







LibQUAL 2023 Survey – Responses and Action Plans

Area	User Comments	Library Responses and Actions
Noise issue 	<ul style="list-style-type: none"> Too noisy for quiet study. Discussion should be allowed. Areas for quiet use and discussion are not clearly separated. 	<ul style="list-style-type: none"> More frequent staff patrol; library staff remind users to lower their voice in quiet zones. The 1/F Quiet Room was restored as scheduled for the Spring Term 2024. Explore different zoning to differentiate the user expected behavior in specific areas. Additional signage may help to communicate the expectation to users. For users who book study rooms in quiet zones, they will see reminder about expected noise level.
Seat Hogging and Crowdedness 	<ul style="list-style-type: none"> Seat hogging by leaving belongings behind is irresponsible as seat demand is so high. The Library should allow users to reserve seats for longer time (current time limit is 30 minutes); library staff should not collect unattended materials. Difficulty finding study spaces, insufficient seats, insufficient individual and group study space, existing space overcrowded, the Library should be expanded. 	<ul style="list-style-type: none"> The 30-min allowance already gives flexibility for you to hold a seat for a short absence. We cannot lengthen it. We continue the practice of removing unattended belongings during busy times. Within the space available in the current library building, explore furniture choices and space layout options to meet your needs. On G/F, shelving are being consolidated to allow space for study seating. Whenever possible, convert rooms for student use. To optimize use of existing capacity, we will look into a more robust room/seat booking system which can show real-time availability of seats.
Collections 	<ul style="list-style-type: none"> Acquire more books in print and e-format, in simplified Chinese, popular books, novels. Acquire more books in specific subjects such as HSS, IT, Computing, Language education, etc. Specific requests for databases and journals. Media streaming, including older resources. Extend the sharing of e-journals and databases among JULAC libraries and Guangzhou campus. Unaware of the variety of collection resources available. Not sure how to recommend books and selection criteria. 	<ul style="list-style-type: none"> Explore Chinese e-books aggregator and platforms. Expand demand-driven book acquisition platforms. Expand Popular Books collection. Put specific journals in our priority list for subscription consideration whenever budget allows. Review “turnaway” statistics of databases such as CNKI and Springer E-books, to identify popular resources for purchase. We subscribed to the streaming platform Kanopy. To help users find those videos, we loaded over 21,000 records into the library catalog. Due to license restrictions, electronic resources cannot be shared across institutions. We rely on interlibrary loan services to help you obtain materials beyond the HKUST collections. Organize more thematic book displays to encourage reading for fun. Enhance New Arrival website with attractive book cover images. Make the Book Recommendation form more visible. Add Collection Development Policy to relevant sections of the Library website. Prioritize loading bibliographic records of new resources into the catalog, to make them more findable.
E-resources remote access 	<ul style="list-style-type: none"> Off-campus access to electronic resources requires login via the Library’s website. Some users find it inconvenient. 	<ul style="list-style-type: none"> Find ways to make remote access more seamless.
Programs & Activities 	<ul style="list-style-type: none"> Library services should help users navigate digital and AI information, and provide guidance in the information deluge. Many workshops for PDEV courses are good; but there can be more on practical topics. The Library should encourage students to read more. Organize more diverse activities such as book events, lectures. The Library can become a hub for community events. 	<ul style="list-style-type: none"> Offer 30-min mini workshops to introduce research tools. To help students in selecting trustworthy information in the context of AI, we will enrich information evaluation element in workshops, and create e-learning games. Partner with external organizations for providing services and resources.
Communication with users 	<ul style="list-style-type: none"> Some library staff are not proficient in English or Putonghua. It is not clear what library services and programs are available for users; and not clear how to use library resources. More promotions on social media. 	<ul style="list-style-type: none"> Organize specific training in language skills. Use more webguides and promotional videos to explain how to make best use of the Library. Create more multimedia, reels and posts in social media.