these types of technology facilities.	1
198	No, I'm good	1
199	No, it is all good.	1
200	No, the technology so far has been useful and up to date in Surrey.	1
201	No, the white boards are very helpful.	1
202	No, they are already so perfect.	1
203	No, they are great.	1
204	no.	1
205	No.	1
206	No. All good	1
207	No. All looks good.	1
208	Noise canceling headphones as loan equipment, during the visit	1
209	Noise cancellation rooms / more privacy.	1
210	Non, I feel it is good.	1
211	none	2
212	None	1
213	none I can think of	1
214	None that I can think of at this moment	1
215	none, everything is perfect	1
216	None.	1
217	None. I haven't used any study rooms.	1
218	Nope	1
219	Nope all is good	1
220	Nope all the things are there	1
221	Nope they are all good	1
222	nope!	1
223	Nope!	2
224	Nope, fine with what's already available at the Surrey Campus	1
225	Nope. All good	1
226	Not a the moment	1
227	not any	1
228	Not at this moment	1
229	Not aware of this upgrade	1
230	Not currently.	1
231	not experienced yet	1

232	not really, I think it looks nice	1
233	Not really. I think every thing is sufficient, we'll managed and organized. (Surrey)	1
234	not sure	1
235	Not sure	2
236	Not sure haven't attended since pre Covid	1
237	Not sure I haven't used the study rooms recently	1
238	Not sure which technology was added, I think as long as there are plugs and lighting everything is good!	1
239	Not sure; I haven't been in one since before the pandemic.	1
240	Not that I can think of at the moment	1
241	Not that I can think of currently.	1
242	Not that I can think of, but it's great that they're doing that!	1
243	Not that I could currently think of	1
244	Not that I know of	1
245	Not that I'm aware of!	1
246	Not used.	1
247	Not yet	1
248	Not yet.	1
249	nothing	1
250	Nothing in mind	1
251	Nothing in particular.	1
252	Nothing much	1
253	Nothing specific	1
254	Nothing specific.	1
255	Nothing that I can think of at the moment.	1
256	Nothing to add	1
257	Nothing.	1
258	On campus I have not really been too since covid so I can't answer this.	1
259	Outlets, white boards,	1
260	Overall I am satisfied with the resources and technology which are currently in place	1
261	Perhaps holding white board supplies in the rooms (it's alright if you don't because of covid)	1
262	Portable chargers.	1
263	printers. Fast and easy printers. NO PAPER CUT!	1
264	projectors	1
265	Projectors are very helpful. Charging stations would also be helpful.	1
266	Projectors?	1

267	Projectors-Surrey	1
268	Providing a board to write on with markers erasers, projectors, or computers for people who don't have any.	1
269	Rolling chairs are nice, would be cool to be able to use your student card as a key card.	1
270	Rotating chairs in all class rooms	1
271	Satisfied	1
272	Satisfied with the services available at Surrey library	1
273	Satisfied with things which have.	1
274	satisfied.	1
275	Screens to present or share screens for group work	1
276	Some games to enjoy	1
277	Soundproof rooms are rare or limited in Surrey Campus. Hence, we could not play our presentation to the group during our meeting in one of the rooms in Surrey. Please provide soundproof rooms.	1
278	soundproofing and recording capacities at surrey campus, more classes have digital assignments and video assignments and a space to film or record presentations is needed	1
279	Speakers to allow for videos to be heard clearly by all in the room.	1
280	study rooms are okay	1
281	surrey	1
282	Surrey	1
283	Surrey campus, i have recent used them	1
284	Surrey Campus. I have not been in a study room since before Covid - 19, I only remember the rooms having a table with chairs and a white board, given markers to use by the front desk. That was enough for me. Having a computer within the rooms may be useful but are not needed. It helps the groups who have little technology come together in an area where they wont be crowding but will also be getting their work completed.	1
285	Surrey provide it all	1
286	Surrey yes	1
287	THAT WAS PERFECT	1
288	The technology has been more than adequate.	1
289	There are some rooms in the Surrey campus where the heater system doesn't work, maybe just fix that.	1
290	There is no other technology / equipment that I feel like I am missing in the study rooms.	1
291	They are very helpfull	1
292	Till today, good with it	1
293	unsure	1
294	Unsure	2
295	USB C ports. Surrey campus	1
296	video camera in each study with the screens to allow us to do group meetings online that everyone can see	1
297	We need something big for group projects or a way by which we all can share our screen to each other	1

298	Well I think there should be computers to assist about the exact place where the books are placed to help save time and energy.	1
299	well, the changes are really good	1
300	Whiteboard application on the large screens	1
301	Yeah. There are lots of technology equipments that can help me in my study.	1
302	yes	2
303	Yes	7
304	Yes I used group room in surrey campus	1
305	Yes it is fully updated according to me	1
306	Yes it is really good	1
307	Yes it would be nice to see if the library computers already have software's installed for info students as well.	1
308	Yes really satisfied	1
309	Yes they are good.	1
310	Yes, I like to see, Surrey campus.	1
311	Yes, I use the rooms of Surrey Campus.	1
312	Yes, I would like to see projectors in Study rooms.	1
313	Yes, it would be great if there was a wall around the equipment. It just so out there in the open. It feels very distracting.	1
314	yes, more computers.	1
315	Yes, study rooms can be equipped with magazines or newspapers or something that can give us broader view of what is going on in the university and what are the upcoming options to explore for our bright future. As, in study rooms students will definitely get attracted to read those magazines.	1
316	Yup	1

9.5 Online only

Question: Are there any other types of technology/equipment you would like to see in the study rooms?

123 unique comments, provided verbatim.

#	Responses	Count
1	(n/a - I haven't used campus facilities during this time)	1
2	Actually, I use online resources because I attend this semester online.	1
3	Again, I am unaware of what the current technology is at the library	1
4	as I am just enrolled in the in-person classes from now, I cannot write more about it.	1
5	Computers, laptops are the most important which are already present there.	1
6	difficult to say. I had only 1 face to face class so far	1
7	digital screens and whiteboards are important for study rooms for practicing presentations or for outlining data.	1
8	Don't know	1
9	Due to Covid-19, I seldom to use the facilities in campus.	1
10	Everything is great	1
11	faster wifi	1
12	Have not used	1
13	Have not used on campus study rooms	1
14	Have not visited the campus yet.	1
15	Haven't been in	1
16	Haven't seen the new technology	1
17	haven't been to campus since	1
18	Havent seen them yet	1
19	Haven't seen yet.	1
20	Haven't tried anything yet, excited to be on one of the study rooms!	1
21	Haven't used	1
22	Haven't used.	1
23	hdmi cables and monitors for laptop to bigger screen projection	1
24	I don't know	1
25	I am excited for when I attend in person learning to take a look at the upgraded study rooms.	1
26	I am fine with the current technology provided	1
27	I am not sure about that.	1
28	I am quite satisfied with the present scenario.	1
29	I can't say because I have not seen it or know about it because of my online courses	1
30	I didn't visit the library yet. But I think study rooms will be great.	1
31	I do not much about it.	1

32	I do not visit the libraries in person so I would not know.	1
33	I don't have the opportunity yet to visit a physical library because its my first semester at KPU.	1
34	I don't think so	1
35	i don't think so .	1
36	I had never been to campus because all of my subjects are online.	1
37	I have a witing disorder, so dragon distation would be nice, as i cant use it outside of the accessibility department unless i bring my own computer	1
38	I have never been to the study rooms due to covid.	1
39	I have never used a study room	1
40	I have no opinion about it.	1
41	I have not been on campus for over a year.	1
42	I have not been recently so I do not have an opinion.	1
43	I have not been to the study rooms since Covid but last time I used one at the Langley campus, it was very dull and limited amounts of rooms compared to the surrey campus. I like how there are white boards and markers available upon request. Having a computer inside a few rooms might be a helpful option for those with limited resources to computers or forgot at home.	1
44	I have not noticed or walked by the study rooms since they have all been upgraded.	1
45	I have not seen the recent upgrades	1
46	I have not seen the upgraded study rooms yet.	1
47	I have not used a study room before.	1
48	I have not used a study room in a while.	1
49	I have not used on campus study rooms.	1
50	I have not used the study rooms	1
51	I have not used the study rooms yet	1
52	I have not utilized the library technology yet.	1
53	I have not visited the study rooms, so I don't know.	1
54	I have not visited yet	1
55	I have only been to KPU Civic Center few times.	1
56	I have used the libraries in the past but do not see myself using them much in the future because I have grown much more fond of completing my schoolwork at home.	1
57	I haven't been recently due to covid	1
58	I haven't been to the updated library	1
59	I haven't being to study room	1
60	I haven't seen or used the new equipment in the study rooms	1
61	I haven't been in any KPU's library.	1
62	i haven't been in the study rooms	1
63	i haven't been to campus in two years	1
64	I haven't recently used a study room.	1

65	I havent seen	1
66	I haven't used the study rooms yet.	1
67	I haven't visit	1
68	I havn't visited any of the study rooms this semester	1
69	I m not there in Canada so I can't say that	1
70	I take classes online, so I have no opinion on the matter.	1
71	I think the study rooms are good	1
72	I think voice cancelation headphones if applicable.	1
73	I use the library resources online not in person.	1
74	I would like to use this study rooms in Civic Plaza campus	1
75	I've never used a study room	1
76	ipads	1
77	Just empty tables so I can bring my own laptop.	1
78	Laptops	1
79	Never used, don't know what is available so couldn't say what might be improved	1
80	Nil	1
81	no	2
82	No	16
83	No I never went there	1
84	no , everything good.	1
85	No all things are satisfied	1
86	NO comment on this as I haven't been for years. Maybe just a clear, "Explain Like I'm 5" walk through instructional poster next to the printers/photocopy machines.	1
87	No everything is good	1
88	No I think the study rooms have adequate resources.	1
89	No idea.	1
90	no opinion	1
91	No, I didn't use the library in person because of COVID, so I can't specify this.	1
92	No, I have my own laptop.	1
93	No, I think every technology is efficient and to the point.	1
94	No.	2
95	none	2
96	None that I can think of at this time.	1
97	nope	1
98	Not any in particular	1

99	not aware. Some noise proof headphones in the library that we use during our work and leave them when leaving the library would be nice.	1
100	Not know.	1
101	Not right now	1
102	not sure	1
103	Not sure	1
104	Not that I can think of	1
105	Not that I can think of.	1
106	Not tried yet	1
107	Not used yet	1
108	Outlets if not already there	1
109	Perhaps it would be helpful to have phone and laptop chargers and adapters available on-campus for students to charge their electronic devices.	1
110	perhaps smart tablets and wireless chargers	1
111	Projectors for students to share their screens with others	1
112	Projectors would be good to do group projects	1
113	Recently I am not going campus	1
114	Rooms are perfect.	1
115	Since I have not been to KPU libraries in-person yet, this is not applicable to me.	1
116	Students get information with the help of Google from their phones or laptop. But if I talk to myself then I also take help from telegram and join a lot of groups in this app	1
117	The current technology and equipment is a great asset.	1
118	They are already one of the best campuses I studied in.	1
119	Well	1
120	White boards, projector screen, hdmi cables	1
121	With school online I haven't seen the study rooms	1
122	yes	1
123	Yes, I would love too	1

9.6 Neither in-person nor online

Question: Are there any other types of technology/equipment you would like to see in the study rooms?

15 unique comments, provided verbatim.

#	Responses	Count
1	donot know	1
2	dont know	1
3	Everything is good. When will I visit, I will suggest.	1
4	Everything that I would want in a study room is already there, so no.	1
5	Have not used	1
6	Have not used.	1
7	I do not see	1
8	I don't know since I have never used the library.	1
9	I have not seen the study rooms so I wouldn't know.	1
10	I have not used the study rooms so I am not sure.	1
11	I haven't used it for that purpose yet.	1
12	I would like to see more ethernet cables connection than wifi access point. As too many access point emits high Radiation that affects health. I researched online with many evidence. Library should be a place to calm mind and focus which is hard to find in a personal setting.	1
13	No	4
14	none it is good	1
15	Not sure yet.	1

10 Open-ended Question (Q17): What changes to the physical space of the KPU Library would help you attend/complete your online courses there? If you are thinking of a specific campus, please include that in your answer.

10.1 KPU Tech (Cloverdale)

Question: What changes to the physical space of the KPU Library would help you attend/complete your online courses there?

9 unique comments, provided verbatim.

#	Responses	Count
1	I don't know because I'm physically attending my courses	1
2	I don't think so of any change that should be done in cloverdale campus library	1
3	I haven't been to all campus libraries, yet.	1
4	idk none?	1
5	Kpu tech More seating where it's more private and you can eat and drink at or even an outside space with heating and seats to hangout. A garden space to help for mental stability.	1
6	more comfy chairs in our workplace/classroom. we are sitting down all day, which is causing me back problems. if we had more comfy chairs, that would elimanate my back problems	1
7	More individual study areas	1
8	more private areas to study	1
9	My courses are offline	1

10.2 Langley

Question: What changes to the physical space of the KPU Library would help you attend/complete your online courses there?

112 unique comments, provided verbatim.

#	Responses	Count
1	A bigger library in KPU Langley would be nice	1
2	A bigger table for taking notes and reading textbook	1
3	A chair that's adjustable, maybe able to lean back or lower and raise. The outlets being more accessible no matter which tables you're sitting on	1
4	A decorative calming space. Maybe some plants to help with air quality. Comfy chairs to sit in and read a book. (Langley)	1
5	a little bit more distance between the tables,	1
6	Add more study rooms at Langley campus	1
7	additional small cubicles with area's for laptop, desk for notes and area for bags	1
8	allow for fast internet and updated desktops	1
9	At KPU Langley, adding a few more outlets in the quiet study space could be helpful. The only ones typically available are near the windows, which get taken quickly.	1
10	better. desks	1
11	By creating variety of work areas and spaces .	1
12	Campus is too far for me to use it to study	1
13	can't think of any!	1
14	coffee bar	1
15	comfier chairs	1
16	currently the layout is pretty good. Some of the study rooms need tables that are higher up but other than that it is good.	1
17	Everything's good	1
18	For the Langley campus, I would like there to be more quiet space. The surrey campus does this very well.	1
19	Have campus open later Would love to have KPU Surrey central to be able for use for study purposes	1
20	have not used the physical space yet...	1
21	I cannot think of any changes at this time	1
22	I can't think of anything that isn't already there at the moment.	1
23	I don't attend classes there, but I think I'll give it a try	1
24	I dont know.	1
25	I don't think so.	1
26	I don't think there needs to be any changes.	1
27	I find that because the Langley library is so open concept it's easier for noise to travel	1
28	I like the space at the Langley campus	1
29	I think it is fine for now	1

30	I think physical space of the KPU libraries are quite adequate and good for attending online courses.	1
31	I think space is enough. I usually visit library of Langley campus and I think it has a good space and locations.	1
32	I think the layout is very nice and accommodating for whatever study style works best for each individual.	1
33	I think the quietness of the library needs to be emphasized a lot. It's very hard to work when groups of students crowd around a computer and start talking loudly, or one sits in front of you and starts talking on their phone. It's ridiculous.	1
34	I would enjoy completing online courses on campus in terms of students who find studying at home difficult but that's when the quiet spaces come in handy. In terms of physical space, I would change the lighting at the Langley campus.	1
35	I would not change the KPU Langley library, I think the set up works well	1
36	Idk	1
37	if we can use chargers and stuff without the library card because i sometimes forget mine	1
38	In Langley campus, I think the space is enough to accommodate students	1
39	It would be great if there was a little more space devoted to creative stuff & to entertain groups.	1
40	Langley	1
41	Langley	1
42	Langley - more computers available	1
43	Langley campus could have a bit more life and light in it- it feels slightly dim and musty sometimes when I have been in	1
44	Langley Campus. The space itself is dreary and not very nice, aesthetic upgrades to make it a space I want to be in rather than have to be in. It's pretty dark and stuffy right now	1
45	Langley library make it more bigger maybe	1
46	Langley location. Water fountain maybe a washroom so o don't have to bring all my stuff with me to the washroom.	1
47	Langley- not sure	1
48	Langley. Comfortable and clean seating areas. I like to study in aesthetically pleasing environments.	1
49	Langley. Some dim lights and a more calm atmosphere may be nice for those using them.	1
50	Langley campus/all good for me	1
51	Maybe an area that has comfortable chairs or more access to outlets. Although because of covid, there has not been as many people in the library, but prior it was sometimes difficult to find outlets.	1
52	maybe just some nicer more distanced study spots? At the Langley campus there are all those little booth desks set up but they're all so close together you can hear the other students typing and can't always access the ones with a power outlet when you need them	1
53	Maybe more social distancing could be followed.	1
54	Maybe some more tools/equipment for nursing students who can take them out at the library to practice (especially for year 1s, who sometimes want to practice head to toes with blood pressure cuffs or stethoscopes)	1
55	More breakout rooms	1
56	more comfortable chairs	1
57	more comfortable environment and more bigger tables or chairs where we are able to be comfortable or feel like it's not a place of stress	1
58	More Couches for a more relaxed space	1
59	More desk room around computers	1

60	More flowers. School is so expensive. I love lots of beautiful landscape on campus. When I would study outside on campus, the lawns were so neat and trim, and the beautiful hanging baskets were so lovely, the water fountain going in the back ground... it was inspirational, I want to do well so I can be successful and work and live in environments like this. Also It makes me feel like I get a tiny bit of my money back in the beauty of the campus. Surrey and Langley are both very beautiful. Richmond is cold. The picnic tables are also VERY nice, you can eat, socialize, or spread out your work and study outside in the sun shine. More flowers and more picnic tables please... If I ever get to come back to the campus life.	1
61	More isolated rooms to attend classes.	1
62	more outlets	1
63	More private spaces	1
64	more private, little sound areas with computers	1
65	More space between each table and sound proof facilities for rooms to avoid sound affecting people outside the room.	1
66	More space for group work	1
67	more spaces between computer lab taables	1
68	More study rooms	1
69	More study rooms in Langley	1
70	More study rooms which are spaced out; hear less sounds from neighbouring rooms.	1
71	More study rooms.	1
72	more unique seating areas	1
73	Mostly, I use Surrey campus. But I also use library of Langley campus also. I use to do my test practice by sitting in library as in quiet area. Free from noise, that provides good space for study, exam preparation, assignments and so on.	1
74	My laptop stopped working properly last month and I visited Langley campus library and asked for the laptop for the current semester but they said no laptop is available for the semester not even for one week. So, I have to manage with it somehow.	1
75	no	1
76	No	1
77	No changes required	1
78	no physical changes	1
79	none	1
80	None	3
81	None - online classes from home allow for easier access to student that may not be able to travel often	1
82	None really	1
83	None.	1
84	Not at the moment	1
85	not much really	1
86	Not sure / I wouldn't use it regardless	1
87	Not that I know of.	1
88	Note taking materials: scrap paper/ golf pencil	1
89	Nothing	1

90	Nothing comes to mind. It is up to my satisfaction.	1
91	nothing I can think of, great setup	1
92	Nothing really comes to mind.	1
93	Nothing special	1
94	On the Langley campus in the particular they should space the computers out more when I'm in class and someone's in a different class beside me it can be distracting	1
95	Perhaps designating an area where any student who is attending lectures can sit may be useful. I often worry about disrupting other library users if I am called on in class, so an area where everybody is doing the same thing may be useful. Also, for the Langley library, it may be useful to have a designated talking zone and quiet zone like the Surrey campus has.	1
96	Perhaps having more secluded spaces for individual use. I know that some people do their tests and quizzes there for class and it would be nice to have a space where they could take their tests free from any distractions.	1
97	Plants	1
98	Possibly more study rooms (Langley campus)	1
99	private study rooms specifically for the langley location	1
100	Quiet area	1
101	Surrey library is always busy, I never go there anymore. But since Langley library is always quiet, I wouldn't mind attending my online classes there.	1
102	The KPU Langley library is excellent, however the KPU surrey library is a competitive place, hard to get access to a computer there on occasion.	1
103	The Langley campus is spacious enough so I would not make any changes other than the single seaters by the window. If we could have desks there, then that would be more helpful.	1
104	The Langley campus needs to be cleaner. The Surrey campus is fairly clean, but the study rooms could be more spacious and have more light. They tend to be very dark which doesn't promote a good study environment.	1
105	The library already has everything I need	1
106	There isn't anything I would want changed.	1
107	Unsure	1
108	we can use quite aea	1
109	Well kpu Langley library, the space is good but I think more space is needed as compared to Surrey campus.	1
110	When I was attending in-person I found both the Surrey and Langley campus libraries had a good layout and dedicated spaces to suit your needs. I cannot think of any changes but also this no longer applies to me.	1
111	window shield with desks	1
112	yes	1

10.3 Richmond

Question: What changes to the physical space of the KPU Library would help you attend/complete your online courses there?

107 unique comments, provided verbatim.

#	Responses	Count
1	A private study room (preferably a soundproof one)	1
2	A separate seating area so that you can sit alone and focus further from the front desk. Then a more sociable area near the front desk for collaboration.	1
3	A space to collaborate with others while playing video games on the richmond campus	1
4	Add a cafe, and create more modern seating that allows some social interaction	1
5	Adding more drinking fountains/water bottle fillers with chilled water	1
6	All the areas are good.	1
7	Being able to study in study rooms by yourself, not just with a group.	1
8	Better links and course guides	1
9	Charging cables connected to the table	1
10	comfier chairs	1
11	comfortable area with bean bag chair in study room or being able in richmond	1
12	comfy seating	1
13	Computers in "semi" quiet areas. Students would have to use headphones.	1
14	cubicle style seating, with walls around, lots of desk space and an outlet.	1
15	Everything is great	1
16	Everything seems good the way it is, right now.	1
17	Have not tried yet.	1
18	Haven't step foot in the KPU Library.	1
19	I am satisfied with the current layout of the library as is.	1
20	I believe in Richmond campus printing should be free of cost	1
21	I do not attend my online courses at the library.	1
22	I do not have an opinion on this as I have not spent that much time in the library.	1
23	I do not know if there would be any changes necessary for the physical space of the KPU library. The layout is fine the way it is.	1
24	I don't know	1
25	I go to Richmond campus. Very nice, no complaints. Haven't used the space very much yet because I do online courses from home	1
26	I have never attended online classes at the library.	1
27	I have no experience attending/completing online class in the library	1
28	I have no experience with this.	1
29	I like how many different seating areas there are in the Richmond campus.	1

30	I love the environment of surrey more because I go to Richmond library too but that is not good and have space	1
31	I really like the Richmond campus the most and I really hope that there can be more quiet rooms. I'm also hoping things can be spaced out better due to covid concerns.	1
32	I think everything is perfect	1
33	I think there should be separate learning spaces and electronic devices so as to create a more creative thinking space for learning.	1
34	I tried before with the cubicle table for individual student to study. First, the table is too small to have personal laptop, textbooks, and notepad at the same time. Furthermore, most of the cubicle has no power outlet to charge students device.	1
35	I would like bigger work tables to be available.	1
36	If I had to complete an online course and had to do it at the library, I would like there to be specific computers or space for people who are there for the course	1
37	If students are expected to actually focus and take courses, the white fluorescent lights have to go. Those were great for cubicle farms and for the surveillance of employees, but something softer or dimmer (and less flicker) is far more conducive to deeper, more productive study periods. Plus you'll actually look like a campus that's "in the know" and actually connected to the needs and ergonomics of the people who actually use the facilities instead of reproducing 80s interior decor (there was no such "decor" to speak of). Just look at places like hospitals, Nav Canada terminals, or other places that are actually reflexive about--and expect--the people there to be able to work and focus and also relax; dimmed workspaces all around. If people want bright they can go to anywhere with a window. The thin clients don't even detect large USB drives, which is kind of a joke. The monitors have an uncomfortably small size and resolution for multi-window work, which is pretty important for online classes (and everything else). The monitors and display schemes feel like they're from the year 2005. A number of screens but with twice the size, at least 24", makes a big difference for any serious computer user, word processing included. If the argument is that many students are new to technology and aren't familiar, well, why does that make 2001 technology better? Because it's what's familiar for older people, or what was "easy" to learn on decades ago? That's a ridiculous unconscious fallacy and you know it. It's kind of awkward to assume that someone picking up how to use a "computer" for the first time faces no greater learning curve on a larger screen/larger resolution than a 1024x768 one. But the latter seriously hinders their productivity and competitiveness, if I can use those words. Especially if they "get used to it." [*]	1
38	I'm satisfied with the study rooms and their availability	1
39	In Richmond campus there is a lot of good space in campus for classes. I usually prefer to attend my classes in study rooms but one drawback is that they are just good for 2 hours but my classes are usually of 3 hours so this creates trouble for me getting up while class is going on and sitting outside the room. I even study for longer hours in library and study room can't be renewed so this should be improved.	1
40	In Richmond, the library looks really old and deserted, it's not really inviting to study there	1
41	It would be nice that for the online classes if we could just be in an isolated room where we could take the online class without having to keep our mask on during the class since its all online. Richmond campus	1
42	It's fine the way it is	1
43	It's poorly designed and not pleasant to be in compared to the WSD building (Richmond)	1
44	its all good for now	1
45	KPU Richmond - more space to quietly study.	1
46	KPU Richmond Campus - more seating and it is a bit congested.	1
47	KPU Richmond can be modernized / renovated. Feels a bit musty/old. Add in more windows, change carpeting, better lighting, change layout to feel more open?	1
48	Large private tables	1
49	Longer time blocks in the study rooms/allowance if more than one booking per day so online class can be completed without disrupting other students.	1
50	Make individual private rooms that have access to whiteboards, computers, desks, and assistance. (richmond)	1

51	Maybe just more spacious. I work at the richmond library and sometimes I find it a little cramped when full of people. Since online learning I haven't found this problem but it will get much busier again once everyone is back in person which can make it difficult to work	1
52	Maybe longer hours would be helpful.	1
53	More areas where responding in a synchronous online class will work and not be inconveniencing others	1
54	more cleanliness and good teachers	1
55	More comfortable chairs	1
56	More comfortable chairs would make getting work done/sitting for extended periods of time in the library easier.	1
57	More comfy couches not chairs	1
58	More cubicle dividers would be great! Especially for online courses	1
59	More flowers. School is so expensive. I love lots of beautiful landscape on campus. When I would study outside on campus, the lawns were so neat and trim, and the beautiful hanging baskets were so lovely, the water fountain going in the back ground... it was inspirational, I want to do well so I can be successful and work and live in environments like this. Also It makes me feel like I get a tiny bit of my money back in the beauty of the campus. Surrey and Langley are both very beautiful. Richmond is cold. The picnic tables are also VERY nice, you can eat, socialize, or spread out your work and study outside in the sun shine. More flowers and more picnic tables please... If I ever get to come back to the campus life.	1
60	More food	1
61	More individual study space	1
62	more open space less clutter in richmond	1
63	more personal space	1
64	more physical distance	1
65	more quiet study rooms maybe, for group projects and stuff - places where you can spread out and take up space with all your studying materials - richmond camous	1
66	More single use tables	1
67	More spaces to sit with outlets. Richmond and Surrey Campus	1
68	More study tables at the Richmond campus	1
69	More tables - Richmond Campus	1
70	no changes	1
71	none	1
72	None	2
73	not sure	1
74	Not too sure	1
75	Nothing	1
76	Nothing comes to mind. Comfier the chairs, the better.	1
77	Nothing much at this point because most of our studies are at home. Maybe after we do in class activities, or have non-online classes, then we can appreciate some changes when required. At this point is don't see the need to change anything. Focus on the online aspect of the library. Better help with online ask, faster or automatic citation provided and so on.	1
78	Nothing really I think it is fine as it is pretty quiet	1
79	Nothing really, has everything you need	1

80	Nothing specific yet as I haven't used the library too much yet.	1
81	Nothing, it's a great resource	1
82	Nthin	1
83	Probably keeping the quiet rooms/spaces QUIET. There are others who don't really care and decide that talking in that area is apparently alright for everyone around them.	1
84	Quiete rooms or spaces so you can hear well on zoom	1
85	Richmond	1
86	Richmond because I think I personally like it the most	1
87	Richmond campus	1
88	Richmond campus, if there are another food court, it would be more accessible to stay in campus.	1
89	Richmond campus, it's quite dark and dingy maybe better lighting and nicer furniture would make it feel more welcoming	1
90	Richmond Campus: more options for private individual spaces (to take synchronous calls/classes where I might need to speak). I don't like to sit close to others when studying by myself, and I also don't like to have my back to the room where people can see my screen easily (but that's just a personal preference). I also feel like there is very limited seating throughout the library at the Richmond campus.	1
91	Richmond Canpus	1
92	Richmond should have more places to study	1
93	Richmond's library needs more natural light. It's kind of dark.	1
94	Seems fine to me. Richmond	1
95	Separating board between computers	1
96	Seperate areas for attending online classes far away from quiet areas	1
97	Set up tables for putting computers individually. I don't like the setting of computers at Richmond Campus library. The computers are put together and students have to sit close to each other.	1
98	Since I'm in the design building in Richmond, we have pretty much everything we would need there. However, I find that there could be better wayfinding in the library as the space is longer than expected for most. So having a map or something near the entrance may be helpful, and it may save students time when trying to find their books when they would rather not talk to a librarian.	1
99	Soundproof study rooms (richmond)	1
100	Tables with sectioned booth to provide an optimal space for taking online courses	1
101	The more space available to study the better!	1
102	There are few chairs in the Richmond library, it can be hard to find a seat sometimes.	1
103	There are some nice upholstered chairs in the Richmond library, but they are not near any outlets (as far as I can tell), so it would be nice to have those sorts of chairs near outlets.	1
104	usually when I am at the library, I tend to spend long hours there. If possible it would be great to bring snacks in (it helps focus more for some students)	1
105	we can not have classes at the library, since we need to interact with the professor, we can not make any noise, but the study rooms, the time we have are very tight, our classes have 3 hours of duration, if I am not wrong we have only 2 hours to be at the room, in case we need to renew it, we need to leave the room, miss some content to renew the time... that's why i never use the library to study	1
106	We need more side chairs+tables at the Richmond campus within the library, cause it can get very filled up quickly.	1
107	Would like to have more natural light in the library	1

10.4 Surrey

Question: What changes to the physical space of the KPU Library would help you attend/complete your online courses there?

438 unique comments, provided verbatim.

#	Responses	Count
1	A computer ready to use in the study rooms.	1
2	A couple of more study rooms and may be dividers between tables in green zone where people can attend classes and have a little privacy and also could speak up to participate in class	1
3	A couple of times I forgot to get my headphones with me, as a result couldn't attend the online class that day	1
4	A dedicated area for online classes?	1
5	A discussion area or an opinion area where people can sticky note their recommendations	1
6	A more secluded walled computer usage	1
7	Access to different types of seating. It's challenging to sit at a table for hours, and it would be helpful to be able to move around and change position more frequently.	1
8	Access to headphones	1
9	According to me everything is perfect but please help first semester students to explain things more deeply.	1
10	According to my opinion if the space is well lit it would help student to study better as if there is proper lighting it reduces eye strain .	1
11	add more shield covers for tables.	1
12	Adding more quiet areas with charging ports.	1
13	Adding more single chair desks so that a single student does not have to occupy a table for four.	1
14	all are good	1
15	all good	1
16	All good	6
17	All good.	1
18	All is great	1
19	All KPU libraries are spacious.	1
20	All the tables should include one electric socket so that if a student wants to study on his/her laptop then he/she can charge it	1
21	All things considered, the library's relatively good for taking online courses and doing work in, and I haven't used KPU's libraries enough to know what change would improve my experience	1
22	As far as my opinion, the library is an adequate place with all the equipment available there and there is no disturbance on physical basis and I am explaining about Surrey Campus library.	1
23	as many places to sit that aren't as close to each other; since some students are really shy and don't want to sit close to other people	1
24	At Surrey campus , a separate room can help for online studies	1
25	at surrey campus its good to study there.	1
26	At Surrey campus, every sitting area (tables) don't provided with the charging points. If that happens that would be easier to students to select the seat without worrying about there devices battery level.	1
27	At the Surrey campus I find it easy to get work done because there are areas where you can study in a quiet environment and I think that is important for students trying to get work done. I think the way the library is already useful for students to get work done and more students should utilize this resource.	1

28	At this time as long as covid guidelines are being implemented that is all I can ask for as I have not been to the campus to see recently.	1
29	availability of many resources	1
30	Availability of more study rooms	1
31	availability of wifi for student at surrey campus	1
32	beanbags,yoga balls or just movement oriented chairs in more social study areas	1
33	Before the pandemic, I used to use the computers in the Surrey library from time to time, and I couldn't help but notice that the computers were all pretty old. Upgrading these could improve the productivity of students that use these computers.	1
34	Better chairs	1
35	Better computers and individualized quiet spaces	1
36	Better opened seating areas. There is a various amounts of seating areas, however, each time I went there multiple people have filled up all the tables and study rooms. Thus, leaving me no areas to sit where I feel comfortable. (Surrey campus)	1
37	bit personal space	1
38	Books and other stuff I need for course	1
39	can't say much in the physical space of KPU library as I am satisfied with the present physical space but more room in library is always helpful	1
40	Comfier chairs	1
41	Comfier chairs at the desks (Surrey). The ones at the desks on the second floor are rather hard and can be uncomfortable when trying to complete school work for an extended period of time.	1
42	Comfortable seating	1
43	Complete my labs there.	1
44	Computer area the most. Because I have to complete my labs .	1
45	Computers and Covid safe	1
46	Computers. I would like to see more available when I go on campus! (Surrey)	1
47	Currently fine to me	1
48	Design the studying areas with more comfortable chairs that can adjust to the different table heights, more ergonomic. Maybe have a better layout to promote a better studying area	1
49	Dividers and walls around desks.	1
50	Don't know	3
51	Donr know	1
52	Don't know	2
53	Drive thru pickup/dropoff books	1
54	Easier access to power outlets for charging devices at all seating.	1
55	Easy access to computers	1
56	enforcement of being quiet throughout students- especially on the second floor!! its so loud, and it should not be	1
57	Equipments	1
58	everything is clean and dandy.	1
59	Everything is fine	2

60	everything is good	1
61	Everything is good	3
62	Everything is good for now	1
63	Everything is good, I believe	1
64	Everything is Ok	1
65	Everything is perfect in my perspective	1
66	Everything is perfect in regards to library setup	1
67	everything is so far good,surrey	1
68	Everything is well in KPU.	1
69	Everything looks good to me.	1
70	Everything seems alright to me	1
71	For me, I just like to have a comfortable chair and a surface for my laptop, so if I have those I'm perfectly ready for my online classes.	1
72	For Surrey, I think there are many options for students to attend classes. No changes.	1
73	For the Langley campus, I would like there to be more quiet space. The surrey campus does this very well.	1
74	Ground floor	1
75	Have campus open later Would love to have KPU Surrey central to be able for use for study purposes	1
76	Have more computers	1
77	Have not used	1
78	Have not used the library to study or do online courses. I have just picked up on hold books or went to one section and picked out books and then left.	1
79	haven't used	1
80	having a lot of quite space for reading is the best thing when i have to prepare for my exam or mid-term	1
81	Having nice paintings	1
82	having some partition or cubicle or seperate rooms woukd be of great help	1
83	Head sets available for common computers as well.	1
84	Headphones required along with PCs SURREY CAMPUS	1
85	Honestly I like the way it is now	1
86	Honestly, I am very satisfied with physical space in surrey campus Library.	1
87	I always take online classes at home, so i have no answer for that	1
88	I am attending my classes online, so I don't go the library much, at least for now.	1
89	I am not sure if this has been updated as I have to looked into it recently but in the past there was a time limit on how long you could have a study room for. It was be nice if this could be extended if it is being used for the purpose of taking an online class. However this may be already changed.	1
90	I am not sure. I would love to have more information about it.	1
91	I am satisfied on what surrey library have at this moment	1
92	I am satisfied with everything in Surrey campus library	1

93	I am satisfied with the physical space of the library at surrey. I have not visited other campuses.	1
94	I believe there is adequate seating areas already to quietly do online classes at the Surrey Campus Library.	1
95	I can pay more attention to my studying in a peaceful environment.	1
96	I cannot think of any changes i would make to the surrey campus	1
97	I can't think of any changes that are needed.	1
98	I don't know	2
99	I don't think so	1
100	I don't have any ideas	1
101	I dont have anything in particular	1
102	I don't have anything to say. I don't visit the library often	1
103	I don't know.	1
104	I don't plan on taking online courses	1
105	I don't see any changes in particular that need to be added to the Surrey campus where I go to study most of the time	1
106	I don't take online courses at KPU Libraries.	1
107	i don't think	1
108	I don't think any change is needed	1
109	I don't think so Surrey campus do need any change as everything is suitable for me	1
110	I dont think there is anything to be improved about Surrey library regarding its physical space	1
111	I feel as if in the study rooms if it is just one person it should be okay to use without a mask.	1
112	I feel that it is already a good and comfortable space for anyone.	1
113	I feel that the campus has made online learning as accomodated as possible. I have also seen some student using spaces to participate online in their classes and found it easy. I also am aware that if you need a quiet place an empty class room may be available so there are lots of ways that KPU has helped students take online classes while on campus grounds.	1
114	I find that there is nothing wrong with the physical space in the KPU library. I guess that just better wifi is required. It is really good as is, but a little speed upgrade wouldn't hurt.	1
115	I guess private rooms or smaller size rooms for students to have privacy or even providing headphones.	1
116	I have been to surrey campus only. I don't think there is any need to expand the library space.	1
117	I have no idea	1
118	I have only been to surrey campus but its perfect.	1
119	I have only visited the Surrey library once. I would need to do it more times to answer this question.	1
120	I have said them before	1
121	I haven't used the KPU library for online courses	1
122	I know one of the students was taking both online and in person classes, and her online synchronized course was painting - so she needed space on campus to paint/draw with the class. I believe she did it in the coffee shop. May be there could be something for this cases in the library?	1
123	I like the arrangement of the Surrey Campus library. It is a bit overwhelming when walking in the first time, but that is probably a normal feeling for this type of environment.	1

124	I like the physical layout of the surrey library. I like that the computers are straight ahead of you when you walk in. I have always been able to find a quiet place to study and complete my work. I have no complaints about the physical space of the library.	1
125	I love the environment of surrey more because I go to Richmond library too but that is not good and have space	1
126	I love the KPU libraries.	1
127	I love the spacing of the Surrey library!	1
128	I personally find it easier to complete at home but if I was completing it at the library everything that is already there is perfect, chairs, table space, whiteboard markers, etc. I do not really thin anything needs to be added if I am being honest	1
129	I personally function very well at home for my online courses and prefer to take them in front of my own stationary computer. Not applicable to myself.	1
130	i prefer to be at home	1
131	I prefer to take my courses online from home, but possible more small personal private rooms, ones you could book ahead of time to know there will be one available for you	1
132	I quiet bubble, so no one around can hear you	1
133	I rarely go to the surrey campus as I feel it is not quiet enough to attend an online class. It would be nice to have more quiet spaces as it is hard to focus on class while there	1
134	I think easy availability of all library material online.	1
135	I think everything is good going	1
136	I think everything is great right now and strong wifi connection would be great in surrey	1
137	i think having less amount of people in one section would help.	1
138	I think having more charging ports at the desks because I have found only a couple of them have them	1
139	I think it all good in its own	1
140	I think it could be interesting having a book club or a sections of new fiction reads that are good to read over the semester. Some mindful resources that students can go to for burnout etc	1
141	I think its good now	1
142	I think library in surrey is enough spacious	1
143	I think making more open spaces will help. Sometimes the library gets too crowded and that makes it harder for me to focus on studying. (Surrey campus)	1
144	I think more art and comfortable chairs. lights can be far too bright sometimes	1
145	i think more comfy chairs, some are not very comfy. also like a comfy corner with pillows and beanbags and such would be chill	1
146	I think more secluded spaces would be better for completing online courses at the Surrey Campus. I prefer not being disturbed by people walking by or being within close proximity while I'm in an online lecture	1
147	I think pupils should study quietly rather than gossiping this can be done by techers looking after students	1
148	I think space between study table would help concentrate on our study and won't distract us.	1
149	I think Surrey KPU library provides enough space for the students to attend/complete their courses on time .	1
150	I think Surrey Library is an appropriate and beautiful place to study.	1
151	I think tables could be a little more spread apart as I can sometimes hear the other table talking in front of me and am able to clash my chairs along with theirs when sitting (Surrey Library)	1
152	I think that kpu library is good ,there is no need gor the changes .	1
153	I think that the space at the Surrey campus is very nice, perhaps comfier chairs?	1

154	I think that's already cool	1
155	I think the KPU Surrey library is already well-equipped and managed efficiently to attend/complete our online courses there.	1
156	I think the library is a perfect space to study or attend lectures; KPU Surrey especially with three different sections of quietness you can choose what is appropriate for your current situation	1
157	I think There are no changes needed if I talk about Surrey campus.	1
158	I think there is every thing one needs for online classes in Surrey campus so it is great for me.	1
159	I will not do an online course in the KPU campus since I have a desktop computer at home which fills my needs for online courses.	1
160	I would like some personal space for group meetings	1
161	I would like the option to book a quiet study room for 3 hours instead of 2 hours as many online synchronous courses run for 3 hours.	1
162	I would not change anything	1
163	I would not know as I don't attend online courses there.	1
164	If it was closer to where I am	1
165	If it was more quiet, sometimes it gets kind of loud in there.	1
166	If it's an online course, I'm staying home	1
167	if library timing increases on weekends as well	1
168	If possible, make another room that is designed for attending online classes, as many of them require students in a quiet space to concentrate, but may need to speak up once in a while to participate in class.	1
169	If there were more quiet zones	1
170	I'll repeat a 3D printing space would be the greatest idea for KPU.	1
171	I'm mostly satisfied with KPU Surrey's library.	1
172	I'm pretty satisfied	1
173	I'm pretty satisfied with the physical space of the KPU library at the Surrey campus.	1
174	In my opinion, it is very good for me to be in an area that is well lit by natural lighting and helps keep me awake.	1
175	In my opinion, Surrey library set up is really nice. Enough space for students to attend online classes, computer access nearby for students, overall good productive environment.	1
176	In my perspective, the library has everything required to attend an online class.	1
177	In Surrey campus, there is a lot of space that is being available for us. In the rush hours as well, we always get a space where we can study and attend classes alone. So, huge space is the best thing I like about library.	1
178	Increase space for quiet areas	1
179	Individual seats with desks, power outlet and some level of privacy would be ideal for completing courses.	1
180	Individual study pods	1
181	It became all crowded in recent times	1
182	It has everything I've needed in the past. Study room is the best thing about the library where I can focus on my course material	1
183	It is adequate	1
184	It is fine.	1
185	It is going well so far	1

186	It is good and I don't think any specific changes needs to be done.	1
187	It provides study friendly area to all the students	1
188	It seems fine.	1
189	It would be really helpful to have a comfy and quiet private room to be able to go to and attend online classes so I could still feel like I was in class and not distracted by anyone else	1
190	It's already good. Presence of computers is best	1
191	its a perfect place in my opinion.	1
192	its all good	1
193	Its good already, no need for changes for me	1
194	Its perfect.	1
195	It's really good	1
196	Just individual more isolated spaces so I can be to myself when I'm completing an assignment or in a lecture.	1
197	Just maintaining distance between the students while attending online classes is all I have in mind. Sometimes social distancing isn't always happening from other students.	1
198	KPU is quite spacious as compared to other institutions and it is well organised! No new changes is required. It is good as it is now.	1
199	KPU surrey campus is very spacious for studying and it very quiet.	1
200	Laptops and headphones for students to use for the semester. Comfortable seating areas	1
201	Larger communal study areas, or more communal study areas	1
202	less people at a time :/	1
203	Letting us stay another half hour in a study room will be helpful since my classes go for 3 hours long and the study rooms only lets us book for 2 hours	1
204	Library	2
205	Library is quiet is best for study.	1
206	Loaned headsets would help	1
207	Mac book chargers.	1
208	Many times it happened that i visit KPU library at Surrey campus to attend my online classes because I don't have a stable internet connection at my home. But what i see there, all the tables that are near to the plugs, were already acquired by some other students. By working long time on laptop, my laptop's battery gets down fastly so i always need it to connect with charger. But the empty tables do not have any charger plug nearby. So, I think this facility should be available at campus library of KPU.	1
209	Maybe a couch	1
210	maybe add more sofas or bean bags Surrey	1
211	Maybe if the tables are more spread out, people would have no trouble attending online courses there.	1
212	maybe more charging ports at the desks to charge laptops	1
213	Maybe more couches or chairs	1
214	Maybe more cubicles in the speaking floor of Surrey campus.	1
215	Maybe more detailed signs to help find certain topics.	1
216	maybe more lighting. sounds weird but its quite dark in some areas	1

217	Maybe more secluded areas. While taking an online class, I often find people walking past me to be a bit distracting. Often times all the study rooms are busy in the surrey campus, which I go to the most.	1
218	Maybe more study spaces	1
219	Maybe put some computers in cubicles.	1
220	Maybe single study rooms?	1
221	Maybe some more private areas, like tables spaced out more	1
222	More accessible outlets for charging laptops	1
223	More areas for plug ins. Otherwise everything seems fine	1
224	More areas for quiet study at Surrey campus.	1
225	More art	1
226	More availability of private spaces other than study rooms	1
227	More available outlets to charge laptops/devices	1
228	More available places to do such private works. Surrey campus	1
229	more big single person table a lot of books and laptops and electronics can occupy the whole table during finals or midterms	1
230	more chairs and tables needed	1
231	More comfortable chairs. Surrey campus	1
232	More comfortable individual areas	1
233	More comfortable seating	1
234	More comfortable sitting.	1
235	More comfy seating and a more excluded space other than rooms	1
236	More comfy seating, as well as the cleanliness of the campus, needs to be better maintained.	1
237	More computers in quiet areas of the library	1
238	More computers spread out at surrey library then just in one spot	1
239	more desks	1
240	More enforced quiet spaces/spaces to talk	1
241	More ergonomic chairs and desks	1
242	More flowers. School is so expensive. I love lots of beautiful landscape on campus. When I would study outside on campus, the lawns were so neat and trim, and the beautiful hanging baskets were so lovely, the water fountain going in the back ground... it was inspirational, I want to do well so I can be successful and work and live in environments like this. Also It makes me feel like I get a tiny bit of my money back in the beauty of the campus. Surrey and Langley are both very beautiful. Richmond is cold. The picnic tables are also VERY nice, you can eat, socialize, or spread out your work and study outside in the sun shine. More flowers and more picnic tables please... If I ever get to come back to the campus life.	1
243	More individual seating areas	1
244	More individual study rooms to use	1
245	More interesting rug patterns, fractals, the rug in 'The Shining' is nice.	1
246	More open space. The library is extremely cramped and has not alot of open space regarding seating.	1
247	More options for the vending machine drinks	1

248	More outlets in the quiet study floor. The ones built into the desk barely work	1
249	more places to sit	1
250	More privacy at the tables	1
251	more private areas , surrey campus	1
252	more private areas for students if they wanted to do online courses there	1
253	More private chairs with the walls on the sides at Surrey campus	1
254	more private desks at surrey campus	1
255	More private space by providing more rooms between each desktops and faced opposite directions if possible.	1
256	More private spaces	1
257	More private study rooms	1
258	more quiet areas for studying surrey campus	1
259	More quiet spaces for groups	1
260	More quiet spaces/more tables in general. I find that there's never enough tables or quiet spaces at the Surrey Campus	1
261	More quiet study spaces	1
262	More seating. Surrey campus.	1
263	more silent space would be good	1
264	More single seating areas separated throughout the library (an area where I can sit and speak alone without having others disturb me, and not disturbing others).	1
265	More sitting space	1
266	more space for quiet study areas	1
267	More space for silent study	1
268	more space for sitting	1
269	More spaced out.	1
270	More spaces available for eating while attending online classes.	1
271	More spaces to sit	1
272	More spaces to sit with outlets. Richmond and Surrey Campus	1
273	More study areas for students and preferably more space and quiet areas for studying	1
274	More study nooks and charging outlets.	1
275	More study rooms for privacy to use online	1
276	more study spaces with open light!	1
277	More tables	1
278	more tables in the first floor at Surrey campus	1
279	More tables in the library so that a lot of students can study in the library at the same time. Surrey Campus.	1
280	More tables/study space	1
281	more tutors at all campus to help with students. learning lab is great, but having a tutor to answer students questions on a broad range of subjects would be really cool	1

282	Mostly, I use Surrey campus. But I also use library of Langley campus also. I use to do my test practice by sitting in library as in quiet area. Free from noise, that provides good space for study, exam preparation, assignments and so on.	1
283	Nap area	1
284	Never used it for attending class	1
285	Nil	1
286	no	1
287	No	9
288	No all are very good in library	1
289	No change	2
290	No changes	3
291	No changes needed, everything is good.	1
292	No changes required	1
293	No changes that I can think of. Everyone wears a mask and the library is typically pretty efficient.	1
294	No changes, i am happy with the way it is	1
295	no i think everything is going great right now as there are personal computers, study rooms, wifi access also it lends headphones so i think everything is good.	1
296	No it is all good and spacious	1
297	No masks help me breathe and think	1
298	No one,everything is okh	1
299	No suggestions	1
300	no thats good	1
301	No, everything is alright	1
302	No, I think it's perfect.	1
303	No.	1
304	No. All good	1
305	none	3
306	None	4
307	None are needed	1
308	None are needed.	1
309	none come to mind	1
310	None everything is good	1
311	None so far, it is the best study place for students.	1
312	None that I can think of except tables with walls like in Surrey Campus	1
313	none, everything is perfect	1
314	None, its great.	1
315	None.	2

316	nonquiet rooms?	1
317	Nope, all the campuses are good.	1
318	not really	1
319	not sure	1
320	Not sure	1
321	nothing	4
322	Nothing	12
323	Nothing at the moment.	1
324	Nothing comes to mind	1
325	Nothing in mind	1
326	nothing it is all being used	1
327	Nothing need	1
328	nothing needs to be change in the sitting area. It is spacious.	1
329	Nothing needs to be changed. It's the inconvenience of getting to campus which puts me off.	1
330	NOTHING SPECIFIC.	1
331	Nothing to change. Everything is so good	1
332	Now i see less students	1
333	Perhaps additional computers if number of students are exceeding the computers available.	1
334	Perhaps designating an area where any student who is attending lectures can sit may be useful. I often worry about disrupting other library users if I am called on in class, so an area where everybody is doing the same thing may be useful. Also, for the Langley library, it may be useful to have a designated talking zone and quiet zone like the Surrey campus has.	1
335	Perhaps having more quiet study spaces with wider tables at the Surrey campus would encourage me to study there.	1
336	Perhaps offering support in online course management.	1
337	personal rooms	1
338	Personal study space	1
339	Physical space is good but there's sometimes noise in the sections which hinders concentration	1
340	Physically library has a good setup	1
341	Plants	1
342	plants and greenery	1
343	Please update the Fir building, and please enhance cleaning supplies available to students during these turbulent times - more sanitizer stations, hand washing stations, and disinfectant wipes in classrooms before students come in and sit down.	1
344	Privacy screens	1
345	Private area for students.	1
346	Quiet areas at the surrey campus	1
347	quiet room	1

348	Quiet room and computer in order to take some class in and be able to focus	1
349	quietness, cleanness and availability of all resources	1
350	Quite area is not so quite, Staff kept moving or slamming doors or moving bulky stuff. Study rooms should be available atleast for 3 hours.	1
351	Quiteness	2
352	Recently i have not been to surrey library. but since there are lots of online courses, I would like to have a larger cubical area with plug point to work on our computer.	1
353	Reliability	1
354	Resources	1
355	resources regarding course	1
356	Right now, I can't think of anything, but that would be because I've adapted a home setting. Though continuing to provide quiet study areas would be invaluable to me when I am back on campus.	1
357	sanitise sitting areas	1
358	sanitization tools	1
359	satisfied	1
360	satisfied.	1
361	Services of headphones can make experience better . If its already available then its amazing. Also one who wants to do group projects should be allowed to sit together.	1
362	silence	1
363	Since I can attend my online courses in the course classrooms during that classtime I do not feel that there is a whole lot more that the library can do to help me specifically.	1
364	snacks maybe?	1
365	Social distance is practiced every time with appreciation in Surrey campus.	1
366	Some kind of coffee place till the end of the day, inside the library. Surrey.	1
367	Some of the study rooms even for the larger spaces tend to be a bit cramped for liking, I doubt its realistic but having those space increased somehow would be really beneficial	1
368	Some stand alone tables)if no study room available) at the Surrey campus so that I can study in silence.	1
369	Sound proof study rooms as when you are on the 2nd floor of the library you can still here people talking	1
370	space designated for students working on online classes. Not too loud but not silent so you can participate in an online discussion if needed	1
371	space in the library since we have pandemic. this soace will lessen the spread of the virus	1
372	Space is enough.	1
373	Spacious areas.	1
374	Studey rooms shoud be provided for a more time	1
375	Study rooms	1
376	Study rooms are not well furnished in Surrey campus.	1
377	Study rooms at surrey campus library.	1
378	surrey	1
379	Surrey	5
380	Surrey	1

381	Surrey - Spaces are fine, students not following rules in the silent zone is a problem that needs to be solved.	1
382	Surrey campus	1
383	surrey campus - comfier chairs with desks,	1
384	Surrey campus could also allow individual person study rooms as well as group	1
385	Surrey campus library is at the top most level for me with all the amenities included.	1
386	Surrey campus library is really having good and quite atmosphere. So there are no changes to be made as now also I can attend my online easily in library without any distractions.	1
387	Surrey Campus needs more private study rooms so when speaking in an online course you are not disturbing other students nearby	1
388	Surrey Campus seems to be good. Sound is not too loud and am able to concentrate with/without headphones.	1
389	Surrey campus, needs a dedicated area for online classes where students can talk and listen to their classes	1
390	Surrey campus, with individual study room with computer provided for online course.	1
391	Surrey Campus. Being able to sit in a quiet room would be extremely nice. I prefer doing courses at home but if I were to be doing them on campus then this is what I'd like. The study rooms would work best since it lets you sit and listen in a quiet space but also speak freely in the class without disturbing other students within the library. This also lessens the chance of background noise.	1
392	Surrey campus. I guess more private tables with the plug ins like a said above, but I don't actually attend my online courses on campus	1
393	Surrey Campus: Computer section in the Top floor (quite area). It's hard to focus using the Campus computers when a group of people are chatting away and you have no choice to sit there and listen to it when you need to use the computer. Allocating some on the top floor would be beneficial to those who have concentration issues.	1
394	Surrey enough	1
395	Surrey library is always busy, I never go there anymore. But since Langley library is always quiet, I wouldn't mind attending my online classes there.	1
396	Surrey, could have more tables to study	1
397	Surrey, More seating area	1
398	Surrey.	1
399	Surrey. I would physically add more charging strips.	1
400	Surrey: movable dividers/walls between single/dual (if working in pairs) study spaces; adequate distancing between study spaces; access to disinfecting wipes to clean workspace, mouse and keyboard.	1
401	The access to online material is so helpful.	1
402	The booking time limit is too short. Most of my classes are 3 hours long.	1
403	The chair that I used was very uncomfortable and made it hard to do my work.	1
404	The desktops in the library are not able to run online classes. The video gets paused, and quality becomes poor.	1
405	the distance restrictions	1
406	The existing library is good forme	1
407	The infrastructure can be more better like the chairs and table in surrey campus	1
408	The KPU Langley library is excellent, however the KPU surrey library is a competitive place, hard to get access to a computer there on occasion.	1
409	the lack of space during covid situation	1

410	The Langley campus needs to be cleaner. The Surrey campus is fairly clean, but the study rooms could be more spacious and have more light. They tend to be very dark which doesn't promote a good study environment.	1
411	the library is sometimes too quiet. I like some background noise, like in a coffee shop	1
412	the lights be changed to dimmer setting	1
413	the main space in the first floor of the library. the cafeteria chairs in birch building is nice as well due to comfortable chairs and spacious area and feel.	1
414	The physical space is also good at the library. Especially Surrey library that I use	1
415	The small rolling chairs in the Surrey library are uncomfortable to sit in for extended lengths	1
416	The Surrey campus library is very well laid out. No complaints about the layout.	1
417	The Surrey Campus library is well spaced and organized for the purpose of study and research fulfilling its purpose.	1
418	The Surrey campus offers everything I need to attend my classes.	1
419	The Surrey library seems to be a little too warm. And maybe it's because of all the computers giving out heat but I would very much prefer if it was a little cooler.	1
420	There is almost everything is good	1
421	There is good sitting arrangement in Library and more than this we can get a room for 3-4 hours to study.	1
422	There is no change needed	1
423	There is no change to the physical space needed. The campus distance is too far and gas is too expensive or bus schedules do not work well enough for it to be worth attending online classes at campus when you can just attend at home in a more comfortable environment. (Especially with mask mandates)	1
424	There must be some small cabins to avoid distraction while attending classes	1
425	To my mind everything is in the right place, there is no changes which I would like to recommend	1
426	Unsure	1
427	Very quiet library environment all around in Surrey Campus. Good to study.	1
428	Well everything is very neat and clean so there is no problem	1
429	well, all my classes are in person but physical spacing is well organized in our Surrey campus.	1
430	Well, the space in Surrey Campus is a little bit congested but it is good enough to provide a suitable study environment.	1
431	When I was attending in-person I found both the Surrey and Langley campus libraries had a good layout and dedicated spaces to suit your needs. I cannot think of any changes but also this no longer applies to me.	1
432	While it's been awhile since I've stayed to study at the library the only thing I can think of is more plugs for laptops etc.	1
433	wifi lacks in some locations	1
434	Yeah, in red zone of KPU Surrey library we can attend inline class without any difficulty	1
435	yes	1
436	Yes	2
437	You should provide headsets to the students in order to attend the online classes without little interruption.	1
438	Yuppie	1

10.5 Online only

Question: What changes to the physical space of the KPU Library would help you attend/complete your online courses there?

152 unique comments, provided verbatim.

#	Responses	Count
1	A completely silent area.	1
2	A more comfortable spot to sit	1
3	A more individual areas that can allow students to speak well when attending online classes.	1
4	A water feature.	1
5	additional quiet seating for watching online courses	1
6	All good	1
7	Array of study tables with charging ports	1
8	being able to book study rooms for them; maybe up to 4/5 people from same classroom	1
9	Bigger study area. Individual and quite space (rooms) with computer accessibility.	1
10	Booth style seating	1
11	Cannot tell yet. Mostly online resources	1
12	can't come up with anyone	1
13	Civic Plaza could use a library space. There are times when a tutor has be accessed just before the class, and it would be easier to use the library.	1
14	Civic Plaza has no library	1
15	cleanliness and disinfecting	1
16	Close proximity from where i live or ease of travel	1
17	Comfier environment (chairs, usb ports, outlets, easier water fountain access, closer access to coffee)	1
18	comfortable area with bean bag chair in study room or being able in richmond	1
19	Comfortable chairs	1
20	comfy seats with desks	1
21	computer is important for me to searching	1
22	Don't really know as never visited library personally	1
23	dont know	2
24	Don't know	2
25	Don't really know since I haven't used them for that.	1
26	Don't use the library for online courses	1
27	During the pandemic, I might feel more comfortable knowing there is good ventilation and/or HEPA filters, although it's still riskier than studying from home.	1
28	Every thing is good	1
29	For online courses, I would attend class at the comfort from home.	1
30	free parking	1

31	Haven't been	1
32	Haven't been since a long time	1
33	Haven't been to it in person	1
34	Haven't used or seen the library	1
35	Honestly it's just easier at home bc the covid bans are not lifted.school is not the same with the masks.	1
36	I am happy completing my online courses at home	1
37	I believe the support in class provided by the librarians is adequate for completing my online courses	1
38	I cant say as I havent used it	1
39	I do not visit the libraries in person so I would not know.	1
40	I don't have the opportunity yet to visit a physical library because its my first semester at KPU.	1
41	I don't know	2
42	I don't think that it needs to be changed	1
43	I don't use the physics library as much as the online library so I haven't gotten a full grasp of any possible issues I might face there however from the times that I have been there, I don't feel there needs to be any changes to the current space.	1
44	I don't know	1
45	I don't know your hours but I probably would like them to be longer. I keep weird hours since becoming a mom.	1
46	I don't partake in online courses at the moment so I am not sure.	1
47	I don't study at campus often	1
48	I feel like the space we currently have is sufficient	1
49	I have never been to campus before yet any kpu libraries.	1
50	I have no comment on the physical space since I attend KPU remotely and do not go to the physical library's	1
51	I have no opinion on this.	1
52	I have not been on the physical campus so i dont know what i would change	1
53	I have not seen the spaces. I have been online for the last few terms at home.	1
54	I have not used it, so I do not know if I would change anything	1
55	I have not used on campus resources because this is my first semester on campus.	1
56	I have not used the library at my main campus(Surrey) yet as all of my semesters have been online so far.	1
57	I have not used the physical library space	1
58	I have not visited the library at Civic, but if there is a study room/cube that would be great.	1
59	I haven't been in any KPU's library.	1
60	I haven't been to any of the library's physically	1
61	I haven't been to campus at all	1
62	I haven't even crossed the threshold to the KPU library yet because of Covid restrictions up until like 2 weeks ago.	1
63	I haven't physically been.	1

64	I haven't used it before!	1
65	I haven't used the study rooms/spaces yet.	1
66	I m satisfied with the library	1
67	I prefer to attend online class from my home.	1
68	I prefer to study at home, but KPU offers accessible services for online courses.	1
69	I take online courses to avoid the commute, I wouldn't come in just to study	1
70	I think due to the rise of Covid, the proximity of the computers is something that should be called into question on all campuses. If the computers had opaque wood or plastic dividers and if the computers were more spread out it would be more effective at not only combating the viruses spread but also would aid in concentration of the students using these computers as they wont be distracted by what's around them	1
71	i think i'm more comfortable at home which i guess isn't really something that can be replicated on campus.	1
72	I think little covered area in every sitting place so that one can easily attend classes over there.	1
73	I think the spaces are sufficient enough	1
74	I think when Covid is over study rooms would be nice but I have no seen the library in a while	1
75	I will not be going to campus during covid	1
76	I would enjoy completing online courses on campus in terms of students who find studying at home difficult but that's when the quiet spaces come in handy. In terms of physical space, I would change the lighting at the langley campus.	1
77	I would like to get more of the material online.	1
78	I would not go to campus to attend online courses	1
79	I would prefer to attend online courses at home or attend the face to face class in campus.	1
80	I'm just very disappointed in the lack of customer service- no replies to phone calls or emails. And I double paid for an e text	1
81	If I talk about these days then it also have risk of coronavirus as well as Omnicom	1
82	if it provides free books of courses instead of buying it because as an international student it is very hard to purchase too expensive e tech books or sites.	1
83	If students could have the study rooms for a longer duration of time	1
84	I'm happy so far <3	1
85	It's fine	1
86	I've never been!	1
87	I've no comment on what could be done. I wouldn't want to do online courses on campus—it's too hectic and is distracting with other people around.	1
88	Just the quite environment is required for online classes in library.	1
89	librarians should be easily booked through writeaway.	1
90	Maintaining frequent cleaning during COVID.	1
91	maybe just some nicer more distanced study spots? At the langley campus there are all those little booth desks set up but theyre all so close together you can hear the other students typing and cant always access the ones with a power outlet when you need them	1
92	Maybe more seating areas	1
93	Maybe small study rooms with a door for more privacy while working. It could be used for study groups, working on projects, assignments, a space for group discussion relating to class work. It could have a sign up sheet for the time and day students want to use one of the rooms.	1

94	More comfortable chairs	1
95	More flowers. School is so expensive. I love lots of beautiful landscape on campus. When I would study outside on campus, the lawns were so neat and trim, and the beautiful hanging baskets were so lovely, the water fountain going in the back ground... it was inspirational, I want to do well so I can be successful and work and live in environments like this. Also It makes me feel like I get a tiny bit of my money back in the beauty of the campus. Surrey and Langley are both very beautiful. Richmond is cold. The picnic tables are also VERY nice, you can eat, socialize, or spread out your work and study outside in the sun shine. More flowers and more picnic tables please... If I ever get to come back to the campus life.	1
96	More lighting honestly kinda looks dark in all of them, libraries should be cozy and inviting not cold and dingy.	1
97	More quiet seating areas in nice spots like next to windows	1
98	More quiet spaces to use for lecture purposes.	1
99	More rooms	1
100	More secluded areas that are separated from the wide-open space	1
101	Never been to campus.	1
102	new furniture	1
103	Nil	1
104	no	1
105	No	1
106	No changes are necessary. I do my online classes at home.	1
107	No changes as online courses can be done remotely	1
108	No changes necessary	1
109	No I don't think there are any physical changes required	1
110	No idea	1
111	No opinion	1
112	none	4
113	None	2
114	none at the moment till classes go back to full time in person	1
115	None in particular	1
116	None that come to mind.	1
117	None that I can think of	1
118	None that I can think of at this time.	1
119	Nope I like how everything is run	1
120	Not know .	1
121	Not sure	4
122	not used	1
123	Not used yet	1
124	nothing	1

125	Nothing	2
126	nothing i can think of	1
127	Nothing I can think of.	1
128	Nothing need to change	1
129	Nothing needed	1
130	Nothing right now	1
131	Nothing. The library is very helpful to students already especially me.	1
132	Octahedral is good with sun rays from every side	1
133	offering more seats and with spacing	1
134	Physical space in Civic Plaza.	1
135	Please add more private room/seat	1
136	Please update the Fir building, and please enhance cleaning supplies available to students during these turbulent times - more sanitizer stations, hand washing stations, and disinfectant wipes in classrooms before students come in and sit down.	1
137	Quiet isolated spaces with comfortable chair, continuous internet connection, charging ports	1
138	quiet places are a must.	1
139	Quieter spaces	1
140	Right now I haven't anything to say for a change.	1
141	separated places, because it is more safe for the pandemic	1
142	Since I have not been to KPU libraries in-person yet, this is not applicable to me.	1
143	Sorry, I can't say anything.	1
144	Spaces to work, making sure there are proper tables for this type of work. Make sure the height is right for using a laptop and maybe posting how busy the library is online.	1
145	The ability to sit quietly and peacefully without a mask! Whether that is more plexiglass, more private study-rooms, or more consistent COVID-mitigation logic!!	1
146	The physical space can be extended.	1
147	There should a library services in civic plaza campus as well.	1
148	they are already comfortable I do not need any changes	1
149	Water stations would be appreciated.	1
150	well, I do not visit the library yet, but I use it online which is really helpful to get information about various fields and topics.	1
151	Well, i doesn't think about it	1
152	yes	1

10.6 Neither in-person nor online

Question: What changes to the physical space of the KPU Library would help you attend/complete your online courses there?

25 unique comments, provided verbatim.

#	Responses	Count
1	complete online course	1
2	dont know	1
3	Dont know	1
4	Have not used	1
5	Haven't used it	1
6	I am not sure	1
7	I can't really say since I do all my work at my home office, so there is really no need for me to do my online courses at the library.	1
8	I do not know.	1
9	I don't have a need to attend.	1
10	I don't know since I have never used the library.	1
11	I haven't used it for that purpose yet.	1
12	I never used, once i used in next semester I will think.	1
13	I think there should be cubicles because then it is easy to concentrate.	1
14	I would probably make the studying areas more comfortable with couches and such.	1
15	I would suggest at this present state, and advances in online learning everything's seems okay, thus no physical alteration of space are required. Therefore, wait at least 1 year to fully recognize the actual requirements for any changes. On the side note, i would recommend having more Greenery in the library. It encourages positive learning and helps focus. So, actual small plants or perhaps, at the very least plastic plants to creates comfortable environment will be a good initiative.	1
16	It would be nice that for the online classes if we could just be in an isolated room where we could take the online class without having to keep our mask on during the class since its all online. Richmond campus	1
17	Keep the courses online for next semester please. Every student have fear of covid. Most of them are international who are far from homes.	1
18	n/a as I have not studied at the library yet	1
19	Nada	1
20	No	1
21	No changes is required	1
22	no chnge required	1
23	Not sure yet.	1
24	Outdoor study spaces	1
25	personal desks and quiet place	1

11 Open-ended Question (Q39): Do you have any final comments about the library or suggestions about how to improve the library? If you are thinking of a specific campus, please include that in your answer.

11.1 KPU Tech (Cloverdale)

Question: Do you have any final comments about the library or suggestions about how to improve the library?
8 unique comments, provided verbatim.

#	Responses	Count
1	at the moment, i dont think that the library needs to change anything, it is the most well run library i have seen forsure.	1
2	Better printing method	1
3	I haven't been to all the campus libraries yet, but it's good to hear that they are equipped with all the necessities that's needed for our studies.	1
4	I'm satisfied with the resources and services offered by the library for now	1
5	Kpu tech I feel that you have done a lot of great upgrades for the campus so far and am excited to see qhat you do next.	1
6	no	1
7	Nope I think it's good how they are running the library in this covid situation ☐	1
8	Overall, it seems to be working fine. There is not much hindrance for completing tasks or anything frustrating.	1

11.2 Langley

Question: Do you have any final comments about the library or suggestions about how to improve the library?

52 unique comments, provided verbatim.

#	Responses	Count
1	Add more study rooms to Langley campus.	1
2	Excellent service especially, AskAway and at Langley campus library	1
3	Grateful to have libraries open for personal visits indeed.	1
4	Have sessions posted online	1
5	I am at langley campus mostly so just wanted to say that the staff is amazing, everyone over there makes my day better all the time. Thank you	1
6	I appreciate all of the staff that help run this library, especially the cleaning staff. Although I would appreciate certain things, the library is a very great place already to study and get help. I think maybe advertising it or even a monthly email about the new things KPU is offering (clubs, programs, online seminars etc.)	1
7	I can't give my suggestion because I haven't used the library much yet. Thanks.	1
8	I do not, I'm very satisfied overall with the libraries in Surrey and Langley which are the only ones I've been to and often use.	1
9	I find that the KPU Langley library is a quiet, clean, and comfortable place to study. I have no complaints.	1
10	I have been satisfied with each KPU library that I have been in (Surrey, Langley, and Richmond).	1
11	I have been to the Langley library once and it didn't seem very spacious	1
12	I like it when the library has a table full of games (like the Lego at Langley)... It's good for a brain change.	1
13	I love the library and I go there pretty much everytime I'm at school. However, the level of students who don't respect that a library is a quiet area is astonishing to me. It's very selfish and I think it should be taken more seriously to ensure we have a quiet library in designated quiet zones.	1
14	I think making it a less stress free area with more comfortable chairs or beanbags with study tables and bigger tables for a group	1
15	I think the idea of zoom and online tutorials are excellent for those of us that don't want to leave the house	1
16	I think the library has all the resources needed for a student to be successful. Very easy access to everyone and the fact that there are computer loans which helps fellow students who are financially challenged. I like the support that they're giving to students and the amount of trust as well. At the moment, I don't think I have any suggestions on library improvements	1
17	I think this is good in all ways as good guides, all necessary facilities available like computer and print machines and have a good collection of books. So, I think it's enough and sufficient for me.	1
18	I was at the Langley library in the quiet zone studying and a student not too far from the quiet section was on the phone talking loudly, so I moved. Maybe more signs telling people to be quiet would be helpful.	1
19	If possible KPU IT department should provide proper help in fixing the laptop problem like lagging please. Thank you	1
20	if we can use somethings without the library card because I forget it sometimes	1
21	It is great at the moment	1
22	It would be beneficial to have more study rooms available at the langley campus so that you can spend more time rather than the 1 hour.	1
23	Keep up the great work!	1
24	Langley campus ~ Keep on doing what you're doing, it's great. Surrey campus ~Please make sure that more computers are available. Time after time, students sit in front of laptops without using them, reducing the available equipment for students who actually need them.	1
25	Langley library should be open longer on weekends	1

26	Langley/ Really appreciate the books of brewing beer. Every book are expensive, but I can read them. Thank you!	1
27	Love the area, people are great to talk to. And it's quite a pleasant place to chill for a bit	1
28	may need to progress more in maps	1
29	no	2
30	No	5
31	No additional comments at this time	1
32	no thanks for all your help :)	1
33	No, all the library services are good for students. Especially in Langley and Surrey campus because I have visited only these two. Thank you .	1
34	No, so far everything has been great with the help I've receive from the Langley campus	1
35	None	2
36	None that I can think of. Very happy with what our library offers and would be disappointed if we lost any of it.	1
37	nope	1
38	Nope :)	1
39	nope, very good service at langley campus	1
40	Not at the moment.	1
41	Not really. Just that international students are being charged way too much. And its so hard to apply for a scholarship or bursary, awards. More assistance in these fields would be highly appreciated.	1
42	Nothing. Everything is good	1
43	Overall I'm very happy with the way our library runs in Langley and appreciate all the resources and help I receive there :)	1
44	Overall my experiences at the KPU libraries have been good and satisfactory	1
45	Overall, the library service is good but can be more helpful and better in Langley Campus	1
46	Thank you for your hard work and support of the students, i highly appreciate it. Take care and i hope you're have a wonderful day :)	1
47	Thank you so much for a great service	1
48	Thanks for the work the librarians do for us!!	1
49	The idea of adding the library webpage to the moodle site would be AWESOME !! It would make it so much easier to access, and having an option to book a tutor or something on the moodle page might help to create more awareness around this resource.	1
50	The Langley and Richmond library staff are very kind and approachable. The only thing I suggest is that we have more group study rooms. Thank you	1
51	The Langley campus library has a lot of useful resources for students who may not have access to these things at home	1
52	You are doing so well despite everything going on! I'm happy to go to this school.	1

11.3 Richmond

Question: Do you have any final comments about the library or suggestions about how to improve the library?
 50 unique comments, provided verbatim.

#	Responses	Count
1	All campuses are good.	1
2	Every time I go in Richmond campus library everyone is very nice and helpful	1
3	Everyone is so kind and willing to help. Thanks. This applies to Richmond and Surrey	1
4	From my one visit to the Richmond Campus Library, there were not a lot of people there. Maybe the reason behind this is COVID, but I still find it useful	1
5	I always find that the Richmond campus library is clean, quiet, and I'm easily able to access the study rooms whenever I've needed them.	1
6	I am pleased with the overall efforts of the Richmond library.	1
7	I do not think I have anything else to say at the moment.	1
8	I have been satisfied with each KPU library that I have been in (Surrey, Langley, and Richmond).	1
9	I have not used enough library services to provide meaningful feedback on this subject.	1
10	I have only been in the library about 2-3 times to study, so I don't really have any comments regarding the physical improvements. But I do use the online library to help me with my work. During the past ~2 years of Covid, I haven't been on campus that much and I often rely on online books instead. It would be great if we could have pdf books that we could borrow as well not only the hard copy textbooks. It will also help not only the local students but also international students not living in Canada who have no access in the campus libraries.	1
11	I wish he could get better, collect more books or have a better environment, even if he is great now.	1
12	I would like wifi connectivity to be better at Richmond and surrey campus	1
13	I would love self-checkout stations which work with your student card. Also, it would be nice if there was a micro library at KPU Civic Plaza.	1
14	If I can have variety of sources to contact the librarian and ask for help for homework and assignments online, that would be fabulous!	1
15	In Richmond, study rooms hours should be increased or we can renew it or book twice in a day . This trouble's me every day . So please I request you to look on this issue and take action.	1
16	I've been satisfied with what KPU has provided in the libraries for students.	1
17	just better seating	1
18	Keep it up the best service for our needs, thanks	1
19	Library is very good I like to go there for studies	1
20	More books related to fashion and design would be nice in the Richmond campus to help the WSD students with some projects.	1
21	Move away from thinking of them as a "library." Unless you really believe that you're immune to schemas (lol), just calling it a library already cages how you approach the matter of improvements to add given how dynamic the "library" is becoming in terms of providing resources for students, especially if you expect them to "take classes" there (and succeed and be bolstered). Call them "integrated learning centres," or "areas" since TLC already took the LC--but less corny, ideally. In 100 or 200 years, will we still have "libraries"? What might learning look like then, not tech wise, but in terms of functions, provisions, amenities, considerations, etc. Then just use the most forward-looking things available to meet those. Let students grow into them. It's not like they're going to "miss" the existing instantiations; nostalgia or path-dependence, if any, is purely in the (old) folks who... are not the library's service audience.	1
22	no	2
23	No	2

24	No, all good	1
25	No, I believe the library overall is very sufficient and creates a positive learning environment for students.	1
26	No, I do not. I think the library is fine the way it is! :)	1
27	No, I don't believe I have anything else to add to what I have said earlier in this survey.	1
28	no, thanks	1
29	no.	1
30	No.	1
31	No. Thank you.	1
32	none	1
33	None.	1
34	Nope	2
35	Nope, the library (Richmond) seems pretty good from what I've seen :)	1
36	Nothing else other than what I have mentioned earlier. Nevertheless, I have learnt about new things that the library have updated or offered through this survey! Thank you!	1
37	Our school have very nice Librarians~	1
38	Out of my cohort, it is only I and maybe a couple others who use libraries as primary resources in general. Perhaps if there was more awareness about how extensive the design sections are, more people would go in and borrow books.	1
39	printing papers should be free or cost less and kpu should have their own citation generator because citations are confusing	1
40	So far so good, keep up the good work! Richmond campus.	1
41	Thank you	1
42	The Langley and Richmond library staff are very kind and approachable. The only thing I suggest is that we have more group study rooms. Thank you	1
43	The librarians at Richmond Campus Library are nice!	1
44	There are a lot more services than I realized and that I have more resources to help me than I originally thought	1
45	They should use proactive approach to the students (put out banner and web link to aide students), constantly update the book shelf on the promotion board rather than always behind the reception and wait for students to approach them.	1
46	This is the first time I have seen the 'subject guides' and I think this is a very helpful resource that just needs to be communicated to students!	1
47	Two features I've made use of so far include reciprocal borrowing and authorized borrower. The latter is convenient especially if I have a family member passing by campus who can help me pick up a hold on my behalf.	1
48	Very resourceful libraries, only suggestion is that sometimes its hard to find a compatible timeslot for booking at the learning center.	1
49	When the borrow books from library are due, the system notify the student ahead a week, but the due date is always ahead one one week. It make the student confused.	1
50	who has the time to watch or attend a library help session/video. library is very dirty all the time, messes left by other students. can never get what i need	1

11.4 Surrey

Question: Do you have any final comments about the library or suggestions about how to improve the library?
253 unique comments, provided verbatim.

#	Responses	Count
1	(Surrey campus) Please monitor the large groups of students who come to the library/campus just to eat or talk.	1
2	[NAME REDACTED], thank you for your great help in the library. Online articles also were easy to search and work with online. Thank you.	1
3	A green screen rook	1
4	According to me everthing is good now.	1
5	According to me It's very nice . Thanks	1
6	Actually I'm new that's why I am not so aware about my rights and other stuff because I don't even have good friends who could guide me	1
7	add a citation guide and essay guide to moodle	1
8	Add more updated and latest technology and editions of books	1
9	Adding an area to nap while waiting for class	1
10	All are good	1
11	all good	1
12	All good	4
13	All good and kpu is already the best!!	1
14	All good in Surrey Campus.	1
15	All good.	1
16	All in all, for me kpu library is the good source to find help in any aspect of doing research. All the services are highly good including librarian and other staff. i am so glad to be a student of kpu.	1
17	All is well.	1
18	All maintained well.	1
19	Almost everything is available in this library and all that things are very useful and I think this is sufficient.	1
20	An open Wifi for students must be available at library to connect personal laptop with internet at surrey campus	1
21	As for the Surrey Campus Library - Thank you for the open work space and friendly and helpful people who work hard to help and are patient in explaining steps and processes. The more I enter the library the more comfortable I get so thank you. Also thank you for the efforts of keeping our libraries safe and clean during this pandemic time. It is so appreciated.	1
22	As I answered in the earlier question, I was unable to find business related books at the Surrey campus. I would very much appreciate it if there are proper instructions about sections or books and on which floor to find study related material.	1
23	at least the most important library services such as citation help and Zoom a librarian should be integrated to Moodle dash board.	1
24	Continue to do great work for all the librarians. You do deserve a lot of credit for helping students like myself.	1
25	Everyone is so kind and willing to help. Thanks. This applies to Richmond and Surrey	1
26	EVERYTHING IN LIBRARY IS AMAZING JUST A LITTLE MORE SITTING AVAILABILITY IN SURREY CAMPUS WOULD BE GREAT.	1
27	everything is good	1

28	Everything is good	1
29	Everything is great, but the webcams would be even better.	1
30	Everything is great. I got help many times from library and i really appreciate the efforts done by kpu in order to provide us a great studying environment.	1
31	Everything is nice and have all the things needed for a student	1
32	Everything is perfect	1
33	Everything is pretty good	1
34	Everything is quite good and all librarians are all nice	1
35	Everything is there at the library for the students. But i think adding a painting area for the art and painting students will be a great idea. So, I would love to see a painting area in Surrey library. Thank you!	1
36	Everything so far has been going great. So far I have only used to library's study rooms with my own laptop, but when I need help, I know to ask the librarian and how I can contact the librarians.	1
37	Excited about the new developments that I learned about via this survey.	1
38	Fast and easy printing needs to be accessible throughout the campus.	1
39	For the Surrey campus, everything is pretty good. I dont have any complaints so far. The only thing that I find annoying (sometimes) is that the chairs, few of them, are very squeaky and are showing their age.	1
40	good	1
41	Good	1
42	Good for everyone	1
43	Good service	1
44	Grateful for all the librarians working and helping students. Thank you.	1
45	Have already stated this before, but I would like to emphasize again that people talk in the red zone silent study area and its very disturbing. I sometime spend all my day in red zone surrey campus library and there is always someone talking or group of people doing their group project, and it is becoming inconvenient and annoying.	1
46	Helpful and kind.	1
47	Hi there, I specifically think Surrey campus should have longer hours in the evening as other university libraries are often open 24/7. Many students have troubles getting work done at home, me included. Thank you!	1
48	Honestly, I am very satisfied with the surrey campus Library, all the things whether it is physical space or material, resources all of the things are fine there and helpful of course	1
49	I am a post-baccalaureate student, I used to spend hours reading resources. And most of my quality learning time starts at night & in KPU the library will be closed by 9.00 PM most of the days. If you could allow students to be on-premises as much as they want it could be very useful.	1
50	I am not sure this is my first semester and that too online	1
51	I am talking about the surrey campus. I would really like there to be more books on different topics. Different kinds of novels and language learning books	1
52	I am very happy with surrey campus library and services they provide. I am glad that all librarians are always there to help students. Thanks to all from bottom of my heart:)	1
53	I am very much satisfied with the library resources	1
54	I appreciate the time and effort the librarians put into giving students the best resources possible. They are extremely helpful from my own experience. I do not use the technology side of the library much at all since I focus on using online databases while I am at home so I cannot comment much on those. The extensive amount of material we are given is a huge blessing as well.	1
55	I do not have any suggestions or comments that I can think of at this time.	1

56	I do not, I'm very satisfied overall with the libraries in Surrey and Langley which are the only ones I've been to and often use.	1
57	I don't know much about library resources and want to know but don't know how	1
58	I don't think about any right now.	1
59	I don't think there is any thing which needs to be added. Everything is perfectly good.	1
60	I don't have any special comments everything is working fine as per my needs.	1
61	I don't have any ideas	1
62	I enjoy working in the library and I'm grateful for the online resources that are available to us through it! Thanks to the librarians!	1
63	I find library very useful for completing my tasks in my courses	1
64	I found surrey library the best ever I go	1
65	I guess the library's are very well equipped and nothing need much to done	1
66	I had a very negative experience using the Chat function for the library. It was a person at UBC library. They obviously considered my question to be stupid. It was my first experience with a library in many years and I had to do my first course in many years, and do it online. I had already reviewed all of the tutorials I could find and I was pretty upset with their attitude. Reminding them that everyone is coming from a different place in Library Experience and to be very understanding would be helpful.	1
67	I hardly use the library at all. But I might use it more if the online access wasn't so confusing. Like if there was an online guide that we could look through to find what we want, and that guide is easy to find. I did a library workshop in my first semester in 2018, and even after that workshop I was confused, now in 2022, I have no idea what I'm doing.	1
68	I have been satisfied with each KPU library that I have been in (Surrey, Langley, and Richmond).	1
69	I have great experience with the Librarians for the last 5 years at KPU :)	1
70	I have had very good experiences with the library. I have also had very positive experiences with IT, except for one time where I was openly discriminated against by a lady who worked at It. She humiliated me in front of a lot of people and when I tried to address it there were no avenues open for accountability. She apparently was allowed to treat me like in an overtly aggressive way and, as a student, there was nothing I could do but accept it. It is infuriating, even now to think about it.	1
71	I have included everything. Thank you	1
72	I have only visited the Surrey library once. I would need to do it more times to answer this question.	1
73	I haven't used the library that often so can't give any suggestions.	1
74	I just love the library of my campus as it is, they are no changes needed for the same by my side.	1
75	I like the library, I would enjoy more individual isolated seating	1
76	I LIKE THE SURREY CAMPUS LIBRARY	1
77	I think everything in library is good	1
78	I think everything is perfect for me till now. If I have to give any suggestions in next coming time or days, I'll definitely talk to librarian or campus staff.	1
79	I think it would be helpful to have more pre-recorded library/learning centre video resources. I have avoided some workshops because I would prefer to do it asynchronously.	1
80	I think it's the best place to study.	1
81	I think reaching out via more common channels (such as Moodle) would increase awareness of the library's resources. It seems that the library has really good services already, but I've been here 6 years and never knew that we could ask for help with citations. Part of that is my failure to look into it, but I'd hazard a guess that MOST students won't go out looking for it themselves.	1

82	I think that the surrey campus is so much quite and it is very easy to study there. one issue I find when I was printing they didn't show colored ink. I think it is not available they should fix it. Rather than that it is very good place to study	1
83	I think that we can improve the library by adding more tables so that more students can study at the same time. Surrey Campus	1
84	I think the survey was good and i have nothing else to add on to it. Thankyou!	1
85	I think tim horton in cider building opens more until 8 pm	1
86	I usually visit the KPU Surrey library and there is all good most of the times.	1
87	I waiting for the classes to be offline so that i can take the opportunity to sit in library and study in a peaceful environment	1
88	I want In-person classes rather than online, due to online classes I miss the opportunity to enjoy the university facilities. So, first suggestion is to please provide an opportunity to enjoy college life and the teaching experience of professor in person.	1
89	I want to talk about surrey campus as i go to that campus only. There are so many resources that I have never heard about like their drop-in session, help in research, and many other services offered by library. It is very important to aware students that they can ask help from library. It is not only meant for books and quite place to study. Since it is my last semester, I feel so bad that if I knew these services before, i could make i experience better with kpu. Suggestions for increasing awareness about services are: 1)Add them in moodle site which is accessed by students almost twice a day. 2) Instructors should encourage students to use services and let them know how amazing it is by adding links or mentioning them in class. 3) To encourage students, instructors can add bonus marks in syllabus for completing on one of the services. (like i did work citation quiz to get badge only because i wanted to get bonus marks. It was just 1% but still encouraged me to do that and now I am fully confident how to cite sources and avoid plagiarism.)	1
90	I wanted to use the library for on-line classes but I don't know the area but in general library is good.	1
91	I was not able to find some books in Library, I hope you add all the books needed for all the courses. Thanks	1
92	I went to the Surrey campus library before class and grabbed 7-8 books on the Final Solution for an upcoming assignment. The person at the desk by the stairs was VERY helpful and showed me the section where the books were, I have never physically went and looked for a book in the library and the last time I used a library there were index cards for books!! ah haha When I went to check out the books I realized that my library card, I am not used to carrying around my KPU ID (I do now, so this will not happen again) was in my van. I told the lady that I did not have time to go back and get my ID before my class started and asked if the books could be held behind the counter, and I would return and collect them in 3 hours, after my class. She was very unhelpful and reluctant to hold the books for me saying that if she did put them behind the counter, she could not guarantee that the books would not be put back by the time my class was over. I do not understand why she could not have put a note on my books and held them like they would if you did it online. I was worried that if my books did go back I would have a hard time finding the exact 7-8 books I carefully chose. In the end the book were there when my class was over, I just do not understand why the librarian was being to reluctant to put a note them, holding them for such a short amount of time	1
93	I would like more enforcement of whispering in the Surrey campus Yellow Zone on the second-floor balcony seating area (right above the entrance), it tends to get really loud there with groups of students speaking at an above-whisper level and it is very disruptive.	1
94	i would like there to be more tutors	1
95	I would like to have library page included on the Moodle page so that i will be able to find information for my study or assignments wherever and wherever needed Thank you	1
96	I would like wifi connectivity to be better at Richmond and surrey campus	1
97	I would love for the library to allow students with access to sources digitally through a website of some form.	1
98	I would love to see libraries offer resources such as homework help and tutoring, as well as afterschool study programs otherwise everything is perfect	1
99	I'd appreciate a staff member being on the third quiet study area of the library to ensure all students are actually being quiet. Often times students go there and talk for an extended period of time. It's mind blowing how they think it's OK to do so, but still, it happens. Even if a staff member just patrolled every 30 mins or so, I feel as though it would make a difference.	1

100	I'm satisfied with the services of livrary. It's even more than enough to support students to help then in their studies and to find out study material.	1
101	If I talk about Surrey campus , then I feel there are enough services available which are really helpful as a student to study effectively. But I feel library can indulge in getting more laptops and printers and providing a little separate area to study quietly.	1
102	I'm a 4th-year psych student and still don't understand PsycINFO. I just use the regular search bar. Maybe make 'quick tabs' for students in certain areas; the website is just confusing. And also maybe put in a 'quick guide' that is easily accessible for how to use quotations and 'AND' functions in search bars etc. Thanks!	1
103	I'm a part time student who doesn't go to campus right now as I'm older. I'll use it more when my classes are back on campus.	1
104	In general, I think the Surrey library is decent.	1
105	In surrey campus, everything is going well but I think students should be told about the services through emails because sometimes it is bit hard to ask about something which they don't have any idea.	1
106	In surrey campus, the service provided by the library is fantastic. The area is quite spic and span. Library staff is very humble and helpful.	1
107	In Surrey campus, Wifi needs to be fixed. Please and thank yoh	1
108	In the silent study floor, there are many counters and tables missing electric plugs. I want you to place more of them. I am travelling around find a table accommodated with it. You need solve this issue immediatly. Tables are also very old. I think you need to replace them with brand new tables.	1
109	include microwave	1
110	Inclusion of more computers but macs also so person can have choice to use	1
111	Increase the area	1
112	It's a great place to learn. Please try to add more sockets near the desks.	1
113	its awesome place to study	1
114	its quite and peaceful place to study.	1
115	It's really good approach to provide access of material to students..please try to bring more course related books	1
116	Its the best..	1
117	I've tried to reach Surrey campus but due to Covid restrictions, I don't even find how to enter in the campus.	1
118	Just add more staff and more computers as pandemic is over and more and more students returning back to the campuses.	1
119	just make 250-350 pages free for every student to print/photocopy, that would be a good start	1
120	Keep up the good work and thanks for a great study environment.	1
121	Keep up the good work1	1
122	Keep up the great work.	1
123	keeping the library clean is very important and having the latest tech	1
124	Kpu library is good	1
125	Langley campus ~ Keep on doing what you're doing, it's great. Surrey campus ~Please make sure that more computers are available. Time after time, students sit in front of laptops without using them, reducing the available equipment for students who actually need them.	1
126	Library in KPU is perfect. 😊	1
127	Library should have friendly environment, which is missing there, new students feel reluctant to come there	1
128	longer times for study rooms at the Surrey campus.	1
129	make sure that the library isn't too packed	1

130	Maybe a small café in the Surrey Campus Library. :)	1
131	Maybe teach us how to print or make a guide for it. Most dont know how.	1
132	more art and student aesthetic items	1
133	More resources for studying for the courses	1
134	must have some extra laptop loans for students	1
135	My previous instructors have introduced us to librarians and they would come and show how to navigate around.	1
136	Need more study rooms to be available they are always taken at the surrey campus	1
137	Needs more textbooks related to the courses	1
138	no	11
139	No	45
140	No all good	1
141	No everything looks beyond perfect to me.	1
142	No I don't really have any suggestions it gave me every help that I need	1
143	no i dont	1
144	No I don't have any recommendation.	1
145	No I don't think so	1
146	NO SUGGESTIONS	1
147	no thank you	1
148	No thanks	1
149	No!	1
150	no!!	1
151	No, all the library services are good for students. Especially in Langley and Surrey campus because I have visited only these two. Thank you .	1
152	NO, I am already satisfied with the technology and resources.	1
153	No, I don't think so.	1
154	No, i rarely go to campus because i have online classes	1
155	No, i think KPU library its the best without any further changes.	1
156	No, I think the library at Surrey campus is well done.	1
157	No, I use the Surrey library approximately 2-3 times a semester and I find my experience to be just fine each time.	1
158	No, I'm happy about all the things which KPU is giving to their students.	1
159	No, I'm so happy with library equipment, service and assistance.	1
160	No, In my perspective surrey library have the sources which a student needs in their course. I would love to suggest if I'll need something as a student to upgrade	1
161	No, it's is very well structured and easy to access	1
162	No, ive only been to the surrey campus library and its had everything ive evey needed to complete my work. The staff are bery nice and helpfull when needed and it is very quite and tidy! Everything is usually in order and easy to find	1

163	No, thanks a lot	1
164	No.	3
165	Non, no suggestions for improvements	1
166	none	4
167	None	3
168	NONE	1
169	None that I can think of at the moment	1
170	None! Everyone is doing a great job! Please keep it up!	1
171	none, everything is perfect	1
172	None, thanks	1
173	none. all services are great.	1
174	nope	1
175	Nope	1
176	nope!	2
177	Nope!	1
178	nope! I am pretty happy with how things are being run!	1
179	Nope! I'm very grateful for the resources! Thank you!	1
180	Nope, I think surrey is more resourceful than Richmond in terms of places to study	1
181	nope:)	1
182	Not at the moment	1
183	Not at this moment	1
184	Not really because I barely use it.	1
185	not yet because i have not explored much but in future i will definitely like to give some suggestions	1
186	nothing	3
187	Nothing that I have not already mentioned.	1
188	nothing, everything is well maintained. :)	1
189	On Surrey campus I think a poster which explains the book organization system could be helpful.	1
190	Once again, I do not have any complaints about the library or its services.	1
191	Our Kpu Surrey library is best as from cleanliness to all the other facilities are available and I'm highly satisfied with that	1
192	Overall facilities are excellent.	1
193	Overall I am Okay with everything but I feel that some system should be created to have free parking for the students who study at the library every day for long hours. One of the main reasons I can't use the library everyday is because of paid parking. I only use library on the day I have classes. Plus library hours should be increased. At least until 11:30PM.	1
194	Overall I'm happy with the library at Surrey	1
195	Overall it was a pleasant experience, some changes can include another secluded area for particular subjects	1

196	Overall Satisfied	1
197	Overall, all KPU campuses libraries have enough resources that students can access too!	1
198	Peaceful ambience really appeals me	1
199	Perhaps adding a tea/coffee machine-station would be nice for students who are studying there for hours on end.	1
200	Perhaps more available seating. Surrey campus seating gets quite busy on weekdays.	1
201	Perhaps the library can provide access to a transcription service such as Otter.ai so that students with disabilities, and hearing impaired students, can have a transcribed copy of their audio or video material for ease of studying and retention of material when it is in a readable format.	1
202	Please add some investment and stock analysing books.	1
203	please get mac chargers.	1
204	Please help first semester students about library and resources and other resources which help them.	1
205	please include some for ethnographic resources related to anthropology	1
206	satisfied	1
207	self check out	1
208	Some books are very pricey, and other platforms offers better prices	1
209	Some people sit in library (surrey campus) without any reason and they just disturb. Kindly appoint employees to avoid this issue	1
210	sometime certain students disrupt the silent study floor by having a phone call conversation (the other day I experienced this which turned into a speaker phone loud conversation, I then left the library without finishing my work in frustration), this has been a negative experience in using the Surrey library. I know its difficult to control but I wanted to state my experience in some hope this can change	1
211	Study material never find not any book or any help in assignment	1
212	Surrey	1
213	Surrey campus - I feel there is a need of a drinking water source inside the library and strict guidelines for students not maintaining the decorum of the silent study zones.	1
214	Surrey campus is the best	1
215	Surrey campus, need more signs for the 2nd and 3rd level to indicate what needs to be going on / what isn't allowed. Quiet nosiey on second level in which those students should be on the first floor so their not intrupting students who whose the library to study / do group work / complete assignments / attend online classes / get help / not socialize	1
216	Surrey Campus: I feel that those who needs the campus computers should have it more accessible to them. Lots of students I have seen/noticed, usually hang out in front of those computers just to chat and not even use them. They feel the need to talk/chat, get a table or get out of the library. Library's meant for quietness, studying, or using the tech. Richmond campus is slightly better in this sense.	1
217	Surrey. I love the availability of resources. I would suggest moving in a direction that better facilitates independence but also welcomes asking for help.	1
218	Thank you for making the library a great resource and space!	1
219	thank you for providing the great library environment for us. I like studying at the KPU library because i can focus on study well in addition to being able to use KPU computer anytime easily	1
220	Thank you for the help you bring to new students!	1
221	Thank You! but everything is alright	1
222	Thanks for your help in citations and references	1
223	Thats all	1

224	The art display in the entry way of Surrey over the years has been pretty cool.	1
225	The campus libraries are very helpful and clean. Thank you to all the staff	1
226	the lady at the desk who made a comment about me, that was just rude like why make a sly comment about my appearance	1
227	The librarians do an awesome job. Keep up the good work.	1
228	The library at surrey campus needs plants inside to improve students health and mood. Ideally we'd have a moss wall and a running water feature, but plants would help make the space feel uplifting. Currently it is a bit depressing. The lighting is also bad.	1
229	The library is a very nice space to access resources and socialize. I don't have many complaints but I do think more open spaces should be added to the library in the Surrey campus.	1
230	The library is overall very good and the staff is excellent	1
231	The new facilities or services related to library are not effectively communicated, I think. Because many services are still unknown to students like me despite of visiting library website many times. May be the upcoming events or things are not easy to find on website.	1
232	The stuff library has is enough to satisfy students needs, however, more awareness is to be spread out regarding availability of resources.	1
233	the surrey campus is my main campus and as much as I love it there I do sometimes feel excluded due to the fact that I do not have any friends attending the school and i am in mostly online classes.. I think it would be really helpful to have mixers, events that all students can attend and specific program events. For example I am in anthropology major so it would be really helpful for me to meet everyone in my program.	1
234	the Surrey campus library could use some upgrades in the computer lab to the right, when you first walk into the building. I noticed that some keyboards weren't working well. I'm not sure if a student who used the computers prior to me had changed the keyboard settings, but often when I pressed the spacebar, it acted as if I had pressed it ten times. This happened on multiple occasions	1
235	THE SURREY CAMPUS NEEDS A 3D PRINTING SPACE. IF NOT, I HOPE I CAN DONATE SOME EQUIPMENT TO THE SCHOOL IN THE FUTURE. LOL!	1
236	The Surrey library is a comforting space to be in and most librarians are kind and helpful.	1
237	The surrey library is a nice place to study. I like the different levels of quiet studying	1
238	There are so many complicated things and tasks in the library website, whether we have to find something or research something, its takes a lot of time to research things and its citation guide is also really complicated to understand whereas compared to other universities.	1
239	There is less cleanliness in bins in the library's bins	1
240	There should be more books and food options.	1
241	there should be some guide or someone to whom new students can go to for help on regular small issues or must be helpline or online system where students can get guidance and get confidence to adapt the university level education in Canadian system	1
242	There's always room for improvement	1
243	They all work so hard to help every kid	1
244	They are really professional in their work and they always helped me whether it was in-person or on call. I love the way they treat us.	1
245	To reiterate, it would be beneficial to have more informal settings within the library where it'll be easier to study and more comfortable. Perhaps the ability to get more drinks in the library itself.	1
246	update info on library website regarding student ID cards and what to do when they expire	1
247	Update some more technology add some fun with learning at surrey campus	1
248	Very satisfied with the services kpu library provides in surrey	1
249	We shouldn't be charged fees to use the library or campus especially in Covid.	1
250	we would like to avail course textbooks for borrowing	1

251	We'll, everything is good according to me!	1
252	Well, all the services are very good in Surrey Campus but sometimes I face problems in searching online content related to my course. I don't understand that how to use these resources. That's why I requested to make the resources available on our moodle course.	1
253	Wifi has also been a very big issue for mac users on campus	1

11.5 Online only

*Question: Do you have any final comments about the library or suggestions about how to improve the library?
85 unique comments, provided verbatim.*

#	Responses	Count
1	a real surprise - keep up the great work	1
2	As it is currently, I feel that the KPU library's system works fine for me.	1
3	Continue to offer as much online material as possible including e-textbooks, scholarly articles etc.	1
4	Create one structure in Civic Plaza.	1
5	Due to covid, had no chance to use library.	1
6	easily appointments should be available to get a feedback of assignments from librarians.	1
7	Enhance the searching function in online platform may be able to facilitate students to locate their related information/ books/ articles easily	1
8	have more pre recorded instruction videos and have more reach out to individual classes	1
9	Hope to use library resources after graduation. May need an online access for cybersecurity lab.	1
10	I am looking forward to using the library resources	1
11	I can't say much because only used online library but I can say that we need some help in searching articles or journal on online library because it is not easy to find specific research material just from some keywords.	1
12	I can't suggest at this time as I haven't visit and used the library resources till now so once in Canada will visit the library. Else thankyou for providing us with so much.	1
13	i didnt know a lot of these services were available, perhaps better advertising to new/ returning students	1
14	I don't have any final comments	1
15	I have no further comments at this time.	1
16	I haven't attended the orientation before my very first term, but if library orientation wasn't included in it, it would be very helpful for new (esp. international) students to be made aware of the very useful resources and services the library has to offer.	1
17	I hope all librarians are doing well and staying safe and happy amid Covid-19.	1
18	I just want to specify that in the question asking if I'd be more likely to use the subject guides if they were on Moodle, the reasoning behind the Yes is because I'd actually know they existed. I probably wouldn't mind accessing them through the library website as long as they weren't hidden under 5 layers of other pages. I think the tool that pretty much cites books for us is amazing because end of paper citations are a huge PITA. Important, but (at least for a newer student) extremely time-consuming and easy to screw up a detail which can cost you.	1
19	I think I can use the library after covid and I prefer to use hard books after that	1
20	I think its good I got everything I expect	1
21	I think library resources are really helpful and I get accurate information from it	1
22	I think they are doing their best to provide the best for students. Keep learning Keep growing!!	1
23	I think they should include more article about business management or course books in library so that students have to spend money over it and can better utilize library facilities	1
24	I think y'all are great! keep it up	1
25	I wish I had more to say, but it's my first semester and I don't have much experience with the KPU libraries yet. Thank you for your efforts to improve library services! I look forward to using more of them.	1
26	I wish library sent out more emails to students so we know what's available for us	1

27	I would like comfier desk chairs to be able to be more comfortable completing school work.	1
28	If I go back to school in the future, I will be willing to visit the library often.	1
29	If library can add more private spaces that would be great	1
30	im neutral satisfied with our lib, its all good.	1
31	I'm not informed about all the services the library offers. Perhaps a solid list somewhere of what they can help with would be helpful.	1
32	Integratation with Moodle sounds like a good idea and I would like to see that.	1
33	It would be great to have a business related library at Civic Plaza	1
34	It's all good all material are available but few changes are required for online library	1
35	It's great. Keep up the good work	1
36	It's great	1
37	Just more sessions so that students can take help online and that too easily	1
38	keep doing what you guys are doing, it's very helpful to us.	1
39	Keep up the great work!	1
40	Library is great helpful resource. Now I am using online help from library but surely I will be using it on compus in coming days.	1
41	Maybe have a library at Civic Plaza campus as well :)	1
42	My impression is that KPU has excellent staff that care about their students and the resources I have used online have been very useful. I have no major ocmpliants.	1
43	Need for customer service	1
44	Need more stqff assistance for psychological listening of ones tentions and queries	1
45	no	4
46	No	11
47	No I don't have I'm really very satisfied	1
48	No I'm satisfied with everything so far.	1
49	no nothing	1
50	no thankyou	1
51	No, thank you.	1
52	No, thanks. I will be aware to the workshops you have mentioned in this survey.	1
53	No.	2
54	none	2
55	None in particular	1
56	noo	1
57	nope	4
58	Nope	2
59	Not at this time	1
60	Not sure if it is a comment for the library or the professors - it would be great if the professors are asked for what they will be needing for their classes and maybe, just maybe, the library could purchase it.	1

61	not that i can think of	1
62	nothing else, no.	1
63	nothing that comes to mind at the moment.	1
64	Nothing to add	1
65	Our library is very cold and uninviting. I think it needs updating in the sense that it needs to be more welcoming and comfortable, like other schools.	1
66	Overall, I am appreciative of the library's services. Sometimes it can be challenging navigating multiple research databases to search for journal articles and books. However, the library is a central information hub with its online database as it provides many services for students to use. Personally, I have learned most information about citations and references through utilizing the library's resources.	1
67	Overall, I have a positive impression of KPU's libraries. I appreciate that KPU is gathering feedback to further improve them	1
68	Satisfied	1
69	So far my experience with the library has been great.	1
70	So far so good. Looking forward for inperson library experience.	1
71	Some added quality of life features such as wireless chargers as to not overcrowd outlets with laptop and phone chargers	1
72	still, I have not any questions whenever I started studying there I will provide any suggestions.	1
73	Thank you all!	1
74	Thank you for all that you do to support students' learning!	1
75	Thanks for all your hard work ☐	1
76	Thanks for the library's hard work!	1
77	The best library I ever came across	1
78	The books waiting is big, hard copies to borrow are not available easily and if a student could borrow a book for a month it could be really helpful	1
79	there must be a pre-recorded video regarding citation	1
80	Very satisfied	1
81	water feature	1
82	Well, all the services are very good in Surrey Campus but sometimes I face problems in searching online content related to my course. I don't understand that how to use these resources. That's why I requested to make the resources available on our moodle course.	1
83	Well, at the end i would say that it is a great to add the subject guide on moodle site as like a online learner!	1
84	Wish I could comfortably study on campus. I understand that I'm not unique in this desire, but it's frustrating seeing campus "rules" be upheld in such a low transmission risk situation as silent study, and then repealed or not enforced in more social areas on campus.	1
85	Yes, I recommend Civic plaza campus need a library too. Thank you.	1

11.6 Neither in-person nor online

Question: Do you have any final comments about the library or suggestions about how to improve the library?

15 unique comments, provided verbatim.

#	Responses	Count
1	Although I haven't had a need to go to the library yet, I look forward to seeing what resources they have as well as their general appearance and design.	1
2	Everything is just perfect	1
3	it is all good	1
4	make it simpler/convenient to find scholarly articles and sources, as so far google is faster and less convoluted	1
5	no	1
6	No	2
7	No thank you	1
8	No.	1
9	Nope	1
10	Nope!	1
11	Nope. All good	1
12	Nothing as such	1
13	Please review the detailed submitted answers	1
14	Shorter surveys please. I barely have anything left in the tank to do my assignment due tomorrow...	1
15	Since I have not used the library I can only hope they have online options or will improve them.	1

12 Civic Plaza Comments

Concentrated comments about Civic Plaza

38 unique comments, provided verbatim.

#	Responses	Q#	Count
1	Because my classes are in civic plaza campus.	4	1
2	I attend the KPU Civic Plaza campus and so far most readings are available in the KPU Virtual Library or directly as part of the courses material.	4	1
3	I classes are at civic plaza classes.	4	1
4	I go to the library in person but not as much as I use it online. My classes are either online is in Civic Plaza so I don't have so much time going to libraries in other campuses. And our library online has so many resources	4	1
5	I live next Civic Plaza and there is no library there, so I prefer research online or go to the public library.	4	1
6	I study at Civic Plaza campus, so I do not need to go in-person to other locations, I prefer to use the online services.	4	1
7	I study in Civic plaza, other libraries are far from my house and campus.	4	1
8	I'm from KPU Civic Plaza.	4	1
9	My Campus is Civic Plaza, and the books we are using for my current classes are available online	4	1
10	My classes are in civic plaza campus and the library in other campuses is a bit far from my home	4	1
11	only have 1 course in person in KPU civic plaza.	4	1
12	Pandemic. I expect to use it in person more often when I feel it is safe. However, the distance from my campus (Civic Plaza) might make it a little less convenient.	4	1
13	There is no library at civic plaza campus , so I have to travel especially if I want to go to any library in-person.	4	1
14	Quiet area to study, it is good to have safe spaces to study - Civic Plaza	12	1
15	Quiet study area at Civic Plaza campus	12	1
16	The most satisfying area is the class rooms. I am attending a class at civic plaza campus and the classrooms have great infrastructure and they are well equipped. I like the big spacey area and the facilities available.	12	1
17	All campuses including Civic. I wish the study spaces were more accessible to students, including the Civic campus.	13	1
18	Enable holds to be placed for pickup somewhere at KPU Civic Plaza.	14	1
19	A mini library or something for students at Civic Plaza campus	14	1
20	All facilities are provided, I just suggest to have a library in civic plaza campus too.	14	1
21	I am not sure if in Civic Plaza there is resources like magazines or databases.	14	1
22	I study at Civic Plaza that is a great building, but a business related library would be great!	14	1
23	I wish the library was available at Civic Plaza Campus also.	14	1
24	No library in Civic campus, its quite strange T.T	14	1
25	civic plaza	14	1
26	I personally visited the study room of surrey campus and meeting room of civic plaza. I hink they are best.	16	1

27	I have only been to KPU Civic Center few times.	16	1
28	I would like to use this study rooms in Civic Plaza campus	16	1
29	Civic Plaza could use a library space. There are times when a tutor has be accessed just before the class, and it would be easier to use the library.	17	1
30	Civic Plaza has no library	17	1
31	I have not visited the library at Civic, but if there is a study room/cube that would be great.	17	1
32	Physical space in Civic Plaza.	17	1
33	There should a library services in civic plaza campus as well.	17	1
34	I would love self-checkout stations which work with your student card. Also, it would be nice if there was a micro library at KPU Civic Plaza.	39	1
35	Create one structure in Civic Plaza.	39	1
36	It would be great to have a business related library at Civic Plaza	39	1
37	Maybe have a library at Civic Plaza campus as well :)	39	1
38	Yes, I recommend Civic plaza campus need a library too. Thank you.	39	1

Appendix A: KPU Library Student Survey - 2021 Academic Year

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

1. Metadata collector (not seen by participants)

2. Library Usage

3. *Which campus library do you use the most?

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

Display if Q3 = "only access library resources online"; after Q4, skip to Q8

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

Display if Q3 = "...never use the library in-person or online"

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

Display if Q3 = a campus library

6. For which of the following reasons have you used the library in person this semester? Please select all that apply.

- Studying/completing assignments
- Attending a synchronous online class (synchronous means you have to attend at a specific time)
- Group projects
- Socializing with friends/classmates
- Printing/photocopying/scanning
- Taking out a book or equipment
- Taking a break
- Other (please specify): _____

7. Library Resources and Services

8. *How IMPORTANT to you are the following RESOURCES?:

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

Subject guides on the library website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library citation style resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Respondents will only be able to see the items that they said they used in Q8 (i.e., didn't select "Have not used").

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

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

10. *How IMPORTANT to you are the following FACILITIES and SERVICES?:

	Have not used	Not at all important	Slightly Important	Moderately Important	Very important	No opinion/ don't know
Research help from librarians (in person, by appointment, AskAway online chat, phone, or text)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assistance by service counter staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Interlibrary loan service (getting items from another institution)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of on campus computers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of semester loan laptops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of equipment for loan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Printing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Photocopying	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quiet area to study	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Study rooms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library cleanliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Respondents will only be able to see the items that they said they used in Q10 (i.e., didn't select "Have not used").

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

	Don't know	Very dissatisfied	Somewhat dissatisfied	Neutral	Somewhat satisfied	Very satisfied
Research help from librarians (in person, by appointment, AskAway online chat, phone, or text)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assistance by service counter staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Interlibrary loan service (getting items from another institution)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of on campus computers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of semester loan laptops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of equipment for loan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Printing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Photocopying	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Quiet area to study	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Study rooms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library cleanliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall satisfaction with the library's facilities and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

Only show to those who chose "somewhat dissatisfied" or "very dissatisfied" in Q9 or Q11.

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

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

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

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

17. ****What changes to the physical space of the KPU Library would help you attend/complete your online courses there? If you are thinking of a specific campus, please include that in your answer.¹**

18. ***This semester, have you tried to access a laptop loan from the library?**

- Yes, a 7-day laptop loan
- Yes, a semester-long laptop loan
- No

Display if Q18 = 'Yes, a semester-long laptop loan'

19. **Did you obtain a semester-long laptop loan for this semester?**

- Yes
- No

Display if Q19 = 'Yes'

20. **Were you able to access the semester-long laptop as soon as you needed it?**

- Yes
- No

¹ ** Indicates that if no response was given, the participant was prompted to provide a response, but one was ultimately not required to proceed.

Display if student has not tried to access a laptop loan, or if student was not able to successfully obtain a semester-long loan, or if student was able to obtain a semester-long loan but was not able to get it as soon as they needed it.

21. Why didn't you try to access a 7-day laptop loan from the library? Please select all that apply.

- I didn't need one
- I wasn't aware this was available
- I couldn't get to campus
- I didn't feel safe coming to campus
- Other (please specify): _____

Display if Q18 = 'Yes, a 7-day laptop loan'

22. How many times have you tried to access a 7-day laptop loan from the library this semester?

- Just once
- 2 or 3 times
- 4 or 5 times
- 6 or more times

Display if Q22 = 'Just once'

23. Did you obtain your 7-day laptop loan?

- Yes
- No

Display if Q22 = '2 or 3 times' OR '4 or 5 times' OR '6 or more times'

24. How often did you successfully obtain a 7-day laptop loan from the library this semester?

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

Hide this question from those who said they don't use the library in-person.

25. When you try to access a computer workstation in the library, how often are you successful?

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

Hide this question from those who said they don't use the library in-person.

26. What type of device do you **primarily use in the library?**

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

27. Have you asked a KPU librarian for research or citation help?

- Yes
- No – I didn't know I could do that
- No – I haven't needed any help

Display if Q27 = Yes or No, didn't know

28. Which of the following ways do you prefer contacting a librarian for research or citation help? Select one or more method that you would be most likely to use.

- In person at the Research Help Desk in the library

- Online via [AskAway chat](#) on the library website
- Booking a Zoom/Teams appointment
- Phone
- Email
- Text

29. This semester, the library is starting “Zoom a Librarian”. These are drop-in Research Desk sessions over Zoom for students to get research and citation help from a librarian without needing to book an appointment. Before this survey, had you heard about or used this service?

- No, I hadn’t heard about this service
- Yes, I’d heard about this service, but haven’t used it
- Yes, I’ve used this service

Display if Q29 = Yes, heard about but haven’t used

30. Why haven’t you attended a drop-in Zoom Research Desk session with a librarian? Please select all that apply.

- I didn’t need this assistance
- It wasn’t available when I needed it
- I used different types of help instead (e.g., my instructor, peers, the Learning Centre, etc.)
- I’m too embarrassed to ask for help
- I had technical difficulties accessing the session
- Other (please specify): _____

31. How confident are you in your ability to locate appropriate library resources for your university courses?

- Not at all confident
- Not very confident
- Somewhat confident
- Very confident

32. *Have you attended an introductory-level library research workshop taught by a librarian?

- Yes, I have attended one of these workshop
- Yes, I have attended more than one of these workshops
- No

Display if Q32 = Yes (one or multiple)

33. Which workshop formats have you attended? Please select all that apply.

- In-person in the library lab or your classroom
- Live session in Zoom, Teams, or other online platform
- Asynchronous (pre-recorded) workshop

Display if Q32 = Yes (one or multiple)

34. How helpful was/were the workshop(s) at teaching you how to locate library resources that are appropriate for your courses?

- Not at all helpful
- Not very helpful
- Somewhat helpful
- Very helpful

Display if Q34 = Not at all or Not very helpful

35. What didn’t you like about the workshop(s)? Please select all that apply.

- It covered topics I already knew
- It tried to cover too much in the time available
- Not enough hands-on practice
- Not directly related to the class assignment
- Librarian didn’t explain things well

Other (please specify): _____

Display if Q32 = Yes, more than one

36. *How useful, if at all, was it to attend more than one introductory-level library research workshop taught by a librarian?

- Not at all useful
- Not very useful
- Somewhat useful
- Very useful

37. *The library has developed [subject guides](#), in which librarians have brought together the best library and web resources to find the information you need for your assignments. Would you be more likely to use guides like these if they were added into your Moodle course pages, instead of having to go to the library website?

- Yes
- Maybe
- No
- Don't know

38. Librarians and Learning Strategists from the Learning Centre are considering collaborating to create tutorials that cover several topics. How likely is it that you would use pre-recorded workshops/tutorials covering either of the following?

	Not at all likely	Not very likely	Somewhat likely	Very likely
a) "Writing and citing" : how to paraphrase information and properly cite the source	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) "Developing your essay topic" : strategies for developing a research question or thesis that is appropriate for the length of your essay	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

Prize Draw

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

40. *Would you like to enter the prize draw?

- Yes
- No

Display if Q40 = Yes

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