



LIBRARY USER SURVEY 2022

Xi'an Jiaotong - Liverpool University Library



YOUR VOICE MATTERS

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PREFACE

To assess library service quality, Xi'an Jiaotong-Liverpool University (XJTLU) Library conducted the Library User Survey 2022 in May.

Core questions of the survey covered 3 service dimensions of service quality: Library as Place (physical environment); Library Resource (provision of and access to print and electronic resources); and Library Academic Support Service (helpfulness and usefulness of library services).

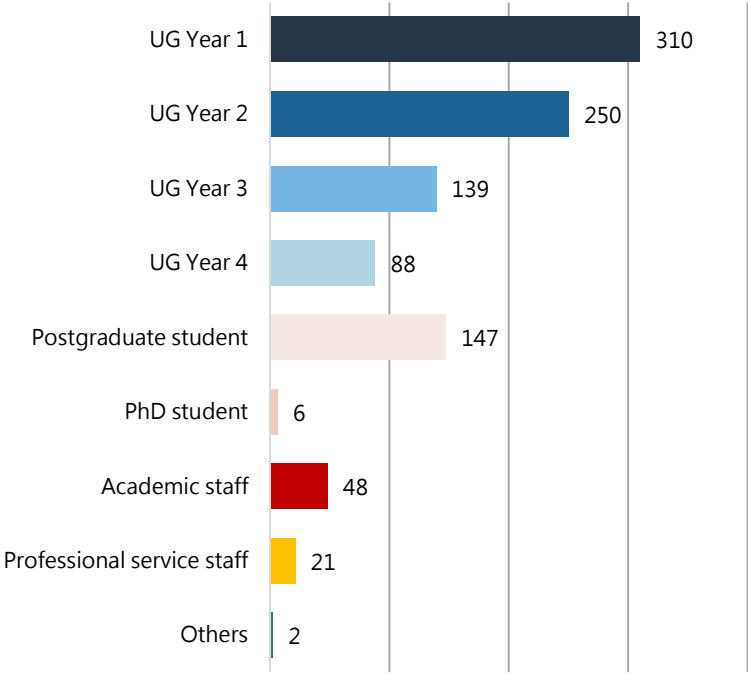
For each service dimension, there were several general questions and 1 core rating question scoring on a 5-point Likert scale. Scoring methodology is explained in the part [SCORING](#).

Besides, the survey contained questions on profile of respondents, overall satisfaction with Library, and additional comments.

RESPONDENT DISTRIBUTION

Distribution features of the 1,011 valid responses are:

- Female respondents (70.23%) are over twice of male ones (29.77%);
- Most respondents are undergraduates (77.84%);
- Representatives from International Business School Suzhou made up the largest proportion (31.45%).

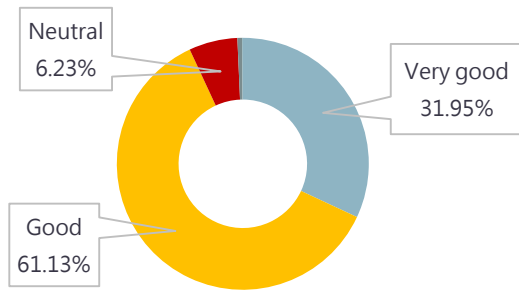


School	Counts	Percentage
International Business School Suzhou	318	31.45%
School of Science	207	20.47%
School of Humanities and Social Sciences	158	15.63%
School of Advanced Technology	129	12.76%
Design School	80	7.91%
XJTLU Entrepreneur College – Taicang	47	4.65%
XJTLU-JITRI Academy of Industrial Technology	14	1.38%
Academy of Film and Creative Technology	13	1.29%
Academy of Future Education	13	1.29%
School of Languages	9	0.89%
XJTLU Wisdom Lake Academy of Pharmacy	0	0.00%

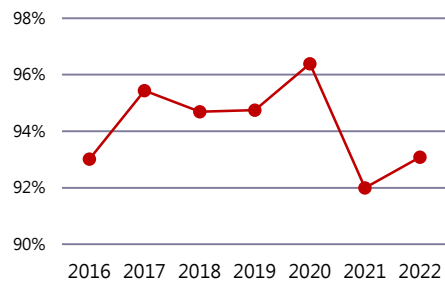
OVERALL PERFORMANCE

93.08%






Respondents rated Library performance 'Very Good' or 'Good'



In 2016-2022



Respondents believe the Library's TOP 5 ...

Most Important	Best Performed	Most Satisfied	Call for Improvement
 Off-campus Access	 Water Dispensers	 Workshops	 E-resources Access Speed
 Noise Level	 Decoration & Environment	 Marketing	 Off-campus Access
 E-resources Access Speed	 Self-Service Machine	 Decoration & Environment	 Indoor Temperature
 Electronic Resources	 Opening Hours	 Library Appointment	 Electronic Resources
 Self-Service Machine	 <i>New</i> Marketing	 Water Dispensers	 <i>New</i> Group Study Room

Most Important: categories with highest Importance Scores
Most Satisfied: categories with lowest Gap Scores

Best Performed: categories with highest Performance Scores
Call for Improvement: categories with highest Gap Scores

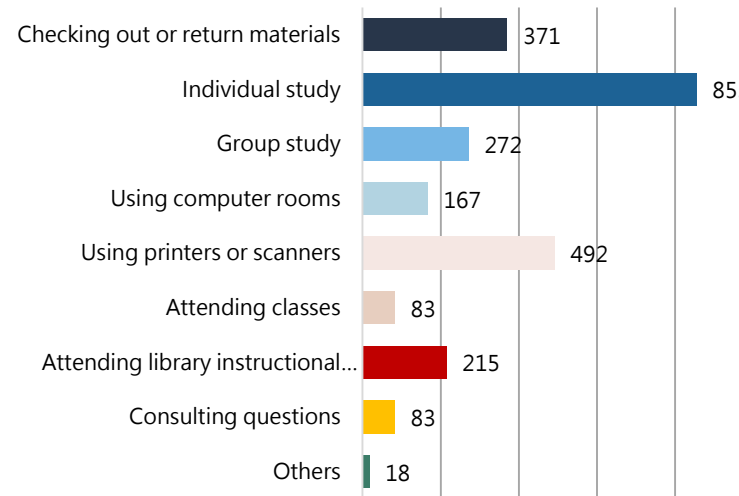
Please see [SCORING](#) for more details on Performance Score, Importance Score, and Gap Score.

LIBRARY AS PLACE

During the AY2021/22 semester 1, over 70% respondents visited the Library at least once a week. Most of those who never visit the Library is due to the pandemic situation.

Main purposes that respondents visited the Library were for individual/group study, using library facilities, and borrowing library collections (see more details in the right chart), just the same as what they indicated in previous years.

Purposes for Visiting the Library



70.23%

respondents visited the Library at least ONCE A WEEK



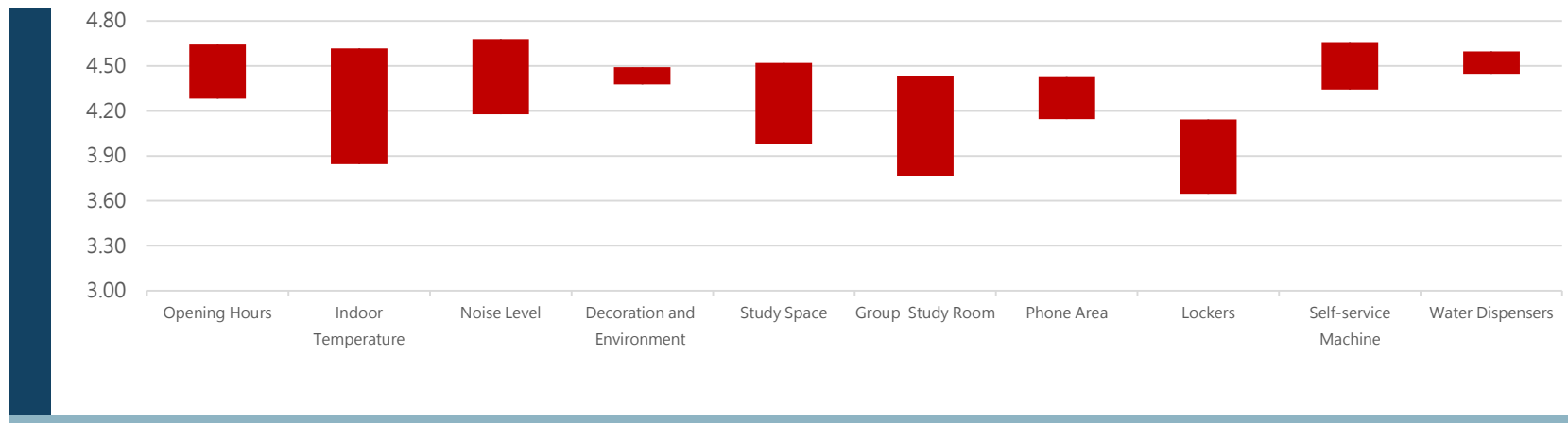
Why not the Library ?

- Prefer online resources
- Be off campus due to the pandemic situation
- Be used to studying at home/office/studio



“ XJTLU Library is a good place for students to study in a good environment. I hope XJTLU library can always be a place where students gain new insights and knowledge about studying in their major.”

LIBRARY AS PLACE



Note: Gap Score = Importance Score – Performance Score (A larger bar indicates a higher Gap Score which requires more improvement, and a larger red one indicates a better performance out of expectation)

In terms of Importance Score, all 10 categories in library space and facilities shown in the chart were identified with Importance Scores over 4.0, with *Noise Level*, *Self-service Machine*, and *Opening Hours* being the most important 3 categories.

In terms of Performance Score, 6 out of 10 categories get scores higher than 4.0, with *Water Dispensers*, *Decoration & Environment* and *Self-service Machine* being the best performed 3 categories.

Respondents indicated that the top 3 categories requiring improvement are *Indoor Temperature*, *Group Study Room* and *Study Space*, with highest Gap Scores.

On the contrary, they are satisfied with *Decoration & Environment* and *Water Dispensers*. Gap Scores of the 2 categories are around 0.1.

6/10 categories
Get 4.0+
In Performance Score

Call for Improvement

- Indoor Temperature
- Group Study Room
- Study Space

LIBRARY RESOURCE

It is indicated that respondents' preference on print resources is equal to that on electronic resources. Only 19 out of 1,011 respondents indicate that they never use library electronic resources. Main reasons of why respondents do not use library electronic resources are listed respectively. A multiple choice question was designed to indicate the purpose of visiting the library website. Over half of the respondents accessed the library website to *Search DISCOVER*, to *View Past Exam Papers*, and to *use library databases*.

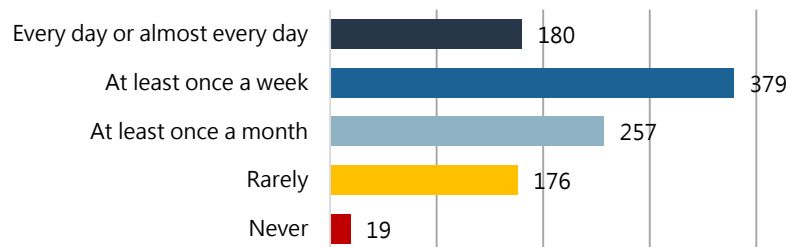
Print Resources VS Electronic Resources



Visiting Library Website?



Frequency for Using Electronic Resources



Why not the Library Electronic Resources

- I don't know how/where to find electronic materials in the Library
- I prefer using print resources
- I prefer using Google or Baidu to find my needed electronic materials

Purposes for Visiting Library Website	Counts	Percentage
To search DISCOVER	667	65.97%
To use Library Catalogue System	378	37.39%
To use library databases	588	58.16%
To visit library guides	158	15.63%
To view past exam papers online	639	63.20%
To view XJTLU FYPs, Dissertations and Theses	108	10.68%
To apply for Inter-library loan service	35	3.46%
To register for library workshops or tours	90	8.90%
To view FAQs or consult questions online	79	7.81%
To book a group study room	303	29.97%
Others	3	0.30%

LIBRARY RESOURCE

Respondents have high expectation to digital library categories with importance score

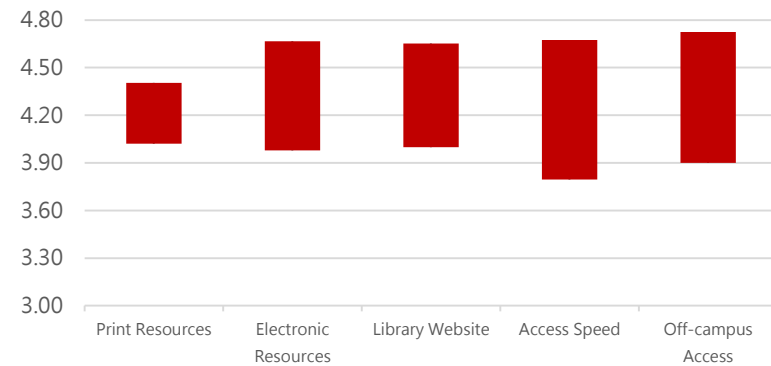
4.6+

Performance scores of digital library categories are **Higher** in 2022 than those in previous two years but still calling for improvement

Categories	Importance	Performance	Gap
Print Resources	4.40	4.02	0.38
Electronic Resources	4.67	3.98	0.69
Library Website	4.65	4.00	0.65
E-resources Access Speed	4.67	3.79	0.88
Off-campus Access	4.72	3.90	0.82

Due to the online education in AY2021/22 semester 2, all categories related to digital library receive Importance Scores higher than 4.6, indicating that respondents perceived library electronic resources highly important. Meanwhile, digital library performs better in 2022 than those in previous two years according to performance scores.

In terms of Gap Score, Access Speed and Off-campus Access received 0.88 and 0.82 in 2022, which have a trend to decrease within current three years. Nevertheless, these two categories with over 0.8 gap scores still require the most attention when considering future improvement.

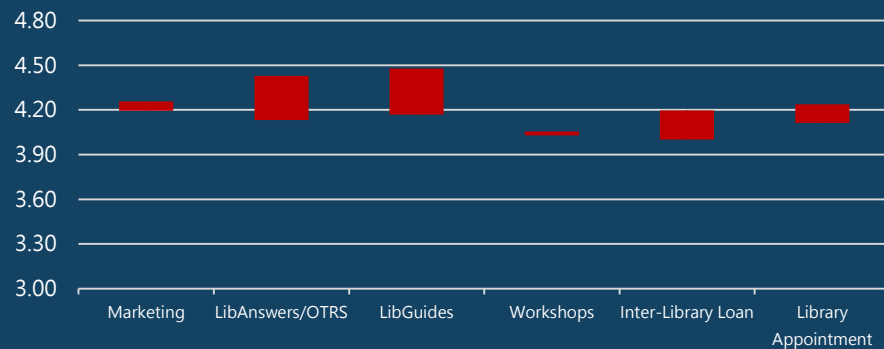


Note: Gap Score = Importance Score – Performance Score (A larger bar indicates a higher Gap Score which requires more improvement, and a larger red one indicates a better performance out of expectation)

LIBRARY ACADEMIC SUPPORT SERVICE

In respondents' perceptions, being able to get assistance from professional librarians via LibAnswers/OTRs and find necessary information in LibGuides are highly important.

It is note worthy that all categories in Library Academic Support Service dimension achieve over 4.0 scores in performance, indicating that the Library did quite well in AY2021/22.



Note: Gap Score = Importance Score – Performance Score (A larger bar indicates a higher Gap Score which requires more improvement, and a larger red one indicates a better performance out of expectation)

GAP SCORE



Marketing



Workshops

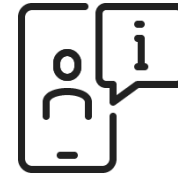
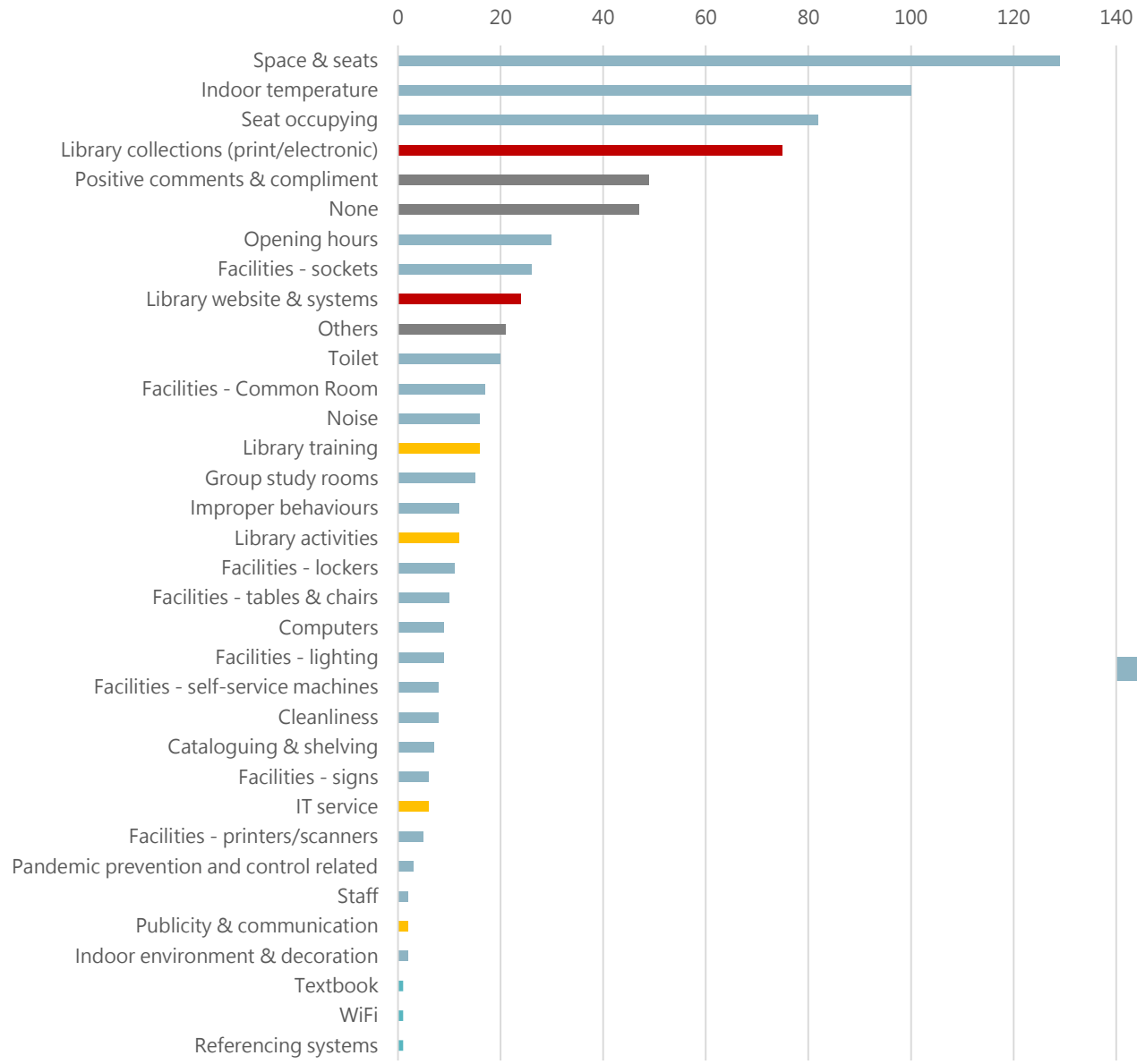
LESS THAN

0.1

Receiving Gap Scores of 0.03 and 0.06 respectively, Library Marketing Promotions and Library Workshops meet respondents' expectations persistently.

What's more, gap scores of all categories are no more than 0.31.

RESPONDENTS' COMMENTS



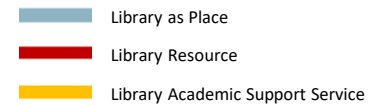
Respondents show high passion and expectation on XJTLU Library

557/1,011

respondents kindly leave comments

782

suggestions for library future developments were proposed



LIBRARY OVERALL PERFORMANCE

	COUNTS	PERCENTAGE
Very good	323	31.95%
Good	618	61.13%
Neutral	63	6.23%
Poor	6	0.59%
Very poor	1	0.10%

LIBRARY AS PLACE

	COUNTS	PERCENTAGE
How often do you come into the Library		
Everyday	250	24.73%
At least once a week	460	45.50%
At least once every two weeks	100	9.89%
At least once every month	99	9.79%
Rarely	83	8.21%
Never	19	1.88%
What are your main purposes for visiting the Library		
Checking out or return materials	371	36.70%
Using computer rooms	855	84.57%
Individual study	272	26.90%
Group study	167	16.52%
Attending classes	492	48.66%
Using printers or scanners	83	8.21%
Attending library workshops or tours or activities	215	21.27%
Consulting questions	83	8.21%
Others	18	1.78%

LIBRARY RESOURCE

	COUNTS	PERCENTAGE
Do you prefer print resources or electronic resources for learning and teaching		
Print Resources	477	47.18%
Electronic Resources	534	52.82%
How often do you use Library electronic resources		
Everyday	180	17.80%
At least once a week	379	37.49%
At least once every month	257	25.42%
Rarely	176	17.41%
Never	19	1.88%
What are your main purposes to use the Library website		
To search DISCOVER	667	65.97%
To use Library Catalogue System	378	37.39%
To use library databases	588	58.16%
To visit library guides	158	15.63%
To view past exam papers online	639	63.20%
To register for library workshops or tours	108	10.68%
To view FAQs or consult questions	35	3.46%
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Others	3	0.30%



XJTLU LIBRARY
USER SURVEY 2022

RESPONSE DATA

IMPORTANCE & PERFORMANCE

CATEGORY	IMPORTANCE	PERFORMANCE	GAP
Library as Place			
Opening Hours	4.64	4.28	0.36
Indoor Temperature	4.62	3.85	0.77
Noise Level	4.68	4.18	0.50
Decoration and Environment	4.49	4.38	0.11
Study Space	4.52	3.98	0.54
Group Study Room	4.44	3.77	0.67
Phone Area	4.43	4.14	0.28
Lockers	4.14	3.65	0.50
Self-service Machine	4.65	4.34	0.31
Water Dispensers	4.60	4.45	0.15
Library Resources			
Print Resources	4.40	4.02	0.38
Electronic Resources	4.67	3.98	0.69
Library Website	4.65	4.00	0.65
E-resources Access Speed	4.67	3.79	0.88
Off-campus Access	4.72	3.90	0.82
Library Academic Support Services			
Marketing	4.26	4.19	0.06
LibAnswers/OTRS	4.43	4.13	0.30
LibGuides	4.48	4.17	0.31
Workshops	4.06	4.03	0.03
Inter-Library Loan	4.20	4.00	0.20
Library Appointment	4.24	4.11	0.12

SCORING

For each service dimension, there was 1 core rating question scoring on a 5-point Likert scale.

Respondents were asked for judgement on 2 scales: the desired level of the service they would like to receive (Importance), and the actual level of service they perceive to have been provided (Performance).

To identify factors for improvement, the survey analyses the 'Gap' value between the importance and performance scores for each variable. Gap score was calculated by:

$$\text{Gap Score} = \text{Importance Score} - \text{Performance Score}$$

A gap score indicates whether the Library is meeting the expectations of respondents. A positive score means that users' perceived level of service is below their desired level of service, and in turn, implies a need for improvement. The higher the score is, the more improvement should be made. On the contrary, a negative value indicates that the Library is exceeding the desired expectations of users.

XJTLU Library
1 June, 2022

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